Request for Proposal (RFP)

for

Microsoft SharePoint Implementation Services

for

Cleveland Public Library

<table>
<thead>
<tr>
<th>RFP#</th>
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<tbody>
<tr>
<td>Release Date</td>
<td>03/19/2015</td>
</tr>
<tr>
<td>Pre-Proposal Conference</td>
<td>04/01/2015</td>
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<tr>
<td>Due Date</td>
<td>04/16/2015</td>
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REQUEST FOR PROPOSAL
SharePoint Implementation Services
Section A. RFP Introduction

A.1 Purpose of the RFP

With this Request for Proposals (RFP), the Cleveland Public Library (the CPL) is requesting proposals from qualified vendors to provide the implementation services of an enterprise intranet solution using Microsoft SharePoint 2013. This RFP is designed to solicit responses from vendors in order to assist the CPL in delivering Intranet and collaboration capabilities deployed on Microsoft SharePoint 2013.

A.2 About the Cleveland Public Library

The Cleveland Public Library is located in Cuyahoga County, Ohio. The CPL is ranked one of the best libraries in the US and its mission is “We are the “People’s University,” the center of learning for a diverse and inclusive community.”. The CPL currently has a Main Library, located in downtown Cleveland, along with 28 branch/neighborhood locations throughout the Cleveland metropolitan area. Today, the Cleveland Public Library circulates one of the largest and most extensive collections in the country, boasting close to ten million items. In addition, the CPL is involved and manages the CLEVNET Consortium. The CLEVNET consortium, established in 1982, consists of 43 library systems across 12 counties in Northeast Ohio. CLEVNET provides their patrons with shared access to more than ten million items, exclusive online subscription resources, and a collection of downloadable media.

<table>
<thead>
<tr>
<th>Background Statistics</th>
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<tbody>
<tr>
<td>Background Summary</td>
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<tr>
<td>Current Population</td>
</tr>
<tr>
<td>Number of Employees (full time equivalents)</td>
</tr>
<tr>
<td>Number of CPL Branches</td>
</tr>
<tr>
<td>Number of CLEVNET Systems</td>
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A.3 Project Background

The CPL made the strategic decision to utilize Microsoft’s cloud products to adhere to CPL’s long term IT strategic plan. This project consists of two primary phases. Phase 1 was the implementation of Microsoft Office 365 for multiple CLEVNET libraries, including CPL. Phase 2 of the project is the implementation of SharePoint online for Intranet and collaboration functionality at CPL. The CPL implemented Outlook and OneDrive in June 2014 and is now starting the process to complete phase 2. The CPL wants to implement SharePoint in three departments (three phases) within CPL with an eye towards establishing best design and governance practices that will inform further CLEVNET adoption of SharePoint.

A.4 Description

The CPL currently has an intranet that is used by the CPL and its various departments. The current intranet provides some information and documents for CPL business, although it does not have many desired capabilities, including but not limited to document versioning, collaboration, search capabilities, workflow, and self-service, and does not provide a platform for creating individual sites or for sharing information between departments, branch locations, or with other CLEVNET locations.
The CPL 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 CPL requires a consistent and supportable Intranet and collaboration platform. This will enable CPL departments, personnel, CPL branches, and CLEVNET locations, interactions and capabilities in a highly cost-effective manner. The CPL has decided to implement Microsoft SharePoint as the platform of choice for collaboration. A major component of CPL’s business vision is the creation of an Intranet to address business collaboration and application needs for CPL, branch locations, and CLEVNET locations business needs. The Intranet will empower CPL (main downtown location) and future CLEVNET library locations to provide information important for CPL and CLEVNET employees to know and find. In addition, new branding and adoption opportunities will be possible with the introduction of simple to use and consume capabilities.

The CPL intends to implement SharePoint at three departments at the Main Library location. The CPL will then implement, using CPL and CLEVNET resources, to other CPL departments and to CLEVNET locations. The CPL will leverage the templates, processes, trainings, and best practices gained from this project to implement SharePoint to other locations.

A.5 Project Goals
The CPL identified the following goals that they want to achieve with the SharePoint implementation.

- Adoption among CPL staff usage
  - Want “envy” and people to use it
- Tool to create building requisitions / request a building work order
- Tool to create internal help desk orders
- Tool for central repository for CPL policies and procedures
- Tool that allows users to easily search
- In line with CPL’s strategic plan to be innovative

A.6 Notice to Proposers
Failure to carefully read and understand and comply with all requirements in this RFP may cause the proposal to be considered nonresponsive, rejected by the CPL, or legally obligate the proposer to more than it intended. Information obtained by the proposer from any officer, agent or employee of the CPL shall not affect the risks or obligations assumed by the proposer or relieve the proposer from fulfilling any of the RFP conditions or any subsequent contract conditions. Attempts by or on behalf of a prospective or existing proposer to contact or to influence any member of the selection team, any member of the Board of Trustees, or any employee of the CPL with regard to the acceptance of a proposal may lead to elimination of that proposer from further consideration. Only the format described in the RFP and the attachments included with this RFP will be accepted as compliant for the submitted proposal. Failure to completely fill out all required attachments may result in rejection of the proposal.

A.7 Conditions
Proposers shall make all investigations necessary to thoroughly inform themselves of the process necessary to submit a proposal. Lack of knowledge shall not excuse the failure to fulfill the requirements or to vary from the terms of this Request for Proposal or the contract documents. Each proposer shall examine all documents contained in the RFP carefully and shall make written
request to CPL for interpretation or correction of any ambiguity, inconsistency, or error therein which he or she may discover. Any interpretation or correction will be issued to the proposers by Addendum. Only a written interpretation or correction by Addendum shall be binding. No proposer shall rely upon any interpretation or correction given by any other means.

A.7.1

A.7.2 Implementation pricing must be submitted on a deliverable and “milestone” basis. For implementation services under a milestone arrangement, the CPL 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 as Attachment 7 (Cost). 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.

A.7.3 This RFP, its general provisions, and the terms and conditions identified in Section D shall be incorporated in any agreement resulting from this solicitation, and the RFP and its terms and conditions, plus attachments shall control unless the Agreement expressly provides otherwise.

A.7.4 All proposals and any subsequent clarification or response to the CPL’s questions shall be valid for a minimum of 120 days.

A.7.5 Vendors are required to state exactly what they intend to furnish to the CPL in response to this RFP and must indicate any variances to the terms, conditions, and specifications of this RFP no matter how slight. If variations are not stated in the Vendor’s offer, it shall be construed that the Vendor’s offer fully complies with all conditions identified in this RFP.

A.7.6 The CPL expects that the proposer shall provide equal opportunity without regard to gender, race, ethnicity, religion, age or disability in its hiring practices, and proposer must complete and submit a Fair Employee Practices Report with the proposal. In addition, the CPL expects that the proposer shall not discriminate on any of the foregoing grounds in the performance of the contract, and shall make available equal opportunities to the extent third parties are engaged to provide goods and services in connection with performance of the contract. The proposer shall disseminate information regarding all subcontracting opportunities under this contract in a manner reasonably calculated to reach all qualified potential subcontractors who may be interested. The proposer shall maintain records demonstrating its compliance with this article and shall make such records available to the CPL upon the CPL’s request.

A.7.7 The proposer, by affixing its signature to this proposal, certifies that its offer is made without previous understanding, agreement, or connection either with any persons, firms or corporations making an offer for the same items, or with the CPL, its employees or members of the Board of Trustees. The proposer also certifies that its proposal is made without outside control, collusion, fraud, or other illegal action. To insure the integrity of the CPL’s public procurement process, all proposers are hereby placed on notice that any and all proposers who falsify the certifications required in conjunction with this section will be prosecuted to the fullest extent of the law.
A.7.8 Signature Authorization

The successful vendor shall provide one of the following signature authorizations:

1. For a corporation, a notarized certificate of power of attorney authorizing the individual's signature to bind the corporation or a notarized certificate of corporate resolution authorizing the signature of the document.

2. For the sole owner, a notarized statement indicating that the individual is the sole owner and is authorized to sign for and bind the company.

3. For a partnership, a certificate of partnership agreement showing the names and address of all partners and authorizing the signatures to bind the partnership.

A.7.9 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).

A.8 Cleveland Public Library Rights Reserved

The CPL reserves the right to select the proposal(s) which in its sole judgment best meets the needs of the CPL. The lowest proposed cost will not be the sole criterion for recommending the contract award. The CPL is not bound to accept the lowest priced proposal or any of the response proposals submitted.

A.8.1 The CPL reserves the right to award multiple contracts from this RFP.

A.8.2 The CPL reserves the right to reject any or all proposals if the proposal is nonresponsive, fails to included requested information required in this RFP, or if the proposal is incomplete, or otherwise does not comply with RFP requirements. CPL also reserves the right to waive technicalities, irregularities and informalities when such waiver is determined by the CPL to be in the CPL’s best interest.

A.8.3 The CPL may modify this RFP by issuance of one or more written addenda. Addenda will be posted here:

A.8.4 The CPL reserves the right to interview and meet with select proposers at any time to gather additional information. Furthermore, the CPL reserves the right to remove or add functionality (i.e., modules, components, and/or services) until the final contract is executed.

A.8.5 This RFP does not commit the CPL to award a contract. This RFP contains no contractual proposal of any kind, and any proposal submitted will be regarded as a proposal by the proposer and not as an acceptance by the proposer of any offer by the CPL. No contractual relationship will exist except pursuant to a written contract document signed by the authorized official of the CPL and by the successful proposer chosen by the CPL. All proposals submitted in response to this RFP become the property of the CPL and may constitute public records, and as such, may be subject to public review and disclosure at the determination of the CPL.

A.8.6 The CPL shall not be liable for any pre-contractual expenses incurred by prospective vendors, including but not limited to costs incurred in the preparation or submission of
proposals. The CPL shall be held harmless and free from any and all liability, claims, or expenses whatsoever incurred by, or on behalf of, any person or organization responding to this RFP.

**A.8.7** The CPL shall not be under any requirement to complete the evaluation for this RFP by any specific date and reserves the right to suspend or postpone the evaluation process should the need arise due to budget constraints, time constraints or other factors as directed by the CPL.

**A.8.8** The CPL reserves the right to negotiate and award only a portion of the requirements; to negotiate and award separate or multiple contracts for the elements covered by this RFP in any combination it may deem appropriate, at its sole discretion to add new considerations, information or requirements at any stage of the procurement process, including during negotiations with proposers; and reject proposal of any proposer that has previously failed to perform properly or in a timely manner contracts of a similar nature, or of a proposer that, in the opinion of the CPL, is not in a position or is not sufficiently qualified to perform the contract.

**A.8.9** The CPL reserves the right to modify any deadlines set forth in this RFP, and to cancel, revise, or reissue this RFP.

**A.9 Communication Regarding this RFP**

All communication from prospective proposers regarding this RFP must be in writing and sent by email to the address listed in section A.10 of this RFP. Communication by telephone or in person will not be accepted.

**A.10 Inquiries and Requests for Clarification**

**A.10.1** In an effort to maintain fairness in the process, inquiries concerning this procurement, including questions related to technical issues are to be directed through email to the following contact. Questions over the phone will not be accepted:

- **Contact:** Anastasia Diamond-Ortiz
- **Title:** Director of Strategy and Innovation
- **Email:** cpl.sharepoint@cpl.org
- **Phone:** (216) 623-2936
- **Fax:** (216) 902-4957

**A.10.2** All questions concerning the RFP must reference the RFP page number, and section heading. Questions will be answered and posted to CPL’s website: www.cpl.org.

**A.10.3** Inquiries or requests for clarification submitted prior to March 31, 2015 at 4:00 PM (EST) will be addressed at the pre-proposal vendor conference. Additional inquires or requests for clarification will be accepted until April 6, 2015 at 4:00 PM (EST).

**A.10.4** Proposals may be changed or withdrawn prior to the deadline for proposals. All such changes and withdrawals must be submitted in writing and received by the CPL prior to the deadline for proposals. After the deadline for proposals, no change in prices or other provisions prejudicial to the interest of the CPL or fair competition shall be permitted.
A.11 Pre-Proposal Conference

A pre-proposal vendor conference will be held on April 1, 2015 at 10:00AM EST by conference call/phone. Attendance at the pre-proposal conference is not mandatory. Proposers intending to participate in the pre-proposal conference should request meeting access information from Anastasia Diamond-Ortiz, anastasia.diamond-ortiz@cpl.org, when registering. Answers to questions submitted prior to the conference and answers to all questions asked at the pre-proposal meeting will be officially answered by Addendum after the meeting.

A.12 Procurement Schedule

The expected procurement schedule is listed below. The CPL reserves the right to change the procurement schedule. If changes are made, proposers will be notified by the CPL in the form of an Addendum to this RFP, emailed directly to all registered Vendors and posted on DEMAND STAR/ONVIA INSERT HERE.

<table>
<thead>
<tr>
<th>Task</th>
<th>Date</th>
<th>Description</th>
</tr>
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<tbody>
<tr>
<td>1</td>
<td>03/19/15</td>
<td>RFP released</td>
</tr>
<tr>
<td>2</td>
<td>03/31/15</td>
<td>Deadline for requests for clarification prior to pre-proposal conference - 4:00 PM (EST)</td>
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<tr>
<td>3</td>
<td>04/01/15</td>
<td>Pre-proposal conference – 10:00 AM (EST)</td>
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<tr>
<td>4</td>
<td>04/06/15</td>
<td>Last day to accept questions and requests for clarification on the RFP - 4:00 PM (EST)</td>
</tr>
<tr>
<td>5</td>
<td>04/09/15</td>
<td>Answers to submitted questions provided</td>
</tr>
<tr>
<td>6</td>
<td>04/16/15</td>
<td>Proposals due – 4:00 PM (EST)</td>
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<tr>
<td>7</td>
<td>05/04/15</td>
<td>Up to three Vendors elevated and notified for onsite interview</td>
</tr>
<tr>
<td>8</td>
<td>Week of 05/18/15</td>
<td>Onsite Interview and SharePoint demonstrations</td>
</tr>
<tr>
<td>9</td>
<td>05/26/15</td>
<td>Elevate and notify semifinalist or finalist Vendor(s)</td>
</tr>
<tr>
<td>10</td>
<td>06/05/15</td>
<td>Discovery sessions completed (1/2 day per elevated Vendor, if necessary)</td>
</tr>
<tr>
<td>11</td>
<td>Mid June, 2015</td>
<td>Enter into contract negotiations with final vendor</td>
</tr>
<tr>
<td>12</td>
<td>Mid July, 2015</td>
<td>Implementation Begins</td>
</tr>
<tr>
<td>13</td>
<td>December, 2015</td>
<td>Project complete</td>
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A.12.1 Demonstrations will address SharePoint functionality and implementation services. Interviews and implementation presentations will be held on-site (preferred) at CPL facilities and can cover all functional areas listed in this RFP. The CPL expects to elevate up to three (3) proposers for onsite (or conference call/WebEx) interviews and demonstrations. It is preferred that key implementation team members that will be assigned to the project be present at the demonstration and lead the presentation about any implementation topics. The agenda and software demonstration scripts will be distributed to proposers that have been short-listed for software demonstrations approximately two weeks in advance of the demonstrations/interviews. The CPL reserves the right to change the dates as needed.

A.12.2 It is expected the CPL will further elevate either one (1) or two (2) of the three (3) elevated proposals to Discovery. Discovery sessions will consist of an off-site meeting with elevated proposers to focus on implementation issues. Each elevated proposal team will receive a Request for Clarification (RFC) letter that will ask proposers to clarify any necessary parts of the initial proposal. In addition, the RFC letter will identify a schedule for the off-site Discovery session that will include a detailed discussion of implementation issues. It is the
A.13 Evaluation Criteria

The CPL will review all proposals received as part of a documented evaluation process. For each decision point in the process, the CPL 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 CPL’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 CPL’s current and future needs based on the information available and the CPL’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 CPL. 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 CPL, 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 CPL 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 CPL’s evaluation team will then make a recommendation to be approved by the CPL’s Board of Trustees to elevate proposals for onsite interviews and demonstrations, discovery, and final contract negotiations.

A.14 Evaluation Process Summary

A.14.1 The CPL will follow the evaluation steps summarized below:

A.14.2 Evaluation Steps:

- **Compliance.** A preliminary evaluation by the CPL shall determine whether each received proposal is complete and compliant with 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 CPL will evaluate proposer’s written proposals according to the criteria outlined in Section A.13 (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 CPL evaluators (onsite preferred). The
demonstrations and interviews will be conducted in accordance to Section A.12.1. Vendor demonstrations and interviews will be evaluated by the CPL. 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 CPL may have based on the proposal and onsite interviews. The process will run in accordance with Section A.12.2.

- **Negotiations.** Upon satisfactory completion of the Discovery process, the CPL 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 Board of Trustees.

- **Contract Award.** The Board of Trustees authorizes all CPL contracts. The contract for this RFP will be awarded upon approval by the Board of Trustees

- **Contract Execution.** The contract shall be executed by the CPL’s Executive Director, CEO on behalf of the Board of Trustees, and a representative of the Vendor who is duly authorized to execute contracts on behalf of the Vendor. The CPL 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.

## A.15 Proposal Submission Instructions

Proposals are to be submitted in sealed packages by 04/16/2015 at 4:00 PM EST. Late submissions will not be accepted. Proposers assume the risk of the method of dispatch chosen. The CPL assumes no responsibility for delays caused by any delivery service. Postmarking by the due date will not substitute for actual proposal receipt.

**Submittal Address (mail):**

Cleveland Public Library  
325 Superior Avenue  
Cleveland, OH  
44114  
Attention: Knowledge Office

**Submittal Address (walk-in):**

Cleveland Public Library  
525 Superior Avenue, 10th floor  
Cleveland, OH  
44114  
Attention: Knowledge Office

- **A.15.1** Failure to comply with the requirements of this RFP may result in disqualification. Proposals received subsequent to the time and date specified above will not be considered. Please note the following as part of the submittal process.
- **A.15.2** Signature of the proposal by the Vendor constitutes acceptance by the Vendor of terms, conditions, and requirements set forth herein, unless exceptions are indicated in writing.
- **A.15.3** Vendors are required to submit ONE bound, ONE unbound, TWO (2) hard copies and FIVE (5) electronic copies (on memory stick) of the proposal in a sealed package that is clearly labeled with the Vendor’s company name, RFP Name, and contact information. Hard copies of the technical proposal must include a submittal letter signed by an authorized agent of
each firm involved in the proposal. The letter should include appropriate contact information for each firm.

A.15.4 Emailed and faxed proposals will not be accepted.

A.15.5 Use Attachment 1 (RFP Submittal Checklist) to ensure that all required documents, forms, and attachments have been completed and submitted as instructed.

A.15.6 By submitting a proposal, the Vendor is providing a guarantee to the CPL that, if chosen, it will be able to provide the proposed products and services during the period of time discussed in the RFP. Upon submission, all proposals shall be treated as confidential documents until the selection process is completed. All proposals and supporting documents become public information after an award has been made and are available for public inspection by the general public in accordance with State of Ohio public records statutes. Vendors shall give specific attention to clearly identify those portions of its response that it considers confidential, proprietary commercial information or trade secrets.

A.15.7 Respondents are advised that, upon request for this information from a third party, the CPL is required to make a determination whether the information can be disclosed.

A.15.8 In the event that a proposer desires to claim portions of its proposal exempt from disclosure, it is incumbent upon the proposer to clearly identify those portions with the word “Confidential” printed on the top of each page for which such privilege is claimed. Examples of confidential materials include trade secrets. Each page shall be clearly marked and readily separable from the proposal in order to facilitate public inspection of the non-confidential portion of the proposal. The CPL will consider a proposer’s request for exemptions from disclosure; however, the CPL will make its decision based upon applicable laws. An assertion by a proposer that the entire proposal, or large portions, is exempt from disclosure will not be honored. Prices, makes and models or catalog numbers of the items offered, deliverables, and terms of payment shall be publicly available regardless of any designation to the contrary.

A.16 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.17 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.

<table>
<thead>
<tr>
<th>RFP Section</th>
<th>Attachment/Document</th>
<th>Required File Format</th>
</tr>
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<tbody>
<tr>
<td>E.12</td>
<td>Attachment 6 (Staffing)</td>
<td>Microsoft Excel (.xls or .xlsx)</td>
</tr>
<tr>
<td>E.13</td>
<td>Attachment 5 (Functional Requirements)</td>
<td>Microsoft Excel (.xls or .xlsx)</td>
</tr>
<tr>
<td>E.14</td>
<td>Attachment 7 (Cost)</td>
<td>Microsoft Excel (.xls or .xlsx)</td>
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* NOTE: Attachment 5 (Functional Requirements) is password protected to prevent responders from making changes to the functional requirements.
Section B. Detailed Submittal Requirements

A.18 Executive Summary and Introductory Materials

(Proposal Section 1.0) 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.

A.18.1 Complete Attachment 2 (Signature Page)

A.19 Scope of Services

(Proposal Section 2.0) This section of the proposal should include a general discussion of the Proposer’s overall understanding of the project and the scope of work proposed including the following:

A.19.1 For each firm, explain the following:

- Complete the Attachment 3 (Company Background)
- Complete Attachment 4 (Reference Form).
- Role of the firm in the project

A.19.2 See Attachment 8 (Scope of Work) for detailed project scope of work information

A.20 Requirements

(Proposal Section 3.0) 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:

<table>
<thead>
<tr>
<th>Functional Requirements Responses</th>
<th>Column E: Available Responses</th>
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<tbody>
<tr>
<td>Y</td>
<td>Requirement Met and Proposed (Standard features in the generally available product)</td>
</tr>
<tr>
<td>Y-ND</td>
<td>Requirement Met and Proposed (Features that are not offered as a generally available product or require custom development)</td>
</tr>
<tr>
<td>N</td>
<td>Requirement Not Met with Proposal</td>
</tr>
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<table>
<thead>
<tr>
<th>Column J: Available Responses (if (Y-ND Selected in Column E)</th>
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<tr>
<td>F</td>
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<td>E</td>
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</table>

<table>
<thead>
<tr>
<th>Column F: Available Responses</th>
</tr>
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<tbody>
<tr>
<td>S</td>
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<tr>
<td>TPS</td>
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<tr>
<td>NS</td>
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</tbody>
</table>
A.20.1 Submit Attachment 5 (Functional Requirements)

- Failure to provide some requirements or excluding some requirements from scope will not necessarily eliminate the proposer from contention. The CPL will evaluate the proposal as a whole including price/value comparisons when evaluating proposals.
- The requirements responses submitted will become part of the agreement. Proposers are expected to warrant the implementation of all positive responses (every response except “N”).
- All responses which are marked Y, or Y-ND will be considered to be included in the scope, and the cost proposal and all other information submitted in this proposal should reflect this.
- Proposers must be ready to demonstrate any requirements listed as “Y” during onsite interviews and demonstrations.

A.20.2 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.

A.20.3 Describe the technical environment necessary for this implementation (if applicable).

A.21 Implementation Plan

(Proposal Section 4.0) This section should describe the proposed implementation plan.

A.21.1 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 CPL.

A.21.2 Explain how the implementation will include the use and documentation of templates and processes that will be used at CPL.

- Include samples of templates

A.21.3 Explain how the CPL may manage and govern SharePoint (future oversight).

- Provide recommendations how CPL can manage and govern the Intranet and SharePoint collaboration system in the future.
- See Attachment 8 (Scope of Work) for detailed project scope of work information

A.21.4 Briefly explain how integration with Office 365 will occur during the implementation. The CPL 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.

A.21.5 Explain the conversion plan and process for the migration of CPL documents. The CPL estimates 100 documents to be converted for the project. Explain the expected CPL staffing and implementation timeline for the project including:

- Proposed project timeline/duration.
- Assumed CPL and vendor participation in the project.
- Assumed roles and responsibilities for CPL and vendor project team members.
- Complete Attachment 6 (Staffing).
A.21.6 Provide an overview of proposed training plan/strategy, specifying how and when training is to be delivered.

- Explain any roles and responsibilities the CPL is expected to provide for the training effort including (but not limited to) training coordination, training material development, training delivery, etc.

A.22 Technical

(Proposal Section 6.0) This section should be used to describe the technical specifications and needs for the implementation. The CPL currently uses DirSync and Active Directory.

A.22.1 Please provide the recommended technical specifications for maximum performance (hardware & software).

A.22.2 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.

A.22.3 Please describe your recommendations for the organizations to move away from file servers.

A.22.4 The CPL would like to include an IT assessment in the project. Please provide a brief description of your proposed IT assessment services.

A.22.5 Please describe your experience integrating to Tyler MUNIS financial systems. Also include your experience integrating to client legacy financial systems.

A.23 Exceptions to the RFP

(Proposal Section 7.0) All requested information in this RFP should 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 CPL, at its sole discretion, may reject any exceptions or specifications within the proposal.

A.24 Sample Documents

(Proposal Section 7.0) Proposers should include sample copies of the following documents.

A.24.1 Provide template example.

A.24.2 Please review CPL’s standard agreement, Attachment 9 (Agreement for Consulting Services)

A.25 Price Proposal

(Proposal Section 8.0) - Proposers should submit their price proposal according to the format provided in Attachment 7 (Cost) to this RFP.
A.25.1 Identify major milestones as part of the project. It is required that costs be invoiced upon completion of major milestones.

A.25.2 Please disclose if your firm will use sub-contractors for the project.

A.25.3 Please disclose if your firm will use off-shore consultants.

A.25.4 Complete and submit Attachment 7 (Cost).

- 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 using the 4- Other tab on Attachment 7 (Cost).
- Include labor rates for potential future work which may occur outside the scope of this project.
Section C. Scope of Project

See Attachment 8 – Scope of Work for detailed project scope of work information.
Section D. Contract Terms and Conditions

Below are important contract terms and conditions that the CPL expects to be part of an agreement with the finalist proposer(s). Attached is a sample consultant agreement (Attachment 8) that contains additional terms and conditions required by the CPL. In the event of a conflict between these Contract Terms and Conditions and those in the attached agreement, the former shall govern. Please indicate your willingness to comply with each condition by noting any exceptions per the instructions in section B.6 of this RFP. Contract terms in the final agreement should include but will not be limited to those listed below. The CPL will carefully evaluate any exceptions to the terms and conditions listed below.

A.26 Web part Ownership
The CPL will retain ownership of all CPL provided web parts (documents, images, calendar, announcements) that are implemented in SharePoint. The CPL will have ownership permission for the site to be able to perform editing on Web Parts, lists and documents.

A.27 Key Personnel
The CPL requires assurances as to the consistency and quality of vendor staffing for its project. Key points of the CPL’s key personnel provision include:

A.27.1 The CPL shall have the ability to interview and approve key personnel proposed by the vendor.
A.27.2 The CPL shall have the right to dismiss key personnel from the project.
A.27.3 Vendor key personnel may not be removed from the project without the CPL’s approval.

A.28 Implied and Express Warranty

A.28.1 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 in Attachment 5 (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 CPL by any other clause of this proposal.

A.29 Express Warranty Remedy
The CPL 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 CPL. 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.

A.30 System Acceptance
For purposes of acceptance of the system (or portions thereof), the CPL intends to use a two-staged acceptance procedure for each phase and for the entire project. Key points include:

A.30.1 “Conditional Acceptance” will occur at go-live. The CPL will use Conditional Acceptance to “live test” the system. Live testing is the CPL’s opportunity to verify that the system
complies with the functional requirements and any other written specifications delivered to the CPL 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 CPL 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 CPL 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 CPL may terminate the agreement, and all monies paid by CPL to proposer will be refunded.

A.30.2

A.31 Milestones

The CPL requires that all payments be based on successful completion of milestones. After the CPL’s acceptance of the milestone, the vendor will invoice for any applicable milestone payments. Milestone payment amounts shall either be a fixed fee or hourly based on the amount of time spent on the milestone up to a not-to-exceed limit.
### Section E. Attachments

#### A.32 Attachment 1 (RFP Submittal Checklist)

<table>
<thead>
<tr>
<th>Section</th>
<th>Item</th>
<th>Submitted</th>
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</thead>
<tbody>
<tr>
<td>A.18</td>
<td>Executive Summary and Introductory Materials</td>
<td></td>
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<tr>
<td>E</td>
<td>Attachment 1 (RFP Submittal Checklist)</td>
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</tr>
<tr>
<td>E.2</td>
<td>Attachment 2 (Signature Page)</td>
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</tr>
<tr>
<td>A.19</td>
<td>Scope of Services</td>
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</tr>
<tr>
<td>E.3</td>
<td>Attachment 3 (Company Background)</td>
<td></td>
</tr>
<tr>
<td>E.4</td>
<td>Attachment 4 (Reference Form)</td>
<td></td>
</tr>
<tr>
<td>B.3</td>
<td>Functional Requirements</td>
<td></td>
</tr>
<tr>
<td>E.5</td>
<td>Attachment 5 (Functional Requirements)</td>
<td></td>
</tr>
<tr>
<td>A.21</td>
<td>Implementation Plan</td>
<td></td>
</tr>
<tr>
<td>E.6</td>
<td>Attachment 6 (Staffing)</td>
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<tr>
<td>A.23</td>
<td>Exceptions to the RFP</td>
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<tr>
<td>A.24</td>
<td>Sample Documents</td>
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<tr>
<td>B.8</td>
<td>Price Proposal</td>
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<tr>
<td>E.7</td>
<td>Attachment 7 (Cost)</td>
<td></td>
</tr>
</tbody>
</table>
A.33 Attachment 2 (Signature Page)

The undersigned proposer having examined this RFP and having full knowledge of the condition under which the work described herein must be performed, hereby proposes that the proposer will fulfill the obligations contained herein in accordance with all instructions, terms, conditions, and specifications set forth; and that the proposer will furnish all required products/services and pay all incidental costs in strict conformity with these documents, for the stated prices as proposed.

Submitting Firm: ______________________________________________________________
Address: ______________________________________________________________________
City: ___________________________ State: ___________ Zip: ______________

Authorized Representative (print):________________________ Title: _____________________

Authorized Signature: ____________________________ Date: __________________________

Contact Information:

Name: ________________________________________________________________________
Title: ________________________________________________________________________

Address: ______________________________________________________________________
City: ___________________________ State: ___________ Zip: ______________________

Email: __________________________
Phone: _________________________
Cell Phone: ______________________
Fax: ___________________________
**A.34 Attachment 3 (Company Background)**

Complete one form for each firm included in the proposal.

<table>
<thead>
<tr>
<th><strong>Company Background</strong></th>
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</tr>
</thead>
<tbody>
<tr>
<td>Company Name:</td>
<td></td>
</tr>
<tr>
<td>Location of corporate headquarters:</td>
<td></td>
</tr>
<tr>
<td>Parent company, if applicable:</td>
<td></td>
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</table>

<table>
<thead>
<tr>
<th><strong>Proposer Experience</strong></th>
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</tr>
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<tbody>
<tr>
<td># of years in business:</td>
<td></td>
</tr>
<tr>
<td># of years providing SharePoint services</td>
<td></td>
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</table>

<table>
<thead>
<tr>
<th><strong>Customer Base:</strong></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td># of clients implemented SharePoint</td>
<td></td>
</tr>
<tr>
<td># of other clients in Ohio</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th><strong>About the Company</strong></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Number of Total Employees:</td>
<td></td>
</tr>
<tr>
<td>Number of Employees Providing Implementation Services (if applicable)</td>
<td></td>
</tr>
<tr>
<td>Names of all officers and shareholders of the company</td>
<td></td>
</tr>
</tbody>
</table>

Provide resumes and biographical information on key investment professionals that will be directly involved in the decision-making process for the portfolio. Include the number of years at your firm, total years of experience, and professional licenses and designations. Include the number of accounts managed and any limits on this.
A.35 Attachment 4 (Reference Form)

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:

- [ ] Intranet development
- [ ] SharePoint implementation
- [ ] SharePoint collaboration

**IMPLEMENTATION INFORMATION**

Project Duration: __________________________________________

Project Description: __________________________________________

________________________________________________________________________

Project Challenges: __________________________________________

________________________________________________________________________

________________________________________________________________________

Major Accomplishments: __________________________________________

________________________________________________________________________

________________________________________________________________________
A.36 Attachment 5 (Functional Requirements)  
(See Separate Excel Spreadsheet)

A.37 Attachment 6 (Staffing)  
(See Separate Excel Spreadsheet)

A.38 Attachment 7 (Cost)  
(See Separate Excel Spreadsheet)

A.39 Attachment 9 (Agreement for Consulting Services)  
(See Separate pdf document)