

**** PLEASE MARK YOUR ENVELOPES: Website Redesign Project Management Services for SharePoint 2010 Internet Site - RFP #LC – 12-13**

Sealed proposals must be received no later than 2:00 p.m., June 7, 2012, at the address set forth above. Proposals received after 2:00 p.m. on June 7, 2012 may not be considered.

The bid is to be completed in legible form. Any additional written material such as professional records, certifications, etc., your company thinks important, may be attached and submitted to augment the data. The bidder must initial any corrections.

NO FAXED OR E-MAILED DOCUMENTS WILL BE ACCEPTED.

Questions regarding bid specifications shall be asked and answered on our web-based discussion group at www.co.livingston.mi.us/purchasing. Go to the “Questions and Comments Area” and click on the link to RFP# LC-12-13 to post a question, view the answer or to review all questions and answers for this RFP. All questions must be posted no later than June 4, 2012 at 12:00 p.m. EST. Questions posted after this date will not be answered. ***NO QUESTIONS ARE TO BE ASKED AT THE DEPARTMENT LEVEL.*** If you need any assistance, contact:

Roberta Bennett

Livingston County Purchasing

517 540-8741

rbennett@co.livingston.mi.us

3.0 RESERVATION OF RIGHTS

Livingston County reserves the right to reject any and all proposals, to award the agreement to other than the low proposal, to award separate agreements for separate parts of the services required, to negotiate the terms and conditions of all and any part of the proposals, to waive irregularities and/or formalities, and in general to make award in the manner as determined to be in the Board’s best interest and its sole discretion.

4.0 RESPONSIVE PROPOSALS

Companies are expected to examine the RFP requirements and all instructions. Failure to do so will be at the company’s risk. Each company shall furnish all information requested herein. The person signing the proposal must initial all erasures or other changes. If any person contemplating submitting a proposal is in doubt of the true meaning of any part of the specifications or other conditions with the RFP, they are advised to call and have the portion in question clarified.

5.0 CHANGES AND ADDENDA TO BID DOCUMENTS

Each change or addendum issued in relation to the RFP will be on file in the Purchasing Office. In addition, all changes and addenda will be posted on the MITN Website. It shall be the contractor’s responsibility to make inquiry as to the changes or addenda issued. All such changes or addenda shall become part of the contract and all bidders shall be bound by such changes or addenda.

6.0 TAXES, TERMS AND CONDITIONS

Livingston County is exempt from Federal Excise and State Sales Tax. The county's tax number is 38-6005819. Payment terms are Net 30 days upon receipt and acceptance.

7.0 AWARD

This document is a Request for Proposal. It differs from Request for Bid/Quotation in that the County is seeking a solution as described herein, not a bid/quotation meeting firm specifications for the lowest price. As such, the lowest price proposal will not guarantee an award recommendation. Competitive seal proposals will be evaluated based upon criteria formulated around the most important features of the service, of which qualifications, experience, timelines may be overriding factors, and price may not be determinative in the issuance of a contract or award. The proposal evaluation criteria should be viewed as standards, which measure how well a vendor's approach meets the desired requirements. The evaluation and award of this proposal shall be rated on the following (not in any relevant order):

- Experience of firm – 35%
- Qualifications of firm/staff proposed – 30%
- Proposed fees - 25%
- Attention to the requests and requirements as stated in this RFP -10%
- Results of interview, if required

The price proposed shall be considered firm and cannot be altered after receipt per the terms of this bid. The recommendation for a selection will be made to the Livingston County Board of Commissioners. Final approval will be granted by the Board of Commissioners.

The County may make a determination that the rejection of all proposals is in the best interest of Livingston County. Livingston County will not pay for any information herein requested, nor is it liable for any costs incurred by the bidder. The successful contractor shall commence work only after the transmittal of a fully executed contract and after receiving written notification to proceed from Livingston County. The successful bidder will perform all services indicated in the bid packet and in compliance with the negotiated contract.

The contents of this RFP and the vendor's response will become contractual obligations if a contract ensues.

Failure of the successful contractor to accept these obligations may result in cancellation of the award.

8.0 WITHDRAWAL OF PROPOSAL

Proposals may be withdrawn in person by a bidder, or authorized representative, provided their identity is made known and a receipt is signed for the bid, but only if the withdrawal is made prior to the stated bid deadline. No proposal may be withdrawn for at least 120 days after opening; except the successful company whose prices shall remain firm for the entire contract period. In case of error by the bidder in making up a bid, the Purchasing Office staff may, by discretion, reject such a proposal upon presentation of a letter by the Bidder which sets forth the error, the cause thereof, and sufficient evidence to substantiate the claim.

9.0 INDEMNIFICATION AND HOLD HARMLESS

The Contractor whose proposal is accepted must agree to the following indemnification and hold harmless responsibilities:

The Contractor shall, at its own expense, protect, defend, indemnify and hold harmless Livingston County, its elected and appointed officers, employees and agents from all claims, damages, (including but not limited direct, indirect, incidental, consequential, special and punitive damages), costs, lawsuits and expenses including, but not limited to, all costs from administrative proceedings, court costs, and attorney fees, that they may incur as a result of any acts, omissions or negligence of the selected firm, its employees or agents or its subcontractors of sub-subcontractors, or any of their officers, employees or agents which may arise out of the contract.

The Contractor's indemnification responsibilities shall include the sum of damages, costs and expenses which are in excess of the sum paid out on behalf of or reimbursed to Livingston County or its elected and appointed officers, employees, agents or by the insurance coverage obtained and/or maintained by the selected firm pursuant to the requirements of this RFP and the contract entered into.

10.0 EQUAL EMPLOYMENT OPPORTUNITY

The Contractor and its subcontractors, as required by law, shall not discriminate against the employee or applicant for employment with the respect to hire, tenure, terms, conditions or privileges of employment, or a matter directly relates to employment, because of race, color, religion, national origin, age, sex, disability that is unrelated to the individual's ability to perform the duties of a particular job or position, height, weight, or marital status. Breach of this covenant may be regarded as a material breach of the Contract.

The Contractor agrees to post notices containing this policy against discrimination in conspicuous places available to applicants for employment and employees. All solicitations or advertisements for employees, placed by or on the behalf of the Contract, will state that all qualified applicants will receive consideration for employment without regard to race, color, sex, national origin, disability, age, height, weight, marital status and religion.

11.0 INSURANCE REQUIREMENTS

The Contractor whose proposal is accepted must meet and agree to maintain during the term of the contract the following insurance coverage requirements. All coverages shall be with insurance companies licensed and admitted to do business in the State of Michigan. All coverage's shall be with insurance carriers acceptable to the County and have an A.M. Best Company's Insurance Reports Rating of A or A- (Excellent).

- A. The Contractor shall carry Workers' Disability Compensation and Employer's Liability Insurance Coverage, as required by law. In the event that the Contractor uses subcontractors and sub-subcontractors for the performance of services required under this proposal, the Contractor shall ensure that said subcontractors and sub-subcontractors carry Workers' Disability Compensation and Employer's Liability Insurance coverage, as required by law.
- B. The Contractor shall be responsible for insuring all its tools and equipment and all materials which it may use and/or leave at the work site. The County shall not be responsible for any loss or damage to the Contractor's tools and materials.
- C. The Contractor shall procure and maintain during the term of the contract Commercial General Liability Insurance on an "Occurrence basis" with limits of liability of not less than \$1,000,000 per occurrence and aggregate combined single limit, for Personal Injury or Bodily Injury and \$1,000,000 per occurrence and aggregate for Property Damage. Coverage shall include the following extensions: (1) Contractual Liability; (2) Products and Completed Operations Coverage; (3) Independent Contractors Coverage; (4) Broad Form General Liability Extensions or equivalent; if not in policy proper.
- D. The Contractor(s) shall maintain Vehicle Liability Coverage, and Michigan No-Fault coverage's including all owned, non-owned, and hired vehicles, of not less than \$1,000,000 per occurrence combined single limit.
- E. Commercial General Liability Insurance and Vehicle Insurance as described above shall include the following as "Additional Insured": County of Livingston.
- F. Workers' Disability Compensation Insurance, Commercial General Liability Insurance, and Vehicle Liability Insurance as described above shall include an endorsement stating the following: It is understood and agreed that thirty (30) days Advance Written Notice of Cancellation, Non-Renewal, Reduction and/or Material Change shall be sent to: Livingston County Purchasing, 304 East Grand River, Suite 204, Howell, MI, 48843.
- G. If any of the above coverages expire during the term of the Agreement, the Contractor's insurer shall deliver renewal certification and/or policies to: Livingston County Purchasing, 304 East Grand River, Suite 204, Howell, MI, 48843, at least thirty (30) days prior to expiration.

12.0 INDEPENDENT CONTRACTOR

Contractor is an independent contractor. All employees, servants, or agents of the contractor shall in no way be deemed to be and shall not hold themselves out to be employees, servants or agents of Livingston County and shall not be entitled to any fringe benefits which the County provides its employees, including, but not limited to, health and accident insurance, life insurance, paid sick or vacation leave and longevity.

The Contractor shall be responsible for their payment of the salary, wages or other compensation which may be due its employees, servants and agents for services performed under these specifications and for the withholding and payment of all applicable taxes including, but not limited to, income and social security taxes to the proper Federal, State and local governments that arise out of providing the services **as requested herein**.

13.0 SIGNATURE PAGE/EXCLUSIONS

The Signature Page (see attached sheet, Page 14) shall be completely filled out and returned with the proposal submission. A representative of your company who is authorized to bind your company must sign the Signature Page. Include any exclusion(s) to this RFP in the area provided on the Signature Page.

14.0 GIFTS/GRATUITIES

Elected Officials, Department Heads, and/or County employees will not be offered or entitled to receive personal gifts, gratuities, credits or other benefits of economic value by reason of their official business.

15.0 ASSIGNMENT OF CONTRACT

The Contractor shall not assign the award of the Contract or any payment without the prior written approval of Livingston County.

16.0 PRE-BID CONFERENCE

There will be a Pre-bidders Conference on **May 23, 2012 at 2:00 p.m.** to allow all prospective vendors an opportunity to ask relevant questions regarding this request. Attendance at this conference is not mandatory for the submission of a bid but is highly recommended. We will meet in the Board Chambers located on the upper floor of the Administration Building, 304 East Grand River, Howell.

17.0 SCOPE OF SERVICES

BACKGROUND:

Livingston County desires to revitalize its web presence, enabling it to be an intuitive and interactive portal for constituents, businesses, government, visitors, and media. The portal should provide "Best-in-Class" access to Livingston County information and services. Livingston

County has partnered with Oakland County who will host our new site on SharePoint 2010 and Cleary University who will initially populate site content. To expedite content publishing, Livingston County plans on tasking key departmental staff with keeping their content current. We are looking to partner with an educational institution with a strong graphic arts program for new branding of the new site. We anticipate the go-live date for the new website to be March 31, 2013.

The county has issued an RFP for a Taxonomy and Governance study.

ABOUT LIVINGSTON COUNTY

Livingston County covers 568 square miles and has a population of nearly one hundred and eighty-one thousand. Livingston County is governed by a nine-member Board of Commissioners that is responsible for implementing the County's governmental and administrative affairs. The Board is also responsible for establishing the policies of the County, which provide guidance to the various county offices and departments. The Board appoints a County Administrator, who is responsible for general administrative and overall operations of various departments. Livingston County has approximately 583 (full and part-time) employees and an operating budget that supports a wide variety of governmental services, including:

- ④ **General Government:** Airport, Animal Control, Board of Commissioners, Building Services, County Administration, County Clerk, Equalization, Finance, Human Resources, Information Technology / GIS, L.E.T.S. (Livingston Essential Transportation Services), Purchasing, Register of Deeds, and Treasurer.
- ④ **Infrastructure and Development:** Building Inspections, Drain Commission, DPW, and Planning Department.
- ④ **Health and Human Services:** Public Health, Emergency Medical Services, Michigan Works!, Medical Examiner, Michigan State University Extension, Oakland Livingston Human Services Agency (OLHSA), Veterans Affairs.
- ④ **Public Safety/Judiciary:** Circuit Court, Circuit Court Administration, Circuit Court Clerk, Community Corrections, District Court, Emergency Management, EMS, Family Support, Friend of the Court, Juvenile Court, Probate Court, Prosecuting Attorney, Sheriff's Department, 911 Central Dispatch.

In addition, Livingston County has extended limited services to a few local units and is open to bringing on more units. We also host a shared public safety system.

Existing Environment

Intranet - this is provided for informational purposes only

Livingston County currently has a limited installation of SharePoint 2003 in use. It is used primarily by county staff to generate resolutions and associated documents; routing them through the required committees, recording dispositions, and generating "packets". It is used by a few departments' for custom reporting over departmental databases. There are also various project sites that organize project information in a central place for all project team participants. In addition, we have a few solutions deployed in a SharePoint 2007 environment.

Internet

Informational site

Livingston County's information site, *co.livingston.mi.us*, was deployed in 2000 and contains approximately 1700 web pages, as well as approximately 1500 PDF documents. It is hosted by an ISP and is an IIS site with Front Page Extensions. There are some ASP pages that access the ISP's SQL server (entirely disconnected from the county's internal databases). Additionally a third-party calendar tool is being used for various departments, division or group calendars. A Taxonomy & Governance Study bid for this environment is currently in process. .

On-line services

The county deployed a few eCommerce applications in 2006-2007 on <http://livingstonlive.org>. This website is hosted internally, on an Apache Server using a MS SQL database, and Java. These applications are currently maintained by an outside vendor. There are no immediate plans to convert these applications. We'd like to incorporate these applications into the overall redesigned structure as seamlessly as possible.

GIS site

Livingston County recently deployed a redesigned GIS site that will be available to Subscribers for a fee. The site runs under IIS, and ESRI ArcGIS Server 10, and uses MS SQL and Silverlight. It is a fully functional GIS site, which allows the subscriber to query the database by the Parcel Owner Name, Parcel ID, Parcel Address, Street Name, or Sub/Condo Name; or the database can be inquired by interacting with the county map.

In addition, the LivingstonLive Property on-line service integrates with this site. LivingstonLive accommodates the payment process and sends the request for a parcel and/or GIS Snapshot page to the GIS site. The site creates the requested PDF and sends the PDF file location back to the Property On-line service for customer access.

Other sites

Animal Control's site, <http://livingstonlive.org/lcac>, is generated through their software and makes use of the software's database structure. In addition, there are some custom ASP pages that access the department database, displaying animal data and pictures. This site will be migrated to the SharePoint 2010 environment.

Our permitting departments may be using an open source application that will include a Customer Portal, allowing the public to apply and pay for permits on-line, pay re-inspection fees, etc.

17.1 RESPONSIBILITIES:

The Project Manager will be responsible for the following:

- A. Coordination between the Livingston County Website Redesign Project Team, Oakland County Website Support staff, Taxonomy and Governance Study vendor, Cleary University, and Branding "vendor".

- i. Identify and schedule necessary stakeholders (internal and external to Livingston County) for development meetings with needed parties.
 - ii. Assign and track tasks in internal SharePoint Website Redesign Project site, ensuring tasks are kept on schedule.
 - iii. Post updates and documents in a professional and timely manner in SharePoint project site.
- B. Participate in Taxonomy interviews with department staff and other stakeholders to identify information, services and processes used to provide service to varied customers.
- C. Prioritize Taxonomy findings to establish a workable deployment schedule, both for content and additional on-line services.
- D. Supervise content writing and additional training for designated Livingston County editors after Oakland County content management training.
- E. Determine and work with supervision to acquire required resources.
- F. Meet with Livingston County staff to reinforce project requirements.
- G. May be required to attend and assist in reporting to the Livingston County Board meetings and/or the Livingston County Website Redesign meetings.
- H. Internal Livingston County responsibilities (TBD with interview with Livingston County Website Redesign Team).

17.2 MINIMUM QUALIFICATIONS:

Bidders shall demonstrate they have the resources and capability to perform the services as described herein. The following criteria shall be met in order to be eligible for this contract. Failure to meet the minimum qualifications is ample cause for the bidder to be deemed non-responsive:

- A. Bidder shall have at least three years of project management experience, preferably with similar government agencies.
- B. Bidder shall provide, at a minimum, five (5) comparable references of which similar web site redesign projects has been performed. The names, titles, organizations, addresses, telephone numbers and email address for each project coordinator for the organization must be given.
- C. The bidder shall provide the resumes and /or job classifications/descriptions for the proposed project manager, include all certifications.
- D. Well organized, responsible, and able to prioritize critical path tasks; including the ability to reign in scope creep, using “Change Management” methodology.
- E. Accustomed to meeting deadlines.
- F. Experience working with large (10-20 person) groups, comprised of individuals with different skills sets.
- G. Familiarity with website usability standards and best practices.
- H. Bidder must be able to meet all insurance requirements in regards to Workers’ Compensation Insurance, Commercial General Liability Insurance and Motor Vehicle Insurance as outlined in Section 11.
- I. Understands branding and marketing.

- J. Work with Taxonomy and Governance vendor and Livingston County stakeholders to identify Livingston County core concepts and target audiences.
- K. Proficient in the System Development Life Cycle.
- L. Knowledge of web content writing “best practices”.
 - a. Ability to create accurate, concise, and direct content in order to use available web page space efficiently.
 - b. Ability to convey these concepts to assigned content editors.

17.3 PREFERRED QUALIFICATIONS:

- A. Familiarity with Content Management Systems, preferably SharePoint 2010.
- B. Familiarity of Project Collaboration tools, including SharePoint.
- C. Familiarity with web and social media technologies and standards.

17.4 TIMELINE:

- A. Livingston County is anticipating that the chosen Project Manager be available to start immediately upon award.
- B. Livingston County estimates that the project will require an average of 20 hours per week. However, they will be responsible for providing as much time as is necessary to keep the project moving forward and on-target. Different phases of the project may necessitate different time requirements. These are only estimates and Livingston County makes no guarantee of the hours required of the Project Manager.
- C. Livingston County expects to have completed the transition to the redesigned website by March of 2013.

GENERAL CONDITIONS:

1. No proposal will be accepted from, or contract awarded to any person, firm, or corporation that is in arrears or is in default to Livingston County upon any debt or contract, or that is in default as surety or otherwise, or failed to perform faithfully any previous contract with the County.
2. All costs incurred in the preparation, submission, and presentation of this proposal, in any way whatsoever, will be wholly absorbed by the prospective firm. All supporting documentation will become the property of Livingston County unless requested otherwise at the time of submission. Michigan FOIA requires the disclosure, upon request, of all public records that are not exempt from disclosure under section 13 of the Act, which are subject to disclosure under the Act. Therefore, confidentiality of information submitted in response to this Request for Proposals is not assured.
3. The County reserves the right to modify the scope of services during the course of the contract. Such modification may include adding or deleting any tasks this project will encompass and/or any other modifications deemed necessary. Any changes in pricing or payment terms proposed by the consultant resulting from the requested changes are subject to acceptance by the County. Changes may be increases or decreases.

4. The County reserves the right to terminate the contract without penalty upon 30 days written notice due to poor performance or for reasons deemed to be in its best interest. A designated representative of the County will be solely responsible for determining acceptable performance levels. His/her decision will be deemed in the County's best interest and will be final. The County reserves the right to re-award the contract to the second most qualified proposal, re-bid the contract or do whatever is deemed to be in its best interest.
5. All proposals shall be opened publicly at the date and time specified. Each shall be recorded with the name of the proposer. All proposals must be in accordance with the requirements of this notice to be deemed responsive.
6. The firm will provide competent, suitable and qualified personnel to perform the work as required by the specifications. The consultant will designate a representative who will be present on site as required, and will have the authority to act on behalf of the firm.
7. The firm's representative will not be replaced without prior written notice to the County. All communications given the consultant's representative will be as binding as given to the Consultant.
8. All work shall meet with the approval of the Information Technology Director or their designee as to conforming to the provisions and requirements of the contract entered into as a result of this RFP.
9. Advance payments will not be authorized. Progress payments will be made on the basis of work completed during the course of the engagement.
10. Proposer shall note that this Request for Proposal is considered to be under evaluation from the opening date until contract award. The Purchasing Office and Review committee are restricted from giving any information relative to the progress of the evaluation during this time, except as required to administer the evaluation process. Proposers will be notified when an award is made and notice will be posted on the MITN website.

COSTS: Bidders are to indicate their "not to exceed" costs for the various scope of services descriptions contained in the RFP. The costs must include a schedule of hourly rates along with planned man hours for the proposed personnel. Any proposed charge for other services or reimbursements **MUST** be included.

Note: Travel, food, and lodging will not be reimbursed. These type of charges must be included in your "not to exceed" costs.

15. REQUIRED CONTENTS OF THE PROPOSAL – in the following order:

- A. Brief company history.
- B. Signature Page, page 14
- C. Relevant experience and references as required.
- D. Proposed designated single point of contact / project manager. Include a list of available staff and resources that would be assigned to the County including names, job titles, summary resumes, and office hours of operation.
- E. Methodology. Provide firm's method of approach for work plan to meet the County's objectives.
- F. Pricing Proposed. Pricing must be included on the attached pricing form on page 15. Failure to do so can result in bid disqualification.

16. MAILING LABEL -- optional --

Please cut below dotted line and affix to mailing envelope or package

FROM:

Company Name: _____

Contact Person: _____

Address: _____

Phone Number: _____

**RFP # LC-12-13 – Website Redesign Project Management Services for Sharepoint 2010
Internet Site**

DELIVER TO:

LIVINGSTON COUNTY PURCHASING
304 EAST GRAND RIVER, SUITE 204
HOWELL, MICHIGAN 48843

LIVINGSTON COUNTY
Website Redesign Project Management Services for SharePoint 2010 Internet Site
RFP # LC-12-13- Signature Page

Name of Agency:	
Address:	
Telephone Number:	Fax Number:
E-Mail Address:	Federal Tax ID Number:
Number of years in business:	
<p>CHECK ONE OF THE FOLLOWING:</p> <p> <input type="checkbox"/> Partnership <input type="checkbox"/> Non Profit Corporation <input type="checkbox"/> Profit Corporation </p> <p> <input type="checkbox"/> Other, Specify: _____ </p>	
<p>If awarded a contract in response to this proposal, our company:</p> <p style="text-align: center;"> <input type="checkbox"/> Will <input type="checkbox"/> Will not </p> <p>be able to meet the specifications as required in the Insurance Requirements – Section 11.</p>	
Signature of Authorized Signatory:	Title:
Name of Authorized Signatory (Print):	Date:
<p>The above individual is authorized to sign on behalf of the company submitting this proposal. Proposals must be signed by an official authorized to bind the provider to its provisions for a period of 120 days.</p>	

LIVINGSTON COUNTY
Website Redesign Project Management Services for SharePoint 2010 Internet Site
RFP # LC-12-13

PROPOSED PRICING

VENDOR NAME: _____

Resource	Hours	Rate	Total

NOT TO EXCEED: _____

Authorized Signature

Date

THIS PAGE MUST BE INCLUDED WITH BID.

EXTENSION OF AWARD
Website Redesign Project Management Services for SharePoint 2010 Internet Site
RFP # LC-12-13

Livingston County is a member of the MITN Purchasing Cooperative. If your company is awarded an item or a completed contract, the cooperative entities may wish to use this contract and will use a purchase order or contract for any or all of the item(s) awarded following minimum order/contract requirements set forth in the proposal documents. In addition, other local agencies within Livingston County may wish to use this contract. Each entity will provide their own purchase order or contract and must be invoiced separately to the address on the purchase order/contract.

() If an award is made to _____
(Company)

it is agreed that the contract will be extended to members of the MITN Purchasing Cooperative or other local agencies within Livingston County under the same prices, terms, and conditions.

Signature of Company Representative

() Our company is **NOT** interested in extending this contract.