

Invitation To Bid

Work Order Management System and Implementation Services

The Sussex County Council seeks proposals from qualified Vendors for a comprehensive Work Order Management System (WOMS) to support County Business Operations as well as providing implementation services.

The Scope of Work for this request includes but is not limited to:

Develop and document requirements and application design through workshops/interactions with County personnel, an implementation project plan, change management plan, software configuration and customization plan, system interface plan, data conversion plan, implementation testing plan, quality assurance plan, and a training plan. The Vendor shall provide the necessary resources to execute these plans and activities leading to the successful implementation of the system.

Criteria for selection will be based on price, experience, technical, approach, and schedule. The selection process will be conducted in accordance with 29 Del. C. §6982 and the Request for Proposal. The selection process will be led by in-house project and evaluation teams in addition to a hired Consultant. These criteria shall determine all applicants that meet the minimum qualifications. Demonstrations and reference checks will also be used for final selection of a Vendor.

NOTE: It is anticipated that the evaluation, selection process, and contract negotiations will take place in the first half of 2025, however official award will take place during County Fiscal Year 2026, after July 1, 2025.

Interested parties may obtain an information package by visiting Sussex County's website www.sussexcountyde.gov or by contacting Ms. Kaycee Widen of the Sussex County Engineering Department at 302-855-7370. Interested parties shall submit information as specified in this RFP to Ms. Kaycee Widen of the Sussex County Engineering Department, 3rd Floor, Sussex County Administrative Office Building, 2 The Circle, Georgetown, Delaware by 3:30 PM EST on February 28, 2025. Further information or questions can be addressed to Mark Parker at mark.parker@sussexcountyde.gov.

A non-mandatory pre-bid conference will be held on February 5, 2025 at 11:00 AM EST in the Sussex County Council Chambers, Sussex County Administrative Office Building, 2 The Circle, Georgetown, Delaware 19947 – a virtual meeting option would be considered if requested. Vendors interested in submitting a Proposal shall submit a Letter of Interest to Kaycee Widen at kwiden@sussexcountyde.gov by 2:00 PM EST on February 13, 2025.

If the responding Contractor deems any portion of its response to contain trade secrets, proprietary or other confidential information, it shall isolate and identify in writing the confidential portions, together with a statement in support of its designation as such. The submission shall be confidential until the bid has been awarded and a contract has been executed. Thereafter, all submissions shall be open to public inspection.

If necessary, it is encouraged that Vendors partner with other companies to provide a comprehensive end-to-end WOMS and implementation services. The County has the right to award a contract to multiple Vendors in order to obtain a complete WOMS.

Sussex County reserves the right to extend the date and time of the proposal deadline on not less than two (2) calendar days' notice by electronic means to those who have obtained expressed interest in this solicitation. Sussex County reserves the right to waive irregularities and reject any or all bids.

By: Mike Harmer
Sussex County Engineer