

**ADDENDUM #1 (DTD. 09/11/08) PLEASE DISREGARD PRIOR DOCUMENTS.  
USE THIS DOCUMENT TO SUBMIT YOUR BID.**



## **NOTICE OF SOLICITATION**

**SERIAL 08047-RFP**

**REQUEST FOR PROPOSAL FOR:      COMPUTER AUTOMATED DRAW CLIENT – ASSESSORS  
OFFICE**

Notice is hereby given sealed proposals will be received by the Materials Management Department, Materials Management Center, 320 West Lincoln Street, Phoenix, Arizona 85003-2494, until 2:00 P.M./M.S.T. on **SEPTEMBER 26, 2008** for the furnishing of the following services for Maricopa County. Proposals will be opened by the Materials Management Director (or designated representative) at an open, public meeting at the above time and place.

All Proposals must be signed, sealed and addressed to the Materials Management Department, Materials Management Center, 320 West Lincoln Street, Phoenix, Arizona 85003-2494, and marked **“SERIAL 08047-RFP REQUEST FOR PROPOSAL FOR COMPUTER AUTOMATED DRAW CLIENT – ASSESSORS OFFICE.”**

The Maricopa County Procurement Code (“The Code”) governs this procurement and is incorporated by this reference. Any protest concerning this Request for Proposal must be filed with the Procurement Officer in accordance with Section MC1-905 of the Code.

**ALL ADMINISTRATIVE INFORMATION CONCERNING THIS REQUEST FOR PROPOSAL AND THE CONTRACTUAL TERMS AND CONDITIONS CAN BE LOCATED AT <http://www.maricopa.gov/materials>. ANY ADDENDA TO THIS REQUEST FOR PROPOSAL WILL BE POSTED ON THE MARICOPA COUNTY MATERIALS MANAGEMENT WEB SITE UNDER THE SOLICITATION SERIAL NUMBER.**

PROPOSAL ENVELOPES WITH INSUFFICIENT POSTAGE WILL NOT BE ACCEPTED BY THE  
MARICOPA COUNTY MATERIALS MANAGEMENT CENTER

DIRECT ALL INQUIRIES TO:

David LaFond  
PROCUREMENT OFFICER  
TELEPHONE: (602) 506-3248  
EMAIL: lafondd@mail.maricopa.gov

**THERE WILL BE A MANDATORY PRE-PROPOSAL CONFERENCE AT 10:00 AM, ON SEPTEMBER 4, 2008 AT THE MARICOPA COUNTY MATERIALS MANAGEMENT DEPARTMENT, 320 WEST LINCOLN STREET, PHOENIX, ARIZONA 85003.**

**NOTE: MARICOPA COUNTY PUBLISHES ITS SOLICITATIONS ONLINE AND THEY ARE AVAILABLE FOR VIEWING AND/OR DOWNLOADING AT THE FOLLOWING INTERNET ADDRESS:**

<http://www.maricopa.gov/materials/advbd/advbd.asp>

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**REQUEST FOR PROPOSAL FOR: COMPUTER AUTOMATED DRAW CLIENT – ASSESSORS OFFICE**

**1.0 INTENT:**

This Draw Client replacement project is an effort to replace the current home-grown Draw Client software program with a Commercial Off-the-Shelf (COTS) software package that meets the drawing needs of the Assessor’s Office.

**1.1 BACKGROUND:**

**1.1.1 Maricopa County.**

Maricopa County, established in 1871, is the 3<sup>rd</sup> most populous county in the United States. Covering 9,226 square miles, the current population is approximately 3,200,000. It is the 4<sup>th</sup> largest county in the United States with an annual budget of approximately 2.5 billion dollars.

**1.1.2 Maricopa County Assessor’s Office.**

The Maricopa County Assessor’s Office currently manages approximately 1.5 million real property parcels and 139,000 personal property accounts, with an annual anticipated growth of 7%. The Assessor’s Office has 361 full time staff, approximately 30 seasonal/temporary staff, and seven office locations.

**1.2 PRESENT TECHNICAL ENVIRONMENT:**

The Maricopa County Assessor’s Office technical environment is the responsibility of the Network and Operations Division and the Information Services Division. These divisions have two distinct functions:

1.2.1 The first function is to provide the Assessor’s Office with its network and resulting infrastructure. This includes being responsible for software, server and desktop hardware, data back-up and recovery, peripherals and the resulting support needed for each.

1.2.2 The second function is to run production batch jobs on a daily basis. Batch jobs require the running and printing of reports (both statutory and departmental requests) and ensuring compliance with records retention laws by producing microfiche.

Maricopa County's Office of Enterprise Technology (OET) is responsible for and authorized to plan, manage, and control enterprise information technology resources. A key responsibility of this office is IT Service Delivery. As part of that duty, the OCIO is responsible for public website maintenance and providing email services to Maricopa County Assessor’s Office.

**1.2.3 NUMBER OF USERS:**

Maricopa County Assessor’s Office users may be divided into the following categories:

<b>User Type</b>	<b># Of Users</b>
Full Time	360 (department)
Part Time	30 (department)
Remote Users	100 (interdepartmental)
Public Access Terminals	30
Total Users	520
Total Concurrent Users	375

The current Draw Client system configuration is for 200 users with an eventually need to increase users to 375.

1.2.4 NETWORK INFRASTRUCTURE:

The County is connected via a fiber optic backbone with a current speed of three Gigabits per second (3 Gbs). Most offices in the main building have wiring to drops that will support a minimum of 10 Megabits per second (Mbs) to the desktop and most of these drops are connected at 10 Megabits per second (Mbs).

The five remote sites and their associated connection speeds are listed below:

Office Location	Connection
Mesa facility	Point to Point T-1 (1-Gbs)
Glendale facility	Point to Point T-1 (1-Gbs)
Scottsdale facility	Point to Point T-1 (1-Gbs)
Tempe facility	Point to Point T-1 (1-Gbs)
Avondale facility	Point to Point T-1 (1-Gbs)

All servers and networking equipment have statically assigned IP addresses.

Workstations, which are Ethernet based, have IP as the only accepted protocol. All IP addresses are statically assigned.

All remote sites have their own IP subnet. The main downtown office has two subnets. IP routing is used to get between the subnets.

Documents pertaining to the network infrastructure include the following:

- Exhibit 11 - Server Environment

1.2.5 HARDWARE:

The current Server Hardware Inventory is located in Exhibit 15.

1.2.6 OPERATING SYSTEMS:

The following operating systems are currently in place throughout the Maricopa County Assessor’s Office:

Operating System	Use	Future Use
Linux Red Hat AS 3.0 (Intel)	Application, web, file/print, etc.	Emerging
Windows 2000 Server	Application, web, file/print, etc.	Declining
Windows 2003 Server	Application, web, file/print, etc.	Mature
Windows XP Pro	New desktop PC	Mature
Windows XP Pro CAL	Active directory authentication	Mature
HP-UX 11i	Database server	Mature

**1.2.7 CURRENT GIS SOLUTION:**

The following chart outlines the GIS technologies and uses for each within the Maricopa County Assessor’s GIS Mapping Division.

<b>Use</b>	<b>GIS Technology</b>	<b>Software Version</b>
GIS data for website	Oracle Spatial	Oracle 10g
GIS data distribution	MapGuide (Autodesk)	6.5
GIS data loading into Oracle Spatial	GeoMedia	5.2
GIS editing of CAD files	MicroStation	V8
GIS web publishing	ArcIMS	9.1
Spatial & tabular analysis	ArcView	3.2
Distributed data management	ArcGIS	9.1
Multi-user data management	SDE	9.1
Geo-processing & data conversion	ArcInfo	9.1

**1.2.8 CURENT DRAWING PACKAGE (SKETCHING) SOLUTION:**

The current drawing/sketching software application was developed by Maricopa County Information Services Division approximately eleven years ago. This application relies on four main components and has limited functionality. These four components are.

Orbix Web 3.3 - This is the software that controls and brokers the client connections. This version is approximately five years old. The main drawback to the Orbix software is that it requires persistent client communication. If that communication is interrupted for any reason, the connection is lost.

Java Development Kit 1.3.1-03 – This is the server based portion of the DrawClient application. This is a series of server based Java JAR files. There are two primary JAR files used. The first is the client.jar file which consists of approximately 330 class files that control the client side operations and is 376 KB in size. The other is the server.jar files which consists of approximately 150 class files that control the server side operations and is 154KB in size.

Java Runtime 1.3.1 This is the client based Java implementation. This processes the JAR files on the server and initiates the connection to the Orbix Web.

JDBC - This is the technology used for the DrawClient to communicate with the Oracle 10G R2 database. The DrawClient uses the JDBC connection to verify user access, and for sketch information exchange with Oracle.

The current drawing program runs on a Dell PowerEdge 4400 server with a single 933 MHz Xeon processor and 1GB or RAM running Windows Server 2000 SP4.

**Sketch Information to CAMA/Assessment Administration Solution**

Monthly, two batch programs (*models.bat* and *parcels.bat* located in *Exhibit 26*) are used to extract the area size and type information into flat tables, which are then used to populate the *prop\_draw* table in the Secured Master (Oracle) database. The following SQR programs facilitate the population of the Oracle tables:

- load\_draw
- load\_draw\_models
- load\_draw\_delete
- ins\_parcel\_boxes
- ins\_model\_boxes
- fix\_draw\_area
- fix\_draw\_dups
- load\_draw\_comps

**Sketch Information to GIS Publication**

The current sketch package was created with tools to convert individual residential drawings into GIF (with annotation) and DXF (without annotation) formats. DXF output is then converted into a coverage file before geo-referencing (including rotation) each building footprint (1st floor only).

Current sketch solution weaknesses include:

- Proprietary format
- Not reliable
- Limited scale – only have 2 to 10 times scale
- No flip or rotation tools available
- Not geo-referenced – output is not GIS
- Not tightly integrate with current CAMA/Assessment Administration solution
- Lack of temporal support
- Conversion and extraction processes are run weekly
- No code control and free hand text labeling causes data validation problems
- No commercial drawings have been digitized in the current system

The application currently stores 1,155,000 sketch files which are approximately 3KB in size each. For Residential parcels, there are drawing errors which have been identified. These include the following:

- |                                  |                |
|----------------------------------|----------------|
| • Square Foot Error              | 12,647 parcels |
| • Drawing Label Error            | 2,591 Parcels  |
| • Miscellaneous Errors           | 46 Parcels     |
| • No Drawing Exists (RD)         | 15,871 parcels |
| • No Drawing Exists (All others) | 61,275         |

Respondent to provide solution for additional resources in order to correct drawing errors.

1.2.9 DESKTOP ENVIRONMENT:

<b>User Configuration</b>	<ul style="list-style-type: none"> <li>- Do not have administrative rights</li> <li>- Static assigned IP address</li> </ul>
<b>Application Software</b>	<ul style="list-style-type: none"> <li>- Windows XP</li> <li>- Office 2003 Professional</li> <li>- MS Outlook 2003</li> <li>- Internet Explorer 6.0.5</li> <li>- Trend Micro Enterprise (OfficeScan 7.0)</li> </ul>
<b>Hardware</b>	<ul style="list-style-type: none"> <li>- Dell PC units utilizing Intel chips 3.0Ghz +</li> <li>- 4GB RAM (average)</li> <li>- HDD 80GB (minimum)</li> </ul>

1.2.10 SECURITY STANDARDS:

<b>Item</b>	<b>Description</b>
<b>Anti-Virus Software</b>	<ul style="list-style-type: none"> <li>- Trend Micro Network</li> <li>- for desktops and servers</li> <li>- for SMTP at Exchange level</li> </ul>
<b>Client/Server Security</b>	<ul style="list-style-type: none"> <li>- Microsoft Security updates must be current on all computers</li> <li>- Verification by Network Services is required for access to County network</li> </ul>
<b>Firewall Technology</b>	<ul style="list-style-type: none"> <li>- Controlled by County IT/Telecom</li> </ul>
<b>Internal Hubs</b>	<ul style="list-style-type: none"> <li>- Not permitted.</li> </ul>
<b>Java Scripting/Active X Controls</b>	<ul style="list-style-type: none"> <li>- Requires approval of Information Services Division prior to installation</li> </ul>
<b>Network Security</b>	<ul style="list-style-type: none"> <li>- Microsoft Active Directory</li> </ul>
<b>Remote Access</b>	<ul style="list-style-type: none"> <li>- Managed by Network Services Division</li> <li>- Only access to Maricopa County network will be through VPN using a Smart Card</li> <li>- All equipment must have prior approval of the Network and Operations Division</li> <li>- Maricopa County Assessor's Office requires signature by Vendor on VPN Authorization Form and Maricopa County Acceptable Use Policy</li> </ul>

<b>Wireless</b>	- Not permitted
<b>Wiring</b>	- Changes to building wiring regarding IT must be approved by the Network Services Division
<b>Workstation Naming</b>	- Must comply with a standard naming convention determined by the Network Services Division

1.3 DATA CONVERSION:

Data conversion requires conversion of the information located in the table below:

<b>Sketch Database</b>	
<b>Number of sketch files</b>	1,1500,000
<b>Format of sketches</b>	Proprietary format
<b>Current disk space used</b>	2 GB

2.0 **SCOPE OF WORK:**

2.1 FUNCTIONAL REQUIREMENTS:

Sections 2.1 – 2.15 below represent functional requirements of the application.

2.1.1 DRAWING SCALE/PRECISION:

2.1.1.1 User defined precision/rounding feature to the nearest inch.

2.1.1.2 Ability to define drawing scale precision by Property type- Residential, Commercial and Agricultural Properties (1/8 inch = 1' is a minimum required functionality)

2.1.2 CIRCLES/ARCS/ANGLES FUNCTIONALITY:

2.1.2.1 Ability to draw circles & arcs given a radius/diameter & center and manipulate them (by moving the apex of an arc to a user's choice location)

2.1.2.2 Ability to draw lines with user defined angles, given a rise and run data and also ability to draw lines free hand.

2.1.3 DIMENSIONING FUNCTIONALITY:

2.1.3.1 Ability to align and move dimensional numbers of a drawing feature (without overlapping dimensional display) and make them easily readable.

**2.1.4 BUILDING- SQUARE FOOTAGE FUNCTIONALITY:**

- 2.1.4.1 Ability to add or subtract certain areas like atrium, stair well, patio etc from livable square footage to non-livable square footage and vice-versa.
- 2.1.4.2 Ability to view and print summary of square footage/perimeter of all the improvements and display total square footage of all buildings.
- 2.1.4.3 Ability to copy a floor plan to say 2nd level floor plan and make changes to the 2nd level floor plan including designating a certain portion of the 2nd floor as open to bottom. Have the ability to copy a floor plan to another and make changes to it.
- 2.1.4.4 Ability to draw and identify multiple building & classification types within a single/ multiple buildings.
- 2.1.4.5 Ability to display age of different building classification types (and any additions).
- 2.1.4.6 Ability to create a tabular column output that identifies different components of a building by building classification type, square footage and age for use by CAMA system.

**2.1.5 LABELING FUNCTIONALITY:**

- 2.1.5.1 Ability to list and draw specific structures applicable to property types-commercial, residential, agriculture & mobile homes.
- 2.1.5.2 Ability to have a set of pre-defined labeling scheme when creating/editing drawing data.
- 2.1.5.3 Ability to add/update/delete & optionally print free-form text comments. Also provide ability to track the user who created the comments.

**2.1.6 BUILDING MODELS:**

- 2.1.6.1 Ability to create a sub-division based model and copy the model to multiple parcels.
- 2.1.6.2 Ability to retain the original model label and make any additions/changes to the parcel like adding a pool, spa etc.,

**2.1.7 BUILDING/PARCEL ASSOCIATION:**

- 2.1.7.1 Ability to create and/or copy an existing drawing or a portion of existing drawing to a new parcel or a new lot on the same parcel.

**2.1.8 DRAWING SOFTWARE FUNCTIONALITY:**

- 2.1.8.1 Ability to create drawing components on different layers of a drawing and turn-on or turn-off drawing layers at user discretion.
- 2.1.8.2 Ability to create models/templates of commonly used building components and assign appropriate dimensions when copying them to a building drawing. Specific user roles like Agriculture, Commercial & Residential users to have role specific models/templates.

- 2.1.8.3 Ability to resize an existing model on drawing to a different size (e.g. When a user assigns a wrong dimension to a model he/she should be able to correct it without having to redraw the model).
- 2.1.8.4 Ability to draw farm structures, an example of structures are barns, custom homes, horse farms, any type of agricultural building like enclosed horse farms, may be 4000- 6000 sq.ft..
- 2.1.8.5 Ability to define a point of origin and then draw a line/polygon with that point as the reference point.
- 2.1.8.6 Ability to define a temporary reference point on the drawing and draw lines/polygon off of that temporary reference point.
- 2.1.8.7 Ability to create and save multi-storey buildings & large (multiple) commercial building structures with site plans without any size limitation.
- 2.1.8.8 Need a redraw feature with ability to go back, fix a drawing element in error and have the system recreate the rest of the previously drawn elements.
- 2.1.8.9 Need a feature that will allow a drawing element like a line or arc to snap to an existing point in a drawing.
- 2.1.8.10 Ability to rotate, flip, mirror, resize, drag & drop elements within a drawing.
- 2.1.8.11 Need ability to highlight (rubber band feature) a drawing feature to auto-center drawing to screen.
- 2.1.8.12 Need a function to archive an existing version when a drawing is checked-out to implement demolish &/or update feature.
- 2.1.8.13 Need a demolish feature (with a confirmation check box) in the drawing software.
- 2.1.8.14 Need a preview function for demolished building.
- 2.1.8.15 Ability to restore a demolished drawing to its previous state.
- 2.1.8.16 Ability to create a building drawing without any parcel association; say like a temporary sketch.
- 2.1.8.17 Ability to print a partial parcel sketch like one building or a single floor in a multi-building complex.
- 2.1.8.18 Ability to print multiple parcels.
- 2.1.8.19 Ability to print multiple residential models.
- 2.1.8.20 Ability to copy a parcel drawing to another parcel.
- 2.1.8.21 Ability to copy single or multiple models within a single sub-division to a different sub-division.
- 2.1.8.22 Ability to calculate perimeter and square footage of any building drawing. Optionally user can choose to display and also disable the perimeter/square footage display on the drawing.

- 2.1.8.23 Need customizable tabular output data format (that matches CAMA data formatting needs) containing building classification type, square footage and age.
- 2.1.8.24 Ability to create an export of tabular data that consists of building square footage by classification type (that is used by CAMA currently).
- 2.1.8.25 Ability to create/update/view by parcel number or model.
- 2.1.8.26 Ability to print a building or a range of parcels and direct drawing to a plotter (that is larger than 8 1/2 x 11) like a D or E size drawing plot.
- 2.1.8.27 Provide role based user security options within a CAD system: like Agriculture, Commercial, Mobile homes & Residential.
- 2.1.8.28 Ability to assign multiple parcels to a master parcel and assign multiple buildings say in an apt complex or a commercial office complex to the master parcel.
- 2.1.8.29 Ability to split a parcel and assign an existing building to the new parcel number.
- 2.1.9 SYSTEM FUNCTIONALITY:
  - 2.1.9.1 Ability for system to maintain a transaction log that contains changes made to drawings along with user name.
  - 2.1.9.2 Need user configurable descriptive error messages. Ability to screen capture drawing &/or error message for HELP desk resolution.
  - 2.1.9.3 An auto-close feature that can close last missing element of a polygon/drawing.
  - 2.1.9.4 An auto-save feature at user-specified intervals and also a default time-setting if user doesn't choose a frequency and time-stamp the saved drawings.
  - 2.1.9.5 Ability to save partially completed drawings at user's workstation and complete the drawing at later time.
  - 2.1.9.6 Ability to check-in and check-out drawings and maintain archived versions of drawings for traceability.
  - 2.1.9.7 Ability to accept drawings from other sources like CAD drawings, blue prints etc and not lose any intelligence (IGES compliant) in the translation.
  - 2.1.9.8 Ability to use keyboard and mouse interchangeably to enter data for creating drawings.
  - 2.1.9.9 Ability to preview drawings along with building models and any other add-on features like pool, spa etc before they are printed.
  - 2.1.9.10 Ability to insert more than one building for commercial complex; ability to add a description for commercial building.
  - 2.1.9.11 The drawing software should be capable of drawing a site plan- an important feature for commercial and agriculture properties.
  - 2.1.9.12 Ability to create multiple floors of a building on a single page.

- 2.1.9.13 Ability to copy and paste an improvement to a site plan.
- 2.1.9.14 Ability to associate a mobile home to a lot and parcel number.
- 2.1.9.15 Ability to support about 500 concurrent users on the drawing system.
- 2.1.9.16 Software to provide active directory tie-in to eliminate multiple user-id and password maintenance issues.
- 2.1.9.17 About 80% of the software users will be located remotely dispersed at 7 locations and system needs to be able to support users located remotely without any performance issues.
- 2.1.9.18 Ability to support approx 1.5 Million parcels and associated building/agricultural/commercial drawings at Maricopa County with a planned growth rate of approx 50k parcels/year.
- 2.1.9.19 Ability to support large commercial office complexes (like a 30 storey building) and industrial properties like warehouses, manufacturing facilities etc without any memory limitations.
- 2.1.10 GENERAL/OTHER REQUIREMENTS:
  - 2.1.10.1 Software vendor to recommend best practices in the industry for County Assessor's drawing system implementation.
  - 2.1.10.2 Software system should be compatible with Microsoft Windows OS.
  - 2.1.10.3 User privileges are assigned by roles: A System Administrator privilege allows the ability to create, modify and update models, user roles and user privileges.
  - 2.1.10.4 Software vendor to provide drawing conversion services to convert existing draw client drawings to the target software system.
- 2.1.11 LABELING FUNCTIONALITY: (Nice to have features)
  - 2.1.11.1 Ability to have information displayed when a cursor hovers over the improvements that summarizes key elements of the property.
- 2.1.12 DRAWING SOFTWARE FUNCTIONALITY:
  - 2.1.12.1 Ability to translate captured drawing changes into tabular format.
  - 2.1.12.2 Ability to create a PDF of the drawing.
  - 2.1.12.3 Color options for different drawing components (only the line is colored and not the surface area).
  - 2.1.12.4 Ability to add free form field notes for additional information clarity that doesn't necessarily interact with CAMA system.
- 2.1.13 DIMENSIONING FUNCTIONALITY: (Future Functionality)
  - 2.1.13.1 Ability to utilize blue tooth feature and laser to accurately measure buildings.

2.1.14 DRAWING SOFTWARE FUNCTIONALITY:

- 2.1.14.1 Ability to consistently create/modify drawings, capture changes & seamlessly transfer square footage information in a tabular format into CAMA system.
- 2.1.14.2 Ability to classify mobile home from unsecured to secured and vice-versa.
- 2.1.14.3 Ability to query the trailers by VIN# as opposed to searching by parcel#.
- 2.1.14.4 Ability to create a copy of model based or parcel based drawings in Oracle db (BLOB).

2.1.15 BLUE PRINT SCANNING/GIS INTEGRATION:

- 2.1.15.1 Utilize GPS technology to develop building coordinates and align parcel maps with location of the building.
- 2.1.15.2 Ability to integrate with GIS package, detect any building size discrepancies.
- 2.1.15.3 Ability to use GIS integration to drag & drop models within a sub-division and associate a model to a lot
- 2.1.15.4 Ability to use a point of reference or building alignment to line up with a street or any of one of the directions with GIS integration
- 2.1.15.5 Ability to overlay GIS maps with building drawings and capture year over year changes for canvassing

2.2 ACCEPTANCE:

For Customer's Initial purchase of each Equipment and Software product. Licensor shall provide an acceptance test period (the "Test Period") that commences upon Installation. Installation shall be defined as: a.) the Equipment, if any, is mounted; b.) the Software is installed on the database server(s) and/or personal computer(s); and c.) implementation team training, if any, is complete. During the Test Period, Customer shall determine whether the Equipment and Software meet the Specifications. The Test Period shall be determined during contract negotiations and mutually agreed upon with customer and vendor. If Customer has not given Licensor a written deficiency statement specifying how the Equipment or Software fails to meet the Specification within the Test Period, the Equipment and Software shall be deemed accepted. If Customer provides a Deficiency Statement within the Test Period, Licensor shall have 30 days to correct the deficiency, and the Customer shall have an additional 60 days to evaluate the Equipment and Software. If the Equipment or Software does not meet the Specifications at the end of the second 30 day period, either Customer or Licensor may terminate this Contract. Upon any such termination, Customer shall return all Equipment and Software to Licensor, and Licensor shall refund any monies paid by Customer to Licensor therefore. Neither party shall then have any further liability to the other for the products that were the subject of the Acceptance Test.

2.3 TRAINING:

- 2.3.1 Respondent shall prepare and deliver a detailed training plan as part of the RFP response. Respondent shall list all training requirements necessary to use, administer, and maintain the proposed solution. Respondent shall include a copy of current training material developed for each functional area of the system. Training materials may include user guides, technical guides, help files, and computer based training material.
- 2.3.2 County would prefer that the Respondent train each end user along with providing "train the trainer" modules that can be utilized by the County after initial training. Below are the current numbers of system users requiring training by category:

<b>User Group to be Trained</b>	<b># of Users</b>
Land	21
Tempe Office	21
Mesa Office	22
Scottsdale Office	26
Glendale Office	25
Avondale Office	28
Major Properties	17
Downtown Support	40

2.3.3 The Respondent’s response must include a curriculum outline for all users by group. The curriculum should be sufficient to train personnel in proper operation of the proposed system to the extent that each end user can proficiently perform their key business processes. For each course in the curriculum, please indicate the following:

- Course name
- Intended audience
- Class objectives
- Pre-requisite skills needed
- Teaching method (classroom, CBT, self-study)
- Class duration
- Materials required
- Facility required

2.3.4 Respondent shall describe, in detail, their philosophy for how they will successfully deliver training to possibly over 200 users during the duration of the project. County will provide an equipped training facility that is sufficient to train up to 24 individuals simultaneously. This facility is located at the downtown Phoenix office location. Respondent shall provide to County a training plan which has been successful in other implementations.

2.3.5 County shall have the right to reproduce, edit, and distribute the training materials without limitation for internal training sessions involving internal or external end users.

**2.4 INVOICES AND PAYMENTS:**

2.4.1 The Respondent shall submit two (2) legible copies of their detailed invoice before payment(s) can be made. At a minimum, the invoice must provide the following information:

- Company name, address and contact
- County bill-to name and contact information
- Contract Serial Number
- County purchase order number
- Invoice number and date
- Payment terms
- Date of service or delivery
- Quantity
- Contract Item number(s)
- Description of Purchase (services)
- Pricing per unit of service
- Extended price
- Total Amount Due

2.4.2 Problems regarding billing or invoicing shall be directed to the using agency as listed on the Purchase Order

2.5.3 Payment will be made to the Respondent by Accounts Payable through the Maricopa County Vendor Express Payment Program. This is an Electronic Funds Transfer (EFT) process. After Award the Respondent shall fill out an EFT Enrollment form located on the County Department of Finance Website as a fillable PDF document ([www.maricopa.gov/finance/](http://www.maricopa.gov/finance/)).

2.4.4 EFT payments to the routing and account numbers designated by the Contractor will include the details on the specific invoices that the payment covers. The Contractor is required to discuss remittance delivery capabilities with their designated financial institution for access to those details.

2.5 TAX: (SERVICES)

No tax shall be levied against labor. It is the responsibility of the Contractor to determine any and all taxes and include the same in proposal price.

2.6 TAX: (COMMODITIES)

Tax shall not be levied against labor. Sales/use tax will be determined by County. Tax will not be used in determine low price.

2.7 DELIVERY:

It shall be the Contractor's responsibility to meet the proposed delivery requirements. Maricopa County reserves the right to obtain services on the open market in the event the Contractor fails to make delivery and any price differential will be charged against the Contractor.

2.8 PROJECT PLAN:

2.8.1 Respondent shall include a detailed project plan as part of their response. The project plan should include all project activities from the point of initial contract award and engagement, including planning, analysis, data conversion, installation, training and deployment, and project sign-off activities. The plan should, at a minimum, list project tasks, milestones, deliverables, resources, effort in hours, and project duration. The Respondent should supply this information using standard project management processes (i.e. PMI) and tools (i.e. MS Project).

2.8.2 The project plan should clearly delineate any and all tasks that it expects County personnel to perform, including a clear time-line and estimated effort for said tasks.

2.9 PRICING:

Respondent must indicate whether County would benefit from sales to other entities of Respondent's product based on knowledge or data gained from any resultant contract with County. Indicate whether County would receive any proceeds or price discounts.

3.0 **SPECIAL TERMS & CONDITIONS:**

3.1 CONTRACT TERM:

This Request for Proposal is for awarding a firm, fixed-price purchasing contract to cover a five (5) year term.

3.2 OPTION TO RENEW CONTRACT TERM:

The County may, at their option and with the approval of the Contractor, extend the term of this Contract up to a maximum of ten (10) years, (or at the County's sole discretion, extend the contract on a month-to-month basis for a maximum of six (6) months after expiration). The

Contractor shall be notified in writing by the Materials Management Department of the County's intention to extend the contract term at least thirty (30) calendar days prior to the expiration of the original contract term.

3.3 PRICE ADJUSTMENTS: (On-going system maintenance)

Any requests for reasonable price adjustments must be submitted sixty (60) days prior to the Contract expiration anniversary. Requests for adjustment in cost of labor and/or materials must be supported by appropriate documentation. If County agrees to the adjusted price terms, County shall issue written approval of the change. The reasonableness of the request will be determined by comparing the request with the (Consumer Price Index) or by performing a market survey.

3.4 INDEMNIFICATION:

To the fullest extent permitted by law, Contractor shall defend, indemnify, and hold harmless County, its agents, representatives, officers, directors, officials, and employees from and against all claims, damages, losses and expenses, including, but not limited to, attorney fees, court costs, expert witness fees, and the cost of appellate proceedings, relating to, arising out of, or alleged to have resulted from the negligent acts, errors, omissions or mistakes relating to the performance of this Contract. Contractor's duty to defend, indemnify and hold harmless County, its agents, representatives, officers, directors, officials, and employees shall arise in connection with any claim, damage, loss or expense that is attributable to bodily injury, sickness, disease, death, or injury to, impairment, or destruction of property, including loss of use resulting there from, caused by any negligent acts, errors, omissions or mistakes in the performance of this Contract including any person for whose acts, errors, omissions or mistakes Contractor may be legally liable.

The amount and type of insurance coverage requirements set forth herein will in no way be construed as limiting the scope of the indemnity in this paragraph.

The scope of this indemnification does not extend to the sole negligence of County.

3.5 INSURANCE REQUIREMENTS:

Contractor, at Contractor's own expense, shall purchase and maintain the herein stipulated minimum insurance from a company or companies duly licensed by the State of Arizona and possessing a current A.M. Best, Inc. rating of B++6. In lieu of State of Arizona licensing, the stipulated insurance may be purchased from a company or companies, which are authorized to do business in the State of Arizona, provided that said insurance companies meet the approval of County. The form of any insurance policies and forms must be acceptable to County.

All insurance required herein shall be maintained in full force and effect until all work or service required to be performed under the terms of the Contract is satisfactorily completed and formally accepted. Failure to do so may, at the sole discretion of County, constitute a material breach of this Contract.

Contractor's insurance shall be primary insurance as respects County, and any insurance or self-insurance maintained by County shall not contribute to it.

Any failure to comply with the claim reporting provisions of the insurance policies or any breach of an insurance policy warranty shall not affect the County's right to coverage afforded under the insurance policies.

The insurance policies may provide coverage that contains deductibles or self-insured retentions. Such deductible and/or self-insured retentions shall not be applicable with respect to the coverage provided to County under such policies. Contractor shall be solely responsible for the deductible and/or self-insured retention and County, at its option, may require Contractor to secure payment of such deductibles or self-insured retentions by a surety bond or an irrevocable and unconditional letter of credit.

County reserves the right to request and to receive, within 10 working days, certified copies of any or all of the herein required insurance policies and/or endorsements. County shall not be obligated, however, to review such policies and/or endorsements or to advise Contractor of any deficiencies in such policies and endorsements, and such receipt shall not relieve Contractor from, or be deemed a waiver of County's right to insist on strict fulfillment of Contractor's obligations under this Contract.

The insurance policies required by this Contract, except Workers' Compensation, and Errors and Omissions, shall name County, its agents, representatives, officers, directors, officials and employees as Additional Insureds.

The policies required hereunder, except Workers' Compensation, and Errors and Omissions, shall contain a waiver of transfer of rights of recovery (subrogation) against County, its agents, representatives, officers, directors, officials and employees for any claims arising out of Contractor's work or service.

3.5.1 Commercial General Liability:

Commercial General Liability insurance and, if necessary, Commercial Umbrella insurance with a limit of not less than \$1,000,000 for each occurrence, \$2,000,000 Products/Completed Operations Aggregate, and \$2,000,000 General Aggregate Limit. The policy shall include coverage for bodily injury, broad form property damage, personal injury, products and completed operations and blanket contractual coverage, and shall not contain any provision which would serve to limit third party action over claims. There shall be no endorsement or modification of the CGL limiting the scope of coverage for liability arising from explosion, collapse, or underground property damage.

3.5.2 Automobile Liability:

Commercial/Business Automobile Liability insurance and, if necessary, Commercial Umbrella insurance with a combined single limit for bodily injury and property damage of not less than \$1,000,000 each occurrence with respect to any of the Contractor's owned, hired, and non-owned vehicles assigned to or used in performance of the Contractor's work or services under this Contract.

3.5.3 Workers' Compensation:

Workers' Compensation insurance to cover obligations imposed by federal and state statutes having jurisdiction of Contractor's employees engaged in the performance of the work or services under this Contract; and Employer's Liability insurance of not less than \$100,000 for each accident, \$100,000 disease for each employee, and \$500,000 disease policy limit. (N.B. - \$1,000,000 limits on larger contracts)

Contractor waives all rights against County and its agents, officers, directors and employees for recovery of damages to the extent these damages are covered by the Workers' Compensation and Employer's Liability or commercial umbrella liability insurance obtained by Contractor pursuant to this Contract.

3.5.4 Certificates of Insurance.

3.5.4.1 Prior to commencing work or services under this Contract, Contractor shall have insurance in effect as required by the Contract in the form provided by the County, issued by Contractor's insurer(s), as evidence that policies providing the required coverage, conditions and limits required by this Contract are in full force and effect. Such certificates shall be made available to the County upon 48 hours notice. **BY SIGNING THE AGREEMENT PAGE THE CONTRACTOR AGREES TO THIS REQUIREMENT AND FAILURE**

**TO MEET THIS REQUIREMENT WILL RESULT IN CANCELLATION OF CONTRACT.**

In the event any insurance policy (ies) required by this contract is (are) written on a "claims made" basis, coverage shall extend for two years past completion and acceptance of Contractor's work or services and as evidenced by annual Certificates of Insurance.

If a policy does expire during the life of the Contract, a renewal certificate must be sent to County fifteen (15) days prior to the expiration date.

3.5.4.2 Cancellation and Expiration Notice.

Insurance required herein shall not be permitted to expire, be canceled, or materially changed without thirty (30) days prior written notice to the County.

3.6 RIGHTS IN DATA:

3.6.1 The County shall own have the use of all data and reports resulting from this Contract without additional cost or other restriction except as provided by law. Each party shall supply to the other party, upon request, any available information that is relevant to this Contract and to the performance hereunder.

3.6.2 Contractor shall notify County of any commercial use of data developed as a result of providing goods, materials or services to County. Contractor agrees, by signing a contract with County, that Contractor will, in good, faith, negotiate a fair and reasonable return to County on any income resulting from use of data developed under contract with County.

3.7 INTERNET CAPABILITY:

It is the County's intent to use the Internet to communicate and to place orders under any resultant contract. Respondents without this capability may be considered non-responsive and not eligible for award consideration.

3.8 SCHEDULE OF EVENTS: (For planning purposes only. Schedule may vary throughout the procurement process.)

Request for Proposals Issued: 8-14-08

Pre-Proposal Conference: 9-04-08

Deadline for written questions September 9, 2008. No questions will be responded to prior to the Pre-Proposal Conference. All questions must be submitted to Dave LaFond at [lafondd@mail.maricopa.gov](mailto:lafondd@mail.maricopa.gov) and be received by 2:00 PM, Arizona time. All questions and answers will be posted to [www.maricopa.gov](http://www.maricopa.gov) with the original solicitation.

**Proposals Opening Date: 9-26-08**

Deadline for submission of proposals is 2:00 P.M., MST, September 26, 2008. All proposals must be received ***before*** 2:00 P.M. on the above date at Maricopa County Materials Management Department, 320 West Lincoln Street, Phoenix, AZ 85003.

Proposed review of Proposals and short list decision: 10-03-08

Proposed Respondent presentations: (if required) 10-17-08

Proposed selection and/or negotiation: 10-20-08

Proposed Best & Final (if required) 10-24-08

Proposed award of Contract: 11-19-08

All responses to this Request for Proposal become the property of Maricopa County and (other than pricing) will be held confidential, to the extent permissible by law. The County will not be held accountable if material from proposal responses is obtained without the written consent of the Respondent by parties other than the County.

3.9 INQUIRIES AND NOTICES:

All inquiries concerning information herein shall be addressed to:

Maricopa County  
Materials Management Department  
ATTN: Contract Administration  
320 West Lincoln Street  
Phoenix, Arizona 85003

Administrative telephone inquiries shall be addressed to:

David LaFond, Procurement Officer, 602-506-3248  
(lafondd@mail.maricopa.gov)

Inquiries may be submitted by telephone but must be followed up in writing. No oral communication is binding on Maricopa County.

3.10 INSTRUCTIONS FOR PREPARING AND SUBMITTING PROPOSALS:

Respondents shall provide their proposals in accordance with Section 3.16, below, as follows:

3.10.1 One (1) original hardcopy of all proposal documents.

3.10.2 One (1) CD providing all proposal documents in Word, Excel (Attachment A) and then the entire proposal (all documents) in PDF format.

3.10.3 Five (5) CD's providing the entire proposal in PDF format only.

3.10.4 Respondents shall address proposals identified with return address, serial number and title in the following manner:

Maricopa County  
Materials Management Department  
320 West Lincoln Street  
Phoenix, Arizona 85003-2494

SERIAL 08047 – RFP, COMPUTER AUTOMATED DRAW CLIENT – ASSESSORS OFFICE

3.10.5 Proposals shall be signed by an owner, partner or corporate official who has been authorized to make such commitments. All prices shall be held firm for a period of one hundred fifty (150) days after the RFP closing date.

3.11 EXCEPTIONS TO THE SOLICITATION:

The Respondent shall identify and list all exceptions taken to all sections of 08047-RFP and list these exceptions referencing the section (paragraph) where the exception exists and identify the exceptions and the proposed wording for the Respondent's exception under the heading, "Exception to the PROPOSAL Solicitation, SERIAL 08047-RFP." **Exceptions that surface**

**elsewhere and that do not also appear under the heading, “Exceptions to the PROPOSAL Solicitation, SERIAL 08047-RFP,” shall be considered invalid and void and of no contractual significance.**

The County reserves the right to reject, determine the proposal non-responsive, enter into negotiation on any of the Respondent exceptions, or accept them outright.

3.12 GENERAL CONTENT:

The Proposal should be specific and complete in every detail. It should be practical and provide a straightforward, concise delineation of capabilities to satisfactorily perform the Contract being sought.

The Respondent should not necessarily limit the proposal to the performance of the services in accordance with this Request for Proposal but should outline any additional services and their costs if the Respondent deems them necessary to accomplish the program.

3.13 FORMAT AND CONTENT:

To aid in the evaluation, it is desired that all proposals follow the same general format. The proposals are to be submitted in binders and have sections tabbed as below: (Responses are limited to 200 pages, single sided, 10 point font type).

3.13.1 Table of Contents

3.13.2 Letter of Transmittal (Exhibit 2)

3.13.3 Executive Summary – This section shall contain an outline of the general approach utilized in the proposal.

3.13.4 Proposal – This section should contain a statement of products and services proposed, including conclusions and generalized recommendations. Proposals should be all-inclusive, detailing respondent’s best offer.

3.13.5 Qualifications – This section shall describe the respondent’s ability and experience related to the programs and services proposed. All project personnel, as applicable, shall be listed including a description of assignments and responsibilities, a resume of professional experience, an estimate of the time each would devote to this program, and other pertinent information.

3.13.6 Proposal exceptions.

3.13.7 Attachment A (Pricing).

3.13.8 Attachment B (Agreement Page.)

3.13.9 Attachment C (References).

3.13.10 Attachment D (Vendor Questionnaire).

3.14 EVALUATION OF PROPOSAL – SELECTION FACTORS:

A Proposal Evaluation Committee shall be appointed, chaired by the Procurement Officer to evaluate each Proposal. At the County’s option, Respondents may be invited to make presentations to the Evaluation Committee and other selected members. Best and Final Offers and/or Negotiations may be conducted, as needed, with the highest rated Respondent(s). Proposals will be evaluated on the following criteria which are listed descending order of importance.

All responses to this RFP will be objectively evaluated and rated. The minimal criteria for this rating are listed in the table below:

- 3.14.1 Capability and functionality of the proposed solution in relation to specifications.
- 3.14.2 Firms proven ability to install the proposed solution.
- 3.14.3 Qualifications and experience of the personnel assigned to provide services.
- 3.14.4 Total Cost of Ownership
- 3.14.5 The extensiveness and completeness of the user training being offered and overall quality and ease of user documentation provided.

**3.15 CERTIFICATION REGARDING DEBARMENT AND SUSPENSION**

3.15.1 The undersigned (authorized official signing for the Contractor) certifies to the best of his or her knowledge and belief, that the Contractor, defined as the primary participant in accordance with 45 CFR Part 76, and its principals:

3.15.1.1 are not presently debarred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded from covered transactions by any Federal Department or agency;

3.15.1.2 have not within 3-year period preceding this Contract been convicted of or had a civil judgment rendered against them for commission of fraud or a criminal offense in connection with obtaining, attempting to obtain, or performing a public (Federal, State or local) transaction or contract under a public transaction; violation of Federal or State antitrust statutes or commission of embezzlement, theft, forgery, bribery, falsification or destruction of records, making false statements, or receiving stolen property;

3.15.1.3 are not presently indicted or otherwise criminally or civilly charged by a government entity (Federal, State or local) with commission of any of the offenses enumerated in paragraph (2) of this certification; and

3.15.1.4 have not within a 3-year period preceding this Contract had one or more public transaction (Federal, State or local) terminated for cause of default.

3.15.2 Should the Contractor not be able to provide this certification, an explanation as to why should be attached to the Contract.

3.15.3 The Contractor agrees to include, without modification, this clause in all lower tier covered transactions (i.e. transactions with subcontractors) and in all solicitations for lower tier covered transactions related to this Contract.

3.16 Respondent shall notify County of any pending Intellectual Property(IP) litigation that Respondent might be a party to. If not involved in any litigation, Respondent shall provide a statement indicating they are not involved so.

**3.17 POST AWARD MEETING:**

The successful Respondent shall be required to attend a post-award meeting with the Using Agency to discuss the terms and conditions of the Contract. This meeting will be coordinated by the Procurement Officer of the Contract.

**NOTE 1: RESPONDENTS ARE STRONGLY ENCOURAGED TO REVIEW MARICOPA COUNTY'S PROCUREMENT ADMINISTRATIVE INFORMATION AND SAMPLE CONTRACT DOCUMENT PRIOR TO SUBMITTING A PROPOSAL. FOR THIS INFORMATION, GO TO: [www.maricopa.gov/materials/ADVBD/Boilerplate/Terms-conditions.asp](http://www.maricopa.gov/materials/ADVBD/Boilerplate/Terms-conditions.asp)**

**NOTE 2: RESPONDENTS ARE REQUIRED TO USE ATTACHED FORMS TO SUBMIT THEIR PROPOSAL.**

**ATTACHMENT A  
PRICING**

SERIAL 08047-RFP  
 PRICING SHEET: NIGP 20830  
 RESPONDENT'S NAME:  
 COUNTY VENDOR NUMBER :  
 ADDRESS:

\_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

P.O. ADDRESS:  
 TELEPHONE NUMBER:  
 FACSIMILE NUMBER:  
 WEB SITE:  
 CONTACT (REPRESENTATIVE):  
 REPRESENTATIVE'S E-MAIL ADDRESS:

\_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

INDICATE PERCENTAGE OF M/WBE PARTICIPATION IF ANY HERE: \_\_\_\_\_%

	<u>YES</u>	<u>NO</u>	<u>REBATE</u>
WILLING TO ACCEPT FUTURE SOLICITATIONS VIA EMAIL:	[ ]	[ ]	
WILL ACCEPT PROCUREMENT (MASTERCARD) CARD:	[ ]	[ ]	
WILL OFFER REBATE (CASH OR CREDIT) FOR UTILIZING PROCUREMENT CARD: <small>(Payment shall be made within 48 hours of utilizing the Purchasing Card)</small>	[ ]	[ ]	_____ %
HAVE INTERNET CAPABILITY:	[ ]	[ ]	_____ %

RESPONDENT IS REQUIRED TO PICK ONE OF THE FOLLOWING PAYMENT TERMS.  
 FAILURE TO INDICATE PAYMENT TERMS WILL RESULT IN A DEFAULT TO NET 30 DAYS.  
 RESPONDENT MUST INITIAL THEIR SELECTION BELOW.

- NET 10                    [ ]
- NET 15                    [ ]
- NET 20                    [ ]
- NET 30                    [ ]
- NET 45                    [ ]
- NET 60                    [ ]
- NET 90                    [ ]
- 2% 10 DAYS NET 30    [ ]
- 1% 10 DAYS NET 30    [ ]
- 2% 30 DAYS NET 31    [ ]
- 1% 30 DAYS NET 31    [ ]
- 5% 30 DAYS NET 31    [ ]

**PLEASE INDICATE HOW YOU HEARD ABOUT THIS SOLICITATION:**

- \_\_\_\_\_ NEWSPAPER ADVERTISEMENT
- \_\_\_\_\_ MATERIALS MANAGEMENT WEB SITE
- \_\_\_\_\_ E-MAIL PRE-SOLOCITATION NOTICE
- \_\_\_\_\_ OTHER (PLEASE SPECIFY)

**ATTACHMENT A  
PRICING**

**RESPONDENT: TAKE NOTE THAT THERE ARE THREE WORKSHEETS THAT COMPRISE ATTACHMENT A - PRICING**

**1.0 PRICING:**                    **PLEASE COMPLETE 2nd SHEET TOTAL COST OF OWNERSHIP WORKSHEET (2nd Tab -**  
**PLEASE COMPLETE 3rd SHEET VENDORS TECHNICAL OPERATING ENVIRONMENT WORKSHEET**

**1.1 APPLICATION SOFTWARE**

Total Application Software Costs    \$ \_\_\_\_\_                    Brought Forward from Total Cost Of Ownership Worksheet

**1.2 SYSTEM SOFTWARE**

Total System Software Costs        \$ \_\_\_\_\_                    Brought Forward from Total Cost Of Ownership Worksheet

**1.3 HARDWARE**

Total Hardware Costs                 \$ \_\_\_\_\_                    Brought Forward from Total Cost Of Ownership Worksheet

**1.4 IMPLEMENTATION**

Total Implementation Costs         \$ \_\_\_\_\_                    Brought Forward from Total Cost Of Ownership Worksheet

**1.5 SUPPORT AND MAINTENANCE**

Total Support and Maint. Costs     \$ \_\_\_\_\_                    Brought Forward from Total Cost Of Ownership Worksheet

**1.6 TOTAL SYSTEM COST**

\$ \_\_\_\_\_



**LIFE CYCLE COST**

<b>Support &amp; Maintenance</b>									
Support and Maintenance Costs			0	0	0	0	0	0	<i>0</i>
3rd Party Support Costs (list individually)			0	0	0	0	0	0	<i>0</i>
3rd Party Maintenance Costs (list individually)			0	0	0	0	0	0	<i>0</i>
<b>Total Support &amp; Maintenance Costs</b>			<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b><i>0</i></b>
<b>Total All Hours</b>			-						
<b>Total of All Costs</b>			<i>0</i>						

## TECHNICAL OPERATING ENVIRONMENT

Vendor's Technical Operating Environment Worksheet			
Description	Minimum Configuration	Preferred Configuration	Number Needed
<b>Database Server</b>	<b>Please attach any applicable documents related to hardware sizing for the proposed application</b>		
Make/Model			
Operating System			
Capacity			
CPU			
Memory			
Storage			
Monitor			
Network Card			
<b>Application Server</b>	<b>Please attach any applicable documents related to hardware sizing for the proposed application</b>		
Make/Model			
Operating System			
Capacity			
CPU			
Memory			
Storage			
Monitor			
Network Card			
<b>Print Server</b>	<b>Please attach any applicable documents related to hardware sizing for the proposed application</b>		
Make/Model			
Operating System			
Capacity			
CPU			
Memory			
Storage			
Monitor			
Network Card			
<b>Other Server</b>	<b>Please attach any applicable documents related to hardware sizing for the proposed application</b>		
Make/Model			
Operating System			
Capacity			
CPU			
Memory			
Storage			
Monitor			
Network Card			

## TECHNICAL OPERATING ENVIRONMENT

<b>Workstation</b>	<b>Please attach any applicable documents related to hardware sizing for the proposed application</b>		
Make/Model			
Operating System			
Capacity			
CPU			
Memory			
Storage			
Monitor			
Network Card			
<b>Other Hardware/Software</b>	<b>Please attach any applicable documents related to hardware sizing for the proposed application</b>		
Tape Backup			
CD ROM			
Fax Modem			
Bar Code Reader			
Document Scanning			
<b>Database</b>			
Vendor			
Version			
<b>Network</b>			
<b>Other</b>			
3rd party software			
Proprietary			
Internet Access			

# ATTACHMENT B

## AGREEMENT

Respondent hereby certifies that Respondent has read, understands and agrees that acceptance by Maricopa County of the Respondent's Offer will create a binding Contract. Respondent agrees to fully comply with all terms and conditions as set forth in the Maricopa County Procurement Code, and amendments thereto, together with the specifications and other documentary forms herewith made a part of this specific procurement

**BY SIGNING THIS PAGE THE SUBMITTING RESPONDENT CERTIFIES THAT RESPONDENT HAS REVIEWED THE ADMINISTRATIVE INFORMATION AND DRAFT RFP CONTRACT'S TERMS AND CONDITIONS LOCATED AT <http://www.maricopa.gov/materials>. AND AGREE TO BE CONTRACTUALLY BOUND TO THEM.**

---

\_\_\_\_\_ Small Business Enterprise (SBE)

---

\_\_\_\_\_  
RESPONDENT SUBMITTING PROPOSAL

\_\_\_\_\_  
FEDERAL TAX ID NUMBER

\_\_\_\_\_  
PRINTED NAME AND TITLE

\_\_\_\_\_  
AUTHORIZED SIGNATURE

\_\_\_\_\_  
ADDRESS

\_\_\_\_\_  
TELEPHONE                      FAX #

\_\_\_\_\_  
CITY                      STATE                      ZIP

\_\_\_\_\_  
DATE

\_\_\_\_\_  
WEB SITE

\_\_\_\_\_  
EMAIL ADDRESS

**ATTACHMENT C**

**RESPONDENT REFERENCES**

**RESPONDENT SUBMITTING PROPOSAL:** \_\_\_\_\_

1. COMPANY NAME: \_\_\_\_\_  
ADDRESS: \_\_\_\_\_  
CONTACT PERSON: \_\_\_\_\_  
TELEPHONE: \_\_\_\_\_ E-MAIL ADDRESS: \_\_\_\_\_

2. COMPANY NAME: \_\_\_\_\_  
ADDRESS: \_\_\_\_\_  
CONTACT PERSON: \_\_\_\_\_  
TELEPHONE: \_\_\_\_\_ E-MAIL ADDRESS: \_\_\_\_\_

3. COMPANY NAME: \_\_\_\_\_  
ADDRESS: \_\_\_\_\_  
CONTACT PERSON: \_\_\_\_\_  
TELEPHONE: \_\_\_\_\_ E-MAIL ADDRESS: \_\_\_\_\_

4. COMPANY NAME: \_\_\_\_\_  
ADDRESS: \_\_\_\_\_  
CONTACT PERSON: \_\_\_\_\_  
TELEPHONE: \_\_\_\_\_ E-MAIL ADDRESS: \_\_\_\_\_

5. COMPANY NAME: \_\_\_\_\_  
ADDRESS: \_\_\_\_\_  
CONTACT PERSON: \_\_\_\_\_  
TELEPHONE: \_\_\_\_\_ E-MAIL ADDRESS: \_\_\_\_\_

## ATTACHMENT D

### RESPONDENT QUESTIONNAIRE

Respondents are required to provide complete narrative responses to all questions contained within this section. Where applicable, the Respondent must provide accompanying diagrams, screen captures, charts, etc.

**IMPORTANT:** Respondents must complete all narrative sections. All costs referenced in this section **MUST** be included in the final proposed solution cost.

#### 3.1 GENERAL REQUIREMENTS

- a) What are the primary benefits of your solution?
- b) What are the primary restrictions of your technology?

##### 3.1.1 **Software Support**

- a) What is the support window for each version of your product?
- b) List the previous versions of your software that you currently support and when they became available.
- c) How do you notify clients that the version they are currently using will become obsolete in terms of support?
- d) How often do you upgrade the product you are proposing to Maricopa County?
- e) When do you anticipate the next update of your current release?
- f) Describe your product upgrade release process.
- g) What updates are planned in your next release?
- h) Provide a list of known outstanding errors/system deficiencies and a schedule for resolution.
- i) Describe how customer requested enhancements to the system are handled.
- j) Describe the policy for updating the application when new releases of support software become available (i.e. new release of SQL Server, Oracle, or Windows OS).
- k) Describe cost considerations (if any) to your current customers when an application undergoes major redesign and a customer wishes to implement a new release.
- l) What is your guaranteed response time for support calls (offsite telephone response, offsite website response, and onsite response)?
- m) Explain your procedures for resolving customer problems. Provide a list of these procedures, if available.

##### 3.1.2 **Sketching**

- 3.1.2.1 Explain in detail how sketch dimensions can be stored in a database.

#### 3.2 INFORMATION SERVICES

##### 3.2.1 **Application Software**

- a) What programming language(s) is your product currently written in?
- b) Are you planning changes to your programming language(s) for future product releases? If so, what will they be written in? When are these planned to be released?
- c) What segments of your solution are user configurable?
- d) What technologies does the product currently utilize (SOAP,UDDI, XML, etc.)?
- e) Do you provide an option for Maricopa County to maintain and enhance the software application? If so, what development tools will be required?
- f) Is your solution a 16, 32, or 64-bit client application?
- g) Is your product single or multi-threaded?
- h) Does your solution provide online help? If so, describe the technology used (i.e. RoboHelp). Can online help be customized by the client?
- i) How does your technology support business flexibility and rapid changes in business processes with minimal impact?

## ATTACHMENT D

### RESPONDENT QUESTIONNAIRE

#### 3.2.2 Security

- a) How does your product handle authentication?
- b) Describe the application security of your product.
- c) How does the application handle multiple users accessing the same data?

#### 3.2.3 Backup and Recovery

- a) What are your recommended backup and recovery procedures?

#### 3.2.4 Audit

- a) Describe the archiving capabilities of the proposed solution.
- b) Describe the archive retrieval capabilities of the proposed solution.

### 3.3 NETWORK AND OPERATIONS

#### 3.3.1 Database Server

- a) What is the recommended hardware/software configuration for the database server(s)? Vendor must include information such as:
  - Processor type
  - Processor/MHZ
  - Minimum performance requirements (MIPS)
  - RAM capacity for application execution
  - Hard disk capacity for application programs and data
  - Server operating system
  - Server requirements and minimum version required
  - Network protocols supported
  - Other hardware and software requirements

#### 3.3.2 File Server

- a) What is the recommended hardware/software configuration for the file server(s)? Vendor must include information such as:
  - Processor type
  - Processor/MHZ
  - Minimum performance requirements (MIPS)
  - RAM capacity for application execution
  - Hard disk capacity for application programs and data
  - Network operating system and minimum version required
  - Network protocols supported

#### 3.3.3 Client PCs

- a) What is the recommended hardware/software configuration for the client machines? Vendor must include information such as:
  - Processor type
  - Processor/MHZ
  - RAM capacity for application execution
  - Hard disk capacity for application programs
  - Hardware requirements

## ATTACHMENT D

### RESPONDENT QUESTIONNAIRE

- Operating system requirement and minimum version
- Network protocols supported
- Software requirements

b) What is your Client PC installation process during the implementation process, as well as for future releases of the product?

#### 3.3.4 Architecture

**Respondent should provide a system architecture diagram for the proposed software application that emphasizes the ability of the application to support (5) Five remote satellite offices in addition to a central (downtown) location. About 80% of the software users are located at remote locations.**

- a) Describe your client/server architecture (i.e. 3-tier, 4-tier).
- b) How scalable is your solution? Include information on how performance is expected to change as the solution is scaled up and where potential problems may be expected.
- c) Describe any configuration recommendations to ensure acceptable performance of the proposed solution.
- d) Does your product support load balancing?
- e) Provide the entire architecture of your product with diagrams including application, security, integration, data, communication, network, and infrastructure.
- f) Provide a copy of your product data dictionary and data model.
- g) Describe how your solution can be used to support Maricopa County's six Assessment Office locations.
- h) Describe any modifications to your solution required to support these geographically dispersed offices.
- i) Is the solution ODBC compliant? If so, provide examples.

#### 3.3.5 System Performance and Availability

- a) Provide detailed information regarding transaction response times of the proposed solution. Include in this response, the primary factors that impact transaction speed of the proposed solution.
- b) Explain which interfaces are most often the slowest for this solution and why.

#### 3.3.6 System Administration

- a) List any additional responsibilities for the LAN Administrator and/or DBA required to support this application.

#### 3.3.7 Interfaces

- a) How does your product handle integration to other applications? What tools/technologies are used?
- b) What products does your application currently integrate with? Do you have plans for integration with additional products? If so, please list application(s) and expected time frame.

### 1.4 CONVERSION PLAN

1.4.1 County intends for the Respondent to convert all applicable data elements from Maricopa County's current data files into the new. The Vendor must include a detailed plan for converting current data as required.

1.4.2 The following are relevant information issues regarding data conversion

## **ATTACHMENT D**

### **RESPONDENT QUESTIONNAIRE**

- 1.4.2.1 The Respondent is responsible for submitting a detailed conversion plan as part of this RFP response. The plan should identify segments of conversion. The plan should include acceptable standards for conversion, methodology to be utilized by the Respondent, any third party tools required to perform the conversion, and other relevant information needed to successfully convert data into the proposed solution including any third party companies. This detailed conversion plan should cleanly dovetail the Project Plan.
- 1.4.2.2 The conversion plan should clearly delineate any and all tasks that it expects County personnel to perform, including a clear time-line and estimated effort for said tasks.
- 1.4.2.3 The contract will include language that requires the Respondent to deliver any and all conversion programs, tools, and routines necessary to perform the conversion of data from the County legacy systems into the proposed solution. The delivered programs, tools, and routines will become the property of Maricopa County.

### **1.5 SUPPORT AND MAINTENANCE**

The County expects the Respondent to provide support and maintenance services. The Respondent should supply information regarding detailed support and maintenance services including:

- Implementation support
  - Current processes
  - Process of transitioning from implementation to operational support
- Operational support
  - Location of support office
  - Hours of support
  - Description of support centers knowledge repository
  - Description of support technology tools used to identify problems
  - Description of support processes to proactively address problems discovered in the application
  - System upgrade options
  - On-site support options
  - Internet support options
  - Email support options
  - Telephone support options
  - A copy of the current version of the Vendor's Service Level Agreement (SLA)
- Any additional support services offered
- Maintenance services
  - Current maintenance services not provided as part of operational support
  - A copy of the current version of the Vendor's Maintenance Agreement

The Respondent shall warrant the application software to be free of defects or imperfections that prevent full performance. This warranty period will be (2) Two years from the date of system acceptance by Maricopa County. Any reproducible errors that are found during this warranty period will be corrected at the Respondent's expense.



















## ATTACHMENT E

### REQUIREMENTS MATRIX INSTRUCTIONS

The format for this section of the proposal is a matrix of questions for divisions within the Assessor’s Office, along with a general requirements category. Each matrix adheres to the following format:

- **Requirement ID #** - an alpha numeric code which corresponds to the requirement as found in the RFP Document.
- **Requirement Description** - a brief description of the functional requirement
- **Maricopa Priority** - Maricopa County has assigned a priority code to each functional requirement as defined below:
- **Vendor Response** - This column represents the possible responses that Vendor can make for each requirement. Vendors are to select a single, proper response code for each requirement. Definitions of these codes are listed below:
- **Comment** – Where appropriate the Vendor may enter a comment.
- **Associated Hours** – Where appropriate the Vendor will enter associated hours for modifications or additional services.
- **Associated Cost** – Where appropriate the Vendor will enter associated costs for modifications or additional services.

**IMPORTANT: Vendors must complete all functional requirement matrix sections. All costs referenced in this section MUST be included in the final proposed solution cost.**

Priority Code #	Priority Code Name	Description
1	Vital	Critical to daily business processes.
2	Significant	Not critical, however, will provide significant benefits in the efficiency and effectiveness of the daily business processes.
3	Favorable	Nice to have features, however, does not provide significant benefit and is not critical to the daily business processes.

Response Code	Short Description of Code	Detailed Description of Code
E	Exists in pre-existing software	Software being recommended fully complies with the requirement described. No modifications are required and, therefore, no costs resulting from modifications will be included as part of this proposal.
D	Currently in development	Software being recommended does not currently fully comply with the requirement described. This feature, however, is scheduled for release in the future and will be incorporated at no additional charge prior to system implementation. Release date of this feature will be listed in the Comment column of this chart.
N	New feature	Software being recommended does not currently fully comply with the requirement described. This feature is not scheduled for release in the future. Effort is required to provide the related functionality which will result in an additional cost. Total number of hours required for this new feature will be listed in the Modification Hours column of this chart. Total cost for this new feature will be listed in the Total Cost column of this chart.
T	Present third party integration with pre-existing software	Software being recommended fully complies with the requirement described as a result of integration with third party software. This integration has been developed and exists currently. No modifications are required and, therefore, no costs resulting from modifications will be included as part of this proposal.
M	Possible using third party integration with pre-existing software, however, some modification required	Software being recommended does not currently fully comply with the requirement described. Third party software may be integrated with the existing software to meet this requirement. This integration must be developed. Costs resulting from modifications will be included as part of this proposal.
U	Unable to meet this requirement	Software being recommended is unable to meet the requirement described.

## EXHIBIT 1

### VENDOR REGISTRATION PROCEDURES AND SMALL BUSINESS PROGRAM **On-line Vendor Registration at Maricopa County is available NOW!**

On November 22, 2004, Maricopa County changed its vendor registration process.

**On-Line Registration is FREE and REQUIRED for all vendors.**

**Register On-line at [www.maricopa.gov/materials](http://www.maricopa.gov/materials)**

It is required that you select an appropriate commodity code(s) associated with your line of business.

Upon completion of your on-line registration, you are responsible for updating any changes to your information. Please retain your Login ID and Password for future use.

If you have any questions, email us at [VendorReg@mail.maricopa.gov](mailto:VendorReg@mail.maricopa.gov).

### SMALL BUSINESS PROGRAM

*(MCBIZ)*

"It is Maricopa County's policy to provide small businesses the opportunity to participate in the County's solicitation process for consideration to fulfill the requirements for various commodities and services.

Maricopa County's small business program specifically targets procurements of \$50,000 and less. However, Maricopa County encourages small business enterprises to submit responses to available solicitations for consideration.

Maricopa County's small business policy can be found on the Materials Management website at <http://www.maricopa.gov/materials/help/sbe.asp>."

**EXHIBIT 2**

**SAMPLE TRANSMITTAL LETTER**

Maricopa County Materials Management Department  
320 West Lincoln,  
Phoenix, Arizona 85003

Re: Solicitation Serial 08047-RFP

To Whom It May Concern:

(NAME OF COMPANY) (Herein referred to as the "RESPONDENT"), hereby submits its response to your Request for Proposal dated \_\_\_\_\_, and agrees to perform as proposed in their proposal, if awarded the contract. The Respondent shall thereupon be contractually obligated to carry out its responsibilities respecting the services proposed.

Kindly advise this in writing on or before \_\_\_\_\_ if you should desire to accept this proposal.

Very truly yours,

\_\_\_\_\_  
NAME (please print)

\_\_\_\_\_  
SIGNATURE

\_\_\_\_\_  
TITLE (please print)

**Maricopa County Assessor's Office – Overview of Divisions 2006**

<b>Division Name</b>	- <b>Administration Division</b>
<b>Total Number of Employees</b>	- Full Time – 17 - Part Time – 1
<b>Employees Broken Down By Job Function</b>	- Human Resources (4) - Payroll (1) - Procurement (1) - Courier (1) - Finance (2) - Assessor/Deputy Assessor (2) - Clerk/Mail (1) - Admin (1) - Assessor Representatives (2) - Training Coordinator (1) - Executive Secretary (1) - ASU Legislative Intern – Temp (1)
<b>Primary Areas of Responsibility</b>	- Administration & Policy Development - Intergovernmental Communication - Legislative Tracking - Overview Receipt of all Building Permits - Procurement - Human Resources/Payroll - Financial Forecasting/Budgeting - Managing for Results Tracking
<b>Key Business Processes</b>	- Workflow Analysis Reports - Workflow Management - Parcel/Account Inquiries
<b>Work Volume</b>	- Parcel/account inquiries on demand - Workflow and production analysis reporting (monthly, quarterly, yearly)
<b>Current System Strengths</b>	- Not applicable
<b>Current System Weaknesses</b>	- Inability to produce consistent reporting - Relationship between data stored within the database - Difficulty modifying or enhancing the current system - Maintenance costs associated with system hardware and software - Inability to produce reports independent of the Information Services Division
<b>Expected Post System Outcomes</b>	- Ability to track employee productivity through workflow analysis

<b>Other</b>	<ul style="list-style-type: none"><li>- View only access to proposed system required by 6 employees in this division</li><li>- Full access required by 1 other employee for permit corrections</li></ul>
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<b>Division Name</b>	- <b>CAMA Division</b>
<b>Total Number of Employees</b>	- Full Time – 12
<b>Employees Broken Down By Job Function</b>	- Manager ( 1) - Modelers (8) - Clerical (3)
<b>Primary Areas of Responsibility</b>	- <b>Market Areas/Neighborhoods</b> - Creation and update  - <b>Data Entry</b> - Affidavits - Land data - Apartment data  - <b>Vacant Land</b> - Sales qualification process - Model all vacant land, sand and gravel properties, land associated with commercial/industrial properties, and land associated with mobile homes  - <b>Residential Properties</b> - Model all single family residential, condominium/townhouse properties, duplex - 12 unit apartments, and 13+ unit apartments - Review problematic sales  - <b>Commercial Properties</b> - Model all commercial condominium properties - Future modeling includes: - Office properties - Retail properties - Storage units - Warehouse properties, etc.
<b>Key Business Processes</b> (* Indicates associated Use Case - Exhibit 4)	- Sale Data Entry - Affidavit* - Maintain Market Areas/Neighborhoods* - Maintain Regression Models* - Land Data Entry* - Apartment Data Entry
<b>Work Volume</b>	- 75 regression models - Valuing 1.4 million parcels
<b>Current System Strengths</b>	- Oracle database - Flexibility
<b>Current System Weaknesses</b>	- Models are built in SPSS and converted to calculation worksheets in MS Excel which are used by Appraisers to revalue properties - MS Access is currently used to get comparable sales for vacant land and to store subdivision profile information

	<ul style="list-style-type: none"> <li>- The only complete source of historical data since the time of notice is stored in an MS Access database</li> <li>- Many islands of technology have been created outside the main Oracle database, resulting in data for some attributes being created and maintained outside the main system</li> </ul>
<p><b>Expected Post System Outcomes</b></p>	<ul style="list-style-type: none"> <li>- Ability to derive depreciation</li> <li>- Transition from the paper based/MS Access system to a seamlessly integrated solution</li> <li>- Seamless GIS integration</li> </ul>
<p><b>Other</b></p>	<ul style="list-style-type: none"> <li>- Regression modeling is currently performed using SPSS</li> <li>- Information regarding apartment rental data used to build income models is obtained from a company called Real Data</li> </ul>

<b>Division Name</b>	- <b>GIS/Mapping Division</b>
<b>Total Number of Employees</b>	- Full Time – 43
<b>Employees Broken Down By Job Function</b>	<ul style="list-style-type: none"> <li>- Manager (1)</li> <li>- Support (2)</li> </ul> <p><b><u>Splits</u></b></p> <ul style="list-style-type: none"> <li>- Supervisor (1)</li> <li>- Technicians (33)</li> </ul> <p><b><u>GIS</u></b></p> <ul style="list-style-type: none"> <li>- Database Administrator (1)</li> <li>- Technicians (2)</li> <li>- Programmer/Analyst (3)</li> </ul>
<b>Primary Areas of Responsibility</b>	<ul style="list-style-type: none"> <li>- <b>GIS Technical Support to all Divisions</b> <ul style="list-style-type: none"> <li>- Determine land characteristic information</li> <li>- Data clean up and validation</li> <li>- Provide data extracts</li> <li>- Perform file conversions</li> <li>- Specialty maps</li> </ul> </li> <li>- <b>GIS Data Sales Support</b> <ul style="list-style-type: none"> <li>- Provide specialized analysis, maps, and data extractions</li> </ul> </li> <li>- <b>Install and Maintain GIS Applications</b> <ul style="list-style-type: none"> <li>- ArcView 3.2</li> <li>- ArcIMS 9.1</li> <li>- ArcGIS 9.1</li> <li>- ArcInfo 9.1</li> <li>- GEOMedia 5.2</li> <li>- MapGuide 6.5</li> <li>- MicroStation V8</li> <li>- Oracle Spatial 10g</li> <li>- SDE 9.1</li> </ul> </li> <li>- <b>Desktop and Web Application Development</b></li> <li>- <b>Maintain Parcel Fabric</b></li> <li>- <b>Maintain GIS Databases</b></li> <li>- <b>Maintain Oracle Spatial DB/Engine</b></li> <li>- <b>Maintain and Print Maps (and Map Printing Application) for End Users</b></li> </ul>
<b>Key Business Processes</b> (* Indicates associated Use Case – Exhibit 4)	<ul style="list-style-type: none"> <li>- Identify new parcels*</li> <li>- Update spatial data – splits/combines*</li> <li>- Update spatial data – subdivisions*</li> <li>- Maintain taxing districts</li> <li>- Process annexations and special districts*</li> <li>- Capture and validate parcel land size</li> </ul>

	<ul style="list-style-type: none"> <li>- Provide cadastral data to other government agencies</li> <li>- Provide support to splits group</li> <li>- Provide support to Customer Service</li> <li>- Maintain and publish "official" Assessor maps</li> </ul>
<b>Work Volume</b>	<ul style="list-style-type: none"> <li>- <b>Parcel Maintenance</b> <ul style="list-style-type: none"> <li>- 1,000+ subdivisions/year</li> <li>- 65,000 new parcels/year</li> <li>- 4,100 parcel splits/year</li> <li>- 1,500 accelerated parcel splits/year</li> <li>- 175 annexations/year</li> <li>- 140 special taxing districts/year</li> <li>- 400 cad files processed/month</li> <li>- 875 plot files created or modified/month</li> <li>- 220 plot files/week</li> </ul> </li> <li>- <b>Spatial Data Requests (Data Sales)</b> <ul style="list-style-type: none"> <li>- 1,500 requests/year</li> </ul> </li> <li>- <b>Website (MapGuide)</b> <ul style="list-style-type: none"> <li>- 6,829,862 hits for the month of February 2006</li> <li>- 3,023,227 requests/month</li> <li>- 558 GB of data transferred/month</li> </ul> </li> <li>- <b>CAD Dataset</b> <ul style="list-style-type: none"> <li>- 2,391 MicroStation CAD files</li> </ul> </li> <li>- <b>CADTracker Database</b> <ul style="list-style-type: none"> <li>- 400 CAD files processed/month</li> </ul> </li> <li>- <b>Ferret Database</b> <ul style="list-style-type: none"> <li>- 5,700 requests/month</li> </ul> </li> </ul>
<b>Current System Strengths</b>	<ul style="list-style-type: none"> <li>- Temporal GIS functionality through use of Oracle Spatial (currently 3-4 years of data)</li> <li>- Ability to provide public GIS information via MapGuide</li> <li>- Ability to provide information to support divisions</li> <li>- Strong analytical skills</li> <li>- Enterprise wide quality control and assurance resulting in high quality data</li> <li>- Strong mapping capabilities</li> <li>- Standardized maps and processes</li> <li>- Good service support</li> </ul>
<b>Current System Weaknesses</b>	<ul style="list-style-type: none"> <li>- Lack of system integration</li> <li>- Complex application for parcel loading</li> <li>- Poor data dissemination (outside users)</li> <li>- Building footprints not incorporated into GIS</li> <li>- Disparate title-ownership and mapping functions</li> </ul> <p><b>Associated Operational Challenges:</b></p> <ul style="list-style-type: none"> <li>- Poor coordination between IS and GIS</li> <li>- Legacy mapping standards/ground control (poor accuracy)</li> <li>- GIS underutilized (analysis-applications)</li> <li>- Poor training for title and mapping staff</li> <li>- Retaining well qualified staff</li> <li>- Lack of training materials/resources for staff</li> <li>- Weak application development skills</li> </ul>

	<ul style="list-style-type: none"> <li>- Weak project management and strategic direction</li> <li>- Lack of GIS/IS education for end users</li> </ul>
<p><b>Expected Post System Outcomes</b></p>	<ul style="list-style-type: none"> <li>- Seamless integration with Electronic Document Management</li> <li>- CAMA/Assessment Business units</li> <li>- Consolidation of disparate data</li> <li>- Better, faster, and easier access to data</li> <li>- Web-based development environment (.NET/Java)</li> <li>- Comprehensive toolset</li> <li>- Data Mart</li> <li>- Analysis tools</li> <li>- Query tools</li> <li>- Workflow tools</li> <li>- Improved data access</li> <li>- Improved parcel lineage tracking</li> <li>- Faster, easier development cycles</li> <li>- Higher degree of accuracy in maps</li> <li>- Faster, more accurate parcel capture/creation</li> <li>- Synchronization of spatial and secured data</li> <li>- Ad hoc queries</li> <li>- Parcel chaining</li> <li>- Comparables viewing</li> <li>- Efficient tax area code/special district analysis and management</li> <li>- Geo-reference footprints to spatial DB</li> <li>- Synchronized title-ownership and mapping</li> <li>- Incorporate personal property into spatial realm</li> <li>- Incorporate spatial analysis into decision making processes</li> <li>- Track Technical Assistance Requests and Help Desk submittals</li> </ul>
<p><b>Other</b></p>	<ul style="list-style-type: none"> <li>- Incorporate a draw package into GIS/CAMA</li> </ul>

<b>Division Name</b>	- <b>Information Services Division</b>
<b>Total Number of Employees</b>	- Full Time – 14
<b>Employees Broken Down By Job Function</b>	- Manager (1) - Programmer/Analyst (12) - Database Administrator (1)
<b>Primary Areas of Responsibility</b>	- Maintain Desktop Application (Oracle Forms 6i) - Data Validation - Programming Statutory Changes – Manual Feed of Processing Statutory Changes - DBA Operations – Patches, Fixes, and Upgrades - Maintain Routines that provide data to run Standardized Reports and Data Extractions - Maintain Draw Client
<b>Key Business Processes</b>	- Information Services Applications - Technical Assistance Requests - Help Desk – Web Support (Fix Problems)
<b>Work Volume</b>	- Support of Assessor/PIMS - Support of Draw Client - Approximately 7 technical assistance requests/month - Approximately 39 help desk calls/month
<b>Current System Strengths</b>	- Proficient Oracle Programmers (Forms Oracle Forms 6i) - Proficient Oracle DBA (Oracle 10 G) - 95% + availability (applications) - Environment can produce all needed reports
<b>Current System Weaknesses</b>	- Suspect data accuracy - Cumbersome to meet statutory changes - Poor means of tracking history/versioning - Creation of new parcel is cumbersome and slow - Draw Client – hard to extract data – excessive downtime - Critical apps are not integrated and/or not available in a standard environment - Statutory requirement for Arizona Dept. of Revenue to be provided a tax roll on a reel tape  <b>Associated Operational Challenges:</b> - Project management (lack of process, procedures, and training) - Too few analysts to spec functionality for reports and program updates - Business processes are demanding too many IS responses
<b>Expected Post System Outcomes</b>	- Web-based development environment (.NET/Java) - Ad hoc Toolset – Data Mart - Replace Draw Client - Consolidation of disparate data

	<ul style="list-style-type: none"> <li>- Real time data or data to be available within 24 hours</li> <li>- Ease of Support – Maricopa County must be capable of supporting application</li> <li>- EDM integration</li> <li>- GIS integration</li> <li>- Parcel chaining/history</li> <li>- Spatial/tabular query/analysis “comps”</li> <li>- Tools to manage date “Tax area codes”</li> <li>- Legislative changes should be easy to manage</li> <li>- Ability to provide access to outside agencies in a secure manner</li> <li>- Production, test, and development environment</li> </ul>
<p><b>Other</b></p>	<ul style="list-style-type: none"> <li>- Records retention</li> </ul>

<b>Division Name</b>	- <b>Network and Operations Division</b>
<b>Total Number of Employees</b>	- Full Time – 10
<b>Employees Broken Down By Job Function</b>	- Network Services Manager (1) - Operations and Unix Administrator (1) - Operators (including a Lead Operator) (4) - PC Technicians (2) - Production Control Analyst (1) - LAN Administrator (1)
<b>Primary Areas of Responsibility</b>	- Network and Infrastructure - Desktop Hardware - Software - Printers - Security Standards and Policies - FTP Sites
<b>Key Business Processes</b>	- Sale Affidavit Processing - Execution of all Production Jobs - Microfilm/Microfiche Production - Back-up and Recovery - Patch Management (Update Expert)
<b>Work Volume</b>	- Receive approximately 390 help desk calls/quarter (initial response within one hour and average call duration of less than two hours) - Approximately 30 production jobs run/night - Approximately 20 reports printed/night - Approximately 3-5 tapes/CD's created/night
<b>Current System Strengths</b>	- Hardware side - speed and dependability/reliable
<b>Current System Weaknesses</b>	- Printing limitations (HP Unix) - Change management (Software) - Load balancing is limited - Manual redundancy, not on the client side
<b>Expected Post System Outcomes</b>	- Redundancy, 24x7 availability, automatic failovers, and load balancing - An easy way for internal and external users to have access to data (County/Dept. of Rev./Jurisdictions)
<b>Other</b>	- Single sign on authentication - Reduce production time

<b>Division Name</b>	- <b>Personal Property Division</b>
<b>Total Number of Employees</b>	- Full Time – 34
<b>Employees Broken Down By Job Function</b>	<ul style="list-style-type: none"> <li>- Manager (1)</li> <li><b><u>Mobile Homes</u></b> <ul style="list-style-type: none"> <li>- Supervisor (1)</li> <li>- Appraisers (6)</li> <li>- Clerical (4)</li> <li>- Vacant (2)</li> </ul> </li> <li><b><u>Audit</u></b> <ul style="list-style-type: none"> <li>- Supervisor (1)</li> <li>- Auditors' Appraisers (4)</li> <li>- Assessor Clerk (1)</li> </ul> </li> <li><b><u>Personal Property</u></b> <ul style="list-style-type: none"> <li>- Supervisor (1)</li> <li>- Appraisers (8)</li> <li>- Data Entry Clerk (2)</li> <li>- Assessor Clerk (2)</li> </ul> </li> <li><b><u>Improvements of Possessory Rights (IPR)</u></b> <ul style="list-style-type: none"> <li>- Appraiser (1)</li> </ul> </li> </ul>
<b>Primary Areas of Responsibility</b>	<ul style="list-style-type: none"> <li>- Valuation of all Personal Property Assets</li> <li>- Audit of Personal Property Accounts</li> <li>- Mobile Home Valuation</li> <li>- Improvements of Possessory Rights (IPR)</li> </ul>
<b>Key Business Processes</b> (* Indicates associated Use Case – Exhibit 4)	<ul style="list-style-type: none"> <li>- Mobile Homes <ul style="list-style-type: none"> <li>- Processing secured applications*</li> <li>- Field data collection*</li> <li>- Secured valuation*</li> <li>- Moving certificates*</li> </ul> </li> <li>- Audits <ul style="list-style-type: none"> <li>- Selection of audit accounts*</li> <li>- Audit preparation*</li> <li>- Audit processing*</li> <li>- Summary of findings*</li> <li>- Preparing Notice of Proposed Corrections*</li> <li>- Claims</li> <li>- Escapes</li> <li>- Litigation</li> </ul> </li> <li>- Personal Property <ul style="list-style-type: none"> <li>- Valuation of unsecured mobile homes*</li> <li>- Processing of business returns*</li> <li>- Improvements on Possessory Rights(IPR)*</li> </ul> </li> <li>- Public Inquiries</li> </ul>

	<ul style="list-style-type: none"> <li>- Canvassing, Permit Inspections</li> <li>- Senior Freezes, Exemptions</li> <li>- Resolutions</li> <li>- Personal Property Valuations</li> </ul>
<b>Work Volume</b>	<ul style="list-style-type: none"> <li>- 85,000 personal properties valued/year</li> <li>- 88,000 mobile homes valued/year</li> <li>- 531 accounts are secured personal property accounts</li> <li>- 181 Improvements on Possessory Rights (IPR) accounts – Mobile Home Parks</li> </ul>
<b>Current System Strengths</b>	<ul style="list-style-type: none"> <li>- Ability for internal software developers to customize the existing solution if required</li> </ul>
<b>Current System Weaknesses</b>	<ul style="list-style-type: none"> <li>- Lack of ad hoc reporting</li> <li>- Inability to tailor the user interface to reduce the viewing of screens/data elements that do not pertain to personal property functions</li> <li>- Inability to tailor the user interface menu sets to limit menu options to only those that pertain to personal property</li> </ul>
<b>Expected Post System Outcomes</b>	<ul style="list-style-type: none"> <li>- Ability to do ad hoc reporting</li> <li>- A solution/user interface that may be tailored to the needs of personal property users</li> </ul>
<b>Other</b>	

<b>Division Name</b>	- <b>QA and Training Division</b>
<b>Total Number of Employees</b>	- Full Time – 8 - Part-Time – 2
<b>Employees Broken Down By Job Function</b>	- Division Manager (1) - Division Coordinator (1) - Training/Education Appraisers (4) - Clerks (2) - Clerk Temp (2)
<b>Primary Areas of Responsibility</b>	- Compliance Audit Program (CAP) - Addressing – Corrections/Updates - Permit Corrections - Daily Electronic Production Program - Staff Training (employee orientation, continuing education for existing employees, and management seminars)
<b>Key Business Processes</b> (* Indicates associated Use Case – Exhibit 4)	- Subdivision Folder Set-up - Permit Import and Corrections * - Process Optical Scan Sheets - Low Value Permit Processing
<b>Work Volume</b>	- 4,000 optical scan sheets/month - 50 subdivision folder creations/month - 7,300 compliance audit program processing/month - 700 address corrections/month - 400 permit corrections/month - 2,200 low value permit processing/month
<b>Current System Strengths</b>	- Analysis capabilities pertaining to real property - Ability to streamline residential data collection process - Compliance Audit Program (CAP)
<b>Current System Weaknesses</b>	- Commercial expertise - Training resources
<b>Expected Post System Outcomes</b>	- Elimination of optical scan sheets - Become completely electronic (including electronic field data collection) - Ad hoc query and report building services - Ability to electronically track requests for parcel review (RFR)
<b>Other</b>	- Streamlined and updated one-page canvassing form - Retention of the electronic daily report functionality

<b>Division Name</b>	- <b>Real Property Division</b>
<b>Total Number of Employees</b>	- Full Time – 40 (Downtown Office) - Full Time – 129 (5 Satellites Offices)
<b>Employees Broken Down By Job Function</b>	<p><b><u>Downtown Office</u></b></p> <ul style="list-style-type: none"> <li>- Support Staff (12)</li> <li>- Appraisers (23)</li> <li>- Supervisors (5)</li> </ul> <p><b><u>Satellite Offices</u></b></p> <ul style="list-style-type: none"> <li>- Support Staff (18)</li> <li>- Appraisers (101)</li> <li>- Supervisors (10)</li> </ul>
<b>Primary Areas of Responsibility</b>	<ul style="list-style-type: none"> <li>- Property Inspections (permits, property rechecks)</li> <li>- Field Data Collection of all Improved Parcels</li> <li>- Appeals (Assessor and Board of Equalization levels)</li> <li>- Litigations</li> <li>- Notice of Errors/Notice of Claims</li> <li>- Public Information/Assistance</li> <li>- Special Properties</li> <li>- Valuation of Commercial Properties</li> <li>- Resolutions</li> <li>- Sales Affidavit Processing</li> <li>- Assign Values of Split Parcels</li> </ul>
<b>Key Business Processes</b> (* Indicates associated Use Case – Exhibit 4)	<ul style="list-style-type: none"> <li>- Property Sketching*</li> <li>- Sales Affidavit Validation*</li> <li>- Permit Investigation</li> <li>- Split Investigation*</li> <li>- Value Properties*</li> <li>- Field Data Collection*</li> <li>- Real Property Support</li> <li>- Residential Subdivision Model Set-up*</li> <li>- Assessor Level Appeals*</li> <li>- State Board of Equalization Appeals*</li> <li>- Litigation Appeals</li> <li>- Resolutions</li> <li>- Random Field Data Reviews</li> <li>- Notice of Correction/Claim Processing</li> <li>- Valuation Rechecks</li> </ul>
<b>Work Volume</b>	<ul style="list-style-type: none"> <li>- Set values for 8,500 Agricultural Parcels</li> <li>- Set values for over 100,000 commercial parcels</li> <li>- Processing of 3,000 splits (note: this number does not include the number of parcels in a split)</li> <li>- Work 10,000 administrative appeals annually (Assessor level)</li> <li>- Defend 4,000 SBOE appeals annually</li> <li>- Defend approximately 500 Court cases annually</li> <li>- Address all Notice of Claims submitted</li> </ul>

	<ul style="list-style-type: none"> <li>- Defend Notice of Claims submitted to SBOE</li> <li>- Process and defend Notice of Corrections</li> </ul>
<b>Current System Strengths</b>	<ul style="list-style-type: none"> <li>- Appeal processing functionality</li> <li>- 95% + availability (applications)</li> </ul>
<b>Current System Weaknesses</b>	<ul style="list-style-type: none"> <li>- Speed of current solution</li> <li>- Difficulty modifying or enhancing the current system</li> <li>- Draw Client – hard to extract data – excessive downtime</li> <li>- Draw Client geared towards RD</li> <li>- Poor means of tracking history (changes and who made them)</li> <li>- Creation of new/canceling parcel is cumbersome and slow</li> <li>- Inability to review multiple applications in PAIS</li> <li>- SF99010 (Maricopa County Parcel Search) is cumbersome and slow</li> </ul>
<b>Expected Post System Outcomes</b>	<ul style="list-style-type: none"> <li>- Integration of data currently residing in multiple sources</li> <li>- Ability to export data and generate reports from applications for internal use</li> <li>- Ability to enter a parcel and pull up all pertinent data related to the subject parcel</li> <li>- A calculator to allocate decision values and split values (i.e <b>SF24115</b> currently located in Oracle in Appeals)</li> </ul>
<b>Other</b>	<ul style="list-style-type: none"> <li>- Ability to use handheld devices for field review</li> </ul>

<b>Division Name</b>	- <b>Support Services Division</b>
<b>Total Number of Employees</b>	- Full Time – 41 - Part Time – 7
<b>Employees Broken Down By Job Function</b>	- Manager (1) - Public Assistance/Front Counter (8) - Exemptions (Individual) (4) - Exemptions (Organizational) – Appraisers (4); Clerical (2) - Exemptions – Senior Valuation Protection (5) - Ownership Deed Processing (14) - Title Research Clerical (3) - Clerical (7 – part time positions as needed)
<b>Primary Areas of Responsibility</b>	- Ownership and Records Management - Public Assistance for the County - Legal Class Changes/Data Sales - Rental Registrations - Accelerated Partial and Splits - Exemptions - Incoming Mail - Deeds Processing - Redactions - Special Mail-outs - Tax Roll Corrections/Resolutions
<b>Key Business Processes</b> (* Indicates associated Use Case – Exhibit 4)	- Maintain Ownership* - Tax Roll Corrections/Resolutions* - Valuation Rechecks* - Maintain Exemptions* - Rental Registration* - Redactions* - Historic Property Verification* - Mailing Address Changes* - Maintain Legal Class Codes* - Maintain Common Areas - Respond to Informational Requests - Support Appeals Process
<b>Work Volume</b>	- 13,500 phone calls/year - 22,500 counter inquires/year - 24,000 emails/year - 16,000 incoming/outgoing mail pieces/year - 500,000 deeds processed/year - 7,300 individual exemptions/year - 3,500 organizational exemptions/year - 5,400 senior valuation protection processing/year
<b>Current System Strengths</b>	- Ability to ensure compliance with Arizona State Assessment Statutes

<p><b>Current System Weaknesses</b></p>	<ul style="list-style-type: none"> <li>- No reliable, secure, or efficient electronic method to transfer information and documents for appeals, resolutions, rental registrations, and redactions</li> <li>- No interaction between unsecured and secured systems</li> <li>- Unable to readily get numbers/summary information from system for office planning</li> <li>- Cannot fix mistakes in one step or on a single screen</li> <li>- Inability to track what is being handled for a customer, resulting in multiplicity of research throughout office</li> </ul>
<p><b>Expected Post System Outcomes</b></p>	<ul style="list-style-type: none"> <li>- Controlled document flow between sections/divisions and other departments</li> <li>- Provide customer and document tracking system</li> <li>- Employee activity/productivity tracking capability</li> <li>- Provide audit trail/parcel history entries automatically</li> <li>- Interface with Treasurer/Recorder/County Attorney/Superior Court/STAR/Finance/BOS/DOR/SBOE</li> <li>- Provide seamless transition from/to and interactivity with: Drawing program/secured and unsecured database/split system/CAMA modeling/GIS and mapping/document and customer tracking systems/website</li> <li>- Allow multiple parcel additions/corrections and copy/paste functions</li> <li>- Allow listing of and changes to parcel(s) initiated by GIS selection</li> <li>- Allow ad hoc reports/summaries and eliminate paper reports</li> <li>- Allow updates/corrections closer to deadline date of notice or tax year</li> <li>- Enable wireless field communication and telecommuting</li> <li>- Real time information available to customers on website from new system or ability to perform immediate updates</li> <li>- "Snapshot in time" availability for maps and data</li> <li>- Revision block history</li> <li>- Disaster and data recovery/storage</li> <li>- Backup/restore procedures</li> <li>- System security and ease of assigning various levels of security access for personnel</li> <li>- Confidentiality of data/documents (redactions/appeals/Senior Valuation Protection)</li> </ul>
<p><b>Other</b></p>	

## EXHIBIT 4

### CONTRACTOR TRAVEL AND PER DIEM POLICY

1. All contract-related travel shall be prior-approved by County.
2. Travel, lodging and per diem expenses incurred in performance of Maricopa County/Special District (County) contracts shall be reimbursed based on current U.S. General Services Administration (GSA) domestic per diem rates for Phoenix, Arizona. Contractors must access the following internet site to determine rates:  
  
[http://www.gsa.gov/Portal/gsa/ep/contentView.do?contentId=17943&contentType=GSA\\_BASIC](http://www.gsa.gov/Portal/gsa/ep/contentView.do?contentId=17943&contentType=GSA_BASIC)
3. Commercial air travel shall be scheduled at the lowest available and/or most direct flight airfare rate at the time of any approved contract-related travel. A fare other than the lowest rate may be used only when seats are not available at the lowest fare or air travel at a higher rate will result in an overall cost savings to the County. Business class airfare is allowed only when there is no lower fare available to meet County needs.
4. Rental vehicles may only be used if such use would result in an overall reduction in the total cost of the trip, not for the personal convenience of the traveler.
  - 4.1 Purchase of comprehensive and collision liability insurance shall be at the expense of the contractor. The County will not reimburse contractor if the contractor chooses to purchase these coverages.
  - 4.2 Rental vehicles are restricted to sub-compact, compact or mid-size sedans unless a larger vehicle is necessary for cost efficiency due to the number of travelers. (NOTE: contractors shall obtain written approval from County prior to rental of a larger vehicle.)
  - 4.3 County will reimburse for parking expenses if free, public parking is not available within a reasonable distance of the place of County business.
  - 4.4 County will reimburse for the lowest rate, long-term uncovered (e.g. covered or enclosed parking will not be reimbursed) airport parking only if it is less expensive than shuttle service to and from the airport.
5. Contractor is responsible for any other miscellaneous personal expenses, as they are included in contractor's lodging and per diem expenses.
6. The County will reimburse any allowable and allocable business expense, excluding health club fees and business class air fares, except as indicated in paragraph 3, above.
7. Travel and per diem expenses shall be capped at 15% of project price unless otherwise specified in individual contracts.

**EXHIBIT 5**

**SOLE PROPRIETOR WAIVER**



**MARICOPA COUNTY RISK MANAGEMENT  
222 North Central Avenue, Suite 1110  
Phoenix, Arizona 85004**

**SOLE PROPRIETOR WAIVER**

**NOTE: THIS FORM APPLIES ONLY TO MARICOPA COUNTY DEPARTMENTS, DISTRICTS, BOARDS, COMMISSIONS AND UNIVERSITIES UTILIZING SOLE PROPRIETORS WITH NO EMPLOYEES. IF YOU ARE CONTRACTING WITH A CORPORATION, LIMITED LIABILITY COMPANY, PARTNERSHIP OR SOLE PROPRIETORS WITH EMPLOYEES, THIS FORM DOES NOT APPLY.**

The following is a written waiver under the compulsory Workers' Compensation laws of the State of Arizona, A.R.S. §23-901 (et. seq.), and specifically, A.R.S. §23-961(L), that provides that a Sole Proprietor may waive his/her rights to Workers' Compensation coverage and benefits.

I am a sole proprietor and I am doing business as \_\_\_\_\_ (name of Sole Proprietor's Business). I am performing work as an independent contractor for Maricopa County. For Workers' Compensation purposes, therefore, I am not entitled to Workers' Compensation benefits from Maricopa County.

I understand that if I have any employees working for me, I must maintain Workers' Compensation insurance on them.

Name of Sole Proprietor		Social Security Number	Telephone Number
Street Address / P.O. Box		City	State Zip Code
Signature of Sole Proprietor		Date	
Maricopa County Materials Management Department			
Signature of Procurement Officer		Date	

**Both signatures must be present and the completed form submitted by the Procurement Officer to Maricopa County Risk Management, 222 North Central Avenue, Suite 1110, Phoenix, Az 85004. An authorized Risk Management Representative will sign and return to the Maricopa County Materials Management Department to be maintained in their records.**

\_\_\_\_\_  
Signature of Risk Management Representative Date

**EXHIBIT 6**

NOT APPLICABLE

**EXHIBIT 7**

NOT APPLICABLE

**EXHIBIT 8**

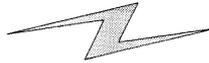
NOT APPLICABLE

## Current Maricopa County Assessor DrawClient Structure

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Current DrawClient Server  
Dell PowerEdge 4400  
Xeon 933 Processor  
1GB RAM  
Windows Server 2000 SP4

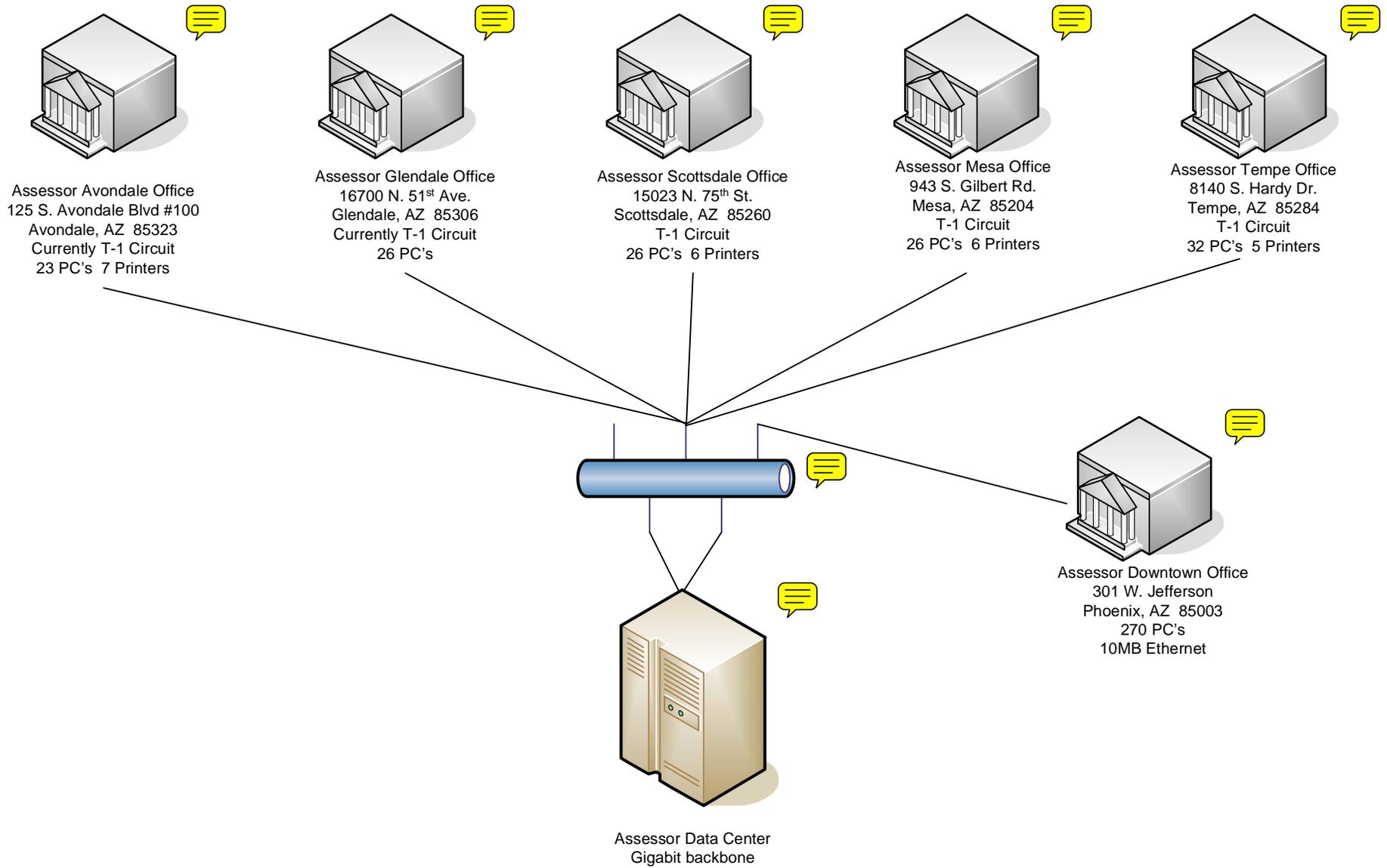


JDBC Connection to Oracle  
Database

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# Maricopa County Physical Layout



# Maricopa County Assessor Server Environment

9-29-2005

Items in **BLUE** will have their warranty expire by the end of August 2006.

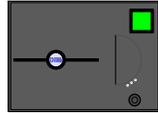
## Assessor Network Infrastructure Services



ASR-DDC



ASR-STERM1



Dell PowerVault 120T Tape



ASR-DDC1



ASR-SPRINT1



ASR-PPDC



ASR-SPRINT2



ASR-STVCS

## Assessor DrawClient Services



ASR-DIMS



ASR-TESTDRAW

## Assessor GIS Services



ASR-SGIS

## Assessor File Services



ASR-SSVR1

## Assessor Web Services



ASR-SMYSQL



ASR-SFTP



ASR-SWEB1

## Assessor Oracle Services



ASR\_D2M



ASR-GRID



ASR-SPIMS



ASR-SIAS1



TAXMAN



ASR-SAPPSERVER1



TAXDEV



PV-136T TAPE



ASRSPIMS



CX-500 SAN

**EXHIBIT 13**

NOT APPLICABLE

**EXHIBIT 14**

NOT APPLICABLE

## Assessor Server Inventory

11/06/2002

Server Name	PC Manuf.	Processor Type	RAM	HD	Rack Loc.	Network	NOS	Primary Use
ASR-SPRINT1	H.P.	4200	N.A.	N.A.	1	100Base-T Half Duplex	LINUX	Print Device for 1st, 3rd and 4th floor
ASR-SGIS	DELL PowerEdge 4400	XEON-933	1GB	300GB	1	100Base-T Half Duplex	WIN 2000	GIS Data and Map storage server
ASR-DDC	DELL PowerEdge 750	P4-2.8GHZ	1GB	80GB	3	1000Base-T/FD	WIN2003	ASSESSOR Domain Controller
ASR_D2M	DELL PowerEdge 2600	DUAL XEON-2GHZ	1GB	200GB	3	1000Base-T/FD	WIN2003	Assessor Oracle Forms Dev. And Forms Storage
ASR-TESTDRAW	Data General	DUAL P-200	512MB	20GB	N.A.		WIN 2000	Draw Client Test Environment
ASR-SIAS1	DELL PowerEdge 1750	Dual XEON	2GB	140GB	1	1000Base-T/FD	RedHat AS 3.0	Oracle 10G Applications Server
ASR-SMAP	DELL PowerEdge 4400	Dual XEON-933	2GB	150GB	2	1000Base-T/FD	WIN 2000	ARCIMS Server
ASR-SCAMA	DELL PowerEdge 4400	XEON-866	512MB	144GB	1	100Base-T Half Duplex	WIN NT 4.0	CAMA group Server
ASR-SFTP	DELL PowerEdge 1550	XEON-800	1GB	72GB	1	1000Base-T/FD	WIN 2000	FTP Server
ASR-SAPPSERVER1	DELL PowerEdge 6400	Quad Xeon 700	4GB	144GB	1	100Base-T Full Duplex	WIN NT 4.0	Oracle Internet Application Server
ASR-SPRINT2	H.P.	4200	N.A.	N.A.	1	100Base-T Half Duplex	LINUX	Print Device for Basement and 2nd Floor
ASR-SSVR1	DELL PowerEdge 4300	Dual PIII-500	512MB	300GB	2	100Base-T Full Duplex	WIN 2000	Data Storage for entire Assessors Office
ASR-DIMS	DELL PowerEdge 4400	XEON-933	1GB	150GB	2	100Base-T Half Duplex	WIN 2000	DrawClient Server
ASR-SPIMS	DELL PowerEdge 6400	Dual XEON-700	2GB	45GB	2	1000Base-T/FD	RedHat AS 3.0	GIS Oracle spacial server
ASR-DDC1	DELL PowerEdge 750	P4-2.8GHZ	1GB	80GB	3	1000Base-T/FD	WIN2003	ASSESSOR Domain Controller
ASR-STERM1	DELL PowerEdge 1550	XEON-933	256MB	9GB	2	1000Base-T/FD	WIN 2000	Assessor Terminal Server
ASR-STVCS	DELL PowerEdge 750	P4-2.8GHZ	1GB	80GB	3	1000Base-T/FD	WIN2003	New Anti-Virus Server
ASR-SWEB1	DELL PowerEdge 6600	DUAL XEON-3GHZ	4GB	550GB	3	1000Base-T/FD	WIN 2003	GIS Maps Web Server
ASR-PPDC	DELL PowerEdge 2450	XEON-733	512MB	72GB	1	100Base-T Full Duplex	WIN 2000	WIN 2K Domain Controller
ASR-GRID	DELL PowerEdge 1850	Dual 2.8GHZ XEON	2GB	72GB	4	05-00979	RedHat AS 3.0	Oracle 10G Grid Control Server
TAXMAN	H.P. RP-4440	DUAL PE8800 RISC	4GB	72GB	HP Rack	1000Base-T/FD	HPUX 11i	Oracle Grid Server
TAXDEV	H.P. RP-4440	DUAL PE8800 RISC	4GB	72GB	HP Rack	1000Base-T/FD	HPUX 11i	Oracle Grid Server
ASRSPIMS	H.P. RP-4440	DUAL PE8800 RISC	4GB	72GB	HP Rack	1000Base-T/FD	HPUX 11i	Oracle Grid Server
CX-500 DPE2-FC	DELL/EMC	N.A.	2GB		5	05-00576	N.A.	Storage Area Network
CX-500 DAE2-ATA	DELL/EMC	N.A.	N.A.		5	05-00576	N.A.	Storage Area Network
CX-500 SWITCH 1	DELL/MCDATA	N.A.	N.A.		5	05-00576	N.A.	SAN Switch
CX-500 SWITCH 2	DELL/MCDATA	N.A.	N.A.		5	05-00576	N.A.	SAN Switch
PV-136T TAPE BU	DELL	PowerVault 136T	N.A.		5	05-00575	N.A.	SAN Backup Library
ASR-SSVR2	DELL PowerEdge 2850	Dual Xeon 3.0G/2mb	4GB		4	1000Base-T/FD	WIN2003	Replacement for ASR-mysql
ASR-SMYSQL	DELL PowerEdge 2850	Dual Xeon 3.0G/2mb	8GB	350GB	4	1000Base-T/FD	RedHat AS 3.0	mysql server
ASR-SUPDATE	DELL PowerEdge1850	Dual Xeon 3.0G/2mb	4GB	146GB	4	1000Base-T/FD	WIN 2003	Update Expert Server
ASR-SFTP1	DELL PowerEdge 1850	Dual Xeon 3.0G/2mb	4GB	146GB	4	1000Base-T/FD	WIN 2003	Replacement for ASR-SFTP
ASR-SMAP1	DELL PowerEdge 2850	Dual Xeon 3.0G/2mb DC	8GB	450GB	4	1000Base-T/FD	Win 2003	Replacment for ASR-SMAP
ASR-SPIMS1	DELL PowerEdge 2850	Dual Xeon 3.0G/2mb	8GB	450GB	4	1000Base-T/FD	WIN 2003	Replacement for ASR-SPIMS
ASR-STERM2	DELL PowerEdge 1850	Dual Xeon 3.0G/2mb	4GB	146GB	4	1000Base-T/FD	WIN 2003	Replacment for ASR-STERM
ASR-SCAMA1	DELL PowerEdge 2850	Dual Xeon 3.0G/2mb	8GB	450GB	4	1000Base-T/FD	WIN 2003	Replacment for ASR-SCAMA
ASR-SSVR3	DELL PowerEdge 2850	Dual Xeon 3.0G/2mb	8GB	450GB	4	1000Base-T/FD	WIN 2003	Replacment for ASR-SSVR1
PV-132T Tape Backup	DELL 132T	N.A.	N.A.	N.A.	4	1000Base-T/FD		

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ADDENDUM #1

COMPUTER AUTOMATED DRAW CLIENT

Pre-proposal Conference Questions

QUESTION: Section 2.1.9.7 requires importation other vector and raster (blue prints) sources that are IGES compliant. Do you expect the new draw client stores both vector and raster elements all in its format? To your knowledge, does IGES include raster image?

ANSWER: **The requirement states we want the new drawing software system to accept CAD drawings or blueprints as an input and does not address the storage of these drawings. See the IGES website for more information ([www.nist.gov/iges](http://www.nist.gov/iges))**

QUESTION: Section 2.1.14.4 seems to require storing geometry in Oracle database. Is there any reason why BLOB is preferred over Oracle spatial data type?

ANSWER: **Oracle spatial data type is preferred.**

QUESTION: As discussed, please forward updated RFP document with clarified information of current requirements vs. future enhancement requirements. (i.e. GIS related features, etc...)

QUESTION: As discussed, please forward additional information regarding the availability of the native sketch file conversion "utility" to DXF or other format as early as possible.

ANSWER: **File attached includes Client JAR, Server JAR, DXF utility, batch utility and 3 drawings.**

I'm not quite sure how to inquire about the following item related to the integration requirements of the sketching solution. The current solution & scenario are described as uploading sketching information in a batch process twice a month but we discussed the desire to have the integration to be "dynamic". With that in mind:

QUESTION: Does Maricopa County anticipate that County IT staff will be involved in necessary changes to the existing CAMA system to accommodate a dynamic integration link or is this simply a portion of the proposal evaluation process?

ANSWER: **The County IT will be involved and will make the necessary changes to the CAMA system. The vendor will work with the IT staff and have input in order to make this process a dynamic integration link.**

QUESTION: Are there any related guidelines or restrictions that need to be understood prior to finalizing the proposal?

ANSWER: **No, there are not.**

QUESTION: 5. Is Maricopa County IT staff familiar with OCX utilities for integration purposes?

ANSWER: **Yes we currently use some OCX utilities in our current CAMA application. However, in the future, we will be upgrading our application to either Oracle Forms 10G or .NET or something else. If you use any OCX utilities they must work with both.**

QUESTION: In the RFP, 12,647 Square Foot Errors were explained as drawings that have a different area calculation than the CAMA system. Please explain how the differences have been created. (i.e. is there a manual override in the CAMA system?)

ANSWER: **Square foot errors are drawings in which the area square footage from the drawing is different from the CAMA system. A 5% threshold was used to determine the count. Many of the errors are in the current drawing sketch tool which did not allow the appraiser to accurately draw the footprint.**

QUESTION: Please explain how the number of Square Foot Errors were determined.

ANSWER: **Square foot errors are drawings in which the area square footage from the drawing is different from the CAMA system. A 5% threshold was used to determine the count. Many of the errors are in the current drawing sketch tool which did not allow the appraiser to accurately draw the footprint.**

QUESTION: How does the current CAMA system react if a file containing a Square Foot Error / difference is attempted to be integrated?

ANSWER: **The CAMA system does not have any integration for square foot errors and we assume the CAMA system has the correct data.**

QUESTION: In the RFP, 2,591 Drawing Label Errors were explained as historical (early) drawings with polygons that had different labels than the CAMA system recognizes. Please confirm it the evolution of the predetermined list of "Drawables" eliminated this from occurring at the present time or if the same types of errors may currently be introduced.

QUESTION: Please explain how the number of Drawing Label Errors were determined.

ANSWER: **The current CAMA system has a list of valid drawing labels. During the extract process into the CAMA system, if a label does not exist in the list, it will not be imported and be classified as an error.**

QUESTION: How does the current CAMA system react if a file containing a Drawing Label Error is attempted to be integrated?

ANSWER: **The CAMA system does not have any integration for drawing label errors. When the data is loaded into Oracle monthly if there is a drawing label error, the structure will not be loaded.**

QUESTION: In the RFP, 15,871 parcels are referenced as "No Drawing Exists (RD)" and another 61,275 parcels as "No Drawing Exists (All others). Please explain the difference between these two categories. (i.e. are they simply different types of properties or is there any sketch related reasons that no drawing currently exist for either group).

ANSWER: **No drawing exists RD contains Residential properties only, including Single Family Residential and Condominiums. No drawing exists all others contains all other properties which are not residential**

QUESTION: Are sections 2.1.14 & 2.1.15 future functionality?

ANSWER: **Yes these are future requirements.**

QUESTION: Is there any other format other than DXF and GIF that the drawing client needs to support for importing?

**ANSWER:** See the IGES standards website.

**QUESTION:** Are the drawings stored in individual PCs enabling the user to edit the record in his local PC or stored in a centralized shared location and edited online?

**ANSWER:** The current drawings are stored on a central server located in the Assessor's computer room and not on the local PC.

**QUESTION:** Does this tool need to have raster editing functionalities? If yes what are they?

**ANSWER:** This is not a requirement in the RFP.

**QUESTION:** Will the sketching tool be used while disconnected from county network, for example during filed data collection? How is the existing tool used for this purpose?

**ANSWER:** This is a future requirement and the sketching tool will be on the county network.

**QUESTION:** Will the new draw client be used for "Field Data Collection"? If yes, How does the existing client software accomplish "Field Data Collection"?

**ANSWER:** This is a future requirement and we do not currently support this functionality.

**QUESTION:** Is the respondent responsible for correcting drawing errors as well?

**ANSWER:** Some of the drawing errors (missing drawings) we do have paper copies but they have not be inputted into the system. We would like the respondent to provide a solution for correcting the drawing errors.

**QUESTION:** How frequent will the area information from the sketch files be updated to the CAMA data?

**ANSWER:** Currently it is monthly but we would like for this to be more frequent like weekly or daily.

**QUESTION:** What exactly does a demolish feature mean?

**ANSWER:** This feature is used when a structure is demolished as a result of a demolition or fire. In Maricopa County, there are many areas where individuals purchase a property for the location and they will demolish the structure and re-build.

**QUESTION:** Section 1.2.3: Number of users. Can we get a better breakdown on type of users? Number of concurrent people creating sketches?

**ANSWER:** 160 appraisers creating sketches

**QUESTION:** Number of concurrent people Review, markup or editing attributes?

**ANSWER:** 20 people reviewing

**QUESTION:** Number of concurrent viewers of sketches?

**ANSWER:** 20 viewing sketches

QUESTION: Section 1.2.4: Exhibit 6 and 7 documents are empty. Can you provide an updated Server Environment exhibit?

ANSWER: **Section 1.2.4 is revised by deleting reference to Exhibit 6 and revising Exhibit 7 to read Exhibit 11.**

QUESTION: Section 1.2.5: Exhibit 8 document is empty. Can you provide an Assessor Server Inventory?

ANSWER: **Section 1.2.5 is revised by revising Exhibit 8 to read Exhibit 15.**

QUESTION: Section 1.2.10: Can you provide us with the requirements from the Network Services Division to obtain VPN access to the Maricopa County network?

ANSWER: **We currently use Nortel VPN access using a Smart Card.**

QUESTION: Section 1.3: As stated at the pre-proposal meeting source code and example files will be made available. When will that data be available?

ANSWER: **Included with answers.**

QUESTION: Section 2.1.4.6: Can we obtain a copy of the CAMA Oracle database?

ANSWER: **This is not element of the RFP and we will not be providing at this time but will provide after contract is awarded.**

QUESTION: Section 2.1.8.13: Do you wish the “demolish” feature to completely remove the feature and all corresponding record information?

ANSWER: **The demolish feature will be removing the entire structure for residential properties. However, for commercial properties there may be multiple structures and the appraiser may be only removing one structure.**

QUESTION: Section 2.1.9.2: Can you further explain what you mean “User Configurable Descriptive Error Messages”?

ANSWER: **We would like to have very descriptive error messages in the new system when the appraisers encounters an error. In the current system the error messages are very generic and are not helpful for the staff to determine and fix the problem.**

QUESTION: Section 2.1.10.4: As stated at the pre-proposal meeting source code and example files will be made available. When will that data be available?

ANSWER: **Included with answers titled as Source Code and Drawing Samples.**

QUESTION: Section 2.1.10.4: Clarification on number of sketches. Section 2.1.10.4 states, 1,150,000 and D.4.2 states 800,000. What is the correct number?

ANSWER: **There are currently 1,150,000 sketches in the system for parcels.**

QUESTION: Section 2.1.10.4 Can the conversion of the existing 1,150,000 or 800,000 files be done offsite?

ANSWER: **It can be done offsite but cannot be sent off shore.**

- QUESTION: Will an alternative more cost effective solution to complete conversion be an option?  
ANSWER: **As part of the response the vendor should provide a complete solution for the conversion. Cost will be an item we review.**
- QUESTION: Possible alternative: Batch convert existing files to PDF that are linked to parcels. Provide tools to reference PDF as a reference to use as background to update sketch.
- QUESTION: Provide tools to update when modifications are required.
- QUESTION: Section 2.1.15.2: Can you expand on the wording “ability to integrate with GIS package” SDE or Oracle CAMA? Can you provide specific requirements?  
ANSWER: **This is a future requirement.**
- QUESTION: Section 3.14: Does the Tax Assessor have a budget range for this RFP?  
ANSWER: **Budget information is not provided during the solicitation process.**
- QUESTION: Section 3.8: Can the proposal submission date be extended 2 weeks to allow for review of the sketching proprietary format after that information has been provided?  
ANSWER: **No.**
- QUESTION: D.4.2: What do you wish to do with these photo images in the proposed solution?  
ANSWER: **Attachment D will be amended.**
- QUESTION: Req. 2.1.1.2 - What is the maximum size scale that will be required?  
ANSWER: **The maximum scale size will be a 1:1**
- QUESTION: Req 2.1.8.6 – What is a temporary reference point?  
ANSWER: **As part of the drawing creation process, a reference is point is established that will mark the X,Y coordinates or a 0,0 reference point (origin). However the user may choose to establish a temporary reference point, say to draw an arc or an angle. The temporary reference point becomes invalid after the arc or angle drawing has been completed.**
- QUESTION: Is there a list of generic templates that we must use?  
ANSWER: **We currently have a few templates, however any redesign will be an implementation task.**
- QUESTION: Will there be a need to access this system via the Internet or will the access be restricted to the Intranet?  
ANSWER: **Any access to the drawing system via the Internet has not been defined as a requirement at this point of time.**
- QUESTION: Req. 2.1.8.15 – How many years of demolished drawing history do we need to retain? Also, please clarify your reference to ‘restoring demolished drawings to it’s previous state’?  
ANSWER: **For demolished drawings, we want to retain all the previous versions.**

QUESTION: Is there a requirement to modify previous versions of drawings or only the most recent?

ANSWER: **We never want to modify a previous version; only the most recent.**

QUESTION: What are the different types of structures that need to be supported by this system (eg. Farm structures)?

ANSWER: **There will be different types of structures based on the property classification (ie. Agricultural, Commercial, Mobile Homes, Residential, etc.)**

QUESTION: Are there any restrictions on what drawing tools we must use (ie. AutoCad, Microstation, etc.)?

ANSWER: **The functional requirements were based on the features we would like to see in a drawing software and at this point of time we are truly software agnostic.**