Dear Vendor

Thank you for your interest in our Request for Proposals (RFP) for Technical Staffing and Consulting Services for the Information Systems Department (ISD) of the County of Sonoma.

If you are interested in submitting a proposal, please contact us at the following email address: ISD-RFP@sonoma-county.org and use the following subject line: RFP IT Staffing. We can then add you to our contact list and assure that you receive all future informational emails regarding this RFP. We will also send you Word or Excel versions of the following Attachments, so that you will be able to complete them electronically:

- Attachment A – Vendor Profile.xls
- Attachment B – Vendor References.doc
- Attachment C – Hourly Rates.xls
- Attachment D - Confirmation of review of PSA.doc

We appreciate your taking the time to look at our RFP and we look forward to seeing your proposal.

Susan Scott
Department Analyst
Information Systems Department
County of Sonoma
RFP-ISD@sonoma-county.org
REQUEST FOR PROPOSALS

Technical Staffing and Consulting Services

ISSUED
January 13, 2012

PROPOSALS DUE
3:00 p.m. PST February 16, 2012

Issued by

COUNTY OF SONOMA
Information Systems Department
2615 Paulin Drive
Santa Rosa, CA 95403
1. PROJECT INFORMATION

1.1. Introduction

The Information Systems Department (ISD) of the County of Sonoma is seeking vendors to provide temporary technical staffing services and specialized technical consulting.

The County uses temporary staffing firms to meet its immediate and/or short-term temporary help needs. California Government Code 31000.4 authorizes the County Board of Supervisors to contract with temporary staffing firms for temporary workers to assist county agencies, departments, or offices during peak workloads, temporary absences, or emergencies, not resulting from labor disputes, provided the Board determines that it is in the economic interests of the county to provide such temporary help by contract rather than engaging permanent employees for such purpose. The code limits the use of temporary help services to a period not to exceed 90 days for any single peak load, temporary vacancy, or emergency situation. It does not provide for any waiver of or exception to the 90-day limit.

ISD recognizes that the County of Sonoma recently conducted a similar Request for Proposals process for the provision of temporary staffing services on a County wide basis. The County-wide RFP was designed to identify providers who could fill generalized temporary staffing needs throughout the County. The purpose of this RFP is to contract with at least 2 providers that specialize in technical staffing and can provide a selection of candidates who are highly qualified in a variety of information technology functions.

1.2. Background and Current Environment

ISD is responsible for the support and coordination of technology services in 26 County departments. This includes the provision and support of Countywide networks, a mainframe computer, approximately 3,800 desktop computers, numerous business applications, County and departmental Internet and Intranet sites. Additionally, ISD is often charged with managing large software application implementations or IT infrastructure projects.

The department currently has just over 100 employees, with approximately 80 staff working in 13 different technical job classifications. Exhibit 1 contains a listing and brief description of the job classifications that the department might need to have filled on a temporary basis.

1.3. Description of Current Situation and Need

ISD is seeking to contract with at least two providers of information technology staffing services. The services that we need from these providers will include as-needed temporary staffing in a variety of technical job classifications as well as the provision of highly skilled consultants for special needs or projects. At this point we are not seeking to fill specific needs for temporary staff or consultation, but want to have on contract providers that can quickly supply a range of qualified candidates as temporary staffing or consulting needs arise.
1.4. Description of the Project, or Work or Service

Our intention is to enter into a 3 year contract with an option to renew the contract upon the mutual consent of both parties. We anticipate contracting with at least two vendors who can provide these technical staffing services. As part of the contracting process we will develop procedures for requesting and screening candidates referred by a provider as well as evaluation and troubleshooting procedures.

1.5. Vendor Qualifications

1.5.1. ISD is seeking a vendor with the following qualifications:

1.5.1.1. Specializes in Information Technology staffing services including both temporary staffing and consulting

1.5.1.2. Aggressively recruits and screens potential candidates for IT staffing that are skilled, trained and experienced in the provision of IT services

1.5.1.3. Uses proven testing and screening procedures to validate candidates’ technical competency

1.5.1.4. Conducts criminal background checks and conducts behavioral screening to validate candidates’ suitability for employment

1.5.1.5. Is able to obtain and retain a sufficient pool of candidates to meet county needs

1.5.1.6. Has adequate administrative and supervisory staff for the to support all aspects of IT staffing services including recruitment, screening and retention of IT candidates, performance checks, coaching and skills enhancement, and customer support.

1.5.1.7. Will provide a single point of contact or account representative to ISD.

1.5.1.8. Will provide the County with written notice of any of temporary employee provided by the company who is approaching the 90 days of work with the County.

1.5.1.9. Is willing to accept the terms and to provide the insurances required in the County’s Professional Services Agreement (Attachment E).

1.5.2. Local Preference

It is the policy of the County to promote employment and business opportunities for local residents and firms on all contracts and give preference to local residents, workers, businesses and consultants to the extent consistent with the law and interests of the public. A Local Service Provider is defined as a business or consultant who has a valid
physical address located within Sonoma County from which the vendor or consultant operates or performs business on a day-to-day basis, and holds a valid business license if required by a city within the jurisdiction of Sonoma County.

For quantitative evaluations of proposals, the locality of the service provider shall be included as an evaluation criterion in RFPs. An Extra percentage weighting of 5% shall be provided in the total rating score for local service providers. For qualitative evaluations of proposals, Departments shall consider the locality of consultants or businesses and their sub-consultants along with other criteria identified in the RFP. If there is more than one service provider being considered and the providers are competitively matched in terms of other criteria, local service providers should be selected. If hiring sub-consultants, the County strongly encourages using local service providers. (Section 2 contains details for including this information in your proposal) More information about the County’s purchasing policies can be found on:

http://www.sonoma-county.org/purchasing/selling.htm

1.5.3. No Subcontractors

The County will not consider proposals that propose the use of subcontractors to provide the requested services.

2. PROPOSAL GUIDELINES

2.1. Preparation of Proposals

Perspective vendors are required to prepare their proposals according to the instructions outlined in this section. Proposals should not contain preprinted marketing material. Emphasis should be concentrated on accuracy, completeness, and clarity of content. All parts, pages, figures, and tables should be numbered and clearly labeled.

Vendors are required to follow the outline below when preparing their proposals. If the vendor does not follow the format outlined below, the vendor may be disqualified from selection. If the vendor does not use the required forms as indicated, the vendor may be disqualified from selection.

Section

Title Page
Signed Letter of Transmittal
1 Executive Summary
2 Approach to Service Provision
3 Vendor Profile
4 Attachment A - Vendor Profile Form
5 Attachment A.1 - Declaration of Local Business Services Optional
4 Attachment B - Vendor References
5 Proposed Costs
2.2. **Signed Letter of Transmittal**

The Letter of Transmittal must be signed by an individual who is legally authorized to make contractual obligations for the vendor. The signature must indicate the title or position that the individual holds in the firm and must be an original signature. The letter of transmittal should contain the following additional information if relevant.

2.2.1. Confidentiality request - See section 6.2 below for additional wording regarding confidentiality that may need to be included in the Letter of Transmittal.

2.2.2. Relationship with county employee - Per Section 87100 of the California Government Code, County employees who have a relationship with a person or vendor submitting a proposal will not participate in the selection process. Any person or vendor submitting a proposal who has such a relationship with a County employee who may be involved in the selection process shall advise the County of the name of the County employee. If relevant, include this information in the Letter of Transmittal.

2.3. **Executive Summary**

Provide a brief narrative highlighting your proposal. This section should not include cost quotations.

2.4. **Approach to Service Provision**

2.4.1. Provide a detailed description of how your company will provide the services described in section 1 of this RFP. Include the following:

2.4.2. Describe step-by-step how temporary staffing requests from ISD would be handled by your company.

2.4.3. Describe step-by-step how consulting services requests from ISD would be handled by your company.

2.4.4. Describe how your company will communicate with ISD and reports that you will provide, including notification of temporary employees provided to the County by your company approaching the 90 day employment limit.

2.4.5. Describe how your company responds to and deals with reported problems with an assigned employee. Include a description of your policies and
procedures when an immediate replacement of an assigned employee is requested

2.4.6. Provide a description of your recruiting processes and methods

2.4.7. Provide a description of your technical screening and assessment processes and methods for potential candidates

2.4.8. Provide a description of your criminal background check processes

2.4.9. Provide a description of any support and/or auxiliary services that you provide for your candidates i.e. training, mentoring or intern programs, job counseling, etc.)

2.5. Vendor Profile

2.5.1. Provide the following information about your company.

   Name
   Address
   Phone No
   Web Site
   Contact email address

2.5.2. A brief description of your company size and organizational structure, including number of years and experience in the IT staffing business, areas of special expertise and special achievements.

2.5.3. Audited financial statements for the last two fiscal years, the County will evaluate the respondent’s financial stability and capability to support the commitments set forth in response to the RFP. The County, at its option, may require a vendor to provide additional information and/or to clarify provided information.

2.5.4. If your company is a national or international company, please provide the following about the branch that would be providing services to the ISD.

   2.5.4.1. Name
       Address
       Phone No
       Web Site
       Contact email address

   2.5.4.2. A brief description of the branch including size and organizational structure, number of years and experience in the IT Staffing business, areas of special expertise and special achievement.
2.5.4.3. Describe how your branch office is able to take advantage of support from your parent company and other branch offices, particularly in the area of providing qualified candidates for consulting assignments.

2.6. **Complete the Vendor Profile Form - Attachment A**

2.7. **Local Preference Qualification - Attachment A.1 (optional)**

2.8. **References - Attachment B**

Using Attachment B – Vendor Reference form, provide a minimum of three client/customer references from organizations that are similar to Sonoma County in size and complexity. Additionally, the services and equipment provided should be similar to those requested in this RFP. Use the form provided in Attachment B to provide references.

2.9. **Proposed Costs**

2.9.1. **Complete Attachment C – Hourly Rates**, a list of positions with a brief description of duties is included in Exhibit 1. The County assumes that there will be no additional costs other than the hourly rate for temporary staffing purposes.

2.9.2. Describe your company’s travel expense policies for consulting assignments.

2.10. **Confirmation of review of and response to the Professional Services Agreement for County of Sonoma - signed - Attachment D**

Carefully review the Standard Professional Service Agreement for the County of Sonoma and Insurance Contract Insurance Requirements (Attachment E).

On Attachment D, provide a signed statement confirming that a person authorized to obligate the company has reviewed the Agreement and Insurance Requirements and accepts the terms and conditions of the Agreement and Insurance Requirements or, if there are any terms, conditions, or insurances within the Agreement with which your company would not be able to comply, identify them in writing.

Terms and conditions not addressed as problematic on Attachment D will be considered acceptable to the vendor.

2.11. **Standard Professional Service Agreement- Attachment E**

Include a copy of Attachment E, Standard Professional Service Agreement for the County of Sonoma in your proposal.

3. **Submission Process**

3.1. **Submission Requirements**
Both physical and electronic proposals with all attachments must be received at the Issuing Agent’s physical address see 3.2.3 below) no later than 5:00 pm Pacific Daylight Time on ______________. The vendor’s name and address must be clearly marked on the proposal packet. Late proposals will not be considered.

3.2. Proposal Submission

Please submit the following:

- One (1) complete copy of the proposal including the original signed transmittal letter, the original signed copy of copies of Attachments A.1 and E and all other attachments), clearly marked “MASTER COPY”
- Three (3) additional physical copies of the entire proposal including all attachments).
- An electronic copy of the entire proposal including all attachments. The electronic copy may be sent by email to the email address below.

4. Pre-SUBMISSION GUIDELINES AND INFORMATION

4.1. Communication Regarding this RFP

The email address to send any communication regarding this RFP is: ISD-RFP@sonoma-county.org. Important: the subject line must be RFP IT Staffing.

4.2. Request for Electronic Copies of RFP or Forms:

To request additional copies of the RFP and/or any attached forms send a request by email to: ISD-RFP@sonoma-county.org subject line RFP IT Staffing.

4.3. Clarifications, Discrepancies, Omissions

If a vendor finds any discrepancies, omissions or ambiguities in this RFP, or if a vendor desires clarification on procedural matters regarding the RFP, the vendor may send a request, by email, to ISD-RFP@sonoma-county.org subject line RFP IT Staffing Clarification. All responses to such questions will be sent to all vendors who have received the RFP.

4.4. Schedule of Events

<table>
<thead>
<tr>
<th>Date</th>
<th>Event</th>
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<tbody>
<tr>
<td>1/13/2012</td>
<td>Request for Proposals RFP’s Released</td>
</tr>
<tr>
<td>1/25/2012</td>
<td>Receipt of Vendor Written Questions Deadline</td>
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<tr>
<td>1/30/2012</td>
<td>List of Questions and Answers Sent out</td>
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<tr>
<td>2/16/2012</td>
<td>Proposals Due</td>
</tr>
<tr>
<td>2/24/2012</td>
<td>Proposal Assessment and Evaluation Process Complete</td>
</tr>
</tbody>
</table>
5. **EVALUATION AND SELECTION PROCESS**

5.1. **Evaluation Team**

The Evaluation Team will include management staff from ISD divisions. Per Section 87100 of the California Government Code, County employees who have a relationship with a person or vendor submitting a proposal will not participate in the selection process. Any person or vendor submitting a proposal who has such a relationship with a County employee who may be involved in the selection process shall advise the County of the name of the County employee.

5.2. **Preliminary Proposal Assessment**

All proposals received by the specified deadline will be reviewed for content and assessed for compliance with the submittal requirements and the major functional requirements of the RFP.

5.3. **Evaluation of Proposals**

Proposals meeting submittal and functional requirements will be evaluated. Evaluation criteria will include, but may not be limited to, the following:

- Vendor capacity and experience to provide needed services
- Vendor’s approach to providing the required services
- Vendor’s background, staffing and experience in providing similar services
- References
- Cost of services
- Vendor’s willingness to meet the County’s Agreement and Insurance Requirements
- The locality of the vendor

5.4. **Vendor Interviews**

After the evaluation of the proposals, the evaluation committee may select those firms deemed most qualified for this project for further evaluation. Interviews with these selected firms may be conducted as part of the final selection process. Interviews may or may not have their own separate scoring during the evaluation process.
5.5. **Notification of Intent to Award**

All vendors responding to this RFP will be notified of their selection or non-selection in writing after the evaluation committee has completed the selection process. Generally, the firm selected by the Evaluation Committee will be recommended to the Board of Supervisors for this project, but the Board is not bound to accept the recommendation or award the project to the recommended firm.

6. **TERMS AND CONDITIONS OF THIS RFP**

By virtue of submitting a proposal, vendors acknowledge:

6.1. **County Rights**

   6.1.1. The issuance of this solicitation does not constitute an award commitment on the part of the County, and the County shall not pay for costs incurred in the preparation or submission of proposals. All costs and expenses associated with the preparation of this proposal shall be borne by the proposer.

   6.1.2. The County reserves the right to award the agreement to the vendor or vendors that, in the County’s judgment, best serves the needs of Sonoma County. The lowest proposed cost is not the sole criterion for recommending agreement award.

   6.1.3. Sonoma County reserves the right to reject any or all proposals or portions of proposals if the County determines that it is in the best interest of the County to do so.

   6.1.4. The County may waive any deviation in a proposal. The County’s waiver of a deviation shall in no way modify the RFP requirements nor excuse the successful vendor from full compliance with any resultant agreement requirements or obligations. Sonoma County reserves the right to reject any or all proposals, or to waive any defect or irregularity in a proposal.

   6.1.5. All proposers submit their proposals to the County with the understanding that the recommended selection of the review committee is final and subject only to review and final approval by the Department Director (via delegation), the County Purchasing Agent or the Board of Supervisors.

6.2. **Confidential Information**

Vendors are advised that the County does not wish to receive confidential or proprietary information and are requested not to supply such information except when it is absolutely necessary.
Upon submission, all proposals shall be treated as confidential documents until the selection process is completed. Once the notice of intent to award is issued by the County, all proposals shall be deemed public record.

In the event that a vendor desires to claim portions of its proposal exempt from disclosure, it is incumbent upon the vendor to clearly identify those portions with the word “Confidential” printed on the top right hand corner of each page for which such privilege is claimed, and to clearly identify the information claimed confidential by highlighting, underlining, or bracketing it, etc. Examples of confidential materials include trade secrets. Each page shall be clearly marked and readily separable from the proposal in order to facilitate public inspection of the non-confidential portion of the proposal.

If any information or materials in a proposal are labeled confidential vendor should include the following clause in the letter of transmittal:

[Legal name of proposer] shall indemnify, defend and hold harmless the County of Sonoma, its officers, agents and employees from and against any request, action or proceeding of any nature and any damages or liability of any nature, specifically including attorneys' fees awarded under the California Public Records Act Government Code §6250 et seq.) Arising out of, concerning or in any way involving any materials or information in this proposal that [legal name of proposer] has labeled as confidential, proprietary or otherwise not subject to disclosure as a public record.

The County will consider a vendor’s request for exemptions from disclosure; however, the County will make its decision based upon applicable laws. Proposers are cautioned that materials designated as confidential may nevertheless be subject to disclosure.

An assertion by a vendor that the entire proposal, large portions of the proposal, or a significant element of the proposal, are exempt from disclosure will not be honored and the proposal may be rejected as non-responsive.

Prices, makes and models or catalog numbers of the items offered, deliverables, and terms of payment shall be publicly available regardless of any designation to the contrary.

The County will endeavor to restrict distribution of material designated as confidential to only those individuals involved in the review and analysis of the proposals.

6.3. Pre-contractual Expenses

The County shall not be liable for any pre-contractual expenses incurred by prospective vendors or selected contractors, including but not limited to costs incurred in the preparation or submission of proposals. The County shall be held harmless and free from any and all liability, claims, or expenses whatsoever incurred by, or on behalf of, any person or organization responding to this RFP.
6.4. Proposal Alternatives

Proposers may not take exception or make material alterations to any requirement of the RFP. Alternatives to the RFP may be submitted as separate proposals and so noted on the cover of the proposal. The County reserves the right to consider such alternative proposals, and to award an agreement based thereon if it is determined to be in the County’s best interest and such proposal satisfies all minimum qualifications specified in the RFP. Please indicate clearly in the proposal that the proposal offers an alternative to the RFP.

6.5. Lobbying

Attempts by or on behalf of a prospective or existing vendor to contact or to influence any member of the selection committee, any member of the Board of Supervisors, or any employee of the County of Sonoma with regard to the acceptance of a proposal may lead to elimination of that vendor from further consideration.

6.6. Form of Agreement

6.6.1. No agreement with the County shall have any effect until a contract has been signed by both parties. Pursuant to Sonoma County Code Section 1-11, County personnel are without authorization to waive or modify agreement requirements.

6.6.2. Proposers must be willing to provide the required insurance and accept the terms of this sample. A sample copy of the Agreement is included as Attachment E.

6.6.3. Proposers are required to include a statement that the proposer has reviewed the sample agreement and will agree to the terms contained therein if selected, or that all terms and conditions are acceptable to the proposer except as noted specifically in the proposal. Note: with few exceptions, the terms of the County’s Professional Services Agreement and Insurance Requirements will not be negotiated. Section 3.2.2 and of Preparation of Proposals will describe how to present this statement.

6.7. Duration of Proposal; Cancellation of Awards; Time of the Essence

6.7.1. All proposals will remain in effect and legally binding for at least ninety 90) days.

6.7.2. Unless otherwise authorized by County, the selected vendor will be required to execute an agreement with the County for the services requested within sixty 60) days of the County’s notice of intent to award. If agreement on terms and conditions acceptable to the County cannot be achieved within that timeframe, or if, after reasonable attempts to negotiate such terms and conditions, it appears that an agreement will not be possible, as determined at the sole discretion of the County, the County reserves the right to retract
any notice of intent to award and proceed with awards to other consultants, or not award at all.

6.8. Withdrawal and Submission of Modified Proposal

A proposer may withdraw a proposal at any time prior to the submission deadline by submitting a written notification of withdrawal signed by the proposer or his/her authorized agent. Another proposal may be submitted prior to the deadline. A proposal may not be changed after the designated deadline for submission of proposals.

6.9. Compliance

The laws of the State of California shall govern this RFP process and any resulting agreements. All services provided to the County shall comply with all County policies, rules, and regulations which may be in effect during the term of the Agreement, as well as all federal, state and local statutes, ordinances and regulations. The successful vendor will be required to comply with all applicable equal opportunity laws and regulations.

6.10. Communication regarding this RFP

All communication from perspective vendors regarding this RFP must be in writing; either by email to the email address and subject line provided in section 4.1 or traditional mail to the above address Attention: RFP IT Staffing. Communication by telephone or in person will not be accepted. Attempts by, or on behalf of, a prospective or existing vendor to make telephone or personal contact with the Issuing Agent or any other County staff person connected to this RFP, regarding this RFP, may lead to the elimination of that vendor from further consideration.

6.11. Protest

Any and all protests must comply with the timelines and procedures set forth in the County of Sonoma Purchasing Department's protest and appeals procedure. A copy of this procedure is located on the County's website at:


7. LIST OF ATTACHMENTS AND EXHIBITS

7.1. Attachments

Attachment A – Vendor Profile Form (to be completed and returned)
Attachment A.1 - Declaration of Local Business (optional - to be completed and returned)
Attachment B – Vendor References (to be completed and returned)
Attachment C – Hourly Rates (to be completed and returned)
Attachment D - Confirmation of review of County of Sonoma Professional Services Agreement (to be completed and returned)

Attachment E – Standard Professional Services Agreement (to be included in proposal)

7.2. **Exhibits**

Exhibit 1 – Position Descriptions
## Attachment A - Vendor Profile

Please provide the following information for your company or, if your company has a specialized IT Staffing Component, for that component of your company.

### Company

1. How many years has your company been in business?

2. Identify the company office or branch that would be providing temporary staffing services:
   - Branch Name
   - Branch Location (city)
   - How many years has this office been in operation

### Please answer the following questions for this office:

3. How long has the company been providing IT staffing services in this location?

4. Identify the number of FTEs in this office by function
   - 4.a Recruitment and screening of employees
   - 4.b Service representative
   - 4.c Manager
   - 4.d Contract administration
   - 4.e Administration

5. How many qualified IT employees are available for temporary staff assignments from this office?

6. What is your average turnaround time (in days) from the point of a temporary staff request to the provision of potential candidates for interview?

7. How many placements for the following positions do you make a year:
   - 7.a GIS Technician
   - 7.b Information Tech Analyst
   - 7.c Programmer Analyst
   - 7.d Network Analyst
   - 7.e Software Analyst
   - 7.f Systems Support Analysts

8. How many companies in each of the categories below do you currently provide services for?
   - 8.a Companies with more than 500 employees
   - 8.b Companies with between 200 and 500 employees
   - 8.c Companies with 50 to 200 employees
   - 8.d Companies with less than 50 employees
## Consulting Services

9. Identify the company office or branch that would be providing consulting services:
   - **Branch Name**
   - **Branch Location (city)**
   - **How many years has this office been in operation**

10. How many qualified IT employees are available for consulting assignments from this office?

11. Of the available consultants sited in 10. above, how many are qualified to fill consulting assignments in the following areas?

   - **11.a Project Management**
   - **11.b Mainframe Support and Troubleshooting**
   - **11.c Database Administration**
   - **11.d Systems Administration**
   - **11.e Technical Writing**

12. How many qualified consultants are available for you to recommend from other branches of your company?

13. Of the available consultants sited in 12. above, how many are qualified to fill consulting assignments in the following areas?

   - **13.a Project Management**
   - **13.b Mainframe Support and Troubleshooting**
   - **13.c Database Administration**
   - **13.d Systems Administration**
   - **13.e Technical Writing**

14. Are you submitting a Declaration of Local Business Form (Attachment A.1)?
DECLARATION OF LOCAL BUSINESS FOR SERVICES

Sonoma County gives local businesses a preference in formal solicitations of services as set forth in the County of Sonoma Local Preference Policy for Services.

In order to qualify for this preference, a business must meet **all** of the following criteria:

1. For businesses with a location in a city within Sonoma County, a valid business license if required by the city; and
2. A valid physical address located within Sonoma County from which the vendor or consultant operates or performs business on a day-to-day basis.

By completing and signing this form, the undersigned states that, under penalty of perjury, the statements provided herein are true and correct and that the business meets the definition of a local business as set forth in the County of Sonoma Local Preference Policy for Goods.

All information submitted is subject to investigation as well as disclosure to third parties under the California Public Records Act. Incomplete, unclear, or incomprehensible responses to the following will result in the bid not being considered for application of the County’s local preference policy. False or dishonest responses will cause the rejection of the bid and curtail the declarant’s ability to conduct business with the County in the future. It may also result in legal action.

1. Legal name of business: ____________________________
2. Physical address of the principal place of business: ____________________________

3. Business license issued by incorporated city within the County:
   License Number ____________________________ Issued by: ____________________________

Authorized Signature: ____________________________ Date: ____________________________

Printed Name & Title: ____________________________
## Attachment B – Vendor References

**Vender name:**

### REFERENCES

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| **Service Dates:** | **Number of Temporary Positions Filled**
| | **Number of Consulting Positions filled**
| **Summary of Services:** |  |

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</table>
| **Service Dates:** | **Number of Temporary Positions Filled**
| | **Number of Consulting Positions filled**
| **Summary of Services:** |  |
**Temporary Staffing** - please refer to Exhibit A Technical Job Titles for a brief description of each to these positions. Please note that Sr. and II Level positions would require workers who are capable of preforming designated duties with minimal technical supervision.

<table>
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<th>We can provide temporary staff for this classification Y / N</th>
<th>Hourly Rate 2012</th>
<th>Hourly Rate 2013</th>
<th>Hourly Rate 2014</th>
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<td>Geographical Information Systems Technician</td>
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Attachment D – Confirmation of review of County of Sonoma Professional Services Agreement

A sample agreement is contained as Attachment E to the Request for Proposal for Technical Staffing and Consulting Services. Although the attached sample is subject to revision before execution by the parties, by submission of a proposal, the undersigned indicates that, except where noted below the, the proposer has no objection to the attached draft or any of its provisions, such that if selected, the proposer will enter into a final agreement based substantially upon the attached sample.

By signing below the person executing this certificate on behalf of the proposer affirmatively represents that s/he has the requisite legal authority to do so on behalf of the proposer and

a. Confirms that a person authorized to obligate the company has reviewed Attachment E - County of Sonoma Professional Services Agreement and that he/she accepts the terms and conditions of the Agreement and will comply with the County Insurance requirements as stated in the Agreement.

or

b. Confirms that a person authorized to obligate the company has reviewed Attachment E - County of Sonoma Professional Services Agreement will comply with the County Insurance requirements as stated in the Agreement and has the following exceptions to the terms and conditions of the Agreement [List all exceptions.]

Official Authorized to Sign for Proposal

______________________________________________
Signature

______________________________________________
Print Name

______________________________________________
Title Date
AGREEMENT FOR PROFESSIONAL SERVICES

This agreement ("Agreement"), dated as of __________, 20__ ("Effective Date") is by and between the County of Sonoma, a political subdivision of the State of California (hereinafter "County"), and _______________ (hereinafter "Contractor").

REcITALS

WHEREAS, Contractor represents that it is a duly qualified __________, experienced in the preparation of _______________ and related services; and

WHEREAS, in the judgment of the ____________________, it is necessary and desirable to employ the services of Contractor for ____________________________________________________________________.

NOW, THEREFORE, in consideration of the foregoing recitals and the mutual covenants contained herein, the parties hereto agree as follows:

AGREEMENT

1. Scope of Services.

1.1 Contractor's Specified Services. Contractor shall perform the services described in Exhibit “A,” attached hereto and incorporated herein by this reference (hereinafter "Scope of Work"), and within the times or by the dates provided for in Exhibit “A” and pursuant to Article 7, Prosecution of Work. In the event of a conflict between the body of this Agreement and Exhibit “A”, the provisions in the body of this Agreement shall control.

1.2 Cooperation With County. Contractor shall cooperate with County and County staff in the performance of all work hereunder.

1.3 Performance Standard. Contractor shall perform all work hereunder in a manner consistent with the level of competency and standard of care normally observed by a person practicing in Contractor's profession. County has relied upon the professional ability and training of Contractor as a material inducement to enter into this Agreement. Contractor hereby agrees to provide all services under this Agreement in accordance with generally accepted professional practices and standards of care, as well as the requirements of applicable federal, state and local laws, it being understood that acceptance of Contractor’s work by County shall not operate as a waiver or release. If County determines that any of Contractor's work is not in accordance with such level of competency and standard of care, County, in its sole discretion, shall have the right to do any or all of the following: (a) require Contractor to meet with County to review the quality of the work and resolve matters
of concern; (b) require Contractor to repeat the work at no additional charge until it is satisfactory; (c) terminate this Agreement pursuant to the provisions of Article 4; or (d) pursue any and all other remedies at law or in equity.

1.4 Assigned Personnel.

a. Contractor shall assign only competent personnel to perform work hereunder. In the event that at any time County, in its sole discretion, desires the removal of any person or persons assigned by Contractor to perform work hereunder, Contractor shall remove such person or persons immediately upon receiving written notice from County.

b. Any and all persons identified in this Agreement or any exhibit hereto as the project manager, project team, or other professional performing work hereunder are deemed by County to be key personnel whose services were a material inducement to County to enter into this Agreement, and without whose services County would not have entered into this Agreement. Contractor shall not remove, replace, substitute, or otherwise change any key personnel without the prior written consent of County. With respect to performance under this Agreement, Contractor shall employ the following key personnel: _______________.

c. In the event that any of Contractor’s personnel assigned to perform services under this Agreement become unavailable due to resignation, sickness or other factors outside of Contractor’s control, Contractor shall be responsible for timely provision of adequately qualified replacements.

2. Payment. Contractor shall be paid on a time basis in accordance with the budget set forth below, provided, however, that total payments to Contractor shall not exceed $_____________________, without the prior written approval of County.

Contractor shall submit its bills in arrears on a monthly basis in a form approved by County's Auditor and the Head of the County Department receiving the services. The bills shall show or include: (i) the task(s) performed; (ii) the time in quarter hours devoted to the task(s); (iii) the hourly rate or rates of the persons performing the task(s); and (iv) copies of receipts for reimbursable materials/expenses, if any. Expenses not expressly authorized by the Agreement shall not be reimbursed.

3. Term of Agreement. The term of this Agreement shall be from ____________ to ____________ unless terminated earlier in accordance with the provisions of Article 4 below.

4. Termination.
4.1 Termination Without Cause. Notwithstanding any other provision of this Agreement, at any time and without cause, County shall have the right, in its sole discretion, to terminate this Agreement by giving 5 days written notice to Contractor.

4.2 Termination for Cause. Notwithstanding any other provision of this Agreement, should Contractor fail to perform any of its obligations hereunder, within the time and in the manner herein provided, or otherwise violate any of the terms of this Agreement, County may immediately terminate this Agreement by giving Contractor written notice of such termination, stating the reason for termination.

4.3 Delivery of Work Product and Final Payment Upon Termination. In the event of termination, Contractor, within 14 days following the date of termination, shall deliver to County all materials and work product subject to Section 9.10 (Ownership and Disclosure of Work Product) and shall submit to County an invoice showing the services performed, hours worked, and copies of receipts for reimbursable expenses up to the date of termination.

4.4 Payment Upon Termination. Upon termination of this Agreement by County, Contractor shall be entitled to receive as full payment for all services satisfactorily rendered and expenses incurred hereunder, an amount which bears the same ratio to the total payment specified in the Agreement as the services satisfactorily rendered hereunder by Contractor bear to the total services otherwise required to be performed for such total payment; provided, however, that if services which have been satisfactorily rendered are to be paid on a per-hour or per-day basis, Contractor shall be entitled to receive as full payment an amount equal to the number of hours or days actually worked prior to the termination times the applicable hourly or daily rate; and further provided, however, that if County terminates the Agreement for cause pursuant to Section 4.2, County shall deduct from such amount the amount of damage, if any, sustained by County by virtue of the breach of the Agreement by Contractor.

4.5 Authority to Terminate. The Board of Supervisors has the authority to terminate this Agreement on behalf of the County. In addition, the Purchasing Agent or __________ Department Head, in consultation with County Counsel, shall have the authority to terminate this Agreement on behalf of the County.

5. Indemnification. Contractor agrees to accept all responsibility for loss or damage to any person or entity, including County, and to indemnify, hold harmless, and release County, its officers, agents, and employees, from and against any actions, claims, damages, liabilities, disabilities, or expenses, that may be asserted by any person or entity, including Contractor, that arise out of, pertain to, or relate to Contractor’s performance or obligations under this Agreement. Contractor agrees to provide a complete defense for any claim or action brought against County based upon a claim relating to Contractor’s performance or obligations under this Agreement. Contractor’s obligations under this Section apply whether or not there is concurrent negligence on County’s part, but to the extent required by law, excluding liability due to County’s conduct. County shall have the right to select its legal counsel at Contractor’s expense,
subject to Contractor’s approval, which shall not be unreasonably withheld. This
indemnification obligation is not limited in any way by any limitation on the amount or type of
damages or compensation payable to or for Contractor or its agents under workers' compensation
acts, disability benefits acts, or other employee benefit acts. This indemnity provision survives
the Agreement.

6. **Insurance.** With respect to performance of work under this Agreement, Contractor shall
maintain and shall require all of its subcontractors, Contractors, and other agents to maintain,
insurance as described in Exhibit [A], which is attached hereto and incorporated herein by this
reference.

7. **Prosecution of Work.** The execution of this Agreement shall constitute Contractor's authority
to proceed immediately with the performance of this Agreement. Performance of the services
hereunder shall be completed within the time required herein, provided, however, that if the
performance is delayed by earthquake, flood, high water, or other Act of God or by strike,
lockout, or similar labor disturbances, the time for Contractor's performance of this Agreement
shall be extended by a number of days equal to the number of days Contractor has been delayed.

8. **Extra or Changed Work.** Extra or changed work or other changes to the Agreement may be
authorized only by written amendment to this Agreement, signed by both parties. Minor
changes, which do not increase the amount paid under the Agreement, and which do not
significantly change the scope of work or significantly lengthen time schedules may be executed
by the Department Head in a form approved by County Counsel. The Board of
Supervisors/Purchasing Agent must authorize all other extra or changed work. The parties
expressly recognize that, pursuant to Sonoma County Code Section 1-11, County personnel are
without authorization to order extra or changed work or waive Agreement requirements. Failure
of Contractor to secure such written authorization for extra or changed work shall constitute a
waiver of any and all right to adjustment in the Agreement price or Agreement time due to such
unauthorized work and thereafter Contractor shall be entitled to no compensation whatsoever for
the performance of such work. Contractor further expressly waives any and all right or remedy
by way of restitution and quantum meruit for any and all extra work performed without such
express and prior written authorization of the County.

9. **Representations of Contractor.**

9.1 **Standard of Care.** County has relied upon the professional ability and training of
Contractor as a material inducement to enter into this Agreement. Contractor hereby agrees
that all its work will be performed and that its operations shall be conducted in accordance
with generally accepted and applicable professional practices and standards as well as the
requirements of applicable federal, state and local laws, it being understood that acceptance
of Contractor's work by County shall not operate as a waiver or release.
9.2 **Status of Contractor.** The parties intend that Contractor, in performing the services specified herein, shall act as an independent contractor and shall control the work and the manner in which it is performed. Contractor is not to be considered an agent or employee of County and is not entitled to participate in any pension plan, worker’s compensation plan, insurance, bonus, or similar benefits County provides its employees. In the event County exercises its right to terminate this Agreement pursuant to Article 4, above, Contractor expressly agrees that it shall have no recourse or right of appeal under rules, regulations, ordinances, or laws applicable to employees.

9.3 **Taxes.** Contractor agrees to file federal and state tax returns and pay all applicable taxes on amounts paid pursuant to this Agreement and shall be solely liable and responsible to pay such taxes and other obligations, including, but not limited to, state and federal income and FICA taxes. Contractor agrees to indemnify and hold County harmless from any liability which it may incur to the United States or to the State of California as a consequence of Contractor’s failure to pay, when due, all such taxes and obligations. In case County is audited for compliance regarding any withholding or other applicable taxes, Contractor agrees to furnish County with proof of payment of taxes on these earnings.

9.4 **Records Maintenance.** Contractor shall keep and maintain full and complete documentation and accounting records concerning all services performed that are compensable under this Agreement and shall make such documents and records available to County for inspection at any reasonable time. Contractor shall maintain such records for a period of four (4) years following completion of work hereunder.

9.5 **Conflict of Interest.** Contractor covenants that it presently has no interest and that it will not acquire any interest, direct or indirect, that represents a financial conflict of interest under state law or that would otherwise conflict in any manner or degree with the performance of its services hereunder. Contractor further covenants that in the performance of this Agreement no person having any such interests shall be employed. In addition, if requested to do so by County, Contractor shall complete and file and shall require any other person doing work under this Agreement to complete and file a "Statement of Economic Interest" with County disclosing Contractor's or such other person's financial interests.

9.6 **Statutory Compliance.** Contractor agrees to comply with all applicable federal, state and local laws, regulations, statutes and policies applicable to the services provided under this Agreement as they exist now and as they are changed, amended or modified during the term of this Agreement.

9.7 **Nondiscrimination.** Without limiting any other provision hereunder, Contractor shall comply with all applicable federal, state, and local laws, rules, and regulations in regard to nondiscrimination in employment because of race, color, ancestry, national origin, religion, sex, marital status, age, medical condition, pregnancy, disability, sexual orientation or other prohibited basis, including without limitation, the County’s Non-Discrimination Policy. All nondiscrimination rules or regulations required by law to be included in this Agreement are incorporated herein by this reference.
9.8 AIDS Discrimination. Contractor agrees to comply with the provisions of Chapter 19, Article II, of the Sonoma County Code prohibiting discrimination in housing, employment, and services because of AIDS or HIV infection during the term of this Agreement and any extensions of the term.

9.9 Assignment Of Rights. Contractor assigns to County all rights throughout the world in perpetuity in the nature of copyright, trademark, patent, right to ideas, in and to all versions of the plans and specifications, if any, now or later prepared by Contractor in connection with this Agreement. Contractor agrees to take such actions as are necessary to protect the rights assigned to County in this Agreement, and to refrain from taking any action which would impair those rights. Contractor's responsibilities under this provision include, but are not limited to, placing proper notice of copyright on all versions of the plans and specifications as County may direct, and refraining from disclosing any versions of the plans and specifications to any third party without first obtaining written permission of County. Contractor shall not use or permit another to use the plans and specifications in connection with this or any other project without first obtaining written permission of County.

9.10 Ownership And Disclosure Of Work Product. All reports, original drawings, graphics, plans, studies, and other data or documents (“documents”), in whatever form or format, assembled or prepared by Contractor or Contractor’s subcontractors, Contractors, and other agents in connection with this Agreement shall be the property of County. County shall be entitled to immediate possession of such documents upon completion of the work pursuant to this Agreement. Upon expiration or termination of this Agreement, Contractor shall promptly deliver to County all such documents, which have not already been provided to County in such form or format, as County deems appropriate. Such documents shall be and will remain the property of County without restriction or limitation. Contractor may retain copies of the above-described documents but agrees not to disclose or discuss any information gathered, discovered, or generated in any way through this Agreement without the express written permission of County.

9.11 Authority. The undersigned hereby represents and warrants that he or she has authority to execute and deliver this Agreement on behalf of Contractor.

10. Demand for Assurance. Each party to this Agreement undertakes the obligation that the other's expectation of receiving due performance will not be impaired. When reasonable grounds for insecurity arise with respect to the performance of either party, the other may in writing demand adequate assurance of due performance and until such assurance is received may, if commercially reasonable, suspend any performance for which the agreed return has not been received. "Commercially reasonable" includes not only the conduct of a party with respect to performance under this Agreement, but also conduct with respect to other agreements with parties to this Agreement or others. After receipt of a justified demand, failure to provide within a reasonable time, but not exceeding thirty (30) days, such assurance of due performance as is adequate under the circumstances of the particular case is a repudiation of this Agreement. Acceptance of any improper delivery, service, or payment does not prejudice the aggrieved party's right to demand adequate assurance of future performance. Nothing in this Article limits County’s right to terminate this Agreement pursuant to Article 4.
11. **Assignment and Delegation.** Neither party hereto shall assign, delegate, sublet, or transfer any interest in or duty under this Agreement without the prior written consent of the other, and no such transfer shall be of any force or effect whatsoever unless and until the other party shall have so consented.

12. **Method and Place of Giving Notice, Submitting Bills and Making Payments.** All notices, bills, and payments shall be made in writing and shall be given by personal delivery or by U.S. Mail or courier service. Notices, bills, and payments shall be addressed as follows:

    TO: COUNTY: ____________________________
        ____________________________
        ____________________________

    TO: CONTRACTOR: ____________________________
        ____________________________
        ____________________________

When a notice, bill or payment is given by a generally recognized overnight courier service, the notice, bill or payment shall be deemed received on the next business day. When a copy of a notice, bill or payment is sent by facsimile or email, the notice, bill or payment shall be deemed received upon transmission as long as (1) the original copy of the notice, bill or payment is promptly deposited in the U.S. mail and postmarked on the date of the facsimile or email (for a payment, on or before the due date), (2) the sender has a written confirmation of the facsimile transmission or email, and (3) the facsimile or email is transmitted before 5 p.m. (recipient’s time). In all other instances, notices, bills and payments shall be effective upon receipt by the recipient. Changes may be made in the names and addresses of the person to whom notices are to be given by giving notice pursuant to this paragraph.

13. **Miscellaneous Provisions.**

   13.1 **No Waiver of Breach.** The waiver by County of any breach of any term or promise contained in this Agreement shall not be deemed to be a waiver of such term or provision or any subsequent breach of the same or any other term or promise contained in this Agreement.

   13.2 **Construction.** To the fullest extent allowed by law, the provisions of this Agreement shall be construed and given effect in a manner that avoids any violation of statute, ordinance, regulation, or law. The parties covenant and agree that in the event that any provision of this Agreement is held by a court of competent jurisdiction to be invalid, void, or unenforceable, the remainder of the provisions hereof shall remain in full force and effect and shall in no way be affected, impaired, or invalidated thereby. Contractor and County acknowledge that they have each contributed to the making of this Agreement and that, in the
event of a dispute over the interpretation of this Agreement, the language of the Agreement will not be construed against one party in favor of the other. Contractor and County acknowledge that they have each had an adequate opportunity to consult with counsel in the negotiation and preparation of this Agreement.

13.3 Consent. Wherever in this Agreement the consent or approval of one party is required to an act of the other party, such consent or approval shall not be unreasonably withheld or delayed.

13.4 No Third Party Beneficiaries. Nothing contained in this Agreement shall be construed to create and the parties do not intend to create any rights in third parties.

13.5 Applicable Law and Forum. This Agreement shall be construed and interpreted according to the substantive law of California, regardless of the law of conflicts to the contrary in any jurisdiction. Any action to enforce the terms of this Agreement or for the breach thereof shall be brought and tried in Santa Rosa or the forum nearest to the city of Santa Rosa, in the County of Sonoma.

13.6 Captions. The captions in this Agreement are solely for convenience of reference. They are not a part of this Agreement and shall have no effect on its construction or interpretation.

13.7 Merger. This writing is intended both as the final expression of the Agreement between the parties hereto with respect to the included terms and as a complete and exclusive statement of the terms of the Agreement, pursuant to Code of Civil Procedure Section 1856. No modification of this Agreement shall be effective unless and until such modification is evidenced by a writing signed by both parties.

13.8 Time of Essence. Time is and shall be of the essence of this Agreement and every provision hereof.

IN WITNESS WHEREOF, the parties hereto have executed this Agreement as of the Effective Date.
CONTRACTOR: ____________________

________________________________
By: _____________________________
Name: ___________________________
Title: ___________________________
Date: __________________________

COUNTY: COUNTY OF SONOMA

CERTIFICATES OF INSURANCE ON
FILE WITH AND APPROVED AS TO
SUBSTANCE FOR COUNTY:

By: _____________________________
Department Head

Date: __________________________

APPROVED AS TO FORM FOR
COUNTY:

By: _____________________________
County Counsel

Date: __________________________

By: _____________________________
Chair
Board of Supervisors

Date: __________________________

ATTEST:

________________________________
Clerk of the Board of Supervisors
Exhibit A.1

With respect to performance of work under this Agreement, Consultant shall maintain and shall require all of its subcontractors, consultants, and other agents to maintain insurance as described below unless such insurance has been expressly waived by the attachment of a Waiver of Insurance Requirements. Any requirement for insurance to be maintained after completion of the work shall survive this agreement.

1. Workers Compensation and Employers Liability Insurance
   a. Required if Consultant has employees.
   b. Workers' Compensation insurance with statutory limits as required by the Labor Code of the State of California.
   c. Employers' Liability with limits of 1,000,000 per Accident; 1,000,000 Disease per employee; 1,000,000 Disease per policy.
   d. **Required Evidence of Coverage:**
      i. Certificate of Insurance

   If Consultant currently has no employees, Consultant agrees to obtain the above-specified Workers’ Compensation and Employers' Liability insurance should any employees be engaged during the term of this Agreement or any extensions of the term.

2. General Liability Insurance
   a. Commercial General Liability Insurance on a standard occurrence form, no less broad than ISO form CG 00 01.
   b. Minimum Limits: 1,000,000 per Occurrence; 2,000,000 General Aggregate; 2,000,000 Products/Completed Operations Aggregate.
   c. Consultant shall disclose any deductible or self-insured retention in excess of $25,000 and such deductible or self-insured retention must be approved in advance by County. Consultant is responsible for any deductible or self-insured retention.
   d. **[insert exact name of additional insured]** shall be additional insureds for liability arising out of operations by or on behalf of the Consultant in the performance of this agreement.
   e. The insurance provided to County, et al. additional insureds shall apply on a primary and non-contributory basis with respect to any insurance or self-insurance program maintained by them.
   f. The policy definition of “insured contract” shall include assumptions of liability arising out of both ongoing operations and the products-completed operations hazard (broad form contractual liability coverage including the “f” definition of insured contract in ISO form CG 00 01, or equivalent).
   g. The policy shall cover inter-insured suits between County and Consultant and include a “separation of insureds” or “severability” clause which treats each insured separately.
   h. **Required Evidence of Coverage:**
i. Copy of the additional insured endorsement or policy language granting additional insured status, and

ii. Certificate of Insurance.

(Substitute the following if the work, event or location involves marinas or the airport.)

i. **Required Evidence of Coverage:**
   i. Copy of the additional insured endorsement or policy language granting additional insured status;
   ii. Copy of the endorsement or policy language indicating that coverage is primary and non-contributory; and
   iii. Certificate of Insurance.

3. **Automobile Liability Insurance**
   a. Minimum Limits: $1,000,000 combined single limit per accident.
   b. Coverage shall apply to all owned autos. If Consultant currently owns no autos, Consultant agrees to obtain such insurance should any autos be acquired during the term of this Agreement or any extensions of the term.
   c. Coverage shall apply to hired and non-owned autos.
   d. **Required Evidence of Coverage:**
      i. Certificate of Insurance.

4. **Professional Liability Insurance**
   a. Minimum Limit: $1,000,000.
   b. Consultant shall disclose any deductible or self-insured retention in excess of $25,000 and such deductible or self-insured retention must be approved in advance by County. Consultant is responsible for any deductible or self-insured retention.
   c. If the insurance is on a Claims-Made basis, the retroactive date shall be no later than the commencement of the work.
   d. Coverage applicable to the work performed under this Agreement shall be continued for two (2) years after completion of the work. Such continuation coverage may be provided by one of the following: (1) renewal of the existing policy; (2) an extended reporting period endorsement; or (3) replacement insurance with a retroactive date no later than the commencement of the work under this Agreement.
   e. **Required Evidence of Coverage:**
      i. Certificate of Insurance.

5. **Standards for Insurance Companies**
   Insurers shall have an A.M. Best's rating of at least A:VII.

6. **Documentation**
   a. The Certificate of Insurance must include the following reference: [insert contract]
number or project name].

b. All required Evidence of Coverage shall be submitted prior to the execution of this Agreement. Consultant agrees to maintain current Evidence of Coverage on file with County for the required period of insurance.

c. The name and address for Additional Insured endorsements and Certificates of Insurance is: [insert exact name and address].

d. Required Evidence of Coverage shall be submitted for any renewal or replacement of a policy that already exists, at least ten (10) days before expiration or other termination of the existing policy.

e. Consultant shall provide immediate written notice if: (1) any of the required insurance policies is terminated; (2) the limits of any of the required policies are reduced; or (3) the deductible or self-insured retention is increased.

f. Upon written request, certified copies of required insurance policies must be provided within thirty (30) days.

7. **Policy Obligations**
   Consultant's indemnity and other obligations shall not be limited by the foregoing insurance requirements.

8. **Material Breach**
   If Consultant fails to maintain insurance coverage which is required pursuant to this Agreement, it shall be deemed a material breach of this Agreement. County, at its sole option, may terminate this Agreement and obtain damages from Consultant resulting from said breach. Alternatively, County may purchase the required insurance coverage, and without further notice to Consultant, County may deduct from sums due to Consultant any premium costs advanced by County for such insurance. These remedies shall be in addition to any other remedies available to County.
Exhibit 1 - Position Descriptions

Positions that are Senior and II level positions are expected to have at least ___ years experience in the relevant position duties and to be capable of working with minimal technical supervision.

Information Systems Project Manager
Manages large IT projects including enterprise level application implementations, program and project development, and hardware and infrastructure planning
Highly experienced in the management of large IT projects

Geographical Information Systems Technician I
Geographical Information Systems Technician II
Produces maps and related documents using GIS software (Arc/Info and ArcView) and hardware.
Experienced in principles and practices of digitizing, data conversion, data management and cartography; geometry and trigonometry; relational database technology; scanning, presentation, database and CAD software.

Information Tech Analyst I
Information Tech Analyst II
Provides workstation support including configuration and installation of new devices, support of operating systems, Microsoft Office, and other commonly used software, other hardware and network configurations, and level 2 troubleshooting

Information Tech Analyst III
Provides technical resources and serves in advanced multi-platform support and/or assist with the implementation of networking segments and components of the County's enterprise system.
Experienced in software packages and operating systems commonly used on personal computers and networked systems including word processing, spreadsheets, databases, file recovery, backup, and other utilities; principles and practices of software and hardware installation and repair; local and wide area network installation, management, security, and operation; methods and techniques of troubleshooting hardware, software and inter-connectivity problems; principles and practices of assuring data security; methods and techniques of providing support to users.

Systems Support Technician
Sr. Systems Support Technician
Staff department help desk, provides level 1 support to department customers, monitors a multiple computer environment; processes production and test jobs; mounts tapes and cartridges; and responds to system prompts.
Experienced in help desk support, computer principles and techniques of computer operations; media storage and management systems; data security; modern office
practices and procedures; record keeping practices and procedures; commonly used business software application.

**Network Analyst**  
**Sr. Network Analyst**  
Plans, analyzes, designs, administers, installs, and maintains segments and components of the County-wide enterprise system; troubleshoots network application and system problems; and performs related work as required.  
Experience in local and wide area network design, management, and operation; PC, Local and Wide Area Network (LAN/WAN), Mainframes and telecommunications systems including hardware components, software applications, operating systems, and documentation; network problem identification, monitoring, resolution, and vendor support procedures; methods and techniques of troubleshooting hardware, software, and inter-connectivity problems; principles of data security; methods and techniques of providing support to staff and users.

**Programmer Analyst**  
**Sr. Programmer Analyst**  
Develops, customizes, and maintains applications software; analyzes business needs and processes, assesses problems, and proposes preliminary solutions; implements, debugs, tests, migrates, and documents new or modified applications and systems; and performs related work as required.  
Experienced in structured coding and analysis; application development products; specific programming techniques and languages such as COBOL, C/C++, SQL, and Visual Basic; principles, methods, and techniques of systems analysis; data representation, data types, data structures, and algorithms; operation and application of relational database and file management systems.

**Business Analysis**  
**Sr. Business Analyst**  
Plans, directs and manages the development of one or more large computer system implementation projects from the functional, non-technical nature, including the research, analysis, design, configuration, testing and maintenance of application systems and business processes.  
Experienced in principles and practices of project analysis and management on large business implementation or change management projects; methods of long-term strategic management and technical planning; business and financial best practices; methods of developing business process specifications; procedures and methods for testing business functions; principles and practices of producing effective project documentation; application software including presentation, spreadsheet and work processing applications; business systems applications in finance, and/or human resources; enterprise resource planning systems.
**Systems Software Analyst**
Plans, analyzes, develops, configures, customizes, installs, and maintains systems software, database management systems, control systems, and other elements of information systems.
Highly experience in database principles, design and management; specifically MS SQL, Oracle and/or Informix; database and systems problem identification, tracking, resolution, and vendor support; client-server network systems capabilities and operations; methods and techniques of troubleshooting hardware, software and interconnectivity problems; principles of data security; methods and techniques of providing support to staff and end users; principles of disaster recovery and business continuity; and best practices for data center management.

**Consulting Services**

**Mainframe Support and Troubleshooting** - Mainframe support for an IBM mainframe Multiprise 3000, Model number 7060-H30 CPU with an S/390 processor including:

- Provide software technical support on the following systems: IDMS, DMV connection, VM/VTAM, CMS, VSE, Top Secret, FAQS/PCS, EPIC, CICS, VSAM, TCIP-IP, FTP and DASD, libraries and similar programs. Technical support will include troubleshooting; maintenance tasks and migrations; performance tuning and monitoring; disaster recovery and business continuity; software installation; programming tasks as requested; analysis and design.

- Provide technical support to troubleshoot system outages.

**Project Management** – Project Management for major complex IT projects following industry standards for best practices in project management.

**Database Administration/System Administration** – Management of database or IT systems for large complex projects, specifically MS SQL and Oracle databases system.

**Technical Writing** - for project and procedural documentation of large IT projects.