



**FISCAL SERVICES DEPARTMENT
PURCHASING DIVISION**

*Kent County Administration Building, 300 Monroe Avenue N.W., Grand Rapids, Michigan 49503-2289
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SOLICITATION

Requesting Agencies	Kent County
Solicitation Type	Request for Proposal (RFP)
Solicitation Number	3819
Description	Warehouse Inventory Management System for Food Distribution
Date of Issuance	10/8/2019
Inquiries Deadline Date & Time (local)	10/24/2019, 2 PM
Due Date & Time (local)	10/31/2019, 2 PM
Buyer Name	O'Neill
Purchasing Website	www.accesskent.com/purchasing

INTRODUCTION

The Kent County Purchasing Division is soliciting proposals for a Warehouse Inventory Management System for Food Distribution at a small, local warehouse for [Kent Community Action](#) Program. The County will consider a cloud or premise-based solution.

Respondents are encouraged to emphasize their existing software functionality and “best practices” solutions rather than software customization. The intent of these specifications is to have a properly designed and all-inclusive response. Any requirements not in these specifications, but which are needed for such a response, are to be included in the RFP submission. Only information provided in response to the RFP will be evaluated.

SCOPE

The County desires the most current and efficient existing software designed and demonstrated for its intended purposes. The overall requirements purpose is to solely provide the Respondent desired details and guidelines to successfully submit a response. It is not to be construed as an all-inclusive or finite list of requirements.

A Warehouse Inventory Management System is needed for a small warehouse distributing to two (2) separate community programs. The software system will need to track the programs separately, as well as track 2 warehouse locations, and multiple distribution sites (30+) under each program. The approximate size need is 200 unique inventory items, 100,000 case in total. Due to the size of the programs, the total cost of the software, configuration, training, and first year license should be less than \$40,000. Additional considerations are detailed below:

Equipment

- Mobile scanners (2)
 - Must have ability to make inventory edits offline (i.e. in a freezer)
 - Recent version of OS (still receiving security updates)
- Barcode printing
 - Fixed or wireless

User Interface

- Pick ticket functionality on mobile scanners
- Ability scan, add and remove inventory by grouping (barcode can be assigned to a pallet; quantity of individual units able to be removed out of inventory utilizing pallet barcode rather than requiring scanning of a separate barcode on each individual unit)
- Ability to transfer inventory between locations
 - Using pick tickets is preferred
- Concurrent licensing is preferred (4 licenses would be ideal, this requirement scales depending on if the scanners need individual licenses to operate)
- Ability for staff to login and make updates from several locations
- Ability to add custom fields to inventory items for reporting purposes
- Ability to control user's roles and permissions
- Physical inventory count function utilizing scanners and system
- Ability to create custom inventory bundles, made up of current inventory items
- Upload inventory products and receiving by flat file.

Reporting

- Export reports as flat files (PDF, Excel, CSV, etc.)
- Expiration date reporting
- Inventory count variances
- Manual inventory adjustments

COUNTY INFORMATION TECHNOLOGY ASSUMPTIONS

To aid the Respondent in pricing, below is the list of assumptions Respondent may use regarding what the County's Information Technology Department (CIT) will provide, and what assumptions CIT is operating under. The list below is based on what CIT generally provides today for the existing system.

1. Respondent is providing a "turnkey" solution, requiring minimum County involvement for system configuration, install and ongoing support.
2. CIT will assist Respondent in providing access to County network and wiring infrastructure for purposes of facilitating communication between locations, or within locations. Respondent may use County network wiring where existing capability exists. CIT will provide guidance on specific network configuration details such as IP addresses and network provisioning, location of equipment, etc.
3. CIT will provide firewalled, Internet access.
4. Respondent must provide guidelines for hardware sizing in any response.

5. There must be provisions in licensing for both test and production environments.
6. To facilitate remote access support, CIT will work with Respondent to determine a method for access to County resources. Examples include Team Viewer, Remote Desktop, VPN, etc. CIT will provide “hands-on” software installation services on user workstations, with direction and training provided by Respondent. Access to any server-based components will be limited to test environments; CIT will handle movement of appropriate configuration / software changes to production environments in conjunction with Respondent.
7. Respondents will address in the response what is needed for CIT to address server, storage, and system administration functions. Any response must specifically address options for clustering and fail-over.
8. CIT has expressed preference for solutions that run on Microsoft Server platforms, including Microsoft SQL Server for a database. Any on-premise solution must be fully supported running in a virtual server environment. Another preference is for integration of identity management with the County’s existing Microsoft Active Directory so as to provide a single sign-on.
9. While the County envisions an on-premise solution, Respondents may submit alternate proposals that provide either hosted or Software-As-A-Service solutions. Any proposal that is off premises must explicitly address security controls provided as part of the solution as well as service levels supported.

The [Kent County Standard Submission Terms](#) posted on the Bid Opportunities page of the Kent County Purchasing Division website are incorporated by reference into the solicitation.

PRE-SUBMISSION CONFERENCE

Conference Date	10/23/2019
Conference Time (local)	2:00 PM
Mandatory	No (no minutes provided)
Call-In Option Available	Yes - Registration is required for conference phone attendees. Email purchasing@kentcountymi.gov by 5 pm local time the day prior to the scheduled conference to register and receive call-in number and access code.
Conference Location	Kent County Administration 2 nd Floor - Learning & Development Center, located at 300 Monroe Ave NW, Grand Rapids, MI 49503

A pre-submission conference is scheduled for this request. Attendees should arrive a minimum of five (5) minutes before the conference scheduled date and time. The conference purpose is to provide equal opportunity to seek clarifications and inspect the location (if applicable). Attendees shall have fully reviewed all solicitation documents and correspondence prior to the conference.

Attendees will not be allowed to sign in after the conference has commenced at mandatory meetings and are disqualified from the process. Attendee shall be an employee or authorized reseller of the Respondent with requisite knowledge, skill and abilities to participate.

Meeting attendees assume all possible technical issues associated with teleconferencing and deem the County and its service provider harmless and without fault regardless of the reason. Attendees requiring special services are asked to provide their requirements to the Kent County Purchasing Division at least forty-eight (48) hours in advance to allow for accommodations.

REQUEST FOR PROPOSAL SUBMISSION

Late, faxed, or emailed responses will NOT be considered. Submissions must be in the format outlined below:

Executive Summary – One (1) page maximum

Summarize the Respondent's strong points and how experience, particularly with similar responsibilities, will benefit the stakeholders.

Business Organization – One (1) page maximum

State the full names, addresses, phone numbers, emails, and websites of any parties and their prospective roles. State whether Respondent is authorized to do business in the State of Michigan.

Recommendation – Ten (10) pages maximum

Provide a recommendation focusing on the technical specification. Emphasis on clarity and detail is an important consideration in the evaluation process. Sales and Marketing material will not be used to determine the award and is not desired.

Hardware Requirements - Three (3) pages maximum

Respondent shall provide a breakdown of recommended hardware and operating system software required to successfully operate both test and production systems if an on-premise solution is proposed. Recognizing that storage space requirements will vary depending on current record and image counts, Respondent shall provide general space planning guidelines as part of this section. Respondent shall provide detail on how scanners transmit information to the Warehouse Inventory Management System.

Software Useful Life & Support – Five (5) pages maximum

Respondent shall provide a useful life statement that addresses at minimum the number of useful life years and warranties including but not limited to, system maintenance, support, upgrades and enhancements to insure the proposed solution is maintained and kept current by its creator/developer to commercially acceptable industry technology standards for a minimum of ten (10) years from the date of written acceptance by the County. Such standards will include security appropriate to the sensitive information held by this solution. Additionally, in this section respondent shall address how changes will be supplied to meet changes in regulatory requirements.

Timeline & Expectations – Two (2) pages maximum

Provide a timeline to efficiently and effectively implement the recommendation with emphasis on key deliverables and milestones. Disclose necessary County resources, staffing and/or identify other requirements to implement each phase of the recommendation.

Pricing Methodology – Two (2) pages maximum

Provide a detailed pricing methodology for an all-inclusive, implemented recommendation including payment terms, unit costs, billable costs and all other expenses.

Respondent shall include pricing methodology for all hardware, licensing and other costs necessary to implement the proposed solution. If any of these or other costs are not included in the proposal, Respondent shall state the reason why they are not included and provide a bill of materials and project not-to-exceed budget estimates for all items necessary to successfully implement the project.

In addition, Respondent shall include at minimum from 8 am to 5 pm Eastern Standard time software support for critical functions, maintenance pricing proposal that includes systems upgrades and enhancements. The pricing methodology shall be firm at minimum five (5) years and preferably longer. Respondent shall define and include pricing methodology for all customizations not already included in the implementation proposal or annual software maintenance support agreements.

References – One (1) page maximum

Provide three (3) relevant references, preferably for projects of similar scope and complexity. Include the organization, contact person, current telephone number, email address, description and dates of service and total cost. References shall not include any current/past Kent County employees.

Licensing, Software and Contract Agreements – Unlimited

Respondent shall attach as appendixes all licensing, software, maintenance, and contract agreements. The County reserves the right to negotiate edits to these agreements unless the Respondent discloses that he/she is unwilling to modify the terms.

Complete submissions must be received in the Kent County Purchasing Division, 300 Monroe Avenue NW, 2nd Floor receptionist, Grand Rapids, MI 49503 (or any other designated area) no later than the due date/time specified by the designated clock (local time).

Responses may be submitted electronically by selecting the "Submit Online" icon on the Bid Opportunities page of the Kent County Purchasing Division's website. Respondent must include a complete proposal as one (1) non-password protected PDF document, unless otherwise designated by Kent County.

The time required to upload a submission may vary. Respondent assumes all risks associated with electronic submission (including all possible technical issues) and deems the County and its service provider harmless and without fault regardless the reason. Successful electronic submissions are confirmed via Respondent's email. Respondent shall view the link in the confirmation email to determine accuracy prior to due date/time.

An unbound hard copy may be submitted in a sealed envelope or package prior to the due date/time. It must be clearly labeled with the solicitation number, due date/time, and organization's name. Respondent shall ensure delivery of submission by due date/time regardless of delivery method. Kent County is not responsible for deliveries made to any place other than the designated address.

Kent County is not liable for cost incurred prior to award. A submission shall constitute an irrevocable offer for a period of sixty (60) days from the due date/time. In the event the notification of award is not made within sixty (60) days from the due date/time, the Respondent may withdraw or provide a written extension of their submission.

Submissions may only be withdrawn by written request if the request is received before the due date/time. Withdrawals subsequent to opening shall be subject to [Kent County Fiscal Policy – Centralized Purchasing 5\(i\)\(2\)](#).

NO BID

Please provide [feedback](#) if you are electing not to participate in this solicitation.