



BIDDERS COMPANY NAME

REQUEST FOR PROPOSAL

#6640

ORACLE ENTERPRISEONE (JD EDWARDS ENTERPRISEONE XE, SP24) SOFTWARE MAINTENANCE

Prepared by:

Washtenaw County
Purchasing Division
Administration Building
220 N. Main B-35
Ann Arbor, MI 48104

Anne Strieter, B.S., C.P.M.
Senior Buyer



**WASHTENAW COUNTY
FINANCE DEPARTMENT**

Purchasing Division

220 N. Main, Ann Arbor, MI 48104
Phone (734) 222-6760, Fax (734) 222-6764

REQUEST FOR PROPOSAL # 6640

August 29, 2011

Washtenaw County Purchasing Division on behalf of the Information & Technology Services is issuing a Sealed Request for Proposal (RFP) #6640 for yearly maintenance with Oracle for its JD Edwards EnterpriseOne XE SP24 Software.

Sealed Proposals: Vendor will deliver **one (1) original and three (3) copies** (one unbound) of the bid proposal to the following address:

**Washtenaw County
Administration Building
Purchasing Division
220 N. Main St. Room B-35
Ann Arbor, MI 48104**

By 3:00 p.m. on Thursday, September 22, 2011

Proposals received after the above cited time will be considered a late bid and are not acceptable unless waived by the Purchasing Manager.

- The envelope should be clearly marked "**SEALED RFP # 6640**".
- Please direct purchasing and procedural questions regarding this RFP to Anne Strieter, C.P.M. at 734-222-6749 or strietera@ewashtenaw.org.
- Please direct technical questions regarding this RFP to Tom Fielder at 734-260-4713 or fieldert@ewashtenaw.org or Tammy Richards at 734-222-6737 or richardt@ewashtenaw.org

Thank you for your interest.

PROPOSAL INFORMATION

I. PROPOSAL DEFINITIONS

Definitions	“Bidder”	An individual or business submitting a bid to Washtenaw County
	“Contractor/Vendor”	One who contracts to perform services in accordance with a contract
	“County”	Washtenaw County in Michigan

II. TERMS:

A. Washtenaw County reserves the right to reject any and all proposals received as a result of this RFP. If a proposal is selected, it will be the most advantageous regarding price, quality of service, the CONTRACTORS qualifications and capabilities to provide the specified service, and other factors that the County may consider. The County does not intend to award a contract fully on the basis of any response made to the proposal; the County reserves the right to consider proposals for modifications at any time before a contract would be awarded, and negotiations would be undertaken with that CONTRACTOR whose proposal is deemed to best meet the County’s specifications and needs.

B. The County reserves the right to reject any or all bids, to waive or not waive informalities or irregularities in bids or bidding procedures, and to accept or further negotiate cost, terms, or conditions of any bid determined by the County to be in the best interests of the County even though not the lowest bid.

C. Proposals must be signed by an official authorized to bind the CONTRACTOR to its provisions for at least a period of 90 days. Failure of the successful bidder to accept the obligation of the contract may result in the cancellation of any award.

D. In the event it becomes necessary to revise any part of the RFP, addenda will be provided. Deadlines for submission of RFP's may be adjusted to allow for revisions. To be considered, **One(1) original and three (3) copies** (one copy unbound and suitable for photocopying) must be at the County on or before the date specified.

E. Proposals should be prepared simply and economically providing a straight-forward, concise description of the CONTRACTOR'S ability to meet the requirements of the RFP. Proposals shall be typewritten. No erasures are permitted. Mistakes may be crossed out and corrected and must be initialed in ink by the person signing the proposal.

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F. In the event, the County receives two or more bids from responsive, responsible bidders, one or more of whom are Washtenaw County Contractors and the bids are substantially equal in price, quality and service, the County shall award the contract to the most responsive, responsible Washtenaw County Contractor. For purposes of this section, Washtenaw County Contractor means a company which has maintained its principal office in Washtenaw County for at least six (6) months. Maintaining a Washtenaw County P.O. Box, is not, in and of itself, sufficient to establish a company as a Washtenaw County Contractor. The County shall have sole discretion under this section to determine if a company qualifies as a Washtenaw County Contractor and if two or more bids are substantially equal.

G. BID TERM: Bid is for one year with an option for each year up to four additional years.

III. PROPOSAL SPECIFICS:

Introduction/Proposal Purpose:

The Washtenaw County Information and Technology Services is soliciting proposals to replace Washtenaw County's yearly maintenance support with Oracle for its JD Edwards EnterpriseOne XE SP24 software. The County is hoping to increase support levels and significantly reduce the cost of yearly maintenance. The County is looking for companies that have a robust and successful history in providing all the current services our Oracle maintenance contract provides. This RFP does not include custom task, project initiatives or CNC related services. The County has a competent vendor who is already providing these services. The County's current maintenance agreement with Oracle expires October 31, 2011.

A. **BACKGROUND:** In 1999, Washtenaw County implemented a new financial system, JD Edwards, which included both the Human Resource and Financial modules. The County is looking to reduce its associated costs to this system due to the budgetary economic trends. The County's current JD Edward's Environment is as follows:

- JD Edwards Version - EnterpriseOne XE SP 24
- Licensing - The County currently maintains licenses and support for JD Edwards EnterpriseOne Concurrent Users – 241
- Modules – The following JD Edwards EnterpriseOne modules are currently being utilized by the County:
 - General Accounting
 - Budgeting
 - Accounts Payable
 - Accounts Receivable
 - Fixed Assets
 - Procurement
 - Human Resources
 - Payroll
 - Financial Report Writer
 - Enterprise Report Writer
 - Foundation Environment (Security, Menus, Address Book, Reporting, Workflow, etc.)
- There are some, but very few, modifications and customizations to the modules.
- The County does have interfaces with several third party systems, such as Sympro (Treasury software), Onbase (Document Management software) and Active Directory.
- The enterprise infrastructure for our JD Edwards environment is as follow:
 - All Servers are windows 2008 (DV, PY, PD, Deployment Server)
 - Databases are Oracle
 - 4 Citrix Servers running Windows 2008
- Third Party Tools
 - Insight.com Reporting Tool
 - Bottomline Technologies – Form and Email tool
 - Q-Software – Security Tool

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The **PROPOSAL** should include all of the following information and appropriately labeled:

B. SCOPE OF WORK: The County is looking for a qualified third party provider of Oracle EnterpriseOne to reflect a cost savings while meeting or exceeding the current Oracle deliverable requirements for annual software maintenance support services.

1. Maintenance Product/Service Details: Provide Maintenance Product/Service Details that includes the following information

ATTACHMENT A – MAINTENANCE PRODUCT SERVICES DETAILS	
1.	Describe the maintenance replacement products and services your company offers.
2.	Please explain in detail how your company fixes issues in JD Edwards that formerly would have been fixed by an Oracle ESU or Patch fix? Please provide several relevant examples from current clients to support this question. A specific example about a critical payroll problem and fix would be helpful.
3.	Have there been times when you have been unable to solve a problem for a customer? Are there specific types of problems that you cannot fix? What do you do in this case?
4.	Is it the responsibility of the Washtenaw County to identify patches and fixes to correct a problem or will your company provide patches and fixes for a known problem that the County is experiencing?
5.	Our organization currently relies heavily on documentation provided by Oracle to resolve issues internally. Once we end Oracle maintenance we will no longer have access to this information. How can you ensure that we either have the information we need or have the support necessary to resolve issues in a timely manner?
6.	Outline the differences between your company’s support product for JD Edwards EnterpriseOne (JD Edwards EnterpriseOne XE) and Oracle’s support product.
7.	Explain why your services would be superior to your competitors.
8.	How many years has your company been providing replacement services for JD Edwards EnterpriseOne XE maintenance?
9.	Provide track record in providing maintenance support services for JD Edwards products in the market.
10.	How many clients does your company currently serve with the types of services described? Explain the capacity of the services being provided.
11.	How many public sector (governmental) clients has your company served? Please provide listing.
12.	Has your company and the consultants to be assigned worked specifically with JD Edwards EnterpriseOne XE? Please explain.
13.	How many years has your company been providing support services for JD Edwards EnterpriseOne (JD Edwards EnterpriseOne XE)?

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14.	Is your company JD Edwards EnterpriseOne (JD Edwards EnterpriseOne XE) certified?
15.	Describe any interoperability support available with other systems that the JD Edwards system may interface with.
16.	Describe any support for 3rd party applications such as Bottomline Technologies, Insight.com Reporting and Q-Software.
17.	What is the future vision of your maintenance support offerings?
18.	What guarantees will the County have that when a support issue/question arises that your firm does not have the internal expertise to resolve/answer, you will go "outside" to find the expertise at no additional cost to the County?
19.	What services do you intend to outsource/subcontract?
20.	Explain your procedures and processes by which data is kept secure and confidential.
21.	Will your company provide full support coverage for all Washtenaw County applications including client-developed customizations?
22.	Will your company provide detailed documentation for customization fixes?
23.	If Washtenaw County elects to upgrade its JD Edwards EnterpriseOne (JD Edwards EnterpriseOne XE) release, will your company provide maintenance support the for the new release with no additional annual costs or fees and will provide upgrade path and tools support?
24.	If Washtenaw County elects to upgrade its JD Edwards EnterpriseOne (JD Edwards EnterpriseOne XE) release, will your company provide support for the associated JD Edwards EnterpriseOne (JD Edwards EnterpriseOne XE) upgrade scripts and create fixes to the JD Edwards EnterpriseOne?

2. Tax and Regulatory/Compliance Support: Provide Tax and Regulatory/Compliance Support that includes the following information.

Attachment B- TAX AND REGULATORY/COMPLIANCE SUPPORT	
1.	Provide a complete and detailed description of how your company ensures quality solutions for their customers.
2.	Include how you research, create, test and deliver the tax and regulatory/compliance updates.
3.	Describe your Tax and Regulatory release schedule. Describe the method and frequency that the updates are delivered to clients.
4.	Provide an estimated number of JD Edwards Tax and Regulatory updates that you have delivered to your clients.
5.	Will your company review regulatory changes and update JD Edwards EnterpriseOne (JD Edwards EnterpriseOne XE) system accordingly for 1099 and fixed assets depreciation as well as according to required time tables – for tax updates/changes in taxation methods, W-2 and 1099R forms/reporting requirements and governmental employee reporting?

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3. Support Model and Staff: Provide Support Model and Staff that includes the following information.

Attachment C – SUPPORT MODEL AND STAFF	
1.	Provide location of support center(s).
2.	Are any of your support services provided by resources located outside of North America? If so where are they located and what is their primary function? For example are they afterhours support or first-level support.
3.	Describe your personnel and expertise – Experience with JD Edwards, experience with EnterpriseOne XE, our current tools release SP 24.1.2 and experience with supporting municipalities
4.	Describe the role of a primary contact or Primary Support Engineer (PSE) Include how a PSE is assigned to a client.
5,	How many support staff do you employ and approximately how many would be assigned to the County? Please include the names and resumes of anyone that would be dedicated to the County account.
6.	Will the staff assigned to us remain with us as long as they are with your company and Washtenaw County is under contract for your services? What assurances do we have that staff will not be regularly reassigned?
7.	Will Washtenaw County have the discretion to remove specific staff members assigned?
8.	Describe your management team’s experience.
9.	Describe on-boarding process.
10.	Describe how a client would report issues, track cases and receive updates. Provide example.
11.	Describe your escalation process and the process for prioritizing cases.
12.	What is your typical process for your customers formally accepting a resolution to an issue?
13.	Describe response time and typical resolution time. Do you offer 24 x 7 supports?
14.	What constitutes normal business hours? How do you provide support during off hours?
15.	Describe your communication strategy for keeping clients informed of changes to your services.
16.	Describe how you handle/manage software vendor’s intellectual property and protect a clients license rights.
17.	Describe your Documentation support.
18.	Do you have in-house support staff available 24/7/365 to provide remote diagnostics/troubleshooting via phone/web?
19	What type of telephone support can your company provide? Please describe the telephone support program and hours of availability.
20.	Do you depend on overseas, off-hours support staff?
21.	Will you allow Washtenaw County to approve the staff you assign to our account?
22.	How are consultants managed within your organization?

4. **Company Profile:** Provide Company Profile that includes the following information:

Attachment D – COMPANY PROFILE.

Background:

1. Date Founded
2. Organization structure
 - a. Sole Proprietorship
 - b. Partnership
 - c. Corporation
3. Ownership status
 - a. Independent
 - b. Subsidiary (Name of Parent Organization: _____)
 - c. Company Background, qualifications, and history.
4. Headquarters and Office Locations
5. List your company's annual gross sales for the last four years.
6. How many employees does your company employ?
 - a. Full time
 - b. Part-time

Professional Conduct

1. Describe in detail any past or current litigation involving your company.
2. Describe in detail any past or current liability policy claims relating to lawsuits or client contracts.
3. Has any client terminated a contract with vendor "for cause" claiming breach of contract?

Conflict Disclosures

1. Does the vendor have any conflicts of interest that would interfere with its ability to provide services under this RFP?
2. Does the vendor or any related companies, if any, offer any products that directly compete with any other products of Oracle Corporation?

5. **Full Client List with Contacts:** To complete our evaluation the County will require a full client list (specify past or current) with contact information for each. A significant portion of the evaluation will be based on a randomly selected interview with several current clients. **Attachment E–CLIENT LIST.**
6. **Cost Summary:** Proposal must use the enclosed Bid Cost Specification Summary found on Page #12 **ATTACHMENT F - BID COST SPECIFICATION SUMMARY)**

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IV. CRITERIA FOR AWARD & TIMELINE

A. CRITERIA FOR AWARD: The County anticipates awarding the responses based on the following criteria. The County reserves the right to reject any and all proposals to make an award based directly on the proposals or to negotiate further with one or more vendors. The vendor selected for the award will be chosen on the basis of the apparent greatest benefit to the County.

Ability of the vendor to meet or exceed the requirements as defined in the RFP. Company Track Record in providing replacement for Oracle Maintenance (how comprehensive, resolution time and coverage (ie 24 X 7)	30%
Client List Responses	35%
Qualifications and experience of key personnel and proficiency of the resources identified to support Washtenaw County based on resumes.	10%
Costs	25%

B. TIMELINE:

RFP RELEASED	August 29, 2011
PROPOSAL DUE	September 22, 2011 @ 3 pm
EVALUATION OF PROPOSALS	September 23, 2011 – September 30, 2011
AWARDING OF PROPOSAL	October 3 – 7, 2011
CONTRACT DEVELOPMENT/NEGOTIATIONS	October 7 – October 21, 2011
SERVICES IMPLEMENTED	November 1, 2011

V. STANDARD PROVISIONS FOR CONTRACTS

If a contract is awarded, the selected Vendor will be required to adhere to a set of general contract provisions that will become a part of any formal agreement. These provisions are general principles that apply to all Vendors of service to Washtenaw County such as the following:

ARTICLE III - REPORTING OF CONTRACTOR

Section 1 - The CONTRACTOR is to report to Information and Technology Services and will cooperate and confer with him/her as necessary to insure satisfactory work progress.

Section 2 - All reports, estimates, memoranda and documents submitted by the CONTRACTOR must be dated and bear the CONTRACTOR's name.

Section 3 - All reports made in connection with these services are subject to review and final approval by the County Administrator.

Section 4 - The County may review and inspect the CONTRACTOR's activities during the term of this contract.

Section 5 - When applicable, the CONTRACTOR will submit a final, written report to the County Administrator.

Section 6 - After reasonable notice to the CONTRACTOR, the County may review any of the CONTRACTOR's internal records, reports, or insurance policies.

ARTICLE IV - TERM

This contract begins on (DATE) and ends on (DATE) with the option to extend this contract for four additional one year periods by giving the Contractor written notice of such extension prior to the end of the Contract's initial term.

ARTICLE V- PERSONNEL

Section 1 - The CONTRACTOR will provide the required services and will not subcontract or assign the services without the County's written approval.

Section 2 - The CONTRACTOR will not hire any County employee for any of the required services without the County's written approval.

Section 3 - The parties agree that the CONTRACTOR is neither an employee nor an agent of the County for any purpose.

Section 4 - The parties agree that all work done under this contract shall be completed in the United States and that none of the work will be partially or fully completed by either an offshore subcontractor or offshore business interest either owned or affiliated with the CONTRACTOR. For purposes of this contract, the term, "offshore" refers to any area outside the contiguous United States, Alaska or Hawaii.

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ARTICLE VI - INDEMNIFICATION AGREEMENT

The CONTRACTOR will protect, defend and indemnify Washtenaw County, its officers, agents, servants, volunteers and employees from any and all liabilities, claims, liens, fines, demands and costs, including legal fees, of whatsoever kind and nature which may result in injury or death to any persons, including the CONTRACTOR's own employees, and for loss or damage to any property, including property owned or in the care, custody or control of Washtenaw County in connection with or in any way incident to or arising out of the occupancy, use, service, operations, performance or non-performance of work in connection with this contract resulting in whole or in part from negligent acts or omissions of CONTRACTOR, any sub-CONTRACTOR, or any employee, agent or representative of the CONTRACTOR or any sub-CONTRACTOR.

ARTICLE VII- INSURANCE REQUIREMENTS

The CONTRACTOR will maintain at its own expense during the term of this Contract, the following insurance:

1. Workers' Compensation Insurance with Michigan statutory limits and Employers Liability Insurance with a minimum limit of \$100,000 each accident for any employee.
2. Comprehensive/Commercial General Liability Insurance with a combined single limit of \$1,000,000 each occurrence for bodily injury and property damage. The County shall be added as "additional insured" on general liability policy with respect to the services provided under this contract.
3. Automobile Liability Insurance covering all owned, hired and nonowned vehicles with Personal Protection Insurance and Property Protection Insurance to comply with the provisions of the Michigan No Fault Insurance Law, including residual liability insurance with a minimum combined single limit of \$1,000,000 each accident for bodily injury and property damage.

Insurance companies, named insurers and policy forms shall be subject to the approval of the Washtenaw County Administrator. Such approval shall not be unreasonably withheld. Insurance policies shall not contain endorsements or policy conditions which reduce coverage provided to Washtenaw County. CONTRACTOR shall be responsible to Washtenaw County or insurance companies insuring Washtenaw County for all costs resulting from both financially unsound insurance companies selected by CONTRACTOR and their inadequate insurance coverage. CONTRACTOR shall furnish the Washtenaw County Administrator with satisfactory certificates of insurance or a certified copy of the policy, if requested by the County Administrator.

No payments will be made to the CONTRACTOR until the current certificates of insurance have been received and approved by the Administrator. If the insurance as evidenced by the certificates furnished by the CONTRACTOR expires or is canceled during the term of the contract, services and related payments will be suspended. CONTRACTOR shall furnish the County Administrator's Office with certification of insurance evidencing such coverage and endorsements at least ten (10) working days prior to commencement of services under this contract. Certificates shall be addressed to the Washtenaw County, Attn: Support Services - Technology, P.O. Box 8645, Ann Arbor, MI, 48107, and shall provide written notice to the Certificate holder of cancellation of coverage.

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ARTICLE VIII - COMPLIANCE WITH LAWS AND REGULATIONS

The CONTRACTOR will comply with all federal, state and local regulations, including but not limited to all applicable OSHA/MIOSHA requirements and the Americans with Disabilities Act.

ARTICLE IX- INTEREST OF CONTRACTOR AND COUNTY

The CONTRACTOR promises that it has no interest which would conflict with the performance of services required by this contract. The CONTRACTOR also promises that, in the performance of this contract, no officer, agent, employee of the County of Washtenaw, or member of its governing bodies, may participate in any decision relating to this contract which affects his/her personal interest or the interest of any corporation, partnership or association in which he/she is directly or indirectly interested or has any personal or pecuniary interest. However, this paragraph does not apply if there has been compliance with the provisions of Section 3 of Act No. 317 of the Public Acts of 1968 and/or Section 30 of Act No. 156 of Public Acts of 1851, as amended by Act No. 51 of the Public Acts of 1978, whichever is applicable.

ARTICLE X- CONTINGENT FEES

The CONTRACTOR promises that it has not employed or retained any company or person, other than bona fide employees working solely for the CONTRACTOR, to solicit or secure this contract, and that it has not paid or agreed to pay any company or person, other than bona fide employees working solely for the CONTRACTOR, any fee, commission, percentage, brokerage fee, gifts or any other consideration contingent upon or resulting from the award or making of this contract. For breach of this promise, the County may cancel this contract without liability or, at its discretion, deduct the full amount of the fee, commission, percentage, brokerage fee, gift or contingent fee from the compensation due the CONTRACTOR.

ARTICLE XI - EQUAL EMPLOYMENT OPPORTUNITY

The CONTRACTOR will not discriminate against any employee or applicant for employment because of race, creed, color, sex, sexual orientation, national origin, physical handicap, age, height, weight, marital status, veteran status, religion and political belief (except as it relates to a bona fide occupational qualification reasonably necessary to the normal operation of the business).

The CONTRACTOR will take affirmative action to eliminate discrimination based on sex, race, or a handicap in the hiring of applicant and the treatment of employees. Affirmative action will include, but not be limited to: Employment; upgrading, demotion or transfer; recruitment advertisement; layoff or termination; rates of pay or other forms of compensation; selection for training, including apprenticeship.

The CONTRACTOR agrees to post notices containing this policy against discrimination in conspicuous places available to applicants for employment and employees. All solicitations or advertisements for employees, placed by or on the behalf of

the CONTRACTOR, will state that all qualified applicants will receive consideration for employment without regard to race, creed, color, sex, sexual orientation, national origin, physical handicap, age, height, weight, marital status, veteran status, religion and political belief.

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ARTICLE XII - LIVING WAGE

The parties understand that the County has enacted a Living Wage Ordinance that requires covered vendors who execute a service or professional service contract with the County to pay their employees under that contract, a minimum of either \$11.05 per hour with benefits or \$ 12.96 per hour without benefits. Contractor agrees to comply with this Ordinance in paying its employees. Contractor understands and agrees that an adjustment of the living wage amounts, based upon the Health and Human Services poverty guidelines, will be made on or before April 30, 2012 and annually thereafter which amount shall be automatically incorporated into this contract. County agrees to give Contractor thirty (30) days written notice of such change. Contractor agrees to post a notice containing the County's Living Wage requirements at a location at its place of business accessed by its employees.

ARTICLE XIII – ASSIGNS AND SUCCESSORS

This contract is binding on the County and the CONTRACTOR, their successors and assigns. Neither the County nor the CONTRACTOR will assign or transfer its interest in this contract without the written consent of the other.

ARTICLE XIV - TERMINATION OF CONTRACT

Section 1 – Termination without cause. Either party may terminate the contract by giving thirty (30) days written notice to the other party.

ARTICLE XV – EQUAL ACCESS

The CONTRACTOR shall provide the services set forth in paragraph I without discrimination on the basis of race, color, religion, national origin, sex, sexual orientation, marital status, physical handicap, or age.

ARTICLE XVI - OWNERSHIP OF DOCUMENTS AND PUBLICATION

All documents developed as a result of this contract will be freely available to the public. None may be copyrighted by the CONTRACTOR. During the performance of the services, the CONTRACTOR will be responsible for any loss of or damage to the documents while they are in its possession and must restore the loss or damage at its expense. Any use of the information and results of this contract by the CONTRACTOR must reference the project sponsorship by the County. Any publication of the information or results must be co-authored by the County.

ARTICLE XVII - PAYROLL TAXES

The CONTRACTOR is responsible for all applicable state and federal social security benefits and unemployment taxes and agrees to indemnify and protect the County against such liability

ARTICLE XVIII - PRACTICE AND ETHICS

The parties will conform to the code of ethics of their respective national professional associations.

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ARTICLE XIX - CHANGES IN SCOPE OR SCHEDULE OR SERVICES

Changes mutually agreed upon by the County and the CONTRACTOR, will be incorporated into this contract by written amendments signed by both parties.

ARTICLE XX – CHOICE OF LAW AND FORUM

This contract is to be interpreted by the laws of Michigan. The parties agree that the proper forum for litigation arising out of this contract is in Washtenaw County, Michigan.

ARTICLE XXI - EXTENT OF CONTRACT

This contract represents the entire agreement between the parties and supersedes all prior representations, negotiations or agreements whether written or oral.

ARTICLE XXII – ELECTRONIC SIGNATURES

All parties to this contract agree that either electronic or handwritten signatures are acceptable to execute this agreement.

Vendor may submit its software terms and conditions for review and consideration by the County, understanding that the above terms and conditions would require supplanting its terms and conditions.

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VII. BID COST SPECIFICATIONS SUMMARY – Attachment F

Bid Cost specifications are based on a yearly (annually) costs and should be submitted as follows:

Annual Maintenance Coverage Period	Costs
Year 1 (November 1, 2011 – December 31, 2012)	\$ _____
Year 2 (January 1, 2013 – December 31, 2013)	\$ _____
Year 3 (January 1, 2014 – December 31, 2014)	\$ _____
Year 4 (January 1, 2015 – December 31, 2015)	\$ _____
Year 5 (January 1, 2016 – December 31, 2016)	\$ _____
TOTAL	\$ _____

Vendor can supply Washtenaw County notification of renewal 60-90 days prior to the expiration of the previous year maintenance support.	<u>Yes/No</u>
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Optional: Provide any other services and associated fees provided by your organization in the space below or separate sheet.

SIGNATURE PAGE

_____ Signature	_____ Company Name
_____ Print Name	_____ Company Address
_____ Title	_____ Address 2
_____ Federal Tax ID#	_____ City State Zip
_____ Telephone #	_____ Fax #
_____ Contact Email Address	_____ Email Address for Purchase Order

The above individual is authorized to sign on behalf of company submitting proposal.

Proposals must be signed by an official authorized to bind the provider to its provisions for at least a period of 90 days.

By checking this box we hereby certify that we are a Washtenaw County company as defined in Paragraph II.F. If proven otherwise you may be subject to Disbarment and/or Suspension of doing business with Washtenaw County.

COMPLETE PROPOSAL CHECKLIST

- _____ **Signature Page (page 15)**
- _____ **Attachment A – Maintenance Product Services Details (pages 4 and 5)**
- _____ **Attachment B – Tax and Regulatory/Compliance Support (page 5)**
- _____ **Attachment C – Support Model and Staff (page 6)**
- _____ **Attachment D – Company Profile (page 7)**
- _____ **Attachment E – Full Client List with Contacts (page 7)**
- _____ **Attachment F – Bid Cost Specification Summary (page 14)**

All of the attachments need to be part of the response and clearly labeled as above.