

COUNTY OF ROCKLAND
Department of General Services
Purchasing Division

Contract Award Notification

Title: **Consulting and Configuration, Salesforce/LegalStratus Software for County Attorney Contract Management System**

Contract Period: December 15, 2021 through December 15, 2022 with 2-1 year options
Extended through December 15, 2023 w/ 1-year option
Extended through December 15, 2024

Original Date of Issue: March 10, 2022

Date of Revision: 02/26/24

RFP No: **RFP-RC-2021-011**

Catalog: **Computer and IT**

Authorized Users: County Agencies

Address Inquiries To:

Name: Sabrina Samuels
Title: Purchaser II
Phone: 845-364-3807
Fax: 845-364-3809
E-mail: samuelss@co.rockland.ny.us

Description

This contract is for the consulting and configuration of Salesforce/LegalStratus Software
For county Attorney Contract Management System

Contract #	Vendor Number	Contractor & Address	Telephone No.
RFP 21-011	0000009915	Unique Computer Inc. 27-08 42 nd Road Long Island City, NY 11101 Contact: Gautam Tooley gtooley@uciny.com	718-392-5100

Please Note:
When doing a requisition please add full scope of work to the requisition.

**ROCKLAND COUNTY
DEPARTMENT OF GENERAL SERVICES - PURCHASING DIVISION**

**RFP-RC-2021-011 CONSULTING AND CONFIGURATION, SALESFORCE /
LEGALSTRATUS SOFTWARE FOR COUNTY ATTORNEY CONTRACT MANAGEMENT
SYSTEM**

VENDOR: Unique Comp, Inc.

Detailed Costs

SKILL SET/TITLE	HOURLY RATE-ON-SITE	HOURLY RATE-REMOTE
Consultant (Lead)	\$169/hr	\$130/hr
OTHER: Technical Consultant	\$138/hr	\$98/hr
OTHER: Functional Consultant	\$145/hr	\$110/hr
OTHER: Subject Matter Expert- Case Management	\$135/hr	\$102/hr
OTHER: Subject Matter Expert- Salesforce Architect	\$161/hr	\$98/hr
OTHER: Technical Consultant- Salesforce Development	\$121/hr	\$79/hr

Note:

- 1..All travel cost is included in hourly onsite rate
- 2.All rates are NTE rates. Actual rates charged could be lower than NTE rates

County of Rockland CONTRACT

Dept. of General Services

Purchasing Division
50 Sanatorium Rd
Bldg A, 6th Fl, Room 609
POMONA NY 10970
www.rcpurchasing.com

Dispatch via Print

Contract ID RFP 21-011		Page 1 of 1
Contract Dates 12/15/2021 to 12/15/2023		Currency USD
Consulting & Configuration Sal		Contract Maximum 125,000.00
Freight Terms	Buyer Email samuelss@co.rockland.ny.us	
Buyer SAMUELS, SABRINA	Phone 845/364-3807	Fax 845/364-3809

Supplier 0000009915
Unique Comp, Inc.
Guatam Tooley
27-08 42nd Road
Long Island City NY 11101

Phone 718/392-5100
Fax 718/559-6597
GTOOLEY@UCINY.COM

Tax Exempt? Tax Exempt ID:

Line #	Supplier Item	Item Desc	Item ID	Price	UOM
1		Consulting and Configuration, Salesforce/LegalStratus Software for County Attorney Contract Management System	91871000001	1.00000	Dollar

TERMS AND CONDITIONS OF RFP-RC-2021-011 INCORPORATED HEREIN BY REFERENCE.

Authorized Signature

Paul J. Brennan



Edwin J. Day, County Executive

**TITLE: CONSULTING AND CONFIGURATION, SALESFORCE /
LEGALSTRATUS SOFTWARE FOR COUNTY ATTORNEY
CONTRACT MANAGEMENT SYSTEM**

**RFP NUMBER:
RFP-RC-2021-011**

STATEMENT OF OBJECTIVES

Role Description:

The selected Consultant will perform and oversee the design, configuration, testing and post implementation support of the new system. The consultant will serve as the County leader of the project, with the main tasks including managing and leading the project team including the County. The consultant will be the spokesperson for the project to the County Attorney and others as directed.

Responsibilities:

The primary responsibilities for the Consultant include the following:

- Review / assess project to date and provide report of recommendations.
- Document a work plan to successfully implement software indicated.
- Working in conjunction with the staff of the Office of the County Attorney.
- Managing and tracking all project documentation.
- Managing resources to ensure the project is successful.
- Encourage and assist in the development of alternate work procedures to best utilize new software technology.
- Verifying and approving project deliverables.
- Defining, promulgating and adhering to "Checkpoints" and "Milestones" during the course of the project.
- Managing project level issues to resolution.
- Managing and filtering issues for elevation to the appropriate team member.
- Communicating project status to the project team.
- Spokesperson for the project to the County Attorney and others as authorized.
- Assigning, and maintaining oversight of project resources.
- Overseeing the development of training materials (TBD).
- Overseeing change management activities.
- Sequencing and scheduling tasks for each module.
- Reporting: As determined.

The awarded Consultant and ensuing agreement will be utilized only by the County Attorney department through the creation of project specific Statements of Work (SOW).

Once recommended for award, the selected firm will review / assess the immediate needs of the project and, in writing, will provide an estimate for the SOW with tasks and deliverables along with the number of hours required and the hourly rate(s), based on the initial response, to complete their recommended Scope of Work.

This response should outline a specific hourly rates for various titles for consulting work that are typically required for project specified. These titles may include one or more of the following, Project Manager, Technical Consultant, and/or Functional Consultant, Subject Matter Expert etc.

The County Attorney will strive to have most of this project handled by the consultant remotely.



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However, if the situation arises where having a consultant come onsite is deemed best for completing a project or specific milestone of a project, then the travel and expense costs related to that onsite visit shall be inclusive in the On-Site Rates offered and shall not be paid for separately by the County of Rockland.

It is highly recommended that travel be figured into the On-Site rates offered. If travel is not included in the On-Site Rates offered then the paragraphs on Page 11 regarding travel shall be followed. Rates offered shall clearly identified on the cost pages at time of submittal whether travel is or is not included

The County is requesting that Proposers respond in the format and detail identified in the Proposal Response and Organization section by identifying the expertise of their resources and their associated costs in managing and performing Salesforce and LegalStratus Software consulting. Preference will be given to those experienced with these two software products.

The County's goal for the project is to maintain and/or improve existing functionality, processes and reports. Exceptions will be made if discovery of any new functionality and changes in the new versions results in a County desire to switch to the new delivered enhancement. The County is committed to continuing to improve its current business processes in order to keep them aligned with leading practices. The County is willing to consider changes to policies, procedures, and rules to best utilize delivered functionality and/or additional functionality of the selected software.

The County believes that knowledge transfer is a continuous process designed to enable the employees of the County Attorney and ITS Department to properly support the operation and continuous improvement of the application without the support of external consultants. Through training, workshops and mentoring relationships, the vendor will be responsible for educating the project team in the skills and techniques needed for ongoing maintenance of the system.

PROPOSAL REQUIREMENTS AND COMPANY QUALIFICATIONS

Recommended Knowledge, Skills & Abilities:

- Prior consulting and configuration experience, preferably in the field of law office management programs/software, .
- Previous experience specifically with a Salesforce, LegalStratus project of similar size and scope.
- Knowledge of Government and County Attorney office policies and procedures in the public sector.
- Solid knowledge of organizational business processes and work environment.
- General knowledge of and comfort with information technology issues. Skilled in the use of application software and office software, and project consultant.
- Open-minded and receptive to new ways of doing familiar processes.
- Time management and multi-tasking capabilities.
- Superior presentation, oral, and written communication skills.
- Strong organizational skills.



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- Ability to handle stress and meet deadlines.
- Ability to work effectively with all levels of management and diverse work teams.
- Ability to provide guidance to project team members.
- Ability to manage and enforce project scope as well as negotiate future enhancements after implementation.

STAFFING & PERSONNEL BIOGRAPHIES

Responses should also include the professional qualifications of the anticipated staff to be deployed to this award. Personnel qualifications and experience should be detailed as part of the Technical Proposal. Include sample resumes that will represent the skill levels of all personnel and subcontractors skillsets / titles to be assigned to this award.

Awarded vendor resources assigned to this project should be scheduled according to the Project Timeline. All services are to be performed by expert technical and/or functional resources. The County desires continuity of the resources on its projects. The same resources which begin the project should remain on the project through its completion. All staffing resources assigned to the project and any changes to the staffing must be approved in writing by the County Project Manager.

The resources that may be required for by the County for some of the projects may include (examples), but may not be limited to:

- Consultant (Lead)
This role will partner with the County Attorney authorized representative to lead the project, develop and manage the project plan, identify issues, assess risks, control change management, ensure communication, and monitor the progress of project tasks.
- Technical Consultant
Professionals, who provide technical support, perform trouble-shooting functions and resolve customer issues and perform as required.
- Functional Consultant
Professional, who is involved in the planning, design and oversight of the construction of a software system.
- Subject Matter Experts
This role will assist with a particular module's beyond the expertise of the Consultant (Lead). The County anticipates needing subject matter experts during the configuration rollout / implementation for this project.

Additional Titles / Skillsets must be included on the Detailed Cost Page.