



MISSOULA COUNTY REQUEST FOR PROPOSALS (RFP)

RFP Title:

Missoula County Workers' Compensation and Liability Claims Administration Software

RFP Due Date and Time:

Friday November 6, 2026

ISSUING DEPARTMENT INFORMATION

Procurement Officer:

Lester Bracey, Missoula County Auditor

Issue Date:

October 22, 2026

Procurement Officer Address:

Missoula County
200 W Broadway
Missoula, MT 59802

Procurement Officer Email and Telephone Number:

lbracey@missoulacounty.us
406-258-3526

OFFEROR SUBMITTAL INSTRUCTIONS

Return Proposal to:

Lester Bracey, Missoula County Auditor
200 W. Broadway
Missoula, MT 59802

Subject Line Must Be Titled:

Missoula County Workers' Compensation and Liability
Claims Administration Software

RFP Response Due Date:

Friday November 6, 2026

OFFEROR CONTACT INFORMATION AND AUTHORIZATION

Offeror Name/Address:**Authorized Offeror Signature:**

Print name and sign in ink.

Offeror Phone Number:**Offeror FAX Number:****Offeror Email Address:**

OFFERORS MUST RETURN THIS COVER SHEET WITH RFP RESPONSE

INSTRUCTIONS TO OFFERORS

Follow the format presented in the RFP. Points may be deducted during scoring for deviations from the prescribed format.

Provide complete answers or descriptions. Read all questions and requirements, and provide clear, concise responses. Do not assume Missoula County or the selection committee will have any familiarity with the firm's capabilities. Proposals are evaluated solely on the information and materials provided in the response.

Adhere to the proposal due date. Late proposals will **NOT** be accepted.

The following items must be included in the submission to be considered responsive:

- Signed Cover Sheet;
- Signed Acknowledgment of Addenda (if any);
- All mandatory proposal requirements;
- Correctly executed Missoula County "Affidavit for Trade Secret Confidentiality", if the proposal contains confidential or proprietary information as defined in MCA Title 30, Chapter 14.

RFP TIMELINE

EVENT	DATE
RFP issue date	10/22/2026
Deadline for submitting written questions	10/27/2026
Written responses posted to County website	10/30/2026
RFP response due date	11/6/2026
Offeror interviews/product demonstrations	11/16/2026-11/19/2026
Contract award	11/23/2026

SECTION 1 - RFP OVERVIEW

INTRODUCTION

Missoula County is seeking proposals from qualified vendors to provide a comprehensive claims system that meets the County's self-insured and self-administered workers' compensation and property casualty programs needs and furthers the delivery of exceptional and efficient services in these areas.

The County is a self-insured local government in Missoula, Montana with approximately 1,000 employees and a claims volume of approximately 65 workers' compensation claims and 50 property and casualty claims per year. The County currently contracts with Riskconnect (also known as Ventiv Technology) and is currently using Claims Premier (CP) version 3.8.

The primary requirements include implementation of a claims management system with end-to-end claims and policy administration, billing and reporting capabilities, automated workflows, customer support, and

integrations. The County is looking to improve processes for claims handling efficiency, data accuracy, and regulatory compliance.

CONTRACT PERIOD

The contract period will end no later than June 30, 2031.

SINGLE POINT OF CONTACT

The procurement officer will be the single point of contact for inquiries regarding this RFP from the date issued until the selection is publicly announced. Offerors may not communicate with any County officials or staff regarding this procurement, except at the direction of the procurement officer; and any unauthorized contact may disqualify the offeror from further consideration. Contact information for the procurement officer is:

Procurement Officer: Lester Bracey
E-mail Address: lbracey@missoulacounty.us

OFFEROR QUESTIONS

Any questions or requests for clarification or interpretation of this RFP must be addressed in writing to the procurement officer on or before October 27, 2026. For purposes of this RFP, “in writing” consists of email. Questions submitted must include:

- Company name and address;
- Contact information, including name, email address, telephone number, and fax number;
- Clear reference to the section, page, and item in question.

Questions received after the deadline will not be considered.

The County will provide a formal written addendum by November 30, 2026 to questions received by the deadline. No other form of interpretation, correction, or change to this RFP will be binding upon the County. Any addendum will be posted on the County’s website, <http://missoula.co/rfp>

An Acknowledgment of Addendum must accompany the RFP response.

PREFERENCES

Please note the following three Missoula County Resolutions:

- Resolution No. 2020-061 A Resolution Giving Procurement Preference to Disadvantaged Business Enterprises
- Resolution No. 2020-076 Montana Registered Apprentice Program Resolution
- Resolution No. 2021-001 A Resolution Stating A Preference For Purchasing Goods And Services From Firms Based In Missoula County

GENERAL REQUIREMENTS

Mandatory Requirements of the RFP

To be eligible for consideration, an offeror must provide all information requested in Section 4. A proposal that fails to provide any information requested may be deemed nonresponsive or be subject to deduction of points during scoring.

Understanding of Specifications and Requirements

By submitting a response to this RFP, the offeror attests to an understanding of the specifications and requirements described herein and agrees to comply with such.

Prime Contractor and Subcontractors

If this RFP results in a contract award, the offeror selected will be the prime Contractor and shall be responsible for all work of any subcontractors. The Contractor shall be responsible to the County for the acts and omissions of all subcontractors or agents and of persons directly or indirectly employed by such subcontractors, and for the acts and omissions of persons employed directly by the Contractor. Furthermore, nothing contained within this document or any contract documents created from any contract awards derived from this RFP shall create a contractual relationship between any subcontractor and the County.

Offeror's Signature

The proposal must be signed by an individual legally authorized to bind the offeror. The offeror's signature is a guarantee that the proposal has been developed without collusion. The offeror shall provide proof of authority of the person signing the RFP upon the County's request.

Offer in Effect for 120 Calendar Days

The offeror may not modify, withdraw, or cancel a proposal for a 120-day period following the RFP due date.

PROPOSAL REQUIREMENTS

Proposal Organization

Proposals must be organized into sections that follow the format of this RFP. Pages must be consecutively numbered.

Compliance with Instructions

Scoring points may be deducted for failure to comply with these instructions. Furthermore, a proposal may be deemed nonresponsive and disqualified from consideration if it does not follow the response format, is difficult to read or understand, or is missing required information.

Extraneous or Outside Information

Selection and contract award will be based on the offeror's proposal and the evaluation of other information outlined in this RFP. Offeror responses may not include references to information located on Internet websites, in libraries, or at other external locations unless specifically requested in the RFP. Such information will not be considered, will have no bearing on any award, and may result in the offeror's disqualification from further consideration.

Copies Required and Deadline for Receipt of Proposals

The proposal must be submitted to the County procurement officer by email.

Proposals must be labeled with the proposal's name and received by the procurement officer by the due date and time. The offeror is solely responsible for assuring delivery by the deadline.

Late Proposals

Regardless of cause, late proposals will not be accepted and will be automatically disqualified from consideration.

Preparation Costs

The offeror is solely responsible for all costs incurred prior to contract execution.

SECTION 2 - RFP STANDARD INFORMATION

AUTHORITY

This RFP is issued under the authority of the Missoula County Purchasing and Contracts Policy. The RFP process is a procurement option which allows the award to be based on evaluation criteria in addition to cost. Section 6 states the relative importance of all evaluation criteria, and only the evaluation criteria outlined in the RFP will be used.

OFFEROR COMPETITION

The County encourages free and open competition to obtain quality, cost-effective services and products. The specifications contained in proposal requests are designed to accomplish this objective.

PUBLIC INSPECTION OF PROPOSALS

Public Information

All information received in response to this RFP, including copyrighted material, is deemed public information and with one exception will be available for public viewing and copying after the proposal deadline. All requests for information must be made through the County's website at: <https://missoulacountymt.nextrequest.com/>.

The public will not be able to view bona fide trade secrets meeting the requirements of the Uniform Trade Secrets Act, Title 30, Chapter 14, Part 4, MCA and which were provided in compliance with the section titled "Bona Fide Trade Secrets". The procurement officer will remove any such trade secrets from the RFP prior to public viewing.

Bona Fide Trade Secrets

Confidential information meeting the requirements of Title 30, Chapter 14, Part 4, MCA will be available for review only by the procurement officer, the evaluation committee members, and limited other designees.

Before the RFP is made available to the public, the procurement officer will remove the confidential information if the following conditions are met:

- Confidential information is clearly marked and separated from the rest of the proposal.
- No confidential material is contained in the cost section.
- An affidavit from the offeror's legal counsel attesting to and explaining the validity of the trade secret claim is attached to the proposal. To make the trade secret claim, legal counsel must use the Missoula County "Affidavit for Trade Secret Confidentiality" form available at <https://www.missoulacounty.us/government/administration/auditor-s-office/bids-proposals/bids-proposals-policies-forms>

The offeror shall pay all legal costs and fees associated with defending a claim for confidentiality if a “right to know” request is received from another party.

CLASSIFICATION AND EVALUATION OF PROPOSALS

Classification of Proposals as Responsive or Non-responsive

All proposals will be classified as either “responsive” or “non-responsive.” A proposal is considered “responsive” if it conforms in all material respects to the requirements of the RFP. A proposal may be found non-responsive if:

- Required information is not provided;
- The cost proposal is excessive or inadequate as measured by criteria stated in the RFP;
- Cost information is contained in the body of the RFP rather than in a separate, sealed envelope; or
- The proposal does not conform to the specifications described and required in the RFP.

If a proposal is found to be non-responsive, it will receive no further consideration.

Determination of Offeror Responsibility

The procurement officer and/or the selection committee will make a determination whether an offeror has met the standards of responsibility based on the requirements of the RFP. Factors used to determine the responsibility may include whether the offeror has:

- The appropriate financial, material, equipment, or human resources to meet all contractual requirements;
- A satisfactory record of integrity;
- The legal ability to contract with the County;
- Provided all information requested for use in the determination of responsibility; and
- A satisfactory record of past performance.

An offeror may be deemed “nonresponsible” at any time during the procurement process if information surfaces to support such a determination.

Evaluation of Proposals and Offeror Interviews/Product Demonstration

The remaining proposals will be scored according to the evaluation criteria stated in Section 6. The selection committee may ask finalists to appear for interviews or product demonstrations or to provide written responses to items requiring clarification. Any costs associated with interviews or product demonstrations are the sole responsibility of the offeror.

County’s Right to Investigate and Reject

The County may make such investigations as are deemed necessary to determine the ability of the offeror to provide the product or services specified. The County reserves the right to reject any proposal if the evidence obtained fails to satisfy the County that the offeror is properly qualified to perform the obligations of the contract. This includes the County's ability to reject a proposal based on negative references.

Offeror Selection and Contract Execution

After an evaluation of the offeror interviews and/or product demonstrations, the selection committee will recommend a contract award, which the procurement officer will communicate to the offeror selected. If the

offeror does not accept all material terms of the County contract, the County may move to next ranked offeror or cancel the RFP. The work described in the RFP may begin only after the contract is signed by all parties.

COUNTY'S RIGHTS RESERVED

The RFP in no way constitutes a commitment by the County to award and execute a contract. If such actions are deemed in its best interests, the County, in its sole discretion, reserves the right to:

- Cancel or terminate this RFP;
- Reject any or all proposals received in response to this RFP;
- Waive any undesirable, inconsequential, or inconsistent provisions of this RFP;
- If awarded, suspend contract execution; or terminate the resulting contract if the County determines adequate county funds are not available.

SECTION 3 - SCOPE OF PROJECT OF PRODUCT SPECIFICATIONS

Workers' Compensation, Property, and Casualty Claims Management System

Implementation Date: **July 1, 2027**

Missoula County's current contract for claims management system terminates on September 14, 2027. However, the County would like to start utilizing the new solution effective July 1, 2027 as this coincides with the start of the fiscal year.

Contract Term: **Up to 7 years, billed annually.**

Project Overview:

Missoula County is a local government agency employing approximately 1,000 employees. Missoula County self-insures and self-administers the following lines of coverage relevant to this RFP:

- Workers' Compensation
- Liability
- Property
- Cyber
- Fine Arts

The County's primary objective is to procure a fully integrated solution that will deliver improved claims management capabilities. The County expects proposing vendors will offer a product that supports such capabilities as the following:

- Claims management for all lines of coverage described above from intake to closure.
- Electronic claim intake and claimant self-service for online submission and status tracking. The system should provide flexible incident intake capabilities, including web-based portals or forms for users outside the risk or claims functions. Submitted data should be validated, routed, and integrated into claims and workflows without manual re-entry.
- Incident intake for events that may not mature into claims, with the ability to link multiple claimants/claims to a single occurrence.
- Diary and claim tracking, including automatic reminders, configurable alerts, and comprehensive task calendars
- Document imaging and correspondence, including secure storage of files, templates populated from database fields, bundling of claim artifacts for email, and paperless workflows.
- Policy Management. The system should support centralized tracking and management of insurance policies, including storage of policy details and documents, and the ability to associate policies with claims for reporting and financial tracking.

- Asset tracking. The system should support tracking of assets, including vehicle identification numbers and serial numbers, with the ability to associate assets with claims, incidents, and for purposes of reporting for insurance renewals and coverage.
- Security and administration, including role-based and entity-based access, SSO, encryption in transit/at rest, audit logging, and multilevel delegation of authority
- Complimentary interfaces with ISO ClaimSearch/Fraud indexing, Workday (HCM and Finance modules), EDI Reporting for Montana, and Microsoft Office (email and scheduling)
- Financial Controls, including reserve tracking and history, prevention of duplicate payments, recurring and one-time payments, vendor database and tax ID grouping
- Litigation, subrogation, and recovery tracking with calendars and documentation controls
- Analytics and reporting, including ad hoc reporting on any data field, real time and point-in-time reporting, dashboards, and export to Excel, PDF, text, and flat file formats. The system should support advanced reporting and data visualization capabilities, including dashboards, heat maps, scatter graphs, and interactive drill-downs, through native functionality. The system should support automated distribution of reports to non-system users based on scheduled frequencies.
- Native Workers' Compensation EDI reporting. The system should include native Workers' Compensation EDI capabilities to support jurisdictional reporting (Montana) and other vendor reporting requirements (excess insurer). This reporting includes automated filings and ongoing compliance with state and insurer requirements, with visibility into filing status and acknowledgements. The system must provide a ***State Acknowledgement Report Card*** providing real-time visibility into filing statuses: Accepted, Accepted-with-Errors, and Rejected.
- Native OSHA reporting. The system must generate OSHA 300, 300A and 301 logs based on captured incident and claim data.
- Medicare/CMS Section 111 reporting. The system must automate Medicare Section 11 reporting for all applicable lines of coverage.
- Workers' Compensation Payments and Bill Repricing.
 - The system must have the ability to load applicable fee schedules to allow for medical bills to be repriced based on these fee schedules, modifiers and provider discounts. The system should detect duplicate payments. The system must allow capturing of billing codes (ICD10, CPT, HCPCS), dates of service, and receipt date of the bill.
 - The system must allow processing of payment cycles that include the distribution of payment by ACH or check and generation of remittance information (date of service, procedure codes, charge amount, allowed amount, discount amount, paid amount) in the form of an Explanation of Benefits (EOB) or Electronic Remittance Advice (ERA). The option for bulk payments to vendors is highly preferred.
 - The system must calculate disability, wage replacement, and settlement amounts and payments as applicable for each line of insurance based on jurisdictional rules and county procedures.
 - The system must allow for the creation and scheduling of partial, recurring and one-time payments on different schedules (daily, weekly, bi-weekly, monthly, day of week).
 - The system must be capable of populating accurate 1099 tax form templates.
- Mobile and offline capabilities for field and remote access
- Vendor will be required to provide the following:
 - Project management
 - Installation or setup of hosted environment
 - Business analyses offering targeted process improvement recommendations to maximize the solution's potential
 - Implementation/configuration
 - Data migration
 - Systems interfacing
 - Testing to including during implementation and ongoing sandbox environment
 - Training
 - Warranty
 - Ongoing support/maintenance

- Vendor shall provide assurance to the County of the following:
 - Effective project management
 - Adaptability of the solution to ensure the solution allows for configuration changes to meet the County's needs
 - Long-term system usefulness to include Vendor's commitment to staying technologically current; all updates shall be included in pricing so the County does not "get behind" in technology due to inability to afford updates
 - Competitive pricing

The County requires the Vendor to offer a full suite of services to support implementation and long-term management of the capabilities discussed above, including:

- a) Project planning and management ensuring deliverables are controlled to scope, budget, and quality standards
- b) Process consulting and configuration to optimize claims workflows
- c) Conversion services for migrating legacy claims and financial data
- d) Configuring interfaces to external systems (e.g., Workday, CMS (Section 111 Reporting), EDI Reporting in Montana, and ISO ClaimSearch)
- e) Full system testing across all modules and integrations
- f) Staff training using methods/media focused on a diverse set of users, including:
 - Claims management program administrators
 - Risk Management office staff
- g) Managing go-live and transition from legacy systems
- h) Ongoing product support and maintenance

Through procuring a solution that addresses the requirements referenced throughout this RFP, the County expects to achieve the following:

- a) Acquire a Comprehensive System
 - A modern, efficient architecture tailored for local government claims operations
 - Seamless process integration to reduce manual work and ensure data accuracy
 - Configurable workflows for claim intake, adjudication, and approvals
 - Claimant self-service for electronic submission and status tracking
 - Integration with document imaging, correspondence, and financial controls
 - Secure access with single sign-on, role-based permissions, and encryption
 - Robust reporting and dashboards with exports to multiple formats
 - Disaster recovery and backup capabilities for business continuity
- b) Improve Operational Effectiveness
 - Timely, accurate information for stakeholders through real-time transactions
 - Increased access via online portals and mobile/offline capabilities
 - Tools to manage workloads, assignments, and alerts
 - Support for litigation, subrogation, and recovery tracking
 - Financial accuracy through reserve management and payment validation

Technical Requirements

The following paragraphs outline the solution's overall high-level technical and compatibility requirements.

When assessing a vendor's proposal, the County will consider the following factors:

- a) Industry Standard Architecture – Flexible, scalable, multi-data center deployment leveraging an industry compliant cloud service provider that supports integration with mission-critical applications and external systems such as Workday.

- b) Performance – System response times must meet industry standards for browser based and mobile applications.
- c) High Availability – Full redundancy and failover capabilities with no single point of failure.
- d) Security – Incorporates authentication, authorization, encryption (in transit and at rest), monitoring, and audit logging aligned with best practices.
- e) Web-Based Architecture – Accessible via standard web browsers without plug-ins, supporting mobile and offline capabilities.
- f) Workflow Functionality – Integrated workflows for claims processing, approvals, and notifications based on configurable business rules.
- g) Unified Solution – Acts as a single claims management system with seamless data flow across modules, minimizing duplicate entry.

Current Technical Environment Compatibility Requirements

The County operates on-premises data centers, networks, personal computing and mobile devices, and other infrastructure supporting countywide operations, including Police, Fire, 911, and Public Works. Vendors must demonstrate that their proposed on-premises and/or SaaS claims management solution is compatible with these technologies and can integrate with existing systems.

SaaS/Subscription Requirements

For vendors proposing a hosted SaaS solution, the County requires clear standards for application administration, user access, data security, availability, disaster recovery, and technical support. Vendors must address:

- a) Hosting Environment – Multi-data center deployment using a secure, industry compliant cloud provider.
- b) Security – Mature security posture with encryption, monitoring, and compliance with applicable regulations.
- c) Disaster Recovery – Immediate recoverability from nightly and incremental backups.
- d) Application & Data – County retains full ownership of all data, with the ability to query databases and export data in standard formats.

System Integration

The Vendor must provide integration services to ensure the claims management system works seamlessly with the County's existing applications and external systems. This includes: a) Interfaces for Workday and possibly, other third-party systems

- b) Ability to integrate with Microsoft Office and other cloud-based solutions
- c) Secure web services and API capabilities for data exchange
- d) Support for future integrations without extensive customization

Technical Support Services Requirements

The Vendor must offer a full suite of support services covering pre- and post-go-live periods, including:

- a) Help desk and technical assistance during implementation and ongoing operations
- b) Defined service level agreements (SLAs) for system availability and issue resolution
- c) Remote support capabilities with secure access
- d) Regular updates, patches, and compliance enhancements included under maintenance agreements

Project Management

Vendors Must Ensure Work is Conducted Professionally/ Key requirements include:

- a) Conduct of Work – All activities must comply with County standards and security protocols.
- b) Use of Facilities – Reasonable office facilities will be provided if required. Access must be coordinated with the County's Project Manager.
- c) Qualifications of Implementation Staff – Vendor staff must be fully trained and certified on the proposed claims management system. Key personnel must have experience with similar implementations and remain engaged throughout the project.
- d) Project Management – The County will assign a Project Manager as the primary liaison. Vendors must provide a clear project organizational structure and roles for their team.

e) Implementation Plan – Vendors must submit a detailed plan including milestones, deliverables, and dependencies.

Testing & System Acceptance

a) Testing – A sample test plan must be included, documenting how each functional specification will be verified. Testing must cover system functionality, integrations, performance, and user acceptance. Full interface testing must be completed before final acceptance.

b) Scenario Testing – Vendors must demonstrate the system operating under simulated conditions to validate workflows, data integrity, and compliance requirements.

c) Remedies – Vendors must provide a plan for correcting failures, including reasonable remedies if issues are not resolved in a timely manner.

Claims System must include:

Project Implementation

Describe your purposed implementation approach including:

- Overall implementation method, project phases, key milestones, and estimated timeline
- Whether implementation will be completed by your organization, a third party, or a hybrid approach
- Roles and responsibilities of the implementation team, implementation partner (if applicable) and County staff
- Approach to system configuration, data conversion, testing, training, and go live activities
- Ongoing post implementation support, including help desk availability, response times, account management and training resources
- Ongoing customer service requirements
 - Ticket Response timelines
 - Ongoing customer service meetings
 - Access to technical leads for service issues

SECTION 4 - OFFEROR QUALIFICATIONS

To enable the County to evaluate the capabilities of the offeror and its ability to supply the product and/or services specified in this RFP, the offeror must provide the following:

Company Profile and Experience of Personnel

- Introductory letter or statement of interest;
- Firm name, address, and principal contact for this RFP;
- Senior management of the firm;
- A general description of the firm including its primary source of business, organizational structure and size, number of employees, and years of experience performing services or supplying products similar to those described within this RFP;
- A resume or summary of qualifications, work experience, education, certification, and skills for all key personnel, including any subcontractors, who will perform any aspect of this contract. Include each individual's anticipated role and years of experience providing services similar to those described in this RFP.

Firm Experience

- A detailed description of three implementations of a similar product to a government of a similar size;
- The dates the services/products were provided;

- The client for whom the services were provided; and
- Contact information for the client.

Financial Information

- Provide financial statements, preferably audited, for three consecutive years immediately preceding the issuance of this RFP and copies of any quarterly financial statements prepared since the end of the period reported by the most recent annual report.

Product Information

- Describe the attributes of the product that will satisfy the requirements of this RFP.
- How long has it been on the market?
- What differentiates it from competitors' products?
- What is its performance history?
- Provide information related to any cyber breaches experienced with this product in the last five years.
- Where are customer service personnel located that assist with technical needs?
- Provide the terms of any warranty on this product.

Project Approach and Timeline

The County's current contract for its current claims management system terminates in September 2027. The County would like to begin using the selected claims management system on July 1, 2027 to coincide with the county's fiscal year. Vendors shall provide a proposed implementation timeline that ensures continuity of service and full operational deployment by July 1, 2027.

- Describe how the firm will approach implementation of this project to include meeting the implementation deadline.
 - Include number of personnel
 - Include hours available for implementation
 - Include the number of FTEs or hours the County needs to commit to this project during the implementation timeline
 - Include any and all relevant details for the County to understand how vendor will ensure implementation of this product meets the needs and requirements of the County.
- Provide a timeline for project completion to include resources needed from County throughout the timeline.

References

- Provide a minimum of three references that are using or have used the services/products of the type proposed in this RFP. At a minimum, provide the company name, location where the services/products were provided, contact person(s), contact telephone number, e-mail address, and a complete description of the services/products provided, and the dates of service.

Interviews or Product Demonstrations

The County reserves the right to conduct interviews or observe product demonstrations. If the County chooses to exercise this option, the offeror's key personnel for this project must be available for the interview or product demonstration via Microsoft Teams.

INSURANCE REQUIREMENTS

Contractor will be required to maintain general liability insurance in the amount of one million dollars (\$1,000,000) per occurrence and two million (\$2,000,000) in the aggregate. Contractor will not be required to provide professional liability insurance. Contractor will be required to provide proof of cyber liability insurance in the amount of three million dollars (\$3,000,000) per occurrence and in the aggregate.

In accordance with §§ 39-71-401 and 39-71-405 MCA, Contractor agrees to provide workers' compensation insurance for its employees while performing work under this Agreement. Contractor shall provide proof of compliance in the form of workers' compensation insurance or documentation of corporate officer status and maintain such insurance or corporate officer status for the duration of the contract.

All insurance policies required must be from an insurance carrier licensed to do business in the State of Montana. Contractor agrees to furnish proof of required insurance to the County prior to commencing work under Agreement. Missoula County must be listed as an additional insured on the general liability insurance certificate for this Agreement unless otherwise specified by Missoula County.

SECTION 5 – COST PROPOSAL

The cost proposal must be submitted as a separate document from the written proposal to be considered responsive to the requirements of this RFP. The cost proposal must not be included in the body of the proposal. The cost proposal file may be sent in the same email as the rest of the proposal.

- Summary- provide an overall summary of the product and services to be provided under this RFP including basic package and add-on options.
- Include itemized budget with narrative justification and the total project cost.
- Include any costs/fees for enhancements, additional features, ongoing maintenance, technical assistance, and/or other items not otherwise included in the base project cost.
- Technical support
- Training in person and virtual
- Invoicing. The County's preference is an annual invoice.

SECTION 6 – EVALUATION PROCESS

The selection committee will review and evaluate the proposals according to the criteria that follow, based on a total number of 150 points.

EVALUATION CRITERIA

Phase 1: Written Proposal Review (100 points)

The County will evaluate written proposals based on the criteria listed below. Based on these scores, the County may select the highest-ranked proposers to participate in interviews and demonstrations.

Category	Points Available
Financial Stability	Pass/Fail
Technology, Accessibility & Security	Pass/Fail
Fully completed submission	Pass/Fail
Functional Requirements & Operational Capability	30
Integrations and Data Management	10
Project Approach & Timeline for Implementation	10

References	10
Training & Support	10
Vendor Experience	5
Public Alerting and External Emergency Communication System Capability	5
Cost	20

Total Points 100

Phase 2: Interviews and Demonstrations (50 points)

The highest-ranked proposers from Phase 1 may be invited to participate in interviews and demonstrations, which will be evaluated using separate criteria scored out of a possible 50 points. Phase 2 scores will be used to determine the final ranking of shortlisted proposers and may serve as the basis for contract award.

Missoula County Standard Terms and Conditions

By submitting a response to this invitation for bid, request for proposal, or limited solicitation, the vendor agrees to acceptance of the following Standard Terms and Conditions and any other provisions that are specific to this solicitation or contract.

ACCEPTANCE/REJECTION OF BIDS, PROPOSALS, OR LIMITED SOLICITATION RESPONSES:

The County reserves the right to accept or reject any or all bids, proposals, or limited solicitation responses, wholly or in part, and to make awards in any manner deemed in the best interest of the County. Bids, proposals, and limited solicitation responses will be firm for 30 days, unless stated otherwise in the text of the invitation for bid, request for proposal, or limited solicitation.

ACCESS AND RETENTION OF RECORDS: The contractor agrees to provide the County, the County Auditor, or authorized agents, access to any records necessary to determine contract compliance. The contractor agrees to create and retain records supporting the services rendered or supplies delivered for a period of three years after either the completion date of the contract or the conclusion of any claim, litigation, or exception relating to the contract taken by Missoula County or third party.

ALTERATION OF SOLICITATION DOCUMENT: In the event of inconsistencies or contradictions between language contained in the County's solicitation document and a vendor's response, the language contained in the County's original solicitation document will prevail. Intentional manipulation and/or alteration of solicitation document language will result in the vendor's disqualification.

ASSIGNMENT, TRANSFER AND SUBCONTRACTING: The contractor shall not assign, transfer or subcontract any portion of the contract without the express written consent of the County.

AUTHORITY: The attached bid, request for proposal, limited solicitation, or contract is issued under the authority of the Missoula County Purchasing and Contracts Policy.

COMPLIANCE WITH LAWS: The contractor must, in performance of work under the contract, fully comply with all applicable federal, state, or local laws, rules and regulations, including the Montana Human Rights Act, the Civil Rights Act of 1964, the Age Discrimination Act of 1975, the Americans with Disabilities Act of 1990, and Section 504 of the Rehabilitation Act of 1973. Any subletting or subcontracting by the contractor subjects subcontractor to the same provisions. In accordance with MCA 49-3-207, the contractor agrees that the hiring of persons to perform the contract will be made on the basis of merit and qualifications and there will be no discrimination based upon race, color, religion, creed, political ideas, sex, age, marital status, physical or mental disability, or nation origin by the persons performing the contract.

CONFORMANCE WITH CONTRACT: No alteration of the terms, conditions, delivery, price, quality, quantities, or specifications of the contract shall be granted without prior written consent of Missoula County. Supplies delivered which do not conform to the contract terms, conditions, and specifications may be rejected and returned at the contractor's expense.

DEBARMENT: The contractor certifies, by submitting this bid or proposal, that neither it nor its principals are presently debarred, suspended, proposed for debarment, declared ineligible, or

voluntarily excluded from participation in this transaction (contract) by any governmental department or agency. If the contractor cannot certify this statement, attach a written explanation for review by the County.

DISABILITY ACCOMMODATIONS: The County does not discriminate on the basis of disability in admission to, access to, or operations of its programs, services, or activities. Individuals who need aids, alternative document formats, or services for effective communications or other disability related accommodations are invited to make their needs and preferences known to the County department issuing the solicitation. Interested parties should provide as much advance notice as possible.

FAILURE TO HONOR BID/PROPOSAL: If a bidder or offeror to whom a contract is awarded refuses to accept the award or fails to deliver in accordance with the contract terms and conditions, the County may, in its discretion, suspend the bidder or offeror for a period of time from entering into any contracts with Missoula County.

FORCE MAJEURE: Neither party shall be responsible for failure to fulfill its obligations due to causes beyond its reasonable control, including without limitation, acts or omissions of government or military authority, acts of God, materials shortages, transportation delays, fires, floods, labor disturbances, riots, wars, terrorist acts, or any other causes, directly or indirectly beyond the reasonable control of the nonperforming party, so long as such party is using its best efforts to remedy such failure or delays.

HOLD HARMLESS/INDEMNIFICATION: The contractor agrees to protect, defend, and save the County, its elected and appointed officials, agents, and employees, while acting within the scope of their duties as such, harmless from and against all claims, demands, causes of action of any kind or character, including the cost of defense thereof, arising in favor of the contractor's employees or third parties on account of bodily or personal injuries, death, or damage to property arising out of services performed or omissions of services or in any way resulting from the acts or omissions of the contractor and/or its agents, employees, representatives, assigns, subcontractors, except the sole negligence of the County, under this agreement.

LATE BIDS AND PROPOSALS: Regardless of cause, late bids and proposals will not be accepted and will automatically be disqualified from further consideration. It shall be solely the vendor's risk to ensure delivery at the designated office by the designated time. Late bids and proposals will not be opened and may be returned to the vendor at the expense of the vendor or destroyed if requested.

PAYMENT TERMS: All payment terms will be computed from the date of delivery of supplies or services OR receipt of a properly executed invoice, whichever is later. Unless otherwise noted in the solicitation document, the County is allowed 30 days to pay such invoices. All contractors will be required to provide banking information at the time of contract execution in order to facilitate County electronic funds transfer payments.

RECIPROCAL PREFERENCE: The County applies a reciprocal preference against a vendor submitting a bid from a state or country that grants a residency preference to its resident businesses. Such reciprocal preference is applied only to competitively bid projects for construction, repair, or maintenance of a building, road, or bridge in excess of \$50,000.

REGISTRATION WITH THE SECRETARY OF STATE: Any business intending to transact business in Montana must register with the Secretary of State. Businesses that are incorporated in another state or country, but which are conducting activity in Montana, must determine whether they are transacting business in Montana in accordance with MCA 35-1-1026 and MCA 35-8-1001. Such businesses may want to obtain the guidance of their attorney or accountant to determine whether their activity is considered transacting business.

If businesses determine that they are transacting business in Montana, they must register with the Secretary of State and obtain a certificate of authority to demonstrate that they are in good standing in Montana. To obtain registration materials, call the Office of the Secretary of State at (406) 444-3665, or visit their website at <http://sos.mt.gov>.

SEPARABILITY CLAUSE: A declaration by any court, or any other binding legal source, that any provision of the contract is illegal and void shall not affect the legality and enforceability of any other provision of the contract, unless the provisions are mutually dependent.

SHIPPING: Supplies shall be shipped prepaid, F.O.B. Destination, unless the contract specifies otherwise.

SOLICITATION DOCUMENT EXAMINATION: Vendors shall promptly notify the County of any ambiguity, inconsistency, or error which they may discover upon examination of a solicitation document.

TAX EXEMPTION: Missoula County is exempt from Federal Excise Taxes (#81-6001397).

TERMINATION OF CONTRACT: Unless otherwise stated, the County may, by written notice to the contractor, terminate the contract in whole or in part at any time the contractor fails to perform the contract.

UNAVAILABILITY OF FUNDING: The contracting department, at its sole discretion, may terminate or reduce the scope of the contract if available funding is reduced for any reason.

U.S. FUNDS: All prices and payments must be in U.S. dollars.

VENUE: This solicitation is governed by the laws of Montana. The parties agree that any litigation concerning this bid, request for proposal, limited solicitation, or subsequent contract, must be brought in the Fourth Judicial District in and for the County of Missoula, State of Montana, and each party shall pay its own costs and attorney fees.

WARRANTIES: The contractor warrants that items offered will conform to the specifications requested, to be fit and sufficient for the purpose manufactured, of good material and workmanship, and free from defect. Items offered must be new and unused and of the latest model or manufacture, unless otherwise specified by the County. They shall be equal in quality and performance to those indicated herein. Descriptions used herein are specified solely for the purpose of indicating standards of quality, performance, and/or use desired. Exceptions will be rejected.