



**FISCAL SERVICES DEPARTMENT
PURCHASING DIVISION**

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SOLICITATION

Solicitation Type	Request for Proposal (RFP)
Solicitation Number	4635
Description	Enterprise Intranet Solution - Kent County Information Technology
Date of Issuance	2/15/2022
Inquiries Deadline Date & Time (local)	3/10/2022, 2 PM
Due Date & Time (local)	3/23/2022, 2 PM
Pre-Submission Conference	Yes: Non-Mandatory Teleconference (attendance recommended & pre-registration required)
Conference Date & Time (local)	3/9/2022 2:00 PM
Buyer Name	Gault

INTRODUCTION

The Kent County Purchasing Division is seeking Proposals from qualified vendors that have extensive experience with SharePoint 365 Administration for the (graphic) design and architecture of an enterprise intranet solution utilizing Microsoft Office 365 SharePoint Platform for the Kent County Information Technology (KCIT). This RFP is intended to solicit responses from vendors to assist the County Intranet project in the areas of planning, design, governance, documentation, and training (for internal IT staff) deployed on Microsoft SharePoint 365. With a strong emphasis on page design/layout, Kent County is specifically looking for proposals that will demonstrate modern intranet best practices, deliver a contemporary design, consistent look and feel, and user-friendly navigation, that will drive user adoption and allow for self-management of content by departments.

SCOPE

The goals of this project are to:

- Leverage Microsoft Office 365 SharePoint Platform (GCC) as the primary organizational intranet;
- Optimize for both mobile and desktop use;
- Provide a “one-stop” portal for accessing productivity and collaboration/communication tools;
- Improve the overall usefulness and user experience;
- Increase the knowledge flow within the organization;
- Provide a centralized link to common systems;
- Better support operational processes that deliver business benefits.

The scope of the project will include:

- Requirements gathering;
- Governance recommendations including documented ownership, management model, and structure to provide clarity and rules around roles and responsibilities;

- Architectural design, including improvements to our current SharePoint structure;
- ADA compliance;
- Navigation;
- Creation of new UI design for entire SharePoint site including site template(s) for maintaining a consistent look and feel;
- Naming conventions to support efficient search capabilities for information on the intranet;
- Recommendations for security and roles necessary for a successful SharePoint platform, site administration and growth;
- Recommendations for hands-on training for in-house intranet site administrators and KCIT personnel;
- General optimization of existing Office 365 functionality (Teams, OneDrive, Power Apps) and reporting metrics.

The outcome should improve ease of use for user interaction within SharePoint and Office 365. KCIT is in the process of moving its former intranet content to a SharePoint framework. The updated site should enable the organization to optimize its use of the SharePoint as an intranet for all internal operational departments and program areas. KCIT is open to recommendations for an alternative middleware layer between SharePoint and the user.

CURRENT INTRANET ENVIRONMENT

KCIT currently manages a static on-premise intranet site that was created in the early to mid-2000s primarily for access to internal document and forms. As a result of the pandemic and employees' subsequent need for access, KCIT started moving on-premise content to a SharePoint "Employee Hub." As this is not a primary function of the KCIT department, the County does not have internal graphic designers, web developers, or web managers. Additionally, the design and management of County Internet, www.accesskent.com, is outsourced to an external web development company.

The [Kent County Standard Submission Terms](#) posted on the Bid Opportunities page of the Kent County Purchasing Division website are incorporated by reference into the solicitation.

COVID-19

All persons providing goods and/or services to Kent County shall comply with all applicable local, State and Federal laws, rules, and regulations specifically including, but not limited to, lawful Emergency Orders.

CONFIDENTIALITY

Contractor will not disclose or use, either during or after the term of this Agreement, any proprietary or confidential information of County without County's prior written permission except to the extent necessary to perform services on County's behalf. Proprietary or confidential information includes:

- a. Electronic information including but not limited to IP addresses, user histories, and content of electronic communications;
- b. Information belonging to the County, customers and/or suppliers of County about whom Contractor gained knowledge as a result of Contractor's services to County. This information may contain any or all of the following: written, printed, graphic, or electronically recorded materials furnished by County for Contractor to use; business

plans, customer lists, vendor lists, operating procedures, trade secrets, design formulas, know-how and processes, computer programs and inventories, discoveries, and improvements of any kind. Contractor shall not be restricted in using any material that is publicly available, already in Contractor's possession, or known to Contractor without restriction, or that is rightfully obtained by Contractor from sources other than County. On termination of Contractor's services to County, or at County's request, Contractor shall deliver to County all materials in Contractor's possession relating to County's business.

OWNERSHIP OF INTELLECTUAL DOCUMENTATION AND PRODUCTS

- a. All project documentation and final work product(s) developed for the County, unless otherwise specified are the sole property of County. All generic ideas, concepts, processes, systems, or methodologies, including computer hardware or software applications developed by Contractor to help achieve the goals of this Agreement that are not specific project deliverables remain the sole intellectual property of the Contractor.
- b. A complete set of all documentation developed by Contractor pursuant to this Agreement shall be made available to County upon County's request or upon conclusion of Consultant's duties under this Agreement without charge and shall become the sole property of County.

SECURITY

Contract employees requiring access to County facilities must undergo a criminal background check and fingerprinting before starting work. Kent County will conduct a thorough criminal background check and fingerprinting of all contractor employees assigned to this facility. Kent County shall be the sole determiner of the suitability of potential contract employees to work in this facility. Contractor should expect that it will take up to four business days to conduct a criminal background check and two to three weeks for fingerprint results. Inquiries on the status of background checks or fingerprinting will not be permitted during this time. Criminal background checks and fingerprinting will be done at no cost to Contractor. Excessive background checks may constitute a cost to be determined by Kent County. The County reserves the right to permanently bar any contract employee for behavior it deems inappropriate.

NON-RECRUITMENT OF PERSONNEL

During the term of this Agreement and for a period of one (1) year thereafter, neither party shall directly or indirectly, hire or solicit to be hired any employee of the other party. This provision will not restrict the right of the either party to solicit or recruit generally including in various forms of media and shall not prohibit the hiring of any individual that responds to such public solicitation or recruitment.

PRE-SUBMISSION TELECONFERENCE

A pre-submission conference is scheduled for this request. **Conference registration located [here](#). Registration closes ½ hour prior to the conference scheduled date and time. Attendees should join the conference a minimum of five (5) minutes before the conference is scheduled to commence.**

The purpose of the conference is to provide equal opportunity to seek clarifications regarding this opportunity. Failure to attend pre-submission conference may result in rejection of non-attendee

inquiries. Each Respondent will be given the opportunity to ask questions and is responsible for taking their own meeting notes. **One person from the Respondent should be designated to ask questions when prompted by the meeting host for teleconference meetings.** All additional attendees should remain muted. Attendees must fully review all solicitation documents and correspondence prior to the conference. Attendee shall be an employee or authorized reseller of the Respondent with requisite knowledge, skills, and abilities to participate.

Meeting attendees assume all possible risk including technical issues associated with teleconferencing and deem the County and its service provider harmless and without fault regardless of the reason. Attendees may not screenshot or record any part of the meeting including the audio. Attendees requiring special services are asked to provide their requirements to the Kent County Purchasing Division at least forty-eight (48) hours in advance to allow for accommodations.

REQUEST FOR PROPOSAL SUBMISSION

Complete submissions must be received in the Kent County Purchasing Division no later than the due date/time specified by the designated clock (local time). Late, faxed, or emailed responses will NOT be considered.

The health and safety of the community is a top priority; therefore, Kent County Purchasing Division is shifting all Solicitations to electronic response only until further notice. Responses may be submitted electronically by selecting the "Submit Online" icon on the Bid Opportunities page of the Kent County Purchasing Division's website. Respondent must include a complete proposal as one (1) non-password protected PDF document, unless otherwise designated by Kent County.

The time required to upload a submission may vary. Respondent assumes all risks associated with electronic submission (including all possible technical issues) and deems the County and its service provider harmless and without fault regardless the reason. Successful electronic submissions are confirmed via Respondent's email. Respondent shall view the link in the confirmation email to determine accuracy prior to due date/time.

Submissions must be in the format outlined below:

Executive Summary – One (1) page maximum

Summarize the Respondent's strong points and how experience, particularly with similar responsibilities, will benefit the stakeholders.

Business Organization – One (1) page maximum

State the full names, addresses, phone numbers, emails, and websites of any parties and their prospective roles. State whether Respondent is authorized to do business in the State of Michigan.

Qualifications - Three (3) pages maximum

Summarize Respondent's strong points and how experience, particularly with similar responsibilities, will benefit the stakeholders. Provide a statement of qualification and what makes you uniquely qualified compared to others to provide these services. Describe your proficiency and experiences with comparable project management engagements and with the software necessary to implement this request. Share any other relevant special expertise you have that should be considered for this engagement.

Recommendation – Unlimited

State in succinct terms your understanding of the major issues of this project. Describe specifically your firm's intended process to address the main issues of the project. Identify important steps your firm will take to meet the project goals and Kent County expectations. Emphasis on clarity and detail is an important consideration in the evaluation process.

Timeline & Expectations – Two (2) pages maximum

Provide a timeline to efficiently and effectively implement the recommendation with emphasis on key deliverables and milestones. Disclose necessary County resources, staffing and/or identify other requirements to implement each phase of the recommendation.

Pricing Methodology – Two (2) pages maximum

Provide a detailed pricing methodology for an all-inclusive, implemented recommendation including payment terms, unit costs, billable costs and all other expenses.

Project Staffing – One (1) page maximum plus resumes

Provide a chart with the staff committed to the recommendation. Show lines of authority and provide a brief role description with responsibilities as they relate to the recommendation. Include only relevant resumes.

References – One (1) page maximum

Provide three (3) relevant references, preferably for projects of similar scope and complexity. Include the organization, contact person, current telephone number, email address, description and dates of service and total cost. References shall not include any current/past Kent County employees.

Page number maximums are strongly recommended but not compulsorily disqualifying. Kent County is not liable for cost incurred prior to award. A submission shall constitute an irrevocable offer for a period of sixty (60) days from the due date/time. In the event the notification of award is not made within sixty (60) days from the due date/time, the Respondent may withdraw or provide a written extension of their submission. Responses are evaluated by an evaluation committee based on information submitted in response to this requests and subsequent finalist interviews when applicable.

Submissions may only be withdrawn by written request if the request is received before the due date/time. Withdrawals subsequent to opening shall be subject to [Kent County Fiscal Policy – Centralized Purchasing 5\(i\)\(2\)](#).

NO BID

Please provide [feedback](#) if you are electing not to participate in this solicitation.