

Attachment B – Vendor Proposal Information

Vendors should acknowledge acceptance of these terms and include the following checklist in their RFP response. These forms should be used to submit information as part of their proposal. Vendors are encouraged to add additional lines to sufficiently explain the proposed solution.

| Mandatory Criteria | Yes/No |
|--|--------|
| Response Timeliness: RFP response is submitted by the due date and time. | |
| Response Authorization: The RFP response is signed by a company officer, using Attachment A - Signature Page. | |
| Response Completeness: Vendor complied with all instructions in the RFP and provided a response to all items requested that includes sufficient detail, such that the proposal can be evaluated. Any deficiencies in this regard will be determined by the Purchasing Department to be either a defect that will be waived or that the proposal can be sufficiently modified to meet the requirements of the RFP. | |
| Specification Response Format: Vendors must provide a consolidated electronic PDF copy of the proposal uploaded to FedBid containing all information requested in the RFP. | |
| Relevance of Solution: Minimum of 3 current operational installations of their core software with clients of similar population size and complexity to GLWA. At least one of the three must be a comparable client that is equal to the size, scope, and complexity of GLWA within the past two years. | |

Company Background Form

| | |
|--|------------------|
| Vendor name | |
| Software brand | |
| Software version proposed (years in production): | |
| Is Vendor prime contractor: | Yes ____ No ____ |

| | | | | |
|----|--|----------|------------|---|
| 1. | What are the key differentiators of your company and its proposed solution? | | | |
| 2. | What awards has your company or proposed solution obtained that are relevant to this project? | | | |
| 3. | What strategic alliances have you made to further strengthen your product and services? | | | |
| 4. | How do you guarantee the products & services provided by your company? | | | |
| 5. | What are your near-term and long-term goals, and the strategies to reach these goals? | | | |
| 6. | What is your niche in the marketplace and your preferred customer size? | | | |
| 7. | Please describe the level of research and development investment you make in your products (i.e. – annual budget, head count, etc. | | | |
| 8. | Please describe your commitment to providing solutions for the public sector marketplace. | | | |
| 9. | How many fully operational customer installations of the version proposed in this RFP, currently in production, has the Vendor completed? Please list at least three customers currently in production along with a contact name, email and phone. | | | |
| | Location | Michigan | Nationally | Nationally (for organizations of similar size/complexity) |
| | Local government (e.g. cities, townships, counties, special districts or authorities) | | | |
| | Other public sector (e.g. k-12 education, higher education, nonprofit) | | | |
| | Other non-public sector (e.g. private industry) | | | |
| | Overall: | | | |

| 10. | Please state the year the Vendor started in the business of selling the proposed solution. | | | | | | | | | | | | | | | | | | | |
|------------|---|------------|--------------|--|--------|--|--------|--|--------|--|--------|--|--------|--|--------|--|--------|--|--------|--|
| 11. | Where is the Vendor's closest support facility/sales office to Detroit, MI | | | | | | | | | | | | | | | | | | | |
| 12. | Where is the Vendor's company headquarters? | | | | | | | | | | | | | | | | | | | |
| 13. | Please list the Vendor's sales (\$) in the previous three years, and this year's to date 2011: _____ 2012: _____ 2013: _____ 2014: _____ | | | | | | | | | | | | | | | | | | | |
| 14. | How many total employees does the Vendor have in each of the following categories: Sales/Marketing: _____ Management/Administration: _____ Help Desk Staff: _____ Development Staff: _____ Other: _____ Total: _____ | | | | | | | | | | | | | | | | | | | |
| 15. | What is the Vendor's hourly rate for implementation assistance beyond that which is included in the Vendor proposal by skill set? <table border="1" data-bbox="267 1339 1247 1673"> <thead> <tr> <th data-bbox="267 1339 812 1375">Skill Set:</th> <th data-bbox="812 1339 1247 1375">Hourly Rate:</th> </tr> </thead> <tbody> <tr> <td data-bbox="267 1375 812 1411"></td> <td data-bbox="812 1375 1247 1411">\$/hr.</td> </tr> <tr> <td data-bbox="267 1411 812 1446"></td> <td data-bbox="812 1411 1247 1446">\$/hr.</td> </tr> <tr> <td data-bbox="267 1446 812 1482"></td> <td data-bbox="812 1446 1247 1482">\$/hr.</td> </tr> <tr> <td data-bbox="267 1482 812 1518"></td> <td data-bbox="812 1482 1247 1518">\$/hr.</td> </tr> <tr> <td data-bbox="267 1518 812 1554"></td> <td data-bbox="812 1518 1247 1554">\$/hr.</td> </tr> <tr> <td data-bbox="267 1554 812 1589"></td> <td data-bbox="812 1554 1247 1589">\$/hr.</td> </tr> <tr> <td data-bbox="267 1589 812 1625"></td> <td data-bbox="812 1589 1247 1625">\$/hr.</td> </tr> <tr> <td data-bbox="267 1625 812 1661"></td> <td data-bbox="812 1625 1247 1661">\$/hr.</td> </tr> </tbody> </table> | Skill Set: | Hourly Rate: | | \$/hr. | | \$/hr. | | \$/hr. | | \$/hr. | | \$/hr. | | \$/hr. | | \$/hr. | | \$/hr. | |
| Skill Set: | Hourly Rate: | | | | | | | | | | | | | | | | | | | |
| | \$/hr. | | | | | | | | | | | | | | | | | | | |
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| | \$/hr. | | | | | | | | | | | | | | | | | | | |
| | \$/hr. | | | | | | | | | | | | | | | | | | | |

Technical Requirements Form

| | |
|----|--|
| 1. | Identify the communication protocols and networking requirements that are required for implementation and operation of the proposed system. In the event that there are multiple communication systems and/or protocols available, list all options. |
| | |
| 2. | What database are you proposing? |
| | |
| 3. | Describe the system administration tools that are used to manage the application including any data archival tools, tools for managing application updates, online help management tools, etc. |
| | |
| 4. | Describe the network management systems that either your system uses, interoperates/integrates with, or you recommend. Please specify. |
| | |
| 5. | Anticipating that GLWA will be connecting to the FMS remotely, please provide the minimum latency and bandwidth required to support the proposed solution. Also, describe the recommended latency and bandwidth requirements. |
| | |
| 6. | Describe what, if any, footprint (e.g. local software artifacts such as DLLs) exists on the user's desktop. |
| | |
| 7. | Describe the minimum hardware, software, storage, memory, operating system and other requirements for desktop computers/connecting devices to access the application such that GLWA can determine the extent to which existing devices must be upgraded or replaced. |
| | |
| 8. | Describe what restrictions might exist for desktop computers/connecting devices (e.g. browser plug-in conflicts, etc.) |
| | |
| 9. | Describe any requirements / restrictions related to printing from the application such that the GLWA can determine the extent of impact to their existing MFP, printer and print driver environment. |
| | |

| | |
|---------------------------|---|
| | |
| 10. | Describe any requirements / restrictions related to printing from the application such that the Participating Organizations can determine the extent of impact to their existing MFP, printer and print driver environment. |
| | |
| SYSTEM PERFORMANCE | |
| 11. | System response time must not impede the ability for GLWA's departmental staff to perform their required job functions using the system. Will your system be available 99.9% of the time, except for communicated planned downtime for maintenance, etc.? |
| | |
| 12. | What are your guarantees on system performance? |
| | |
| SYSTEM SECURITY | |
| 13. | Describe the identification and authorization capabilities of your proposed solution for users. |
| | |
| 14. | Describe how your system interoperates with Active Directory. |
| | |
| 15. | Describe the security audit capabilities of your proposed solution |
| | |
| 16. | What functions does your proposed system have to protect the privacy of information designated "private" (e.g. personally identifiable, SSN, credit card, ACH, HIPAA, etc.) that it processes or stores? |
| | |
| 17. | What will you do to address vulnerabilities in your product discovered subsequent to us deploying your code? In what time interval will they be fixed (Critical & non-critical)? How are the costs applied? |

Vendor Hosting Form

| | |
|----|--|
| 1. | Will your company host the solution or will this be managed by a third party? |
| | |
| 2. | Where are the data center and storage facilities? |
| | |
| 3. | Please provide the total number of clients and corresponding number of end-users of hosted solutions currently supported by your proposed solution. |
| | |
| 4. | Does the system interface support a browser interface with or without the help of additional components |
| | |
| 5. | How are hosted software applications deployed for use by numerous customers (dedicated servers for each hosted customer, or is a single set of applications utilized for all customers)? |
| | |
| 6. | What system/application availability and response time will your proposed system meet? What are GLWA's responsibilities to ensure this level of performance? |
| | |
| 7. | How much notification will you give GLWA in advance of any scheduled downtime? |
| | |
| 8. | Are support calls included in annual maintenance fees, or charged on a per call basis? If on a per-call basis, please specify rates and billing method |
| | |
| 9. | Please describe the minimum commitment term (in years) for a vendor-hosted option and note the term assumed for determining the proposed costs. |
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Project Management Approach Form

| | |
|----|---|
| 1. | How does the Vendor plan to manage the vast amount of material that is produced during the project through potential solutions such as a collaboration environment? |
| | |
| 2. | Provide specific information on project close-out activities to transition support to GLWA. |
| | |
| 3. | How will project management be resourced? |
| | |

Report Development Form

| | |
|----|--|
| 1. | What is the query tool and report writer that Vendor is proposing? |
| | |
| 2. | What reports are available out of the box? Provide a list and samples at the end of this section. |
| | |
| 3. | Describe your process for determining the scope of what reports will have to be developed (not out-of-the-box) and the responsibilities which will be necessary to develop and test them? |
| | |
| 4. | It is expected that the system will provide the ability for end-user querying and reporting to be performed without impacting the performance of the transactional system. Does your proposal meet this expectation? |
| | |
| 5. | Describe your approach for allowing customers to gain access/leverage to one another's report definitions. |
| | |
| 6. | Describe your approach for incorporating customer developed reports into the standard product offering to be covered under a maintenance agreement. |
| | |

Training Form

| | | | | | | | | | | | | | | | | |
|--|--|------------------------|--|-----------------|--|--|--|---------|--|------------|--|-----------------------------|--|----------------------|--|--|
| 1. | What types of training documentation will be developed by the Vendor? | | | | | | | | | | | | | | | |
| 2. | Describe the opportunities for ongoing training | | | | | | | | | | | | | | | |
| 3. | Describe the Vendor's ability to provide online training material versus classroom training. | | | | | | | | | | | | | | | |
| 4. | Provide the typical resource and configuration requirements for the Vendor's staff during the implementation at GLWA. | | | | | | | | | | | | | | | |
| | <table border="1"> <tr> <td data-bbox="267 913 912 955">Number of workstations</td> <td data-bbox="912 913 1469 955"></td> </tr> <tr> <td data-bbox="267 955 912 997">Number of desks</td> <td data-bbox="912 955 1469 997"></td> </tr> <tr> <td data-bbox="267 997 912 1039">Number and size of dedicated rooms for the project</td> <td data-bbox="912 997 1469 1039"></td> </tr> <tr> <td data-bbox="267 1039 912 1081">Parking</td> <td data-bbox="912 1039 1469 1081"></td> </tr> <tr> <td data-bbox="267 1081 912 1123">Telephones</td> <td data-bbox="912 1081 1469 1123"></td> </tr> <tr> <td data-bbox="267 1123 912 1165">Network accessibility needs</td> <td data-bbox="912 1123 1469 1165"></td> </tr> <tr> <td data-bbox="267 1165 912 1228">Other resource needs</td> <td data-bbox="912 1165 1469 1228"></td> </tr> </table> | Number of workstations | | Number of desks | | Number and size of dedicated rooms for the project | | Parking | | Telephones | | Network accessibility needs | | Other resource needs | | |
| Number of workstations | | | | | | | | | | | | | | | | |
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| Telephones | | | | | | | | | | | | | | | | |
| Network accessibility needs | | | | | | | | | | | | | | | | |
| Other resource needs | | | | | | | | | | | | | | | | |

Staffing Plan Form

| | | | | | | | | | | | | | | | | | | | | | | | | | |
|--------------------------------------|--|----------------------|-------|-----------------|-------|---------------------------|-------|--------------------------------------|-------|--------------------------------|-------|-----------------------------|-------|--------------------------|-------|------------------------------|-------|------------------------|-------|-------|-------|-------|-------|-------|-------|
| 1. | Identify the degree to which Vendor staff will be onsite versus off-site during the project. | | | | | | | | | | | | | | | | | | | | | | | | |
| 2. | Provide the typical resource and configuration requirements for the Vendor's staff during the implementation at GLWA: | | | | | | | | | | | | | | | | | | | | | | | | |
| | Number of desks _____ Number of dedicated meeting spaces _____ | | | | | | | | | | | | | | | | | | | | | | | | |
| 3. | Use the table provided below to identify the number of business staff from GLWA expected to be committed to the project implementation. Initial identification of project roles has been provided but should be supplemented or revised by Vendors based on their experience in implementing their product in similar environments. | | | | | | | | | | | | | | | | | | | | | | | | |
| | <table> <tr><td>Executive Sponsor(s)</td><td>_____</td></tr> <tr><td>Project Manager</td><td>_____</td></tr> <tr><td>Functional Process Owners</td><td>_____</td></tr> <tr><td>Functional Process Team Participants</td><td>_____</td></tr> <tr><td>Training Coordinator Team Lead</td><td>_____</td></tr> <tr><td>Change Management Team Lead</td><td>_____</td></tr> <tr><td>Communications Team Lead</td><td>_____</td></tr> <tr><td>Other</td><td>_____</td></tr> <tr><td>Other</td><td>_____</td></tr> <tr><td>Other</td><td>_____</td></tr> <tr><td>Total</td><td>_____</td></tr> </table> | Executive Sponsor(s) | _____ | Project Manager | _____ | Functional Process Owners | _____ | Functional Process Team Participants | _____ | Training Coordinator Team Lead | _____ | Change Management Team Lead | _____ | Communications Team Lead | _____ | Other | _____ | Other | _____ | Other | _____ | Total | _____ | | |
| Executive Sponsor(s) | _____ | | | | | | | | | | | | | | | | | | | | | | | | |
| Project Manager | _____ | | | | | | | | | | | | | | | | | | | | | | | | |
| Functional Process Owners | _____ | | | | | | | | | | | | | | | | | | | | | | | | |
| Functional Process Team Participants | _____ | | | | | | | | | | | | | | | | | | | | | | | | |
| Training Coordinator Team Lead | _____ | | | | | | | | | | | | | | | | | | | | | | | | |
| Change Management Team Lead | _____ | | | | | | | | | | | | | | | | | | | | | | | | |
| Communications Team Lead | _____ | | | | | | | | | | | | | | | | | | | | | | | | |
| Other | _____ | | | | | | | | | | | | | | | | | | | | | | | | |
| Other | _____ | | | | | | | | | | | | | | | | | | | | | | | | |
| Other | _____ | | | | | | | | | | | | | | | | | | | | | | | | |
| Total | _____ | | | | | | | | | | | | | | | | | | | | | | | | |
| 4. | Use the table provided below to identify the number of technical resources from GLWA expected to be committed to the project implementation. Initial identification of project roles has been provided but should be supplemented or revised by Vendors based on their experience in implementing their product in similar environments. | | | | | | | | | | | | | | | | | | | | | | | | |
| | <table> <tr><td>Executive Sponsor(s)</td><td>_____</td></tr> <tr><td>Project Manager</td><td>_____</td></tr> <tr><td>Service Desk Analyst</td><td>_____</td></tr> <tr><td>Trainer</td><td>_____</td></tr> <tr><td>DBA</td><td>_____</td></tr> <tr><td>Report Developer</td><td>_____</td></tr> <tr><td>Applications Analyst</td><td>_____</td></tr> <tr><td>Infrastructure Administrator</td><td>_____</td></tr> <tr><td>Security Administrator</td><td>_____</td></tr> <tr><td>Other</td><td>_____</td></tr> <tr><td>Other</td><td>_____</td></tr> <tr><td>Total</td><td>_____</td></tr> </table> | Executive Sponsor(s) | _____ | Project Manager | _____ | Service Desk Analyst | _____ | Trainer | _____ | DBA | _____ | Report Developer | _____ | Applications Analyst | _____ | Infrastructure Administrator | _____ | Security Administrator | _____ | Other | _____ | Other | _____ | Total | _____ |
| Executive Sponsor(s) | _____ | | | | | | | | | | | | | | | | | | | | | | | | |
| Project Manager | _____ | | | | | | | | | | | | | | | | | | | | | | | | |
| Service Desk Analyst | _____ | | | | | | | | | | | | | | | | | | | | | | | | |
| Trainer | _____ | | | | | | | | | | | | | | | | | | | | | | | | |
| DBA | _____ | | | | | | | | | | | | | | | | | | | | | | | | |
| Report Developer | _____ | | | | | | | | | | | | | | | | | | | | | | | | |
| Applications Analyst | _____ | | | | | | | | | | | | | | | | | | | | | | | | |
| Infrastructure Administrator | _____ | | | | | | | | | | | | | | | | | | | | | | | | |
| Security Administrator | _____ | | | | | | | | | | | | | | | | | | | | | | | | |
| Other | _____ | | | | | | | | | | | | | | | | | | | | | | | | |
| Other | _____ | | | | | | | | | | | | | | | | | | | | | | | | |
| Total | _____ | | | | | | | | | | | | | | | | | | | | | | | | |

Ongoing Support Services Form

| | |
|----|---|
| 1. | Provide the minimum, maximum, and average response times (hours) provided as part of the basic support agreement and average response time for the past twelve (12) months. |
| | |
| 2. | Provide Help Desk services for technical support and end users. Specify days and hours and any escalation options and procedures. |
| | |
| 3. | <p>Provide the following regarding the number of business staff GLWA should expect to be committed to providing on-going application support:</p> <ul style="list-style-type: none"> a. Role b. Responsibility c. Estimated time commitment in terms of % of FTE time d. Skill sets required for each position e. Training required and whether the Vendor provides this training |
| | |
| 4. | <p>For ongoing IT staff resources at GLWA, please provide the following information:</p> <ul style="list-style-type: none"> a. Type of positions required (e.g., help desk, trainer, DBA, report developer, application support, system administrator, security, administration, etc.) b. Number of FTEs within each position c. Skill sets required for each position d. Training required and whether the Vendor provides this training |
| | |
| 5. | Do you limit the number of staff who can call in for support? If yes, explain your model and how additional staff can be included and at what incremental cost? If there is no limitation, the maintenance agreement should clearly state this fact. Are you agreeable to include such language in our contract? |
| | |

| | |
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| | |
| 6. | <p>It is anticipated that all system updates and release patches will be downloadable from the Vendor's web site. An accumulation patch process is desired. Provide information on how server and device-specific software updates are received, processed and distributed, including but not limited to:</p> <ol style="list-style-type: none"> a. Backward version compatibility and support of back versions, b. Timeframe/policy on moving to new versions, c. Automatic product upgrades or on demand, d. Ease of implementation for Participating Organization staff versus need to contract for services. e. Use of Microsoft Software Update Services (SUS) or Microsoft System Center Configuration Manager (SCCM) to deploy new versions and patches to servers and clients |
| | |
| 7. | Describe the product release cycle including frequency of upgrades/enhancements or new versions (major and minor version releases) and use of release notes. |
| | |
| 8. | Are support calls included in annual maintenance fees, or charged on a per call basis? If on a per-call basis, please specify rates and billing method How does the Vendor define customization versus configuration? |
| | |
| 9. | How can customers customize or configure the software directly without Vendor involvement? |
| | |
| 10. | Does the Vendor plan to incorporate any customizations which may be performed for GLWA into the standard product offering and included them in the maintenance agreement? |
| | |
| 11. | How are local customizations or configurations maintained when installing new releases of the Vendor's software? |

Contract Terms and Conditions Compliance Checklist

Proposal responders are to mark the Comply, Exception, or Not Comply column. Comply indicates the proposal responder understands and agrees to comply fully if awarded a contract. Exceptions must be explained in the Contract Terms and Conditions Compliance Checklist: Exception Explanations form on the following pages.

| # | Minimum Contract Terms and Conditions Compliance Checklist | Comply | Exception | Not Comply |
|-----|---|--------|-----------|------------|
| 1. | Insurance | | | |
| 2. | Entire Agreement Clause | | | |
| 3. | Identification of Parties to the Agreement Clause | | | |
| 4. | Agreement Extension and Modification Clause | | | |
| 5. | Termination for Convenience | | | |
| 6. | Termination for Non-Appropriation | | | |
| 7. | Termination for Criminal Conviction | | | |
| 8. | Applicable and Governing Law Clause | | | |
| 9. | Freedom of Information Act | | | |
| 10. | Notices Clause | | | |
| 11. | Survival Clause | | | |
| 12. | Indemnification | | | |
| 13. | Pricing | | | |
| 14. | Force Majeure Clause | | | |
| 15. | Force Majeure Requisites | | | |
| 16. | 120 Day Maximum | | | |
| 17. | Right of Cancellation | | | |
| 18. | Incorporation by Reference | | | |
| 19. | Patents, Copyrights, and Proprietary Rights Indemnification | | | |
| 20. | Subcontractors | | | |
| 21. | Effect of Regulation | | | |
| 22. | Control of Sub-Contractor, Project Team and Project Manager Designation | | | |
| 23. | Vendor as Independent Contractor | | | |
| 24. | Warranty | | | |
| 25. | Resolution and Response Time Warranty | | | |
| 26. | Continuity of Warranty | | | |
| 27. | Final Acceptance of the System | | | |
| 28. | Standard Forms and Contracts | | | |
| 29. | Advertisement | | | |
| 30. | Password Security | | | |
| 31. | Role of Project Manager | | | |
| 32. | Method of Resolving Dispute | | | |
| 33. | Replication of Software | | | |
| 34. | Project Schedule and Acceptance | | | |
| 35. | Acceptance Testing | | | |
| 36. | Non-Collusion | | | |

| | | | | |
|-----|--|--|--|--|
| 37. | Annual Maintenance and Support Fees | | | |
| 38. | Payment Terms | | | |
| 39. | Travel Expense Reimbursement | | | |
| 40. | Source Code | | | |
| 41. | Programming Services | | | |
| 42. | Video Taping | | | |
| 43. | Major Releases/Upgrades | | | |
| 44. | Solution Longevity | | | |
| 45. | Successor Software Products | | | |
| 46. | Conflict of Interest | | | |
| 47. | Subcontracts | | | |
| 48. | Intellectual Property | | | |
| 49. | Use of Licenses by Personnel Who Are Not Employees | | | |
| 50. | Disaster Recovery & Disaster Recovery Testing | | | |
| 51. | Vendor Merger or Acquisition | | | |
| 52. | Functionality Replacement | | | |
| 53. | Wording Conflicts | | | |
| 54. | Liquidated Damages | | | |

Firm Name: _____

Name / Title: _____

Signature: _____

Date: _____

Contract Terms and Conditions Compliance Checklist: Exception Explanations

For all items marked as "Exception" in the Contract Terms and Conditions Compliance Checklist, a Vendor must fully explain the exception on the Exception Explanations form below. If the Vendor proposes alternative terms and conditions, GLWA in its sole discretion may accept, delete or agree to modify the proposed alternative terms and conditions. No alternative licensing terms or conditions proposed by the Vendor will be binding, unless fully agreed to by GLWA and written into the Agreement.

| # | Title | Explanation of Exception |
|---|-------|--------------------------|
| | | |
| | | |
| | | |
| | | |
| | | |
| | | |

Firm Name: _____

Name / Title: _____

Signature: _____

Date: _____