



TOWN OF
NORTH KINGSTOWN, RHODE ISLAND

100 FAIRWAY DRIVE
NORTH KINGSTOWN, R.I. 02852-5762
PHONE: (401) 294-3331
FAX: (401) 583-4140

**REQUEST FOR PROPOSAL
MICROSOFT OFFICE 365**

*Sealed proposals for the above will be accepted in the Office of the Purchasing Agent, Town Municipal Offices, 100 Fairway Drive, North Kingstown, RI 02852, until 10:30 am on Monday, December 18, 2017, and will then be publicly opened read aloud.

**NO BIDS WILL BE ACCEPTED AFTER THE MONDAY, DECEMBER 18, 2017,
10:30 AM DEADLINE.**

IT IS THE RESPONSIBILITY OF THE PROSPECTIVE BIDDERS TO MONITOR THE TOWN'S WEBSITE FOR ANY SUBSEQUENT BID ADDENDUM. NO ADDENDA WILL BE ISSUED OR POSTED WITHIN FORTY-EIGHT (48) HOURS OF THE BID SUBMISSION DEADLINE.

The bid will be evaluated as to R.I.G.L. 45-55-5. (2) "Competitive Sealed Bidding" and the award shall be made on the basis of the lowest evaluated or responsive bid price.

Specifications may be obtained at the Purchasing Agent's Office at address listed above.

A certificate of Insurance showing \$1 million General Liability and \$1 million Any Auto, with the Town being named as an additional insured, Worker's Compensation, with a waiver of subrogation will be required of the successful bidder.

The Town of North Kingstown reserves the right to reject any or all proposals or parts thereof; to waive any formality in same, or accept any proposal deemed to be in the best interest of the Town.

The Town of North Kingstown will provide interpreters for the hearing impaired at any pre-bid or bid opening, provided a request is received three (3) days prior to said meeting by calling 294-3331, ext. 142.

***Two sealed copies are to be submitted along with a digital copy on disc.**

Purchasing Agent

SELECTION CRITERIA

The proposal will be evaluated as to R.I.G.L. 45-55-5.(2) “Competitive Sealed Bidding”, and the award shall be made on the basis of the lowest evaluated or responsive proposal price.

The following factors will be considered in determining the lowest evaluated or responsive bid price:

Competence to perform the services as reflected by technical training and education; general experience; experience in providing the required services; and the qualifications and competence of persons who would be assigned to perform the services;

Ability to perform the services as reflected by workload and the availability of adequate personnel, equipment, and facilities to perform the service expeditiously; and

Past performance as reflected by the evaluation of private persons and officials of other governmental entities that have retained the services of the firm with respect to such factors as control of costs, quality of work, and an ability to meet deadlines;

Quality of work previously performed by the firm for the Town of North Kingstown, if any;

Bid Price;

Services offered;

**TOWN OF NORTH KINGSTOWN, RHODE ISLAND
INFORMATION FOR BIDDERS**

ARTICLE 1. RECEIPT AND OPENING OF BIDS

Sealed bids must be submitted in SEALED ENVELOPES, addressed to the Purchasing Agent, Town Hall, 100 Fairway Drive, North Kingstown, Rhode Island 02852, and clearly marked with the name of the item bid, and the date and time of opening. Bids will be received by the Purchasing Agent up to the specified time as noted on the Invitation to Bid, and publicly opened and read aloud at the specified time.

It is the bidder's responsibility to see that his bid is delivered within the time and at the place prescribed. Proposals received prior to the time of opening will be securely kept unopened. No responsibility will attach to any officer or person for the premature opening of a proposal not properly addressed and identified.

Any bid received after the time and date specified shall not be considered, by messenger or by mail, even if it is determined by the Town that such non-arrival before the time set for opening was due solely to delay in the mails for which the bidder is not responsible. Conditional or qualified bids will not be accepted.

ARTICLE 2. PREPARATION OF BID

Each bid must be submitted on the prescribed form. All blank spaces for bid prices must be filled in, in ink or typewritten, both in words and figures. Erasures or other changes must be explained or noted over the signature of the bidder.

Each bid must be submitted in sealed envelopes, clearly labeled, so as to guard against opening prior to the time set therefore.

The Town may consider any bid not prepared and submitted in accordance with the provisions hereof and reserves the right to reject any or all proposals in whole or in part, toward any item, group of items, or total bid; to waive any technical defect or formality in same, or to accept any proposal deemed to be in the best interest of the Town.

ARTICLE 3. TELEGRAPHIC MODIFICATION

Telephonic, telegraphic or oral bids, amendments or withdrawals will not be accepted.

ARTICLE 4. WITHDRAWAL OF BIDS

Bids may be withdrawn personally or by written request at any time prior to the time specified for the opening. Bids may be modified in the same manner. Negligence on the part of the bidder in preparing the bid confers no right of withdrawal or modifications of his bid after such bid has been opened.

ARTICLE 5. QUALIFICATIONS OF THE BIDDER

The Town reserves the right to request each bidder to present evidence that he is normally engaged in purveying the type of product or equipment bid on. No bid shall be considered from bidders who are unable to show that they are normally engaged in purveying the type of product or equipment specified in the bid proposal.

To receive full consideration, the bidder must submit literature and necessary details, when applicable, on the material or service he proposes to furnish in order that the Town may have full information available when analyzing the proposals.

ARTICLE 6. OBLIGATIONS OF THE BIDDER

At the time of opening of bids, each bidder will be presumed to have inspected the Specifications and Contract Documents (including all addenda) which has been sent to the address given by such bidder. The failure or omission of any bidder to receive or examine any form, instrument, or document shall in no way relieve any bidder from any obligation in respect to his bid.

Any exceptions or deviations from the provisions contained in this Specification must be explained in detail and attached to proposal. If such deviations do not depart from the intent of this notice and are in the best interest of the Town, the proposal will receive careful consideration.

ARTICLE 7. PRICES

Bidders shall state the proposed price in the manner as designated in the Bid Proposal Form. In the event that there is a discrepancy between unit prices and the extended totals, the unit prices shall govern. In the event that there is a discrepancy between the price written in words and written in figures, the prices written in words shall govern.

The prices in this bid shall be irrevocable for ninety (90) days, or until the bid is awarded by the Town Council. After award by the Town Council, said prices shall then remain firm for the duration of the Contract.

ARTICLE 8. TAX EXEMPTIONS

The Town is exempt from payment of the Rhode Island Sales Tax under the 1956 General Laws of the State of Rhode Island, 44-18-30 Para. I, as amended. The Town is exempt from payment of Federal Excise Taxes. The prices bid must be exclusive of taxes and will be so construed. Exemption certificates will be completed as required by the successful bidder.

ARTICLE 9. CONTRACT PERIOD AND TERM OF AGREEMENT *(When Applicable to Bid)*

Contract period: ONE (1) CALENDAR YEAR from date set in the Notice to Proceed, with options for years two and three awarded, contingent upon satisfactory performance by the vendor. If financially advantageous to the Town of North Kingstown, these contracts may be renewed or extended, from time to time, when agreed to, in writing, by both parties.

ARTICLE 10. LABOR REGULATIONS *(When Applicable to Bid)*

The following paragraphs regarding nondiscrimination in employment shall be included and become part of these specifications:

- a. Contractors shall comply with the provisions of the General Laws of Rhode Island and attention is called to Title 37, Chapter 13, Section 1-16, relative to the payment of wages, obligations and charges by Contractors on public works projects.
- b. Non-resident Contractors are subject to Section 44-1-6 of the Rhode Island General Laws, as amended. (OUT OF STATE CONTRACTORS.)
- c. The successful bidder will be required to comply with the Davis-Bacon Act (40USC 2 to a-7) as supplemented by Department of Labor regulations (29CFR Part 5).
- d. The successful bidder will be required to comply with the Contract Works Hours and Safety Standards Act (40 USC 327-330) as supplemented by Dept. of Labor Regulations (29CFR, Part 5).
- e. The successful bidder will be required to comply with Executive Order 11246, entitled Equal Employment Opportunity, as amended, and as supplemented in Department of Labor regulations (41 CFR Part 60).
- f. The successful bidder will be required to comply with the Copeland “Anti-Kickback” Act (18 USC 874) as supplemented in Department of Labor regulations (29 CFR, Part 3).
- g. The successful bidder will be required to comply with the Safety and Health regulations (29 CFR, Part 1926 and all subsequent amendments) as promulgated by the Department of Labor.
- h. The successful bidder will be required to comply with Title VI of the Civil Rights Act of 1964 (P.L. 88-352).

ARTICLE 11. INSURANCE

The Vendor shall assume responsibility and liability for all injuries to persons or damages to property, directly or indirectly due to, or arising out of, his operations under the contract and shall be responsible for the proper care and protection of all work performed for the Town.

The Vendor shall also indemnify and save harmless the Town of North Kingstown against any and all claims of whatever kind and nature due to, or arising out of, his breach or failure to perform any of the terms, conditions, or covenants of the contract resulting from acceptance of his bid.

The Vendor shall furnish the Purchasing Agent with certificates of insurance from companies acceptable to the Town of North Kingstown. All insurance companies listed on certificates must be licensed to do business in the State of Rhode Island. The Vendor shall provide a certificate of insurance as specified in the bid specifications. Contracts of insurance (covering all operations under this contract) shall be kept in force until the contractor's work is acceptable by the Town.

The limits of the insurance must be at least in the amounts specified below;*

1. Commercial General Liability-Occurrence Form \$1,000,000/\$1,000,000.
2. Automobile Liability - \$1,000,000. With both of the above naming the Town as additional insured.
3. Worker's Compensation (if legally allowed and available). Waiver of subrogation applies to Worker's Compensation

The Vendor shall secure, pay for and maintain insurance as necessary to protect himself against loss of owned or rented capital equipment and tools, with provision for waiver of subrogation against the Owner.

ARTICLE 12. LAWS, ORDINANCES, AND CODES

All applicable Federal and State Laws, Ordinances and Codes of the Town of North Kingstown and regulations of all authorities having jurisdiction over this Project shall apply to this contract the same as though written herein in full.

The Town of North Kingstown will not award the Contract to any Contractor who is, at the time, ineligible under the provisions of any applicable regulations issued by the Secretary of Labor, United State Department of Labor, or is not qualified under applicable Ordinances of the Town of North Kingstown, or the laws of the State of Rhode Island.

**TOWN OF NORTH KINGTOWN
REQUEST FOR PROPOSAL
MICROSOFT OFFICE 365**

Purpose:

The Town of North Kingstown (“Customer”) is seeking proposals from qualified vendors to provide Microsoft Office 365 system integration and implementation services. The scope of the project will be migrating the Town of North Kingstown from an Exchange 2010 Environment to an Office 365 hosted Service.

The awarded vendor will assist Town of North Kingstown in performing a readiness assessment of the existing infrastructure including gather and document requirements, developing a migration plan and executing against this plan. Vendor will provide services needed to migrate 250 mailboxes to Exchange Online with email archiving, eDiscovery, anti-malware and anti-spam filtering capabilities. The goal is to provide a seamless transition to Microsoft Office 365 Cloud architecture while maintaining secure and robust access to and from cloud services.

The awarded vendor will assist the Town Of North Kingstown in purchasing the Office 365 Suite Plan G3 for 250 users along with purchasing migration software to transfer current data to the cloud services.

Terms of Use

This document is to be used only by the recipient to assist in responding to the Project for which it is intended. Any other use or reproduction, in whole or in part, is prohibited without the written permission of the author.

Terms/Definitions

This is a Request for Proposal. Responses will be evaluated on the basis of the relative merits of the proposal in addition to price. The terms vendor, bidder, contractor, proposer, and offeror used herein all refer to the vendor submitting a response to this RFP. The terms customer and owner refer to the party that is seeking bids for services under this RFP. The terms bid and response is synonymous.

Questions and Inquiries

All questions regarding the RFP, bid requirements or the specifications must be submitted via email to:

Michael Forlingieri, Town of North Kingstown: mforlingieri@northkingstown.org

Modifications to RFP

The customer reserves the right to revise, modify, supplement, or withdraw this RFP at any time. In the event that it becomes necessary or desirable to revise, modify, supplement, or withdraw any part or all of this RFP, an addendum to this RFP or other notification will be issued.

Submission Materials

All materials submitted regarding this RFP will become the property of the customer and will only be returned to the vendor at the customer's option. Responses may be reviewed by any person or persons at the discretion of the customer. The customer reserves the right to use any RFP ideas or options presented in reply to this request. Disqualification of a vendor or non-acceptance of the RFP does not eliminate this right

Multiple Responses

Vendors may submit more than one bid RFP response. The customer reserves the right to select the RFP response that seems best suited to its needs and to set aside additional responses from the same vendor. Each RFP response must be complete and stand on its own. Its language must be clear, free of acronyms (unless defined therein) and suitable for comprehension by a magistrate not schooled in telecommunications sciences.

Partial Award

Customer reserves the right to make partial awards, by selecting only certain phases / categories from a proposal. Be sure to itemize the costs as requested, so that each category/phase stands on its own. Describe in detail any dependencies between line items, especially if receiving a partial award would affect pricing or discounts in any way.

Evaluation Criteria

The selection will be based on a three-point evaluation. These are:

- 40% compliance to specifications,
- 20% vendor capability and experience, and
- 40% cost.

Response Format

The bid lead sheet (attached) shall be the first section on all responses.

- This should be followed by a Summary section which includes:
- A description of the solution being proposed
- A summary of costs
- An exceptions listing (by paragraph number) of any specifications that have NOT been met.

The Cost Section

Include here the itemized breakdown of all equipment (see Appendix A). Be sure to include any other costs, fees, shipping / delivery, or miscellaneous costs. Add additional sheets as needed.

Itemized response to RFP

Submit itemized responses where specific information is requested, following the paragraph numbering plan in this RFP. It is preferable for the Response to contain the actual text of the RFP followed by the Proposer's response to that paragraph. For paragraphs that only specify requirements, Proposer should reply to each with a minimum an acknowledgment that the requirement has been read, understood, and the vendor will comply. Alternatively, Proposer may include a statement that all specifications will be complied with other than those for which a specific exception is stated.

Vendor Qualifications:

Minimum Vendor Qualifications It is important that the proposing vendor have the capability and resources to support the project, both in staging and delivery, and also in post-sale technical support. To this end, please describe vendor's capabilities in the following areas the vendor is expected to meet the following minimum qualifications:

- Selected Vendor must have 75% of Engineering, Technical, Monitoring and /or any personnel that would be allowed access to Town Of North Kingstown networks or facilities, have held a valid Law Enforcement background check for a minimum of two years. Background checks and security requirements are to follow Criminal Justice Information Services (CJIS) Security Policy Version 5.1 7/13/2012 CJISD-ITS-DOC-08140-5.1
- Must have Fortinet Firewall Experience
- Must have Fortinet FortiMail Experience
- Must have Bluecoat Proxy Experience

Scope of Work:

The Scope of Work will include:

A detailed technical document and solution plan, which will provide a thorough and clearly-defined plan for a seamless migration to Office 365 including a significant focus on the communication and training requirements.

Office 365 Readiness Assessment, Onsite Discovery, and Planning:

- Onsite review of client systems to gather and capture information about existing infrastructure
- Identify potential challenges in this migration and pose solutions
- Recommend a solid communications and training plan for Town Of North Kingstown users based on best practices such as: lunch and learn, web based training and on desk materials
- Networking and Naming Services Planning
- Determine required tasks for configuring network and DNS
- User Identity and Account Provisioning Planning
- Planning considerations to implement directory synchronization
- Plan for Active Directory Federation Services for use with single sign-on
- Exchange Online Planning
- Develop migration strategy
- Identify mailbox size and item counts that will be migrated to Office 365
- Determine mail-enabled applications and plan for configuration
- Conduct bandwidth assessment to calculate migration velocity for mailbox data

Preparing Environment for an Office 365 Deployment:

- Implement enterprise wide training with employees through at least three forms of communication.
- Prepare end user documentation on Outlook and the new Office 365 environment
- Assist with Domain Verification and Office 365 Registration
- Add and verify Town Of North Kingstown domain name with Office 365

- Create DNS records to configure Town Of North Kingstown domain name for use with Office 365 services
- Configure on-premises AD for directory synchronization
- Deploy and configure Active Directory Federation Services to enable single sign-on
- Exchange Online Service Configuration
- Configure email coexistence with existing server and Exchange Online
- Mailbox quotas and archival/retention policies
- Anti-spam and malware protection

Migration and Cutover:

- Must have back out procedure in case of failure.
- Assist the Town Of North Kingstown IT Department with the assignment of licenses to users.
- Migrate and synchronize mailbox data to Exchange Online.
- Migrate 50 users at a time
- Update DNS to point to Office 365
- Configure Outlook Web Access and Exchange ActiveSync for mobile phones and devices where applicable.
- Clean up of any public folders that are possible before replication.
- PST's will be imported into o365.
- Perform Post-migration Service Testing of Office 365 functionality.

Post Deployment Support and Office 365 Administration Training:

- Verify that users are able to open and access Public Folders and send mail to mail enabled public folders.
- Onsite or Webinar Training with IT Staff
- Administering Office 365 Services
- Office 365 Admin Best Practices
- Managing DirSync
- Administering Microsoft System Center

Town Of North Kingstown Exchange Environment as OF

- Total Storage
- Total Storage Of Archive PST: Individual in their Personal Home Directory
- Total Licenses (Mailboxes)in use: 240
- Types of Devices: Desktop PC, Laptops, Cell phones Android and iPhone
- Approximate Bandwidth:100/100

PROPONENT AND SUBMISSION REQUIREMENTS MANDATORY REQUIREMENTS:

- The vendor will provide and execute the Office 365 migration plan
- The migration will have to be seamless to the business, with a cutover happening on a designated time frame
- The vendor will be responsible to setup any licensing required for this implementation

- The vendor will require a thoughtful and detailed plan around communication and training
- The vendor will provide detailed end user documentation, with screen shots and easy to read instructions, covering how to use Outlook and Office 365, lunch and learns, and web-based training

OTHER REQUIREMENTS:

- Overview of firm: a brief outline of Proponent's experience along with pertinent corporate details including full legal company name; year business was established; and number of people currently employed.
- Project and Client Management: a detailed description of the approach and methodology for managing projects and client relationships.
- Project Management Team: a detailed description of the firm's project management team including skills, experience and capabilities of relevant staff.
- Project Schedule: a detailed breakdown of all deliverables identified in the Scope of Work including, methods, tools and timeline to complete the project.
- Client Reference List: provide a client list for similar projects completed in the last three years for three different clients.

Project Costs: The Proponent shall provide a detailed total fixed price for the project based on the Scope of Work – **Completed Proposal Form attached.**

TOWN OF NORTH KINGSTOWN
Proposal Form

To: Town Of North Kingstown
100 Fairway Drive
North Kingstown, RI 02852-5762

I, (We) the undersigned, agree to furnish to the Town Of North Kingstown, Microsoft Office 365 system, according to the specifications contained in this Request for Proposals:

_____ \$ _____
(Price EACH in words) (Price EACH in figures)

ESTIMATED IMPLEMENTATION DATE: _____

Company Name: _____

Address: _____

Signature: _____
(Please print name and title)

Date: _____

Telephone #: _____

Email: _____