



**ADMINISTRATIVE SERVICES DEPARTMENT**  
**Purchasing and Contracts Division**

**CONFIRMATION FORM**  
**for**  
**RECEIPT OF RFP NO. 603294-14**

If you are interested in this invitation, immediately upon receipt please fax this confirmation form to the fax number provided at the bottom of this page.

Failure to do so means you are not interested in the project and do not want any associated addenda mailed to you.

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**SUPPLIER ACKNOWLEDGES RECEIVING THE FOLLOWING RFP DOCUMENT:**

PROJECT NO.      RFP NO. 603294-14                      RFP PAGES: 66

DESCRIPTION:    TELECOMMUNICATIONS EXPENSE MANAGEMENT

**SUPPLIER MUST COMPLETE THE FOLLOWING INFORMATION:**

Company Name: \_\_\_\_\_

Company Address: \_\_\_\_\_

City / State / Zip: \_\_\_\_\_

Name / Title: \_\_\_\_\_

Area Code/Phone Number: \_\_\_\_\_

Area Code/Fax Number: \_\_\_\_\_

Email Address: \_\_\_\_\_

**FAX THIS CONFIRMATION FORM TO: (702) 386-4914**

**TYPE or PRINT CLEARLY**

# CLARK COUNTY, NEVADA

## REQUEST FOR PROPOSAL

RFP NO. 603294-14

### CONTRACT FOR TELECOMMUNICATIONS EXPENSE MANAGEMENT

The RFP package is available as follows:

- Internet – Visit the Clark County Purchasing and Contracts Division website at <http://www.ClarkCountyNV.gov/Purchasing>. Click on “Current Opportunities” and locate Document No. 603294 in the list of current solicitations.
- Mail – Please fax a request to (702) 386-4914 specifying project number and description. Be sure to include company address, phone and fax numbers.
- Pick up - Clark County Government Center, 500 South Grand Central Parkway, Purchasing and Contracts Division, Fourth Floor, Las Vegas, NV 89106.

A Pre-Proposal Conference will be held on **MAY 27, 2014 at 10:00 a.m.**, at the address specified above in the Gold Conference Room. If your firm is unfamiliar with the County Request for Proposal (RFP) procedures and would like to obtain training on the submittal process for this RFP, please contact **Susan Tighi, Purchasing Analyst**, at (702) 455-2724 no later than **MONDAY, MAY 26, 2014**, and a training session will be provided immediately following the pre-proposal conference referenced above.

Proposals will be accepted at the Clark County Government Center address specified above, on or before **JUNE 19, 2014 at 3:00:00 p.m.**, based on the time clock at the Clark County Purchasing and Contracts front desk.

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PUBLISHED:  
Las Vegas Review Journal  
MAY 13, 2014

**GENERAL CONDITIONS**  
RFP NO. 603294-14  
CONTRACT FOR TELECOMMUNICATIONS  
EXPENSE MANAGEMENT

1. TERMS

The term "COUNTY," as used throughout this document will mean the County of Clark, Las Vegas, Nevada. The term "BCC" as used throughout this document will mean the Board of County Commissioners which is the Governing Body of Clark County. The term "CHIEF FINANCIAL OFFICER" as used throughout this document will mean the Clark County Chief Financial Officer or her designee responsible for the Purchasing and Contracts Division. The term "PROPOSER" as used throughout this document will mean the respondents to this Request for Proposal. The term "RFP" as used throughout this document will mean Request for Proposal.

2. INTENT

The COUNTY is soliciting proposals for //SERVICE// Services for //PROJECT//.

3. SCOPE OF PROJECT

COUNTY comprises over forty departments covering 8,000 square miles. Telecommunications equipment and services includes, but is not limited to, voice and data, wire line and wireless services; local and long distance lines and services obtained through VoIP, T-1s, T3s, POTS lines, the Internet, fiber, and wireless forms of communications, to name some.

COUNTY requires tools to manage telecom spend in one cohesive system. These tools encompass inventory management, contract management, service provisioning; invoice processing, bill payment as well as dispute management, and business analytics and reporting for controlling overall spend, compliance, and strategic planning. In the same manner, departments require tools to manage their costs, monitor for potential waste, fraud, and abuse, and verify charges applied against each organization's General Ledger funds and cost centers.

COUNTY desires a Telecommunications Expense Management (TEM) solution that provides COUNTY with the business analytics, comprehensive reporting (turnkey and configurable), and automation needed to improve inventory and contract management; automate bill payments, cost allocation, and chargeback functions from one cohesive system through integration with the COUNTY's Financial System (SAP). The purchased solution shall encompass all design, execution, interfaces, configurations, testing, and deployment needed to produce a centralized turnkey operation.

***See Exhibit 1, Scope of Project, for more information.***

4. DESIGNATED CONTACTS

The COUNTY's representative will be Susan Tighi, Purchasing Analyst II, Clark County Administrative Services Department, Purchasing and Contracts Division, telephone number (702) 455-2724, slt@ClarkCountyNV.gov. This representative will respond to questions concerning the scope of work of this RFP and questions regarding the selection process for this RFP.

5. CONTACT WITH COUNTY DURING RFP PROCESS

Communication between a PROPOSER and a member of the BCC or between a PROPOSER and a non-designated County contact regarding the selection of a proponent or award of this contract is prohibited from the time the RFP is advertised until the item is posted on an agenda for award of the contract. Questions pertaining to this RFP shall be addressed to the designated contact(s) specified in the RFP document. Failure of a PROPOSER, or any of its representatives, to comply with this paragraph may result in their proposal being rejected.

6. METHOD OF EVALUATION AND AWARD

Since the service requested in this RFP is considered to be a professional service, award will be in accordance with the provisions of the Nevada Revised Statutes, Chapter 332, Purchasing: Local Governments, Section 332.115.1(h)

The proposals may be reviewed individually by staff members through an ad hoc committee to assist the PURCHASING MANAGER OR HER DESIGNEE. The finalists may be requested to provide the COUNTY a presentation and/or an oral interview. The ad hoc staff committee may review the RFP's as well as any requested presentations and/or oral interviews to gather information that will assist in making the recommendation. The COUNTY reserves the right to award the contract based on objective and/or subjective evaluation criteria. This contract will be awarded on the basis of which proposal the COUNTY deems best suited to fulfill the requirements of the RFP. The COUNTY also reserves the right not to make an award if it is deemed that no single proposal fully meets the requirement of this RFP.

The fees for the professional services will be negotiated with the PROPOSER(S) selected.

7. SUBMITTAL REQUIREMENTS

The proposal submitted should not exceed 50 pages. Other attachments may be included with no guarantee of review.

All proposals shall be on 8-1/2" x 11" paper bound with tabbed dividers labeled by section to correspond with the evaluation information requested. The ideal proposal will be 3-hole punched and bound with binder. Binders or spiral binding is not preferred or required.

**The PROPOSER shall submit one (1) clearly labeled original and 14 copies of their proposal, including one (1) CD or flash drive with an electronic copy of their proposal, preferably in .pdf format. A single .pdf document of the entire proposal is preferred.** The name of the PROPOSER'S firm shall be indicated on the spine and cover of each binder (if used) and CD label.

All proposals must be submitted in a sealed envelope plainly marked with the name and address of the PROPOSER and the RFP number and title. No responsibility will attach to the COUNTY or any official or employee thereof, for the pre-opening of, post-opening of, or the failure to open a proposal not properly addressed and identified. Proposals are time-stamped upon receipt. Proposals time-stamped after 3:00:00 p.m. based on the time clock at the Clark County Purchasing and Contracts front desk will be recorded as late, remain unopened and be formally rejected. FAXED OR ELECTRONIC SUBMITTALS ARE NOT ALLOWED AND WILL NOT BE CONSIDERED.

The following are detailed delivery/mailling instructions for proposals:

<u>Hand Delivery</u>	<u>U.S. Mail Delivery</u>	<u>Express Delivery</u>
Clark County Government Center Purchasing and Contracts Division 500 South Grand Central Parkway, 4 <sup>th</sup> Fl Las Vegas, Nevada 89106	Clark County Government Center Attn: Purchasing and Contracts, 4 <sup>th</sup> Fl 500 South Grand Central Parkway P.O. Box 551217 Las Vegas, Nevada 89155-1217	Clark County Government Center Attn: Purchasing and Contracts, 4 <sup>th</sup> Fl 500 South Grand Central Parkway Las Vegas, Nevada 89106

Regardless of the method used for delivery, PROPOSER(S) shall be wholly responsible for the timely delivery of submitted proposals.

8. WITHDRAWAL OF PROPOSAL

PROPOSER(S) may request withdrawal of a posted, sealed proposal prior to the scheduled proposal opening time provided the request for withdrawal is submitted to the Purchasing Analyst in writing or a proposal release form has been properly filled out and submitted to the Purchasing and Contracts Division reception desk. Proposals must be re-submitted and time-stamped in accordance with the RFP document in order to be accepted.

No proposal may be withdrawn for a period of 90 calendar days after the date of proposal opening. All proposals received are considered firm offers during this period. The PROPOSER'S offer will expire after 90 calendar days.

If a PROPOSER intended for award withdraws their proposal, that PROPOSER may be deemed non-responsible if responding to future solicitations.

9. REJECTION OF PROPOSAL

COUNTY reserves the right to reject any and all proposals received by reason of this request.

10. PROPOSAL COSTS

There shall be no obligation for the COUNTY to compensate PROPOSER(S) for any costs of responding to this RFP.

11. ALTERNATE PROPOSALS

Alternate proposals are defined as those that do not meet the requirements of this RFP. Alternate proposals will not be considered.

12. ADDENDA AND INTERPRETATIONS

If it becomes necessary to revise any part of the RFP, a written addendum will be provided to all PROPOSERS in written form from the Purchasing Analyst. COUNTY is not bound by any specifications by COUNTY'S employees, unless such clarification or change is provided to PROPOSERS in written addendum form from the Purchasing Analyst.

13. PUBLIC RECORDS

The COUNTY is a Public Agency as defined by State Law, and as such, is subject to the Nevada Public Records Law (Chapter 239 of the Nevada Revised Statutes). Under the law, all of the COUNTY's records are public records (unless otherwise declared by law to be confidential) and are subject to inspection and copying by any person. However, in accordance with NRS 332.061(2), a proposal that requires negotiation or evaluation by the COUNTY may not be disclosed until the proposal is recommended for award of a contract.

14. PROPOSALS ARE NOT TO CONTAIN CONFIDENTIAL / PROPRIETARY INFORMATION

Proposals must contain sufficient information to be evaluated and a contract written without reference to any confidential or proprietary information. PROPOSER(S) shall not include any information in their proposal that they would not want to be released to the public. Any proposal submitted that is marked "Confidential" or "Proprietary," or that contains materials so marked, will be returned to the PROPOSER and will not be considered for award.

15. COLLUSION AND ADVANCE DISCLOSURES

Pursuant to 332.165 evidence of agreement or collusion among PROPOSER(S) and prospective PROPOSER(S) acting to illegally restrain freedom of competition by agreement to bid a fixed price, or otherwise, shall render the offers of such PROPOSER(S) void.

Advance disclosures of any information to any particular PROPOSER(S) which gives that particular PROPOSER any advantage over any other interested PROPOSER(S), in advance of the opening of proposals, whether in response to advertising or an informal request for proposals, made or permitted by a member of the governing body or an employee or representative thereof, shall operate to void all proposals received in response to that particular request for proposals.

16. BACKGROUND INVESTIGATIONS

PROPOSER shall ensure that all its persons working at COUNTY'S buildings or facilities pass a SCOPE and FINGERPRINT, background check to perform work, as appropriate. All record checks shall be available immediately upon request by COUNTY'S representative. Requests shall be dated no more than sixty (60) calendar days prior to request. COUNTY reserves the right to deny PROPOSER employee access to COUNTY'S site because of an unsatisfactory result on the SCOPE or NCIC background check of that employee. COUNTY further reserves the right to reject the low Bidder if Bidder's owner's or officer's record check is unacceptable.

17. BUSINESS LICENSE REQUIREMENTS

CLARK COUNTY BUSINESS LICENSE / REGISTRATION

Prior to award of this RFP, other than for the supply of goods being shipped directly to a Clark County facility, the successful PROPOSER will be required to obtain a Clark County business license or register annually as a limited vendor business with the Clark County Business License Department.

A. Clark County Business License is Required if:

- i. A business is physically located in unincorporated Clark County, Nevada.
- ii. The work to be performed is located in unincorporated Clark County, Nevada.

B. Register as a Limited Vendor Business Registration if:

- i. A business is physically located outside of unincorporated Clark County, Nevada.
- ii. A business is physically located outside the state of Nevada.

The Clark County Department of Business License can answer any questions concerning determination of which requirement is applicable to your firm. It is located at the Clark County Government Center, 500 South Grand Central Parkway, 3<sup>rd</sup> Floor, Las Vegas, NV or you can reach them via telephone at (702) 455-4253 or toll free at (800) 328-4813.

You may also obtain information on-line regarding Clark County Business Licenses by visiting the website at ([http://www.clarkcountynv.gov/Depts/business\\_license/Pages/default.aspx](http://www.clarkcountynv.gov/Depts/business_license/Pages/default.aspx))

18. EVALUATION CRITERIA

Submitted proposals shall not contain any hyperlinked data. Proposals should contain the information in this section. Proposer must respond in the same order in which it is presented in this Request for Proposal. Failure to do so may result in a lower score from the evaluation committee due to its inability to locate the information:

**A. Organizational Information (50 points)**

- i. Provide your organization's name, address, internet URL (if any), telephone and fax numbers, include the name, title, direct phone number and address, and E-mail address of the individual who will serve as your organization's primary contact.
- ii. Provide a brief description of your organization locally, statewide and nationally (if applicable). Include the year your firm was established.
- iii. Indicate if your firm has an office in Clark County and the year it was established, if any.
- iv. Indicate if your firm is a minority-owned business, women-owned business, physically challenged business, small business, or a Nevada business enterprise as defined in Exhibit C of Exhibit 3 of the attached contract.
- v. If the project is to be accomplished through an affiliation or joint venture of several firms, the names and address of those firms, shall be furnished for each.
- vi. Complete and submit the attached Disclosure of Ownership/Principals form with its proposal.
- vii. PROPOSER must provide a statement that firm will comply with insurance requirements in Exhibit D of Sample Contract (attached). (Insurance is required if services are to be provide on-site)
- viii. Provide COUNTY with the key elements and unique features of your proposal by briefly describing how the PROPOSER will accomplish the project.
- ix. Provide a statement as to local resources (employees residing in Clark County) that would be utilized and the degree of the PROPOSER'S knowledge and familiarity with the local community's needs and goals.
- x. List any other factor known to PROPOSER that could materially impair the ability of PROPOSER to carry out its duties and obligations under this Contract or that could materially affect COUNTY'S decision.

**B. Experience & Staff Qualifications (100 points)**

- i. Include a brief resume of at least three similar projects your firm has performed for the past 3 years. Each project listed shall include the name and phone number of a contact person for the project for review purposes. This section shall include documentation of the PROPOSER'S history of adherence to budget and schedule constraints. All firms are encouraged to indicate their experience of performing related work within the state of Nevada.
- ii. Provide information concerning the educational background, experience and professional resumes of those key persons who would actually perform work on the project. Identify if those persons presently reside in Clark County, Nevada or elsewhere. Indicate the present workload of the project staff to demonstrate their ability to devote sufficient time to meet the proposed schedule. Key persons are considered
  - a) Manager assigned to the project
  - b) Technical staff (e.g., engineering, programming, coding, database administration, testing personnel)
  - c) Implementation staff
  - d) Training professionals
  - e) Documentation professionals
- iii. PROPOSER shall provide a staffing plan that documents the resources, skills, professional expertise, and availability needed to ensure successful project completion. These resources are considered key personnel and shall be required for the duration of the project.
- iv. PROPOSER(S) need not indicate the actual names of employees when submitting resumes subject to the requirements of the RFP. Fictitious names or numbers may be used (e.g. employee #1). However, if selected as a finalist, PROPOSER(S) must disclose actual employee names matching the resumes submitted to COUNTY, upon verbal request, to be used in performing background verifications. The successful PROPOSER(S) shall not change proposed project personnel for which a resume is submitted without COUNTY approval.
- v. Describe and document the applicable licenses which are held by the PROPOSER and its proposed subcontractors.

vi. Please provide an organizational chart of your organization.

**C. Compliance with the COUNTY'S Standard Contract (50 points)**

- i. Indicate any exceptions that your firm would have to take in order to accept the attached Exhibit 3, Standard Contract. PROPOSER(S) is advised that any exception that is determined to be material may be grounds for elimination in the selection process.
- ii. Proposers are required to submit with its proposal all other terms and conditions that are proposed to make-up the entire contract for County review. The contract is subject to the review and approval of the County District Attorney's office.

**D. Description of Proposed Project and Work Plan (300 points)**

Describe in detail the PROPOSER's approach to the project. Include a preliminary project plan that includes:

- i. PROPOSER'S concept of the project including the methodology to be used and the major deliverables to be produced, including Proposed Services and details for all other proposed solutions and technology as outlined in **Exhibit 1, Scope of Project**.
- ii. Any assumptions.
- iii. Any constraints.
- iv. Proposed schedule (work plan) including tasks, milestones, dates for completion, COUNTY and PROPOSER resource assignments, critical path and COUNTY'S review cycles.
- v. Proposed days and hours of operation.
- vi. State why the PROPOSER is best suited to perform the services for this project.
- vii. Documentation Samples. Provide samples of the documentation formats / reports that will be used to demonstrate how the solution for reporting requirements will be met.

**E. Project Fee (50 points)**

PROPOSERS will complete and provide Exhibit 2, Project Fee with their proposals in a separate sealed envelope to the other items of its proposal. Proposals will include subtotals by categories listed in Exhibit 2 and a grand total of all charges and fees. **Refer to Exhibit 2 for additional information on the project fee requirements.**

**EXHIBIT 1**  
**SCOPE OF PROJECT**

**1.0 BACKGROUND AND PURPOSE**

COUNTY comprises over forty departments covering 8,000 square miles. Telecommunications equipment and services includes, but is not limited to, voice and data, wire line and wireless services; local and long distance lines and services obtained through VoIP, T-1s, T3s, POTS lines, the Internet, fiber, and wireless forms of communications, to name some.

COUNTY requires tools to manage telecom spend in one cohesive system. These tools encompass inventory management, contract management, service provisioning; invoice processing, bill payment as well as dispute management, and business analytics and reporting for controlling overall spend, compliance, and strategic planning. In the same manner, departments require tools to manage their costs, monitor for potential waste, fraud, and abuse, and verify charges applied against each organization's General Ledger funds and cost centers.

**Current Functionality and Use**

The existing system was purchased to provide automation for managing overall telecommunications spend, inventory management and controls, service provisioning, finance management, and business reporting analytics for use by the COUNTY.

The system is currently used to process invoices from telephone service providers; inventory records management, and invoice dispute and resolution management for telephone service provider invoices are also supported. Existing functionality precludes the use of the reporting tool and most other modules for automation, which impedes operational and compliance efforts. Manual workarounds have been instituted that provides only partial information. As a result, considerable time and resources are used to obtain critical information needed by the COUNTY.

**Current System Interfaces**

Telecom service providers provide invoice data via electronic data interfaces and other electronic media as well as hard copy invoices. The existing system comprises interfaces for each of the service provider invoices received and one generic interface for processing invoices where an interface has not been created from a vendor. A list of vendors is provided in Annex E of this document.

A subsequent General Ledger interface for automating bill payments was developed and tested, but not put into production for integrating with SAP.

**Networking and Administration**

System accessibility is controlled by the COUNTY Network and Infrastructure teams.

Product administration is managed by COUNTY Applications Services.

System Access is hosted by COUNTY Information Technology Applications Services and Information Technology Infrastructure teams. Access is limited to 5 named users

Applications used in conjunction with existing system include Service-Now, Microsoft Excel spreadsheets, Telephone service provider EDI files, and associated hard copy billing.

COUNTY desires a TEM solution that provides COUNTY with the business analytics, comprehensive reporting (turnkey and configurable), and automation needed to improve inventory and contract management; automate bill payments, cost allocation, and chargeback functions from one cohesive system through integration with the COUNTY's Financial System (SAP). The purchased solution shall encompass all design, execution, interfaces, configurations, testing, and deployment needed to produce a centralized turnkey operation.

**2.0 DEFINITIONS**

Comprehensive	All inclusive view of the required data (e.g., billing report comprises all service provider's charges for a line of service or asset).
Contract	Refers to the legal binding document between COUNTY and PROPOSER including technical and organizations requirements, costs, and project schedules.
PROPOSER	Supplier of the TEM product or service.
Device	Refers to telecom equipment (wired or mobile).
eBonding	Web Service interfaces for outgoing and incoming messages between Service-Now platform and participating service provider services. Currently, Verizon and AT&T
Electronic Data Interface (EDI)	Method telecommunications service providers use to deliver telephone bills electronically to customers.
Hosted Services	Outsourced services using vendor-supplied telecommunications expense management software. Also referred to as "managed" services or "software-as-a-service, (SAAS)".
Landline	Wired service provided by telecommunications service providers. Also known as wire line.
Managed Services	Outsourced services using vendor-supplied telecommunications expense management software. Also

**EXHIBIT 1**  
**SCOPE OF PROJECT**

	referred to as “hosted” services.
Mobile	Telecommunications equipment that operates in a mobile capacity. Examples: PDA, smartphones, etc.
NPA-NXX-XXXX	NPA—Numbering Plan Area (aka: Area Code) NXX—Form of NPA code or central office code where N is any digit from 2 through 9 and X is any digit from 0 through 9
Service Provider	Represents a telecommunications company providing telephony-related products or services.
Solution	Represents the TEM software product and/or service.
Telecommunications Expense Management (TEM)	Represents methods used by organizations to control and manage telecommunications-related spend.
Turnkey	Results that are pre-built for immediate use by a user without requiring additional modifications; delivering a ready-made system or service with some configurations that produce turnkey operations for TEM controls.
Vendor	Any telecommunications service provider (i.e., A&T, Sprint, Verizon, etc.).
VoIP	Voice over Internet Protocol.
Wireless	Cellular telephones, smartphones or other wireless or mobile devices.

**3.0 REQUIREMENTS DESCRIPTION**

***Proposers are to indicate in its proposal compliance to each of the attributes identified. Clearly explain why it is unable to comply.***

- A. COUNTY requires a Telecommunications Expense Management (TEM) solution to replace its existing TEM system. Mandatory system requirements:
1. Solution shall be a fully configured turnkey solution that is either hosted by COUNTY or provided as managed services inclusive of design and implementation.
  2. Solution shall be configured to provide enterprise accessibility using role-based permissions without added license fees.
  3. Solution shall be configured to provide comprehensive turnkey reports and business analytics (custom, out-of-box, and configurable) needed by COUNTY and user communities for inventory and expense validations of equipment, lines in service, and all associated internal and external fees.
  4. Solution shall be configured to include automated bill payment through interfaces with the COUNTY Financial System (SAP).
  5. Solution shall be configured to include automated chargeback functionality and payment through interfaces with SAP.
  6. Solution shall be configured to include the automation needed for managing telecom spend through components including, but not restricted to:
    - a. Telecom inventory management (all telecom circuits and equipment)
    - b. Invoice and dispute management
    - c. Automated service provisioning and workflow management
    - d. Mobile and wireless expense and device management
    - e. Telecom usage management (all service providers)
    - f. Telecom contracts management (all service and ISP providers)
    - g. Supports Web-based tools and portals
    - h. Business analytics, dashboards, and reporting (turnkey and out of box)
    - i. Data warehousing, backup, and archival recommendations
  7. Software shall be non-proprietary
  8. Solution shall include all product programmatic upgrades, feature enhancements, and patch management.
  9. Patches shall be maintained on a current basis, tested and made available within an agreed upon time frame with COUNTY.
  10. Solution shall include all programmatic upgrades, enhancements, and patch management for service provider interfaces.
  11. Solution shall include multi-year maintenance and support contract inclusive of:
    - a. Incident reporting and escalation procedures.
    - b. Hours of operation for incident reporting and restoration of services.

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**SCOPE OF PROJECT**

12. Solution shall provide recommended disaster recovery including, but not restricted to:
  - a. Restoration methods
  - b. Prioritization
  - c. Level of restored services (e.g., full, partial restoration) for hardware, software, and/or managed services
  - d. Recovery point objectives (e.g., 10 hours or less)
  - e. Recovery time objectives (e.g., 2 business days)
  - f. Data recovery (e.g., full and/or partial recovery)
  - g. All associated costs
13. Solution shall include all licensing costs and model(s) proposed.
14. Solution shall include telecom contract and rate management functionality needed for managing spend and strategic planning.
15. Solution should be configurable to integrate with eBonding with participating service providers in Service-Now.
16. Through the life of the contract, the software will maintain compatibility with the latest operating system, including patches.

**B. Functional Requirements**

1. System Performance
  - a. Must provide batch processing capabilities needed to process invoice transactions, enable multiple records editing and update functionality for data or field specific modifications, etc.
  - b. Must provide role-based security.
  - c. Must provide browsing and navigation tools and functionality.
  - d. Must provide integration with Active Directory for authentication and/or management or provide alternative for user administration
  - e. Must provide capabilities that support configurable data validation routines within the application.
  - f. Must provide internal capability of processing all incoming data transactions regardless of the input method used, including, but not limited to: Edits, validations, interfaces, service provider APIs, and other validation methods used or required by COUNTY.
  - g. Must facilitate all manual and electronic submissions of telephone service vendors EDI invoice inputs.
  - h. Must facilitate invoice process lifecycle management.
  - i. Must facilitate paper and electronic invoice storage.
  - j. Must provide import capabilities to include XML, EDI, CD ROM, URL, FTP, Web downloads.
  - k. Must provide the ability to manually input hard copy invoice record transactions.
  - l. Must provide ability to modify all areas of COUNTY cost allocations on a global and/or individual record basis, and retain history of record change transactions on a pro-rated basis.
  - m. Must provide global change/update capability for any record field.
  - n. Must provide real-time data transactions and processing
  - o. Must retain historical records for a minimum of 5 years from date of record creation.
  - p. Must facilitate bill validation against contracted rates.
  - q. Must facilitate price audit capabilities and controls to ensure contract compliance
  - r. Must enable expansion of telecommunications service providers for future use
  - s. Must enable expansion of EDI billing for any newly added service provider's electronic billing.

**EXHIBIT 1**  
**SCOPE OF PROJECT**

2. Order/Service Provisioning Management

Service and equipment provisioning shall follow established COUNTY Finance/Budget approval workflows and IT guidelines for the procurement process. Information will be provided upon award.

- a. Service provisioning will be based upon County contracted and/or pre-defined rate structures.
- b. System must provide automated provisioning functionality with service providers from order origination to fulfillment and tracking of services established and disconnected.
- c. System shall provide approval management workflows for routing and obtaining County-defined approvals.
- d. System shall facilitate usage-based analyses for rate management and benchmarking activities.

3. Invoice Management

- a. System must provide business functionality to facilitate automated invoice loading and processing of all invoices through APIs from current service providers. Reference Annex E for a list of current service providers.
- b. System must provide the capability to add, modify, or delete service provider APIs.
- c. Must provide professional services required for configuration changes to existing APIs.
- d. Invoice payments, whether through vendor EDI or manual entry, must be processed through the TEM system interface to the COUNTY Financial System.

4. Reporting Engine

- a. The system reporting engine must provide capability of generating call accounting transactional data for all data elements included in the service provider's invoices in the designated formats as illustrated in the report samples provided in this document.
- b. Reporting engine must provide capability of generating and exporting customized and ad-hoc reports in XML, PDF, and CSV formats for use with Microsoft Excel as well as emails with attachments or other formats required by COUNTY.

5. Disaster Recovery

- a. PROPOSER shall provide disaster recovery plan, time line, and methodologies used for restoration of hardware, software, services, and historical data in the event of major outages and catastrophic events.
- b. Restoration methods shall be defined for both standalone software and/or managed services solution and encompass:
  - i. Prioritization planning, scheduling, support, and execution
  - ii. Recovery and/or failover requirements (COUNTY and PROPOSER)
  - iii. Level of restored services (e.g., full, partial restoration)
  - iv. Type of service/entity affected (e.g., hardware, software, and/or managed services)
  - v. Recovery point objectives –10 hours or less
  - vi. Recovery time objectives—2 business days, or less
  - vii. Time line for full data recovery (e.g., full and/or partial recovery)
  - viii. Staffing needed for recovery efforts
  - ix. Costs associated with recovery methods

6. Audit

System and/or managed services solution shall provide recommended audit tools, rules, techniques and best practices for controlling waste, fraud, and abuse, managing telecom spend, and to ensure data protection, risk management (current and future state); monitoring methods for potential waste, fraud, and abuse, and compliance; this should include, but is not restricted to, system security, patch management, data integrity, and contract compliance, to name some.

7. Inventory Management

Minimum requirements: System and/or managed services solution must provide users with inventory management tools to include, but is not restricted to:

- a. All voice and data circuit-level and equipment-level details (point-of-presence (POP) locations—all service providers).
- b. Wireless and wire line platform (all service providers).
- c. Circuit description and details (e.g., type, assignment, funding sources, allocations, cost savings, state (e.g., in service/not in service), etc.).
- d. Move, add, change, and disconnect activities (current and historic) on a pro-rated, real time basis.
- e. Inventory reconciliation.

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- f. Assignments by individual, facility, groups, etc.
- g. Inventory billing (e.g., internal fees/chargeback, and vendor billing).
- h. Process-driven user interfaces for lifecycle management.
- i. Integrations with verification and reconciliation of external billing.
- j. Reporting analytics for all levels of service, equipment, and costs for employees and management.

**8 Change Management**

Proposer will comply with established County IT Change Management Policy and Processes for approval of forward schedule of changes inclusive of:

- a. Ensuring all changes from COUNTY are logged and tracked in COUNTY service tool, Service-Now
- b. Conducting preliminary risk, cost, schedule, and scope analysis of change prior to change taking effect
- c. Obtaining clarification from change requestors on any open issue or concern
- d. Make documentation revisions/edits as necessary for all approved changes
- e. Participate on Change Advisory Board (CAB), if required
- f. Submit all change requests on COUNTY standard organizational change request forms
- g. Provide all applicable information and detail on change request forms
- h. Be prepared to address questions regarding any submitted change requests
- i. Provide feedback to COUNTY on impact of proposed changes
- j. Changes will be made in accordance with County maintenance window, which is Thursday, 04:00 AM, Pacific time

**9. Technical Requirements**

- a. Platforms used by COUNTY and currently supported by the manufacturer include:
  - i. Microsoft SQL Server
  - ii. Oracle 10.2.0.5
  - iii. AIX version 6.1 or greater
  - iv. Mainframe Z/OS1.13
  - v. Microsoft Windows 2008 R2 and 2012 for the Server OS
  - vi. Internet Explorer 9 or higher
  - vii. HTML 5 or higher
  - viii. Java and Flash are allowed
  - ix. For virtual servers, VMware 5.5 or higher
- b. Virtual server resources may not exceed 4 CPUs and 8 GB RAM. Solutions requiring more than the stated herein, require a physical server, wherein all hardware requirements and associated costs must be included in bidder's proposal.
- c. Proposed interfaces must integrate with SAP
- d. Proposed solution must use Internet Explorer 9 or higher
- e. PROPOSER shall provide minimum technical requirements for the proposed system and/or managed services inclusive of all hardware, software, and licensing broken down by components
- f. Prefer solution run on a virtual server
- g. Prefer solution run on platforms that are vendor/manufacturer-supported
- h. Prefer solution run on platforms supported by COUNTY
- i. An Oracle solution must be version 11g
- j. A SQL solution must be SQL 2008 or higher
- k. Solution must integrate with Cisco VoIP
- l. Solution must integrate with SAP
- m. Solution must integrate with Active Directory for authentication and/or management or provide alternate method of user administration

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**4.0 CONTRACT OBJECTIVES**

***Proposers are to explain on its proposal how it will comply with each of the attributes identified. Clearly explain why Proposer is unable to comply.***

The objectives are depicted below. The purchased solution shall be configured to best meet the needs of COUNTY. The PROPOSER shall provide a system and/or managed services that:

- A. Enables management of each organization's inventory and telecommunication expenses in a cost effective manner.
- B. Maintains current inventory of telecom assets and associated life cycle transactions in one cohesive system.
- C. Maintains telecom service provider contracts in one system for administration and validation of contracted rates, renewals, and compliance.
- D. Allows for enterprise accessibility to the system and/or services at the department level, using role-based permissions without added license fees.
- E. Reduces billing and cost allocation errors through automated controls and reporting.
- F. Allows for minimal turnaround time for new and disconnected services through automated order/service provisioning management.
- G. Monitors overall spend through business reporting analytics and dashboards (customized and out-of-box) for all County departments.
- H. Includes comprehensive billing reports of all service provider charges for validation and verification of all local and long distance voice, data, and wireless charges.
- I. Allows for automated tracking of all telephone usage (land line and wireless), rate plans, and costs from all telecommunications and ISP service providers.
- J. Manages costs and charges for telecommunications services, usage, and chargeback of internal fees through software integration with the COUNTY Financial System (SAP).
- K. Eliminates manual workarounds and external website use; facilitates automated workflows, and provides the operational processes and procedural documentation needed for a centrally managed operation.

**5.0 BUSINESS AND TECHNICAL ENVIRONMENTS**

***This section is provided for informational purposes and affords Proposers an overview of the County environment***

- A. Business Environment
  - 1. County hours are Monday through Friday, 6:00 AM to 6:00 PM, Pacific Time.
  - 2. The PROPOSER is expected to be available to work with COUNTY in accordance with COUNTY's hours of operation.
  - 3. Overtime is not permitted unless mutually agreed upon, in writing, by both COUNTY and the PROPOSER.
  - 4. Requirements for any on-call services and associated fees shall be clearly described in the Bidder's Proposal.
  - 5. The COUNTY will provide project briefs monthly to the Telecommunications Expense Management Executive Steering Committee for identifying project status and/or recommended actions, where applicable.
  - 6. Performance will be measured through open communications, project reporting, issue tracking, deliverable and milestone completions, and compliance with COUNTY requirements.
- B. Place of Performance
  - 1. The PROPOSER may perform a majority of the work at its own facility. While on site, COUNTY will provide the PROPOSER with one cubicle and a desk telephone at 500 S. Grand Central Parkway, Las Vegas, NV 89155.
  - 2. Computing equipment will not be supplied. However, the PROPOSER staff may use COUNTY's wireless network to assist in completing deliverables in a more expedient manner.
- C. Overview of COUNTY Structure
  - 1. County Support Staff comprises:
    - a. 1 Application Administrator, responsible for application oversight and facilitating changes.
    - b. 1 Database Administrator and 1 Programmer Analyst perform all modifications and patch management to County Infrastructure systems.
    - c. 3 full time Administrative staff provides support for service provisioning, invoice payments, and inventory management activities on behalf of the represented County organizations.
    - d. The majority of assigned staff is co-located in one building with one staff member located in a location nearby.

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- e. Each department is represented by a department-appointed Liaison. Liaisons are responsible for the review, validation, and monitoring of their respective organizations' inventory and telecom charges, with some providing input into budgetary and strategic planning on behalf of their organization.
  2. COUNTY representatives comprise senior management, directors, and managers representing over forty departments and divisions within COUNTY. The majority of these COUNTY representatives are co-located one building, with some in close proximity across the Las Vegas Valley.
- D. Technical Environment
1. Technology supported by COUNTY
    - a. Microsoft SQL Server 2008
    - b. Oracle 11g
    - c. AIX version 7.1
    - d. Mainframe Z/OS1.13
    - e. Virtualized systems
    - f. Microsoft Windows 2008 R2 and 2012 Server OS
  2. Existing system runs on Oracle 10G, AIX 5.3; technology 12, service pack 2

### **6.0 PROJECT SCOPE OF WORK**

***Proposers shall describe in its proposal, how each requirement will be accomplished. Clearly explain why you are unable to comply.***

The Scope of Work (SOW) for shall incorporate all planning, designs, configuration, execution, testing, training, and deployment activities needed to complete the work for a turnkey operation.

The scope shall include all functional, technical, non-technical, and operational requirements; interface designs, test plans, staffing plans, an implementation plan, and customized turnkey reports. Scope shall also incorporate license types and fees, plans for ongoing services where managed services are proposed, and include multi-year maintenance plans, costs, and escalation methods for the product and/or managed services implemented.

At the conclusion of this project, PROPOSER shall deliver to COUNTY a fully functional and deployed TEM software system and/or managed services solution for use by COUNTY and its user community. Refer to section 13 for milestones.

#### A. General Requirements:

1. PROPOSER shall submit a detailed project management plan including, but not restricted to, how the project will be approached, business continuity planning, and disaster recovery planning.
2. Subtasks not specified in the SOW shall be identified in the project plan and include associated costs by project task, milestones, and deliverable dates.
3. All written deliverables must be phrased in terms and language easily understood by non-technical personnel (e.g., laypersons without subject matter expertise) unless the deliverable is mutually agreed upon as being a technical document.
4. All customized reports and interface designs shall require COUNTY approval.
5. All designs for customized reports and interfaces shall include mockups, file layouts, workflow diagrams, and operations to produce turnkey results.
6. Software must be non-proprietary.
7. All tools used by the PROPOSER for this project that also need to be used by the COUNTY shall be approved by COUNTY.
8. All document deliverables must be in formats (hard copy and electronic) specified by COUNTY. At a minimum, formats must be in industry-accepted standards such as Microsoft Word, Microsoft PowerPoint, Microsoft Project, and Microsoft Visio.
9. All deliverables shall adhere to COUNTY Policies, Procedures, Standards, and Security Directives.
10. For deliverables where IT Department templates exist, the PROPOSER will use the IT Department's template, unless otherwise instructed by the COUNTY Project Manager.
11. PROPOSER shall provide and coordinate orientation of its key project personnel with the COUNTY Project Team.
12. PROPOSER is responsible for ensuring its staff has the level of training and expertise needed to fulfill its contract obligations.

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**B. Minimum Requirements:**

1. The design, configuration, programming, and implementation of a fully functional turnkey TEM solution provided through standalone commercial off-the-shelf (COTS) software and/or managed services that integrates with COUNTY's Network and Infrastructure environments, SAP, and Service-Now.
2. Turnkey solution shall include automation to provide:
  - a. Inventory management tools for managing all telecommunications-related equipment and services at the department and cost center levels.
  - b. Systems integration with the COUNTY Financial System (SAP) for bill payment, cost allocation, and chargeback models.
  - c. Automation to generate consolidated monthly TEM reports at the enterprise and cost center levels.
    - i. Consolidated monthly charges
    - ii. Year-to-date cost summary (by service provider)
    - iii. Cost center summary charges
    - iv. Reporting by type of service
    - v. Reporting by individual service point (e.g., telephone number)
  - d. Automation to generate consolidated call management reports at the enterprise and cost center levels including, but not restricted to:
    - i. Consolidated call management (fixed, inbound, mobile)
    - ii. Fixed-to-mobile management reporting
    - iii. Policy management reporting, based on agreed upon exceptions
    - iv. Usage monitoring reports
  - e. Automation to generate monthly and ad-hoc inventory management reports at the enterprise and cost center levels including, but not restricted to:
    - i. Recurring and advanced billing charges summary reporting
    - ii. One-time charges and adjustments reporting
    - iii. New services (service provisioning) reports
    - iv. Discontinued services reporting
    - v. Discrepancy reporting
    - vi. Order reconciliation
  - f. Automation to generate monthly and ad-hoc contracts management reports at the enterprise and cost center levels including, but not restricted to:
    - i. New contracts
    - ii. Modified contracts
    - iii. Advance renewal notification reporting
    - iv. Advance notification of expiring contracts
    - v. Rate plan discrepancy notification reporting
    - vi. Reconciliation reporting
    - vii. Compliance
3. Custom-developed turnkey TEM reports shall provide all users with assigned permissions the ability to generate monthly and ad-hoc reports at the enterprise and cost center level for the following:
  - a. Consolidated monthly charges
  - b. Year-to-date cost summary report (by service provider)
  - c. Consolidated cost allocation summary reports
  - d. Reports shall encompass inventory of devices and lines in service (wired and wireless), all associated charges from all service providers (local, long distance, wireless, voice and data) and internal COUNTY chargeback fees. Reports shall comprise information on a summary level for high level review, and detail-level information for users and managers to validate their inventory, monthly costs, usage, and allocations to reinforce usage policies.

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4. Automation shall facilitate inventory device life cycle management transaction (e.g., move, add, change, and disconnect) tracking, bill payment, dispute management and resolution, and supplier and contract rate management.
  5. Automation shall facilitate service provisioning.
  6. Automated shall be include chargeback functionality for applying internal fees for all lines and circuits in service inclusive of all service providers currently in use.
  7. Include programming and documentation to support system administration and operations for proposed system and/or managed services offered.
  8. Include Administrator and User training.
  9. Provide training materials inclusive of content and design needed to implement, manage, and administer the system and/or managed services.
  10. Provide deployment of the approved solution inclusive of:
    - a. Inventory load of existing inventory assets, historical data, and data mapping (e.g., circuit-to-circuit, circuit-to-equipment, etc.).
  11. Deliver multi-year maintenance of proposed product and/or managed services.
  12. Document investment required of COUNTY in terms of staff, percent (%) of time personnel are required, and tools needed for the proposed solution.
  13. Detail ongoing support requirements through service level agreements, managed services, etc.
- C. Include integrated/interface development for automated bill payment through COUNTY Financial System (SAP) and automated chargeback of internal fees.
- D. Include integration/interface development for automated processing of service provider invoices through EDI or hard copy invoicing.
- E. Integration with Active Directory is preferred, but at a minimum, should include some form of user administration.
- F. Scope of Activities shall include:

1. Planning

Planning activities shall build the foundation for establishing a mutually understood set of expectations by COUNTY and the selected PROPOSER for measuring and monitoring progress. Planning shall include all work activities that must be completed to deliver the turnkey end product, its features, functionality, interfaces, customized reports, and/or managed services.

This task shall include development of regularly scheduled meetings, checkpoint sessions, and updated documentation required for the duration of the project.

a. Solution Approach

PROPOSER shall document its approach (standalone system and/or managed services) in cooperation with COUNTY, and determine any additional business needs of COUNTY through information exchanges between PROPOSER's team and COUNTY. This task shall include checkpoint sessions and documentation as noted. [Dates to be determined]

i. Activities include, but are not restricted to:

1. Technical analysis with associated recommendations.
2. Developing a staffing plan inclusive of role requirements and staffing needed of both COUNTY and PROPOSER; skill sets needed for each role type, and estimated duration personnel are required.
3. Developing designs and mockups, which may be iterative for automated functions, interfaces, and for customized reports.
4. Configuration of each interface and required reports.
5. Inventory load of existing inventory assets, historical data, and data mapping (e.g., circuit-to-circuit, circuit-to-equipment).
6. Full integration testing.
7. Deliver Administration and User training and the associated documentation for the management and administration of the turnkey operation (Training plan required).
8. Implementation (Implementation plan required).

ii. Requirements Specification Analysis

1. PROPOSER shall provide a software requirements specification document (SRS) that comprises the complete description of the behavior of the proposed software and/or managed services solution. Analyses shall confirm all functional, non-functional, technical, and operational requirements; interface requirements; data conversion

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requirements; hardware and software requirements, security requirements, resource planning (COUNTY and PROPOSER), and other activities or analyses needed to complete the process. Refer to Annex B, Software Requirements Specifications (SRS) Sample. This task shall include checkpoint sessions and documentation as stated. [Date to be determined]

2. Execution

Project execution phase shall carry out activities delineated in the planning period and shall incorporate the software development lifecycle processes needed to design, build, test, implement and deploy the turnkey system and/or managed services solution.

Project meetings and checkpoint sessions will be mutually agreed upon, but at a minimum, will be weekly unless deemed otherwise.

a. Design/Build

PROPOSER shall provide solution/software design components, development methods, concepts, considerations; modeling language, design patterns, and usage. This activity shall include all specialized features, programming, interfaces, and customized TEM report designs, set up, and implementation plan development, and mockups to demonstrate the production environment. (See Annex C, Solution Design Document Sample).

This task shall include checkpoint sessions and required designs, interfaces, reports, production environment documentation, and approvals as noted.

b. Integration and Testing

- i. Testing is considered a shared technical and functional responsibility and shall be carried out by the PROPOSER and COUNTY, respectively.
- ii. PROPOSER shall create a detailed test plan strategy in conjunction with COUNTY Project team members that will guide this effort.
- iii. Teams shall test the solution/application functionalities in development, test, and production environments as it relates to the respective team's organization and related activities. Full integration testing is required.
- iv. PROPOSER is required to provide full demonstration of each customized report to validate the functionality meets COUNTY requirements.
- v. PROPOSER shall provide test plans for the product and/or services proposed. This task shall include, but is not restricted to:
  1. Testing strategy
  2. Test methods
  3. Scope of testing
  4. Levels of testing (unit, integration, system UAT)
  5. Automated testing
  6. Defect tracking
  7. Schedules
  8. Resources required (COUNTY and PROPOSER)

This activity shall include checkpoint sessions and documentation, as stated.

c. Training

COUNTY requires Administration and User training and the associated documentation for the management of the turnkey operation. A sample training plan is included in Annex F of this document.

- i. PROPOSER shall provide a training plan complete with all technical and User training for management of the turkey operation. Refer to section 13 for specific deliverables.
- ii. PROPOSER shall deliver all technical and non-technical training needed for the management and operation of the proposed TEM solution. Training shall be delivered at COUNTY facilities through Instructor-led training and/or through Web-based training mechanisms.

d. Implementation

- i. Written acceptance authorizing the move to a production environment requires Sponsor approval.
- ii. PROPOSER shall provide a detailed implementation plan that encompasses all facets of the implementation including but not restricted to:
  1. How the solution will be deployed

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2. Integration/interface methods that will be used
  3. Transitioning the product into an operational state (e.g., production readiness)
  4. Tasks involved for the implementation and data migration
  5. Resources needed to support the project and ongoing support (i.e., COUNTY and/or PROPOSER staff), facilities, hardware, software, materials, associated documentation, etc.
  6. Identify any site-specific requirements
  7. Schedule and milestones
  8. Contingency and back out plans
  9. Communication plan
  10. Technical training plan
  11. Issue tracking
- iii. The implementation plan will be a working document that is reviewed and updated for the duration of the project.
  - iv. This task shall include checkpoint sessions, required documentation and approvals as stated.
- e. Deployment
- i. PROPOSER shall ensure all preliminary work is complete and validate steady-state operations pursuant to approved designs and configurations prior to deploying the solution to the production environment. Activities include, but are not restricted to: functional and technical designs; interfaces, set up of the production environment, data migration; user acceptance testing, and the deployment methods and mechanisms that will be used to deploy a fully functional, turnkey operation.
  - ii. This activity shall include checkpoint sessions and documentation as stated by COUNTY in this RFP and/or as negotiated.
  - iii. PROPOSER shall provide a detailed deployment plan in coordination with COUNTY including, but not restricted to: a release plan, production readiness communication plan, issue tracking, contingency plan; resources required (i.e., staff, facilities, hardware, software, associated documentation, etc.); scheduled Go Live date, installation procedures, and transitioning support.
- f. Project Review and Closure
- i. Project closure activities will comprise a post implementation review of project objectives, deliverables, test report results, and lessons learned.
  - ii. Review steady-state transitioning to ensure operational effectiveness to include, but is not restricted to:
    1. Product functionality inclusive of all interfaces (internal, external, communications)
    2. User acceptance
    3. System performance
    4. System attributes (reliability, availability, security, and maintainability)
  - iii. Review of all open issues that must be resolved prior to project closure unless specifically stated otherwise by COUNTY.
  - iv. All system defects and major service-affecting issues created during the course of the project shall be resolved prior to project closure. Resolutions that require completion after the project closure date shall be submitted in writing to the COUNTY.
  - v. Exceptions shall be submitted in writing a minimum of thirty (30) days prior to the project closure date.
  - vi. Exception criteria:
    1. The issue must be minor and be considered a low risk and low impact to the operation.
    2. Minor issue is resolved within two (2) weeks following project closure date.
    3. Minor issue is transparent to the user community.
    4. Minor issue does not impact:
      - COUNTY financial data, systems, and/or interfaces or APIs
      - Billing transactions
      - Customized reporting

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- vii. Any major issue and/or product or service-affecting defects are not considered eligible for an exception. The project will remain open until the issue is resolved to the satisfaction of COUNTY.
- viii. COUNTY will not incur additional costs from the PROPOSER for any issue, minor or major, that results in an exception or causes delays in the project closure unless the delay was caused by a business change in COUNTY.
- ix. COUNTY will audit invoice payments, disputes, and/or pending resolutions to ensure satisfactory completion before final payment is made.
- x. Final payment will not be made until all open items and/or issues have been resolved to the satisfaction of COUNTY.

### **7.0 APPROACH AND METHODOLOGY**

***Proposers will describe how its approach and methodology will be accomplished. Clearly explain why you are unable to comply.***

- A. PROPOSER shall define its approach and methodology for delivering a turnkey system and/or managed services operation. Refer section 6.0, Design/Build, for minimum requirements.
- B. PROPOSER shall develop its approach in cooperation with COUNTY Project Teams and determine any additional business needs of COUNTY through information exchanges between PROPOSER's team and COUNTY, respectively.
- C. PROPOSER shall provide customized telephone billing and cost allocation reports that meet COUNTY needs. Reports shall be turnkey and constructed such that non-technical staff may retrieve and disseminate the reports to any County employee. Reference Annex A for report samples. This is a mandatory requirement to fulfill this contract. Any system or services that cannot meet this requirement will not be considered.

### **8.0 PERFORMANCE STANDARDS AND QUALITY ASSURANCE**

***Proposer will explain how it will comply with County performance and quality assurance standards described in this section. Clearly explain why you are unable to comply.***

- A. At the completion of the contract, PROPOSER shall deliver a fully functional, turnkey system and/or managed services solution. In addition to the physical completion of the Deliverables in section 13 and within the Project Scope of Work (section 6.0), this section identifies performance standards, quality assurance, and the level of performance expected of the PROPOSER.

Failure on the part of the PROPOSER to complete any required Deliverables (as defined in section 13) will result in the withholding of payment and/or determination of breach of contract and/or default on the part of the PROPOSER.

#### 1. Baseline Service Expectations

- a. System analyses, business requirements, and software requirements specifications provide concise representation of the desired solution inclusive of product and design components, and specific outputs of the turnkey solution.
- b. System and/or managed service designs detail the desired features, functions, system attributes, and operations inclusive of screen layouts, business rules, process diagrams, "To Be" state and, associated documentation.
- c. Development activities comprise all coding, code reviews, and modifications to achieve project objectives.
- d. Integration and testing comprises creation of the specialized test and development environments, error/bug checking, specialized processing, and interoperability with SAP and external service provider APIs.
- e. The baseline for establishing customized turnkey reports shall be based upon design approvals and evaluated through PROPOSER's demonstration of each report during the testing phase.
- f. Training encompasses the level and depth of coverage required for systems and/or managed services management, operation and maintenance, and delivery of training appropriate for the intended audience.
- g. Acceptance, installation, and deployment shall be comprised of an installed and deployed production-ready system and/or managed services TEM operation.
- h. Work will be completed in accordance with section 13, approved designs, and in accordance with approved plans and designs to deliver all functional, non-functional, and management and operations of the system and/or managed solution.
- i. Work products and stated deliverables documentation will be produced in a published form and in the formats requested on or before the required due dates. Draft documentation is not considered "published" form.

#### 2. Penalties

- a. PROPOSER's failure to complete any required deliverable defined in Section 13 may result in the delay of payment for the deliverable and/or determination of a breach of contract or both.
- b. PROPOSER's failure to provide turnkey customized reports that meet COUNTY requirements will be considered a breach of contract and may result in cancellation of the contract as determined by the Sponsor.

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- c. Where customized reports are not produced as turnkey, PROPOSER shall have two (2) weeks to correct any and all report issues and defects without causing project delays or adding costs to the contract. Progress will be reported as often as needed and during weekly meetings until resolved.
- d. Exceptions may be granted through COUNTY approval and only if:
  - i. Request is for an extension of time—not to exceed thirty (30) days, excluding any previously stated exception periods
  - ii. Exception is due to COUNTY
  - iii. Exception is due to a business change made by COUNTY
  - iv. Exception is due to circumstances beyond the PROPOSER's control
    1. Requests for an exception will be granted on a case-by-case basis; apply as a one-time occurrence, and will not be construed as setting precedence. Requests will be submitted in writing and provide, at a minimum, the following:
      - a. Explanation of the business rationale used to substantiate the request
      - b. Documentation to support the request, where applicable
      - c. Project impact
      - d. Resource impact
      - e. Risk analysis
      - f. Expected results

### **9.0 REPORTING AND COMMUNICATIONS**

***Following are samples of the reporting and communication requirements and estimated timeline. Proposers are to indicate on its proposal its compliance to each of the attributes identified. Clearly identify any changes.***

- A. The reporting and communications contained in the section below describes PROPOSER obligations for maintaining contact with the COUNTY during the resulting contract, and identifies specific reports or other updates needed to ensure forward moving progress for the duration of the project. PROPOSER shall provide all required reporting documentation and communications as described within this document and in the required formats.
  1. Status Reports
    - a. Content: Reports shall encompass updates describing activities performed during the reporting period; identify significant accomplishments, milestones, deliverable statuses, and identify issues encountered, and the resolution thereof.
    - b. Form: Microsoft Word, unless otherwise requested
    - c. Frequency: Weekly, unless otherwise requested
    - d. Method: One (1) electronic copy
    - e. Due Date: 1 day prior to weekly project meetings (dates to be determined)
  2. Project Status Report
    - a. Content: Report shall encompass a rollup of project statuses describing activities performed during the reporting period; identify significant accomplishments, milestones, deliverable statuses, and identify outstanding issues, risks, and the resolution thereof.
    - b. Form: Microsoft Word, unless otherwise requested
    - c. Frequency: Monthly, unless otherwise requested
    - d. Method: One (1) electronic copy
    - e. Due Date: 4<sup>th</sup> Monday of each month
  3. Issue Log
    - a. Content: Issue log shall identify all issues, risks, and project/financial impacts to the project and/or timelines; detail the dates opened, type, status, priority, description, outcomes, resolution dates, and any other pertinent data that would affect successful project completion.
    - b. Form: Microsoft Word, unless otherwise requested
    - c. Frequency: Weekly, unless otherwise requested
    - d. Method: One (1) electronic copy

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- e. Due Date: 1 day prior to weekly project meetings (dates to be determined)
- 4. Kickoff Meeting
  - a. Content: Introduce the project team and the project. Review project objectives and management approach; agenda and meeting minutes will be included.
  - b. Form: Agenda and meeting minutes will be in Microsoft Word
  - c. Frequency: Once
  - d. Method: In person
  - e. Due Date: To be determined, but not to exceed 2 weeks following contract execution
  - f. Duration: Minimum one hour, based upon needs of the teams
- 5. Project Team Meetings
  - a. All project team meetings will be held at COUNTY facilities in Las Vegas, Nevada and attended by PROPOSER staff either by teleconference and/or in person at the PROPOSER's expense (day and time to be determined).
  - b. Content: Review project status, issues, and deliverables with teams
  - c. Form: Agenda and meeting minutes will be documented in Microsoft Word
  - d. Frequency: Weekly, unless otherwise requested
  - e. Method: In person and/or teleconference
  - f. Due Date: Recurring for the duration of the project.
- 6. Technical Design Meetings
  - a. Content: Discuss and develop technical design solutions, interfaces, and customized reporting for the project. All design documents require COUNTY Sponsor approval
  - b. Form: Technical design documents will include Microsoft Office 2007 products (i.e., Visio, Excel, and Word, etc.) needed to document functionalities. Agenda and meeting minutes will be documented in Microsoft Word.
  - c. Frequency: As often as needed
  - d. Method: In person and/or teleconference
  - e. Due Date: Recurring for the duration of the project

**10.0 PROPOSER Responsibilities**

***Proposer will clearly explain why its firm is unable to comply with any of the following responsibilities.***

- A. In addition to the terms and conditions of the contract, additional PROPOSER responsibilities related to coordination and management of the work under this contract are provided below.
  - 1. PROPOSER shall assign one (1) individual who will serve as its firm's Project Manager for the duration of this contract. The Project Manager's responsibilities include managing the performance of all PROPOSER's employees and subcontractor staff, if used, for work carried out on the Project.
    - a. Project plan will include all development and execution activities
    - b. Monitoring project activities and tracking these activities against the approved plan
    - c. Review progress, contractual obligations, and report project statuses with the COUNTY
    - d. Manage deliverables and artifact reporting pursuant to contract agreement
    - e. Maintain active communications with the COUNTY
    - f. Develop project schedules, tasks, assign resources, and make adjustments necessary to maintain scheduled time lines
    - g. Prepare weekly reports for delivery to COUNTY (Dates to be determined)
    - h. Conduct presentations to Stakeholders, where requested
    - i. Participate in scheduled meetings
    - j. Responsible for coordination of work activities with COUNTY
    - k. Responsible for own travel arrangements
  - 2. Tools and Equipment
    - a. PROPOSER shall provide its own special tools and equipment needed to complete the project.

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- b. PROPOSER shall provide its own computer, software, test databases, hardware, etc. to complete the project.
- c. Deliver product training and documentation (electronic and/or hard copy) on the administration and use of the system and/or managed services inclusive of:
  - i. System Administration
  - ii. System use
  - iii. Business analytics and reporting
  - iv. Format: Microsoft Word, and/or web-based training where mutually agreed upon.

**11.0 WORK LOCATION AND TRAVEL**

***Enter all costs into Exhibit 2. Proposers will detail the number of anticipated trips; provide all associated costs for each trip, identify expected outcomes, and provide benefit to County versus other methods of delivery. Clearly explain why you are unable to comply.***

- A. PROPOSER's work may take place at any of the following locations:
  - 1. 500 S. Grand Central Parkway (Government Center), Las Vegas, NV
  - 2. 1670 Pinto Lane (Pinto Campus), Las Vegas, NV
  - 3. PROPOSER's own location
- B. Travel to locations other than the two COUNTY facilities named above is not anticipated.
- C. If travel and lodging is expected, government per diem rates shall apply. Bidders are required to list the number of trips and expected benefits the COUNTY may gain through each planned occurrence.
- D. Additional funding for travel will not be added after contract award.

**12.0 LANGUAGE OF WORK**

***For informational purposes only. To be discussed with selected proposer.***

- A. All written and oral forms of communication and documentation shall be provided in English.
- B. Where software-as-a-service is offered, secondary languages that may be helpful include Spanish as a second language.

**13.0 DELIVERABLES**

***For informational purposes only. To be discussed with selected proposer.***

- A. This section of the document will identify administrative and technical deliverables. PROPOSER shall provide project management, functional, and technical staff needed to complete work on the project; assist with the deployment of the proposed system and/or managed services solution, and assist COUNTY where the solution is a COUNTY hosted application.
  - 1. Deliverable Name: Detailed Project Plan

This document will be a working document and the primary tool for project teams in executing and managing the execution of the project once planning activities have been clearly defined and agreed upon by team members. Project Plan will be updated and submitted as stated.

    - a. Content: Detailed project work plan needed to meet the objectives and complete work on the project. Plan shall include all tasks, deliverables, schedules, milestones, resource assignments inclusive of percent of time allocated to work on the project (COUNTY and PROPOSER), and other pertinent information needed to complete this deliverable.
    - b. Form: Microsoft Project
    - c. Method: One (1) hard copy and 1 electronic copy
    - d. Due Date: Kickoff meeting (date to be determined)
  - 2. Deliverable Name: Certification of Completed Background Investigations
    - a. Content: Certification that background investigations have been completed and without issues for all personnel assigned to work on the project as well as ongoing support staff
    - b. Form: Statement on PROPOSER's letterhead in Microsoft Word
    - c. Method: One (1) hard copy and 1 electronic copy
    - d. Due Date: Eight (8) weeks following contract execution

## EXHIBIT 1

### SCOPE OF PROJECT

#### 3. Deliverable Name: Solution Approach Document

- a. Content: PROPOSER shall develop its approach in cooperation with COUNTY, and where needed, and determine any additional business needs of COUNTY through information exchanges between PROPOSER's team and COUNTY. Activities include, but are not restricted to:
  - i. Technical analysis with associated recommendations
  - ii. Staffing plan inclusive of role requirements and staffing needed of both COUNTY and PROPOSER; skill sets needed for each role type, and estimated duration
  - iii. Designs and mockups, which may be iterative for automated functions, interfaces, and customized reports
  - iv. Configuration of each interface and required reports
  - v. Testing (test plans required)
  - vi. Training needs (materials and documentation required)
  - vii. Implementation (refer to deliverable number 7, below)
- b. Form: Microsoft Word 2007, Microsoft Visio, and/or Microsoft Project. Documents will contain all technical analyses, workflow diagrams, and roles and responsibility matrices needed to sufficiently describe all work to be performed.
- c. Method: 1 hard copy and 1 electronic copy
- d. Due Date: Three (3) weeks following contract execution

#### 4. Deliverable Name: Solution Design Document

PROPOSER shall provide a solution design package inclusive of solution/software design components, development methods, concepts, considerations; modeling language, design patterns, and usage. This task shall include agreed upon checkpoint sessions and documentation as stated (dates to be determined)

- a. Content: Solution/software design components, development methods, concepts, considerations; modeling language, design patterns, usage, and all specialized features, programming, interfaces, customized TEM report designs, set up, and implementation plan development.
- b. Form: Microsoft Word , unless otherwise requested
- c. Method: One (1) hard copy and 1 electronic copy
- d. Due Date: Ten (10) weeks following contract execution (date to be determined)

#### 5. Deliverable Name: Software Requirements Specification Document

PROPOSER shall provide a software requirements specification package inclusive of a complete description of the behavior of the proposed software and/or managed services solution ascertained in the requirements specification analysis. This task shall include checkpoint sessions and documentation as stated (dates to be determined)

- a. Content: Software Requirements Specification document (SRS) shall detail all functional, non-functional, technical, and operational requirements; interface requirements; data conversion requirements; hardware and software requirements, security requirements (e.g., account, group, user/role), resource planning (COUNTY and PROPOSER), and other activities or analyses required for a turnkey solution.
- b. Form: Microsoft Word, unless otherwise requested
- c. Method: One (1) hard copy and 1 electronic copy
- d. Due Date: Thirteen (13) weeks following contract execution (date to be determined)

#### 6. Deliverable Name: Implementation Plan

PROPOSER shall include all necessary hardware, software, data migration, documentation, training, and required processes or organizational changes required for the implementation. If the proposed solution will be implemented incrementally, contract shall provide a detailed schedule for each build/release plan. The Implementation Plan will be a working document and the primary tool for project teams in executing and managing the implementation. Once planning activities have been clearly defined and agreed upon by team members, this document will be updated and submitted as required. This task shall include checkpoint sessions and required documentation. Minimum requirements include, but are not restricted to the following:

- i. How the solution will be deployed
- ii. Roles and Responsibility Matrix
- iii. Integration methods that will be used
- iv. Transitioning the product into an operational state (e.g., production readiness)
- v. Detailed list of tasks involved for the implementation

## EXHIBIT 1

### SCOPE OF PROJECT

- vi. Resources needed to support the project during implementation as well as ongoing support (i.e., COUNTY and/or PROPOSER staff), facilities, hardware, software, materials, associated documentation, etc.
- vii. Identify any site-specific requirements
- viii. Implementation schedule, inclusive of the activities that must be performed before the actual deployment and activities that are specifically related to the deployment itself.
- ix. Contingency and back out plans
- x. Communication plan
- xi. Training plan
- xii. Issue tracking

- a. Content: Implementation plan to include planning, staffing, schedule, installation, coordination with interfacing systems, documentation preparation and turnover, operational readiness, product documentation and materials, method of delivery, and Go Live strategy
- b. Form: Microsoft Word
- c. Method: One (1) hard copy and 1 electronic copy
- d. Due Date: Fifteen (15) weeks following contract execution (date to be determined)

#### 7. Deliverable Name: Test Plan

PROPOSER shall create a detailed test plan in conjunction with COUNTY that will guide this effort. Teams shall test the solution/application functionalities in DEV, Test, and production environments as it relates to the respective team's organization and related activities. Full integration testing is required. Documents shall be updated to capture changes that may be necessary to achieve successful test results. Updated documents will be provided as changes are made and/or delivered at or before weekly checkpoint sessions. This task shall include checkpoint sessions (dates to be determined), and documentation updates as stated. PROPOSER shall provide test plans for the product and/or services proposed. This task shall include, but is not restricted to:

- i. Testing strategy
- ii. Test methods
- iii. Scope of testing
- iv. Levels of testing (unit, integration, regression, system UAT)
- v. Automated testing
- vi. Defect tracking
- vii. Schedules
- viii. Resources required (COUNTY and PROPOSER)

- a. Content: Test plans detailing the approach, test coverage, test methods, and test responsibilities as well as test cases, scripts, steps, pass/fail criteria, descriptions, acceptance tests, etc.
- b. Form: Microsoft Word, Microsoft Excel, or other applicable software required to develop the plan
- c. Method: One (1) hard copy and 1 electronic copy
- d. Due Date: 15 weeks following contract execution (date to be determined)

#### 8. Deliverable Name: Training Plan

PROPOSER shall include all training requirements for Administrator and User training inclusive of course curriculum, product documentation and materials, method of delivery, and training schedules. Training materials include content and design needed to implement, manage, and administer the system and/or managed services. The training plan will be a working document and the primary tool for project teams in executing and managing the implementation. Once planning activities have been clearly defined and agreed upon by team members, this document will be updated and submitted as required.

- a. Content: Training plan to include content and design inclusive course curriculum, product documentation and materials, method of delivery, and schedule
- b. Form: Microsoft Word and/or web-based training, where proposed
- c. Method: One (1) hard copy and 1 electronic copy for administrator and user training venues
- d. Due Date: 15 weeks following contract execution (date to be determined)

## EXHIBIT 1

### SCOPE OF PROJECT

9. Deliverable Name: SAP Interface Design

- a. Content: Interface document shall include all inputs, outputs, flow diagrams, and descriptive narrative defining the operations and interactions of other systems required to process bill payments through the proposed system and/or solution and SAP
- b. Form: Microsoft Word, Microsoft Visio, or agreed upon format, if different
- c. Method: One (1) hard copy and 1 electronic copy
- d. Due Date: Fifteen (15) weeks following contract execution (date to be determined).

10. Deliverable Name: Cost Allocation Report

Turnkey report shall encompass a consolidation of all service provider charges and internal fees pursuant to the minimum requirements contained in Annex A of this document. PROPOSER is required to provide a live demonstration of the turnkey report function inclusive of exporting the report and electronic delivery to any county employee or department.

- a. Content: Report shall include all minimum requirements, inputs, outputs, flow diagrams, and descriptive narrative defining the operations and interactions of other systems required to produce the turnkey report through the proposed system and/or managed services solution. A complete set of instructions for both user and system administration of the customized report will be included in the documentation manuals.
- b. Form: Microsoft Word, Visio, Excel, or agreed upon format, if different
- c. Method: One (1) hard copy and 1 electronic copy for each document type
- d. Due Date: Eighteen (18) weeks following contract execution (date to be determined)

11. Deliverable Name: Line Item Detail Report

Turnkey report shall include all minimum requirements pursuant to Annex A of this document. Report shall include line item details for all circuit types (e.g., landline, wireless, data, voice, etc.), inclusive of feature codes and descriptions, rates, usage, and associated charges by service provider's invoice date.

*PROPOSER is required to provide a live demonstration of the turnkey report function inclusive of exporting the report and electronic delivery to any county employee or department.*

- a. Content: Report shall include all sources of input, output, flow diagrams, and descriptive narrative defining the operations and interactions with other systems required to produce a turnkey report through the proposed system and/or managed services solution. A complete set of instructions for both user and system administration of the customized report will be included in the documentation manuals.
- b. Form: Microsoft Word, Visio, Excel, or agreed upon format, if different
- c. Method: One (1) hard copy and 1 electronic copy for each document type
- d. Due Date: Eighteen (18) weeks following contract execution (date to be determined)

12. Deliverable Name: Call Detail Report

Turnkey report shall include all minimum requirements pursuant to Annex A of this document. Report shall display a holistic view of call detail records (CDR) by telephone lines in service (voice, data, wireline, and wireless) from all service provider invoices; provide detailed view of call records, and facilitates the identification of potential areas of waste, fraud, and abuse.

*PROPOSER is required to provide a live demonstration of the turnkey report function inclusive of exporting the report and electronic delivery to any county employee or department.*

- a. Content: Report shall include all sources of input, output, flow diagrams, and descriptive narrative defining the operations and interactions with other systems required to produce a turnkey report through the proposed system and/or managed services solution. A complete set of instructions for both user and system administration of the customized report will be included in the documentation manuals.
- b. Form: Microsoft Word, Visio, Excel, or agreed upon format, if different
- c. Method: One (1) hard copy and 1 electronic copy for each document type
- d. Due Date: Eighteen (18) weeks following contract execution (date to be determined)

13. Deliverable Name: Billing Summary Report

Turnkey report shall encompass consolidated charges from all service providers and internal fees pursuant to the minimum requirements contained in Annex A of this document.

*PROPOSER is required to provide a live demonstration of the turnkey report function inclusive of exporting the report and electronic delivery to any county employee or department.*

- a. Content: Report shall include all minimum requirements, inputs, outputs, flow diagrams, and descriptive narrative defining the operations and interactions of other systems required to produce the turnkey report through the proposed system

## EXHIBIT 1

### SCOPE OF PROJECT

and/or managed services solution. A complete set of instructions for both user and system administration of the customized report will be included in the documentation manuals.

- b. Form: Microsoft Word, Visio, Excel, or agreed upon format, if different
- c. Method: One (1) hard copy and 1 electronic copy for each document type
- d. Due Date: Twenty (20) weeks following contract execution (date to be determined)

#### 14. Deliverable Name: Documentation Manuals

PROPOSER shall document the people, processes, and tools needed for staff to perform the needed functions specific to the operations and administration of the implemented system and/or managed services solution. Documentation must include system administration and user manuals covering all technical and operations guidance on the product and/or managed services solution.

- a. Content: Documentation shall encompass a complete set of instructions for both system administration and user manuals documenting instruction for managing day-to-day operations.
- b. Form: Microsoft Word
- c. Method: One (1) hard copy and 1 electronic copy for each document type
- d. Due Date: One (1) week following Go Live (date to be determined)

**EXHIBIT 1**  
**SCOPE OF PROJECT**

<b>Annex A      TEM Report Minimum Requirements</b>
Following are minimum report requirements pertinent to the successful completion of the work required by the Contractor. Each report shall provide a holistic view of charges for each county department, sub-department, and be wholly contained to include all charges from all telephone service providers for any given month. Report configurations will be finalized during the design period. For successful completion of this project, Clark County requires demonstration of the following four reports.
Report 1—Cost Allocation Report
Report 2—Line Item Detail Report
Report 3—Call Detail Report
Report 4—Billing Summary Report <i>This report is a consolidation (roll up) of monthly charges depicted in reports 2 and 3, respectively.</i>

<b>Report 1—Cost Allocation Report</b>				
<b>Minimum Requirements</b>				
Required fields	Format	Length	Attributes	Data Sample
Telco Name	Text	Any length	Filter capability all Vendors Full text search	Telecom Company A
Period	mm/yyyy through mm/yyyy	Date range	Provide multiple date range selection and search capabilities	mm/yyyy through mm/yyyy
Billing Account Number	Alpha-numeric; Treat numbers as numeric values	Any length	Filter capability all Vendors Full text search	123456789ABCDEFGH
Circuit ID/ Telephone Number	Alpha-numeric; Treat numbers as numeric values	Any length	Filter capability all Vendors Full text search	99.ABCDE999999/ (NPA) NXX-XXXX
Assigned to	Text	Any length	Full text search	Employee Name
Telco Number (SAP)	Numeric	6 digits	No leading zero	999999
Fund	Numeric	8 char, 3 decimals	Filter capability all funds, any configuration Full text search	9999.999
Cost Center	Numeric	10 char	Filter capability all cost centers Full text search	9999999999
Internal Order	Alpha-numeric; Treat numbers as numeric values	12 char	Filter capability all Internal Order numbers Treat numbers as numeric values Full text search	AAAAAA999999
Grant Number	Alpha-numeric; Treat numbers as numeric values	20 char	Filter capability all Grant #s, any configuration Treat numbers as numeric values Full text search	AAAAAA.9999.BBB.201 2
GL Account	Numeric	6 char	Filter capability all GL Accounts Full text search	999999
WBS	Alpha-numeric; Treat numbers as numeric values	24 char	Filter capability all WBS Elements, any configuration Treat numbers as numeric values Full text search	9999999999ABCDEFGH

**EXHIBIT 1**  
**SCOPE OF PROJECT**

<b>Report 1—Cost Allocation Report</b>				
<b>Minimum Requirements</b>				
Required fields	Format	Length	Attributes	Data Sample
Billed Amount (Telco charge)	US Currency	15 char, 2 decimals	Filter capability all Vendors Full text search	999999999999.99
IT Support Charge (Internal chargeback)	US Currency	15 char, 2 decimals	Ability to apply fees on a fixed rate or percentage basis Ability to change rates on a single or global basis Maintain data on a prorated basis	999999999999.99
Subtotal Charges	US Currency	15 char, 2 decimals	Subtotal all charges by circuit ID/ Telephone number	999999999999.99
Total Charges	US Currency	15 char, 2 decimals	Summary all charges by cost center	999999999999.99
Summary Level Data: Period, Telco Name, Telco Number (SAP), Fund, Cost Center, Internal Order, Grant #, GL Account, WBS, Telco Charge, IT Support Charge, Total Charges				

<b>Report 2—Line Item Detail Report</b>				
<b>Minimum Requirements</b>				
Required fields	Format	Length	Attributes	Data Sample
Telco Name	Text	Any length	Filter capability all Vendors Full text search	Telecom Company A
Period	mm/yyyy through mm/yyyy	Date range	Provide multiple date range selection and search capabilities	mm/yyyy through mm/yyyy
Billing Account Number	Alpha-numeric; Treat numbers as numeric values	Any length	Filter capability all Vendors Full text search	123456789ABCDEFGH
Circuit ID/ Telephone Number	Alpha-numeric; Treat numbers as numeric values	Any length	Filter capability all Vendors Full text search	99.ABCDE999999/ (NPA) NXX-XXXX
Assigned to	Text	Any length	Full text search	Employee Name
Fund	Numeric	8 char, 3 decimals	Filter capability all funds, any configuration Full text search	9999.999
Cost Center	Numeric	10 char	Filter capability all cost centers Full text search	9999999999
Internal Order	Alpha-numeric; Treat numbers as numeric values	12 char	Filter capability all Internal Order numbers Full text search	AAAAAA999999
Grant Number	Alpha-numeric; Treat numbers as numeric values	20 char	Filter capability all Grant #s, any configuration Full text search	AAAAAA.9999.BBB.201 2
GL Account	Numeric	6 char	Filter capability all GL Accounts Full text search	999999

**EXHIBIT 1**  
**SCOPE OF PROJECT**

<b>Report 2—Line Item Detail Report</b>				
<b>Minimum Requirements</b>				
Required fields	Format	Length	Attributes	Data Sample
WBS	Alpha-numeric; Treat numbers as numeric values	24 char	Filter capability all WBS Elements, any configuration  Full text search	9999999999ABCDEF GH
Billed Amount (Telco charge)	US Currency	15 char, 2 decimals	Filter capability all Vendors Full text search	999999999999.99
Line Item Details	Alpha-numeric; Treat numbers as numeric values	Any length	Filter capability all Vendors Full text search	DID Franchise Tax Basic Voicemail
Subtotal Charges	US Currency	15 char, 2 decimals	Subtotal all charges by Circuit ID/Telephone Number	999999999999.99
Total Charges	US Currency	15 char, 2 decimals	Total charges by Fund, Cost Center	999999999999.99
<i>Summary Level Data:</i>				
Period, Telco Name, Circuit ID/Telephone Number, Assigned To, Fund, Cost Center, GL Account, Total Charges				

**EXHIBIT 1**  
**SCOPE OF PROJECT**

<b>Report 3—Call Detail Report</b>				
<b>Minimum Requirements</b>				
Required fields	Format	Length	Attributes	Data Sample
Telco Name	Text	Any length	Filter capability all Vendors Full text search	Telecom Company A
Department	Alpha-numeric; Treat numbers as numeric values	Any length	Filter capability any department Full text search	Information Technology or 9999
Period	mm/yyyy through mm/yyyy	Date range	Provide multiple date range selection and search capabilities	mm/yyyy through mm/yyyy
Billing Account Number	Alpha-numeric; Treat numbers as numeric values	Any length	Filter capability all Vendors Full text search	123456789ABCDEFGH
Circuit ID/ Telephone Number	Alpha-numeric; Treat numbers as numeric values	Any length	Filter capability all Vendors Full text search	(NPA) NXX-XXXX
Assigned to	Text	Any length	Full text search	Employee Name
Cost Center	Numeric	10 char	Filter capability all cost centers Full text search	9999999999
Fund	Numeric	8 char, 3 decimals	Filter capability all funds, any configuration Full text search	9999.999
GL Account	Numeric	6 char	Filter capability all GL Accounts Full text search	999999
WBS	Alpha-numeric; Treat numbers as numeric values	24 char	Filter capability all WBS Elements, any configuration  Treat numbers as numeric values Full text search	9999999999ABCDEFGH
Call Date	mm/dd/yyyy	Date		10/10/2012
Call Time	h:mm:ss AM/PM	10 char		12:54:00 AM
Duration	mmm:ss	6 char		999:99
Billed Amount (US Currency)	Numeric	15 char, 2 decimals		999999999999.99
Originating Number	Numeric (NPA) NXX-XXXX	10 char		7021234567
Terminating Number	(NPA) NXX-XXXX	Numeric, 10 char		7021234567
Call Destination	City, State	Any length	Full text search	Houston, TX
Terminating City	Text	Any length	Full text search	Las Vegas
Terminating State	Text	2 char	Full text search	NV
Country Code	Text	Any length	Full text search	Switzerland
Subtotal Charges	US Currency	15 char, 2 decimals		999999999999.99
<i>Summary Level Data:</i> Circuit ID/Telephone Number, Assigned to, Cost Center, Fund, GL Account, Call Date, Call Time, Duration, Billed Amount (US Currency), Originating Number, Terminating Number, Call Destination, Terminating City, Terminating State, Country Code; Subtotal Charges by Circuit ID/Telephone Number; Total Charges by Fund, Cost Center				

**EXHIBIT 1**  
**SCOPE OF PROJECT**

<b>Report 4—Billing Summary Report</b>			
<b>Minimum Requirements</b>			
Required fields	Format	Length	Data Sample
Period	mm/yyyy through mm/yyyy	Date range	10/10/2011 through 11/15/2012
Fund	Numeric	8 char, 3 decimals	9999.999
Cost Center	Numeric	10 char	1234567890
GL Account	Numeric	6 char	999999
Circuit ID/ Telephone Number	Alpha-numeric; Treat numbers as numeric values	Any length	99.ABCDE999999/ (NPA) NXX-XXXX
Assigned to	Text	Any length	Employee Name
Telco Name	Text	Any length	All service providers
Telco Number (SAP)	Numeric No leading zero	6 digits	999999
Billing Account Number	Alpha-numeric; Treat numbers as numeric values	Any length	123456789ABCDEFGH
Billed Amount (Telco Charge)	US Currency	15 char, 2 decimals	999999999999.99
IT Support Charge (Internal chargeback)	US Currency	15 char, 2 decimals	999999999999.99
Subtotal Charges	US Currency	15 char, 2 decimals	999999999999.99
<i>Summary Level Data:</i> Circuit ID/Telephone Number, Assigned to, Telco Name, Fund, Cost Center, GL Account, Subtotal Charges (Telco and IT internal charges) by Circuit ID/Telephone Number; Total Charges by Fund, Cost Center			

**EXHIBIT 1**  
**SCOPE OF PROJECT**

<b>Annex B      Software Requirements Specifications (SRS) Sample</b>
Following is a sample outline that includes, but is not limited to, pertinent elements needed to convey information needed by Clark County teams. Contractor may use its internal documentation process to provide like information.
Software Requirements Specification (SRS) Outline
<ul style="list-style-type: none"> <li>• Introduction <ul style="list-style-type: none"> <li>○ Purpose</li> <li>○ Definitions</li> <li>○ System overview</li> <li>○ References</li> </ul> </li> </ul>
<ul style="list-style-type: none"> <li>• Overall description <ul style="list-style-type: none"> <li>○ Product perspective <ul style="list-style-type: none"> <li>▪ System Interface(s)</li> <li>▪ User Interfaces</li> <li>▪ Hardware interfaces</li> <li>▪ Software interfaces</li> <li>▪ Communication Interfaces</li> <li>▪ Memory Constraints</li> <li>▪ Operations</li> <li>▪ Site Adaptation Requirements</li> </ul> </li> <li>○ Product functions</li> <li>○ User characteristics</li> <li>○ Constraints, assumptions, and dependencies</li> </ul> </li> </ul>
<ul style="list-style-type: none"> <li>• Specific requirements <ul style="list-style-type: none"> <li>○ External interface requirements</li> <li>○ Functional requirements</li> <li>○ Performance requirements</li> <li>○ Design constraints <ul style="list-style-type: none"> <li>▪ Standards Compliance</li> </ul> </li> <li>○ Logical database requirement</li> <li>○ Software System attributes <ul style="list-style-type: none"> <li>▪ Reliability</li> <li>▪ Availability</li> <li>▪ Security</li> <li>▪ Maintainability</li> <li>▪ Portability</li> </ul> </li> <li>○ Other requirements</li> </ul> </li> </ul>

**Annex C      Solution Design Document Sample**



Clark County Information Technology

# Solution Design Document

<b>Project:</b>	<Project Name>
<b>Project Number:</b>	<Project Number>
<b>Project Architect:</b>	<Project Architect>
<b>IT Project Manager:</b>	<IT Project Manager>
<b>Version:</b>	<#>
<b>Date:</b>	Latest date of the document

EXHIBIT 1  
SCOPE OF PROJECT

**Annex C**      **Solution Design Document Sample**

## DOCUMENT HISTORY

Document Revision	Date	Revised By	Changes/Notes	Corresponding Document
	<Date>	<Name>	<Type of Revision>	<e.g. Name of Business Requirements document>
	<Date>	<Name>	<Type of Revision>	
	<Date>	<Name>	<Type of Revision>	

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Annex C      Solution Design Document Sample

## 1. SCOPE

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### 1.1 Solution Scope

<Text>

### 1.2 Design Objectives and Constraints

<Text>

#### 1.2.1 Business Metrics and Key Performance Indicators

<Text>

### 1.3 References

<Text>

## 2 HIGH LEVEL DESIGN

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<Text>

### 2.1 Current Environment

<Text>

### 2.2 System/Functional/Logical View

<Text>

<Logical / Dataflow Diagram>

### 2.3 Deployment/Physical View

<Text>

<Physical Diagram>

## 3 DETAILED DESIGN

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### 3.1 Components

<Text>

#### 3.1.1 Server Platforms

<Text>

#### 3.1.2 Storage Systems

<Text>

#### 3.1.3 Client Access Platforms

<Text>

Annex C      Solution Design Document Sample

### **3.1.4 Application and Platform Software**

<Text>

### **3.1.5 Database & Reporting**

<Text>

### ***3.1.6 Network Services***

<Text>

## **3.2 Component Interactions**

<Text>

## **3.3 Design Choices and Trade-offs**

<Text>

# **4 DESIGN BEST PRACTICES**

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<Text>

## **4.1.1 Design for Security**

<Text>

## **4.1.2 Design for Recovery**

<Text>

## **4.1.3 Design for Performance**

<Text>

## **4.1.4 Design for Capacity**

<Text>

## **4.1.5 Design for Availability and Maintainability**

<Text>

# **5 DESIGN CONSIDERATIONS AND ASSUMPTIONS**

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<Text>

# **6 ENTERPRISE ARCHITECTURE STANDARD VARIATIONS**

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<Text>

Annex C      Solution Design Document Sample

## 7 COST ESTIMATES

#	Category	Item Description	Quantity	Cost	Accuracy of Estimate
1	Hardware				
2	Software				
3	Vendor professional services				
4	Security, recovery (BCP/DR)				
5	...				
			Total		

## 8 APPROVALS

Name	Role	Approval	Date
	Project Architect		
	Technology Project Manager		

## 9 Design Reference

Title	Version	Location
<Web Page Title, >		URL
<Reference Documents>		

EXHIBIT 1  
SCOPE OF PROJECT

<b>Annex D</b>	<b>Documentation Standards</b>
1.	Created in Microsoft Office Suite 2007 (i.e., Project, Excel, Word, Visio, etc.).
2.	Documents shall not be password protected.
3.	Font size will not be smaller than 10 point.
4.	Font color should be black.
5.	Margins, font usage, spacing, and bullet and numbering styles should be consistent throughout the document.
6.	All documents will be written in English.
7.	Paragraphs are single-spaced and not indented.
8.	Sentences should be in the active voice, 'who' is doing 'what.'
9.	Say it once – avoid repetition of the same concept.
10.	Use Italics for titles (books, articles, etc.).
11.	Use Bold sparingly for emphasis or to highlight a heading. Avoid BLOCK CAPITALS as they may be difficult to read.
12.	Avoid underlining text in documents as it implies hyperlinked text. If additional emphasis is needed, use bold function.
13.	The IT Department Document Templates and standards used for policies, guidelines, procedures and task steps will be provided as needed. Only those formats will be used for these specific document types. Definitions for the document types will be provided upon award.
14.	All documents will contain a version history at the end with effective date of the change, the person who made the change, and a description of the change.
15.	All pages will be numbered.
16.	Set change tracking to "on" when making revisions. Before entering new changes, accept all previous changes so that the latest changes are displayed.
17.	The Final document will have the change log entries reduced to one entry for the initial document, all changes accepted, and will be considered the 1.0 version of the document.
18.	All currency shall be in U.S. dollars.
19.	Date format is month, day, year or MM/DD/YYYY, where appropriate.
20.	Where possible, graphics are to be captioned.
21.	Use of colors should be avoided. However, if used, they should not be the only means of presenting information. If used, colors should to be complimentary and be readable by the color blind.

<b>Annex E</b> <b>Current Service Provider List</b> <i>(Subject to Change)</i>
1. 1Velocity
2. AT&T Local
3. AT&T (Long Distance)
4. AT&T Mobility
5. Centurylink
6. Cox Communications Inc.
7. Global Tel-Link Corporation
8. IC Solutions
9. Moapa Valley
10. Reliance Connect
11. Rio Virgin
12. Securus
13. Sprint Nextel
14. Verizon Wireless
15. Zayo

EXHIBIT 1  
SCOPE OF PROJECT

<b>Annex F Funding Source Layout</b>			
Required Fields	Format	Length	Data Sample
Fund	Numeric	8 char, 3 decimals	9999.999
Cost Center ID	Numeric	10 char	9999999999
GL Account	Numeric	6 char	999999
Internal Order	Alpha-numeric	12 char	AAAAAA999999
Grant	Alpha-numeric	20 char	AAAAAA.9999.BBB.2012
WBS Element	Alpha-numeric	24 char	
Amount	Numeric, US currency	15 char, 2 decimals	99999999999.99

**Price Schedule – To be submitted in a separate envelope to the main proposal.**

Price schedule shall include all base costs plus (+) any applied handling rate for hosted and/or non-hosted services proposed. Price schedule shall also detail all one time charges, recurring charges, and other pricing for each task and/or service proposed. Each cost category should be a complete representation of the total costs to the COUNTY. Complete a separate line for each of the cost categories described below.

**Add additional lines where needed to fully explain all costs. Each cost category will be subtotaled and a separate grand total for all project costs shall be included. Where subscription-based costs are proposed, the annual subscription cost must be included.**

Item No.	Cost Category	Description	Proposed Cost	Explanation/Notes
1	Hardware <i>(All hardware required to produce the turnkey operation)</i>		\$	
2	Software <i>(List all proposed software and the licenses required (e.g., System software, end user software, QA software, etc.) for the proposed solution. Also indicate software license breakdown structure (incremental) and associated rates List by software license type, model/use/capacity, and all associated one-time and recurring fees)</i>		\$	
3	SaaS <i>(List all services and associated fees, where proposed, inclusive of one-time and recurring fees)</i>		\$	
4	Professional Services <i>(Rates should be listed by type of service performed and frequency (hourly, daily, monthly, one time rates, etc.)</i>		\$	

EXHIBIT 2

**PROJECT FEE**  
RFP No. 603294-14  
Contract for Telecommunications  
Expense Management

Item No.	Cost Category	Description	Proposed Cost	Explanation/Notes
5	Data transfer/conversion <i>(List number of proposed all costs associated with data transfer and/or conversions proposed)</i>		\$	
6	Training <i>(Include what will be provided and delivery method)</i>		\$	
7	Travel <i>(Include expected number of trips and the benefits the COUNTY will receive with each proposed trip versus working remotely)</i>		\$	
8	Warranty <i>(Include when the warranty period begins and ends)</i>		\$	
9	Disaster Recovery Restoration of Services and Data Recovery <i>(Indicate what is and is not included and associated costs)</i>		\$	
10	Maintenance fee schedule <i>(Indicate annual maintenance of all covered categories of services, hardware, and software fees; costs for non-covered items and/or services; repair costs where equipment is proposed; replacement costs to any covered item or service)</i>		\$	

EXHIBIT 2

**PROJECT FEE**  
RFP No. 603294-14  
Contract for Telecommunications  
Expense Management

Item No.	Cost Category	Description	Proposed Cost	Explanation/Notes
11	Services and Support <i>(Include all services and support listed by plan, type of services performed, escalation paths, and all associated costs for multi-level service packages)</i>		\$	
12	Upgrades/Enhancements/Patch management <i>(Describe separately, all costs associated with:                      Upgrades                      Enhancements                      Patch management)</i>		\$	
	<b>GRAND TOTAL ALL COSTS</b>		\$	

**EXHIBIT 3**  
**CLARK COUNTY, NEVADA**  
**CONTRACT FOR TELECOMMUNICATIONS**  
**EXPENSE MANAGEMENT**  
**RFP NO. 603294-14**

<b>//ENTER COMPANY NAME//</b>
NAME OF FIRM
 <i>//Enter Designated Contact Name//</i>
DESIGNATED CONTACT, NAME AND TITLE (Please type or print)
 <i>//Enter Street Address//</i> <i>//City, State and Zip Code//</i>
ADDRESS OF FIRM INCLUDING CITY, STATE AND ZIP CODE
 (XXX) XXX-XXXX
(AREA CODE) AND TELEPHONE NUMBER
 (XXX) XXX-XXXX
(AREA CODE) AND FAX NUMBER
 <i>//Enter Email Address//</i>
E-MAIL ADDRESS

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CONTRACT FOR TELECOMMUNICATIONS  
EXPENSE MANAGEMENT

This Contract is made and entered into this ##XX day of Enter Month 20XX, by and between CLARK COUNTY, NEVADA (hereinafter referred to as COUNTY), and //LEGAL NAME// (hereinafter referred to as ASK TYPE , for Contract for Telecommunications Expense Management (hereinafter referred to as PROJECT).

WITNESSETH:

WHEREAS, the ASK TYPE has the personnel and resources necessary to accomplish the PROJECT within the required schedule and with a budget allowance not to exceed \$ENTER AMT, including all travel, lodging, meals and miscellaneous expenses; and

WHEREAS, the ASK TYPE has the required licenses and/or authorizations pursuant to all federal, State of Nevada and local laws in order to conduct business relative to this Contract.

NOW, THEREFORE, COUNTY and ASK TYPE agree as follows:

**SECTION I: TERM OF CONTRACT**

- B. COUNTY agrees to retain ASK TYPE for the period from //ENTER DATE// through //ENTER DATE//, with the option to renew for Options, Enter Term-year periods subject to the provisions of Sections II and VIII herein. During this period, ASK TYPE agrees to provide services as required by COUNTY within the scope of this Contract. COUNTY reserves the right to extend the CONTRACT for up to an additional six (6) months for its convenience.
- C. Work shall commence approximately ten days following contract execution.
- D. There are ten (10) firm legal holidays per year and eleven (11) when December 31st falls on Friday.

Martin Luther King's Birthday

Presidents' Day

Memorial Day

Independence Day

Labor Day

Nevada Admission Day

Veteran's Day

Thanksgiving Day and the Friday After

Christmas Day

New Year's Day

**SECTION II: COMPENSATION AND TERMS OF PAYMENT**

**1.2 Compensation**

COUNTY agrees to pay ASK TYPE for the performance of services described in the Scope of Work (Exhibit A) for the fixed fee / not-to-exceed amount of \$ENTER AMT. COUNTY's obligation to pay ASK TYPE cannot exceed the fixed fee / not-to-exceed amount. It is expressly understood that the entire work defined in Exhibit A must be completed by the ASK TYPE and it shall be the ASK TYPE's responsibility to ensure that hours and tasks are properly budgeted so the entire PROJECT is completed for the said fee.

**Progress OR Milestone Payments**

The ASK TYPE will be entitled to periodic payments for work completed in accordance with the completion of tasks indicated in the Scope of Work (Exhibit A).

The ASK TYPE will be entitled to periodic payments for work completed in accordance with the completion of tasks in the Milestones exhibit (Exhibit D) Milestone/Deliverable Invoicing Schedule.

**Terms of Payments**

1. Each invoice received by COUNTY must include a Progress Report based on actual work performed to date in accordance with the completion of tasks indicated in Exhibit A, Scope of Work Exhibit D, Milestone/Deliverable Invoicing Schedule.
2. Payment of invoices will be made within thirty (30) calendar days after receipt of an accurate invoice that has been reviewed and approved COUNTY.
3. COUNTY, at its discretion, may not approve or issue payment on invoices if ASK TYPE fails to provide the following information required on each invoice:
  - a. The title of the PROJECT as stated in Exhibit A, Scope of Work, COUNTY's Contract Number, Project

### EXHIBIT 3

Number, Purchase Order Number, Invoice Date, Invoice Period, Invoice Number, and the Payment Remittance Address.

- b. For time and materials contracts, time is to be defined as an hourly rate prorated to the 1/4 hour for invoicing purposes. If applicable, copies of all receipts, bills, statements, and/or invoices pertaining to reimbursable expenses such as; airline itineraries, car rental receipts, cab and shuttle receipts, and statement of per diem rate being requested must accompany any invoices containing travel expenses. Maximum reimbursable travel expenses under this contract shall be defined and set at the current U.S. GSA's CONUS rates at the time of travel. CONUS rates may be found at the following website: <http://www.gsa.gov/portal/category/21287>.
  - c. Expenses not defined in Exhibit A, Scope of Work, or expenses greater than the per diem rates will not be paid without prior written authorization by COUNTY.
  - d. A "BUDGET SUMMARY COMPARISON" which outlines the total amount **ASK TYPE** was awarded, the amount expended to date, the current invoice amount, the total expenditures, and the remaining award balance must accompany all invoices.
  - e. COUNTY's representative shall notify the **ASK TYPE** in writing within 14 calendar days of any disputed amount included on the invoice. The **ASK TYPE** must submit a new invoice for the undisputed amount which will be paid in accordance with paragraph C.2 above. Upon mutual resolution of the disputed amount the **ASK TYPE** will submit a new invoice for the agreed to amount and payment will be made in accordance with paragraph C.2 above.
4. No penalty will be imposed on COUNTY if COUNTY fails to pay **ASK TYPE** within 30 calendar days after receipt of a properly documented invoice, and COUNTY will receive no discount for payment within that period.
  5. In the event that legal action is taken by COUNTY or the **ASK TYPE** based on a disputed payment, the prevailing party shall be entitled to reasonable attorneys' fees and costs subject to COUNTY's available unencumbered budgeted appropriations for the PROJECT.
  6. COUNTY shall subtract from any payment made to **ASK TYPE** all damages, costs and expenses caused by **ASK TYPE**'s negligence, resulting from or arising out of errors or omissions in **ASK TYPE**'s work products, which have not been previously paid to **ASK TYPE**.
  7. COUNTY shall not provide payment on any invoice **ASK TYPE** submits after six (6) months from the date **ASK TYPE** performs services, provides deliverables, and/or meets milestones, as agreed upon in Exhibit A, Scope of Work.
  8. Invoices shall be submitted to: //Enter Street Address//, //City, State and Zip Code//.

#### County's Fiscal Limitations

1. The content of this section shall apply to the entire Contract and shall take precedence over any conflicting terms and conditions, and shall limit COUNTY's financial responsibility as indicated in Sections 2 and 3 below.
2. Notwithstanding any other provisions of this Contract, this Contract shall terminate and COUNTY's obligations under it shall be extinguished at the end of the fiscal year in which COUNTY fails to appropriate monies for the ensuing fiscal year sufficient for the payment of all amounts which will then become due.
3. COUNTY's total liability for all charges for services which may become due under this Contract is limited to the total maximum expenditure(s) authorized in COUNTY's purchase order(s) to the **ASK TYPE**.

#### **SECTION III: SCOPE OF WORK**

Services to be performed by the **ASK TYPE** for the PROJECT shall consist of the work described in the Scope of Work as set forth in **Exhibit A** of this Contract, attached hereto.

#### **SECTION IV: CHANGES TO SCOPE OF WORK**

- A. COUNTY may at any time, by written order, make changes within the general scope of this Contract and in the services or work to be performed. If such changes cause an increase or decrease in the **ASK TYPE**'s cost or time required for performance of any services under this Contract, an equitable adjustment limited to an amount within current unencumbered budgeted appropriations for the PROJECT shall be made and this Contract shall be modified in writing accordingly. Any claim of the **ASK TYPE** for the adjustment under this clause must be submitted in writing within 30 calendar days from the date of receipt by the **ASK TYPE** of notification of change unless COUNTY grants a further period of time before the date of final payment under this Contract.
- B. No services for which an additional compensation will be charged by the **ASK TYPE** shall be furnished without the written authorization of COUNTY.

#### **SECTION V: RESPONSIBILITY OF ASK TYPE**

- A. It is understood that in the performance of the services herein provided for, **ASK TYPE** shall be, and is, an independent contractor, and is not an agent, representative or employee of COUNTY and shall furnish such services in its own manner and method except as required by this Contract. Further, **ASK TYPE** has and shall retain the right to exercise full control over the employment, direction, compensation and discharge of all persons employed by **ASK TYPE** in the performance of the services hereunder. **ASK**

### EXHIBIT 3

**TYPE** shall be solely responsible for, and shall indemnify, defend and hold COUNTY harmless from all matters relating to the payment of its employees, including compliance with social security, withholding and all other wages, salaries, benefits, taxes, demands, and regulations of any nature whatsoever.

5. **ASK TYPE** shall appoint a Manager, upon written acceptance by COUNTY, who will manage the performance of services. All of the services specified by this Contract shall be performed by the Manager, or by **ASK TYPE's** key personnel, associates and employees under the personal supervision of the Manager. Should the Manager, or any employee of **ASK TYPE** be unable to complete his or her responsibility for any reason, the **ASK TYPE** must obtain written approval by COUNTY prior to replacing him or her with another equally qualified person. If **ASK TYPE** fails to make a required replacement within 30 days, COUNTY may terminate this Contract for default.
  6. **ASK TYPE** has, or will, retain such employees as it may need to perform the services required by this Contract. Such employees shall not be employed by the COUNTY.
  7. The **ASK TYPE** agrees that its officers and employees will cooperate with COUNTY in the performance of services under this Contract and will be available for consultation with COUNTY at such reasonable times with advance notice as to not conflict with their other responsibilities.
  8. The **ASK TYPE** will follow COUNTY's standard procedures as followed by COUNTY's staff in regard to programming changes; testing; change control; and other similar activities.
  9. The **ASK TYPE** shall be responsible for the professional quality, technical accuracy, timely completion, and coordination of all services furnished by the **ASK TYPE**, its subcontractors and its and their principals, officers, employees and agents under this Contract. In performing the specified services, **ASK TYPE** shall follow practices consistent with generally accepted professional and technical standards.
  10. The **ASK TYPE** shall be responsible for ensuring its project resources are properly trained and equipped to complete this work.
  11. It shall be the duty of the **ASK TYPE** to assure that all products of its effort are technically sound and in conformance with all pertinent Federal, State and Local statutes, codes, ordinances, resolutions and other regulations. **ASK TYPE** will not produce a work product which violates or infringes on any copyright or patent rights. The **ASK TYPE** shall, without additional compensation, correct or revise any errors or omissions in its work products.
1. Permitted or required approval by COUNTY of any products or services furnished by **ASK TYPE** shall not in any way relieve the **ASK TYPE** of responsibility for the professional and technical accuracy and adequacy of its work.
  2. COUNTY's review, approval, acceptance, or payment for any of **ASK TYPE's** services herein shall not be construed to operate as a waiver of any rights under this Contract or of any cause of action arising out of the performance of this Contract, and **ASK TYPE** shall be and remain liable in accordance with the terms of this Contract and applicable law for all damages to COUNTY caused by **ASK TYPE's** performance or failures to perform under this Contract.
12. All materials, information, and documents, whether finished, unfinished, drafted, developed, prepared, completed, or acquired by **ASK TYPE** for COUNTY relating to the services to be performed hereunder and not otherwise used or useful in connection with services previously rendered, or services to be rendered, by **ASK TYPE** to parties other than COUNTY shall become the property of COUNTY and shall be delivered to COUNTY's representative upon completion or termination of this Contract, whichever comes first. **ASK TYPE** shall not be liable for damages, claims, and losses arising out of any reuse of any work products on any other project conducted by COUNTY. COUNTY shall have the right to reproduce all documentation supplied pursuant to this Contract.
  13. **ASK TYPE** shall protect all property both intellectual and physical, in accordance with COUNTY policies and procedures and while working on site or off site.
  14. The rights and remedies of COUNTY provided for under this section are in addition to any other rights and remedies provided by law or under other sections of this Contract.

#### **SECTION VI: SUBCONTRACTS**

- A. Services specified by this Contract shall not be subcontracted by the **ASK TYPE**, without prior written approval of COUNTY.
  15. Approval by COUNTY of **ASK TYPE's** request to subcontract, or acceptance of, or payment for, subcontracted work by COUNTY shall not in any way relieve **ASK TYPE** of responsibility for the professional and technical accuracy and adequacy of the work. **ASK TYPE** shall be and remain liable for all damages to COUNTY caused by negligent performance or non-performance of work under this Contract by **ASK TYPE's** subcontractor or its sub-subcontractor.
  16. The compensation due under Section II shall not be affected by COUNTY's approval of **ASK TYPE's** request to subcontract.

#### **SECTION VII: RESPONSIBILITY OF COUNTY**

- A. COUNTY agrees that its officers and employees will cooperate with **ASK TYPE** in the performance of services under this Contract and will be available for consultation with **ASK TYPE** at such reasonable times with advance notice as to not conflict with their other responsibilities.

### EXHIBIT 3

17. The services performed by **ASK TYPE** under this Contract shall be subject to review for compliance with the terms of this Contract by COUNTY's representative, **//COORD//**, **//CODEPT//**, telephone number (702) **//XXX-XXXX//** or their designee. COUNTY's representative may delegate any or all of his responsibilities under this Contract to appropriate staff members, and shall so inform **ASK TYPE** by written notice before the effective date of each such delegation.
18. The review comments of COUNTY's representative may be reported in writing as needed to **ASK TYPE**. It is understood that COUNTY's representative's review comments do not relieve **ASK TYPE** from the responsibility for the professional and technical accuracy of all work delivered under this Contract.
19. COUNTY shall assist **ASK TYPE** in obtaining data on documents from public officers or agencies, and from private citizens and/or business firms, whenever such material is necessary for the completion of the services specified by this Contract.
20. **ASK TYPE** will not be responsible for accuracy of information or data supplied by COUNTY or other sources to the extent such information or data would be relied upon by a reasonably prudent **ASK TYPE**.

#### **SECTION VIII: TIME SCHEDULE**

##### A. Time is of the essence of this contract.

21. **ASK TYPE** shall complete the PROJECT in accordance with the milestones contained in Exhibit ENTER # of this Contract.
22. If the **ASK TYPE**'s performance of services is delayed or if the **ASK TYPE**'s sequence of tasks is changed, **ASK TYPE** shall notify COUNTY's representative in writing of the reasons for the delay and prepare a revised schedule for performance of services. The revised schedule is subject to COUNTY's written approval.
23. In the event that the **ASK TYPE** fails to complete the PROJECT within the time specified in the Contract, or with such additional time(s) as may be granted by formal Amendment, or fails to prosecute the work or any separable part thereof, with such diligence as will insure completion within the time(s) specified in the contract or any extensions thereof, the **ASK TYPE** shall pay to the COUNTY, as liquidated damages, the sum of \$ENTER AMT for each calendar day of delay until such reasonable time as may be required for final completion of the work, together with any increased costs incurred by the COUNTY in completing the work.
24. In the event that the **ASK TYPE** fails to complete the PROJECT within the time specified in the Contract, or with such additional time(s) as may be granted in writing by County or fails to prosecute the work, or any separable part thereof, with such diligence as will insure its completion within the time specified in the Contract or any extensions thereof, the **ASK TYPE** shall pay to COUNTY as liquidated damages the sum of \$ENTER AMT for each calendar day of delay until such reasonable time as may be required for final completion of the work, together with any increased costs incurred by COUNTY in completing the work.

#### **SECTION IX: SUSPENSION AND TERMINATION**

##### A. Suspension

COUNTY may suspend performance by **ASK TYPE** under this Contract for such period of time as COUNTY, at its sole discretion, may prescribe by providing written notice to **ASK TYPE** at least 10 working days prior to the date on which COUNTY wishes to suspend. Upon such suspension, COUNTY shall pay **ASK TYPE** its compensation, based on the percentage of the PROJECT completed and earned until the effective date of suspension, less all previous payments. **ASK TYPE** shall not perform further work under this Contract after the effective date of suspension until receipt of written notice from COUNTY to resume performance. In the event COUNTY suspends performance by **ASK TYPE** for any cause other than the error or omission of the **ASK TYPE**, for an aggregate period in excess of 30 days, **ASK TYPE** shall be entitled to an equitable adjustment of the compensation payable to **ASK TYPE** under this Contract to reimburse **ASK TYPE** for additional costs occasioned as a result of such suspension of performance by COUNTY based on appropriated funds and approval by COUNTY.

##### 25. Termination

1. This Contract may be terminated in whole or in part by either party in the event of substantial failure or default of the other party to fulfill its obligations under this Contract through no fault of the terminating party; but only after the other party is given:
  - a. not less than 10 calendar days written notice of intent to terminate; and
  - b. an opportunity for consultation with the terminating party prior to termination.
2. Termination for Convenience
  - a. This Contract may be terminated in whole or in part by COUNTY for its convenience; but only after the **ASK TYPE** is given:
    - i. not less than 10 calendar days written notice of intent to terminate; and
    - ii. an opportunity for consultation with COUNTY prior to termination.
  - b. If termination is for COUNTY's convenience, COUNTY shall pay the **ASK TYPE** that portion of the compensation

**EXHIBIT 3**

which has been earned as of the effective date of termination but no amount shall be allowed for anticipated profit on performed or unperformed services or other work.

3. Termination for Default

- a. If termination for substantial failure or default is effected by COUNTY, COUNTY will pay **ASK TYPE** that portion of the compensation which has been earned as of the effective date of termination but:
  - i. No amount shall be allowed for anticipated profit on performed or unperformed services or other work; and
  - ii. Any payment due to the **ASK TYPE** at the time of termination may be adjusted to the extent of any additional costs occasioned to COUNTY by reason of the **ASK TYPE**'s default.
- b. Upon receipt or delivery by **ASK TYPE** of a termination notice, the **ASK TYPE** shall promptly discontinue all services affected (unless the notice directs otherwise) and deliver or otherwise make available to COUNTY's representative, copies of all deliverables as provided in Section V paragraph H.
- c. If after termination for failure of the **ASK TYPE** to fulfill contractual obligations it is determined that the **ASK TYPE** has not so failed, the termination shall be deemed to have been effected for the convenience of COUNTY.

4. Upon termination, COUNTY may take over the work and prosecute the same to completion by agreement with another party or otherwise. In the event the **ASK TYPE** shall cease conducting business, COUNTY shall have the right to make an unsolicited offer of employment to any employees of the **ASK TYPE** assigned to the performance of this Contract.

5. The rights and remedies of COUNTY and the **ASK TYPE** provided in this section are in addition to any other rights and remedies provided by law or under this Contract.

6. Neither party shall be considered in default in the performance of its obligations hereunder, nor any of them, to the extent that performance of such obligations, nor any of them, is prevented or delayed by any cause, existing or future, which is beyond the reasonable control of such party. Delays arising from the actions or inactions of one or more of **ASK TYPE**'s principals, officers, employees, agents, subcontractors, vendors or suppliers are expressly recognized to be within **ASK TYPE**'s control.

**SECTION X: INSURANCE**

The **ASK TYPE** shall obtain and maintain the insurance coverage required in **Exhibit B** incorporated herein by this reference. The **ASK TYPE** shall comply with the terms and conditions set forth in **Exhibit B** and shall include the cost of the insurance coverage in their prices.

**SECTION XI: NOTICES**

Any notice required to be given hereunder shall be deemed to have been given when received by the party to whom it is directed by personal service, hand delivery, certified U.S. mail, return receipt requested or facsimile, at the following addresses:

TO COUNTY: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

TO **ASK TYPE**: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**SECTION XII: MISCELLANEOUS**

A. Independent Contractor

**ASK TYPE** acknowledges that **ASK TYPE** and any subcontractors, agents or employees employed by **ASK TYPE** shall not, under any circumstances, be considered employees of the COUNTY, and that they shall not be entitled to any of the benefits or rights afforded employees of COUNTY, including, but not limited to, sick leave, vacation leave, holiday pay, Public Employees Retirement System benefits, or health, life, dental, long-term disability or workers' compensation insurance benefits. COUNTY will not provide or pay for any liability or medical insurance, retirement contributions or any other benefits for or on behalf of **ASK TYPE** or any of its officers, employees or other agents.

26. Immigration Reform and Control Act

In accordance with the Immigration Reform and Control Act of 1986, the **ASK TYPE** agrees that it will not employ unauthorized aliens in the performance of this Contract.

### EXHIBIT 3

#### 27. Non-Discrimination/Public Funds

**ASK TYPE** acknowledges that the COUNTY has an obligation to ensure that public funds are not used to subsidize private discrimination. **ASK TYPE** recognizes that if they or their subcontractors are found guilty by an appropriate authority of refusing to hire or do business with an individual or company due to reasons of race, color, religion, sex, sexual orientation, gender identity or gender expression, age, disability, national origin, or any other protected status, the COUNTY may declare the **ASK TYPE** in breach of the Contract, terminate the Contract, and designate the **ASK TYPE** as non-responsible.

#### 28. Assignment

Any attempt by **ASK TYPE** to assign or otherwise transfer any interest in this Contract without the prior written consent of COUNTY shall be void.

#### 29. Indemnity

The **ASK TYPE** does hereby agree to defend, indemnify, and hold harmless COUNTY and the employees, officers and agents of COUNTY from any liabilities, damages, losses, claims, actions or proceedings, including, without limitation, reasonable attorneys' fees, that are caused by the negligence, errors, omissions, recklessness or intentional misconduct of the **ASK TYPE** or the employees or agents of the **ASK TYPE** in the performance of this Contract.

#### 30. Governing Law

Nevada law shall govern the interpretation of this Contract.

31. Covenant Against Contingent Fees The **ASK TYPE** warrants that no person or selling agency has been employed or retained to solicit or secure this Contract upon an agreement or understanding for a commission, percentage, brokerage, or contingent fee, excepting bona fide permanent employees. For breach or violation of this warranty, COUNTY shall have the right to annul this Contract without liability or in its discretion to deduct from the Contract price or consideration or otherwise recover the full amount of such commission, percentage, brokerage, or contingent fee.

#### 32. Gratuities

1. COUNTY may, by written notice to the **ASK TYPE**, terminate this Contract if it is found after notice and hearing by COUNTY that gratuities (in the form of entertainment, gifts, or otherwise) were offered or given by the **ASK TYPE** or any agent or representative of the **ASK TYPE** to any officer or employee of COUNTY with a view toward securing a contract or securing favorable treatment with respect to the awarding or amending or making of any determinations with respect to the performance of this Contract.
2. In the event this Contract is terminated as provided in paragraph 1 hereof, COUNTY shall be entitled:
  - a. to pursue the same remedies against the **ASK TYPE** as it could pursue in the event of a breach of this Contract by the **ASK TYPE**; and
  - b. as a penalty in addition to any other damages to which it may be entitled by law, to exemplary damages in an amount (as determined by COUNTY) which shall be not less than three (3) nor more than 10 times the costs incurred by the **ASK TYPE** in providing any such gratuities to any such officer or employee.
3. The rights and remedies of COUNTY provided in this clause shall not be exclusive and are in addition to any other rights and remedies provided by law or under this Contract.

#### 33. Audits

The performance of this contract by the **ASK TYPE** is subject to review by COUNTY to insure contract compliance. The **ASK TYPE** agrees to provide COUNTY any and all information requested that relates to the performance of this contract. All requests for information will be in writing to the **ASK TYPE**. Time is of the essence during the audit process. Failure to provide the information requested within the timeline provided in the written information request may be considered a material breach of contract and be cause for suspension and/or termination of the contract.

#### 34. Covenant

The **ASK TYPE** covenants that it presently has no interest and that it will not acquire any interest, direct or indirect, which would conflict in any manner or degree with the performance of services required to be performed under this Contract. **ASK TYPE** further covenants, to its knowledge and ability, that in the performance of said services no person having any such interest shall be employed.

#### 35. Confidential Treatment of Information

**ASK TYPE** shall preserve in strict confidence any information obtained, assembled or prepared in connection with the performance of this Contract.

#### 36. ADA Requirements

All work performed or services rendered by **ASK TYPE** shall comply with the Americans with Disabilities Act standards adopted by Clark County. All facilities built prior to January 26, 1992 must comply with the Uniform Federal Accessibility Standards; and all facilities completed after January 26, 1992 must comply with the Americans with Disabilities Act Accessibility Guidelines.

### EXHIBIT 3

#### 37. Subcontractor Information

The **ASK TYPE** shall provide a list of the Minority-Owned Business Enterprise (MBE), Women-Owned Business Enterprise (WBE), Physically-Challenged Business Enterprise (PBE), Small Business Enterprise (SBE), and Nevada Business Enterprise (NBE) subcontractors for this Contract utilizing the attached format (**Exhibit C**). The information provided in **Exhibit C** by the **ASK TYPE** is for the COUNTY's information only.

#### 38. Background Investigation

- 38.1.1 **ASK TYPE** shall ensure that all its persons working at COUNTY'S buildings or facilities pass a SCOPE and FINGERPRINT background check to perform work, as appropriate.
- 38.1.2 **ASK TYPE** is required to complete all security background investigations within eight (8) weeks following contract signing. All record checks shall be available immediately upon request by COUNTY'S representative. Requests shall be dated no more than sixty (60) calendar days prior to request. COUNTY reserves the right to deny **ASK TYPE** employee access to COUNTY'S site because of an unsatisfactory result on the SCOPE and FINGERPRINT background check of that employee. COUNTY further reserves the right to terminate contract if **ASK TYPE** COUNTY's or officer's record check is unacceptable.
- 38.1.3 After the Records Check has been given to COUNTY'S representative for review and has been approved by COUNTY, **ASK TYPE** shall be responsible for supplying all personnel accessing COUNTY'S facilities, with a Clark County Supplier Identification Badge, which shall be worn in a visible place on the person at all times when on COUNTY'S property. Some facilities may require **ASK TYPE** employees to swipe their badges for access. **ASK TYPE** shall be responsible for obtaining new Record Checks and Clark County Supplier Identification Badge(s) for any new employee that will be assigned to accessing COUNTY'S facilities. The same protocol for approval applies. **ASK TYPE** employees no longer assigned to perform services shall surrender their identification badge for immediate return to COUNTY for deactivation. **ASK TYPE** shall be responsible for all fees associated with obtaining the badges and record checks. Clark County Supplier Identification badges and access cards remain the property of Clark County. Each is separately issued to an individual and cannot be shared or transferred. Misuse of identification and access cards may be cause for termination of CONTRACT.
- 38.1.4 Clark County Supplier Identification Badge is valid for only one (1) year from date of issue. **ASK TYPE** employees shall contact designated representative to coordinate SCOPE and NCIC background checks and for Supplier Badge issuance annually. **ASK TYPE** employees will not be allowed entry into COUNTY'S facilities with an expired Supplier Identification Badge.
- 38.1.5 Failure to follow this procedure may result in termination of CONTRACT.

#### 39. Disclosure of Ownership Form

The **ASK TYPE** agrees to provide the information on the attached Disclosure of Ownership/Principals form prior to any contract and/or contract amendment to be awarded by the Board of County Commissioners.

**EXHIBIT 3**

IN WITNESS WHEREOF, the parties have caused this Contract to be executed the day and year first above written.

COUNTY:

CLARK COUNTY, NEVADA

By: \_\_\_\_\_  
YOLANDA T. KING  
Chief Financial Officer

\_\_\_\_\_  
DATE

**ASK TYPE:**

//LEGAL NAME//

By: \_\_\_\_\_  
//NAME//  
//TITLE//

\_\_\_\_\_  
DATE

APPROVED AS TO FORM:  
STEVEN B. WOLFSON  
District Attorney

By: \_\_\_\_\_  
ELIZABETH A. VIBERT  
Deputy District Attorney

\_\_\_\_\_  
DATE

**EXHIBIT 3**

**EXHIBIT A**

**CONTRACT FOR TELECOMMUNICATIONS  
EXPENSE MANAGEMENT**

**SCOPE OF WORK**

Begin here.

## EXHIBIT B

CONTRACT FOR TELECOMMUNICATIONS  
EXPENSE MANAGEMENT

## INSURANCE REQUIREMENTS

TO ENSURE COMPLIANCE WITH THE CONTRACT DOCUMENT, **ASK TYPE** SHOULD FORWARD THE FOLLOWING INSURANCE CLAUSE AND SAMPLE INSURANCE FORM TO THEIR INSURANCE AGENT PRIOR TO PROPOSAL SUBMITTAL.

- A. **Format/Time:** The **ASK TYPE** shall provide Owner with Certificates of Insurance, per the sample format (page B-3), for coverage as listed below, and endorsements affecting coverage required by this Contract within **ten (10) business days** after the award by the Owner. All policy certificates and endorsements shall be signed by a person authorized by that insurer and who is licensed by the State of Nevada in accordance with NRS 680A.300. All required aggregate limits shall be disclosed and amounts entered on the Certificate of Insurance, and shall be maintained for the duration of the Contract and any renewal periods.
- B. **Best Key Rating:** The Owner requires insurance carriers to maintain during the contract term, a Best Key Rating of A.VII or higher, which shall be fully disclosed and entered on the Certificate of Insurance.
- C. **Owner Coverage:** The Owner, its officers and employees must be expressly covered as additional insured's except on Workers' Compensation. The **ASK TYPE**'s insurance shall be primary as respects the Owner, its officers and employees.
- D. **Endorsement/Cancellation:** The **ASK TYPE**'s general liability and automobile liability insurance policy shall be endorsed to recognize specifically the **ASK TYPE**'s contractual obligation of additional insured to Owner and must note that the Owner will be given thirty (30) calendar days advance notice by certified mail "return receipt requested" of any policy changes, cancellations, or any erosion of insurance limits. Either a copy of the additional insured endorsement, or a copy of the policy language that gives Clark County automatic additional insured status must be attached to any certificate of insurance.
- E. **Deductibles:** All deductibles and self-insured retentions shall be fully disclosed in the Certificates of Insurance and may not exceed \$25,000.
- F. **Aggregate Limits:** If aggregate limits are imposed on bodily injury and property damage, then the amount of such limits must not be less than \$2,000,000.
- G. **Commercial General Liability:** Subject to Paragraph 6 of this Exhibit, the **ASK TYPE** shall maintain limits of no less than \$1,000,000 combined single limit per occurrence for bodily injury (including death), personal injury and property damages. Commercial general liability coverage shall be on a "per occurrence" basis only, not "claims made," and be provided either on a Commercial General Liability or a Broad Form Comprehensive General Liability (including a Broad Form CGL endorsement) insurance form. Policies must contain a primary and non-contributory clause and must contain a waiver of subrogation endorsement.
- H. **Automobile Liability:** Subject to Paragraph 6 of this Exhibit, the **ASK TYPE** shall maintain limits of no less than \$1,000,000 combined single limit per occurrence for bodily injury and property damage to include, but not be limited to, coverage against all insurance claims for injuries to persons or damages to property which may arise from services rendered by **ASK TYPE** and **any auto** used for the performance of services under this Contract.
- I. **Professional Liability:** The **ASK TYPE** shall maintain limits of no less than \$1,000,000 aggregate. If the professional liability insurance provided is on a Claims Made Form, then the insurance coverage required must continue for a period of two (2) years beyond the completion or termination of this Contract. Any retroactive date must coincide with or predate the beginning of this and may not be advanced without the consent of the Owner.
- J. **Homeowner's:** The **ASK TYPE** shall obtain and maintain homeowner's insurance which includes personal liability of no less than \$300,000 per occurrence.
- K. **Workers' Compensation:** The **ASK TYPE** shall obtain and maintain for the duration of this contract, a work certificate and/or a certificate issued by an insurer qualified to underwrite workers' compensation insurance in the State of Nevada, in accordance with Nevada Revised Statutes Chapters 616A-616D, inclusive, provided, however, a **ASK TYPE** that is a Sole Proprietor shall be required to submit an affidavit (Attachment 1) indicating that the **ASK TYPE** has elected not to be included in the terms, conditions and provisions of Chapters 616A-616D, inclusive, and is otherwise in compliance with those terms, conditions and provisions.
- L. **Failure To Maintain Coverage:** If the **ASK TYPE** fails to maintain any of the insurance coverage required herein, Owner may withhold payment, order the **ASK TYPE** to stop the work, declare the **ASK TYPE** in breach, suspend or terminate the Contract, assess liquidated damages as defined herein, or may purchase replacement insurance or pay premiums due on existing policies. Owner may collect any replacement insurance costs or premium payments made from the **ASK TYPE** or deduct the amount paid from any sums due the **ASK TYPE** under this Contract.
- M. **Additional Insurance:** The **ASK TYPE** is encouraged to purchase any such additional insurance as it deems

necessary.

- N. **Damages:** The **ASK TYPE** is required to remedy all injuries to persons and damage or loss to any property of Owner, caused in whole or in part by the **ASK TYPE**, their subcontractors or anyone employed, directed or supervised by **ASK TYPE**.
- O. **Cost:** The **ASK TYPE** shall pay all associated costs for the specified insurance. The cost shall be included in the price(s).
- P. **Insurance Submittal Address:** All Insurance Certificates requested shall be sent to the Clark County Purchasing and Contracts Division, Attention: Insurance Coordinator. See the Submittal Requirements Clause in the RFP package for the appropriate mailing address.
- Q. **Insurance Form Instructions:** The following information must be filled in by the **ASK TYPE**'s Insurance Company representative:
1. Insurance Broker's name, complete address, phone and fax numbers.
  2. **ASK TYPE**'s name, complete address, phone and fax numbers.
  3. Insurance Company's Best Key Rating
  4. Commercial General Liability (Per Occurrence)
    - (A) Policy Number
    - (B) Policy Effective Date
    - (C) Policy Expiration Date
    - (D) Each Occurrence (\$1,000,000)
    - (E) **Damage to Rented Premises (\$50,000)**
    - (F) **Medical Expenses (\$5,000)**
    - (G) Personal & Advertising Injury (\$1,000,000)
    - (H) General Aggregate (\$2,000,000)
    - (I) **Products - Completed Operations Aggregate (\$2,000,000)**
  5. Automobile Liability (Any Auto)
    - (J) Policy Number
    - (K) Policy Effective Date
    - (L) Policy Expiration Date
    - (M) Combined Single Limit (\$1,000,000)
  6. Worker's Compensation
  7. **Professional Liability**
    - (N) **Policy Number**
    - (O) **Policy Effective Date**
    - (P) **Policy Expiration Date**
    - (Q) **Aggregate (\$1,000,000)**
  8. **Homeowner's Liability (Per Occurrence)**
    - (R) **Policy Number**
    - (S) **Policy Effective Date**
    - (T) **Policy Expiration Date**
    - (U) **Aggregate (\$1,000,000)**
  9. Description: RFP Number and Name of Contract (must be identified on the initial insurance form and each renewal form).
  10. Certificate Holder:  
Clark County, Nevada  
c/o Purchasing and Contracts Division  
Government Center, Fourth Floor  
500 South Grand Central Parkway  
P.O. Box 551217  
Las Vegas, Nevada 89155-1217
  11. Appointed Agent Signature to include license number and issuing state.



POLICY NUMBER: \_\_\_\_\_

COMMERCIAL GENERAL AND AUTOMOBILE LIABILITY

RFP NUMBER AND CONTRACT NAME:

**THIS ENDORSEMENT CHANGED THE POLICY. PLEASE READ IT CAREFULLY**  
**ADDITIONAL INSURED – DESIGNATED PERSON OR ORGANIZATION**

This endorsement modifies insurance provided under the following:

COMMERCIAL GENERAL LIABILITY AND AUTOMOBILE LIABILITY COVERAGE PART.

**SCHEDULE**

Name of Person or Organization:

CLARK COUNTY, NEVADA  
C/O PURCHASING & CONTRACTS DIVISION  
500 S. GRAND CENTRAL PKWY 4<sup>TH</sup> FL  
PO BOX 551217  
LAS VEGAS, NEVADA 89155-1217

(If no entry appears above, information required to complete this endorsement will be shown in the Declarations as applicable to this endorsement.)

WHO IS AN INSURED (Section II) is amended to include as an insured the person or organization shown in the Schedule as an insured but only with respect to liability arising out of your operations or premises owned by or rented to you.

CLARK COUNTY, NEVADA, ITS OFFICERS, EMPLOYEES AND VOLUNTEERS ARE INSURED WITH RESPECT TO LIABILITY ARISING OUT OF THE ACTIVITIES BY OR ON BEHALF OF THE NAMED INSURED IN CONNECTION WITH THIS PROJECT.

**ATTACHMENT 1**

**AFFIDAVIT**

**(ONLY REQUIRED FOR A SOLE PROPRIETOR)**

I, \_\_\_\_\_, on behalf of my company, \_\_\_\_\_, being duly sworn,  
(Name of Sole Proprietor) (Legal Name of Company)

depose and declare:

1. I am a Sole Proprietor;
2. I will not use the services of any employees in the performance of this contract, identified as RFP No. 603294-14, entitled CONTRACT FOR TELECOMMUNICATIONS EXPENSE MANAGEMENT;
3. I have elected to not be included in the terms, conditions, and provisions of NRS Chapters 616A-616D, inclusive; and
4. I am otherwise in compliance with the terms, conditions, and provisions of NRS Chapters 616A-616D, inclusive.

I release Clark County from all liability associated with claims made against me and my company, in the performance of this contract, that relate to compliance with NRS Chapters 616A-616D, inclusive.

Signed this \_\_\_\_\_ day of \_\_\_\_\_, \_\_\_\_\_.

Signature \_\_\_\_\_

State of Nevada        )  
                                  )ss.  
County of Clark        )

Signed and sworn to (or affirmed) before me on this \_\_\_\_\_ day of \_\_\_\_\_, 20\_\_\_\_,  
by \_\_\_\_\_ (name of person making statement).

Notary Signature  
STAMP AND SEAL

EXHIBIT C

**SUBCONTRACTOR INFORMATION**

**DEFINITIONS:**

MINORITY OWNED BUSINESS ENTERPRISE (MBE): An independent and continuing **Nevada** business for profit which performs a commercially useful function and is at least 51% owned and controlled by one or more minority persons of Black American, Hispanic American, Asian-Pacific American or Native American ethnicity.

WOMEN OWNED BUSINESS ENTERPRISE (WBE): An independent and continuing **Nevada** business for profit which performs a commercially useful function and is at least 51% owned and controlled by one or more women.

PHYSICALLY-CHALLENGED BUSINESS ENTERPRISE (PBE): An independent and continuing **Nevada** business for profit which performs a commercially useful function and is at least 51% owned and controlled by one or more disabled individuals pursuant to the federal Americans with Disabilities Act.

SMALL BUSINESS ENTERPRISE (SBE): An independent and continuing **Nevada** business for profit which performs a commercially useful function, is **not** owned and controlled by individuals designated as minority, women, or physically-challenged, and where gross annual sales does not exceed \$2,000,000.

NEVADA BUSINESS ENTERPRISE (NBE): Any Nevada business which has the resources necessary to sufficiently perform identified County projects, and is owned or controlled by individuals that are not designated as socially or economically disadvantaged.

VETERAN OWNED ENTERPRISE (VET): A Nevada business at least 51% owned/controlled by a veteran.

DISABLED VETERAN OWNED ENTERPRISE (DVET): A Nevada business at least 51% owned/controlled by a disabled veteran.

It is our intent to utilize the following MBE, WBE, PBE, SBE, and NBE subcontractors in association with this Contract:

1. Subcontractor Name: \_\_\_\_\_  
 Contact Person: \_\_\_\_\_ Telephone Number: \_\_\_\_\_  
 Description of Work: \_\_\_\_\_  
 \_\_\_\_\_  
 Estimated Percentage of Total Dollars: \_\_\_\_\_  
 Business Type: \_\_\_ MBE \_\_\_ WBE \_\_\_ PBE \_\_\_ SBE \_\_\_ NBE

2. Subcontractor Name: \_\_\_\_\_  
 Contact Person: \_\_\_\_\_ Telephone Number: \_\_\_\_\_  
 Description of Work: \_\_\_\_\_  
 \_\_\_\_\_  
 Estimated Percentage of Total Dollars: \_\_\_\_\_  
 Business Type: \_\_\_ MBE \_\_\_ WBE \_\_\_ PBE \_\_\_ SBE \_\_\_ NBE

3. Subcontractor Name: \_\_\_\_\_  
 Contact Person: \_\_\_\_\_ Telephone Number: \_\_\_\_\_  
 Description of Work: \_\_\_\_\_  
 \_\_\_\_\_  
 Estimated Percentage of Total Dollars: \_\_\_\_\_  
 Business Type: \_\_\_ MBE \_\_\_ WBE \_\_\_ PBE \_\_\_ SBE \_\_\_ NBE

4. Subcontractor Name: \_\_\_\_\_  
 Contact Person: \_\_\_\_\_ Telephone Number: \_\_\_\_\_  
 Description of Work: \_\_\_\_\_  
 \_\_\_\_\_  
 Estimated Percentage of Total Dollars: \_\_\_\_\_  
 Business Type: \_\_\_ MBE \_\_\_ WBE \_\_\_ PBE \_\_\_ SBE \_\_\_ NBE

No MBE, WBE, PBE, SBE, or NBE subcontractors will be used.



**INSTRUCTIONS FOR COMPLETING THE  
DISCLOSURE OF OWNERSHIP/PRINCIPALS FORM**

**Purpose of the Form**

The purpose of the Disclosure of Ownership/Principals Form is to gather ownership information pertaining to the business entity for use by the Board of County Commissioners ("BCC") in determining whether members of the BCC should exclude themselves from voting on agenda items where they have, or may be perceived as having a conflict of interest, and to determine compliance with Nevada Revised Statute 281A.430, contracts in which a public officer or employee has interest is prohibited.

**General Instructions**

Completion and submission of this Form is a condition of approval or renewal of a contract or lease and/or release of monetary funding between the disclosing entity and the appropriate Clark County government entity. Failure to submit the requested information may result in a refusal by the BCC to enter into an agreement/contract and/or release monetary funding to such disclosing entity.

**Detailed Instructions**

All sections of the Disclosure of Ownership form must be completed. If not applicable, write in N/A.

**Business Entity Type** – Indicate if the entity is an Individual, Partnership, Limited Liability Company, Corporation, Trust, Non-profit Organization, or Other. When selecting 'Other', provide a description of the legal entity.

**Non-Profit Organization (NPO)** - Any non-profit corporation, group, association, or corporation duly filed and registered as required by state law.

**Business Designation Group** – Indicate if the entity is a Minority Owned Business Enterprise (MBE), Women-Owned Business Enterprise (WBE), Small Business Enterprise (SBE), or Physically-Challenged Business Enterprise (PBE). This is needed in order to provide utilization statistics to the Legislative Council Bureau, and will be used only for such purpose.

**Minority Owned Business Enterprise (MBE):**

An independent and continuing business for profit which performs a commercially useful function and is at least 51% owned and controlled by one or more minority persons of Black American, Hispanic American, Asian-Pacific American or Native American ethnicity.

**Women Owned Business Enterprise (WBE):**

An independent and continuing business for profit which performs a commercially useful function and is at least 51% owned and controlled by one or more women.

**Physically-Challenged Business Enterprise (PBE):**

An independent and continuing business for profit which performs a commercially useful function and is at least 51% owned and controlled by one or more disabled individuals pursuant to the federal Americans with Disabilities Act.

**Small Business Enterprise (SBE):**

An independent and continuing business for profit which performs a commercially useful function, is not owned and controlled by individuals designated as minority, women, or physically-challenged, and where gross annual sales does not exceed \$2,000,000.

**Business Name (include d.b.a., if applicable)** – Enter the legal name of the business entity and enter the "Doing Business As" (d.b.a.) name, if applicable.

**Corporate/Business Address, Business Telephone, Business Fax, and Email** – Enter the street address, telephone and fax numbers, and email of the named business entity.

**Local Business Address, Local Business Telephone, Local Business Fax, and Email** – If business entity is out-of-state, but operates the business from a location in Nevada, enter the Nevada street address, telephone and fax numbers, point of contact and email of the local office. Please note that the local address must be an address from which the business is operating from that location. Please do not include a P.O. Box number, unless required by the U.S. Postal Service, or a business license hanging address.

**Number of Clark County Nevada Residents employed by this firm.**

**List of Owners/Officers** – Include the full name, title and percentage of ownership of each person who has ownership or financial interest in the business entity. If the business is a publicly-traded corporation or non-profit organization, list all Corporate Officers and Directors only.

**For All Contracts – (Not required for publicly-traded corporations)**

- 1) Indicate if any individual members, partners, owners or principals involved in the business entity are a Clark County full-time employee(s), or appointed/elected official(s). If yes, the following paragraph applies.

In accordance with NRS 281A.430.1, a public officer or employee shall not bid on or enter into a contract between a government agency and any private business in which he has a significant financial interest, except as provided for in subsections 2, 3, and 4.

- 2) Indicate if any individual members, partners, owners or principals involved in the business entity have a second degree of consanguinity or affinity relation to a Clark County full-time employee(s), or appointed/elected official(s) (reference form on Page 2 for definition). If **YES**, complete the Disclosure of Relationship Form. Clark County is comprised of the following government entities: Clark County, University Medical Center of Southern Nevada, Department of Aviation (McCarran Airport), and Clark County Water Reclamation District. Note: The Department of Aviation includes all of the General Aviation Airports (Henderson, North Las Vegas, and Jean).

A professional service is defined as a business entity that offers business/financial consulting, legal, physician, architect, engineer or other professional services.

**Signature and Print Name** – Requires signature of an authorized representative and the date signed.

**Disclosure of Relationship Form** – If any individual members, partners, owners or principals of the business entity is presently a Clark County employee, public officer or official, or has a second degree of consanguinity or affinity relationship to a Clark County employee, public officer or official, this section must be completed in its entirety.

## DISCLOSURE OF OWNERSHIP/PRINCIPALS

Business Entity Type						
<input type="checkbox"/> Sole Proprietorship	<input type="checkbox"/> Partnership	<input type="checkbox"/> Limited Liability Company	<input type="checkbox"/> Corporation	<input type="checkbox"/> Trust	<input type="checkbox"/> Non-Profit Organization	<input type="checkbox"/> Other
Business Designation Group						
<input type="checkbox"/> MBE	<input type="checkbox"/> WBE	<input type="checkbox"/> SBE	<input type="checkbox"/> PBE	<input type="checkbox"/>	<input type="checkbox"/>	
Minority Business Enterprise	Women-Owned Business Enterprise	Small Business Enterprise	Physically Challenged Business Enterprise			
Corporate/Business Entity Name:						
(Include d.b.a., if applicable)						
Street Address:			Website:			
City, State and Zip Code:			POC Name and Email:			
Telephone No:			Fax No:			
Local Street Address:			Website:			
City, State and Zip Code:			Local Fax No:			
Local Telephone No:			Local POC Name Email:			
Number of Clark County Nevada Residents Employed:						

**All entities**, with the exception of publicly-traded and non-profit organizations, must list the names of individuals holding more than five percent (5%) ownership or financial interest in the business entity appearing before the Board.

**Publicly-traded entities and non-profit organizations shall list all Corporate Officers and Directors** in lieu of disclosing the names of individuals with ownership or financial interest. The disclosure requirement, as applied to land-use applications, extends to the applicant and the landowner(s).

**Entities** include all business associations organized under or governed by Title 7 of the Nevada Revised Statutes, including but not limited to private corporations, close corporations, foreign corporations, limited liability companies, partnerships, limited partnerships, and professional corporations.

Full Name	Title	% Owned (Not required for Publicly Traded Corporations/Non-profit organizations)

*This section is not required for publicly-traded corporations.*

- Are any individual members, partners, owners or principals, involved in the business entity, a Clark County, University Medical Center, Department of Aviation, or Clark County Water Reclamation District full-time employee(s), or appointed/elected official(s)?
   
 Yes     No    (If yes, please note that County employee(s), or appointed/elected official(s) may not perform any work on professional service contracts, or other contracts, which are not subject to competitive bid.)
  
- Do any individual members, partners, owners or principals have a spouse, registered domestic partner, child, parent, in-law or brother/sister, half-brother/half-sister, grandchild, grandparent, related to a Clark County, University Medical Center, Department of Aviation, or Clark County Water Reclamation District full-time employee(s), or appointed/elected official(s)?
   
 Yes     No    (If yes, please complete the Disclosure of Relationship form on Page 2. If no, please print N/A on Page 2.)

I certify under penalty of perjury, that all of the information provided herein is current, complete, and accurate. I also understand that the Board will not take action on land-use approvals, contract approvals, land sales, leases or exchanges without the completed disclosure form.

Signature	Print Name
Title	Date

## DISCLOSURE OF RELATIONSHIP

List any disclosures below:  
(Mark N/A, if not applicable.)

NAME OF BUSINESS OWNER/PRINCIPAL	NAME OF COUNTY* EMPLOYEE/OFFICIAL AND JOB TITLE	RELATIONSHIP TO COUNTY* EMPLOYEE/OFFICIAL	COUNTY* EMPLOYEE'S/OFFICIAL'S DEPARTMENT

\* County employee means Clark County, University Medical Center, Department of Aviation, or Clark County Water Reclamation District.

“Consanguinity” is a relationship by blood. “Affinity” is a relationship by marriage.

“To the second degree of consanguinity” applies to the candidate’s first and second degree of blood relatives as follows:

- Spouse – Registered Domestic Partners – Children – Parents – In-laws (first degree)
- Brothers/Sisters – Half-Brothers/Half-Sisters – Grandchildren – Grandparents – In-laws (second degree)

***For County Use Only:***

If any Disclosure of Relationship is noted above, please complete the following:

- Yes  No Is the County employee(s) noted above involved in the contracting/selection process for this particular agenda item?
- Yes  No Is the County employee(s) noted above involved in any way with the business in performance of the contract?

Notes/Comments:

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Print Name

Authorized Department Representative

## DISCLOSURE OF RELATIONSHIP

### ***For County Use Only:***

If any Disclosure of Relationship is noted above, please complete the following:

Yes  No Is the County employee(s) noted above involved in the contracting/selection process for this particular agenda item?

Yes  No Is the County employee(s) noted above involved in any way with the business in performance of the contract?

Notes/Comments:

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Signature

---

Print Name

Authorized Department Representative

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### ***For County Use Only:***

If any Disclosure of Relationship is noted above, please complete the following:

Yes  No Is the County employee(s) noted above involved in the contracting/selection process for this particular agenda item?

Yes  No Is the County employee(s) noted above involved in any way with the business in performance of the contract?

Notes/Comments:

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Signature

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Print Name

Authorized Department Representative

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### ***For County Use Only:***

If any Disclosure of Relationship is noted above, please complete the following:

Yes  No Is the County employee(s) noted above involved in the contracting/selection process for this particular agenda item?

Yes  No Is the County employee(s) noted above involved in any way with the business in performance of the contract?

Notes/Comments:

---

Signature

---

Print Name

Authorized Department Representative