



**Solicitation Information**

**Date: February 12, 2013**  
**RFP # 7461223**

**TITLE: Migration of Rhode Island College Website(s)**

**Submission Deadline: Wednesday March 6, 2013 @ 10:00 AM (EST)**

Questions concerning this solicitation may be e-mailed, in Microsoft Word format, to the Division of Purchases at [questions@purchasing.ri.gov](mailto:questions@purchasing.ri.gov) no later than **2/22/2013 @ 12:00 Noon EST**. Please reference the RFP # on all correspondence. Answers to questions received, if any, will be posted on the Internet as an addendum to this solicitation. It is the responsibility of all interested parties to download this information.

**SURETY REQUIRED: No**

**BOND REQUIRED: No**

**Thomas Bovis**  
**Interdepartmental Project Manager**

Vendors must register on-line at the State Purchasing Website at [www.purchasing.ri.gov](http://www.purchasing.ri.gov)

**NOTE TO VENDORS:**

**Offers received without the entire completed four-page RIVIP Generated Bidder Certification Form attached may result in disqualification.**

**THIS PAGE IS NOT A BIDDER CERTIFICATION FORM**

**Table of Contents:**

**1. INTRODUCTION..... 4**

1.1. Background and Purpose .....4

1.2. General .....4

1.3. Current College Websites Infrastructure.....4

1.4. Scope of Services Requested .....4

1.5. Who should respond?.....4

**2. INSTRUCTIONS TO BIDDERS ..... 5**

2.1. Instructions and Notifications .....5

2.2. Additional Terms and Conditions.....7

**3. PROPOSAL SUBMISSION ..... 9**

**4. EVALUATION AND SELECTION..... 11**

**5. VENDOR QUALIFICATIONS ..... 11**

5.1. General Vendor Qualifications .....12

5.2. Experience with Web Migration Projects .....13

5.3. Experience with Microsoft SharePoint Technologies and related products/technologies.....14

5.4. References .....14

**6. PROJECT SCOPE REQUIREMENTS..... 14**

6.1. Scope of Migration .....14

6.2. Duration and Timeline .....15

6.3. Deliverables.....15

6.4. Acceptance process.....16

- 7. MAINTENANCE/SUPPORT AND MONITORING REQUIREMENTS..... 16**
- 7.1. Maintenance and support .....17
- 7.2. Monitoring .....17
  
- 8. COST PROPOSAL ..... 18**
- 8.1. General Requirements .....18
- 8.2. Proposal Structure and Detail.....18

## 1. INTRODUCTION

### 1.1. Background and Purpose

Rhode Island College, a public higher education institution, is seeking proposals for the migration of college's websites to a Microsoft SharePoint Technologies (2013 or higher) infrastructure.

The detailed description of the migration can be found in section 6 .Project Scope Requirements.

### 1.2. General

Rhode Island College is located on a 170-acre campus in the Mount Pleasant section of Providence. Academic offerings are provided in six schools: the Faculty of Arts and Sciences, the Feinstein School of Education and Human Development, the School of Social Work, the School of Nursing, the School of Management and the School of Graduate Studies, as well as through the Center for Management and Technology and the Office of continuing Education and Summer Sessions.

Established in 1854, Rhode Island College now serves approximately 7,200 Undergraduate students and 1,800 Graduate students in courses and programs both on and off campus.

The oldest of the three public institutions of higher education that operate under the aegis of the Board of Governors for Higher Education, the College is supported by the State of Rhode Island as its only comprehensive college, and is part of the system of public higher education which includes the Community College and the University. Rhode Island College is nonsectarian and coeducational. Over 80 offices and departments are housed on the campus, and about 375 full-time faculty members contribute to the College's mission to make its academic programs available to any qualified resident of Rhode Island who can benefit from its educational services.

The office of College Communications and Marketing is responsible for the development and maintenance of the college's websites and its content. This office will be overseeing the migration of these websites from its current infrastructure to that based on Microsoft SharePoint Technologies (2013 or higher).

### 1.3. Current College Websites Infrastructure

The Rhode Island College websites starting at <http://www.ric.edu> (or <http://ric.edu>) are running on multiple IIS 6 web servers and are based on PHP/MySQL technologies. This is a home-grown system with limited content management capabilities. The websites are strictly template with recurring and one-off dynamic components. Updates are applied to individual pages on a staging server and subsequently synchronized to the production servers.

## 1.4. Scope of Services Requested

This RFP will encompass:

1. The complete migration project of the current Rhode Island College websites to a new highly available infrastructure completely based on the Microsoft SharePoint Technologies (2013 or higher). This project will include, but is not limited to:
  - Project management
  - Analysis of current websites' look-and-feel and dynamic components
  - Development of sites within the SharePoint framework
  - Implementation and configuration of a highly-available SharePoint Technologies (2013 or higher) infrastructure
  - Implementation of dynamic components via existing, third-party and/or custom web parts
  - Implementation of basic workflows and other (delegated) content management functionalities
  - Documentation
  - Training
2. Extended maintenance/support and monitoring for the migrated websites and SharePoint Technologies infrastructure

The RFP respondent ('Vendor') is encouraged to provide additional documentation of the standard project approach of similar projects.

Note: This is primarily a technology-driven project rather than a governance-driven one. The purpose is the migration of the existing websites to the new SharePoint Technologies infrastructure, while maintaining the same structure, look-and-feel and content, while adding enhanced content management functionalities.

## 1.5. Who should respond?

Any Vendor with a successful record of completed larger scale projects leveraging SharePoint Technologies are invited to respond to this RFP. Note that Vendor must have the resources to start and finish the project within a limited timeframe. For more information see section "Project Scope Requirements".

## 2. INSTRUCTIONS TO BIDDERS

### 2.1. Instructions and Notifications

This document constitutes a Request for Proposal (RFP) for:

- The migration project of Rhode Island College's websites leveraging the Microsoft SharePoint Technologies (version 2013 or higher)
- Extended maintenance/support and monitoring of the migrated websites and SharePoint Technologies infrastructure

#### 2.1.1. General Conditions

This contract will be awarded under the State's general conditions of purchasing which are available on the Internet at:

<http://www.purchasing.ri.gov>

Potential respondents are advised to review all sections of this RFP carefully, and to follow instructions completely, as failure to make a complete submission as described herein may result in rejection of the proposal.

Interested parties are instructed to peruse the Division of Purchases web site on a regular basis, as additional information relating to this solicitation may be released in the form of an addendum to this RFP.

#### 2.1.2. Terms/Definitions

"Request for Proposal", or "RFP", refers to this document or the contents of this document. "Customer" or "State" refers to the State and/or associated State institutions or agencies covered under this RFP, including the three public higher educational institutions described herein.

The terms "Vendor", "Bidder", and "Respondent" used herein all refer to the vendor submitting a response to this RFP. The terms "proposal" and "response" are synonymous.

#### 2.1.3. Public Opening

There will be no public opening and reading of responses received by the Office of Purchases pursuant to this Request, other than to name those bidders who have submitted proposals.

#### 2.1.4. MBE Goal

The State of Rhode Island has a goal of ten percent (10%) participation by MBE's in all State procurements. For further information, visit the website [www.mbe.ri.gov](http://www.mbe.ri.gov). To speak with an MBE officer, call (401) 574-8253.

2.1.5. Equal Employment Opportunity

**§ 28-5.1-1 Declaration of policy.** – (a) Equal opportunity and affirmative action toward its achievement is the policy of all units of Rhode Island state government, including all public and quasi-public agencies, commissions, boards and authorities, and in the classified, unclassified, and non-classified services of state employment. This policy applies in all areas where the state dollar is spent, in employment, public service, grants and financial assistance, and in state licensing and regulation. For further information, contact the Rhode Island Equal Employment Opportunity Office, at 222-3090.

2.1.6. No Guarantee of Services

Selection of Vendor under this RFP is not a guarantee that the Vendor will be selected to provide services during the agreement period. Vendors and services will be selected by Customer based on need, in addition to vendor qualifications, pricing, and ability.

2.1.7. Proposal Costs

All costs associated with developing or submitting a response to this solicitation, or to provide oral or written clarification of its content, shall be borne by the respondent. The State assumes no responsibility for these costs.

2.1.8. Proposal Validity

Responses are considered to be irrevocable for a period of not less than one hundred and twenty (120) days following the opening date, and may not be withdrawn, except with the express written permission of the State Purchasing Agent.

All pricing submitted will be considered to be firm and fixed unless otherwise indicated herein.

2.1.9. Foreign Corporations

In accordance with Title 7, Chapter 1.2 of the General Laws of Rhode Island, no foreign corporation, a corporation without a Rhode Island business address, shall have the right to transact business in the state until it shall have procured a Certificate of Authority to do so from the Rhode Island Secretary of State (401-222-3040). This is a requirement only of the selected vendors.

2.1.10. Right to Reject

The State reserves the **right to reject** the proposal of any vendor that fails to comply with all of the specifications and requirements contained herein. The State also reserves the right to approve or reject a vendor's participation in any portion of the requested services without rejecting the vendor's entire offer.

2.1.11. Modifications to RFP

The State reserves the right to revise, modify, supplement, or withdraw this RFP at any time. Vendors are encouraged to visit the Division of Purchases' website on a regular basis, as any additional information relating to this solicitation will be released in the form of addenda relating to this RFP.

2.1.12. Submission Materials

All materials submitted regarding this RFP will become the property of the State and will only be returned to the vendor at the State's option. Disqualification of a vendor or non-acceptance of the RFP does not eliminate this right. Bidders are advised that all materials submitted to the State for consideration in response to this Request will be considered to be public records, as defined in Title 38 Chapter 2 of the Rhode Island General Laws, without exception, and will be released for inspection immediately upon request, once an award has been made.

2.2. Additional Terms and Conditions

2.2.1. Applicable Codes and Regulations

All work covered by this RFP must conform to all applicable Federal, State of Rhode Island and Providence Plantations, and local laws, ordinances and to the regulations of the local utility companies.

2.2.2. Taxes

Vendor's bid proposals shall exclude all taxes. The State is exempt from taxes.

2.2.3. Insurance

Commercial General Liability Insurance: Vendor shall obtain at vendor's expense, and keep in effect during the term of this contract Commercial General Liability Insurance covering bodily injury, and property damage in a form and with coverage that are satisfactory to the State. This insurance shall include personal advertising injury liability, independent contractors, products completed operations, contractual liability and broad form property damage coverage. Coverage shall be written on an occurrence basis. A combined single limit of \$1,000,000 per occurrence and aggregate is required.

Auto Liability Insurance: Vendor shall obtain, at Vendor's expense and keep in effect during the term of this contract, Auto Liability Insurance covering all owned, non-owned or hired vehicles. A combined single limit per occurrence of \$1,000,000 will be obtained.

Workers Compensation: Vendor shall obtain statutory Workers Compensation coverage in compliance with the compensation laws of the State of Rhode Island. Coverage shall include Employers Liability Insurance with minimum limits of \$100,000 each accident, \$500,000 disease or policy limit, \$100,000 each employee. An Alternative Employer Endorsement shall be required for both the workers compensation and employer liability policy.

## RIC Website Migration

The State will be defended, indemnified and held harmless to the full extent of any coverage actually secured by the Vendor in excess of the minimum requirements set forth above. The duty to indemnify the State under this agreement shall not be limited by the insurance required in this agreement.

The Purchasing Agent reserves the right to consider and accept alternative forms and plans of insurance or to require additional or more extensive coverage for any individual engagement.

### 2.2.4. Due Care

In delivering, installing and removing equipment, due care shall be exercised to avoid damage to, or disfigurement of, buildings, equipment, driveways or other property. Any blemish, made by the Vendor, to physical plant or property of the Customer or its community of staff and students is to be restored by the vendor. Vendor(s) shall be required to complete restorations at its expense for any damage caused by it or by any of the subcontractors.

### 2.2.5. Vendor Activities

The Vendor's activities are not to be disruptive of business activity—including excessive construction noises— and must not compromise the safety, security or self-respect of any student or staff employee of the Customer in any way. Customer reserves the right of approval of any on-site employees, and the right to dismiss from this, and any other work performed under this RFP (or contract), any individual without a statement of cause. The vendor will comply without compromising schedules or other contract terms.

### 2.2.6. Permits

The Vendor is responsible for obtaining all municipal permits and inspections as mandated by law for any work performed under this RFP.

### 2.2.7. State Purchasing Policies

All Vendors and subcontractors will be subject to policies, procedures, and legal terms and conditions of the State (as posted on the purchasing website and/or part of or attached to this solicitation). Violation of policies and procedures by vendor may be cause for termination of contract and elimination from participation under this RFP.

### 2.2.8. Start of Service Date and Services Duration

Vendor will note that the start date for the provision of services is no later than March 1, 2013 and will complete no later than September 1, 2013.

### 3. PROPOSAL SUBMISSION

Responses (an original plus four (4) copies) shall be mailed or hand-delivered in a sealed envelope marked ["RFP #7461223 – RIC Website Migration Services"] on or before the deadline as indicated on the cover page of this RFP.

**RI Dept. of Administration  
Division of Purchases, 2<sup>nd</sup> floor  
One Capitol Hill  
Providence, RI 02940-6528**

Questions concerning this solicitation may be e-mailed to the Division of Purchases at [questions@purchasing.ri.gov](mailto:questions@purchasing.ri.gov) no later than the date and time indicated on page one of this solicitation. Please reference **RFP # 7461223** on all correspondence. Questions should be submitted in a Microsoft Word attachment. Answers to questions received, if any, will be posted on the Internet as an addendum to this solicitation. It is the responsibility of all interested parties to download this information. If technical assistance is required to download, call the Help Desk at (401) 574-9709.

Offerors are encouraged to submit written questions to the Division of Purchases. **No other contact with State parties will be permitted.** Interested offerors may submit proposals to provide the services covered by this Request on or before the date and time listed on the cover page of this solicitation. Responses received after this date and time, as registered by the official time clock in the reception area of the Division of Purchases will not be considered.

Proposals should include the following:

- A completed and signed four-page RIVIP Bidder Certification Cover Form, available at [www.purchasing.ri.gov](http://www.purchasing.ri.gov).
- A summary section providing an overview of the services being proposed.
- Responses to the information requests in the Vendor Capability, Capacity, and Qualifications section. It is preferable for the Response to contain the actual text of the RFP followed by the Vendor's response to that paragraph.
- Responses to the information requests in the Technical Requirements section (for services being proposed by Vendor). It is required for the Response to contain the actual text of the RFP followed by the Vendor's response to that paragraph.
- An exceptions listing (by paragraph number) of any specifications that have not been met (exceptions for specifications relating to services not being offered do not need to be provided).

## RIC Website Migration

- Itemized pricing for all services and equipment offered, as specified in the Cost Proposal section of the RFP.
- A completed and signed W-9 (taxpayer identification number and certification.) Form is downloadable at [www.purchasing.ri.gov](http://www.purchasing.ri.gov).
- In addition to the multiple hard copies of proposals required, Vendors are requested to provide their proposal in an unsecured electronic format. Either Microsoft Word 2010 or PDF format is required. Include two CDs, each with a complete response.
- Vendor may include further sections or appendices containing drawings, planning documents, or any other supplementary information the Vendor would like to include in their response. Additional information such as marketing and sales brochures is welcome, but is in no way a substitute for the information requested above.
- Vendor has to submit a separate, signed and sealed Cost Proposal in a separate sealed envelope.

The Vendor assumes responsibility for proposals submitted by mail or commercial delivery service. Proposals misdirected to other State locations or which are otherwise not present in the Division of Purchases at the time of opening, for any cause, will be determined to be late and will not be considered. The “official” time clock is located in the reception area of the Division of Purchases. Faxed or emailed proposals will not be considered.

Any additional information pertaining to this RFP or changes in the timeline may be posted on an as-needed basis. It is the responsibility of the Bidder to regularly review the RIVIP website ([www.purchasing.ri.gov](http://www.purchasing.ri.gov)) to check for any additional postings.

**It is strongly suggested that the vendor mark this RFP on the RIVIP Vendor Watchlist for ease of monitoring critical information and amendments. Assistance in using this RIVIP feature can be obtained by reviewing the online tutorials available under the Vendor Center Section or by contacting the RIVIP Help Desk at (401) 222-3766.**

Notwithstanding the above, the State reserves the right not to award this contract or to award on the basis of cost alone, to accept or reject any or all proposals, and to award in its best interest. Proposals found to be technically or substantially non-responsive at any point in the evaluation process will be rejected and not considered further.

The State may, at its sole option, elect to require presentation(s) by offerors clearly in consideration for award.

## Evaluation and Selection

In order to select the Vendor that will be awarded this RFP, the RFP responses are evaluated in the following manner.

The Customer will convene a review committee that will score each response. The response will be scored in the following categories, in which each category is given a weight factor expressed in a percentage of the total. The response should score at least 75% of the total of each of the first three categories. Within each category the response should score 75% of the allotted scoring percentage in order to be considered for the review of the cost proposal.

The evaluation categories are:

- |  |                      |
|--|----------------------|
| 1. Vendor Qualifications                           | weight factor is 35% |
| 2. Project Scope Requirements                      | weight factor is 35% |
| 3. Maintenance/Support and Monitoring Requirements | weight factor is 10% |
| 4. Cost Proposal                                   | weight factor is 20% |

## 4. VENDOR QUALIFICATIONS

Please respond to the following questions and information requests.

### 4.1. General Vendor Qualifications

#### 4.1.1. Experience

Vendor must have a proven record of relevant web implementation projects for at least the last three (3) years leveraging Microsoft software development technologies. Projects are regarded relevant when Vendor was responsible for both the management and implementation of the project and the project was completed successfully.

Please provide evidence about Vendor's relevant experience.

#### 4.1.2. History

Vendor must be operating in the software development field for at least five (5) years in which Vendor has been developing business-driven applications for customers similar to Customer in size and/or line of business.

Please provide evidence about Vendor's relevant history.

#### 4.1.3. Personnel

Vendor must only use full-time employees (under permanent contract with Vendor) for the staffing of this project. The use of project staff on any other term, including but not

limited to part-time, temporary or other forms of limited terms or subcontracting is not accepted. Vendor must be able to provide proof on request.

4.1.4. Microsoft Partnership

Vendor must hold an active Gold competencies in the Microsoft Partner Network relevant to this RFP.

Please provide evidence of Vendor's Gold competencies in the Microsoft Partner Network relevant to the project described in this RFP.

4.1.5. Professional Manner

Work performed under this RFP may be performed while classes are in session. It is critical that the work not disrupt normal operations at the Customer's premises. Vendor personnel are to conduct themselves in a professional manner, so as not to compromise the safety or self-respect of any student or staff member. Customer reserves the right of approval of any on-site employees, and the right to dismiss from this, and any other work performed under this RFP, any individual without a statement of cause. The vendor will comply without compromising schedules and/or any other contract term.

4.2. Experience with Web Migration Projects

4.2.1. Project Ownership

Vendor retains ownership of the project deliverables from the commencement of the project up to the acceptance by Customer of the deliverables. This implies Vendor guarantees to work on the deliverables until these meet Customer's acceptance criteria. Note: acceptance criteria as well as deliverables will be specified/defined prior to commencement of the project.

4.2.2. Project Management

Vendor is responsible for providing project management for the full duration of the project. Vendor ensures that the same project manager remains assigned to this project for the full duration of the project.

When due to unforeseen circumstances or circumstances out of the control of Vendor it is required to replace the project manager, Vendor remains responsible to meet project schedules/planning milestones/deadlines and/or comply with any contract term.

Please provide the list of tasks/responsibilities Vendor includes in project management.

4.2.3. Project Planning

Vendor is responsible to set an initial project plan with milestones and deadlines, mutually agreed upon by Customer and Vendor. Subsequently through project management, Vendor will continuously maintain the project plan and reports periodically (for example weekly) on progress. Vendor is required to immediately notify Customer

when any milestone or deadline cannot be met. Vendor discusses with Customer the implications and options to address the resolution.

A project as described in this RFP has to be executed in a number of phases.

Please provide a description of each of the phases Vendor identifies for the project described in this RFP and/or in 'like projects'.

#### 4.2.4. Project Staffing

Customer recognizes that in the project as described in this RFP will require a multi-person staffing, each with his/her own role and skill set, to meet set milestones/deadlines and a project completion date. Vendor needs to be able to staff this project not only on quality (employees with the required skill sets), but also on quantity (the required number of employees to meet milestones/deadline and completion date).

Vendor is expected to keep project staffing constant during the duration of the project. If for any circumstance, either within our outside the control of Vendor, a project staffing change has to be made Vendor needs to inform Customer immediately. Vendor remains responsible to meet project schedules/planning milestones/deadlines and/or comply with any contract term.

For the purpose of this RFP please provide names and resume of employees that will be likely assigned to this project as well as the role they will play in each of the project phases (to be identified by Vendor in section 5.2.3 Project Planning).

Note: Customer expects that Vendor has enough experience to identify the required staffing for this project.

#### 4.2.5. Project Documentation

The Vendor is required to document all work performed for the Customer in general and of installation and configuration changes in particular. All documentation has to be provided or made accessible to the Customer in a format that allows the Customer to incorporate this into its own documentation system. Documentation is regarded as an integral part of providing services to the Customer and is therefore a compulsory component in the completion of any work performed as described in this RFP.

### 4.3. Experience with Microsoft SharePoint Technologies and related products/technologies

#### 4.3.1. Skills, Knowledge and Experience

Customer recognizes that Vendor can only be successful on a project as described in this RFP when Vendor has not only employees with the necessary skills and knowledge, but also can sustain these skills, knowledge and experience at a corporate level.

The project described in this RFP has Microsoft SharePoint 2013 Technologies at its core, but will require skills and knowledge of other Microsoft products and technologies.

Please provide a list of all relevant Microsoft products and technologies that Vendor identifies as being required to successfully execute the project described in this RFP and the number of Vendor's employees with skills, knowledge and experience for each of these products and technologies.

Note: In order for Customer to appreciate the depth and breadth of Vendor's available staff, Vendor has to uniquely identify individual employees that have skills, knowledge and experience of multiple Microsoft products/technologies.

#### 4.3.2. Microsoft Certifications

Customer values the efforts Vendor makes to keep its employees up-to-date with the latest Microsoft products, technologies and Best Practices. Customer sees certifications in general and, for the purpose of this RFP and project, Microsoft certifications in particular as a good indicator of the Vendor's effort in this area.

Please provide an overview of the relevant Microsoft certifications within Vendor's organization and indicate what number of each of these certifications are held by employees that may be assigned to this project.

Vendor is encouraged to list other relevant (non-Microsoft) certifications held by employees.

#### 4.4. References

Please provide a minimum of three (3) references of Microsoft SharePoint 2010 Technologies projects completed in the past 1.5 years (18 months). For each reference provide at least the following:

- Description of the project giving a clear understanding of the scope of project, the involvement of the vendor, the extent to which SharePoint 2010 Technologies are used and the size of the SharePoint farm.
- The duration of the project and the current status of the project. When the project has been completed, give the completion date
- Customer contact information for the reference

### 5. PROJECT SCOPE REQUIREMENTS

#### 5.1. Scope of Migration

Customer plans to migrate its main college website and all directly related websites. Starting at <http://www.ric.edu> all pages and sites that are presented in the same template (page layout and style) need to be included in the migration. This includes all static and dynamic page components. Dynamic page components can be driven by data stored in website-related database tables or be retrieved from third-party sources, all via standardized protocols and interfaces.

## RIC Website Migration

Customer requires that the migration will not impact the “look and feel” of the college website.

Although Customer recognizes that there is a possibility that with the migration to a platform based on Microsoft SharePoint Technologies minor aspects of the current sites may not be able to replicate in the migrated sites, these discrepancies need to be identified prior to implementation.

As part of her RFP response, Vendor is required to identify those aspects of the current websites and its “look and feel” that can have an impact on the “look and feel” or project plan and/or timeline.

Customer will remain responsible for the migration of content from the current sites to the new sites, while Vendor is responsible for all other aspects.

Vendor is expected to review the college’s main web site and the sub sites pertaining to this scope of migration closely to ensure that the true project scope is identified. Vendor is encouraged to enumerate the sites/pages being identified as part of the scope and taken into during the formulation of the RFP response, including the cost proposal.

### 5.2. Duration and Timeline

Customer recognizes the need to keep the time between the project commencement and taking the new websites (based on the Microsoft SharePoint 2013 Technologies) into production as short as possible in order to keep the transition period limited and therefore limit the time to maintain two separate systems.

Customer wants to see the project duration limited to no more than 6 (six) months.

Duration is defined by the period between the day Vendor commences the project and the day Customer accepts all deliverables.

Please provide a breakdown of the timeline in the project phases, as Vendor identified in section 5.2.3 Project Planning, and the expected duration of each of these phases, not to exceed the 6 months duration. Please identify whether Vendor is able to complete the project as described in this RFP within this timeframe.

### 5.3. Deliverables

Customer has identified the following project deliverables. Vendor is encouraged to make recommendations of additional deliverables, based on her experience with other similar projects.

Note: Vendor is providing the services and related materials. Hardware, software and other licenses are the Customer’s responsibility and Vendor may assume in the RFP response that these will be available at project commencement.

The following project deliverables must be included as part of the final product:

## RIC Website Migration

1. Installation and Configuration of SharePoint Server 2013 in a redundant and scalable setting (Customer is responsible for server OS installation).  
Note: For the purpose of the RFP response all related SharePoint servers will be configured as a self-contained SharePoint farm.
2. All necessary files and configurations that recreates the branding and 'look and feel' of the current RIC website and sub-sites.
3. All configurations and basic workflows that allows for delegated content management and approval/publish processes.
4. All web parts, developed or purchased from third parties, and related code required to provide the dynamic content generation and delivery identical to this functionality in the current RIC website and sub-sites.
5. Complete set of documentation of all the performed work (as identified in point 1 through 3). Documentation is expected to be provided in such a form that would allow for recreation of the installation and configuration work of the work described in points 1 through 3.
6. Instruction of RIC staff on the maintenance of the SharePoint 2013 installation and configuration as documented.

### 5.4. Acceptance process

As indicated earlier in section 5.2.1 Project Ownership, Vendor remains the owner of the project until Customer accepts all deliverables. Taking ownership of the deliverables by Customers signals that Vendor completed the project to the satisfaction of Customer. To avoid a situation in which Customer does not accept one or more deliverables, Vendor must provide a project planning that incorporates an adequate number of milestones to ensure that partial deliverables are on the path of acceptance.

Prior to commencement of the project, Customer will work with Vendor to further detail the deliverables as identified in section 6.3 Deliverables.

Customer will draw up a comprehensive acceptance test plan that will be executed at appropriate milestones during the project timeline. The acceptance test plan will determine to what extent a deliverable meets the acceptance criteria.

The acceptance process is iterative and completes only after Vendor provides a deliverable that meets all criteria.

## 6. MAINTENANCE/SUPPORT AND MONITORING REQUIREMENTS

After taking ownership of the deliverables and bringing the new college web-sites and sub-sites into production, Customer staff may require maintenance and support assistance. Vendor must be able to provide maintenance, support and monitoring services on an 'as required' basis.

## 6.1. Maintenance and support

### 6.1.1. Definition and duration

During a period of 6 months after taking ownership of the deliverables, Customer may need ‘on demand’ assistance in making limited adjustments and modifications to the complete Microsoft SharePoint 2013 installation as described in section 6.3 “Deliverables” in order to ensure proper functioning of the main website and sub-sites as a whole. This assistance can be in different areas including, but not limited to:

- SharePoint 2013 and Server 2008 R2/ Server 2012 Systems Administration
- SharePoint 2013 tuning to optimize response times and end-user experience
- SharePoint 2013 branding and templating
- SharePoint 2013 web part design and programming
- SharePoint 2013 workflow design and programming

This maintenance and support is expected to be on average not more than 8 hours per week, but will only be consumed when the need arises. Vendor needs to be able to provide such requested assistance within a reasonable timeframe depending on the priority/urgency of the issue at hand.

As a rule of thumb, the following response times are expected:

- For issues impacting the operation of the whole main website and/or sub-sites: respond within 4 hours
- For issues impacting individuals pages or page components (web parts): respond within 12 hours
- Answering specific and immediate questions: respond within 24 hours (2 work days)
- Making minor changes with system-wide appearance: respond within 72 hours (3 work days)
- All other issues: respond within 5 work days

For the staffing of the maintenance and support the same requirements apply as for the migration project as described in section 5 Vendor Qualifications.

### 6.1.2. Vendor Services

Please describe what services Vendor can provide that meet or exceed the requested maintenance and support as described in section 7.1.1.

Please describe other relevant maintenance and support services vendor can provide.

## 6.2. Monitoring

### 6.2.1. Definition and duration

During a period of 6 months after taking ownership of the deliverables as described in section 6.3), Customer may need 24x7 proactive monitoring of the complete SharePoint 2013 installation, to ensure the proper and continuous operation of the college main website and sub-sites, consistent with the business-critical nature of the websites.

The monitoring has to be done in real-time and with sufficient detail to ensure that any issue impacting the presentation and/or response times of web pages is immediately identified and addressed within the response time detailed in section 7.1.1 (Maintenance and Support – Definition and duration).

6.2.2. Vendor Services

Please describe what monitoring service Vendor can provide that meet or exceed the requested service as described in section 7.2.1.

Please describe other relevant monitoring services Vendor can provide.

Note: Monitoring services have to be directly provided by Vendor performed by Vendor's employees and cannot be subcontracted or outsourced to a third party.

## 7. COST PROPOSAL

### 7.1. General Requirements

- Vendor has to submit a separate, signed and sealed Cost Proposal in a separate sealed envelope.
- All service-related costs have to be specified in hourly rates
- If Vendor applies different hourly rates for different roles/skill sets these rates have to be included where appropriate
- Vendor is not allowed to provide a single 'all include' price for the cost proposal
- Cost proposal breakdown has to be consistent with Vendor's RFP response related to scope and project phases.
- Hourly rates have to be specified for regular (daytime/office) hours, evening/weekend hours and holidays.

### 7.2. Proposal Structure and Detail

To allow Customer to get a clear understanding how Vendor determined the total cost of the project and to compare it to the cost proposal of other RFP responses, it is imperative that the Vendor breaks down the cost proposal in a structured fashion.

Vendor must adhere to the following guidelines to compose the cost proposal.

For the Migration project:

1. The cost proposal has to be broken down into project phases as Vendor identified in section 5.2.3 (Project Planning)
2. Within each project phase identify all the roles that will be performed by a Vendor's employee
3. For each role/employee identify the estimated number of hours of work (and hourly rate) that applies during each phase

## RIC Website Migration

4. For project management identify the estimated number of hours of work (and hourly rate) that applies during each phase, plus any additional hours of additional project-wide project management hours.
5. Specify any work that Vendor identifies as not phase-specific plus the numbers of hours and hourly rate
6. Specify any other work, number of hours and hourly rate that Vendor identifies within the project but are not covered by the point 1 through 5

## RIC Website Migration

For the Maintenance and Support work:

1. Identify the roles that could be involved in the maintenance and support work and the hourly rates that apply for each role
2. Identify other cost components that apply for the Maintenance and Support work.

For Monitoring:

1. Identify the cost components of monitoring and what the one-time and recurring rates are.
2. If Vendor charges different recurring rates depending on the payment period (like week, month and/or quarter) please specify.