



**INVITATION TO BID
FOR
ROWAN COUNTY**

**Inmate Automated
Tracking System**

2026-023

ROWAN COUNTY
130 West Innes Street
Salisbury, NC 28144
704-216-8178

jody.farrow-bennett@rowancountync.gov

Date Issued: Thursday, January 15, 2026

Date Due: Thursday, February 5, 2026, at 1:00 PM

Administered By: Jody Farrow-Bennett, Purchasing Director

NOTICE TO BIDDERS

INVITATION TO BID

INMATE AUTOMATED TRACKING SYSTEM

Rowan County is requesting bids to provide a comprehensive, turnkey RFID-based inmate tracking and cell check system for use at the Rowan County Detention Center and Annex. The bid must include all necessary hardware, software, integration services, training, and ongoing support. All bids submitted must meet or exceed the time frame and the product/service specifications as outlined in this Invitation to Bid (ITB).

Bids for the Rowan County Inmate Automated Tracking System will be accepted until Thursday, February 5, 2026, at 1:00 PM ET at the Rowan County Purchasing Department, 130 West Innes Street, Suite 31, Salisbury, North Carolina 28144. Request documents may be obtained from the County website at:

<https://www.rowancountync.gov/675/Purchasing>

Submission of any bid signifies the contractor's agreement that their bid and the content thereof, are valid for ninety (90) calendar days following the submission deadline and will become part of the contract that is negotiated between Rowan County and the successful Contractor. All prices submitted with the bid shall remain in effect for the ninety (90) day period.

Insurance requirements are listed in the document and will be required only from the awarded bidder before entering into contract with Rowan County.

Once the ITB is public all questions related to the ITB shall be directed to the Purchasing Director. Any contact related to the ITB with County Staff and/or Board of Commissioners will be prohibited and cause for rejection.

Rowan County reserves the right to award and/or reject any and/or all bids and waive any technicalities or irregularities. For complete details, consult the ITB.

This is the 15th day of January 2026.

Rowan County



By: Jody Farrow-Bennett

Rowan County Director of Purchasing & Contract Administration

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1. Section 1: Introduction & General Instructions

1.1. Intent of Invitation to Bid

The purpose and intent of this Invitation to Bid (ITB) is to secure a comprehensive, turnkey RFID-based inmate tracking and cell-check system for use at the Rowan County Detention Center and Annex. The awarded bid must include all required hardware, software, integration services, training, and ongoing support.

1.2. Important Dates

1.2.1. Issue Date:	Thursday, January 15, 2026
1.2.2. Pre-Bid Meeting Date:	Friday, January 23, 2026, at 10:00 AM ET
1.2.3. Deadline for written questions:	Wednesday, January 28, 2026, at 5:00 PM ET
1.2.4. Deadline for Submitting Bids:	Thursday, February 5, 2026, at 1:00 PM ET

1.3. Pre-Bid Meeting

There is an optional pre-bid meeting for this project. Bidders interested in submitting a bid are strongly encouraged to visit the sites and attend the pre-bid meeting at the date and time listed above. The meeting will be held in the Rowan County Sheriff's Department Conference Room, 232 N. Main St., Salisbury, NC 28144

Questions regarding the specifications or bid documents should be directed to Jody Farrow-Bennett, Rowan County Purchasing Director. A company representative is encouraged to attend the pre-bid meeting in order to submit a responsive bid.

2. Section 2: Bid Submission

2.1. Submission of Bids

Bids must be submitted using the **Bid Response Form** included with the specifications and enclosed in a sealed envelope. Each bidder must provide **BOTH**:

- One (1) signed hard copy of the complete bid
- One (1) electronic copy in PDF format, created using software such as Adobe, CutePDF, or PDF Writer, to ensure compliance with ADA public information standards.

Delivery Instructions:

• Paper submissions (mail or hand-delivery):

Rowan County Purchasing Department
Attn: Jody Farrow-Bennett, Purchasing Director
130 West Innes Street, Suite 31
Salisbury, NC 28144

• Electronic submissions (For ADA Compliance ONLY):

jody.farrow-bennett@rowancountync.gov

The package shall be sealed and plainly marked "**ITB 2026-023 Inmate Automated Tracking System.**"

Bidders **MUST** submit one original sealed bid.

No responsibility shall be attached to Rowan County (the County) for the premature opening of any bid not properly addressed or identified.

This will be a public bid opening. Once bid is awarded all bidders will receive notification.

Sealed Bids are due on Thursday, February 5, 2026, at 1:00:00 PM ET; to the exact second; all submissions must be received and in the hands of the officiating County employee by that moment. Late submissions will be disqualified. The opening will be held immediately thereafter in the J. Newton Cohen, Sr. Administration Building at 130 West Innes Street, Conference Room 101, Salisbury, North Carolina. Failure to submit a Bid by the exact deadline will disqualify the bidder from consideration for this project.

2.2. Invitation to Clarification

The County will not be bound by or be responsible for any interpretations or conclusions drawn from this ITB. All questions or requests for clarification or additional information must be submitted in writing no later than 5:00 pm on Wednesday, January 28, 2026. These written questions or requests must be submitted to Jody Farrow-Bennett, Purchasing Director, by mail or e-mail. Any questions the County feels are pertinent to all interested bidders will be delivered to all participants as an addendum to this ITB. All addendums will be posted on the County website <https://www.rowancountync.gov/675/Purchasing> and it is the responsibility of the participants to check for any addendums. Any addenda for clarification will be posted by 5pm Thursday, January 29, 2026.

In addition, the County assumes no responsibility for conclusions or interpretations derived from technical and background information presented in this ITB or otherwise distributed or made available during this procurement process. The County will not be bound by or be responsible for any explanation, interpretation, or conclusions of this ITB or any documents provided by the County, other than those given in writing by the County, through the issuance of an addenda. It is the full responsibility of the participants to thoroughly investigate the needs/requirements of the County not necessarily assumed in this ITB.

2.3. Errors and Omissions

The bidders shall not take advantage of any errors or omissions in this ITB and shall promptly notify the County of any omissions or errors found in this document.

2.4. Signed Bid Considered an Offer

Receipt of a signed bid shall be considered an offer on the part of the bidder. The terms, conditions, and specifications of this ITB will become part of the contract if the bid shall be deemed approved and accepted by the County. In the event of a default on the part of the bidder after acceptance by the County, the County may take such action as it deems appropriate, including legal action for damages or specific performance.

2.5. Insurance Coverage

The bidder shall not commence work under this contract until all insurance required under this section has been obtained. The bidder shall not allow any subcontractor to commence on work that has been subcontracted until similar insurance has been obtained by the subcontractor. Also, the bidder agrees that once awarded and during the term of this contract, the bidder, at their sole cost and expense, shall provide commercial insurance of such type and with such terms and limits as may be reasonably associated with the contract. At a minimum, the bidder shall provide and maintain the following coverage and limits:

2.5.1. WORKER'S COMPENSATION

Worker's compensation insurance as required by North Carolina law to cover all the Provider's employees engaged in any work under the Agreement. Workers' Compensation in the minimum amount of \$500,000 employer's liability. A Certificate of Insurance shall be issued confirming the above coverage. The Certificate must include a clause obligating the Insurer to give thirty (30) days prior notice in the event of cancellation of or major change in the insurance.

2.5.2. COMPREHENSIVE GENERAL LIABILITY

The Contractor shall maintain Comprehensive General Liability coverage in amounts not less than \$500,000 per occurrence / \$1,000,000 aggregate. This Certificate must also include a clause obligating the insurer to

give thirty (30) days prior notice in the event of cancellation of or major change in the insurance and **name the County as an additional insured.**

This coverage must include:

1. Blanket contractual coverage for the liability assumed by the Contractor under the indemnity provision of the contract involved. Such Certificate must specifically state that the contractor is insured, and it must be signed by the insurance company, not the agent or broker.
2. Contractor's protective coverage for his subcontractors.

2.5.3. COMPREHENSIVE AUTOMOBILE LIABILITY

The Contractor shall maintain Comprehensive Automobile Liability covering all owned, hired, and non-owned vehicles used in connection with this Agreement. The minimum combined single limit shall be \$1,000,000 for bodily injury and property damage; and \$1,000,000 uninsured/underinsured motorist coverage. A Certificate of Insurance shall be issued confirming this coverage. The Certificate must include a clause obligating the insurer to give thirty (30) days prior notice in the event of cancellation of or major change in the insurance.

Any exceptions must be agreed upon by the County.

This insurance shall have been issued by a Company rated "A+" as reported in the current edition of Best's Key Rating Guide, published by Alfred M. Best Company, Inc.

2.6. ADA Compliance

All vendors of Rowan County must ensure their products and services are available to individuals with disabilities, in line with the Americans with Disabilities Act (ADA), by April 2026. For digital accessibility, vendors should comply with WCAG 2.1 AA standards, which include making digital content perceivable, operable, understandable, and robust for users with disabilities. Digital offerings must be compatible with assistive technologies like screen readers, braille displays, and voice recognition software. Vendors must provide reasonable modifications to their products and services to accommodate individuals with disabilities unless doing so would cause undue hardship or fundamentally alter the nature of the service. Vendors must ensure effective communication with individuals with disabilities, which may include providing auxiliary aids and services such as accessible electronic documents, captions for videos, and alternative text for images. Failure to meet these requirements may result in termination of the contract.

2.7. Conflict of Interest

All bidders must disclose in writing with their bid the name of any owner, officer, director, or agent who is also an employee of the County. All bidders must also disclose in writing with their bid the name of any employee of the County who owns, directly or indirectly, an interest of five percent (5%) or more in the bidder's firm or any of its branches or subsidiaries. By submitting a bid, the bidder certifies that there is no relationship between the bidder and any person or entity which is, or gives the appearance of, a conflict of interest related to this ITB or project.

3. Section 3: Evaluation of Bids

3.1. Award Criteria

The County will award based on the lowest responsible, responsive bidder, taking into consideration quality, performance, and the time specified in the bids for the performance of the contract.

3.2. Liquidated Damages

Liquidated Damages shall be assessed and levied against each Prime Contractor not attaining substantial completion of the contractual work in the amount of time indicated in their response. The damage amount applicable to each

Contractor shall be as listed below and shall begin the day following the scheduled date of substantial completion (plus any written, approved extensions) and continue until final acceptance is obtained.

Each day following the intended substantial completion date for work not found substantially complete will be subject to damage assessment at the following rate:

\$150.00 per calendar day

3.3. Pricing

Submission of any bid signifies the bidder's agreement that its bid and the contents thereof are valid for ninety (90) calendar days following the submission deadline and will become part of the contract that is negotiated between the County and the successful bidder. All prices submitted with the bid shall remain in effect for the ninety (90) day period.

3.4. Required Information

The following information must be included in the bid:

- Applicable licensure with North Carolina. (Bidder Information Sheet)
- Bids are to be in the form of a proposed contract signed by the bidder. (Bid Response Form)
- Proposed days to complete (Bid Response Form)

4. Section 4: Agreement & General Conditions

4.1. Timeline to Execute Contract

As time is of the essence, the bidder is required to begin and/or commence the work to be performed under this contract within the time specified on the Bid Response Form. Failure by the bidder to begin and/or complete the work within contract time shall be assessed as a penalty for each day of overrun. The bidder hereby agrees to execute this contract and that said charges are considered a just and reasonable compensation to the County and said charges shall be deducted from payment.

4.2. Availability of Funds

A contract for this project will be awarded and deemed binding only to the extent of appropriated funds for the purpose set forth in this ITB.

4.3. Non-Discrimination

The bidder shall not discriminate against any individuals and will take proactive measures to assure compliance with all Federal and State requirements concerning fair employment, employment of people with disabilities, and concerning the treatment of all employees without regard to discrimination based upon age, race, color, religion, sex, national origin, or disability.

4.4. Collusive Bidding

The bidder's signature on the Bid Response Form is a guarantee the prices quoted have been arrived at without collusion with other eligible bidder(s) and without effort to preclude the County from obtaining the lowest possible competitive price.

4.5. General Indemnity

The bidder shall save and hold harmless, protect, defend and indemnify the County (including the County Manager, the Board of Commissioners, as well as Rowan County officers, agents and employees) from and against any demand, claim, suit, loss, expense or damage which may be asserted against any of them in their official or individual capacities by reason of any alleged damage to property, or injury to, or death of, any person arising out of, or in any way related to, any action or inaction of the Bidder (including its officers, agents and employees) in the performance or intended performance of this contract, or the maintenance of any facility, or

the operation of any program, which is the subject of, or is related to, the performance of this contract. The obligations of the Bidder pursuant to this paragraph shall not be limited in any way by any limitation in the amount or type of proceeds, damages, compensation or benefits payable under any policy of insurance or self-insurance maintained by, or for the use and benefit of, the Bidder. As an integral part of this contract, the Bidder agrees to purchase and maintain, during the life of this contract, contractual liability insurance in the amount required in the general liability insurance requirements and to furnish proper evidence thereof with the County named as an additional insured.

4.6. Assignment

The successful bidder shall be the prime Contractor and shall be solely responsible for all contractual performance. The bidder shall not assign, transfer, convey, sublet, or otherwise dispose of its agreements with the County, or its rights, title or interests herein, or its power to execute such agreement, to any other person, company or corporation without the previous written consent and approval of the County.

4.7. References

The bidder shall provide references of "like" customers the date, product(s) and services provided each business reference. The bidder shall include in the reference information name, address, contact person(s), telephone number(s), e-mail address and any other information that may be deemed important and that will assist the County personnel in contacting the Bidder's references. The County may request additional evidence of the bidder's experience, qualifications, ability, products, service facilities and financial standing for which the bidder shall be prepared to provide to the County, if required.

4.8. Termination

4.8.1. Termination For Cause

The County reserves the right to terminate this contract at any time for cause. The violation of any provision or condition contained in this contract, or the refusal, failure, or inability to carry out any provisions of this contract shall constitute sufficient cause to terminate this contract for cause. Should the County elect to terminate this contract for cause, the County will notify the Contractor in writing and shall specify the cause for termination and the date that such termination shall be effective. Immediate dismissals may be executed if deemed necessary by the County.

If the Contractor:

1. Fails to begin the work under the contract within the time specified.
2. Fails to perform the work with sufficient workers and equipment, or with sufficient materials to ensure the prompt completion of the work.
3. Performs the work unsuitably.
4. Discontinues the prosecution of the work.
5. Becomes insolvent, declares bankruptcy, commits any act of bankruptcy, allows any final judgment to stand against him unsatisfied for a period of forty-eight (48) hours, or shall make an assignment for the benefit of creditors.
6. Shall not carry on the work in an acceptable manner from any other cause whatsoever.

The County shall give notice in writing to the Contractor of such delay, neglect, or default, specifying the same.

If the Contractor, within a period of ten (10) days after such notice, shall not proceed in accordance therewith, then the County shall, upon written certification of the fact of such delay, neglect or default, and the Contractor's failure to comply with such notice, have full power and authority, without violating the contract, to take the prosecution of the work out of the hands of the Contractor, to appropriate or use any or all materials and equipment on the grounds as may be suitable and acceptable, and may enter into an agreement for the completion of the contract according to the terms and provisions thereof, or use such other methods as, in its opinion, shall be required for the completion of this contract in an acceptable manner.

All costs and charges incurred by the County, together with the costs of completing the work under the contract, shall be deducted from any monies due or which may become due to the Contractor. In case the expense so incurred by the County shall be less than the sum which would have been payable under the contract, if the contract had been completed by the Contractor, then the Contractor shall be entitled to receive the difference, and in case such expense shall exceed the sum which would have been payable under the contract, then the Contractor shall be liable and shall pay to the County the amount of said excess.

4.8.2. Termination for Convenience

If the County shall determine that it is in the County's best interest, the County shall notify the Contractor to terminate the work within seven (7) days. In such event, the Contractor shall be entitled to compensation for all work properly executed and any expenses incurred in terminating the contract and vacating the County work site.

No claim shall be made by the Contractor for any loss of anticipated profits because of any alteration, change or termination, or by reason of any variation between the approximate quantities and the quantity of work as done.

5. Section 5: Scope of Work

5.1. Contractor Responsibilities

The Contractor shall provide a turnkey **RFID-based inmate tracking and cell check system** for the Rowan County Detention Center and Annex, including all required hardware, software, integration, training, and ongoing support. The contractor shall either work with our existing wireless infrastructure from Paytel or propose their own solution.

The system will:

- Track inmate locations and movements in **real-time or near real-time**.
- Automate and document **cell checks and security rounds**.
- Interface with the Jail's existing **Jail Management System (JMS)** (CentralSquare OneSolution JMS)
- Improve safety, accountability, and compliance with applicable laws, standards, and record-retention requirements.

5.2. General Requirements

The Contractor shall:

1. **Assess** current facilities, wireless coverage, and IT environment.
2. **Design** an RFID and/or wireless solution compatible with the Jail's operations and JMS.
3. **Provide, install, and configure** all required hardware and software (RFID tags, readers, mobile devices, wireless infrastructure, server hosting via cloud).
4. **Integrate** the system with the existing JMS for inmate demographics, identification numbers, and housing assignments (real-time or near real-time).
5. **Test** the system for accuracy, performance, interoperability, and security.
6. **Train** jail staff and provide training materials and a training environment.
7. **Provide ongoing support and maintenance**, including hardware replacement and wireless network support, in a timely manner to reduce downtime.
8. **Provide a project plan** with milestones, timelines, and key deliverables, from project start through acceptance.

5.3. System & Network Requirements

The proposed solution must:

- Support **RFID technology** using tags (and other relevant standards, as applicable).

- Track inmates using **RFID tags on ID cards and/or fixed location tags** in designated areas.
- Operate in an environment with **existing wireless networks** (e.g., inmate tablets, medical, education) without interference and either use or provide your own wireless infrastructure.
- Include **backup / redundancy** for power and network to support continued operations during outages.

5.4. **RFID Hardware Requirements**

The Contractor's solution shall include, at minimum:

RFID Tags & Location Sensors

- High-frequency RFID tags with a **unique identification number** that cannot be duplicated or altered.
- Tamper-resistant, shatter-proof housings suitable for a detention environment.
- Secure mounting methods for fixed tags (cells, doors, checkpoints, etc.).
- Tags associated to **inmate ID cards** or similar media so scanning identifies inmate name and identification number.
- Location tags installed at required points to support cell checks, movement tracking, and activity logging.
- A **lifetime warranty** or equivalent long-term replacement support for defective tags/locators.

RFID Readers & Mobile Devices

- **Fixed RFID readers** and **handheld mobile RFID readers/scanners** for staff.
- Handheld devices that are:
 - Ruggedized, water-resistant, shock-resistant, and suitable for a jail environment.
 - Capable of **Wi-Fi** connectivity.
 - Equipped with an embedded **high-resolution camera** (photos & video).
 - Capable of capturing **electronic signatures** (officers and inmates for services/refusals).
 - Supporting **hot-swappable or long-life batteries** (approx. 12+ hours continuous use).
 - Provided with **docking/charging stations** and spare batteries; docks in primary work areas.
 - Provided with holsters, shoulder straps, or similar for safe carrying.
 - Supporting **offline use** with full functionality and automatic synchronization when reconnected.
 - Capable of **auto log-off** after a configurable period of inactivity.
 - Locked down to prevent use of non-approved apps and unauthorized external Wi-Fi.

5.5. **Software Requirements (Core System)**

The solution shall include a **web-based system** for RFID logging, accessible via standard web browsers (Chrome, Edge, Firefox, Safari) over secure HTTPS. At a minimum, the system must:

- Be **password-protected** and support **role-based access control** and customizable user privileges by module.
- Provide **RFID middleware** to manage communication between readers and the database.
- Use **database management software** to securely store all log entries and RFID data.
- Provide **integration software or API** to interface with the County's JMS in real-time or near real-time (read-only access is acceptable where specified).
- Support **immutable logging**: log entries and electronically captured data shall not be editable, deletable, or alterable once saved.
- Clearly distinguish **RFID-scanned entries vs. manual entries** in logs and reports.
- Support **inmate-level documentation**, with log entries tied to inmate name, ID number, and housing location.
- Support **configurable incident/observation codes or word blocks** (unlimited number) selected on the touchscreen.
- Allow **freehand notes** by inmate name and **speech-to-text** entry (online or offline).
- Support **photo and video** attachments with logs (e.g., for services, refusals, incidents).
- Provide a **dashboard** that shows:

- Completed and missed cell checks and activities.
- Time of last and next due check/round by inmate and housing unit.
- Compliance indicators (e.g., late checks, speed of rounds, average time between tags).
- Support **training database/tenant** for new hire training and practice.
- Support **cloud-based storage** or an equivalent solution with retention aligned to applicable state record-retention laws.
- Support **secure remote technical support** (e.g., web-based remote support sessions).

5.6. Functional Requirements – Logging & Workflow

At a minimum, the system shall log, track, and report:

- **Cell and security checks** (time, location, officer ID, inmate(s) involved).
- **Inmate movements** (housing changes, in-transit, receiving/check-in at new location).
- **Meals, recreation, medication passes, headcounts, supply issue/return, laundry, bedding**, and other relevant inmate services.
- **Refusals of services**, including electronic signature capture where applicable.
- **Special statuses/flags**, such as keep-separates, two-officer contact requirements, special diets, special blankets, or restricted housing.
- **Restricted or dangerous item issue/return** (e.g., razors).
- Ability for officers to:
 - Assign single or groups of inmates as “**in transit**” under escort.
 - **Check in** inmates at new locations.
- ****Preferred but not required** Facial Recognition** for inmate identity verification.

The system must:

- Display to staff when the **next cell check or security check is due** (e.g., via vibration, audible alert, visual cue).
- Continue proper logging and timestamping during **temporary connectivity loss** and synchronize upon reconnection.
- Support **real-time modules** showing current activities, locations, and time-to-next check by unit/inmate.
- System must be able to identify security check compliance in accordance with state standards i.e.: 40-minute and 20-minute limits for compliance verification.

5.7. Reporting Requirements

The reporting solution must:

- Export data to **PDF, Excel, HTML, XML** at a minimum, for printing and storage on the County’s network.
- Allow filtering by **date, time, housing unit, inmate name, identification number, officer/deputy ID**, and other relevant fields.
- Support scheduled/automatic report generation and **email delivery** to designated recipients.
- Support reporting on:
 - Inmate / Offender Activity
 - Housing Activity
 - Round / Cell Check Compliance
 - Inmate Count & Population
 - Inmate Movement & Out-of-Cell Time
 - Meals & Recreation
 - Facility / Area Checks
 - Equipment, Maintenance, & Hydration Station usage
 - Supply Issue and Return
 - System Usage and Network Performance / SLA Compliance

5.8. Non-Functional & Security Requirements

The system shall meet the following:

- **Availability & Performance**
 - At least **99% uptime** (excluding scheduled maintenance, defined in the SLA).
 - Minimal latency such that staff experience near real-time updates.
 - SLAs addressing:
 - Single access-point outages
 - Multiple access points / area outages
 - Full network outages
 - Broken or defective mobile devices
 - Damaged RFID tags/locators
 - Other critical hardware failures
 - Capability to **generate SLA and network performance reports**.
 - Transaction-level **backup and restore**; system must continue in reduced mode during failures without data loss.
- **Security**
 - TLS 1.2 or higher for web access.
 - Tamper-resistant installation of all devices and tags.
 - Logs and data protected against unauthorized access, modification, or deletion.
 - Contractor and subcontractor personnel must pass **background checks** in accordance with Jail/County requirements.

5.9. Training Requirements

The Contractor shall:

- Provide **comprehensive training** for all relevant staff, including:
 - Pre-implementation overview.
 - Go-live and early-operation training.
 - Post-implementation follow-up and refresher sessions.
- Conduct **train-the-trainer** sessions so designated jail staff can train future personnel.
- Provide **user guides, quick reference materials, and administrative documentation**.
- Make available a **training environment/database** mirroring production functionality.

5.10. Support, Maintenance & Expansion

The Contractor shall:

- Provide **tiered technical support**, up to and including **24/7/365** support for critical issues affecting hardware, software, or wireless network functionality.
- Provide defined response and resolution times in the **Service Level Agreement**.
- Provide **ongoing maintenance**, updates, and patches to hardware and software.
- Support **expansion** of the RFID and wireless network (additional tags, readers, and coverage areas) within reasonable timeframes and under defined pricing and service terms.

5.11. Standards, Testing & Acceptance

The Contractor's system shall:

- Be designed and implemented consistent with applicable **RFID, wireless, security, and detention-industry standards**, including but not limited to:
 - ISO 15693 (HF tags), ISO/IEC 18000 series (as applicable).
 - ASTM F3018 for RFID in detention facilities.
 - FCC Part 15 and applicable RF/emissions rules.
- Undergo the following testing phases, at a minimum:
 - **Factory / configuration testing** of hardware and software.
 - **Site acceptance testing** for functionality, performance, coverage, interoperability, and failover.

- **User acceptance testing (UAT)** with actual end-users and real workflows.
- **Security testing**, including authentication, authorization, encryption, and audit logging.
- **System validation** in live or pilot operations to ensure reliability under expected workloads.

The project will be considered accepted upon successful completion of testing, demonstration of requirements, resolution of documented deficiencies, and written acceptance by the County.

6. Section 6: Bidder Information Sheet

Company Name _____

Owner of Company _____

Number of years in business _____

Number of people employed on regular basis _____

Who will be the county's contact person in the event your firm is awarded the contract.

Contact _____

Telephone _____

Email _____

Please list two (2) references of businesses (not homes) for which you have provided this kind of service. Prefer at least one from a municipality, county government or public agency.

Reference No. 1

Name & Title: _____

Agency: _____

Address: _____

Telephone: _____

Nature Of Association: _____

Email: _____

Reference No. 2

Name & Title: _____

Agency: _____

Address: _____

Telephone: _____

Nature Of Association: _____

Email: _____

7. Section 7: Bid Response Form

The undersigned proposes and agrees that if this proposal is accepted to contract with Rowan County, North Carolina for the furnishing of all equipment and labor necessary to complete the scope of work described in the Request for Proposals documents in full and complete accordance with specifications and contract documents, and to the full and entire satisfaction of Rowan County, North Carolina for the prices provided below. Pursuant to the provisions of NC G.S. 143-54 under penalty of perjury, the signer of the proposal certifies that this proposal has not been arrived at collusively or otherwise in violation of Federal or North Carolina antitrust laws.

The following addenda are acknowledged: _____ dated _____

dated _____

7.1. Contractor Information

Company Name: _____
Federal ID: _____ Contractor License Id: _____
Primary Contact: _____ Contact Phone: _____
Address: _____
Phone: _____
Email: _____

7.2. Pricing

Implementation Cost: _____ Implementation Time: _____
Service & Maintenance: Year One: _____
Year Two: _____
Year Three: _____
Year Four: _____
Year Five: _____
Total Cost: _____ *Please submit a full, detailed list of the scope of deliverables.

7.3. Signature

I certify that the information provided is accurate and that the company agrees to all terms and conditions of the ITB and Scope of Work.

Authorized Representative ONLY:

Name: _____
Title: _____
Signature: _____
Date: _____

*Sum quoted includes all applicable taxes, bonds, permits, licenses, insurance cost, if any, and all other cost incidental to the resultant contract.