

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 813 1377">Skill Set:</th> <th data-bbox="813 1339 1247 1377">Hourly Rate:</th> </tr> </thead> <tbody> <tr> <td data-bbox="267 1377 813 1415"></td> <td data-bbox="813 1377 1247 1415">\$/hr.</td> </tr> <tr> <td data-bbox="267 1415 813 1453"></td> <td data-bbox="813 1415 1247 1453">\$/hr.</td> </tr> <tr> <td data-bbox="267 1453 813 1491"></td> <td data-bbox="813 1453 1247 1491">\$/hr.</td> </tr> <tr> <td data-bbox="267 1491 813 1528"></td> <td data-bbox="813 1491 1247 1528">\$/hr.</td> </tr> <tr> <td data-bbox="267 1528 813 1566"></td> <td data-bbox="813 1528 1247 1566">\$/hr.</td> </tr> <tr> <td data-bbox="267 1566 813 1604"></td> <td data-bbox="813 1566 1247 1604">\$/hr.</td> </tr> <tr> <td data-bbox="267 1604 813 1642"></td> <td data-bbox="813 1604 1247 1642">\$/hr.</td> </tr> <tr> <td data-bbox="267 1642 813 1673"></td> <td data-bbox="813 1642 1247 1673">\$/hr.</td> </tr> </tbody> </table>	Skill Set:	Hourly Rate:		\$/hr.															
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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.															
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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.																								
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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.																								
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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?

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: _____