



REQUEST FOR PROPOSAL

2022-RFP-0126

IT STAFFING

County of Sacramento

9660 Ecology Lane

Sacramento, CA 95827

RELEASE DATE: January 5, 2023

DEADLINE FOR QUESTIONS: January 25, 2023

RESPONSE DEADLINE: February 17, 2023, 3:00 pm

RESPONSES MUST BE SUBMITTED ELECTRONICALLY TO:

<https://secure.procurenow.com/portal/saccounty>

County of Sacramento  
REQUEST FOR PROPOSAL  
IT Staffing

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## 1. Definitions

**Response:**The written, signed and sealed complete document(s) submitted according to the proposal instructions. Response does not include any verbal or documentary interaction apart from submittal of a formal Response.

**Request/Proposal/Bid:** The completed and released solicitation, including all subsequent addenda, made publicly available to all prospective proposers.

**We/Us/Our:** Terms that refer to the County of Sacramento, a duly organized public entity. They may also be used as pronouns for various subsets of the County organization, including, as the context will indicate:

- Purchasing - the Contracts and Purchasing Services Division of the Department of General Services.
- Department/Division – The department or division requesting the goods or services contained in this request, for which this PROPOSAL is prepared and which will be the end user of the requested goods or services.
- Constituency – the client base or County population which may benefit from the procurement of goods and/or services requested herein.

**You/Your:** Terms that refer to businesses/individuals submitting a response. The term may apply differently as the context will indicate.

- Supplier - A business entity engaged in the business of providing services.
- Proposer - A business entity submitting a Response to this proposal. Suppliers which may express interest in this proposal, but who do not submit a Response, have no obligations with respect to the proposal requirements.
- Contractor - The Proposer(s) whose Response to this proposal is evaluated as meeting the needs of the County. Contractor(s) will be selected for award, and will enter into a contract(s) for provision of the services described in this proposal.
- Contractor's Employee - All persons who can be offered to provide the services described in the proposal. All employees of the Contractor shall be covered by the insurance programs normally provided to persons employed by a company (ex: Worker's Comp, SDI, etc.).

**Mandatory:** A required element of this request/proposal/bid. Failure to satisfy any element of this request/proposal/bid defined as "mandatory" will disqualify the particular response.

**Default:**A failure to act as required by any contract resulting from this request, which may trigger the right to sue or may excuse the other party's obligation to perform under the contract.

**Cancellation/Termination:**A unilateral or mutual decision to not complete an exchange or perform an obligation under any contract resulting from this request.

**“Or Equal”:** A statement used for reference to indicate the character or quality desired in a requested product or service. When specified in a proposal document, equal items will be considered, provided the response clearly describes the article. Offers of equal items must state the brand and number, or level of quality. When brand, number, or level of quality is not stated by proposer, the offer will be considered exactly as specified. The determination of the Purchasing Agent as to what items are equal is final and conclusive.

## 2. Introduction

### 2.1. [Summary](#)

The County of Sacramento (County) is soliciting competitive proposals to provide IT Staffing services as specified in this RFP.

The County of Sacramento is committed to improving productivity, protecting the County's information technology investment, and maximizing operational efficiency. The contract(s) that is established as a result of this RFP will be for the use of various County Departments. The County is not limited to purchase all of its requirements from any award as a result of this RFP.

### 2.2. [Background](#)

Sacramento County was incorporated in 1850 as one of the original 27 counties of the State of California. A five-member elected Board of Supervisors serves as the government body of the County, establishing policy and exercising legislative authority. The County Executive, appointed by the Board, serves as the chief executive officer of the County and is generally responsible for the County's day-to-day operations. Sacramento County has an estimated population of 2.1 million residents. The County is staffed by approximately 12,000 full-time employees and manages an annual budget of almost \$5.8 billion.

This RFP is required to execute new contracts to continue meeting the County IT needs where County job classifications do not exist for specialized skill sets or to meet temporary staffing needs. The Contracts will provide for miscellaneous IT Staffing and Special Project Services required by several departments to augment existing permanent staff who do not possess the necessary specialized skill sets or to provide temporary staffing to meet project needs. This RFP will provide for a pool of contracted vendors that will be available to all departments countywide.

The work of County departments comprises many distinct lines of business with each department having its unique vocabulary, processes, technical skill set requirements, and systems. In addition, contracting has become a necessity due to the need to modernize systems and the amount of work exceeds the resources of existing permanent staff. Multiple contracts for IT Staffing and Special Project Services are historically necessary to ensure that sufficient supplemental IT staffing is available to all County departments. The Chief Information Officer will continue to review all new departmental requests for IT staffing to determine if the request can be fulfilled by existing County staff.

### 2.3. [Contact Information](#)

**Chris Anderson**  
Senior Contract Services Officer  
9660 Ecology Ln.  
Sacramento, CA 95827

Email: [andersonch@saccounty.gov](mailto:andersonch@saccounty.gov)

Phone: [\(916\) 874-7034](tel:(916)874-7034)

**Department:**

DGS: CAPSD - Procurement

**Department Head:**

Craig Rader

Purchasing Agent

## 2.4. Timeline

<b>Release Project Date</b>	January 5, 2023
<b>Pre-Bid Meeting (Non-Mandatory)</b>	January 18, 2023, 9:00am Join ZoomGov Meeting <a href="https://saccounty-net.zoomgov.com/j/1602012890?pwd=L3IHVWM2Wm93eWNHQII4KzBtMUhzUT09">https://saccounty-net.zoomgov.com/j/1602012890?pwd=L3IHVWM2Wm93eWNHQII4KzBtMUhzUT09</a> Meeting ID: 160 201 2890 Passcode: 878125 One tap mobile +16692545252,,1602012890# US (San Jose) +16692161590,,1602012890# US (San Jose) Dial by your location +1 669 254 5252 US (San Jose) +1 669 216 1590 US (San Jose) +1 551 285 1373 US +1 646 828 7666 US (New York) Meeting ID: 160 201 2890 Find your local number: <a href="https://saccounty-net.zoomgov.com/u/axqdJylv4">https://saccounty-net.zoomgov.com/u/axqdJylv4</a> Join by SIP <a href="mailto:1602012890@sip.zoomgov.com">1602012890@sip.zoomgov.com</a> Join by H.323 <a href="tel:161.199.138.10">161.199.138.10</a> (US West) <a href="tel:161.199.136.10">161.199.136.10</a> (US East) Meeting ID: 160 201 2890 Passcode: 878125 Join by Skype for Business <a href="https://saccounty-net.zoomgov.com/skype/1602012890">https://saccounty-net.zoomgov.com/skype/1602012890</a>

<b>Question Submission Deadline</b>	January 25, 2023, 3:00pm
<b>Addendum Issued (if necessary)</b>	February 6, 2023, 3:00pm
<b>Submission Deadline</b>	February 17, 2023, 3:00pm
<b>Award Contract</b>	March 22, 2023

### 3. Proposer's Instructions

**General Format:** Respond to all requests for information and completion of forms contained in this Request for Proposal. You may use additional sheets as necessary. A qualifying response must address all items. Brochures and advertisements will not be considered a complete reply to requests for information and will not be accepted as such. Proposer is solely responsible for accuracy and completeness of proposal response and for electronically separating confidential documents when submitting their response through [SacCountyEbids](#). Responses considered incomplete may be rejected.

**Alteration of Proposal Text:** the original text of this proposal document, as well as any attachments, amendments or other official correspondence related to this proposal document, may not be manually, electronically or otherwise altered by proposer or proposer's agent(s). Any response containing altered, deleted, additional or otherwise non-original text will be disqualified.

**Preparation of Response:**

- A. All responses must be signed by an authorized officer or employee of the responder.
- B. Responses must be submitted prior to the specified date and time, using the [SacCountyEbids](#). Responses delivered by hand, fax, telephone, e-mail, or any postal carrier will not be accepted. If bidder uploads a file to [SacCountyEbids](#), it is bidder responsibility to ensure the file is not corrupt or damaged. If County is unable to open an attachment because it is damaged, corrupt, infected, etc., it may disqualify bidder's submission. See this [training guide](#) for guidance entering your online response.
- C. Time of delivery must be stated as the number of calendar days following receipt of the order by the proposer to receipt of the goods or services by the County.
- D. Time of delivery may be a consideration in the award.
- E. Prices will be considered as net if no cash discount is offered. If a discrepancy between the unit price and the item total exists, the unit price prevails.
- F. Shipping Terms: N/A; Payment Terms: NET/30.

**Confidential Information/Public Record:** All responses become property of the County. All responses, including the accepted proposal and any subsequent contract, become public records per the requirements of the California Government Code, Sections 6250 -6270, "California Public Records Act". Proprietary material must be clearly marked as such. Pricing and service elements of the successful proposal are not considered proprietary information.

The County will treat all information submitted in a proposal as available for public inspection once the County has selected a contractor. If you believe that you have a legally justifiable basis under the California Public Records Act (Government Section 6250 et. seq.) for protecting the confidentiality of any information contained within your proposal, you must identify any such information, together with the legal basis of your claim in your proposal, and present such information **separately** (see "Confidential" section in Vendor Submissions) as part of your response package.

The final determination as to whether the County will assert your claim of confidentiality on your behalf shall be at the sole discretion of the County. If the County makes a determination that your information does not meet the criteria for confidentiality, you will be notified as such. Any information deemed to be non-confidential shall be considered public record.

## 4. Basis for Award

This proposal award will be determined by factors other than price alone. The County's sole purpose in the evaluation process is to determine from among the Responses received, which one is best suited to meet the County's needs. Any final analysis or weighted point score does not imply that one proposal is superior to another, but simply that in our judgment the proposal(s) we select offer(s) the best overall solution for our current and anticipated needs. The County reserves the right to make modifications to any scoring and/or weight structure prior to the evaluation of responses. The responses will remain sealed during the proposal evaluation period, and will be made available for public inspection upon notice of proposal award.

**Bid responses will be considered valid for a period of 120 calendar days after bid closing date above.**

**Note:** All specifications, terms and conditions of this request will apply to any resulting order.

### 4.1. Scoring Criteria

Proposals will be scored on pricing and other factors in your proposal such as ability to meet the requirements of the RFP, experience, references, risk assessment, etc. Contract(s) will be awarded to the highest scoring proposer(s).

### 4.2. RFP CLARIFICATION

Questions regarding this RFP should be submitted on OpenGov.com. Answers, citing the question, but not identifying the questioner, will be posted in OpenGov, no questions will be accepted in any other manner.

**Bidder Conference** – A bidder conference will be held, during which bidders will be afforded the opportunity to meet with County personnel and discuss the content of the RFP in further detail. See the timeline portion of the Introduction section of the RFP for further details.

The deadline for submitting final questions is shown in the timeline portion of the Introduction section of the RFP. Questions submitted after the deadline for submitting questions will not be answered.

**RFP Amendment** – If it becomes evident that this RFP must be amended, an Addendum will be issued to the RFP and posted on OpenGov.com. It is the vendor responsibility to check for addendum(s) related to this RFP.

**Bidder Responsibility** – We expect you to be thoroughly familiar with all specifications and requirements of this RFP. Your failure or omission to examine any relevant form, article, site or document will not relieve you from any obligation regarding this RFP. By submitting a Response, you are presumed to concur with all terms, conditions and specifications of this RFP unless you have specifically, by Section number, cited exception in the solicitation exceptions section of the RFP. Exceptions may affect your consideration for contract award.

### 4.3. BASIS OF AWARD

The County will award to one or more vendors within each grouping whose offer in total presents the greatest value, in our view, to the County from the standpoint of suitability to purpose, quality, service,

previous experience, price, life cycle cost, ability to deliver, or for any other reason deemed by the Purchasing Agent to be in the best interest of the County. The results will not be determined by price alone. The County will not give higher rating to resumes of consultants working at the County of Sacramento vs. resumes of consultants working at non-County locations, given equal experience. Resumes from private non-County of Sacramento clients shall be given the same weight for evaluation proposes.

The County reserves the right to make a single award, multiple awards, or no award at all to this RFP. In addition, the RFP may be amended or canceled as necessary to meet requirements.

Bid responses will be considered valid for a period of 120 calendar days after bid closing date above.

#### **4.4. EVALUATION PROCESS AND AWARD CRITERIA**

**EVALUATION PROCESS AND AWARD CRITERIA**– Our sole purpose in the evaluation process is to determine from among the Responses received, which are best suited to meet the County’s needs. Any final analysis or weighted point score does not imply that one Bidder is superior to another, but simply that in our judgment the Vendor(s) we selected appear to offer the best overall solution for our current and anticipated needs. Responses will be evaluated based on Vendor financials, customer references, resume submitted for that grouping, rates, as well as any other information deemed appropriate by the County.

**REFERENCE CHECK** – Submittal of a Response authorizes us to investigate without limitation the background and current performance of your company. We will use the input of references regarding your capacity to perform in relation of all aspects of this RFP.

**ACCEPTABILITY**– We reserve the sole right to determine whether goods and/or services offered are acceptable for our use.

**AWARD CRITERIA** – The award will be in accord with, but not limited to, the result of our evaluation of our perception of your understanding of our stated needs and specifications, as evidenced by:

- The ability of the Vendor to provide IT staffing services based on the documented needs in this RFP
- The success of the Vendor in providing IT staffing services

County anticipates award by May 1, 2023

**Award Matrix:** The core evaluation team will consist of a representative from the Department of Technology, Sheriff’s Department, District Attorney’s Office and will be managed by the Contract and Purchasing Services Division.

**Phase 1:**In Phase 1, Responses will be examined as to whether or not Bidders understood and responded in accordance with the following requirements:

- Quality of Response
- Financial Report

**Phase 2:** In Phase 2, Responses that were not disqualified in Phase 1 will be evaluated using the following requirements:

- Resumes
- Labor Rates

## 5. Final Acceptance

### **Equipment/Supplies/Services**

The County of Sacramento will agree to final acceptance only after the supplied equipment, product or service is tested and is found to perform within acceptable standards of operation, is in compliance with all published and implied performance standards, and is considered by the County to be ready for practical application.

## 6. Project Details

### 6.1. Important Instructions for Electronic Submittal

The County is accepting electronic bid submissions. Bidders shall create a FREE account with ProcureNow by signing up at <https://secure.procurenw.com/signup>. Once you have completed account registration, browse back to this page, click on "Submit Response", and follow the instructions to submit the electronic bid.

### 6.2. PRIMARY SPECIFICATIONS

The following types of IT staffing personnel (items 3-16 below) are needed to perform the services requested in this RFP. There will be a contract awarded per grouping. Multiple vendors will be awarded for each contract. A vendor may propose for multiple groupings. The resume/rate submitted must be for a candidate placed performing the duties described within the last 2 years (October 2021 through October 2023). Prospective vendors must propose to provide a minimum of one of the following groups and must indicate in Appendix I of this RFP which of the following personnel groups are being proposed. Evaluation and awards will be based on the groups outlined in sections 6.2, 6.3-6.16 and listed in Appendix I.

The County recognizes that during the life of these contracts, new technologies will emerge and contractors with specialized skills will be needed. The contracts awarded for each of the groups below will also be used to obtain candidates with very specialized skill sets. All vendors will be polled when there is a need for these types of specialized skills. The exact skill set needed will be further defined at the time the request for resumes is issued.

#### **GENERAL REQUIREMENTS FOR ALL CATEGORIES**

- Ability to translate technical concepts and terminology in terms understandable to management, department officials, and system users.
- Ability to establish and maintain effective relationships with user departments, administrative officials, and employees.
- Strong written and oral communication skills and a background of successful experience in the use of such skills.
- Vendor's personnel will be required to pass a security/background check prior to providing any services to the County. This background check will be paid for by the requesting department.
- Vendor's personnel will be required to maintain a class C driver's license and have a vehicle available for any travel required by the hiring department. The County will reimburse mileage based on its adopted rates at the time reimbursement is required.
- The County Transportation Policy does allow non-County employees to use County vehicles on a case-by-case basis, upon approval by the appropriate authority. If a department wishes for a non-County

employee to use a County vehicle, the department needs to submit to the Chief of Fleet Services Division the following:

- A written request identifying the need for the non-County employee to drive a County vehicle- including justification, the approximate duration of the usage, and whether the vehicle to be driven is going to be one already assigned to the department, a motor pool vehicle, some other vehicle, or a combination thereof
- A photocopy of the non-County employee's valid California driver's license.
- A written confirmation that the non-County employee has read the County Transportation Policy and will abide by the rules and regulations in the policy.
- The Chief of Fleet Services Division will review the request and notify the department if the request has been approved.
- Non-County employees may be allowed use of County vehicles when in compliance with the County Transportation Policy and insurance requirements set forth in Request for Proposal (RFP)/agreements. Any liability created by a non-County employee's driving is limited to only that of the County. (In legal terms, the County has potential vicarious liability for the negligent acts or omissions of contractors it hires to perform work for the County). The County's self-insurance and excess insurance programs are designed to protect the County as a public entity and its employees. Our programs do not allow for either defense of or payment on behalf of non-County employees (or corporate employers) in claims arising from impacted third parties. Contractors need to understand this even though they are working for the County and may even be seen as equivalent to a County employee.

## **LEVELS OF EXPERIENCE AND EXPERTISE FOR ALL CATEGORIES**

The level of experience and expertise needed will vary for each engagement under this contract. The level of experience/expertise required by each department hiring off this contract will be specified in the written request for resumes. Following is a definition of the skill levels routinely needed at the County:

- Journey Level - candidates at this level perform a variety of professional, technical and analytical duties in the operation of computer systems. Five years of experience in the category requested are required at this level. Duties include:
  - Plans, determines requirements, designs, builds, tests, implements, maintains and enhances complex business systems
    - Integrates complex systems for inter-operability over multiple platforms and technologies
    - Resolves complex system and network problems. Coordinates and implements corrective measures

- Models changes against hardware and software configurations to optimize the utilization of resources
  - Determines needs and develops plans and proposals to meet the needs of customers
  - Researches, determines feasibility, advises and recommends appropriate uses of information technology
  - Collects, monitors, and reports on system performance
  - Plans, develops, and implements backup and recovery procedures.
- Professional Level - candidates at this level are proficient in the performance of professional, technical, and analytical duties in the operation of computer systems. This level requires initiative, technical proficiency and sound judgment. Candidates for these positions will have at least 7 years of experience in the category requested. Duties include:
- Participates in the development of and advises management on information technology strategy and technology deployment
  - Develops information systems architecture involving integration of multiple platforms, vendor products and technologies
  - Identifies, selects designs and implements policies, conventions and standards for computer and network systems
  - Resolves complex technical problems
  - Plans for long-term technology infrastructure including service delivery implications.
- Engineer/Architect Level - Design and develop solutions to complex applications, problems, system administration issues, or network concerns. Perform systems management and integration functions. Take a multi-disciplined approach to analyzing information and evaluating results to choose the best solution and solve problems. Candidates at this level have inter-disciplinary experience and expertise in computer networks, servers, and systems. Candidates will possess the depth of expertise to analyze a situation to identify the underlying principles, reasons, or facts relevant to meeting the business need. At least 10 years of experience in the category requested are required at this level. Duties include:
- Coordinate strategies for defining, deploying, and maintaining applications, IT systems, and networks
  - Document design specifications, installation instructions, and other system-related information
  - Verify stability, interoperability, portability, security, or scalability of system architecture
  - Collaborate with engineers or software developers to select appropriate design solutions or ensure the compatibility of system components

- Evaluate current or emerging technologies to consider factors such as cost, portability, compatibility, or usability
- Provide technical guidance or support for the development or troubleshooting of systems and planning technology roadmaps
- Evaluate and select all technologies required to produce system(s) that meet user needs
- Provide guidelines for implementing secure systems to customers or installation teams.

### 6.3. VOICE AND DATA NETWORK MANAGEMENT GROUP

The County standard for voice and data network equipment is Cisco. Network management refers to the activities, methods, procedures, and tools that pertain to the operation, administration, maintenance, and provisioning of networked systems.

- Operation deals with keeping the network (and the services that the network provides) up and running smoothly. It includes monitoring the network to spot problems as soon as possible, ideally before users are affected.
- Administration deals with keeping track of resources in the network and how they are assigned. It includes all the "housekeeping" that is necessary to keep the network under control.
- Maintenance is concerned with performing repairs and upgrades-for example, when equipment must be replaced, when a router needs a patch for an operating system image, when a new switch is added to a network. Maintenance also involves corrective and preventive measures to make the managed network run "better", such as adjusting device configuration parameters.
- Provisioning is concerned with configuring resources in the network to support a given service. For example, this might include setting up the network so that a new customer can receive voice service.

The County will look for candidates in this group with skills in the ISO network management model's five functional areas:

- Fault Management - Detect, isolate, notify, and correct faults encountered in the network.
- Configuration Management - Configuration aspects of network devices such as configuration file management, inventory management, and software management.
- Performance Management - Monitor and measure various aspects of performance so that overall performance can be maintained at an acceptable level.
- Security Management - Provide access to network devices and corporate resources to authorized individuals.
- Accounting Management-Usage information of network resources.

**Network Planning and Installation Specialist Job Description:**

Plans, designs, and implements County voice and data network hardware/software. Supports and solves problems with County networking tools hardware/software. Areas of expertise and experience needed include: Technology selection and strategic planning WAN internetworking, LAN Switching, network security, remote access services, Voice over IP services, Video Conferencing services, technical architectures, and network management systems. Inclusive will be systems analysis including performance and capacity measurements, tuning, network redesigns, and integration of new and existing technologies in a multi-protocol environment. Also, design implementation methodologies and initiate project proposals and plans. Involvement in asset management processes. Also assists in the development of long-range IT planning. Other duties: Installs, modifies, and maintains County network hardware/software. Duties will also include interfacing with our customers and vendors.

Duties include:

- Isolating and resolving network problems
- Troubleshooting connectivity issues on various copper and fiber media at all layers of the OSI model.
- Performing traces for resolving difficult or intermittent problems
- Troubleshooting endpoint connectivity issues
- Examining/evaluating capture data from connected network devices-- to discover/resolve performance issues
- Assisting in data collection, analysis, reporting and recommendations for appropriate actions
- Troubleshoot LAN protocols
- Capacity planning
- Technical problem resolution and/or consultation
- System integration of hardware and software
- Service planning
- Product evaluation.

Minimum mandatory requirements:

- Knowledge and experience with networking tools and services. Examples include: TCP/IP based services (such as HTTP, FTP, SMTP, SNMP, ), Firewalls, Internet service providers, Domain Name Services, Point- to-Point radio LAN/WAN.

- Knowledge and experience with the installation, configuration and administration of WAN equipment and multi-layered switched networks (such as switches and routers).
- Enterprise analytical experience in network design. Examples include: Unix Systems (host tables and firewalls), MPLS support and design, routing protocol design (IGRP, EIGRP, BGP and OSPF), Point-to-Point and access point radio configurations.

The following certifications may be required:

- Microsoft Certified Systems Engineer (M.C.S.E.)
- Microsoft Certified Solution Developer (M.C.S.D.)
- Cisco Certified Internetworking engineer (C.C.I.E.)
- TCP/IP Network Analyst Certification
- Cisco Certified Network Associate (C.C.N.A.)
- Cisco Certified Network Professional (C.C.N.P.)

**Cisco Call Manager and UCCE Management and Development Job Description:**

The County standard for Voice over Internet Protocol (VoIP) telephony infrastructure is Cisco. This category includes implementation services and development of software solutions to meet the County's VoIP telephony needs. Candidates in this category will have experience in developing applications that bring together voice, existing production applications, video, and data to meet customers' needs. Candidates will have expertise and experience in the following functional areas:

- Unified Communication software applications
- IP telephony implementation services
- IP telephony application development services
- Deployment of IP telephony systems.

Minimum mandatory requirements:

- Understand the Cisco Unified Contact Center product portfolio and platform architecture
- Experience with UCCE deployment and application configuration—including preparation, planning, design, and implementation
- Implement traditional, current-generation, and next-generation call routing
- Master the latest best practices for call flow scripting

- Understand UCCE's nodes and distributed processes and build a clean system startup sequence
- Design, implement, and deliver unified CM/IP IVR solutions
- Set up and efficiently manage UCCE databases
- Experience in using UCCE's reporting tools
- Ability to create advanced applications with Data-Driven Routing
- Effectively maintain any UCCE deployment, including older versions
- Use a best-practice methodology for troubleshooting, and master valuable, little-known Cisco diagnostic tools.

#### 6.4. PROJECT MANAGEMENT/APPLICATION DEVELOPMENT GROUP

##### **Project Manager/Business Analyst Job Description:**

Performs as a Project Manager; providing strong leadership and day-to-day project management. Performs liaison with the Steering Committee and Sponsor as well as consulting partner management. Defines implementation strategies, prepares, and maintains project plans, budget and work distribution plans. Maintains knowledge of business processes and works with all levels of management. Acquires, assigns and manages project resources. Communicates project status to the Steering Committee, Project Sponsor, and Project Team.

Minimum mandatory requirements:

- Experience in analyzing problems or needs, developing requirements, performing logical design activities, writing design specifications, testing design results and coordinating production implementation.
- Strong written and oral communication skills and a background of successful experience in the use of those skills.
- Must have the ability to conduct workgroup/workflow (Business Process) analysis.
- Familiarity with information engineering/CASE principles and functional analysis techniques.
- Experience managing projects and developing associated documentation.
- Experience planning workload distributions, developing task schedules and priorities, estimating budgets.
- Experience with a systems life cycle for project development.
- Experience in problem resolution.

- Experience assigning tasks to and managing the work of others.
- Knowledge and experience with automated project management tools. Examples include M/S Project and Primavera.

The following knowledge and experience may be required:

- Managing enterprise projects
- PMI Certification
- Bachelor's Degree
- Knowledge and experience with the SAP PLM development methodology
- Knowledge and experience with core SAP ERP modules (version 6.0 or later)
- Experience in specific focus areas of SAP, including the core ERP modules and/or the Industry Solutions. Examples include: Utilities/Customer Care System (IS/U/CCS), Public Sector/Human Resources Public Sector (IS-PS/HR-PS), Telecommunications.
- Experience managing SAP or other ERP implementations.

**Application Analyst/Developer Job Description:**

Performs programming and analysis functions for one or more platforms. This includes creation of detailed systems specifications, technical systems design, data analysis, and program specifications as well as logic design, coding, testing, documentation and functional project management.

Minimum mandatory requirements may include:

- Network-specific application development such as the need to handle shared files on a network or address network-attached printers.
- Rapid Application Development (RAD) and Visual Development tools such as Visual Studio, Visual Studio Code.
- Structured Query Language (SQL) systems such as Oracle or MS SQL Server and related development tools.
- Commonly used programming languages, programming tools and development platforms such as C#, Visual Basic, Visual C++, Java, HTML, AML (ARC Manipulation Language), Access, or VBA.
- Knowledge and experience with Client-Server database connectivity.
- Knowledge and experience with web and mobile device application development.

- Knowledge of SDLC tools like Source control, change management, and software deployment.
- Expertise with Oracle Service Cloud configuration or development.

The following knowledge, experience, and certifications may be required:

- Product-specific expertise and certifications.
  - COBOL programming language
  - NATURAL programming language
  - Interactive programming tools
  - ADABAS database principles
  - Oracle database principles
  - SQL Server database principles
  - CICS systems
  - TSO
  - COM-LETE
  - RPG programming language
- Expertise with Microsoft's Visual Studio suite and certification as a Microsoft Certified Solution Developer (MCSD)
- Expertise with Microsoft .NET languages: ASP.Net, VB.Net, C#, .Net Core
- Expertise in data and class modeling
- Expertise in web and mobile device development languages: HTML, CSS, JavaScript, Typescript, Angular, jQuery
- Expertise in REST, WSDL, XML and developing service interfaces
- Expertise with Microsoft SQL Server tools: Reporting Services (SSRS), Integration Services (SSIS), T-SQL
- Expertise in Microsoft SharePoint development
- Expertise with Unix products.

## 6.5. ENTERPRISE CONTENT MANAGEMENT GROUP

### **Enterprise Content Management Analyst/Developer Job Description:**

Performs analysis, configuration and programming functions related to the County content management platform. This includes creation of detailed systems specifications, technical systems design, data analysis, and program specifications as well as logic design, coding, testing, documentation and functional project management.

Minimum mandatory requirements include:

- Excellent communication skills
- Knowledge of records management practices
- Expertise with FileNet administration including the ability to define and implement a new object store, doc classes, search templates, entry templates, and other FileNet objects
- Expertise in SharePoint configuration and development
- Experience in creating Kofax batch classes, KTM Models, Data extraction
- Proficient with Rapid Application Development (RAD) and Visual Development tools such as FileNet Enterprise Manager, Kofax Admin Module, Visual Studio and Eclipse
- Expertise in commonly used programming languages, programming tools and development platforms, specifically Visual Basic, C#, ASP.NET, HTML, Javascript, CSS, jQuery, and Java
- Expertise in RDBMS systems, primarily MS SQL Server
- Expertise in Structured Query Language (SQL, T-SQL) and related development tools like SQL Enterprise Manager
- Expertise in Windows, Web and mobile device application development
- Knowledge of SDLC tools like source control, change management, and software deployment.

The following knowledge, experience, and certifications may be required:

- Product-specific expertise and certifications:
  - FileNet Administration
  - FileNet Development
  - Kofax Capture
  - Kofax Transformation Modules (KTM).
  - SharePoint
- Microsoft Certified Solution Developer (MCSD)
- Expertise in data and class modeling

- Expertise in REST, WSDL, XML and developing service interfaces
- Expertise with Microsoft SQL Server tools: Reporting Services (SSRS), Integration Services (SSIS)
- Expertise in Microsoft SharePoint development.

## 6.6. DATABASE GROUP

### **Data Base Administrator Job Description:**

Duties include:

- Establishes and maintains standards and procedures for the effective utilization of the database.
- Creates primary database storage structures and primary objects.
- Performs physical database design.
- Backup and recover the database.
- Maintains database system security.
- Monitors and optimizes database performance; assists in tuning Client Server and Web based applications.
- Communicates and coordinates between development teams on project implementations.

Minimum mandatory requirements:

- Experience as a Database Administrator in an enterprise environment.
- Knowledge and experience in the installation and administration of databases and related software. Examples include Database software (RDBMS), Database connectivity software, Client/Server software and tools.
- Knowledge and experience programming in database languages. Examples include Oracle PL/SQL, NATURAL, JAVA, Transact SQL (TSQL).
- Database administration experience in creation, management, monitoring, and tuning of diverse database implementations of NoSQL and Columnar DBs. Both on premise and in cloud.
- Experience with toolsets and practices that optimize performance and scalability of growing databases and data intensive applications with high availability.

The following knowledge and experience may be required:

- Oracle (11g, 12c)

- MS SQL Server
- ADABAS
- PostgreSQL 9.x
- MySQL
- UNIX (HP-UX, Oracle Enterprise Linux, SuSe Linux)
- Windows Server
- SAP ERP IS-U/CCS
- Application and Web-server software
- PowerBuilder
- Columnar Databases
- NoSQL Databases (Mongo, CouchDB, etc...).

## 6.7. DESKTOP AND SERVER GROUP

### **Desktop Installation and Help Desk Support Specialist Job Description:**

Performs setup, installation, and/or post installation support duties for desktop, laptop, and mobile end user devices. Duties include:

- Equipment setup
- Installation of hardware and software
- Equipment configuration, including network interface cards, cables, and attached peripheral devices
- Delivery and set up at the customer site, including complete system and network integration testing
- Update asset inventory systems
- Verification of network access rights
- Customer orientation to the system
- Removal of old equipment, including completing necessary asset management tracking to remove a device from service
- Diagnosing problems at the customer site
- Perform research to determine resolution of difficult problems
- Collaborate with appropriate technical resources for problem resolution

- Problem resolution, including equipment configuration, installation of hardware or software, and client LAN issues at the customer site
- Problem resolution related to terminal emulation and/or Network Terminals
- Complete system testing, including network connection/application access
- Knowledge of Active Directory and remote diagnostic tools
- Participate in creating Support Models, maintain and revise processes and procedures
- Familiarity with Office 365 products and troubleshooting via telephone or remote diagnostic software.

Minimum mandatory requirements:

- Basic networking concepts
- Basic knowledge of Active Directory
- Knowledge and experience with installation and administration of desktop, laptop, and mobile end user devices.

The following certifications may be required:

- A+ certification
- Microsoft Certified Systems Engineer (M.C.S.E.)
- Microsoft Certified System Administrator (MCSA)
- Microsoft Certified Professional (MCP) in Windows 7
- Microsoft Certified Desktop Support Technician (MSDST)

The following knowledge and experience may be required:

- Basic PC BIOS, UEFI, and TPM setup
- Imaging techniques using SCCM/Endpoint Configuration Manager
- Imaging techniques using Acronis Trueimage, Macrium Reflect, or products using similar technology
- Operating system installation and configuration
- Desktop application installation

General requirements:

- Ability to lift 50 pounds
- Ability to crawl under standard office furniture for PC setup and cabling connections
- Ability to transport IT equipment (PC's, printers, monitors, etc.)
- Both oral and written communication skills
- Customer service & support skills

**Server Installation and Support Specialist Job Description:**

Installs, modifies, and maintains County Wintel, Mainframe, and Unix Server Systems. The individual will follow the department's life cycle for project management, use problem and change control, and have responsibility for successful project implementation.

Duties include:

- Server and workstation software/hardware installation
- Server and workstation patching and software upgrade/installation (System Center Configuration Manager (SCCM))
- System customization and tuning
- Capacity planning
- Technical problem resolution
- System integration of hardware and software
- Technical consultation
- Service planning
- Product evaluation
- Provide basic server administration and general operation
- Backup and file restore/recovery.

Minimum mandatory requirements:

- Knowledge and experience with the installation and administration of operating systems and environments: Examples include Mainframe z/OS, Windows server, Unix server, and Microsoft Active Directory.

- Enterprise system experience with operating systems and environments: Examples include MS server products, Enterprise backup software, backup servers and tape libraries, Storage solutions (HP SAN, NetApp NAS, etc.), Windows OS patch management, Server monitoring and notification systems.

## 6.8. GEOGRAPHIC INFORMATION SYSTEM (GIS) GROUP

### **GIS Systems Analyst Job Description:**

Supports the on-going development and maintenance of Sacramento County's GIS. Tasks performed include requirements gathering; systems analysis; application design, development, testing, implementation, strategic planning; and complex spatial analyses and support projects while using ESRI software.

Minimum mandatory requirements:

- Knowledge of the capabilities of automated mapping and geographic information systems.
- Experience with County standard ESRI software products, including ArcGIS Desktop, ArcGIS Server, ArcSDE.
- Experience developing GIS web, desktop and mobile applications using programming tools such as asp.net, java, JavaScript, and python.
- Knowledge of cartographic principles, automated mapping.
- Knowledge of GIS database design, structure, implementation and maintenance.
- Knowledge of GIS hardware and software components, data communication, and network methods and techniques.

The following knowledge, experience, and certifications may be required:

- General GIS work experience in local government using ESRI software products.
- Familiarity with mapping and geo-processing operations in local government.
- Experience in integrating GIS with other technology systems.

## 6.9. SAP GROUP

### **SAP SuccessFactors Implementation Partner Job Description:**

SAP SuccessFactors Implementation partner helps with the implementation of SuccessFactors changes requiring access to provisioning. The firm must be certified for provisioning access to SuccessFactors. This person will share SuccessFactors best practices, exchange detailed documentation, and help the County utilize features included in our subscription. They will setup and configure the appropriate functions in SuccessFactors provisioning in order to modify existing modules or implementation new modules to support County business practices.

Minimum mandatory requirements:

- Authorized access to SAP SuccessFactors provisioning tool
- Experience implementing SAP SuccessFactors modules which may include Onboarding, Performance & Goals Management, Learning, Employee Central, and Succession and Development
- Knowledge and experience with interfacing between SAP SuccessFactors and SAP on-premise solutions or other 3rd party software solutions

Desired qualifications:

- Public sector experience
- Knowledge of NeoGov configuration and integrations with SAP SuccessFactors
- Experience with SAP Analytics Cloud and use with SAP SuccessFactors data

**SAP Business Systems Analyst Job Description:**

Performs as a SAP Business Process Team Lead Systems Analyst including strong functional (business) team lead and business and systems analysis duties. Performs analysis specifically focused on the business processes and configuration in assigned functional area while maintaining a broad view of project goals and vision. Performance includes duties involving knowledge of special approaches, methods, and tools with which business processes can be better supported to improve customer service, minimize runtimes, reduce costs, and improve competition-readiness.

Minimum mandatory requirements:

- Business systems analysis experience
- Experience with SAP as a functional team lead on an implementation project including experience with ERP and industry-specific solution design, configuration, and design validation
- Knowledge and experience with standard systems lifecycle development methodologies, specifically test scenarios and management of expected vs. actual results
- Knowledge and experience with core ERP modules (version 6.0 or later)

- Knowledge and experience with industry-specific solutions.

The following knowledge, experience, and certifications may be required:

- Bachelor Degree in Computer Science
- Masters Degree in Business or Computer Science
- Experience in specific focus areas of SAP, including the core ERP modules and/or the Industry Solutions. Examples include:
  - Utilities/Customer Care System (IS-U/CCS)
  - Public Sector/Human Resources Public Sector (EA-PS/HR-PS)
  - Telecommunications
- Knowledge of SAP tools. Examples include:
  - SAP Business Workflow
  - SAP Archive Link
  - SAP IDOC Interface
  - SAP and Business Communication
- Completion of ERP Levels 1 and 2 of ERP training. Level 3 completion is a plus
- Completion of Industry-specific Solutions Levels 1 and 2 training. Level 3 completion (if available) is a plus
- SAP certification (SAP-issued certificate is preferred).

**SAP Analyst Basis Administration Job Description:**

Performs as a Basis Analyst Administrator conducting strong Basis team lead and systems analysis, design, and development duties.

Minimum mandatory requirements:

- Experience as an operational ERP Basis expert
- Experience with SAP as a Basis team lead on an implementation project

- Knowledge and experience with Linux process management, user administration, system configuration, file systems, backup and restore procedures, memory management, print subsystems and networking
- Knowledge and experience with database configuration, disk layout, SQL language scope, storage management, operation of DB transaction management, operation of the database log and log archiving, data backup procedures, recovery mechanisms, data indexing, and SQL access system
- Knowledge and experience with SAP HANA

The following degrees and/or certifications may be required:

- Bachelor Degree in Computer Science
- Masters Degree in Business or Computer Science
- SAP certification (SAP-issued certificate is preferred)

**SAP ABAP Developer Job Description:**

Performs as an SAP Analyst Programmer plus strong team lead and systems analysis, design and development duties. Performs technical functions in SAP including configuration, testing, integration, and documentation. Additional duties include SAP interface and enhancement development, data conversion and report writing.

Minimum mandatory requirements:

- Experience using ABAP/4 in a SAP ERP environment
- Specialization in Financial or Human Resources programming
- Knowledge of project planning software
- Knowledge of RULES and SCHEMAS
- Knowledge and experience with standard systems lifecycle development methodologies
- Knowledge and experience with the SAP PLM development methodology
- Knowledge of various SAP tools. Examples include:
  - ABAP Workbench
  - Report Painter

- SAPScript
- SAP Interactive Forms by Adobe (SIFbA)
- Knowledge and experience with concepts. Examples include:
  - CPI-C and Q-API
  - Remote Function Call (RFC)
  - ABAP Objects and OLE interfaces
  - Business Object Repository (BOR)
  - Business Application Programming Interface (BAPI)
- Knowledge and experience with core ERP modules (version 6.0 or later)
- Knowledge and experience with industry-specific solutions for utilities

The following knowledge, experience and certification may be required:

- Bachelor Degree in Business or Computer Science
- Experience in specific focus areas of SAP, including the core ERP modules and/or the Industry Solutions. Examples include:
  - Utilities/Customer Care System (IS-U/CCS)
  - Public Sector/Human Resources Public Sector (EA-PS/HR-PS) or Telecommunications
  - Completion of Levels 1 and 2 of SAP technical training. Level 3 completion is a plus
  - Completion of Industry-specific Solutions Levels 1 and 2 technical training. Level 3 completion (if available) is a plus
  - SAP certification (SAP-issued certificate is preferred)

## 6.10. [ELECTRONIC DATA INTERCHANGE \(EDI\) GROUP](#)

### **EDI-HL7 Analyst/Interface Developer Job Description:**

Designs, builds and maintains application interfaces for exchange and retrieval of electronic health information using HL7 interface engines and EDI translators. Tasks may include upgrading message format versions, migrating interfaces to new engines, conformance testing with trading partners, performance monitoring and error correction. May function as an expert consultant or team lead

guiding the mapping and orchestration of data exchange processes; and health data integration and decision support projects.

Minimum mandatory requirements may include:

- Knowledge of Health Level 7 (HL7) standards and the Clinical Document Architecture (CDA)
- Knowledge of the Continuity of Care Document (CCD) specifications
- Knowledge of terminology and coding systems for health information (CPT, ICD10, DSM IV/5, SNOWMED, LOINC, etc.)
- Knowledge of ANSI ASC X12N and NCPDP electronic data interchange transactions required by HIPAA
- Knowledge of the DICOM standards of diagnostic imaging as used in application interfaces
- Knowledge of interoperability principles in healthcare application interfaces
- Experience developing application-to-application data exchanges in HL7 or X12 or NCPDP or DICOM message types, or combinations there of
- Experience with interface engine software and commonly used scripting languages
- Experience working directly with healthcare professionals and healthcare application software vendors

The following product specific experience, education, and professional certification may be required:

- Experience building interfaces with the Corepoint Integration Engine
- Experience building interfaces with Microsoft BizTalk Server
- Bachelor's degree in computer science or equivalent
- HL7 certifications (versions, RIM, CDA).

## 6.11. LAKEHOUSE (Data Lake and Data Warehouse) GROUP

### **Lakehouse/Business Intelligence Architect Job Description:**

Acts as the primary technical architect for data lake and data warehouse projects. Possesses deep technical expertise in advanced both data lake and data warehouse architectural design, cluster implementation, solution development, testing, performance tuning, deployment, and support.

Duties include:

- Translate client user requirements into technical architecture vision and implementation plan
- Design and develop the architecture for all lake house components which includes but not limited to: multi-cluster and share-data architecture, independent compute and storage resource scaling, security and access permission design, data transfer and transform strategies in ETL/ELT process flow, and data analytics techniques and technologies to identify trends and insights
- Design and implement a robust metadata service that is fundamental to data categorization and storage partitioning.
- Produce hardware specification, configuration recommendations, and a roadmap for future expansion via scale-up and scale-out
- Improve the performance and efficiency of business intelligence solutions through the use of record partitioning, file compression, data caching, and other big data techniques
- Function as a data lake liaison on data analytics and business intelligence teams.

Minimum mandatory requirements may include:

- Bachelor's degree in Computer Science or computer related field from an accredited institution OR 5 years of experience in architecting big data platform using Apache Spark, AWS EMR, Databricks, and Azure Synapse workspace
- Experience in data modeling with conceptual, logical and physical model design using tools like MS Visio Enterprise Architect
- Experience with ETL/ELT tools and developing data transformation logics in Java, Scala, or Python.
- Knowledge of NoSQL data structure concepts in addition to traditional data warehouse design principles in STAR schema and dimensional modeling.
- Excellent verbal and written communication skills and the ability to interact professionally with a diverse group, executives, managers, and subject matter experts.

**Data Transformation (ETL/ELT) Developer Job Description:**

Works as a data transformation developer on a team of data analytical professionals.

Duties include:

- Oversee the implementation of new functionality, bug fixes, and change requests according to design specifications

- Perform the technical design, development, and component testing of ETL/ELT solutions
- Maintain and support current ETL/ELT code and documentation
- Schedule, execute, and monitor ETL/ELT runs and ensure that data loads complete on time
- Evaluate and recommend the use of data transformation tools
- Design and develop a framework for audit and validation of data transformation processes
- Develop data transformation reports to depict the data movement from source systems to a target warehouse environment
- Create, update and maintain system documentation
- Manage special technology projects and initiatives as assigned

Minimum mandatory requirements may include:

- Bachelor's degree in Computer Science or related field OR 5 years of experience in data transformation.
- Experience developing and maintaining data transformation components in Microsoft SSIS, PySpark, and Scala
- Knowledge and experience in ETL/ELT methodologies, Business Intelligence and Data Warehousing principles, approaches, technologies, and architectures including the concepts, designs and usage of data lake, data warehouses, data marts, and operational data stores
- Expert skills designing, developing, tuning, debugging and deploying Apache Spark solutions, Azure Synapse workspace, Databricks, and AWS EMR
- Expert skill and experience with ETL/ELT processes and practices in a high availability VLDB (+4 TB) data lake and data warehouse environments
- Experience with Apache Airflow technology for job scheduling, monitoring, and execution.
- Experience metadata based ETL processes and the design and implementation of metadata driven solutions

**Data Scientist / Data Engineer Job Description:**

Acts as primary data analyst for development of data pipelines, data analysis, machine learning as well as developing forecasting or trending models using statistical methods. Interacts with Web data APIs and familiar with technologies to acquire, sync and leverage data sources on premises and in the cloud.

Duties include:

- Work in a variety of settings to build systems that collect, manage, and convert raw data into usable information for data scientists and business analysts to interpret. Make data accessible so that organizations can use it to evaluate and optimize their performance.
- Implement methods to improve data reliability and quality. Combine raw information from different sources to create consistent and machine-readable formats.
- Develop and test architectures that enable data extraction and transformation for predictive or prescriptive modeling.
- Evaluate business needs and objectives and build data systems and pipelines to conduct complex data analysis to identify trends and patterns.
- Build algorithms and prototypes to support data-driven decision-making process.
- Work with leaders across the organization to facilitate and help support business decisions.

Minimum mandatory requirements may include:

- Bachelor's degree in Data Science, Computer Engineering, Computer Science, or related field in data analytics
- Previous experience as a data engineer, a data scientist, a data architect or in a similar role
- Technical expertise with data modeling, data mining, and segmentation techniques
- Knowledge of programming languages in data analytics (e.g. Java, Scala, R, and/or Python)
- Experience with multiple types of database services, including relational database, NoSQL, graph database, and data warehouse offerings
- Excellent attention to detail & ability to multitask
- Strong analytical skills

## 6.12. [CLOUD COMPUTING GROUP](#)

### **Cloud Consultant/Coordinator Job Description:**

Lead the County in planning, designing, and implementing cloud-based systems and services. May also provide ongoing support and maintenance for cloud-based systems that are in a productive environment. Closely coordinate with data owners, development operations (Dev Ops), and information security groups ensuring accurately identified and appropriately classified data.

Duties may include:

- Acting as a liaison between client and cloud service providers such as Microsoft Azure or Amazon Web Services
- Identifying relevant security measures to ensure regulatory compliance and data integrity of data processed by County or its agents
- Evaluating County of Sacramento's current infrastructure to determine cloud readiness for applications
- Designing, developing, testing, deploying, and maintaining applications in a cloud computing environment
- Providing support for users who have issues with their applications or storing data in the cloud
- Recommending appropriate cloud computing solutions based on needs and budget
- Consulting with the County to develop a roadmap for migrating to cloud applications
- Evaluating the security of a company's data in the cloud or on mobile devices
- Planning and executing migration from on premise to cloud applications

Minimum mandatory requirements include:

- Excellent communication skills
- Knowledge of cloud computing, such as knowledge of cloud computing software, how to set up cloud computing systems and how to troubleshoot cloud computing issues
- Strong business acumen in cloud computing with demonstrated experience explaining complex technology to business users and other technical staff
- Experience managing complex cloud migration or implementation projects for large organizations
- Knowledge of regulatory compliance and data integrity methodologies
- Knowledge of cloud system architecture and design
- Knowledge of the Secure (Software) Development Lifecycle and best practices pertaining to the SDLC
- Experience managing and implementing secure cloud computing and trusted cloud services

The following knowledge, experience, and certifications may be required:

- Certified Cloud Security Professional (CCSP)
- Public Sector experience

- Microsoft Certified Azure Fundamentals
- CompTIA Cloud Essentials+ Certification
- Expertise in G365 Government Microsoft 365

**Cloud Administrator Job Description:**

Works as a cloud administrator to maintain the infrastructure and functionality of the organization's cloud structures. Assists departments in installing their cloud services, while working alongside cloud engineers and cloud developers to ensure that all cloud services continue to function well.

Duties include:

- Manage aspects of the County's cloud-based applications including user access permissions
- Set up cloud-based applications according to County specifications and needs
- Perform knowledge transfer to County employees in the correct use of cloud-based applications
- Protect cloud-based applications from data breaches and/or cybersecurity threats
- Update cloud-based application security protocols
- Troubleshoot issues with cloud-based applications
- Communicate with the County's employees to identify organizational needs and tailor existing cloud structures to accommodate them

Minimum mandatory requirements may include:

- Unix, Linux, and Windows management experience with the ability to fully use any of the most popular operating systems to provide high-quality cloud services
- The ability to use all necessary types of databases, data storage systems, and file transfer programs
- Proven experience creating and maintaining cloud-based applications with accommodating customer specifications
- Experience implementing programs that limit the possibility of cybersecurity threats
- Experience addressing and solving issues that might be affecting cloud-based applications

**Cloud Engineer Job Description:**

Works as a cloud engineer to design and develop cloud infrastructures and implement policies for the use of cloud services in accordance with best practices and meet the needs of the organization and customer needs. Migrate existing on-premise applications to the cloud, and debug cloud stacks.

Duties include:

- Collaborate with IT analysts and other development team members to evaluate and identify optimal cloud solutions
- Modify and improve existing systems
- Deliver knowledge transfer to teams on the implementation of new cloud technologies and initiatives
- Design, develop, and deploy cloud-based systems
- Develop and maintain cloud solutions based on best industry practices
- Ensure efficient functioning of data storage and processing functions in accordance with County security policies and best practices in cloud security
- Identify, analyze, and resolve infrastructure vulnerabilities and application deployment issues
- Interact with County employees, provide cloud support, and make recommendations based on the County's needs

Minimum mandatory requirements may include:

- At least 3 years of experience in the field of cloud computing
- Azure certifications preferred
- Experience with SysOps
- Troubleshooting and analytical skills
- Good communication and collaboration skills

**Cloud Developer Job Description:**

Works as a software engineer or Web developer to create and support applications that are cloud native. An essential software engineer with a specialization in cloud computing who must have a solid understanding of cloud systems – not only how they operate, but how to deploy solutions securely, efficiently, and with little-to-no downtime.

Duties include:

- Use a variety of programming languages, data storage techniques, and developer tools to design, develop, and deploy dynamically scalable, available, and reliable solutions on the cloud
- Select appropriate cloud services to design, develop, and deploy applications to meet business needs and objectives
- Design and configure cloud compute services as per business needs, including setting up networking resources such as load balancers for scalability
- Assist in implementing cost-control strategy to effectively manage cloud infrastructure resources such as networks, storage, compute services etc.
- Assist in migrating complex, multi-tier, and enterprise-scale applications on cloud platforms
- Develop APIs to build, link, and integrate different workloads for applications that reside on premises, a single cloud solution, or multiple cloud platforms
- Create, update, and maintain system documentation that outlines the architecture and components used by various cloud solutions

Minimum mandatory requirements may include:

- Bachelor's degree in Systems Engineering, Computer Science, or related field OR 5 years of experience in cloud development.
- Experience with cloud systems architecture and design; have a great understanding of software as a service (SaaS), platform as a service (PaaS), and infrastructure as a service (IaaS)
- Technical expertise with one of the major cloud computing platforms: AWS, Microsoft Azure, and GCP
- Knowledge of programming languages in cloud computing (e.g. Java, C#, JavaScript, Python, Perl, and/or Ruby)
- Knowledge and experience in API development in REST and GraphQL
- Experience with multiple types of database services, including relational database, NoSQL, graph database, and data warehouse offerings
- Knowledge of networking basics, including how to establish connections across resources and locations
- Understand DevOps and CI/CD services in the cloud

### **6.13. RADIO SYSTEMS SUPPORT GROUP**

**Telecommunication Systems Technician Job Description:**

Plans, designs, installs, and maintains telecommunications equipment, such as VHF/UHF/800MHz two-way portable and mobile radios, control stations and repeater stations, signaling, digital communications equipment. The County's radio infrastructure is Motorola equipment.

Duties include the following:

- Analyzes telecommunications equipment malfunctions and takes necessary action to restore system to service.
- Analyzes and develops tests to isolate, repair, or replace defective circuits, and parts of hand held radios, radios in vehicles, fixed equipment, and other similar end user equipment.
- Maintains and makes repairs to power supplies, battery chargers, battery supplies for portable equipment, and various electronic measuring and testing devices.
- Operates power hand tools and other equipment in the installation of mobile radios; base, control and repeater stations; and other telecommunications equipment.
- Coordinates, monitors and inspects the installation of equipment by various contractors and suppliers to insure compliance with specifications and regulations.
- Designs, installs, and maintains antennas and antenna systems.
- Maintains equipment service records, inventory records, and other logs according to Federal Communications Commission regulations; maintains electronic data library; and prepares written reports.
- Performs bit error rate and envelope delay testing of subscriber channels.
- Develops Motorola portable and mobile radio programming templates; programs mobile and portable radios using radio service software.

Minimum mandatory requirement - Three years of full-time paid experience, installing, maintaining and repairing telecommunications equipment such as wireless voice/data systems, VHF/UHF/800MHz two-way radios; base, control, and repeater stations.

**Radio Systems Technician Job Description:**

Ability to plan, design, install, and maintain a Motorola trunked radio infrastructure.

Duties include the following:

- Advanced theory of radio communications and electronics including microwave radio theory and operation
- Electrical and mechanical theory and operation
- 800 MHz trunked radio systems, digital microwave, DS1 and DS3 multiplexers, LAN, WAN, computer operations and various software programs
- Two-way radio communications
- Various tools and instruments used to test and repair electronic and telecommunications equipment
- Basic network systems
- Engineering practices and principles related to telecommunications and/or network systems
- Applicable federal, state, and local laws, codes, and regulations
- Industry standards related to public safety and wireless communications

Minimum mandatory requirement:

Four years of full-time paid experience implementing, maintaining, and repairing conventional and trunked radio systems such as 800 MHz trunked radio systems, digital microwave, multiplexing systems, wireless voice/data systems, and network circuits.

#### **6.14. INFORMATION SECURITY GROUP**

##### **Information Security Analyst Job Description:**

Ability to develop and maintain information security policy; design security policy education, training, and awareness activities; monitor compliance with County IT security policy and applicable law; and coordinate investigation and reporting of security incidents. Working with the County IT systems support teams, the information security analyst will update and monitor the IT business continuity and disaster recovery plans and perform risk assessment reviews.

Typical duties include:

- Monitor and advise on information security issues related to the systems and workflow to ensure the internal security controls for the campus are appropriate and operating as intended.

- Coordinate and execute IT security projects.
- Coordinate response to information security incidents.
- Develop and publish Information Security policies, procedures, standards and guidelines based on knowledge of best practices and compliance requirements.
- Conduct data classification assessment and security audits and manage remediation plans.
- Collaborate with IT management, the legal department, safety and security, and law enforcement agencies to manage security vulnerabilities.
- Create, manage and maintain user security awareness.
- Prepares documentation, including department policies and procedures, security notifications, Web content, and security alerts.

Minimum mandatory requirements:

- Have a strong knowledge and depth of experience in security and risk management across a complex environment.
- Be a strong communicator able to interact with stakeholders and technology staff in a technical and non-technical manner.
- Have a strong background in developing Governance, Risk, and Compliance (GRC) Management and Risk Management frameworks.
- Have an in-depth understanding of the NIST 800 series of publications and the ability implement the recommendations in these publications.
- Have at least one of the following certifications – CISSP, CISM, CISA, or equivalent.

## **6.15. USER EXPERIENCE/USER INTERFACE GROUP**

### **User Experience Designer Job Description:**

UI Designer to create amazing user experiences. Produce clean and artful designs, possess superior UI skills and be able to translate high-level requirements into interaction flows and artifacts, and transform them into beautiful, intuitive, and functional user interfaces.

Duties may include some or all of the following:

- Collaborating with customers and engineering to define and implement innovative solutions for the product direction, visuals and experience
- Executing all visual design stages from concept to collaboration with engineering to implement the design.
- Conceptualizing original ideas that bring simplicity and user friendliness to complex design roadblocks
- Create wireframes, storyboards, user flows, process flows and site maps to effectively communicate interaction and design ideas
- Present and sell designs and key milestone deliverables to peers and executive level stakeholders
- Conduct user research and evaluate user feedback
- Establish and promote design guidelines, best practices and standards

The following Knowledge, experience, and certifications may be required:

- Proven UI experience
- Demonstrable UI design skills with a strong portfolio
- Solid experience in creating wireframes, storyboards, user flows, process flows and site maps
- Proficiency in Photoshop, Illustrator, or other visual design and wire-framing tools
- Proficiency in HTML, CSS, and JavaScript for rapid prototyping.
- Excellent visual design skills with sensitivity to user-system interaction
- Ability to present your designs and sell your solutions to various stakeholders.
- Ability to solve problems creatively and effectively
- Up-to-date with the latest UI trends, techniques, and technologies
- Experience working in a Custom Application Development environment

Education may be required - Human-Computer Interaction, Interaction Design, Graphic Design, or related certificate or degree.

## 6.16. SPECIAL PROJECTS/REQUEST FOR SERVICES

On occasion, the County will receive requests for special projects. The County may, at its discretion, request proposals from vendors based on fixed price deliverables rather than on an hourly basis. In those cases, a Request For Services (RFS) will detail the method for submission of the proposal and will provide for different time frames to respond. All special projects must be reviewed and approved by the Contract & Purchasing Services Division prior to the commencement of any work. Under this RFP, individual special projects shall not exceed \$750,000.00. Projects in excess of \$750,000.00 shall require a separate RFP issued by the Contract & Purchasing Services Division or the using department/agency and shall require approval from the Board of Supervisors. Special Projects will be evaluated and awarded separately.

Selected examples where a special project approach could be employed include:

- To conduct Business Process Re-engineering Studies
- To conduct Functional Requirements Definition/Documentation
- To create and implement an interface between existing applications and County SAP modules
- To conduct software integration
- To conduct hardware integration
- Special consulting expertise to conduct independent enterprise systems audits for domains, security, storage, records management, etc.

This special projects category shall only be used to request services. These contracts shall not include the purchase of any products (e.g., computer hardware and Commercial off The Shelf (COTS) software).

The Vendor whose proposal is chosen shall be responsible for managing the special project, maintaining a project schedule, and compiling and managing the project team. The contracting authority will have oversight responsibility on the special project. At the time of negotiation, the Contracting Agency/Department and Vendor will negotiate project schedule, milestones, and costs. Payments on the contract will be based on milestones or progress payments. Project will not be extended to cover services not included in the original project schedule or milestones. This is for personnel service only and does not include product costs (e.g., hardware or software). The specifics for payment will be detailed in the RFS.

The following contract terms and conditions shall apply to special projects only, unless specifically excluded in the RFS issued by the requesting Contracting Agency/Department.

## Additional Contract Requirements for Special Projects:

### Liquidated Damages

If the project is not completed on time (per vendor's response to the RFS) or if a correction is needed and it is unsatisfactory or not made timely, without waiver of the right to declare a termination and other remedies, Vendor may be required to pay a liquidated damage retroactive to the original notice date until it is corrected. Liquidated damages may be set-off against consideration due.

In the event a scheduled deliverable is not received or is reasonably rejected by the County, the County may impose liquidated damages. Damages would accrue from the date of non-receipt or rejection of such deliverable by the County.

The rate at which liquidated damages shall apply will be identified in the RFS. However, liquidated damages accrual shall be limited to one hundred percent (100%) of the consideration payable for any particular deliverable or twenty-five percent (25%) of the Work Order consideration maximum overall, whichever occurs first.

For the purposes of liquidated damages, the number of days that the County causes a deliverable to be late due to a County failure to meet contractual review time deadlines or other contractually required input from the County will be added to the vendor's deliverable due date.

### Performance Bond

A performance bond in an amount not less than the value of the special project may be required throughout the term of the project. Any project extensions for time must be accompanied by the surety's written assurance that the performance bond will continue through the extended period. The County must approve the terms and conditions of the bond and such approval will be a condition precedent to the special project taking effect. The Contracting Agency/Department and prior to commencing any work on the project must submit the performance bond within ten (10) working days of notification of acceptance of the proposal. A surety authorized to do business in the State of California must issue the bond.

Within 180 days of the vendor's successful execution of all terms and conditions covered within the special project, including the warranty and maintenance periods (if applicable), and with County

approval and full acceptance of services and products provided by the special project, the performance bond will be returned to the vendor.

## 6.17. Awarded Contract Functionality

### **ADMINISTRATIVE REQUIREMENTS**

**REQUEST FOR RESUMES (RFS) AND SELECTION PROCESS** – Services to be rendered by IT staffing personnel will be requested by the Contracting Agency/Department in writing specifying the definition of service required, start date, location, and estimated duration of service, background and security requirements. The request for resumes must be accompanied by an “IT Staffing Contract Hiring Request and Approval” form that has been signed by the requesting Department Director and County Chief Information Officer. The signed “IT Staffing Contract Hiring Request and Approval” form is required to be retained for as long as the contractor is placed with Sacramento County and a copy may be requested during audit, contract renewal or as required by County business processes.

The Contracting Agency/Department will notify the Vendor of personnel requirements in accordance with job definitions as detailed in this RFP. Upon such notification, the vendor shall submit resume(s) of employees being offered for assignment and include the proposed hourly rate. In addition, vendor shall indicate if candidate is a subcontractor. As noted in Section 6.2 COMPENSATION, persons eligible for overtime must be identified at this time and the proposed overtime rate must be included in your response to the request for resume package. The Contracting Agency/Department will only consider solicited personnel requirements. Selection of candidate(s) shall be in accordance with a standard procedure established under the direction of the Contracting Agency/Department.

The Vendor will make every good faith effort consistent with sound business practices to honor the specific requests of the Contracting Agency/Department with regard to the assignment of its employees; however, subject to the County's right to discontinue services provided, the Vendor reserves the sole right to determine the assignment of its employees. If the vendor's employees are unable to perform due to illness, resignation, or other factors beyond the vendor's control, the Contracting Agency/Department may pursue replacement of said personnel by means of the standard selection process and no payment will be made for the period of absence.

On occasion, candidates are submitted by multiple vendors. If interested in a candidate, the Contracting Agency/Department will contract with the lowest priced vendor.

From time to time, the Contracting Agency/Department may require a definition of service that is not currently covered, defined or anticipated in the categories described herein. In that event, the Contracting Agency/Department would identify their need, communicate that requirement to all successful contracted vendors, and thereby request all to respond to that need. The County reserves the right to issue a separate bid for job definitions not covered, defined, or anticipated in the categories described herein.

**INVOICING**– The Vendor is required to adhere to the following invoicing procedures:

The Vendor shall submit original invoices to Contracting Agency/Department for Services rendered by the Vendor with a duplicate copy. Invoices shall be based upon time and work records maintained and

provided in accordance with approved Contracting Agency/Department procedures (or per the Request for Services (RFS) for special project work – see Section 6.20 for more information about special project work).

For IT staffing services, the Vendor shall submit invoices for the time periods that are consistent with the biweekly pay periods of Sacramento County. All invoices shall be subject to review and approval by the Contracting Agency/Department staff and will be processed within thirty (30) days (Net 30 days) following said approval.

All invoices shall include a contract shipping order (CSO) number, name of Vendor employee\*, hours worked\*, hourly rate\*, overtime rate\*, date of invoice, and vendor's unique invoice number.

\* applies to IT staffing categories only

Each invoice shall contain a minimum of the following information:

- invoice number and invoice date
- remittance address
- “bill to” and “ship to” addresses
- contract number
- contract shipping order number (cso)
- time periods
- invoice total
- subcontractor(s)

A separate invoice shall be issued for each order (CSO or purchase order). Invoices must be sent to the Contracting Agency/Department. Vendor invoices and contractor timesheets must match.

Any public entity as defined by Section 811.2 having a liquidated claim against any other public entity based on contract or statute of the State of California, or any person having such a claim against a public agency, shall be entitled to interest commencing the 61st day after such public entity or person files a liquidated claim known or agreed to be valid when filed pursuant to such statute or contract, and such claim is due and payable. Interest shall be 6 percent per annum.

Either reference the attachment where this is located or provide details here....)

Failure to comply with established invoicing procedures will be grounds for the County to terminate an awarded Contract. A meeting may be arranged by the selected party to reach a mutual understanding of the County's requirement in this area. Sacramento County and the vendor shall negotiate in good faith to resolve any disputed invoices, or portions thereof.

**FINANCIAL REPORT** – To demonstrate evidence of financial stability and resources sufficient to complete performance under an awarded Contract, Vendor must provide one of the following;

(a) A copy of the Vendor's most recent corporate annual report inclusive of the vendor's financial statements together with an auditor's unqualified opinion. This report is to include Consolidated Balance Sheets and Financial Statements as well as a report of independent accountant verification,

(b) If no annual report is available, a copy of an independent auditor's REVIEW prepared and signed by a Certified Public Accountant. This REVIEW should consist of inquiry and analytical procedures that provide the accountant with a reasonable basis for expressing limited assurance that there are no material modifications that should be made to the financial statements in order for them to be in conformance with generally accepted accounting principles, or

(c) A verifiable statement from a bank or similar bona fide lending institution demonstrating an existing line of credit to the Vendor of \$250,000 or more. This statement must be on the lending institution's letterhead and be signed by an official of the institution.

Solid financial performance is an important factor in determining which vendor(s) is awarded a Contract from this RFP. Some standard financial measures which will be used in evaluating financial stability include:

- Vendor pays suppliers on time;
- Positive cash flow;
- Vendor is able to handle accounts receivable net 60 days;
- Revenue greater than, or equal to, \$500,000 per annum.

Internally prepared financial reports, compiled financial statements or tax returns are NOT acceptable. The County reserves the right to request additional financial supporting documentation.

If this information is considered confidential by the Vendor, see Confidential Information/Public Record Section of this RFP for instructions. Any information considered confidential must be clearly labeled "Confidential Financial Information."

The Risk Assessment Questionnaire (section 7.10.) must be included in your response.

**CUSTOMER REFERENCES** – In Section 7.9, provide a list of a total of three (3) customer references who presently use services from the Vendor that are substantially the same as those the Vendor proposes. Vendors cannot use the County or any of its employees as a reference. In addition, vendor's divisions or subsidiaries cannot be used as customer references.

### **RFP RESUMES EVALUATION**

Vendors that are proposing IT Staffing services must submit only one current resume for each individual IT Grouping and must be from the bidding vendor. The candidate on the resume submitted must be currently placed or have been placed within the last two years (December 2020 through December 2022).

Vendors should submit one resume for a candidate that best meets the job definitions as described in the categories within the IT Groupings. The resume submitted may match one category in the grouping or may show experience and expertise in multiple categories in an IT Grouping. In addition, vendors

must submit the **current rate** for the candidate resume as submitted. In addition, Vendor must include the name, and phone number of the individual. Furthermore, Vendor must identify where the individual is/was placed (name of client), a contact name and phone number at the firm, and the hourly rate being charged (if applicable, also indicate overtime rate). Hourly rates are for evaluation purposes only. Market conditions shall drive the rates at time of actual placement.

If an individual is prequalified in more than one (1) category, that vendor's employee resume may be counted toward all categories/groups for which that person meets the requirements of this RFP. Vendors must clearly indicate for which Group each resume is submitted.

These resumes will be used to evaluate vendors' ability to provide employees that meet the requirements of this RFP. Therefore, resumes must be for Vendor employees who are representative of the caliber of personnel the Vendor can provide over the life of the contract. Prior to submission of resume, it is incumbent of the Vendor to qualify the candidates credentials listed on each resume regarding required skills, references, availability, etc.

Resumes can be submitted from vendor's employees working outside the United States. In addition, resumes (vendor's employees) can be citizens of other Countries as long as they have all the appropriate paperwork/authorization to work in the United States. Again, there must be at least one (1) resume from each customer reference (section 7.9). Finally, resumes submitted must include candidates that have been placed by your firm within the past two years (December 2020 through December 2022).

Before filling a request for resume, vendor must receive an "IT Staffing Contract Hiring Request and Approval" form that has been signed by the requesting Department Director and County Chief Information Officer.

The resume heading shall consist of the following:

- Grouping Name
- Candidate Name
- Where Placed
- Dates
- Contact name/telephone Number
- Resume-one (1) per grouping required

**CONTRACT EXECUTION** – This RFP and the vendor's Response will be made part of an awarded Contract and will be incorporated in the Contract as set forth.

Precedence – In the event of contradictions or conflicts between the provisions of the documents comprising the Contract, they will be resolved by giving precedence in the following order:

- 1) the provisions of the Contract (as it may be amended);
- 2) the provisions of the Bidder's Response (as it may be clarified);

3) The provisions of the RFP (as it may be supplemented).

CONTRACT PERIOD – Pending Sacramento County Board of Supervisors approval any contract resulting from this RFP shall be for a one-year term commencing with execution of a Contract by the Contractor and Contract & Purchasing Services Division. The County reserves the right, upon mutual agreement, to extend any resulting contract(s) for six additional one-year terms, pending Board of Supervisors approval, at the same terms and conditions as the original contract.

Contract changes - The County shall retain the right to add, delete or change IT staffing service requirements under an awarded contract and may do so upon giving a thirty (30) day written notification to Vendor. If these changes cause an increase or a reduction in the cost of an awarded contract, said cost shall be readjusted and, when agreed upon, incorporated into an awarded contract. Contract(s) is/are contingent upon Board of Supervisors approval.

Estimated quantities: All quantities listed are estimated requirements.

Unrestricted quantities: The County is not limited to purchase all of its requirements from any contract resulting from this request for proposal.

Applicable Laws – Vendor, in providing the services specified herein, shall comply with all applicable Federal, State and County statutes, ordinances, regulations, directives, and laws. The resultant contract(s) shall be deemed to be executed within the State of California and construed with and governed by the laws of the State of California.

#### Security

Sacramento County maintains information that is sensitive and valuable, and is often protected by federal and state laws that prohibit its unauthorized use or disclosure. A contractor may become aware of sensitive information while working at the County whether written, verbal, and electronic or printed form. Information learned in any of the mentioned media during the contract is not to be disclosed at any time either during or after contract end unless given written permission from the County CIO. Contractors have a responsibility to comply with the laws and regulations and County policies that govern such information.

Vendor and their assigned personnel agree that they shall:

- Keep and maintain all Sacramento County's information in strict confidence, using such a degree of care as is appropriate to avoid unauthorized access, use, or disclosure and comply with the applicable laws, as well as terms and conditions of this agreement;
- Use and disclose sensitive information solely and exclusively for the purpose for which the sensitive information or access to it, is provided. Disclosure of any information acquired while at the county must be approved by the County CIO;
- Not use, sell, rent, transfer, distribute, or otherwise disclose or make available Sacramento County data for vendors own purposes or for the benefit of anyone other than the County of Sacramento;
- Not transfer any County data to or from different countries without the prior express written consent of the County of Sacramento;

- Not store, process, or transmit Sacramento County data on non-Sacramento managed assets;
- Provide the County of Sacramento with the name and contact information for the vendor's primary information security contact and shall be available at any time to assist the County in resolving obligations associated with an actual or potential security breach;
- Notify the County's primary security contact of an actual or potential security breach as soon as practical but no later than four hours after vendor becomes aware of an actual or potential security breach by contacting the primary business and security contact at the County by both telephone and email as agreed upon; and
- Carry adequate cyber insurance as outlined in Appendix G in the case that contractor is responsible for a data breach.

## 6.18. ANCILLARY REQUIREMENTS

**SPECIFIC TERMS AND CONDITIONS** – The following specific terms and conditions become a part of the final contract between Sacramento County and the Vendor.

**HOURLY RATE FOR IT STAFFING PERSONNEL** - The hourly rate provided for the persons that you use to respond to this RFP will be used for evaluation purposes only. The actual rates used during the term of the resulting contracts will be negotiated with the using Contracting Agency/Department on a case-by-case basis for each recruitment. Negotiated hourly rates will be shared with other County Departments/Agencies.

**CONFIDENTIALITY AND SECURITY** - Any contractor performing any IT services for the County which requires them to come into contact with confidential County information will be required to hold confidential such confidential data made available to them. The Vendor must assure that all its employees and agents assigned to work at Sacramento County will learn and comply with the security policies and procedures in effect at Sacramento County throughout the term of their assignment to the County. Vendor is required to sign a security statement (Appendix R). In addition, vendor's personnel will be required to sign a department security statement and pass a Contracting Agency/Department background check prior to performing any services detailed in this RFP or thereafter as required by County policy or Federal, State, or local legislation. In the past, the County has attempted to hire a number of vendor personnel that were unable to successfully pass the County's background check. This caused delays in critical projects. It is the County's expectation that the vendor will ensure that personnel they are submitting to the County for consideration will pass this background check. If the candidate fails the background check, the vendor will reimburse the Contracting Agency/Department the cost of processing the background check, a minimum of \$100.

Contractor shall access or handle restricted or confidential data only as required for performance of the assigned duties. Contractor's shall disseminate such data only to personnel specifically authorized in writing by Sacramento County, and in no event shall the Vendor and contractor discuss or disseminate any data or information whatsoever, which relates to data accessed or handled as a result of an awarded contract, to any unauthorized person. Nor shall such data or information be used for any purpose except that purpose for which it was intended, as authorized or directed by Sacramento County. Violations by the Vendor and contractor may be prosecuted to the full extent allowed by law and the vendor's contract may be terminated.

### **SATISFACTORY PERFORMANCE**

Vendors and contractors who provide unsatisfactory services shall be removed from County assignment immediately upon notice of unsatisfactory performance. No payment shall be made for any services rendered by such personnel following such notice or for immediately preceding services, which were the direct cause for such notice. County makes final decision on what constitutes unsatisfactory service. Contractor shall perform its services under an awarded contract in accordance with the industry and/or professional standards applicable to contractor's services.

### **COMPENSATION**

Sacramento County shall pay Vendor at the rate negotiated at the time of assignment based on hours worked by contract personnel (or the firm fixed fee for special projects). Rates will not exceed the rate negotiated at the time of initial assignment for the duration of placement. The rates negotiated must include all of the vendor's salary, overhead, incidental expenses, and profit. Sacramento County shall not be liable to the Vendor or any of the vendor's employees for any benefits or additional compensation or payments.

Any hours worked in excess of eight (8) hours per person per day or in excess of forty (40) hours per person per week shall be compensated at the rate negotiated at time of assignment, unless such person is eligible for overtime pay due to laws applicable at the time of assignment. Vendor must identify all persons who are eligible for overtime pay and the associated rate every time the person is submitted to the County as a possible candidate. This information will be used by the Contracting Agency/Department in their selection process. If the vendor's employee is not subject to overtime pay, Sacramento County shall compensate the Vendor for each hour worked at the rate negotiated regardless of the number hours worked by the contractor during the week or pay period.

The Vendor's personnel shall not work on County holidays. A listing of County holidays is provided in Exhibit 1. In addition, the County may determine from time to time to impose an uncompensated furlough day(s) on its employees. When vendor's personnel are not required to perform their duties the County will not compensate them.

The Vendor will not demand nor will Sacramento County pay any expenses, fees, or moneys not expressly provided for by the contract, unless approved in writing, in advance, by the Contracting Agency/Department and the Contract & Purchasing Services Division.

### **FACILITIES AND SUPPORT**

The Contracting Agency/Department shall provide such workspace, office facilities, computer system facilities, and support services to IT staffing personnel as are deemed necessary for the purpose of accomplishing the work to be performed, unless otherwise noted in the Contracting Agency/Department's request for resume.

The vendor's personnel shall perform services on the premises of Sacramento County during the County's regular work days and normal work hours, except when the County specifically agrees to alternate workdays, hours, and/or locations.

### **SOLICITATION AND SELECTION PROCESS FOR SPECIAL PROJECTS**

As indicated in section 18, on occasion the County will receive requests for special projects. The County may, at its discretion, request proposals from contractors based on fixed price deliverables. In those cases, a RFS (including a Statement of Work) will be sent to qualified vendors. It will detail the method for submission of the proposal and will provide for required timeframe to respond. Special projects shall not include the purchase or lease of hardware and/or software, but shall cover the costs to assemble a team of IT professionals needed to complete the project within the timeframe identified. Special project shall not exceed \$750,000.00. Projects in excess of \$750,000.00 shall require a separate RFP issued by the Contract & Purchasing Services Division or the using Department/Agency.

Vendors who desire the ability to respond to Request for Services (RFS) for special projects must provide one example of a recent major project that has been completed for an organization roughly the same size and complexity as the County of Sacramento. The examples must minimally include a description of the project (statement of work for that project), project start date, target completion date, actual completion date, projected costs, actual costs, customer contacts (e.g., name, title, phone number, etc), vendor's project manager (name, phone number and resume), and project team members (name, phone number and resume).

Liquidated damages and a performance bond will not be required unless specifically included in the RFS by the requesting Contracting Agency/Department (per section 18).

### **CONFLICT OF INTEREST**

Contractor and Contractor's officers and employees shall not have a financial interest, or acquire any financial interest, direct or indirect, in any business, property or source of income which could be financially affected by or otherwise conflict in any manner or degree with the performance of services required under this Agreement.

### **NON-DISCRIMINATION**

Vendors shall not discriminate in the provision of services because of color, race, creed, national origin, religion, sex, sexual orientation, age, or physical or mental handicap in accordance with Title VI of the Civil Rights Act of 1964 (42 U.S.C. Section 2000D), the Americans with Disabilities Act (42 U.S.C. Section 12131 ET SEQ.), and all other applicable laws and regulations requiring no discrimination. Vendor shall include this nondiscrimination provision in all subcontracts related to an awarded contract.

### **RIGHTS TO CONTRACTED PRODUCTS**

Products (either completed or work in progress) prepared by the contractor or the contractor's assigned personnel, but not including the vendor's administrative communications and records, shall be delivered to and become the exclusive property of the Sacramento County for no additional fee or charge, and may be used by the Sacramento County in any way it may deem appropriate.

The ideas, concepts, expertise, or techniques developed during the course of services provided by the Vendor or jointly by the Vendor and Sacramento County can be used by Sacramento County in any way it may deem appropriate, so long as that use does not violate any term of the contract between Sacramento County and the Vendor.

The Vendor or the vendor's employee shall not publish or disseminate information gained solely through participation in their contract(s) with Sacramento County without specific prior review and written consent by Sacramento County.

### **INDEMNIFICATION**

**\*This Indemnification language supplants the brief Indemnity language listed in Section 9 "Additional Terms and Conditions" and will be included in any contract resulting from this RFP.**

To the fullest extent permitted by law, for work or services provided under this Agreement, Proposer shall indemnify, defend, including with counsel reasonably acceptable to County, and hold harmless County, its governing Board, officers, directors, officials, employees, and authorized volunteers and agents (collectively "Indemnified Parties"), from and against any and all claims, demands, actions, losses, liabilities, damages, and all expenses and costs incidental thereto (collectively "Claims"), including cost of defense, settlement, arbitration, and reasonable attorneys' fees, resulting from injuries to or death of persons, including but not limited to employees of either Party hereto, and damage to or destruction of property, or loss of use or reduction in value thereof, including but not limited to the property of either Party hereto, arising out of, pertaining to, or relating to the alleged or actual error or omission, negligence, recklessness, willful misconduct, infringement of intellectual property rights, breach of trust, breach of confidentiality, unauthorized use or disclosure of data, breach of statutory or regulatory law, or other breach of its duties under this Agreement by Proposer, its employees, Proposer's subconsultants or subcontractors at any tier, or any other party for which Proposer is legally liable under law, excepting only such injury, death, or damage, to the extent it is caused by the negligence of an Indemnified Party. Proposer shall not be liable for Claims caused by the sole negligence or willful misconduct of an Indemnified Party. This indemnity shall include claims made by a third party arising from the unauthorized use of any copyrighted composition, secret process, patented or unpatented invention, articles, or appliances furnished or used in the performance of this Agreement.

The right to defense and indemnity under this Section shall initiate upon occurrence of an event giving rise to a Claim and tendered in writing to Proposer. Proposer shall defend the Indemnified Parties with counsel reasonably acceptable to County. Notwithstanding the foregoing, County shall be entitled, on its own behalf, and at the expense of Proposer, to assume control of its defense or the defense of any Indemnified Party in any legal action, with counsel reasonably selected by it. Should County elect to initially assume control of its defense, or the defense of any Indemnified Party, it does so without prejudice to its right to subsequently require that Proposer thereafter assume control of the defense and pay all reasonable attorneys' fees and costs incurred thereby.

This indemnity obligation shall not be limited by the types and amounts of insurance or self-insurance maintained by Proposer or Proposer's subconsultants or subcontractors at any tier.

Nothing in this Indemnity obligation shall be construed to create any duty to, any standard of care with reference to, or any liability or obligation, contractual or otherwise, to any third party.

The provisions of this Indemnity obligation shall survive the expiration or termination of the Agreement.

## **6.19. ADDITIONAL TERMS**

### **ADDITIONAL TERMS**

(a) Vendor agrees and assures County that Vendor and any subcontractors shall comply with all applicable federal, state, and local anti-discrimination laws, regulations, and ordinances and to not unlawfully discriminate, harass, or allow harassment against any employee, applicant for employment, employee or agent of County, or recipient of services contemplated to be provided or provided under an awarded contract, because of race, ancestry, marital status, color, religious creed, political belief, national origin, ethnic group identification, sex, sexual orientation, age (over 40), medical condition (including HIV and AIDS), or physical or mental disability. Vendor shall ensure that the evaluation and treatment of its employees and applicants for employment, the treatment of County employees and agents, and recipients of services are free from such discrimination and harassment.

(b) Vendor represents that it is in compliance with and agrees that it will continue to comply with the Americans with Disabilities Act of 1990 (42 U.S.C. § 12101 et seq.), the Fair Employment and Housing Act (Government Code §§ 12900 et seq.), and regulations and guidelines issued pursuant thereto.

(c) Vendor agrees to compile data, maintain records and submit reports to permit effective enforcement of all applicable anti-discrimination laws and this provision. However, in situations where there are co-worksites, costs of ADA compliance may be imposed on the Vendor.

### **USE OF FUNDS**

It is understood and agreed that no funds provided by County pursuant to an awarded contract shall be used by Vendor for any political activity or political contribution.

### **SUBCONTRACTS, ASSIGNMENT**

(a) Vendor shall inform the County when it is subcontracting any of the services delivered under an awarded contract. Vendor remains legally responsible for the performance of all contract terms including work performed by third parties under subcontracts. Any subcontracting will be subject to all applicable provisions of an awarded contract. Vendor shall be held responsible by County for the performance of any subcontractor. The County has the right to reject any contractor or subcontractor for any reason.

(b) An awarded contract is not assignable by Vendor in whole or in part, without the prior written consent of County.

#### **OWNERSHIP OF WORK PRODUCT**

All technical data, evaluations, plans, specifications, reports, documents, or other work products developed by Vendor hereunder shall be the exclusive property of County and shall be delivered to County upon completion of the services authorized hereunder. Vendor may retain copies thereof for its files and internal use. Publication of the information directly derived from work performed or data obtained in connection with services rendered under an awarded contract must first be approved in writing by County. County recognizes that all technical data, evaluations, plans, specifications, reports, and other work products are instruments of vendor's services and are not designed for use other than what is intended by an awarded Contract.

#### **COMPLETION OF ASSIGNMENT**

Vendor agrees not to assign the person selected to another contract until the assignment with the County is completed. If Vendor removes the person before the assignment is complete, Vendor agrees to credit the County 80 hours at the rate bid to absorb the training cost to bring the replacement person up to the same level as the person that the Vendor assigned. In addition, the County has the option of deducting the credit from vendor's next billing invoice. The County will not release the person selected for the assignment unless funding is no longer available or it is determined that the person is not qualified for the assignment.

#### **MEDICAL TESTING**

Any contractor performing in any IT service for the County requiring them to come into contact with County employees may be required to obtain medical testing consistent with the medical testing required of County employees. In addition, Vendor may be required to provide proof of testing.

#### **TRAINING**

The County does not typically provide training to contract personnel. However, the County may provide specialized training to vendor's personnel with prior written approval. For personnel so trained, Vendor shall agree not to offer placement to such personnel at another site for the duration of the assignment unless Vendor immediately reimburses the County for the cost of the training or other arrangements are made and approved by the Contracting Agency/Department.

**DRIVING**The County requires that contractors provide their own transportation when assigned to work at a County owned and/or leased facility. However, on occasion, the County may provide contractors access to a County vehicle in performing their duties. In any case, contractors are required to provide the Contracting Agency/Department with proof of valid California Drivers License when driving any vehicle and insurance certificate when driving their personal vehicle. In addition, contractor is required to submit annually to the Contracting Agency/Department an updated insurance certification.

The County Transportation Policy allows non-County employees to use County vehicles on a case-by-case basis, upon approval by the appropriate authority. If a department wishes for a non-County employee to use a County vehicle, the department needs to submit to the Chief of Fleet Services Division the following:

1. A written request identifying the need for the non-County employee to drive a County vehicle- including justification, the approximate duration of the usage, and whether the vehicle to be driven is going to be one already assigned to the department, a motor pool vehicle, some other vehicle, or a combination thereof.
2. A photocopy of the non-County employee's valid United States driver's license.
3. A written confirmation that the non-County employee has read the County Transportation Policy and will abide by the rules and regulations in the policy.

The Chief of Fleet Services Division will review the request and notify the department if the request has been approved.

Non-County employees may be allowed use of County vehicles when in compliance with the County Transportation Policy and insurance requirements set forth in Request for Proposal (RFP)/agreements. Any liability created by a non-County employee's driving is limited to only that of the County. (In legal terms, the County has potential vicarious liability for the negligent acts or omissions of contractors it hires to perform work for the County). The County's self-insurance and excess insurance programs are designed to protect the County as a public entity and its employees. Our programs do not allow for either defense of or payment on behalf of non-County employees (or corporate employers) in claims arising from impacted third parties. Contractors need to understand this even though they are working for the County and may even be seen as equivalent to a County employee.

#### **MOBILE DEVICES**

The County requires that contractors provide their own mobile devices when assigned to work at a County owned and/or leased site. However, on occasion, the County may provide contractors access to County mobile devices while assigned to a County owned and/or leased facility.

#### **FINDERS FEE**

The County does not intend to use the resulting contracts to hire vendor's employees for permanent County positions. However, when the County has openings for permanent positions, the vendor's employee may submit an application and/or resume. If the County hires the vendor's employees, the County will not pay a finder's fee to the vendor.

#### **SWITCHING VENDORS**

If a contractor currently working at the County works for a Vendor that is not selected in the Group and/or Category in which the contractor is placed, then the County will grant the contractor a onetime opportunity to switch to another Vendor that was awarded a contract in the same Group and/or Category. This action does not void any agreement between the contractor and Vendor. In addition, this action may be subject to terms of the contract between the contractor and Vendor. Contractors may only switch vendors within thirty (30) days of intent to award notification of new contract award. County reserves the right to re-bid the position. In either case, contractor rates shall be negotiable on inception date of new Vendor contracts.

If a contractor terminates his or her employment with Vendor, the County may either re-bid the position vacated or leave it vacant, at County's discretion.

**WEB ACCESSIBILITY**

Vendor shall ensure that all web sites and web applications provided by Vendor pursuant to an awarded contract shall comply with the County's Web Accessibility Policy adopted by the Board of Supervisors on February 18, 2003 as well as any approved amendment thereto (see <http://www.saccounty.net/disclaimer.html#Accessibility>).

**BACKGROUND CHECKS**

Because of the nature of public service and the sensitive information that the vendor's contractor(s) may come in contact, each contractor prior to beginning work for County will be subject to, at a minimum, the County's standard background. Additional background checks will be completed thereafter as required by County policy or Federal, State, or local legislation.

## 7. Vendor Submissions

### 7.1. [Proposal Requirements\\*](#)

Did you read through and confirm that you met all of the proposal requirements?

- Yes  
 No

\*Response required

### 7.2. [Please confirm that your company will accept the County's contract terms and conditions](#)

- Please confirm

### 7.3. [Confidential Company Information \(if applicable\)](#)

The County will treat all information submitted in a proposal as available for public inspection once the County has selected a contractor. If you believe that you have a legally justifiable basis under the California Public Records Act (Government Section 6250 et. seq.) for protecting the confidentiality of any information contained within your proposal, you must identify any such information, together with the legal basis of your claim in your proposal, and present such information in this section as part of your response package. Click "File Upload" below to upload your confidential documents.

### 7.4. [Contractor Certification of Compliance\\*](#)

WHEREAS it is in the best interest of Sacramento County that those entities with whom the County does business demonstrate financial responsibility, integrity and lawfulness, it is inequitable for those entities with whom the County does business to receive County funds while failing to pay court-ordered child, family and spousal support which shifts the support of their dependents onto the public treasury.

Therefore, in order to assist the Sacramento County Department of Child Support Services in its efforts to collect unpaid court-ordered child, family and spousal support orders, the following certification must be provided by all entities with whom the County does business:

**CONTRACTOR hereby certifies that either:**

- (a) the CONTRACTOR is a government or non-profit entity (exempt)  
 (b) the CONTRACTOR has no Principal Owners (25% or more) (exempt)  
 (c) each Principal Owner (25% or more), does not have any existing child support orders  
 (d) CONTRACTOR'S Principal Owners are currently in substantial compliance with any court-ordered child, family and spousal support order, including orders to provide current residence address, employment information, and whether dependent health insurance coverage is available. If not in compliance, Principal Owner has become current or has arranged a payment schedule with the Department of Child Support Services or the court.

\*Response required

### 7.5. [Contractor Certification of Compliance Cont...\\*](#)

**New CONTRACTOR shall certify that each of the following statements is true:**

- A. CONTRACTOR has fully complied with all applicable state and federal reporting requirements relating to employment reporting for its employees; and
- B. CONTRACTOR has fully complied with all lawfully served wage and earnings assignment orders and notices of assignment and will continue to maintain compliance.

NOTE: Failure to comply with state and federal reporting requirements regarding a contractor's employees or failure to implement lawfully served wage and earnings assignment orders or notices of assignment constitutes a default under the contract; and failure to cure the default within 90 days of notice by the County shall be grounds for termination of the contract. Principal Owners can contact the Sacramento Department of Child Support Services at 1-866-901-3212, by writing to P.O. Box 269112, Sacramento, 95826-9112, or via the Customer Connect website at [www.childsup.ca.gov](http://www.childsup.ca.gov).

- Yes
- No

\*Response required

#### [7.6. Please confirm you accept the County Insurance Requirements\\*](#)

##### INSURANCE REQUIREMENTS FOR

IT Staffing RFP 2022-RFP-0126

Without limiting CONTRACTOR's indemnification, CONTRACTOR shall procure and maintain for the duration of the Agreement, insurance against claims for injuries to persons or damages to property which may arise from or in connection with the performance of the Agreement by the CONTRACTOR, its agents, representatives, employees, or subcontractors. COUNTY shall retain the right at any time to review the coverage, form, and amount of the insurance required hereby. If in the opinion of the County Risk Manager, insurance provisions in these requirements do not provide adequate protection for COUNTY and for members of the public, COUNTY may require CONTRACTOR to obtain insurance sufficient in coverage, form and amount to provide adequate protection. COUNTY's requirements shall be reasonable but shall be imposed to assure protection from and against the kind and extent of risks that exist at the time a change in insurance is required.

##### I. VERIFICATION OF COVERAGE

CONTRACTOR shall furnish the COUNTY with certificates evidencing coverage required below. Copies of required endorsements must be attached to provided certificates. The County Risk Manager may approve self-insurance programs in lieu of required policies of insurance if, in the opinion of the Risk Manager, the interests of the COUNTY and the general public are adequately protected. All certificates, evidences of self-insurance, and additional insured endorsements are to be received and approved by the County before performance commences. The COUNTY reserves the right to require that CONTRACTOR provide complete, certified copies of any policy of insurance offered in compliance with these specifications.

##### II. MINIMUM SCOPE OF INSURANCE

Coverage shall be at least as broad as:

A. GENERAL LIABILITY: Insurance Services Office's Commercial General Liability occurrence coverage form CG 0001. Including, but not limited to Premises/Operations, Products/Completed Operations, Contractual Liability, and Personal & Advertising Injury, without additional exclusions or limitations, unless approved by the County Risk Manager.

B. AUTOMOBILE LIABILITY: Insurance Services Office's Commercial Automobile Liability coverage form CA 0001.

1. Commercial Automobile Liability: auto coverage symbol "1" (any auto) for corporate/business owned vehicles. If there are no owned or leased vehicles, symbols 8 and 9 for non-owned and hired autos shall apply.

2. Personal Lines automobile insurance shall apply if vehicles are individually owned.

C. WORKERS' COMPENSATION: Statutory requirements of the State of California and Employer's Liability Insurance.

D. PROFESSIONAL LIABILITY with TECHNOLOGY ERRORS and OMISSIONS LIABILITY: Insurance covering liability for losses resulting or arising from negligent acts, errors or omissions in rendering computer or information technology services or from programming errors, software performance, data damage/destruction/corruption; including without limitation, failure to perform, and loss from unauthorized access, unauthorized use, virus transmission, denial of service and loss of income from network security failures in connection with the services provided under an Agreement.

E. UMBRELLA or Excess Liability policies are acceptable where the need for higher liability limits is noted in the Minimum Limits of Insurance and shall provide liability coverages that at least follow form over the underlying insurance requirements where necessary for Commercial General Liability, Commercial Automobile Liability, Employers' Liability, and any other liability coverage (other than Professional Liability) designated under the Minimum Scope of Insurance.

F. CYBER LIABILITY INCLUDING ERRORS AND OMISSIONS, IDENTITY THEFT, INFORMATION SECURITY and PRIVACY INJURY LIABILITY

### III. MINIMUM LIMITS OF INSURANCE

CONTRACTOR shall maintain limits no less than:

A. General Liability shall be on an Occurrence basis (as opposed to Claims Made basis). Minimum limits and structure shall be:

General Aggregate: \$2,000,000

Products Comp/Op Aggregate: \$2,000,000

Personal & Adv. Injury: \$1,000,000

Each Occurrence: \$2,000,000

Fire Damage: \$ 100,000

B. AUTOMOBILE LIABILITY:

1. Commercial Automobile Liability for Corporate/business owned vehicles including non-owned and hired, \$1,000,000 Combined Single Limit.

2. Personal Lines Automobile Liability for individually owned vehicles, \$250,000 per person, \$500,000 each accident, \$100,000 property damage.

C. WORKERS' COMPENSATION: Statutory.

D. EMPLOYER'S LIABILITY: \$1,000,000 per accident for bodily injury or disease.

E. PROFESSIONAL LIABILITY with TECHNOLOGY ERRORS AND OMISSIONS LIABILITY: \$2,000,000 per claim and aggregate.

F. CYBER LIABILITY INCLUDING ERRORS AND OMISSIONS, IDENTITY THEFT, INFORMATION SECURITY and PRIVACY INJURY LIABILITY:

The minimum limits shall be not less than \$2,000,000 per claim or incident and \$2,000,000 aggregate.

Coverage shall include but is not limited to:

Third party injury or damage (including loss or corruption of data) arising from a negligent act, error or omission or a data breach.

Defense, indemnity and legal costs associated with regulatory breach (including HIPAA), negligence or breach of contract.

Administrative expenses for forensic expenses and legal services.

Crisis management expenses for printing, advertising, mailing of materials and travel costs of crisis management firm, including notification expenses.

Identity event service expenses for identity theft education, assistance, credit file monitoring to mitigate effects of personal identity event, post event services.

#### IV. DEDUCTIBLES AND SELF-INSURED RETENTION

Any deductibles or self-insured retention that apply to any insurance required by this Agreement must be declared and approved by the COUNTY.

#### V. CLAIMS MADE PROFESSIONAL LIABILITY, TECHNOLOGY ERRORS & OMISSIONS LIABILITY, or CYBER LIABILITY INSURANCE

If professional liability, technology errors & omissions liability, or cyber liability coverage is written on a Claims Made form:

A. The "Retro Date" must be shown, and must be on or before the date of the Agreement or the beginning of Agreement performance by CONTRACTOR.

B. Insurance must be maintained and evidence of insurance must be provided for at least one (1) year after completion of the Agreement.

C. If coverage is cancelled or non-renewed, and not replaced with another claims made policy form with a "Retro Date" prior to the contract effective date, the CONTRACTOR must purchase "extended reporting" coverage for a minimum of one (1) year after completion of the Agreement.

D. Should any of the required professional liability, technology errors & omissions liability, and cyber liability insurance be provided under a form of coverage that includes a general annual aggregate limit or provides that claims investigation or legal defense costs be included in such general annual aggregate limit, such general annual aggregate limit shall be double the occurrence or claims limits specified above.

#### VI. OTHER INSURANCE PROVISIONS

The insurance policies required in this Agreement are to contain, or be endorsed to contain, as applicable, the following provision:

##### A. All Policies:

1. ACCEPTABILITY OF INSURERS: Insurance is to be placed with insurers with a current A.M. Best's rating of no less than A-VII. The County Risk Manager may waive or alter this requirement, or accept self-insurance in lieu of any required policy of insurance if, in the opinion of the Risk Manager, the interests of the COUNTY and the general public are adequately protected.

2. MAINTENANCE OF INSURANCE COVERAGE: The Contractor shall maintain all insurance coverages and limits in place at all times and provide the County with evidence of each policy's renewal ten (10) days in advance of its anniversary date.

Contractor is required by this Agreement to immediately notify County if they receive a communication from their insurance carrier or agent that any required insurance is to be canceled, non-renewed, reduced in scope or limits or otherwise materially changed. Contractor shall provide evidence that such cancelled or non-renewed or otherwise materially changed insurance has been replaced or its cancellation notice withdrawn without any interruption in coverage, scope or limits. Failure to maintain required insurance in force shall be considered a material breach of the Agreement.

#### VII. COMMERCIAL GENERAL LIABILITY AND/OR COMMERCIAL AUTOMOBILE LIABILITY

A. ADDITIONAL INSURED STATUS: The COUNTY, its officers, directors, officials, employees, and volunteers are to be endorsed as additional insureds as respects: liability arising out of activities performed by or on behalf of the CONTRACTOR; products and completed operations of the CONTRACTOR; premises owned, occupied or used by the CONTRACTOR; or automobiles owned, leased, hired or borrowed by the CONTRACTOR. The coverage shall contain no endorsed limitations on the scope of protection afforded to the COUNTY, its officers, directors, officials, employees, or volunteers.

B. CIVIL CODE PROVISION: Coverage shall not extend to any indemnity coverage for the active negligence of the additional insured in any case where an agreement to indemnify the additional insured would be invalid under Subdivision (b) of Section 2782 of the Civil Code.

C. PRIMARY INSURANCE: For any claims related to this Agreement, the CONTRACTOR's insurance coverage shall be endorsed to be primary insurance as respects the COUNTY, its officers, officials, employees and volunteers. Any insurance or self-insurance maintained by the COUNTY, its officers, directors, officials, employees, or volunteers shall be excess of the CONTRACTOR's insurance and shall not contribute with it.

D. SEVERABILITY OF INTEREST: The CONTRACTOR's insurance shall apply separately to each insured against whom claim is made or suit is brought, except with respect to the limits of the insurer's liability.

E. SUBCONTRACTORS: CONTRACTOR shall be responsible for the acts and omissions of all its subcontractors and additional insured endorsements as provided by CONTRACTORs subcontractor.

#### VIII. WORKERS' COMPENSATION

Workers' Compensation Waiver of Subrogation: The workers' compensation policy required hereunder shall be endorsed to state that the workers' compensation carrier waives its right of subrogation against the COUNTY, its officers, directors, officials, employees, agents or volunteers, which might arise by reason of payment under such policy in connection with performance under this Agreement by the CONTRACTOR. Should CONTRACTOR be self-insured for workers' compensation, CONTRACTOR hereby agrees to waive its right of subrogation against COUNTY, its officers, directors, officials, employees, agents or volunteers.

#### VIII. NOTIFICATION OF CLAIM

If any claim for damages is filed with CONTRACTOR or if any lawsuit is instituted against CONTRACTOR, that arise out of or are in any way connected with CONTRACTOR's performance under this Agreement and that in any way, directly or indirectly, contingently or otherwise, affect or might reasonably affect COUNTY, CONTRACTOR shall give prompt and timely notice thereof to COUNTY. Notice shall be prompt and timely if given within thirty (30) days following the date of receipt of a claim or ten (10) days following the date of service of process of a lawsuit.

Yes

No

\*Response required

#### 7.7. [Appendix I\\*](#)

Use this document to indicate which Job Description categories you are proposing. Please download the below documents, complete, and upload.

- [2022-RFP0126 Appendix I.xlsx](#)

\*Response required

### 7.8. Non-Collusion Affidavit\*

I state that I am authorized to make this affidavit on behalf of my firm, and its owners, directors, and officers. I am the person responsible in my firm for the price(s) and the amount of this proposal.

I state that:

- A. The price(s) and amount of this proposal have been arrived at independently and without consultation, communication or agreement with any other contractor, bidder or potential bidder, except as disclosed below in the exceptions field (accept with exceptions).
- B. That neither the price(s) nor the amount of this proposal, and neither the approximate price(s) nor approximate amount of this proposal, have been disclosed to any other firm or person who is a bidder or potential bidder, and that they will not be disclosed before proposal opening.
- C. No attempt has been made or will be made to induce any firm or person to refrain from submitting a proposal on this contract, or to submit a proposal higher than this proposal, or to submit any intentionally high or noncompetitive proposal/bid or other form of complementary proposal.
- D. The proposal by my firm is made in good faith and not pursuant to any agreement or discussion with, or inducement from, any firm or person to submit a complementary or other noncompetitive proposal.
- E. My firm, its affiliates, subsidiaries, officer, directors and employees are not currently under investigation by any governmental agency and have not in the last five years been convicted of or found liable for any act prohibited by State or Federal law in any jurisdiction, involving conspiracy or collusion with respect to bidding on any public contract.
- F. No current or previous employee of the County of Sacramento (employed by County of Sacramento within the last calendar year) has been involved or is currently involved in any manner, directly or indirectly, with bidder's response or considerations in responding to this request.

I understand and my firm understands and acknowledges that the above representations are material and important, and will be relied upon by the County of Sacramento in awarding the contract(s) for which this proposal is submitted. I understand and my firm understands that any misstatement in this affidavit is and shall be treated as fraudulent concealment from the County of Sacramento of the true facts relating to the submission of proposals/bids for this contract. Any violation of this certification shall render bidder's response invalid. In such a case, bidder's response will be immediately disqualified.

Please confirm

\*Response required

### **7.9. Customer References\***

Each reference must include customer/client firm name and address, contact name and phone number and type of service (staffing and/or project work). For the purpose of this RFP, only submit a total of three (3) IT Staffing References and a total of three (3) Special Project Work references if bidding on the Special Projects section of the RFP. The list should include references for work performed in environments similar to that of the County.

If three (3) such references cannot be provided then three (3) references for services provided within the last twelve (12) months should be given, these references should be for services as similar as possible to those proposed by the Vendor.

Where the Vendor considers customer lists confidential, they will follow Confidential Information/Public Record instructions. It is the vendor responsibility to clearly label references as "Confidential Customer References."

If you are responding to the IT staffing section of the RFP, you must list three (3) IT Staffing references.

If you are responding to the Special Project Work section of the RFP, three (3) references must be for the Special Project Work references.

Submittal of a reference authorizes the County to investigate without limitation the background and current performance of your company. County will use the input of customer references regarding your capacity to perform in relation to all aspects of this RFP. References demonstrate Bidders proven record of providing IT staffing services.

The County will not accept references and resumes that were for job placement services. Customer references can be from any firm located in the United States.

#### **Include three (3) IT Staffing references here:**

##### Reference 1

- Agency/Company Name
- Project Name
- Project Size (Cost/Unit & Total Cost)
- Project Type
- Year Completed
- Name of Project Manager
- Email Address & Phone Number
- Brief Physical Description of Project

##### Reference 2

- Agency/Company Name
- Project Name
- Project Size (Cost/Unit & Total Cost)
- Project Type
- Year Completed
- Name of Project Manager
- Email Address & Phone Number
- Brief Physical Description of Project

Reference 3

- Agency/Company Name
- Project Name
- Project Size (Cost/Unit & Total Cost)
- Project Type
- Year Completed
- Name of Project Manager
- Email Address & Phone Number
- Brief Physical Description of Project

**Include three (3) Special Projects references here:**

Reference 1

- Agency/Company Name
- Project Name
- Project Size (Cost/Unit & Total Cost)
- Project Type
- Year Completed
- Name of Project Manager
- Email Address & Phone Number

- Brief Physical Description of Project

#### Reference 2

- Agency/Company Name
- Project Name
- Project Size (Cost/Unit & Total Cost)
- Project Type
- Year Completed
- Name of Project Manager
- Email Address & Phone Number
- Brief Physical Description of Project

#### Reference 3

- Agency/Company Name
- Project Name
- Project Size (Cost/Unit & Total Cost)
- Project Type
- Year Completed
- Name of Project Manager
- Email Address & Phone Number
- Brief Physical Description of Project

\*Response required

#### [7.10. Risk Assessment Questionnaire\\*](#)

Please download the below documents, complete, and upload.

- [Risk Assessment Questionnai...](#)

\*Response required

#### [7.11. Iran Contracting Act Disclosure Form \\*](#)

(California Public Contract Code, sections 2202-2208)

When responding to a bid or proposal or executing a contract or renewal for a County of Sacramento contract for goods or services of \$1,000,000 or more, a vendor must either:

- A. certify it is not on the current list of persons engaged in investment activities in Iran created by the California Department of General Services (“DGS”) pursuant to Public Contract Code section 2203(b) and is not a financial institution extending twenty million dollars (\$20,000,000) or more in credit to another person, for 45 days or more, if that other person will use the credit to provide goods or services in the energy sector in Iran and is identified on the current list of persons engaged in investment activities in Iran created by DGS; or
- B. demonstrate it has been exempted from the certification requirement for that solicitation or contract pursuant to Public Contract Code section 2203(c) or (d).

To comply with this requirement, please select **one** of the options below. Please note: California law establishes penalties for providing false certifications, including civil penalties equal to the greater of \$250,000 or twice the amount of the contract for which the false certification was made; contract termination; and three-year ineligibility to bid on contracts. (Public Contract Code section 2205.)

**OPTION #1 - CERTIFICATION**

I certify I am duly authorized to execute this certification on behalf of the vendor/financial institution, and the vendor/financial institution is not on the current list of persons engaged in investment activities in Iran created by DGS and is not a financial institution extending twenty million dollars (\$20,000,000) or more in credit to another person/vendor, for 45 days or more, if that other person/vendor will use the credit to provide goods or services in the energy sector in Iran and is identified on the current list of persons engaged in investment activities in Iran created by DGS.

**OPTION #2 – EXEMPTION**

Pursuant to Public Contract Code sections 2203(c) and (d), a public entity may permit a vendor/financial institution engaged in investment activities in Iran, on a case-by-case basis, to be eligible for, or to bid on, submit a proposal for, or enters into or renews, a contract for goods and services. If you have obtained an exemption from the certification requirement under the Iran Contracting Act, please select "EXEMPTION" below, and attach documentation demonstrating the exemption approval with your electronic submission.

Certification

Exemption

\*Response required

**7.12. Certification Regarding Debarment and Suspension\***

CONTRACTOR agrees to comply with 5 U.S.C. 1501-1508, 31 U.S.C. §1352 and 45 CFR Part 76.100 (Code of Federal Regulations), which provides that federal funds may not be used for any contracted services, if CONTRACTOR is debarred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded from covered transactions by any federal department or agency.

I (We) certify to the best of my (our) knowledge and belief, that CONTRACTOR named below and its principals:

- A. Are not presently debarred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded from covered transactions by any federal department or agency;

- B. Have not within a three (3)-year period preceding this proposal been convicted of or had a civil judgment rendered against them for commission of fraud or a criminal offense in connection with obtaining, attempting to obtain, or performing a public (federal, state, or local) transaction or contract under a public transaction; violation of federal or state antitrust statutes or commission of embezzlement, theft, forgery, bribery, falsification or destruction of records, making false statements, or receiving stolen property;
- C. Are not presently indicted or otherwise criminally or civilly charged by a governmental entity (federal, state, or local) with commission of any of the offenses enumerated in paragraph (2) of this certification; and
- D. Have not within a three (3)-year period preceding this application/proposal/agreement had one or more public transactions (Federal, State, or local) terminated for cause or default.
- E. Shall notify COUNTY OF SACRAMENTO, CONTRACT & PURCHASING SERVICES DIVISION within ten (10) days of receipt of notification that CONTRACTOR is subject to any proposed or pending debarment, suspension, indictments or termination of a public transaction.
- F. Shall obtain a certification regarding debarment and suspension from all its subcontractors that will be funded through this Agreement.
- G. Hereby agree to terminate immediately, any subcontractor's services that will be/are funded through this Agreement, upon discovery that the subcontractor is ineligible or voluntarily excluded from covered transactions by any federal department or agency.

Please confirm

\*Response required

### 7.13. [SAM.gov\\*](#)

Please enter your legal entity name for SAM.gov verification.

\*Response required

### 7.14. [6.3. Voice and Data Network Management Group](#)

Upload Resumes' for this group here, multiple Job Descriptions may be included in this group, the documents must reference the appropriate Job Description.

### 7.15. [6.4. Project Management/Application Development Group](#)

Upload Resumes' for this group here, multiple Job Descriptions may be included in this group, the documents must reference the appropriate Job Description.

### 7.16. [6.5. Enterprise Content Management Group](#)

Upload Resumes' for this group here, multiple Job Descriptions may be included in this group, the documents must reference the appropriate Job Description.

**7.17. [6.6. Database group](#)**

Upload Resumes' for this group here, multiple Job Descriptions may be included in this group, the documents must reference the appropriate Job Description.

**7.18. [6.7. Desktop and Server Group](#)**

Upload Resumes' for this group here, multiple Job Descriptions may be included in this group, the documents must reference the appropriate Job Description.

**7.19. [6.8. Geographic Information System \(GIS\) Group](#)**

Upload Resumes' for this group here, multiple Job Descriptions may be included in this group, the documents must reference the appropriate Job Description.

**7.20. [6.9. SAP Group](#)**

Upload Resumes' for this group here, multiple Job Descriptions may be included in this group, the documents must reference the appropriate Job Description.

**7.21. [6.10. Electronic Data Interchange \(EDI\) Group](#)**

Upload Resumes' for this group here, multiple Job Descriptions may be included in this group, the documents must reference the appropriate Job Description.

**7.22. [6.11. Lakehouse \(Data Lake and Data Warehouse\) Group](#)**

Upload Resumes' for this group here, multiple Job Descriptions may be included in this group, the documents must reference the appropriate Job Description.

**7.23. [6.12. Cloud Computing Group](#)**

Upload Resumes' for this group here, multiple Job Descriptions may be included in this group, the documents must reference the appropriate Job Description.

**7.24. [6.13. Radio Systems Support Group](#)**

Upload Resumes' for this group here, multiple Job Descriptions may be included in this group, the documents must reference the appropriate Job Description.

**7.25. [6.14. Information Security Group](#)**

Upload Resumes' for this group here, multiple Job Descriptions may be included in this group, the documents must reference the appropriate Job Description.

**7.26. [6.15. User Experience/User Interface Group](#)**

Upload Resumes' for this group here, multiple Job Descriptions may be included in this group, the documents must reference the appropriate Job Description.

**7.27. [6.16. Special Projects/Request for Services](#)**

Upload Resumes' for this group here, multiple Job Descriptions may be included in this group, the documents must reference the appropriate Job Description.

**7.28. [Solicitation Exceptions\\*](#)**

Please list all exceptions below referring to name of specific section and (where applicable) paragraph, subsection number, or other identifier. For each exception, please quote the statement(s) to which you

are taking an exception, for reference during bid analysis. Exceptions considered excessive or affecting vital terms, conditions or specifications may reduce or eliminate your prospects for award.

Please include the following with every exception (if your company has no exceptions, type "**N/A**" in this field):

- A. Page #
- B. Section#/Title
- C. Exception Description

\*Response required

## 8. Sacramento County Standard Terms and conditions

**A. BID/QUOTE/PROPOSAL TERMS AND CONDITIONS:**All of the terms and conditions of the bid, quote, or proposal against which this agreement is applied, are hereby incorporated.

**B. SALES TAX NOT INCLUDED:** Unless otherwise definitely specified, the unit prices do not include California sales and use tax or Sacramento County sales and use tax.

**C. INVOICING & PAYMENT:** Upon timely submission of itemized invoices by vendor/contractor, payment shall be made per the terms of this agreement and for the prices stipulated for supplies delivered and/or services rendered after inspection and acceptance. Deductions, if any, may be made from payment as provided by this agreement. Payment on partial deliveries may be made whenever amounts due so warrant or when requested by the vendor/contractor and approved by the County. In connection with any cash (payment) discount specified in this agreement, time will be computed from the date of complete delivery of the supplies, equipment or services as specified, or from date correct invoices are received by County, whichever is later. For the purpose of earning the discount, payment is deemed to be made on the date of mailing of the County warrant or check.

**D. HOLD HARMLESS:**The vendor/contractor shall hold the County of Sacramento, its officers, agents, servants and employees harmless from liability of any nature or kind because of use of any copyrighted, or uncopyrighted composition, secret process, patented or unpatented invention, articles or appliances furnished or used under this order, and agrees to defend, at his own expense, any and all actions brought against the County of Sacramento or himself because of the unauthorized use of such articles.

**E. DEFAULT BY VENDOR/CONTRACTOR:**In case of default by vendor/contractor, the County of Sacramento may procure the articles or services from other sources and may deduct from any monies due, or that may thereafter become due to the vendor/contractor, the difference between the price named in the contract or purchase order and actual cost thereof to the County of Sacramento. Prices paid by the County shall be considered the prevailing market price at the time such purchase is made. Periods of performance may be extended if the facts as to the cause of delay justify such extension in the opinion of the Purchasing Agent.

**F. RIGHT TO AUDIT:**The County of Sacramento reserves the right to verify, by examination of vendor/contractor's records, all invoiced amounts when firm prices are not set forth in the purchase agreement.

**G. ASSIGNMENT:**This contract or purchase order is not assignable by vendor/contractor either in whole or in part, without the prior written approval of the County.

**H. SUCCESSORS:** This agreement shall be binding upon to the benefit of the successors and assigns of the respective parties hereto.

**I. F.E.T. EXEMPTION:**County is exempt from Federal excise tax pursuant to Internal Revenue Code 26 U.S.C. §4221(a)(4).

**J. CHARGES NOT INCLUDED ON FACE NOT ACCEPTABLE:**No charge will be accepted for packing, boxing, or cartage, except as specified in the Notice of Award. Freight collect shipments will not be accepted. Merchandise will not be accepted if payment is to be made at the time of delivery.

**K. TITLE/RISK OF LOSS:**Title, ownership, and risk of loss or damage of the Goods shall be in accordance with Delivery/FOB Terms on Page 1 of the contract. The Goods are delivered to, inspected and accepted by County, except when such loss or damage is due to the fault or negligence of County.

**L. ALL UNDERSTANDINGS IN WRITING:**It is mutually understood and agreed that no alteration or variation of price, quantity, supplies and/or services, and any terms of this contract shall be valid unless made in writing and signed by the parties hereto, and that no oral understandings or agreements shall be binding.

**M. FORCE MAJEURE:**The parties will not be held liable for delays or failure in fulfillment of conditions of purchase order or contract resulting from events beyond the reasonable control of such parties. Such events include, but are not be limited to strikes, riots, acts of war, epidemics, acts of government, fire, power failures, nuclear events, earthquakes, acts of terrorism, severe weather events and other disasters.

**N.VENDOR/CONTRACTOR TERMS AND CONDITIONS:**County's standard terms and conditions shall govern any contract awarded. If, after award of contract, vendor/contractor provides additional terms or conditions, and there is a conflict between the terms and conditions of the parties, County's terms and conditions shall govern.

**O. INFORMATION TECHNOLOGY ASSURANCES:**Vendor/contractor shall take all reasonable precautions to ensure that any hardware, software, and/or embedded chip devices used by vendor/contractor in the performance of services under this agreement, other than those owned or provided by County, shall be free from viruses. Nothing in this provision shall be construed to limit any rights or remedies otherwise available to County under this agreement.

**P.COMPLIANCE WITH FAMILY SUPPORT ORDERS:**Vendor/contractor hereby certifies that it's principal owner(s) is in substantial compliance with Sacramento County's DCSS Program, federal and state laws regarding lawfully served orders for child, family and spousal support, including wage reporting and assignment of wages. (Failure to comply with such orders and cure the default within 90 days of notice by the County shall be grounds for termination of the contract or purchase order.

**Q. COMPLIANCE WITH ALL LAWS, LICENSES AND PERMITS:**In the performance of their duties, Vendor/contractor shall comply with all applicable federal, state, and county statutes, ordinances, regulations, directives, and laws and this contract shall be deemed to be executed within the State of California and construed with and governed by the laws of the State of California. Vendor/contractor shall possess and maintain all necessary licenses, permits, certificates and credentials required by the laws of the United States, the State of California, County of Sacramento and all other appropriate governmental agencies, including any certification and credentials required by County. Failure to comply with all laws, licenses and permits shall be deemed a breach of this Agreement and constitutes grounds for the termination of this Contract.

## 9. Additional Terms and Conditions

**Bidder Responsibility:** You are expected to be thoroughly familiar with all specifications and requirements of this bid. Your failure or omission to examine any relevant form, article, site or document will not relieve you from any obligation regarding this bid. By submitting a response, you are presumed to concur with all terms, conditions and specifications of this bid unless you have specifically, by section number, raised objection.

**Awards:**

- A. The County of Sacramento reserves the right to:
  - 1. award responses received on the basis of individual items, or groups of items, or on the entire list of items;
  - 2. reject any or all responses, or any part thereof;
  - 3. waive any informality in the responses; and
  - 4. accept the response that is in the best interest of the County. The Purchasing Agent's decision shall be final.
- B. Preference for Sacramento County Products. In purchases by the County of Sacramento, price and quality being equal, preference must be given to Sacramento County products (Charter of the County of Sacramento, sec. 83); also, ". . . preference must be given to the lowest responsible local bidder offering to supply such items for purchase which are raised, grown, manufactured, fabricated, processed or assembled in Sacramento County . . ." (Sacramento County Code, sec. 2.56.060).
- C. Preference for California-made materials. Pursuant to Sections 4330-4333 of the Government Code, the County, in awarding the purchase, must prefer supplies partially manufactured, grown or processed in California, price, fitness and quality being equal. In order to receive preference, responses must clearly specify the item(s) for which preference is claimed and the preference applicable.

**Taxes:**

- A. Include any sales, use, or federal excise taxes in your response as separate line item(s).
- B. If your company is outside California and collects sales tax, please state the amount as a separate item if the County is to remit the tax.
- C. Items purchased for resale will show the County's resale permit number on the purchase order.
- D. Exemption certificates will be furnished when federal excise tax is exempted.

**Brand Names:** Brand names and numbers, when used, are for reference to indicate the character or quality desired. Equal items will be considered, provided your offer clearly describes the article. Offers

for equal items must state the brand and number, or level of quality. The determination of the Purchasing Agent as to what items are equal is final and conclusive. When brand, number, or level of quality is not stated by bidder, the offer will be considered exactly as specified.

**Samples:** Samples of articles, when required, must be furnished free of cost. Samples may be retained for future comparison. Samples which are not destroyed by testing or which are not retained for future comparison will be returned upon request at your expense.

**Indemnification:** The contractor shall indemnify, defend and hold harmless the County, its officers, agents, employees, and representatives, from and against any and all claims, losses, liabilities, or damages, demands and action including payment of reasonable attorneys' fees, arising out of or resulting from the performance of this agreement, caused in whole or in part by any negligent or willful act or omission of the contractor, its officers, agents, employees, representatives, or anyone directly or indirectly acting on behalf of the contractor, regardless of whether caused in part by a party indemnified hereunder.

**Termination:**

- A. County may terminate any resulting agreement without cause upon thirty (30) days written notice to the other party. Notice shall be deemed served on the date of mailing. If notice of termination for cause is given by County to contractor and it is later determined that contractor was not in default or the default was excusable, then the notice of termination shall be deemed to have been given without cause pursuant to this paragraph (A).
- B. County may terminate any resulting agreement for cause immediately upon giving written notice to contractor, should contractor materially fail to perform any of the covenants contained in this agreement in the time and/or manner specified. In the event of such termination, County may proceed with the work in any manner deemed proper by County. If notice of termination for cause is given by County to contractor and it is later determined that contractor was not in default or the default was excusable, then the notice of termination shall be deemed to have been given without cause pursuant to paragraph (A) above.
- C. County may terminate or amend any resulting agreement immediately upon giving written notice to contractor, 1) if advised that funds are not available from external sources for this agreement or any portion thereof, including if distribution of such funds to the County is suspended or delayed; 2) if funds for the services and/or programs provided pursuant to this Agreement are not appropriated by the State; 3) if funds in County's yearly proposed and/or final budget are not appropriated by County for this agreement or any portion thereof; or 4) if funds that were previously appropriated for this agreement are reduced, eliminated, and/or re-allocated by County as a result of mid-year budget reductions.
- D. If any resulting agreement is terminated under paragraph A or C above, contractor shall only be paid for any services completed and provided prior to notice of termination. In the event of termination under paragraph a or c above, contractor shall be paid an amount which bears the same ratio to the total compensation authorized by the agreement as the services actually

performed bear to the total services of contractor covered by this agreement, less payments of compensation previously made. In no event, however, shall County pay contractor an amount which exceeds a pro rata portion of the agreement total based on the portion of the agreement term that has elapsed on the effective date of the termination.

- E. Contractor shall not incur any expenses under any resulting agreement after notice of termination and shall cancel any outstanding expenses obligations to a third party that contractor can legally cancel.

**Public Agency Participation:** It is intended that any other public agency including those identified in the solicitation (i.e., city, district, public authority, public agency, municipality and other political subdivision or public corporation of California) located in California shall have the option to participate in any award made as a result of this solicitation. The County of Sacramento shall incur no financial responsibility in connection with orders issued or delivered by another public agency. Each public agency using this contract shall accept sole and full responsibility for placing of orders and making payments to the contractor. In addition to the above, the contractor shall provide the same level of indemnification and insurance protection to each of the participating agencies ordering products and/or services under any award made as a result of this solicitation.

**Out of State Vendors Providing Services to the County of Sacramento:** Recent state legislation requires the County to withhold seven percent (7%) of all income paid to certain independent contractors who do not reside in California. (Rev. & Tax. Code §18662; Cal. Admin. Code §§18662-1-18662-14.) This provision does not apply if the total amount paid for services in a given year is less than \$1,500. It also does not apply if the contractor is: a) a corporation with a principal place of business in California; b) a partnership with a permanent place of business in California; c) a corporation qualified through the Secretary of State to do business in California; or d) an individual with a permanent residence in the State of California.

**FTB Waiver** -The contractor can apply to the FTB for a waiver from this withholding requirement. An FTB waiver will generally be granted when the nonresident contractor has a current history of filing California tax returns and/or is currently making estimated tax payments to the FTB. An FTB waiver request is made on FTB Form 588, which can be faxed to the FTB at (916) 845-4831.

### **Payments (E-Payables)**

The County of Sacramento has partnered with Bank of America to implement a card payment program, ePayables, offered to County's suppliers/contractors/vendors. This preferred payment method will reduce paper waste and expedite payments to recipients. Traditional forms of payment (hardcopy checks) remain.

ePayables will not affect payment terms and conditions of any existing agreement. Once an invoice is approved for payment, an electronic remittance advice will be sent to the recipient's email instead of a hardcopy check. The remittance advice will include statement-type information such as: invoice numbers, dates, and invoice amounts. Payments can be retrieved with a County designated account number assigned to the contractor. For more information, go to [www.bankofamerica.com/epayablesvendors](http://www.bankofamerica.com/epayablesvendors) or contact the Sacramento County Department of Finance at 916-874-7411 (epayables@saccounty.gov).

**Late Payments:** Should the county be late in making payments against invoices submitted correctly and timely, any interest levied by the vendor for payments shall be limited by the Section 926.10 of the California Government Code.

**Reports:**

- A. CONTRACTOR shall, without additional compensation therefor, make fiscal, program evaluation, progress, and such other reports as may be reasonably required by COUNTY concerning CONTRACTOR's activities as they affect the contract duties and purposes herein. COUNTY shall explain procedures for reporting the required information.
- B. CONTRACTOR agrees that, pursuant to Government Code section 7522.56, CONTRACTOR shall make best efforts to determine if any of its employees or new hires providing direct services to the county are members of the Sacramento County Employees' Retirement System (SCERS). CONTRACTOR further agrees that it shall make a report bi-annually (due no later than January 31st and July 31st) to the COUNTY with a list of its employees that are members of SCERS along with the total number of hours worked during the previous 6 months. This report shall be forwarded to where Notice is sent pursuant to Roman numeral III of this Agreement.

## 10. Web Accessibility Policy

### **Purpose of the Policy (Board Adopted May 19, 2009)**

The County of Sacramento is committed to providing employees and the public, including individuals with disabilities, access to Web-based information and services either directly through the Web or through alternative channels.

This document states the Web Accessibility Policy for the County of Sacramento in the continued commitment to provide equal access to government services for individuals with disabilities.

### **Scope of this Policy**

This policy applies to all Sacramento County web content whether centrally hosted and managed by the Office of Communications & Information Technology (OCIT) or hosted and managed by County agencies, departments or external service providers. Departments that provide services through contracts shall ensure that such contractors deliver their services in compliance the County of Sacramento Web Accessibility Policy

This policy applies to the presentation of information whether it is from a web page or a web application on either the Internet or the Intranet.

### **Policy for Web Accessibility**

It shall be the policy of the County of Sacramento that all Sacramento County Web Content be designed to be accessible to and usable by people with disabilities. The County of Sacramento recognizes the importance of making its digital government services available to the largest possible audience. The County of Sacramento websites and web applications (Intranet and Internet) shall be coded to comply with the County of Sacramento Web Accessibility Standards and Usability Guidelines.

It is the responsibility of the departments and agencies Webmaster to become familiar with the County guidelines for achieving these standards and to apply these standards in designing and creating any official County of Sacramento web site.

### **Effective Date of this Policy**

Effective date for this policy is May 30, 2009.

### **Known Limitations of this Policy**

Individuals with (or without) disabilities access the Web with widely varying sets of capabilities, software, and hardware. While this policy does provide the standard for individuals with disabilities to access Web-based information, this policy cannot anticipate every accessibility need, due to known limitations of existing technology. There may be other circumstances, independent of technology that may limit accessibility of County websites.

While every effort will be made, it is understood that creating accessible formats for some historical documentation and graphical renderings maintained by the County may be technologically unfeasible.

### **Implementation of this Policy**

### **NEW WEB PAGES & CONTENT**

All new web pages, new documents and new forms posted shall comply with the standard.

### **EXISTING WEB PAGES & CONTENT**

Existing web sites and pages must be brought into compliance with the standard as part of any substantive site additions, updates or redesign. Substantive changes include, but are not limited to, changes to navigation structure, redesign of site 'look and feel' and addition of new content areas, programs or services. Priority for implementing accessibility standards should be given to services accessed by the citizen on a frequent basis and related information such as: major policy documents and reports, forms, materials associated with public meetings, human resources information, and top level department and agency pages.

### **Compliance Review for this Policy**

The E-Government Steering Committee or its designated representatives, the Web Accessibility Workgroup, will conduct regular reviews for compliance with this policy.

### **Waivers to this Policy**

Any requests for waivers to the standard shall follow the current Internet Technology Policy Board (ITPB) Policy on Exceptions to Policy. Requests for waivers must present a business case expressing the undue burden that would be imposed on the agency or department.

Also, all requests for waivers must include a process to provide services or information in an alternate format.