

COUNTY OF ROCKLAND
Department of General Services
Purchasing Division



CONTRACT AWARD

Title: **Tyler Software Configuration and Customization Services
– Qualified Suppliers List**

Contract Period: August 27, 2025 through August 26, 2028 w/ (2) 1-year options

Original Date of Issue: August 27, 2025

Date of Revision:

BID No: RFP-RC-2025-019

Rockland Catalog: Computers and Information Technology

Authorized Users: United States Agencies, Other States & Political Subdivisions Therein,
Local Governments, School Districts & Non-Profit Agencies

Address Inquiries To:

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Title: Purchaser II
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Description

Qualified Suppliers List (QSL) and contract(s), on an as needed basis contract for Tyler Software professional services

Contract #	Vendor Number	Contractor & Address	Telephone No.
RFP 25-019	0000029781	Integrated Technology Partners 12685 Dorsett Road, #141 Maryland Heights, MO 63043 Contact: richard@itpcorp.com	636-256-0517 ext 600
RFP 25-019-A	0000028900	Paragon Land Management Consulting 35732 Winslow Court Round Hill, VA 20141 Contact: Anthony Lesink anthony@paragonlmc.com	770-876-8910

RFP 25-019-B	0000029782	Park Consulting Group 200 Spectrum Center Drive, Suite 300 Irvine, CA 92618 Contact: Glenn Park glenn@parkconsulting.com	949-776-7275
RFP 25-019-C	0000022249	Tyler Technologies, Inc. 2530 Sever Road Lawrenceville, GA 30043 Contact: Andrew Bare Andrew.bare@tylertech.com	207-405-6011

Edwin J. Day, County Executive**TITLE: Tyler Software Configuration and Customization
Services – Qualified Suppliers List****RFP NUMBER:**
RFP-RC-2025-019**RATE SCHEDULE**

Each proposal shall include a rate sheet for each job title/personnel that is proposed to work on County projects.

SKILLSET / TITLE	HOURLY RATE – ON-SITE	HOURLY RATE - REMOTE
PROGRAM MANAGER	HOURLY RATE: <u>\$215.00</u>	HOURLY RATE: <u>\$150.00</u>
PROJECT MANAGER	HOURLY RATE: <u>\$215.00</u>	HOURLY RATE: <u>\$150.00</u>
FUNCTIONAL LEAD	HOURLY RATE: <u>\$215.00</u>	HOURLY RATE: <u>\$150.00</u>
SPECIALTY PRODUCTS LEAD	HOURLY RATE: <u>\$195.00</u>	HOURLY RATE: <u>\$130.00</u>
TECHNICAL LEAD	HOURLY RATE: <u>\$195.00</u>	HOURLY RATE: <u>\$130.00</u>
TECHNICAL DEVELOPER	HOURLY RATE: <u>\$180.00</u>	HOURLY RATE: <u>\$125.00</u>
DATABASE ADMINISTRATOR	HOURLY RATE: <u>\$185.00</u>	HOURLY RATE: <u>\$130.00</u>
SYSTEM ADMINISTRATOR	HOURLY RATE: <u>\$185.00</u>	HOURLY RATE: <u>\$130.00</u>
UPGRADE SPECIALIST	HOURLY RATE: <u>\$185.00</u>	HOURLY RATE: <u>\$130.00</u>
CHANGE MANAGEMENT LEAD	HOURLY RATE: <u>\$215.00</u>	HOURLY RATE: <u>\$150.00</u>
TRAINING MANAGER	HOURLY RATE: <u>\$215.00</u>	HOURLY RATE: <u>\$150.00</u>
TRAINER	HOURLY RATE: <u>\$180.00</u>	HOURLY RATE: <u>\$125.00</u>
SECURITY / PORTAL LEAD	HOURLY RATE: <u>\$185.00</u>	HOURLY RATE: <u>\$130.00</u>

Edwin J. Day, County Executive

**TITLE: Tyler Software Configuration and Customization
Services – Qualified Suppliers List****RFP NUMBER:**
RFP-RC-2025-019**PRINT NAME** Richard Haller**Name of person responsible / authorized for this solicitation****SIGNATURE:****EMAIL ADDRESS:** Richard@itpcorp.com**DIRECT PHONE NUMBER:** 314.517.8716**FAX NUMBER:** 636.256.7132**Federal ID Number:** 43-1790107**ACKNOWLEDGE THE RECEIPT OF** 1 **ADDENDUMS****DATE:** 7/22/2025

Cost Proposals are to be uploaded as a separate attachment to your RFP response. Please refer to the separate attachment titled: Proposal Submittal Procedures for instructions on submitting your proposal electronically. Inclusion of any cost or pricing data within the technical proposal may result in your proposal being judged as non-responsive.



**35732 Winslow Court
Round Hill, VA 20141**

(770) 876-8910

info@paragonlmc.com

www.paragonlmc.com



Paragon Land Management Consulting

Rockland County, NY

Tyler Software Configuration and Customization

Services – Qualified Suppliers List

Cost Proposal

RFP Number: RFP-RC-2025-019

Prepared: July 18th, 2025

Response Due: July 22th, 2025 at 3:00 PM

Section 5: Cost Proposal

Fee Proposal

We strive to make our fee structure as easy to understand as our implementation strategies, so we charge a flat fee per hour regardless of type of work. Tyler Technologies as well as most consulting firms charge a premium for report development, but we believe that reports are just another facet of a successful implementation.

Paragon hourly rate - \$165

Half day rate (4 hours) - \$660

Full day rate (8 hours) - \$1320

Per hour cost:

Report writing and custom documents - \$165

Automation implementation - \$165

Data analysis - \$165

Consulting and technical assistance - \$165

Onsite Consulting (Optional):

Billed per actual cost including domestic per diem rates.

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SKILLSET / TITLE	HOURLY RATE – ON-SITE	HOURLY RATE – REMOTE
PROGRAM MANAGER	HOURLY RATE: <u>165</u>	HOURLY RATE: <u>165</u>
PROJECT MANAGER	HOURLY RATE: <u>165</u>	HOURLY RATE: <u>165</u>
FUNCTIONAL LEAD	HOURLY RATE: <u>165</u>	HOURLY RATE: <u>165</u>
SPECIALTY PRODUCTS LEAD	HOURLY RATE: <u>165</u>	HOURLY RATE: <u>165</u>
TECHNICAL LEAD	HOURLY RATE: <u>165</u>	HOURLY RATE: <u>165</u>
TECHNICAL DEVELOPER	HOURLY RATE: <u>165</u>	HOURLY RATE: <u>165</u>
DATABASE ADMINISTRATOR	HOURLY RATE: <u>165</u>	HOURLY RATE: <u>165</u>
SYSTEM ADMINISTRATOR	HOURLY RATE: <u>165</u>	HOURLY RATE: <u>165</u>
UPGRADE SPECIALIST	HOURLY RATE: <u>165</u>	HOURLY RATE: <u>165</u>
CHANGE MANAGEMENT LEAD	HOURLY RATE: <u>165</u>	HOURLY RATE: <u>165</u>
TRAINING MANAGER	HOURLY RATE: <u>165</u>	HOURLY RATE: <u>165</u>
TRAINER	HOURLY RATE: <u>165</u>	HOURLY RATE: <u>165</u>
SECURITY / PORTAL LEAD	HOURLY RATE: <u>165</u>	HOURLY RATE: <u>165</u>


COST PROPOSAL

- **Hourly Rates Schedule** - Park Consulting Group will provide Rockland County services in accordance to the following hourly rate schedule below.
- **Onsite Travel Expenses** - Park Consulting Group (PCG) is fully equipped to deliver services remotely, minimizing the need for onsite visits. However, if required, the PCG team can travel to Rockland County. PCG will receive travel time and expense authorization prior to booking and arranging any reimbursable travel. PCG will utilize the US GSA maximum per diem rates of the current fiscal year.
- **Administration Expenses** – Administration hours related to meeting contractual requirements such as collective purchasing reporting requirements and payment processing (e.g., Empire Procure Connect, Periscope), will be applied at the above hourly rates.

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SKILLSET / TITLE	HOURLY RATE – ON-SITE	HOURLY RATE - REMOTE
PROGRAM MANAGER	HOURLY RATE: <u>265</u>	HOURLY RATE: <u>265</u>
PROJECT MANAGER	HOURLY RATE: <u>265</u>	HOURLY RATE: <u>265</u>
FUNCTIONAL LEAD	HOURLY RATE: <u>265</u>	HOURLY RATE: <u>265</u>
SPECIALTY PRODUCTS LEAD	HOURLY RATE: <u>265</u>	HOURLY RATE: <u>265</u>
TECHNICAL LEAD	HOURLY RATE: <u>265</u>	HOURLY RATE: <u>265</u>
TECHNICAL DEVELOPER	HOURLY RATE: <u>265</u>	HOURLY RATE: <u>265</u>
DATABASE ADMINISTRATOR	HOURLY RATE: <u>265</u>	HOURLY RATE: <u>265</u>
SYSTEM ADMINISTRATOR	HOURLY RATE: <u>265</u>	HOURLY RATE: <u>265</u>
UPGRADE SPECIALIST	HOURLY RATE: <u>265</u>	HOURLY RATE: <u>265</u>
CHANGE MANAGEMENT LEAD	HOURLY RATE: <u>265</u>	HOURLY RATE: <u>265</u>
TRAINING MANAGER	HOURLY RATE: <u>265</u>	HOURLY RATE: <u>265</u>
TRAINER	HOURLY RATE: <u>265</u>	HOURLY RATE: <u>265</u>
SECURITY / PORTAL LEAD	HOURLY RATE: <u>265</u>	HOURLY RATE: <u>265</u>

Edwin J. Day, County Executive**TITLE: Tyler Software Configuration and Customization
Services – Qualified Suppliers List****RFP NUMBER:**
RFP-RC-2025-019**PRINT NAME** Glenn Park
Name of person responsible / authorized for this solicitation**SIGNATURE:** **EMAIL ADDRESS:** glenn@parkconsulting.com**DIRECT PHONE NUMBER:** 949-776-7275**FAX NUMBER:** _____**Federal ID Number:** 47-1892447**ACKNOWLEDGE THE RECEIPT OF** 1 **ADDENDUMS****DATE:** 7/2/2025

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SKILLSET / TITLE	HOURLY RATE – ON-SITE	HOURLY RATE - REMOTE
PROGRAM MANAGER	HOURLY RATE: \$225	HOURLY RATE: \$225
PROJECT MANAGER	HOURLY RATE: \$225	HOURLY RATE: \$225
FUNCTIONAL LEAD	HOURLY RATE: \$225	HOURLY RATE: \$225
SPECIALTY PRODUCTS LEAD	HOURLY RATE: \$225	HOURLY RATE: \$225
TECHNICAL LEAD	HOURLY RATE: \$225	HOURLY RATE: \$225
TECHNICAL DEVELOPER	HOURLY RATE: \$250	HOURLY RATE: \$250
DATABASE ADMINISTRATOR	HOURLY RATE: \$250	HOURLY RATE: \$250
SYSTEM ADMINISTRATOR	HOURLY RATE: \$225	HOURLY RATE: \$225
UPGRADE SPECIALIST	HOURLY RATE: \$225	HOURLY RATE: \$225
CHANGE MANAGEMENT LEAD	HOURLY RATE: \$225	HOURLY RATE: \$225
TRAINING MANAGER	HOURLY RATE: \$225	HOURLY RATE: \$225
TRAINER	HOURLY RATE: \$225	HOURLY RATE: \$225
SECURITY / PORTAL LEAD	HOURLY RATE: \$250	HOURLY RATE: \$250

EMPIRE STATE COOPERATIVE PROCUREMENT ALLIANCE

The Counties of Chemung, Orange, Rockland, and Ulster (“Organizing Local Governments”), all being municipal corporations in the State of New York, have organized the Empire State Cooperative Procurement Alliance (“Alliance”) to serve all public participating entities (as discussed below) through the creation of a procurement cooperative to issue cooperative bids, operate and maintain an e-sourcing, contract management and marketplace e-procurement system, and enable Alliance members to be in compliance with New York State bidding requirements, in identifying suppliers of commodities, good and services, and to realize the potential economies, including administrative cost savings.

The Organizing Local Governments of the Alliance have acted in accordance with section 119-o of the New York State General Municipal Law to cooperatively create the Alliance to fulfill their respective public and governmental purposes, needs, objectives and programs, and have additionally determined that public participating entities as described below shall be permitted to join the Alliance.

The purpose of this Request for Proposal is to establish contracts with qualified bidder(s)/offeror(s) to provide competitive pricing for the provision of **Tyler Software Configuration and Customization Services - QSL** to all public participating entities (as discussed below). The Request for Competitive Offers will be used to create a new contract for the County and all Alliance Members (as defined below). Any contract resulting from this solicitation will be a permissive cooperative contract (“Contract”) that may be used by public participating entities as described below.

This Request for Proposal is designed to provide interested persons/organizations with sufficient information to submit bids/offers meeting the requirements. It is not intended to be comprehensive. Bidders/offerors are responsible for determining all factors necessary to submit a comprehensive offer. Bidders/offerors are encouraged to expand upon the specifications to add service and value consistent with Alliance’s requirements.

Public Participating Entities

New York State political subdivisions and others authorized by New York State law may participate in the resulting Contract from this solicitation. These include, but are not limited to, local governments, public authorities, public school and fire districts, public and nonprofit libraries, and certain other nonpublic/nonprofit organizations through the Empire Procure Connect Marketplace administered by the Alliance. There are currently 57 counties (outside NYC), 62 cities, 933 towns, 531 villages 690 school districts, 37 boards of cooperative educational services, 36 community colleges, 411 library districts, and 1803 fire companies/departments located in New York State that can make purchases through contracts awarded by the County on behalf of the Empire State Cooperative Procurement Alliance and made available through its online marketplace - **Empire Procure Connect Marketplace (“EPC Marketplace”)**. Visit www.empireprocureconnect.info for more information.

Empire Procure Connect and the EPC Marketplace have been developed in partnership with Periscope (as defined below) to streamline the selling process for public participating entities in New York. It is both a technology system and a cooperative purchasing program. Suppliers can establish their marketplace presence in the EPC Marketplace by utilizing Empire Procure Connect for this

solicitation. In partnership with the Alliance, Periscope can develop additional marketing campaigns to promote the product and services awarded under this solicitation in the EPC Marketplace.

To be eligible for the award, the bidder/offeror agrees, by submission of an offer, to fully cooperate with the Alliance and Periscope (and any authorized agent) to integrate the bidder's/offeror's presence in the EPC Marketplace.

EMPIRE STATE COOPERATIVE PROCUREMENT ALLIANCE'S TERMS AND CONDITIONS

These terms and conditions are incorporated into the awarding County's contractual terms and conditions and apply to the awarding contract. All references below to "Contractor" shall mean the bidder/offeror awarded the Contract.

1. Empire State Cooperative Procurement Alliance

- a. Alliance is a county cooperative purchasing program in the State of New York facilitated by the Empire State Cooperative Procurement Alliance, which is comprised of Chemung, Orange, Rockland, and Ulster counties. The Contract is a permissive cooperative contract that may be used by other Public Participating Entities as described below.

2. Public Participating Entities

- a. New York State political subdivisions and others authorized by New York State law may participate in the Contract. These include, but are not limited to, local governments, public authorities, boards of cooperative educational services (BOCES), public school and fire districts, public and nonprofit libraries, and certain other nonpublic/nonprofit organizations through the Empire Procure Connect Marketplace administered by the Alliance.
- b. "Alliance Member" means a public participating entity conducting purchases pursuant to a cooperative contract established by the Alliance. The County is also an Alliance Member and may be included in references to same herein.

3. Quarterly Sales Reporting

As of the effective date of the Contract awarded from this solicitation, the Contractor shall be required to submit a quarterly report documenting all Sales made under the Contract ("Quarterly Sales Report"). "Sales" shall mean total invoices for Net Purchases. "Net Purchases" means the total gross purchases, less any credits, taxes, regulatory fees, and separately stated shipping charges not included in unit prices, procured by Alliance Participant, regardless of whether the EPC Marketplace is used as part of the purchase process. The Quarterly Sales Report shall be submitted directly to Periscope using the Reconciler portal (Periscope's reporting tool to which a link shall be provided to Contractor), or otherwise as reasonably directed by Periscope and/or the County, no later than thirty (30) calendar days after the end of each calendar quarter. The calendar quarters will end September 30th, December 31st, March 31st, and June 30th each year. The Quarterly Sales Report will include periods less than a full calendar quarter if the Contract does not start on the first day of a quarter or end on the last day of the quarter. Contractor shall submit one

Quarterly Sales Report for each contract for each reporting period. The Quarterly Sales Report must contain the following information:

- a. Complete and accurate details of all sales, credits, returns, refunds, and the like for the reporting quarter.
- b. Purchasing Alliance Member and type.
- c. Product/service description, unit price, quantity and total sale amount.
- d. Invoice number and date.
- e. Total Supplier Convenience Fee (as defined below), which is the amount due for the reporting quarter. This fee is calculated by multiplying the quarterly Sales by 1.75%.
- f. For all Sales made under or utilizing the pricing or other terms of the Contract that have been invoiced, the Contractor shall remit a fee in the amount of one and one-third quarter percent (1.75%) of all such Sales ("Supplier Convenience Fee") to Periscope; and
- g. Such other information as the County and/or Periscope may reasonably request.

If no sales were made during the reporting quarter, then a Quarterly Sales Report shall still be submitted showing zero sales and zero Supplier Convenience Fee due.

The Contractor is responsible for initiating and submitting the Quarterly Sales Report without prompting or notification from Periscope or the County. Periscope and the County assume no responsibility for Contractor's failure to meet its sales reporting and fee remittance obligations. The County reserves the right to contact the Contractor at any time to request that the Contractor attests to the amounts reported to have been paid to them by an Alliance Member.

The County and Periscope shall have a perpetual, irrevocable, non-exclusive, royalty-free, transferable right to display, modify, copy, and otherwise use reports, data, and information provided.

4. Remittance of the Supplier Convenience Fee

- a. Every quarter, and at the same time as the submission of the Quarterly Sales Report as provided above, the Contractor shall remit the Supplier Convenience Fee via automated clearing house (ACH) transaction directly to Periscope using the Reconciler portal, or as otherwise reasonably directed by Periscope or the County, no later than thirty (30) days after the end of each calendar quarter. The calendar quarters will end September 30th, December 31st, March 31st, and June 30th each year. Periscope's or the County's receipt or acceptance of any Quarterly Sales Report and/or Supplier Convenience Fee furnished pursuant to the Contract shall not preclude Periscope or the County from challenging the validity thereof at any time. Failure to submit the Quarterly Sales Report and/or Supplier Convenience Fee in a timely and accurate manner may result in the Contractor's goods and/or services

being made ineligible for purchase through the EPC Marketplace. Continued non-compliance by the Contractor may result in the Contractor being found in default of the Contract. Assistance with Supplier Convenience Fee remittance is available from Periscope Customer Service by email or telephone and contact information shall be provided during the Contractor's onboarding.

5. Retention and Inspection of Records and Audit

- a. The Contractor shall keep records of all sales made to an Alliance Member in sufficient detail to enable the County to determine the Supplier Convenience Fee payable by the Contractor. **The County and/or Periscope** may examine and audit, at its own expense, the Contractor's sales records and Quarterly Sales Reports for completeness and accuracy. If such examination reveals underpayment of the Supplier Convenience Fee, the Contractor shall immediately pay Periscope the deficiency amount. If the examination reveals an underpayment of 5% or more, then the Contractor shall reimburse the **County and/or Periscope** for the cost of the audit.

6. Empire State Procurement Alliance Cooperative Program Marketing, Training, and Performance Review

- a. Contractor agrees to work cooperatively with County and Periscope personnel. The Contractor agrees to present plans to the County for the education of the Contractor's contract administrator(s) and sales/marketing workforce regarding the Contract, including the competitive nature of the Alliance's procurements, the Contract, and the way qualifying entities can participate in the Contract.
- b. Contractor agrees to notify the County and Periscope of any contractual most-favored-customer provisions in third-party contracts or agreements that may affect the promotion of the Contract or whose terms provide for adjustments to future rates or pricing based on rates, pricing in, or orders from the Contract. Upon request of the County or Periscope, the Contractor shall provide a copy of any such provisions.

7. Contractor's Compliance and Termination of Access

- a. The Contractor hereby acknowledges and agrees that the Alliance reserves the right to remove, suspend, or bar Contractor from using the EPC Marketplace if, in the Alliance's sole discretion, the Contractor fails to strictly adhere to: (i) The Alliance's rules, regulations, and policies, as may be updated from time to time, (ii) the laws and regulations of the using Alliance Member, and (iii) the laws and regulations of the State of New York. Failure to adhere includes violations of terms of use/service, code of conduct breaches, or any actions that contravene applicable local, county, or state laws.
- b. The Alliance may take immediate action to remove, suspend, or bar Contractor if the Alliance determines that the Contractor's continued use of the Alliance poses a risk

to other users, the integrity of the Alliance and/or the EPC Marketplace, or violates any applicable laws or regulations.

- c. The duration and terms of removal, suspension, or barring shall be determined by the Alliance based on the severity and frequency of the violation(s). The Alliance reserves the right to permanently bar a Contractor for repeated or severe violations.
- d. The Contractor agrees that the Alliance's determination in these matters is final and binding.

Empire Procure Connect

1. Empire Procure Connect General Terms and Conditions

- a. The Alliance entered into a multi-year agreement with Periscope Holdings, Inc. ("Periscope"), whereby Periscope will provide electronic marketplace hosting and management services to enable an Alliance Member to access a central online website to view and/or shop the goods and services available from existing Alliance cooperative contracts. The central online website is referred to as "Empire Procure Connect."
- b. The Contractor will have visibility in Empire Procure Connect with a marketplace presence that contains the Contractor's Contract and contact information. Marketplace presence implementation is also available to the Contractor at no additional cost to provide customers with information about the Contractor's products and services in a shoppable format. At a minimum, the Contractor is required to participate in Empire Procure Connect by creating a marketplace presence in the EPC Marketplace. The Contractor can implement a catalog in the marketplace as described below.
- c. Marketplace Presence - If the Contractor does not have a product listing to create a hosted catalog or a punchout catalog, they should establish a marketplace presence by providing marketing materials and website URLs showcasing their awarded products and services. Any pricing displayed must align with the prices listed in the Contract, ensuring consistency and transparency for potential buyers.
- d. At a minimum, the Contractor agrees to the following timeline: Periscope staff shall provide a written request to the Contractor to begin the onboarding process. Contractor shall: 1) attend a vendor onboarding meeting with Periscope within thirty (30) days of the date of execution of the Contract, and 2) complete marketplace presence or catalog approval process(es) within ninety (90) calendar days of the date of execution of the Contract. Contractor shall cooperate with the County and Periscope for any other reasonable requests to ensure an accurate depiction of the Contract in the EPC Marketplace.

- e. The Contractor shall ensure that any information or marketplace appearance complies with the Contract's scope and terms and conditions. Any identified deviation from the Contract must be corrected immediately. Any information or marketplace appearance that does not comply with the Contract's scope and terms and conditions can lead to a breach of contract and be escalated to the County for review and possible action. Any changes to the Contractor's marketplace presence permitted by the Contract must be pre-approved in writing by the County.

EPC Marketplace

1. Catalog Implementation

- a. These terms and conditions apply whenever a catalog is implemented, either through a Periscope-hosted or Contractor-hosted catalog with Empire Procure Connect.
 - b. Periscope does not have an additional charge to the Contractor for creating a marketplace catalog.
 - c. These terms and conditions govern the Contractor's use of Empire Procure Connect, whether the Contractor creates a catalog through Periscope-hosted or Contractor-hosted ("punchout catalog") options. Alternatively, the Contractor may establish a marketplace presence if a hosted catalog is unsuitable for their needs.
- 2.** The Contractor must collaborate with the County and/or Periscope as needed, including attending meetings, to establish and continuously maintain an EPC Marketplace catalog featuring products and services aligned with the contract items. The Contractor has the flexibility to select one of the available catalog options.
- a. Hosted Catalog – Contractor shall provide a list of its awarded products and services (including product name, descriptions, images, relevant specifications, keyword search terms, etc.) and pricing consistent with the Contract and in the electronic format provided by Periscope. The product and service list may only provide the awarded products and services at prices listed in the Contract, including quantity and other discounts. To maintain the most up-to-date version of the product and service list in compliance with Contract's terms and conditions, the Contractor must provide updated product and service pricing

information via electronic format approved by Periscope at least annually but no more than four times per year or as otherwise permitted by the Contract.

- b.** Punchout Catalog – Contractor shall “punch out” to its own online catalog, provided that its online catalog can be integrated with the EPC marketplace via Commerce eXtensible Markup Language. Contractor’s punchout catalog may only provide the awarded products and services at prices listed in the Contract, including quantity and other discounts. Contractor must validate that the punchout catalog is current by providing a written update to Periscope every four (4) months (or as otherwise provided in the Contract), verifying that Contractor has audited the offered products and services and pricing

- 3.** Any price stated by the Contractor under the Contract (including in its hosted or punchout catalog) shall be inclusive of the Supplier Convenience Fee, which the Contractor shall not reflect as a separate line item on customer quotes and invoices.

- 4.** The catalog implementation must be strictly limited to the Contractor’s awarded contract offering (e.g., products and/or services not authorized through the resulting cooperative contract should not be viewable by Empire Procure Connect users).

5. Revising Pricing and Product Offerings

- a.** Any revisions to product/service offerings (new products, altered SKUs, new pricing, etc.) must be pre-approved by the County and shall be subject to any other applicable restrictions concerning the frequency or amount of such revisions as stated in the solicitation.

6. Applicability

The Contractor agrees that the Alliance solely controls which contracts appear in the EPC Marketplace and may elect at any time to remove any or all the Contractor’s offering from the EPC Marketplace.

- a.** The County reserves the right to approve the pricing on the EPC Marketplace. This marketplace review right is solely for the benefit of the County and participating entities, and the review and approval shall not waive the requirement that products and services be offered at prices (and approved fees) required by the Contract.

- b.** County-approved price changes are only effective once implemented within the EPC Marketplace. Errors in the Contractor’s submitted pricing files will delay this process.

7. Contractor Support

- a.** Periscope will provide contact information for implementation and support services through ongoing communications to all contractors and publicly available online resources.

8. Minimum Requirements

When the Contractor is providing a catalog for the EPC Marketplace, the Contractor agrees to meet the following requirements:

- a.** The catalog must contain the current County approved contract pricing, including all applicable administrative fees and/or discounts built into the pricing, as well as the

most County approved up-to-date product/service offering the Contractor is authorized to provide in accordance with the cooperative contract; and

- b. The catalog must include County's contract identification number; and
- c. The catalog must include detailed product line-item descriptions; and
- d. The catalog must include pictures.

9. NIGP/UNSCP Requirements: Contractor shall support using either the National Institute of Government Procurement (NIGP) or United Nations Standard Products and Services Code (UNSCP) commodity codes. NIGP is the preferred commodity code. NIGP/UNSPC versions that must be adhered to are driven by Periscope for the contractors and are upgraded yearly. Empire State Cooperative Procurement Alliance reserves the right to migrate to future versions of the NIGP/UNSPC Commodity Codes, and the Contractor shall be required to support the migration effort. All line items, goods, or services in the resulting contract must be associated with a NIGP/UNSCP Commodity Code. All line items must be identified at the most detailed NIGP/UNSPC Commodity Code level indicated by segment, family, class, and commodity.

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**PURCHASES BY UNITED STATES AGENCIES, OTHER STATES AND POLITICAL
SUBDIVISIONS THEREIN, LOCAL GOVERNMENTS, SCHOOL DISTRICTS,
AND NON-PROFIT AGENCIES**

As per the New York State General Municipal Law, § 103(3) all political subdivisions of New York State are allowed to make purchases through the resulting contract(s). As per Rockland County Procurement Policy § 140-13, the United States of America or any agency thereof, any state, or any other political subdivision or district therein and certain Non-Profit Agencies approved to participate in New York State's Contract Extension Program are authorized to make purchases through the resulting contract(s).

1. The County of Rockland shall make all contract award information available to other political subdivisions and non-profit agencies through the **Empire Procure Connect Marketplace**.
2. Any other political subdivision or Rockland County non-profit agency will issue purchase orders directly to vendors within the specified contract period referencing the County's contract and shall be liable for any payments due on such purchase orders; and shall accept sole responsibility for any payment due.
3. All purchases shall be subject to audit and inspection by the other political subdivisions and Rockland County non-profit agencies for which the purchase was made.
4. No officer, board or agency of a county, town, village, or school district shall make any purchase through the County when bids have been received for such purchase by such officer, board or agency, unless such purchase may be made upon the same terms, conditions and specifications at a lower price through the County.
5. All Bidders shall be on notice that as a condition of the award of a County contract, the successful bidder shall accept the award of a similar contract with any other political subdivision in New York State and Rockland County non-profit agencies authorized to use New York State's contracts, if called upon to do so. A listing of approved Rockland County non-profit agencies is available on the Purchasing Division's website at www.rcpurchasing.com. The County, however, will not be responsible for any debts incurred by the participants pursuant to this or any other agreement.
6. Necessary deviations from the County's specifications in the award of a participant contract, whether such deviations relate to quantities, or delivery points shall be resolved between the successful bidder and the other political subdivisions and Rockland County non-profit agencies.

Edwin J. Day, County Executive**TITLE: Tyler Software Configuration and Customization
Services – Qualified Suppliers List****RFP NUMBER:**
RFP-RC-2025-019**PURPOSE OF REQUEST FOR PROPOSAL (RFP)**

The purpose of this RFP is to inform the private sector of a potential business opportunity to establish a Qualified Suppliers List (QSL) and contract(s), on an as needed basis contract for Tyler Software professional services. This may include professional services for customizing code; professional implementation services; production services; training services; and more. Additionally, and more specifically, this could involve the modification/development of workflows; modification/development of custom reports, letters, and/or forms; customizing intelligent objects/actions; customizing georules; customizing automations; development of electronic service requests and more in the Tyler software environment.

Listed firms will be contacted with project specific Scope of Objectives by authorized County Department representative. At time of request, Qualified Suppliers will be required to provide a written Scope of Work (SOW) including a project timeline, matrix of deliverables and project specific pricing based on the rates offered with this solicitation. Project specific SOW's will be evaluated for Best Value as described elsewhere in this solicitation.

Rockland County intends for this RFP to result in an award for a minimum of two providers in accordance with the areas identified in the Statement of Objectives Section.

This RFP is designed to provide interested offerors with sufficient basic information to submit proposals meeting minimum requirements but is not intended to limit a proposal's content or exclude any relevant or essential data. Offerors are at liberty and are encouraged to expand upon the specifications to evidence service capability under any agreement.

Firms wishing to submit proposals to this Request for Proposal shall provide a breakdown of hourly costs by various categories and skillsets as an example of the staffing level and type they have available. Hourly rates may be broken down for different types of work. Please provide both a full-day rate and half-day rate for expert testimony services.

After evaluation based on criteria indicated, firms will be placed on the Qualified Suppliers List based on specialties, knowledge, skill set experience and qualifications.

OPEN ENROLLMENT

This is an open enrollment contract. After the initial deadline date of this RFP the Division of Purchasing reserves the right to solicit and add additional positions, services, and/or contractors to meet any unmet needs, as deemed by the Division of Purchasing, but not limited to:

- If/when all attempts to utilize awarded contractor(s) has been unsuccessful.
- If/when changing needs warrant a new position/specialty to be added.

Vendors will NOT be permitted to submit random proposals at their own discretion at any time to the Purchasing Division. The Division of Purchasing will only add qualified contractors after a thorough proposal review to cover any unmet need(s), as identified by the Purchasing Division.

Edwin J. Day, County Executive**TITLE: Tyler Software Configuration and Customization
Services – Qualified Suppliers List****RFP NUMBER:**
RFP-RC-2025-019**BACKGROUND**

Rockland County (“the County”) is currently utilizing a Tyler Software hosted solution with the Enterprise Permitting & Licensing Core Software, with licenses for both the Community Development Suite and the Business Management Suite. In addition, there are Enterprise Permitting & Licensing Mobile (iG Workforce) licenses. The aforementioned are used to handle a wide variety of day-to-day business operations for numerous departments. To date that list of departments includes: Health, Consumer Protection, Highway, Drainage Agency, Sewer District, Environmental Resources, Planning, the Office of Fire and Emergency Services.

The County went Live in June 2024 with the Tyler Software. Presently, we just completed an upgrade from version: 2023.1.4.x to 2024.1.4.x.

REFERENCES

Unless otherwise stated, proposal must include a minimum of three (3) current projects and two (2) past projects.

ISSUING OFFICE AND RFP REFERENCE NUMBER

The County of Rockland’s Department of General Services – Purchasing Division is the issuing office for this document and all subsequent addenda relating to it, on behalf of the Rockland County Department of Planning. The reference number for the transaction is **Solicitation #RFP-RC-2025-019**. This number must be referred to on all proposals, correspondence, and documentation relating to the RFP.

LENGTH OF CONTRACT

The Contract resulting from this RFP will be for a period of three (3) years with two (2) one (1) year options.

The County of Rockland reserves the right to review contract(s) on a regular basis regarding performance and cost analysis and may negotiate price and service elements during the term of the contract.

Edwin J. Day, County Executive**TITLE: Tyler Software Configuration and Customization
Services – Qualified Suppliers List****RFP NUMBER:**
RFP-RC-2025-019**STATEMENT OF OBJECTIVES**

The County of Rockland is looking to establish a services consulting agreement for Tyler Software professional services for Tyler products used by the County. These products are as follows:

- Enterprise Permitting & Licensing (EP&L)
- Core Software (for both the Community Development Suite and the Business Management Suite)
- Enterprise Permitting & Licensing Mobile (iG Workforce) licenses
- Citizen Self-Service (CSS) Portal.

This agreement will allow the involved departments the ability to improve existing software functionality and/or add new processes.

This consulting agreement will be utilized only by the involved departments through the creation of project specific Statements of Work (SOW) on an as needed basis. These SOWs will be reviewed by the contracted consulting company. The company will return, in writing, an estimate for the SOW with tasks and deliverables along with the number of hours required and the hourly rate to complete the SOW. The ITS department will then approve or deny this project based on the number of hours required and the Return on Investment (ROI) of the project.

This consulting agreement should outline a specific hourly rate for various titles of consulting work that are typically required for Tyler Software projects. These titles may include one or more of the following, Project Manager, Technical Consultant, and/or Functional Consultant, etc.

The involved departments will strive to have most of these projects handled by consultants remotely. However, if the situation arises where having a consultant come onsite is deemed best for completing a project or specific milestone of a project, the associated cost for such visits should be included in the Rate Schedule.

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 Tyler Software consulting. Preference will be given to those experienced with Tyler Software the County presently uses.

The County's goal for the project is to maintain and/or improve existing functionality through customization, as well as building new functionality which includes new processes, workflows, automations, reports, etc. Exceptions will be made if discovery of any new functionality and changes in the new versions results in the County's 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.

The County may seek to update and/or create training documentation specific to the County's environment for the modules implemented of the Tyler system. This training documentation will be used to train County employees on the new or changed functionality. The documentation will also serve as the County's official documentation of various business processes that are performed within the Tyler system. As part of utilizing this award we may seek support and recommendations for updating or creating this training documentation.

Edwin J. Day, County Executive**TITLE: Tyler Software Configuration and Customization
Services – Qualified Suppliers List****RFP NUMBER:**
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The County believes that knowledge transfer is a continuous process designed to enable the employees of the Information Technology Systems Department to properly support the operation and continuous improvement of the Tyler 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 methodology and task plan to be used on the project as well as the skills and techniques needed for ongoing maintenance of the system.

PROPOSAL REQUIREMENTS AND COMPANY QUALIFICATIONS

Staffing and Personnel Biographies

Vendors 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.

At time of specific project requests awarded firm will provide project specific resumes with their Scope of Work. Any vendor resources assigned to a 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:

- **Project Manager**

This role will partner with the County Project Manager to lead the upgrade project, develop and manage the project plan, identify issues, assess risks, control change management, ensure communication, and monitor the progress of project tasks.

- **Technical Architect**

This role will lead the technical effort and partner with the County Technical Architect resource to validate the proposed infrastructure for the environments, coordinate infrastructure setup and development, ensure alignment with Tyler upgrade recommendations and best practices, demonstrate and perform the upgrade steps, and provide technical help and expertise.

- **Technical Leads**

This role will partner with the County Technical Resource to lead the fit/gap analysis, provide functional expertise for understanding the changes and options within the new versions, provide recommendations for existing customizations, assist in the testing and verification of the new environment, and assist in the updates to the training materials.

Edwin J. Day, County Executive**TITLE: Tyler Software Configuration and Customization
Services – Qualified Suppliers List****RFP NUMBER:**
RFP-RC-2025-019

- **Functional Subject Matter Experts**

This role will assist with a particular module's upgrade beyond the expertise of the Technical Lead. The County anticipates needing subject matter experts during the upgrade and/or deployment of Tyler Software improvements.

Additional Titles / Skillsets are included on the Detailed Cost Page

Proposals must include resource staffing with the expertise to:

- Partner on the project management efforts
- Partner on the technology efforts and provide guidance on decisions
- Partner on the review of the functionality of the new versions and perform a fit/gap analysis to the County's current environment and processes.

The County has identified members of its staff that will be assigned to this project.

- **County Department Project Manager**

The County will assign a project manager who will lead the upgrade project, develop and manage the project plan, identify issues, assess risks, control change management, ensure communication, and monitor the progress of project tasks.

- **County Technical Lead**

Depending on each specific project request the County will assign a Technical Lead to the project. The Technical Leads will help with module configuration, customization changes, module testing and facilitate communication between the functional subject matter experts and the project team.

- **County GIS Technical Lead**

Depending on each specific project request the County will assign a GIS Technical Lead to the project. The GIS Technical Lead will follow the guidance of the Proposer's Technical Lead and Tyler's recommended upgrade path.

- **County Functional Subject Matter Experts**

The County will have Functional Subject Matter Experts available to assist with each project. They will help with the fit/gap analysis, provide functional expertise and assist in the testing and verification of the new environment. The Functional Subject Matter Experts will have varying levels of time commitment to this project.

Pricing /Offer

- The pricing must be submitted as an hourly rate for each resource skill set for both on-site and remote. Additional titles/skillsets can be attached to the detailed cost page if needed.

Edwin J. Day, County Executive**TITLE: Tyler Software Configuration and Customization
Services – Qualified Suppliers List****RFP NUMBER:**
RFP-RC-2025-019

- When asked for future project specific Scope of Works all proposed pricing must be based on the hourly rates provided in this solicitation response or better. The Statement of Work must include tasks with milestones and clearly identified deliverables. If the firm fails to meet the detailed work plan milestones, the County will not be liable for any additional costs to the firm for the additional work required to achieve the milestones.
- Any reimbursable travel and other expense costs must be identified as separate items. All reimbursable travel expenses shall be actual costs incurred and be subject to the County's standard travel policy.
- Reimbursable Expenses: The County expects the contractor to use every effort to keep travel expenses to a minimum. Through pre-planning and judicious research, airfares, hotel rates and car rental rates can be reduced. Actual invoices will need to be submitted for airfares, hotel and car rental and other transportation expenses.
- The United States General Services Administration has announced the domestic maximum per diem rates for the 2010/2011 or current fiscal year. New York State uses the per diem rates established by the Federal Government. The County shall follow the reimbursement per diems set by the Federal Government including local mileage and as updated. <http://www.osc.state.ny.us/agencies/travel/reimbrate.htm>

DEPARTMENT OF GENERAL SERVICES, PURCHASING DIVISION

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Paul Brennan, FNIGP, NIGP-CPP, CPPO
Director of Purchasing

ADDENDUM I

RFP-RC-2025-019 – Tyler Software Configuration and Customization Services Qualified Suppliers List

The information in this addendum supersedes any contradictory information set forth in the contract documents. Acknowledge receipt of this addendum in the space provided on the signature page of the bid proposal. Failure to do so, may subject the bidder to disqualification. This addendum forms a part of the contract documents.

**The closing date for the submission of proposals has been extended to:
July 22, 2025 @ 3:00pm.**

A Pre-proposal Meeting was held on June 26, 2025 @ 10am. The following firms were in attendance:

Tina Burns – Visionary Integration Professionals
Matt Sharpe – GNC Consulting
Josh McKelvey – Tyler Technologies
Ajith Jayaprakash – Infojini Inc.
Aparna K – iZeal, Inc.
Doug Scheutz – Rockland County Planning Department
Michael Kezner – Rockland County Planning Department
Caren Wecera - Rockland County Planning Department
Erica Gualpa – Rockland County Consumer Affairs
CJ Bryant – Rockland County Consumer Affairs
Kristin Heffernan – Rockland County Consumer Affairs
Elizabeth Mello – Rockland County Department of Health

Question 1

Is this RFP open for offshore service providers or only firms within the US.

Response 1

Based on the nature of the service and the associated security concerns, this solicitation will be open to firms based within the US only.

Question 2

Can you provide the names of the departments or business units within each department that are not using Tyler's Enterprise Permitting & Licensing solution, and could potentially have their processes/workflows added to that solution in the future through this agreement?

Response 2

Various departments listed on the County's website might be included eventually, at this time however the main goal is to compile a Qualified Suppliers List.

SIGNED:

Paul J. Brennan

**PAUL J. BRENNAN, FNIGP, NIGP-CPP, CPPO
DIRECTOR OF PURCHASING**

ADDENDUM

7/2/25