



9111 Cross Park Drive, Suite D-100  
Knoxville, TN 37923 865-691-2551 x4207  
**REQUEST FOR BID – May 29, 2019**

East Tennessee Human Resource Agency, Inc. (ETHRA) is currently inviting bids for upgrading our **Case Management software**.

ETHRA is a Knoxville, TN based non-profit 501c3 organization, sales tax exempt and eligible for government pricing; TN Customer 1063000006-00, Fleet 150837 and member of NJPA. ETHRA is an Equal Employment Opportunity (EEO) employer and welcomes all qualified applicants. Applicants will receive fair and impartial consideration without regard to race, sex, color, religion, national origin, age, disability, veteran status, genetic data, or religion or other legally protected status.

**Specifications:** Rebuild existing ASP classic system to the latest version of ASP and upgrade to SQL 2017. Development includes: but not limited to: Case Management Menus, Contact Information Menus, Research Clients Menus, Reporting System, and Other Menus. A list of forms and reports to be updated will be provided upon request. Vendors may visit on site to review the system at the following dates and times: **Friday, June 7, Wednesday, June 12, or Monday, June 17. 8:00 AM – 3:00 PM EDT.**

**Bid Instructions:**

- Vendor's bid must be submitted on ETHRA's Bid Form or a Vendor Form that contains all information from the Bid Form.
- Bids must be submitted by **4:00 PM EDT Friday, June 21<sup>st</sup>, 2019** at which time the bids will be opened. Vendors planning to attend the bid opening are required to register with the receptionist.
- Bids must be addressed to **ETHRA; 9111 Cross Park Drive, Suite D-100; Knoxville, TN 37923; Attention: Nick Pappada.**
- Envelopes containing the bid must be **SEALED** and clearly marked in large print with "**Sealed Bid – Case Management Software Upgrade June 21, 2019**".
- Electronically transmitted bids (Fax or Email) will not be accepted.
- All questions about this proposal should be directed to Nick Pappada, ETHRA, (865) 691-2551, x4207 or via email to [npappada@ethra.org](mailto:npappada@ethra.org)
- Vendors who submit bids must disclose any family, business or other relationships with ETHRA employees, board members or their families.
- Vendors shall hold their price firm and subject to acceptance by ETHRA for a minimum of 30 days from the date of the bid opening.
- ETHRA reserves the right to waive minor informalities or technicalities when it is in the best interest of ETHRA.
- ETHRA reserves the right to reject any or all bids or any portion thereof.
- ETHRA is not bound to award this bid strictly on the lowest price. Other considerations will apply:
  - Work availability
  - Local business references
  - A financial statement or proof of similar prior work needs to be included.
- Vendors may be asked to provide proof of financial and business capability. Evidence may include a business history, evidence of financial soundness, and business references. ETHRA will make the final determination as to the bidder's ability.
- Bids must be typewritten or completed in ink and signed on the bid form. Unsigned bids or bids completed in pencil will not be considered.