



REQUEST FOR PROPOSAL
RFP #DPL-CL-2006

**Microsoft SharePoint
Implementation Services
for Detroit Public Library**

Issued: January 17, 2020
Due Date: February 4, 2020 at 2:00 p.m.

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RFP #DPL-CL-2006

Microsoft SharePoint Implementation Services for Detroit Public Library

I. INTRODUCTION

The Detroit Public Library (hence forth noted as DPL) Detroit Public Library (DPL) is requesting proposals from qualified vendors to provide the implementation services of an enterprise intranet solution using Microsoft SharePoint 2016. This RFP is designed to solicit responses from vendors in order to assist the DPL in delivering Intranet and collaboration capabilities deployed on Microsoft SharePoint 2016.

This Request for Proposal, and any subsequent addenda, is being issued by the Purchasing Department and this department is the sole point of contact regarding all procurement and contractual matters relating to the requirements described in the RFP. The Procurement Department is the only office authorized to modify, change, and clarify the requirements of this RFP and any contract awarded as a result.

II. INSTRUCTIONS

1. Firms responding to this Request for Proposal shall submit their proposals in the overall format as outlined.
2. All questions shall be submitted, in writing, as follows:

Christina Ladson, Purchasing Manager
cladson@detroitpubliclibrary.org

Questions are due on or before 4:00 p.m. on January 21, 2020. Responses to the questions submitted by the deadline will be distributed at the pre-proposal conference, as well as posted on the DPL and MITN website.

3. There will be a Pre-Proposal conference held at 10:00 a.m. on January 23, 2020 at:

Detroit Public Library
5201 Woodward Avenue
Administrative Offices-2nd Floor
Detroit, MI 48202



All firms are strongly encouraged to attend the pre-proposal conference. Please complete the RSVP form and email it to: cladson@detroitpubliclibrary.org.

Please note: The Library is closed to patrons on Monday however, the business offices are open. Access to the building when the main entrances are closed is through the Staff Entrance on Putnam Street.

Firms shall submit one original and three (3) copies in a sealed package or envelope to the following address:

Detroit Public Library
Purchasing Department
5201 Woodward Avenue
Detroit, MI 48202

Bid Due Date/Time: February 4, 2020
2:00 p.m., Local Time

No telephone, electronic, or facsimile proposals will be considered.

To facilitate distribution and evaluation, the proposals shall be single-sided black and white copies. The response shall include all information specified and required pricing sheets.

4. Proposals shall be submitted in a sealed package, clearly listing the following information on the outside:
 - Title: RFP #DPL-CL-2006 – Microsoft SharePoint Implementation Services
 - Due Date: February 4, 2020
 - Company's Name and Address
5. **Late Proposals will not be accepted or considered.** It is the responsibility of the proposer to ensure that the proposal arrives at the Detroit Public Library's Purchasing Department prior to the date and time indicated. Telephone quotes will not be accepted and proposals submitted electronically are not acceptable. Proposals must be sent by mail or hand delivered, allowing sufficient delivery time to ensure receipt in the Purchasing Department by the deadline specified. Time and date validation shall occur in the Purchasing Department. All proposals received after the deadline will not be accepted and will be returned to the proposer unopened.

6. SUPPLIER CHANGES OR ALTERATIONS TO PROPOSAL DOCUMENTS INCLUDING SCOPE OF WORK MAY RESULT IN A PROPOSAL BEING CONSIDERED NON-RESPONSIVE. The only authorized supplier changes to a proposal document will be in the areas provided for a proposer's response, including the "Exceptions" section of the proposal. If a change or alteration to the documents is undetected and the proposer is awarded a contract, the original terms, conditions, and specifications in the Authorized Version of the proposal document will be applicable during the term of the contract. The Detroit Public Library shall accept NO CHANGES to the proposal document made by the Supplier unless those changes are set out in the "Exceptions" provision of the Authorized Version of the proposal document. It is the Supplier's responsibility

to acquire knowledge of any changes, modifications or additions to the Authorized Version of the proposal document. Any Supplier who submits a proposal and later claims it had no knowledge of any changes, modifications or additions made by the Detroit Public Library to the Authorized Version of the proposal document, shall be bound by the proposal, including any changes, modifications or additions to the Authorized Version. If a proposal is awarded to a Supplier who claims that it had no knowledge of the changes, modifications or additions made by the Detroit Public Library to the Authorized Version of the proposal, and that Supplier fails to accept the proposal award, the Detroit Public Library may pursue costs and expenses to re-solicit the requirements.

The Authorized Version of the proposal document shall be that proposal document appearing on the Detroit Public Library or MITN website with any amendments and updates. The official proposal documents may be obtained from the Detroit Public Library's website, www.Detroitpubliclibrary.org or through the Michigan Intergovernmental Trade Network (MITN) website, www.bidnetdirect.com/MITN. Copies of proposal documents obtained from any other source are not considered official copies. Only those suppliers who obtain proposal documents from either the Library's website or the MITN website are guaranteed access to receive any addenda, if such information is issued. If you obtained this document from a source other than the sources indicated, it is recommended that you register on the MITN website, www.bidnetdirect.com.



7. Proposals shall be dated and signed by a duly authorized partner or corporate officer, with that person's name and title clearly identified. No proposal shall be withdrawn for ninety (90) days from submission deadline unless otherwise stated in the proposal document.
8. The Detroit Public Library reserves the right to:
 - Reject any and all proposals received as a result of this RFP
 - Waive or decline to waive any informalities and any irregularities in any proposal received

This RFP does not commit DPL to award a contract. DPL will not pay proposers for any costs associated with preparing responses to this RFP. DPL reserves the right to accept or reject any or all Proposals received as a result of this request, to negotiate with qualified proposers, to award a contract without discussions/interviews or to cancel in part or in its entirety this RFP if it is in the best interests of DPL to do so.

The selected supplier will be required to assume responsibility for all goods and services offered in the proposal, whether or not the proposer produces them. Further, the selected supplier shall be the sole point of contact and responsibility with regard to all matters, including payment of any and all charges resulting from the contract.

9. All proposals and other materials submitted shall become the property of the Detroit Public Library.
10. All changes in the RFP documents shall be through written addendum and furnished to all proposers. Verbal information obtained otherwise will not be considered in awarding of the proposal. Addenda and updates will **NOT** be sent directly to suppliers. It is recommended that participating suppliers check the websites (www.Detroitpubliclibrary.org and www.bidnetdirect.com) daily for addenda and updates after release date. Suppliers shall print out, sign, and return addenda acknowledgement(s) with their proposal response. Failure to do so may be grounds for rejection.
11. Any questions concerning this RFP shall be submitted, in writing to:

Christina Ladson, Procurement Manager
5201 Woodward Avenue
Detroit, MI 48202
Email: Cladson@detroitpubliclibrary.org

III. BACKGROUND INFORMATION

The Detroit Public Library, consisting of a Main Library and 21 branches, provides library services to the city of Detroit, Michigan and its environs. The DPL's collection contains over 2 million items, including books, audio, video, music, periodicals, images, databases, and downloadable formats. DPL has approximately 88,600 cardholders and nearly 2.7 million annual visits. Our website, www.detroitpubliclibrary.org has approximately 115,000 page views per month.

As stated in our mission, "The Detroit Public Library enlightens and empowers people by providing diverse and dynamic pathways to literacy and learning."

Background Statistics	
Background Summary	
Current Population	600,000
Number of Employees (full time equivalents)	431
Number of DPL Branches	22

Project Background

The DPL currently uses Microsoft Office 365 that is only from the cloud. This instance while functional is not fully optimized for highly efficient Microsoft Office performance. The DPL implemented Outlook and OneDrive in 2015. It is our DPL's desire to implement SharePoint for the entire DPL community with best design and governance practices that will enhance greater adoption of SharePoint and other Microsoft Office 365 utilities for the entire community. It should be noted that there has an attempt to configure the existing SharePoint instance by DPL staff. Also, this initiative is guided by a working SharePoint committee.

Description

The DPL currently has NO intranet that is used by the DPL and its various departments and as such this project must include all considerations for effective deployment of SharePoint as a vital platform within the eco system of Microsoft Office 365. These are to include but not limited to information dissemination and documents management for DPL business. Our desire is to have capabilities such as document versioning, collaboration, search capabilities, workflow, and self-service. It is also expected to provide a platform for creating individual sites or for sharing information between departments, branch locations.

The DPL has used a network shared drive to store and communicate key information, such as HR information, employment policies and directives, and other forms and documents.

The DPL requires a consistent and supportable Intranet and collaboration platform. This will enable DPL departments, personnel, DPL branches, interactions and capabilities in a highly cost-effective manner. The DPL has decided to implement Microsoft SharePoint as the platform of choice for collaboration. A major component of DPL's business vision is the creation of an Intranet to address business collaboration and application needs for DPL, branch locations, business needs. The Intranet will empower DPL employees to know and find information. In addition, new branding and adoption opportunities will be possible with the introduction of simple to use and consume capabilities.

IV. SCOPE OF SERVICES

The DPL identified the following goals that they want to achieve with the SharePoint implementation.

- High utilization among DPL staff
- Provide options for creating requisitions
- Provide options for creating internal help desk orders
- Provide central repository for DPL policies and procedures
- Provide searching utility for all users to easily search
- Align with DPL's strategic directions for effective communication platform and to be innovative

Web part Ownership

The DPL will retain ownership of all DPL provided web parts (documents, images, calendar, announcements) that are implemented in SharePoint. The DPL will have ownership permission for the site to be able to perform editing on Web Parts, lists and documents.

V. REQUIRED PROPOSAL CONTENT

Organization of Proposal

The proposal must be organized into major sections defined in Section B. Specific instructions for each section are provided in Section B of this RFP. Any required attachments must be included in the proper section as indicated by the instructions.

A. Format of Electronic Submission

Proposers must provide electronic copies of all files on a flash drive, CD, DVD, or similar device using the following file formats. Attachments not listed in the table below do not have a required file format and may be supplied in either the original file format or PDF.

Attachment/Document		Required File Format
	Staffing	Microsoft Excel (.xls or .xlsx)
	Functional Requirements	Microsoft Excel (.xls or .xlsx)
	Cost	Microsoft Excel (.xls or .xlsx)

B. Detailed Submittal Requirements

Executive Summary and Introductory Materials

The introductory material should include a title page with the RFP name, name of the proposer, address, telephone number, the date, a Letter of Transmittal, and a Table of Contents. The executive summary should be limited to a brief narrative (less than 3 pages) summarizing the proposal.

Scope of Services

This section of the proposal should include a general discussion of the Proposer's overall understanding of the project and the proposed scope of work.

Requirements

This section describes the implementation scope of the overall project and the requirements for each area. Responses to the functional requirements should be completed to identify the scope of the implementation. Responses to the functional requirements shall use the following response codes:

Identify any licenses, hardware, or other products not included in this proposal that would be required to operate any of the proposed solutions contained in this proposal.

Describe the technical environment necessary for this implementation.

Implementation Plan

This section should describe the proposed implementation plan.

1. Provide a detailed plan for implementing the intranet and SharePoint. This information must include:
 - Proposed implementation phasing for roll-out of the Intranet and SharePoint collaboration at the DPL.
2. Explain how the implementation will include the use and documentation of templates and processes that will be used at DPL.
 - Include samples of templates
3. Explain how the DPL may manage and govern SharePoint (future oversight).
 - Provide recommendations how DPL can manage and govern the Intranet and SharePoint collaboration system in the future.
4. Briefly explain how integration with Office 365 will occur during the implementation. The DPL intends to utilize SharePoint in a cloud environment.
 - Include Office 365 integration work effort in the implementation plan and cost proposal.
 - Provide a brief description of the integration plan.

5. Explain the conversion plan and process for the migration of DPL documents. The DPL estimates 100 documents to be converted for the project. Explain the expected DPL staffing and implementation timeline for the project including:
 - Proposed project timeline/duration.
 - Assumed DPL and vendor participation in the project.
 - Assumed roles and responsibilities for DPL and vendor project team members.
 - Staffing Requirements
6. Provide an overview of proposed training plan/strategy, specifying how and when training is to be delivered.
 - Explain any roles and responsibilities the DPL is expected to provide for the training effort including (but not limited to) training coordination, training material development, training delivery, etc.

Technical

This section should be used to describe the technical specifications and needs for the implementation. The DPL currently uses DirSync and Active Directory.

1. Please provide the recommended technical specifications for maximum performance (hardware & software).
2. Please provide recommendations based on your experience with similar sized organizations regarding storage. Please provide a diagram or description of a recommended or typical SharePoint architecture.
3. Please describe your recommendations for the organizations to move away from file servers.
4. The DPL would like to include an IT assessment in the project. Please provide a brief description of your proposed IT assessment services.

Exceptions to the RFP

All requested information in this RFP shall be supplied. Proposers may take exception to certain requirements in this RFP. All exceptions shall be clearly identified in this section, with a written explanation of the exception and an alternate proposal (if applicable). The DPL, at its sole discretion, may reject any exceptions or specifications within the proposal.

Sample Documents

Proposers should include sample copies of the following documents.

1. Provide template example.

Price Proposal

Proposers shall submit their price proposal in a separate sealed envelope. All pricing must be submitted on a deliverable and “milestone” basis. For implementation services under a milestone arrangement, the DPL compensates the vendor shall charge a fixed amount for the completion of major milestones. Vendors are to provide all work effort and assumptions used to calculate the fixed fee for each deliverable and milestone. The scope of the project will be defined by the statement of work and detailed functional requirements included. All firms submitting proposals are encouraged to submit the most competitive proposal possible as the failure to do so may lead to elimination prior to software demonstrations.

Pricing shall be submitted according to the following format:

1. Identify major milestones as part of the project. It is required that costs be invoiced upon completion of major milestones.
2. Please disclose if your firm will use sub-contractors for the project
3. Please disclose if your firm will use off-shore consultants.
4. Complete and submit all costs for a completed project.
 - **All pricing must be submitted as fixed by milestone. Costs listed as “to-be- determined” or “estimated” will not be scored.**
 - **Proposers must submit implementation costs as fully loaded rates that include all costs and expenses, except travel.** By submitting a proposal, all proposers acknowledge that all pricing must be a fixed fee or included in the implementation milestones.
 - **Proposers must provide travel costs**
 - Include labor rates for potential future work which may occur outside the scope of this project.

No additional fee will be paid for a reasonable number of changes or minor additions to the scope of work during the implementation process.

No payments will be made for any other services unless written authorization is received from the Library prior to the commencement of any such work.

Changes to Key Personnel and Subcontractors

The DPL requires assurances as to the consistency and quality of vendor staffing for its project. Key points of the DPL's key personnel provision include:

- A.** The DPL shall have the ability to interview and approve key personnel proposed by the vendor.
- B.** The DPL shall have the right to dismiss key personnel from the project.
- C.** Vendor key personnel may not be removed from the project without the DPL's approval.

Implied and Express Warranty

The Proposer will expressly warrant that the proposed and implemented system will conform in all material respects to the scope requirements and specifications as stated in this RFP including the functional requirements for a period no less than 12 months after final acceptance. The rights and remedies provided herein are in addition to and do not limit any rights afforded to the DPL by any other clause of this proposal.

Express Warranty Remedy

The DPL requires that the vendor commit to repair or replace any function not working in the system during the life of the warranty at no cost to the DPL. In the event a problem cannot be fixed or replaced, the vendor will refund the full amount paid for the software, implementation and any paid hosting and/or maintenance costs.

System Acceptance

For purposes of acceptance of the system (or portions thereof), the DPL intends to use a two-staged acceptance procedure for each phase and for the entire project. Key points include:

- 1.** "Conditional Acceptance" will occur at go-live. The DPL will use Conditional Acceptance to "live test" the system. Live testing is the DPL's opportunity to verify that the system complies with the functional requirements and any other written specifications delivered to the DPL by the vendor during the course of the project.

If after the live testing the system performs in accordance with the system specifications (including the design document and functional requirements), the DPL will issue "Final Acceptance." The 30-day time frame for Final Acceptance shall be extended if problems are found in the live test. Specifically, the DPL expects to document the date the problem is found and the date it is certified as fixed. The acceptance period would be suspended when issues are reported and would restart on the date the problem is certified as fixed. The warranty period shall begin at the time of Final Acceptance. If proposer fails to remedy the problems, proposer will be in



default and DPL may terminate the agreement, and all monies paid by DPL to proposer will be refunded.

VI. EVALUATION CRITERIA

The DPL will review all proposals received as part of a documented evaluation process. For each decision point in the process, the DPL will evaluate proposers according to specific criteria and will then elevate a certain number of proposers to compete in the next level.

The sole purpose of the proposal evaluation process is to determine which solution best meets the DPL's needs. The evaluation process is not meant to imply that one proposer is superior to any other, but rather that the selected proposer can provide and has proposed the best implementation approach for the DPL's current and future needs based on the information available and the DPL's best efforts of determination.

The proposal evaluation criteria will measure how well a proposer's approach meets the desired requirements and needs of the DPL. The criteria that will be used to evaluate proposals may include, but are not limited to, the following:

- ☐ Cost
- ☐ Response to all schedules and attachments
- ☐ Interviews and Demonstrations
- ☐ Implementation Approach
- ☐ Past Experience with DPL, Similar Organizations and References
- ☐ Technical Compatibility
- ☐ Project Management Approach
- ☐ Compliance with Contract Terms and Conditions
- ☐ Credentials and qualifications of the team that will be providing the services
- ☐ Schedule for implementation
- ☐ References

The DPL reserves the right to determine the suitability of proposals on the basis of any or all of these criteria or other criteria not included in the above list, and to determine the weight to be given to each individual factor. The DPL's evaluation team will then make a recommendation to be approved by the DPL's Detroit Public Library Commission to elevate proposals for onsite interviews and demonstrations, discovery, and final contract negotiations.

VII. EVALUATION PROCESS

The DPL will follow the evaluation steps summarized below:

- **Compliance.** A preliminary evaluation by the DPL shall determine whether each received proposal is complete and compliant with the all instructions and/or submittal requirements in the RFP. Any proposals that are incomplete or that do not comply with the instructions and/or submittal terms and conditions may be rejected and excluded from further consideration. Proposals, which are compliant, are advanced to the written evaluation stage.
- **Written Evaluation.** The DPL will evaluate proposer's written proposals according to the criteria outlined in Section - Evaluation Criteria. The highest ranked proposals (up to three (3)) will advance to the Onsite Interviews (or conference call/WebEx) / Demonstration phase.
- **Onsite Interviews / Demonstrations.** Proposers that are advanced to this stage will be required to provide a SharePoint demonstration and interview to DPL evaluators (onsite preferred). Vendor demonstrations and interviews will be evaluated by the DPL. Highest ranked Vendor proposals will advance to the Discovery stage.
- **Discovery.** The one or two proposers advanced to this stage will be asked to participate in an offsite interview (via conference calls and/or WebEx) to discuss the details of the implementation strategy and answer additional questions the DPL may have based on the proposal and onsite interviews.
- **Negotiations.** Upon satisfactory completion of the Discovery process, the DPL will select a finalist vendor which it determines is best suited to its requirements and needs to complete implementation negotiations. The final contract award recommendation will be made to the Detroit Library Commission.
- **Contract Award.** The Detroit Library Commission authorizes all DPL contracts. The contract for this RFP will be awarded upon approval by the Detroit Library Commission
- **Contract Execution.** The contract shall be executed by the DPL's Executive Director, on behalf of the Detroit Library Commission, and a representative of the Vendor who is duly authorized to execute contracts on behalf of the Vendor. The DPL may, in its discretion, require documentary verification of the authority of the Vendor's representative to bind the Vendor to the contract in accordance with Section of this RFP.



Award

The Detroit Public Library anticipates one award of this contract to the highest ranked proposal. The successful vendor will be notified of such award at the earliest practicable date. The recommended contract will be submitted to the Detroit Library Commission for approval. It is anticipated that the services will begin upon Commission approval and after receipt of proper insurance and bonds.

The Library also reserves the right to reject the proposal of any proposer who has previously failed to perform, or to complete a contract of a similar nature; or who, in the opinion of the Library is not in a position to perform the Contract.

If awarded a contract, the supplier agrees to fully complete the work in accordance with the Scope of Work. Past performance and experience may be factors in making this award.

Payment Terms

The Detroit Public Library's payment terms are Net 45 Days. Payment will not be authorized until a final inspection has been completed. Additionally, all invoices shall be submitted electronically to accountspayable@detroitpubliclibrary.org. All invoices shall be clearly legible and contain the following information:

1. Company Name, Address and Phone Number
2. Unique Invoice Number
3. Accurate Item Description
4. Quantity
5. Unit Price
6. Net total cost, after any applied discount
7. Purchase Order Number
8. Date and Location of Delivery

It is the responsibility of the successful bidder to submit a properly completed invoice. Failure to submit a proper invoice will result in delay of payment.

Insurance

Upon award, the successful proposer shall submit:

Professional Liability Insurance-evidence of Professional Liability Insurance covering professional negligence pertaining to any matter related to the services to be provided pursuant to this RFP, with a minimum coverage of \$500,000 per occurrence (include amount of deductible, if any).



REFERENCES

Please provide at least three (3) references for past projects that include products and services similar to those proposed for this RFP. Please use the following format in submitting references.

GENERAL BACKGROUND

Name of Client: _____

Project Manager/Contact: _____ Title: _____

Phone: _____ E-mail: _____ Software

Program/Version: _____

Summary of Project: _____

Number of Employees: _____ Size of Operating Budget: _____

PROJECT SCOPE

Please indicate (by checking box) functionality installed:

- | | |
|---|--|
| <input type="checkbox"/> Intranet development | <input type="checkbox"/> SharePoint implementation |
| <input type="checkbox"/> SharePoint collaboration | |

IMPLEMENTATION INFORMATION

Project Duration: _____

Project Description: _____

Project Challenges: _____

Major Accomplishments: _____



NON-COLLUSION AFFIDAVIT

RFP Number: _____ RFP Description: _____

I state that I am _____ of _____
(Title) (Name of Firm)

and that I am authorized to make this affidavit on behalf of my Firm, its Owner, Directors, and Officers.
I am the person responsible in my firm for the price(s) and the amount of the bid.

I state that:

1. The price(s) and the amounts of this bid have been arrived at independently and without consultation, communication or agreement with any other contractor, bidder or potential bidder.
2. Neither the price(s) nor the amount of the bid, and either the approximate price(s) or the approximate amount of the bid, have been disclosed to any other firm or person who is a bidder or potential bidder, and they will not be disclosed before the bid opening.
3. No attempt has been made or will be made to induce any firm or person to refrain from bidding on this contract, or to submit a bid higher than this bid, or to submit any intentionally high or noncompetitive or other form of complementary bid.
4. The bid of my firm is made in good faith and not pursuant to any agreement or discussion with, or inducement from, any firm or person to submit a complementary or noncompetitive bid.
5. _____, its affiliates, subsidiaries, officers, directors and employees are not currently under investigation by any governmental agency and have not in the last four years been convicted or found liable for any act prohibited by State or Federal law in any jurisdiction, involving conspiracy or collusion with respect to bidding on any public contract, except as follows:

SIGNATURE OF PERSON SUBMITTING BID

BID NOTARY'S SIGNATURE

Subscribed and sworn to before me this _____ day of _____, 20__ in and for
_____ County.

My commission expires: _____



RSVP FORM

The Pre-Proposal Conference is scheduled for January 23, 2020 @ 10:00 a.m.

Company: _____

Contact: _____

Email Address: _____

Phone Number: _____

Please return the form via email to: cladson@detroitpubliclibrary.org