

**MIDLAND COUNTY REQUEST  
FOR PROPOSAL  
WEBSITE REDESIGN & HOSTING**



**Sealed bids due:  
Tuesday November 12<sup>th</sup>, 2020  
2:00 p.m.**

**Procurement & Contracts Administrator  
Department of Finance  
Midland County Services Building  
220 West Ellsworth Street  
Midland, MI 48640-5194  
(989) 832-6865**

**MIDLAND COUNTY  
REQUEST FOR PROPOSAL  
WEBSITE REDESIGN & HOSTING**

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# **MIDLAND COUNTY WEBSITE REDESIGN & HOSTING BID INSTRUCTIONS**

## **Receipt and Opening of Bids:**

All bids must be delivered before **November 12, 2020 AT 2:00 PM** to:

*Denise L. Mason, Procurement and Contract Administrator  
County of Midland  
Finance Dept, Room 360  
220 W Ellsworth St  
Midland, MI 48640-5194*

All bids will be publicly opened on **November 12, 2020 at 2:05PM** in the First Floor Conference Room at the address listed above.

## **Submission of Bids:**

1. Bid proposals must be submitted in a sealed and clearly marked envelope with the name and address of vendor/bidder, date and hour of opening and name of project on the envelope.
2. Proposals received prior to the deadline will be kept secure and unopened. No responsibility will attach to an officer or person for the premature opening of a bid not properly addressed and identified.
3. Any bidder may withdraw his bid by written request at any time prior to the advertised time for opening.
4. Any bid received after the advertised deadline will be returned to the bidder unopened. This applies to bids sent by mail as well as those delivered.
5. Telegraphic and email bids are not acceptable and telephone, telegraphic and electronic amendments or withdraws will not be accepted under any circumstances.
6. Negligence on the part of the bidder in preparing the bid confers no rights for withdraw of the bid after it has been opened.
7. There may be one or more amendments to this Invitation to Bid. These amendments will be posted on the Midland County website at [www.co.midland.mi.us](http://www.co.midland.mi.us). It will be the responsibility of the vendor to check for these amendments.
8. The County of Midland will not be liable in any way for any costs incurred by respondents in replying to this bid request.
9. Questions relating to bid procedures should be addressed to Denise L. Mason, Procurement & Contracts Administrator at 989-832-6865.

**Incurred Costs/Disclaimer:**

The County of Midland will not be liable in any way for any costs incurred by respondents in replying to this bid request.

**Award:**

The Midland County Board of Commissioners may make award to the responsible submitter(s) whose proposal is the most advantageous to the County of Midland.

**Taxes:**

The County of Midland is exempt from Federal Excise and Michigan State Sales Taxes by law and such taxes shall not be included in bid prices. The County will provide documentation of exemption upon request.

**Owner's Rights :**

The County of Midland reserves the right:

1. To waive minor technical deficiencies and irregularities, or both in the requests for proposals, the process of requesting or receiving the proposals, or the proposals received from submitters.
2. To request clarification of all or any portion of a proposal from any or all of the submittals received in response to a request for qualification or proposal, or both, from any or all of the submitters.
3. To accept or request any or all proposals as determined by the County, in its sole discretion, for any reason including but not limited to the rejection and disqualification from consideration any or all submissions that the County may, in its sole discretion, deem inaccurate, misleading, exaggerated or unresponsive to the information requested.
4. To accept the firms that, in its sole judgment, meet the needs of the County, and best serve its overall interests.

**Hold Harmless:**

To the fullest extent permitted by the law the Contractor agrees to defend, pay on behalf of, indemnify, and hold harmless the County of Midland, its elected and appointed officials, employees and volunteers, and other working on behalf of the County of Midland against any and all claims, demands, suites, or loss, including all costs connected therewith, and for any damages which may be asserted, claimed, or recovered against or from the County of Midland, by reason of personal injury, including bodily injury or death and/or property damage, including loss of use thereof, which arises out of, or is in any way connected or associated with this contract.

**Insurance Requirements (include copy of current coverage with bid):**

The contractor, and any and all of their subcontractors, shall not commence work under this contract until they have obtained the insurance required under this paragraph. All coverage shall be with insurance companies licensed and admitted to do business in the State of Michigan. All coverage shall be with insurance carriers acceptable to County of Midland.

1. Workers' Compensation Insurance: The Contractor shall procure and maintain during the life of this contract, Workers' Compensation Insurance, including Employers' Liability Coverage, in accordance with all applicable statutes of the State of Michigan.
2. Commercial General Liability Insurance: The Contractor shall procure and maintain during the life of this contract, Commercial General Liability Insurance on an "Occurrence Basis" with limits of liability not less than \$1,00,000 per occurrence and aggregate. Coverage shall include the following extensions: (A) Contractual Liability; (B) Products and Completed Operations; (C) Independent Contractors Coverage; (D) Broad Form General Liability Extensions or equivalent, if not already included; (E) Deletion of all Explosion, Collapse, and Underground (XCU) Exclusions, if applicable.
3. Motor Vehicle Liability: The Contractor shall procure and maintain during the life of this contract Motor Vehicle Liability Insurance, including Michigan no-fault coverages, with limits of liability not less than \$300,000 per occurrence combined single limit for Bodily Injury, and Property Damage. Coverage shall include all owned vehicles, all non-owned vehicles, and all hired vehicles.
4. Additional Insured: Commercial General Liability, as described above, shall include an endorsement stating that the following shall be Additional Insureds: The County of Midland, all elected and appointed officials, all employees and volunteers, all boards, commissions, and/or authorities and board members, including employees and volunteers thereof.
5. Cancellation Notice: Workers' Compensation Insurance, Commercial General Liability Insurance, and Motor 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: *Ms. Denise Mason, County of Midland, 220 West Ellsworth Street, Midland, MI 48640-5194.*

6. Owners and Contractors Protective Liability: The Contractor shall procure and maintain during the life of this contract, a separate Owners and Contractors Protective Liability Policy with limits of liability not less than \$1,000,000 per occurrence and aggregate. The County of Midland shall be Named Insured on said coverage. Thirty (30) days Notice of Cancellation shall apply to this policy.
7. Proof of Insurance Coverage: The Contractor shall provide the County of Midland at the time that the contracts are returned by him/her for execution, certificates and policies as listed below:
  - a. Two (2) copies of certificate of insurance for Workers' Compensation Insurance;
  - b. Two (2) copies of certificate of insurance for Commercial General Liability Insurance;
  - c. Two (2) copies of certificate of insurance for Vehicle Liability Insurance;
  - d. Original policy or original binder pending issuance of policy, for Owners & Contractors Protective Liability Insurance.
  - e. If so requested, certified copies of all policies mentioned above.
8. If any of the above coverages expire during the term of this contract, the Contractor shall deliver renewal certificates and/or policies to the County of Midland at least ten (10) days prior to the expiration date.

**Contents of Bid Package:**

1. Bids must be submitted on printed forms furnished by Midland County. Voluntary alternatives or additional product information may be attached to the bid form if necessary.
2. Please include one (1) original and five (5) copies of your bid proposal.
3. Bids must contain bidder's complete name, address, telephone, email address, and facsimile numbers. The bid must be signed in ink by an authorized representative of your company.
4. All questions on the bid response questionnaire must be answered in detail.
5. All erasures or corrections to pricing information must be initialed in ink.

# **MIDLAND COUNTY WEBSITE REDESIGN & HOSTING BID SPECIFICATIONS**

The County of Midland respectfully requests your participation in submitting a bid:

## **Project Goals**

The primary goal of this project is to replace the current website with a new and improved website. The new website will be easier for users to navigate, more efficient for County staff to manage, and provide a wide variety of services to the citizens of the County of Midland. The Vendor will provide the County with an information ready, turn-key website.

1. Replace the website CMS (Content Management System) software.
2. Provide pricing options for migration of current content to be done by the vendor, by the County or a hybrid approach.
3. Implement electronic workflow for all proposed web postings for approval and promotion.
4. Redesign the look and feel of the website.
5. Update and implement website technology management policy and best practices
  - a. Identify and formalize use of web social networking tools.
  - b. Identify and formalize acceptable website content and links to outside resources.
  - c. Identify and provide web information management tools to comply with the State of Michigan Public Records retention guidelines. This will include the storing of each information update, the storage and maintenance of any activity on any social networking site or application and should include an easy to administrate application providing for indexing, storage, archiving and retrieval of this information.
6. Provide for full integration with existing e-government applications currently in use and provide for easy integration with future e-government applications. Examples of e-government include BS&A, Kofile and ESRI.
7. Meet current ADA requirements for websites

## **Project Objectives**

### *Short Term Objectives*

1. Improve the tools that support updating the website, i.e.; content management system (CMS).
2. Improve the information architecture that supports easy navigation of the site to key County services.
3. Redesign the website with a new look and feel supporting the branding efforts of the County and reflecting the diverse make up and vision of the citizens of the County.
4. Integrate a master calendar of events that can be shared across the website by content or subject matter categories.
5. Ensure the website meets the latest requirements of access for those with disabilities.
6. Create an alert system for emergency situations which is maintained by county staff.

### Long Term Objectives

1. Improve the ability of users to control the time sensitive content published to and removed from the website.
2. Expand the services the County offers to citizens on the website.
3. Empower the County IT department to change the template aesthetics.
4. Expand the amount of information the County publishes on the website.
5. Ensure easy accessibility and navigational user experience, encouraging citizens to return.
6. Online interactive forms for applications/licenses/permits. They will be a mix of free and payment required. This product should interface with a third party credit card interface/clearing house.
7. Online interactive email forms for each department.
8. Create an Intranet infrastructure/employee portal in parallel.

## **Scope of Work**

Vendors replying to this RFP will be asked to organize and itemize their proposals into four (4) main areas for the County's consideration of their services: (A) redesign; (B) content management system (CMS) software; (C) implementation of CMS software; and (D) training.

### **A) Redesign**

- a. Redesign the County website look and feel that will support the County's updated brand as well as the marketing needs of specific departments/services.\*
- b. Provide a project plan for the design phase of the website replacement project.
- c. New website content information architecture that supports easy navigation to key services.
- d. Determine a consistent look and feel for the website, including color schemes, graphic elements, and navigation tools that provide straightforward navigation within a unifying graphic theme as well as flexibility for the branding of different County departments/services. The look and feel should be consistent with the County's current branding initiative.
- e. Provide design mock ups of primary website sections:
  - i. -Front Page
  - ii. -County Clerk
  - iii. -Court Calendar System
  - iv. -Health Department
  - v. -Parks and Recreation
- f. Look and Feel Design
  - i. The Vendor shall provide a minimum of three (3) designs of the proposed website that adhere to the branding style and standards (to be provided by the County).
  - ii. The Vendor will work with the County Information Technology Director to determine a new website content information architecture navigation framework to support easy navigation to key County services.
  - iii. The Vendor may be required to work with the Information Technology Director and assist in design analysis and style integration.
  - iv. Site must display correctly in all major browsers
  - v. Site must be mobile friendly with full and mobile options available.
  - vi. Site themes and/or style sheets that maintain common look and feel throughout website.
  - vii. Department / Service Marketability – ability to apply customized look and feel within different departments/services while maintaining global navigation and website common look and feel.<sup>7</sup>

- g. Source Code
  - i. The Vendor will provide the full source code to Midland County.

## **B) Content Management System**

### Software Needs Summary

The County is looking for website content management software that will; be adaptable to current and changing technology, enable content subject matter experts to efficiently publish and manage their content on the County website, and provide easy access of County services to website visitors.

### Product Requirements

Product requirements are outlined below. This list is a comprehensive set of requested features based on input from Executive Website Committee members.

### General Website Content Management System features:

1. Content Editor
  - WYSIWYG rich text editor
  - Spell checker
  - Ability to limit certain features of WYSIWYG editor to maintain common look and feel through-out the website.
  - Content editors must produce ADA / 508 standards compliant content
  - Content publisher control of associated metadata
2. Content Management
  - Ability to organize and manage uploaded documents and images.
  - Ability to archive outdated documents and images.
  - Ability to optimize uploaded pictures and graphic files for quick page loading.
  - Ability to post items with expiration dates to remove them automatically.
  - Interactive photo galleries to publish and display photo assets.
  - Document galleries to organize and publish documents according to subject matter.
  - List module for creation and organization of logically related items into lists that can be shared on multiple pages but managed within single list. Example list content: contacts and links.
  - Ability to determine a publishing schedule for specific content
  - Versioning and indexing of content to meet State of Michigan Records
  - Retention and Retrieval requirements.
  - Multi-lingual Content Integration with website content translation capabilities in up to five (5) languages.
3. Navigation
  - MEGA Drop Down Menus
  - Breadcrumb navigation
  - Secondary level navigation within specific content subject matter areas
  - Friendly URL's
  - Addition of external pages to navigation
  
  - Flexible navigation tools that facilitate management of common links across site.
  - Ability to reorganize content to different sections of the website without manually changing content links.

4. Master Calendar Functionality
  - Master calendar to share events, meetings, holidays, etc. that can be managed in a main calendar and shared across the website by content/subject matter category.
  - iCal links for users to add events to desktop calendar programs such as Outlook, SmartPhones and Tablets.
  - Interactive maps of event locations using the County's GIS.
  - Provide RSS feeds by calendar based or content creator defined categories.
  
5. Forms
  - Standard contact forms
  - Ability to easily add custom forms to site pages and manage content produced by the forms
  - Surveys and ad hoc reporting
  
6. Security/Authorization
  - Ability to centrally add and manage users and specify access rights
  - Ability to create groups with different access rights
  - Ability to limit certain group members from specific content and content management functionality
  - Ability to manage logged in users
  - Publishing Workflow with ability to customize by security group and user
  - Audit trail and reports of changes to content within the CMS
  
7. Additional Functionality
  - RSS consumption and display of external resources
  - calendar events.
  - "Share This" social networking site links for site visitors to share content on Facebook, Twitter, etc.
  - Site templates must be ADA / 508 standards compliant
  - CSS template features for viewing text only, printing, and mobile access versions of the site.
  - Software Development Kit - Ability for the County Information Technology Department or outside Vendor to create custom pages and content within the site's templates to facilitate integration of other e-Gov services software such as GIS, permitting, online bill payment, etc.
  - Search engine that can be directed to index both internally and externally hosted website resources.
  - Ability to manage an interactive multimedia top stories section within the CMS.

**Vendor will deliver the following:**

- a. Apply website redesign mockups to website CMS software implementation to enable information ready website.
- b. Provide a website CMS software implementation project plan. This can be integrated with the overall project plan.
- c. Install and configure website CMS software within vendors server environment
- d. Consult with County staff to determine how the website CMS navigation will support the County template requirements.
- e. Create website templates that meet current ADA standards compliance.

- f. The Vendor shall provide a comprehensive CMS solution.
- g. The CMS software proposed shall be in use in a wide variety of industries and shall not be a beta, release candidate or other early adopter technology.
- h. The system shall integrate smoothly and efficiently with industry standard applications. The optimum solution would be for the CMS to interface with standard word processing and spreadsheet applications for ease of content creation, integration, and postings.
- i. The CMS shall be accessible via secure external access.
- j. The Vendor will provide a search engine solution that will support indexing of all contents within the CMS as well as external County website resources.
- k. The Vendor will provide quote(s) for the CMS and any required software as part of the proposal.
- l. Documentation
  - i. The Vendor will provide full and complete documentation of the CMS and the associated programming/software.

### **C) Implementation of CMS and Content Migration**

- a. The Vendor shall provide a fully operational and working website framework (“information ready”). Migration should be able to immediately begin by vendor, county staff or a hybrid approach.
- b. The Vendor shall assist in addressing any URL name changes and /or URL naming conventions.
- c. The website shall integrate all existing e-government applications and shall be designed for easy integration of additional e-government applications.
- d. Website hosting will be done with the vendors recommended service.
- e. Preferred to be hosted within vendor’s current server environment.
- f. Ability to insert custom apps/data into the website with wrappers.
- g. Ability to have separate development and production environments.

### **D) Training**

- a. Website CMS training for site administrators and content contributors.
- b. The Vendor will provide full and complete “train the trainer” training on the use of the CMS. Up to six people in a session. In addition the IT Department will be fully trained on how to administer the server and CMS.

## Technical Questions

### **Content Editor and Management**

- 1) Does the CMS software provide a WYSIWYG rich text editor with an easy interface for nontechnical users to update content? If yes, please describe in detail, addressing how the editor manages HTML tags, tables, links, images, spellchecking, and other features.
- 2) Can WYSIWYG capabilities be turned off for source code editing? If yes, please describe how this is accomplished.
- 3) Can administrators limit certain features of the WYSIWYG editor? Please describe the features that can be controlled and how the control functionality is accomplished.
- 4) Describe the CMS software meta data management tools.
- 5) Can content live in multiple areas or be referenced in multiple areas? If yes, please describe the functionality and management of this feature.

### **Archiving and Roll Back and Restore Functionality**

- 1) As pages are updated, are existing versions automatically archived? Is there a limit to the number of archived versions?
- 2) Describe the CMS software's version control of content and rollback to the previous versions of content and documents/pages.
- 3) Does the CMS generate an audit trail and reports for the content that was updated? If yes, please describe this functionality.

### **Content Scheduling**

- 1) Describe the CMS ability to schedule publishing or deletion/archive of content based on date, time and/or approval, etc.
- 2) Describe how the CMS assigns expiration dates and handles expired pages (automatic e-mail notifications, link updates, removal of expired pages, follow up tasks, etc.).

### **Navigation**

- 1) Describe the ability of users to create new navigation menus.
- 2) Describe the ability of users to move or change the placement of navigation menus.
- 3) Does the CMS software manage content and links for MEGA Drop Down Menus in its global navigation? If yes, please describe how this is accomplished.
- 4) Does the CMS software manage navigation and display of interactive content such as tabbed content areas? If yes, please describe how this is accomplished.
- 5) Does the CMS software support the addition of external links to the global and secondary navigation? If yes, please describe how this is accomplished.
- 6) Does the CMS software support notification of users when they are leaving the site? If yes, please describe how this is accomplished.
- 7) Is 'breadcrumb' navigation automatically created and maintained by the software on every page of content? If yes, please describe how this content and links is managed.
- 8) Does the CMS support the ability to generate friendly URLs? If yes, please describe how this is accomplished.

## **Master Calendar Functionality**

- 1) Describe the website calendar functionality.
- 2) Does the calendar support item categories and the custom display of calendar items by category across the site? If yes, please describe how this is accomplished.
- 3) Does the calendar create event reminders for site users to download event reminders to their own calendar applications? If yes, please describe how this is accomplished.

## **Security/Authorization**

- 1) How are users and user groups created and managed?
- 2) Can users with different access rights be created? Can groups with different access rights be created? If yes, please describe how this is accomplished.
- 3) Are there pre-defined users and/or group types included or specified with in the CMS software? If yes, please describe these users and/or group types.
- 4) Can specific content ownership be managed down to the user level including reassigning ownership to another user or user group? If yes, please describe how this is accomplished.
- 5) Can only certain group members have access to certain functionality, including limiting what buttons are accessible in the HTML editor? If yes, please describe how this is accomplished.
- 6) Can size limitations/quotas be assigned to different files, folders, and/or sites? If yes, please describe how this is accomplished.
- 7) Describe the administrator's role and access to content and content management on the website.
- 8) Describe the CMS software's workflow management tools including the ability to customize the workflow, workflow notifications, and the auditing capabilities of the workflow system.
- 9) Explain how the CMS is kept up to date with the latest releases and patches.

## **Other Features**

- 1) Does the CMS software support the ability to apply customized look and feel within different departments/services while maintaining global navigation and website common look and feel? If yes, please describe how this is supported.
- 2) Does the CMS software produce RSS feeds? If yes, please describe the content this feature is available for and how it is managed within the software.
- 3) Does the CMS support social networking links for site visitors to share content on Facebook, Twitter, etc.? If yes, please describe this functionality and the ability to manage which sites are included in this feature.
- 4) Does the CMS meet ADA / 508 standards? If yes, please describe how this is accomplished.
- 5) Does the CMS support viewing text only, printing, and mobile access of content? If yes, please describe how this is accomplished and the mobile access systems are supported.
- 6) Does the CMS have a software development kit or other functionality to facilitate the integration of current and future e-government services software such as GIS, permitting, online bill payment, etc.? If yes, please describe how this type of integration can be accomplished.
- 7) Does the CMS have search and index capabilities both internally and externally hosted website resources? If yes, please describe the content that can be indexed and how search features are managed.
- 8) Does the solution provide for the management of content in rotating content or slideshow type of content that could support a rotating news feature on the home

page? If yes, please describe how the software supports this type of content.

## **General Questions**

- State the type of ownership of your company. Give the State and date of your incorporation if applicable. List headquarters and regional / full-service office locations, and website address.
- Provide the key contact name, title, address, telephone and fax numbers. Also identify the person(s) authorized to contractually bind the organization.
- Are you willing to share your financial reports with us on an ongoing basis to allow us to verify your fiscal stability?
- Please provide credit references to demonstrate your company's future viability. Please include your Dun & Bradstreet number (D-U-N-S number).
- Please provide status of any current or pending litigation against your company that might affect your ability to deliver the services that you offer.
- Do you anticipate that your company will be acquired in the foreseeable future? Is your company planning to acquire any other companies? If yes, please provide the names of the companies and the nature of the business.
- Include names of three (3) current government customers (title and phone numbers) that have had a scope of work similar to that described in this RFP and a letter of recommendation from each.
- Please include reference names of former customers, if any, (title and phone numbers) and the reasons for disengagement of your services.
- What type of insurance coverage do you carry? Describe the amount of coverage.
- Are you on either the Federal debar list or your home state debarred list?

## **Single Point of Responsibility/Accountability**

The County's expectation is to have a single point of contact, i.e. a single point of authority and a single contracting entity for this project. This is of a critical nature for this RFP; a contract will NOT be awarded to a vendor who does not have this single point of accountability. Indicate your understanding of and compliance with this requirement.

## **Summary**

Explain in one page or less how your solution will differentiate you from other vendors and why we should choose you as our successful vendor. List the unique features that give your company a competitive edge in the website design and replacement industry.

# EVALUATION & SELECTION PROCEDURE

Midland County has chosen a Website Committee that will review submitted proposals. The proposals will be reviewed and examined in the following way.

- Eliminate those that are clearly non-responsive to the stated requirements. Therefore, proposers should exercise particular care in reviewing the Proposal Format required in this RFP.
- RFP's meeting the stated requirements will then be reviewed and ranked based on the evaluation criteria referenced in this RFP. A short list will then be created.
- Midland County may then request presentations by the top two or three vendors that are on the top of the short list for consideration.

Once the ranking and interview process is complete, a contract will be negotiated with the successful proposer. The contract and recommendation will be made to the Midland County Board of Commissioners for approval. The final recommendation made to the Midland County Board of Commissioners will be based on review of the final scores.

## EVALUATION CRITERIA

It is the intent of Midland County to conduct a fair and comprehensive evaluation of proposals received. The Contract will be awarded to the proposer who submitted a proposal that is most advantageous to Midland County. All proposals will be evaluated based on the evaluation criteria as seen below. Each criterion will be scored based upon the points indicated.

See chart below:

<b>Evaluation Criteria</b>	
<b>Phase 1</b>	<b>Possible Points</b>
Compliance with instructions and completeness of the information	25
Overall solution design and achievement of stated goals	60
Pricing – total cost of ownership	15
<b>Total Evaluation Points</b>	100

## PRICING SCHEDULE

**The website design, CMS software, implementation, training and maintenance prices below MUST remain firm for 180 days after award.** Any price adjustments through the life of this agreement must be mutually agreed upon in writing.

### (A) Website Redesign

Item	Description	Quantity	Unit Price	Total Price
1.				
2.				
3.				
4.	Vendor may add additional lines as needed			

### (B) Website CMS Software

Item	Description	# of Hours	Hourly Rate	Total Price
1.				
2.				
3.				
4.	Vendor may add additional lines as needed			

### (C) Implementation

Item	Description	# of Hours	Hourly Rate	Total Price
1.				
2.				
3.				
4.	Vendor may add additional lines as needed			

### (D) Training – also indicate if training will be at no additional charge

Item	Description	# of Classes	Cost per class	Total Price
1.				
2.				
3.				
4.	Vendor may add additional lines as needed			

## Maintenance

Provide Annual Maintenance costs. If discounts are available for multi-year support agreements, please provide this information regarding the length of term and the net discount percentage. Please also ensure that your prices below are firm for one (1) year after final written acceptance of services by the County. Item 1 maintenance should be included in the RFP base price.

Item	Description	Discount %	Length of term	Total Price
1	Full maintenance: supporting hardware and software 8 a.m. to 5 p.m., Monday – Friday with four (4) hour on site response			
2	Full maintenance: supporting hardware and software seven (7) days a week, 24 hours a day, with four (4) hour on site response			
3	What is your plan for emergency response in case of critical failure? Do you have an emergency response plan with one (1) hour or less response? If so please explain and include pricing. If not, so indicate.			
4	If the County chooses time and materials coverage, what is the rate for standard business hours and after hours? State your definition of business hours.			
5	Will your company support a maintenance contract that covers core components only with no peripherals, or station sets?			
6	Propose the maintenance you believe would best serve the County.			

## Oral Presentation/Interview of Short-Listed Firms:

The oral presentations by the short-listed firms provide an opportunity for the short-listed firms to clarify their submittals, and for the selection committee to ask questions and to become familiar with the key personnel that will be assigned to the project. The oral presentation can be done in person or over web/video conference and will be scheduled after the deadline for the RFP submission. The short-listed firms will also be required to submit a written fee proposal and be prepared to discuss it at the interview.

- Presentation 20%
- Capability of the Firm to Perform the Work 30%
- Relevant Project Experience of the Assigned Team/Company 30%
- Written Proposal including Budget Figures and Cost Control 20%

Weights for individual criteria are provided as guidance to the selection committee in making their individual rankings of each firm's qualifications. Any scoring that may be done by individual committee members using the suggested weights may or may not be revealed to the other committee members during the process. Rather, each committee member will be asked to rank each of the firms from top to bottom and a composite score will be tallied for the selection committee's information to assist it in making its final determination. The selection committee's final determinations at the conclusion of both phases will be based upon its discussion and consensus.