

5. SECTION B - SCOPE OF SERVICES:

5.1. Background

The County requires a Contractor to provide an Accounts Payable (AP) Forensics Software System and related Services for the Department of Finance ("FIN"). This software will enable FIN to automate the detection of past payment errors and review future invoices prior to making payment(s), thereby reducing fraud and errors such as duplicate vendor payments and preserving taxpayer dollars.

FIN will be the Administrator of the Contract resulting from this RFP (the "Contract").

5.2. Intent

The County intends to award one (1) Contract as a result of this RFP.

5.3. Scope of Services

The Contractor must provide software (the 'Software') and related Services for FIN. The Software provided by the Contractor must be able to analyze County invoices prior to payment, to identify errors, including but not limited to, duplicate payments and possible fraudulent activity. The Software provided by the Contractor must also be able to analyze invoices that were paid by the County prior to the start date of this Contract (see Section 5.4 Historical Data). The Contractor must provide the County with access to the Software via a web-based software application ("Software as a Service" or "SaaS"). The County will securely upload the data to the SaaS's Secure File Transfer Protocol (SFTP) server or equivalent solution supplied by the Contractor, and the Contractor must ensure that the SaaS is available to the County 99% of the time. The Contractor must provide the following goods and services:

1. AP Forensic software including, but not limited to, software licensing, maintenance, updates, and support for the life of this Contract.
2. Software must be hosted on a secure server located in the United States of America.
3. Seven (7) full AP Forensic User licenses that provide select County employees with the ability to control filters and exclusions.
4. Seven (7) Restricted Viewer Licenses for the Reporting Module and Dashboard Users (RMDU) that provide select County users access only to view and print reports from the Reporting Module.
5. An AP Transactions Module that provides the County with analysis of up to 400,000 AP transactions per year.
 - a. Must include the ability to pull and analyze AP data, including but not limited to, Supplier Code, Supplier Invoice number, Invoice amount, Invoice date, Date entered, Payment date, Payment type, User ID, Purchase Order, Supplier Name, Payment Status, Description Field, Document type, Currency, Date Received, Date Posted and Vendor Type.
6. Contractor's SaaS must allow notes, with at least 50 characters each, to be added to each potential finding and report on the status of the finding with accompanying notes and must have a designation for each finding such as Recovered, Prevented and Internal error.
7. A Master Supplier File Module that provides the County with a monthly analysis of the County's Supplier Table and provides data for the other modules in this SaaS, with unlimited accounts per year.
8. A Constant/Continuous Monitoring Module that provides the County with an analysis of AP transactions every business day. The County will send the AP data to the Contractor every business day at 5 AM Eastern Standard Time (EST). Once it receives the County's AP data, the Contractor's SaaS must analyze the AP data and post a report in the Reporting Module, to be available for view by the County by 8 AM EST every business day. The Contractor must also

- incorporate all historical transactions from the County AP data in this analysis.
9. A Fraud Tester Module that provides the County with analysis of AP transactions that may be a result of fraud. This module must perform on demand a minimum of 12 fraud tests.
 10. A Tax Checker Module that provides the County with analysis of AP transactions and Supplier Table data that may indicate a need for further review by the County. The Tax Checker Module must include evaluation of multiple vendor entries and unlimited line items per year.
 11. A Reporting Module that provides County users with reports of unusual transactions, including but not limited to, possible fraudulent transactions discovered by the Fraud Tester Module, unusual supplier activity discovered by the Master Supplier File Module, potential duplicate payments, and other potential excess or incorrect payments or incorrect supplier activity as discovered by the Modules noted above that are available to the County per this Contract. This Module must include a minimum of 70 pre-configured reports.
 12. Payment Card (P-Card) Managed Services, including one full license for AP Forensic P-Card Managed Service which also includes, but is not limited to:
 - a. AP to P-Card Reconciliation for an unlimited number of transactions and with capability to run monthly reports
 - b. P-Card to P-Card review and reconciliation for an unlimited number of transactions and with capability to run monthly reports
 - c. P-Card to Cash for an unlimited number of transactions and with capability to run monthly reports
 13. Gold level support provided via unlimited telephone and email access to Contractor from 9 AM to 5 PM EST Monday through Friday, for all software supplied by the Contractor under this Contract. Gold level support includes one major product update every three years and unlimited minor updates.
 14. At the County's option, a training Program onsite at the County, including up to 96 hours of training during the first term of the Contract and including up to 64 hours of training for each optional renewal. The County will not reimburse travel costs incurred by the Contractor for this training.
 15. The Contractor must upload an estimated 400,000 transaction records annually.
 16. The Contractor must deliver a proven SaaS system within 90 days of the Contract effective date and for the duration of the Contract, is capable of providing a minimum of 70 pre-configured reports related to AP transactions, including but not limited to, P-Card Managed Services, fraud detection, supplier table information including tax information, and duplicate payments, and that runs on demand at the request of the County, and other requirements stated in this RFP.

5.4 Historical Data

1. Within the first 120 days the Contract is in effect, the Contractor will upload two (2) years of the County's historical data, approximately 800,000 transaction records, provided by the County.

5.5 Software Acceptance and Testing

1. The County will have a 90-day implementation period to test and confirm that the Software system, including all criteria listed in 5.3 Scope of Services and 5.6 Contractor's Responsibility, performs satisfactorily and is acceptable to the County.
2. If at any time during the 90-day implementation period the County determines the Software system is defective, the Contractor will have 10 business days to correct any/all defects. A defect will be considered resolved once the County accepts any defect correction provided by Contractor. If the County implements a particular "work-around" while the Contractor is resolving any/all defects, the "work-around" does not itself constitute acceptance of the "work-around". All defects must be corrected by the Contractor at no additional cost to the County.

5.6 Contractor's Responsibilities

1. SaaS solution must have an uptime of 99% or greater.
2. Software must be hosted on a secure server located in the United States of America.
3. Must have a disaster recovery solution in place and in the event of a system failure be able to recover and be fully operational within 24 hours.
4. Must maintain network and data security at all times that conforms to generally recognized industry standards and best practices.
5. Must ensure that the SaaS solution is maintained via upgrades, patches, bug fixes, etc. as to remain secure from vulnerabilities.
6. System must possess security features to ensure only authorized personnel have access to them.
7. Must establish and maintain procedures in all data control areas that will reduce the opportunity for any of the Contractor's employees, or any County employees, to damage, alter, or compromise data.
8. Neither the County's review, approval or acceptance of, nor payment for, any of the services required under the Contract shall be construed to operate as a waiver of any rights under the Contract or of any cause of action arising out of the performance of this Contract, and the Contractor is and remains liable to the County in accordance with applicable law for all damages to the County caused by the Contractor's negligent performance of any of the services furnished under the Contract.

5.7 Technology Requirements

1. Use of County Provided Technology and Information Security:
The Contractor may be afforded remote access privileges to County Provided Technology and Information Security, or otherwise work on, or interface with, County Provided Technology and Information Security, and must ensure that items pertaining to the County's Provided Technology and Information Security, including electronic data assets, are protected from theft, unauthorized destruction, use, modification, or disclosure as deemed necessary under the County's Information Security Procedure (AP 6-7) and Use of County Provided Technology Administrative Procedure (AP 6-1). The Offeror must agree to adhere to any and all policies and procedures under, or related to, AP 6-7 and AP 6-1 which are incorporated by reference into and made a part of this solicitation as Attachment I.
2. IT Security Addendum:
The Offeror must agree to adhere to any and all policies and procedures under, or related to, the IT Security Addendum incorporated by reference into and made a part of this solicitation as Attachment H.

6. SECTION C - PERFORMANCE PERIOD

6.1. TERM

The effective date of this Contract begins upon signature by the Director, Office of Procurement. The period in which Contractor must perform all work under the Contract begins on the Contract's effective date and ends after a three (3) year period. Contractor must also perform all work in accordance with time periods stated in the Scope of Work under this solicitation. Before this term for performance ends, the Director, Office of Procurement, at his/her sole option may (but is not required to) renew the term. Contractor's satisfactory performance does not guarantee a renewal of the term. The Director, Office of Procurement, may exercise this option to renew this term two (2) times for one (1) year each.