



**REQUEST FOR PROPOSAL**

for

**SharePoint Consulting Services**

**RFP # 03-19**

**March 12, 2019**

**Issued On:** 3/12/2019

**Due Date:**3/29/2019

**Administered by:** Ed Roth, Technical Manager

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# 1 Executive Summary

## 1.1 Overview

Larimer Emergency Telephone Authority (LETA) is the Governing body for emergency telephone service in Larimer County, Colorado. LETA is responsible for the administration and operation of all emergency telephone service, 9-1-1 programs, and 9-1-1 equipment in its jurisdiction. Within LETA’s jurisdiction, there are five 9-1-1 Public Safety Answering Points (PSAPs). LETA’s Intergovernmental Agreement (“IGA”), as amended, is a partnership between Larimer County and over twenty cities, towns, fire protection districts, health districts, and hospital districts located within the County, plus Colorado State University. Larimer County is also home to Rocky Mountain National Park.

LETA has four full-time employees and collaborates extensively with external partners and board members. LETA is seeking a qualified Vendor to leverage SharePoint and related capabilities within Office 365 Business Premium.

## 1.2 Purpose

### 1.2.1 SharePoint Consulting and Design

This Project proposes to secure the professional services of a Vendor, which may include an independent contractor, knowledgeable in SharePoint, Office 365 Services, and business practices to leverage the tools and services. Preference will be given to a Vendor who has current, relevant Microsoft certifications. The selected Vendor will collaborate with LETA to understand business operations and develop appropriate solutions meeting the requirements and deliverables outlined in Section 3.

### 1.2.2 Training

The Vendor shall provide general SharePoint and related technology training to LETA staff and more in-depth training to LETA’s SP administrator.

## 1.3 Schedule of Events

The following is a tentative schedule that applies to this RFP. The schedule may change in accordance with LETA’s needs or unforeseen circumstances. Changes will be communicated by e-mail to all invited Vendors.

Issuance of RFP	March 12, 2019
Technical Questions/Inquiries Due	March 19, 2019 3:00 PM MST
Response to Questions	March 21, 2019 5:00 PM MST
Proposal Due Date	March 29, 2019 5:00 PM MST
Complete Initial Evaluation	April 5, 2019
Proposed Final Award Notification	April 12, 2019
Project complete	May 31, 2019

## 1.4 Definitions

- “Addenda” means any amendments and additional information released by LETA after RFP issuance for the purposes of clarity to or correcting omissions in the RFP.
- “Agreement” means a contract to be negotiated by LETA with the selected Vendor to provide the services proposed as part of the Vendor’s Response to RFP. The Agreement will incorporate the RFP and Vendor Proposal.
- “Award” means LETA’s selection of a Vendor Proposal for purposes of entering into an Agreement.
- “Deliverables” means the design, documentation, and project management specifications to be delivered pursuant to this RFP and Vendor’s Proposal.
- “Finalists” means a group of best-suited Vendors that LETA will perform more in-depth analysis on in order to select one for Award.
- “Formal Communications” means questions and requests for clarification submitted in writing and the written responses produced by LETA as described in Section 2.3 of this RFP, and all Addenda.
- “LETA” means the organization, as described in Section 1.1, which is responsible for issuing and administering the RFP. LETA is located at 380 N. Wilson Ave. Loveland, CO 80537.
- “Office 365” or “Office 365 Business Premium” means the software and services provided to LETA by Microsoft through an on-going subscription.
- “Proposal” or “Vendor Proposal” or “Response to RFP” means the formal response submitted by a Vendor to this RFP. The Proposals shall be used in part to determine which Vendor will be selected as the successful Vendor for Award.
- “RFP” or “Request for Proposal” means this solicitation of formal Proposals from Vendors to provide LETA with consulting, configuration, and implementation services specified in this document. RFP includes any Addenda.
- “Vendor” means the entity or person submitting a Proposal to this RFP.

## 2 Administrative Information

### 2.1 LETA’s Rights

Proposals shall be considered only from Vendors who are firmly established in an appropriate business, have a proven ability to perform, are in good standing with their current customers, are financially sound, and have the resources and ability to offer services in a professional manner. Vendor must possess the necessary facilities, pecuniary resources, and insurance to comply with the terms of this RFP. LETA may request additional information from Vendor as LETA deems necessary. Failure to provide such information shall result in the Proposal being considered non-responsive or the Vendor unqualified.

In responding to this RFP, Vendor accepts full responsibility to understand the RFP in its entirety, and in detail, including all Addenda, and to make any inquiries to LETA as necessary to gain such understanding. It is the responsibility of Vendors, prior to the Proposal Due Date, to inquire as to Addenda issued and ensure their Proposal reflects any and all changes. LETA reserves the right to

disqualify any Vendor who demonstrates less than such understanding. Further, LETA reserves the right to determine, in its sole discretion, whether Vendor has demonstrated such understanding. If Vendor's Proposal is accepted, Vendor will be solely responsible for all errors in the Proposal resulting from Vendor's failure or neglect to understand the RFP, including all Addenda. LETA will, in no case, be responsible for any damage or change in anticipated profits resulting from Vendor's failure or neglect. LETA's right extends to cancellation of the Award, if an Award has been made. Such disqualification and/or cancellation shall be at no fault, cost, consequence, or liability to LETA.

LETA shall not be liable for any pre-Agreement expenses incurred by any Vendor, including the selected Vendor. Vendors shall not include any such expenses as part of the price proposed in response to this RFP.

While LETA has every intention to enter into an Agreement as a result of this RFP, issuance of this RFP in no way constitutes a commitment by LETA to make an Award or to enter into an Agreement. Upon its determination that such actions would be in its or the public's best interests, LETA in its sole discretion reserves the right to:

1. Waive any formality.
2. Cancel or terminate this RFP, at any time, without penalty.
3. Reject any or all Proposals received in response to this RFP.
4. Waive any undesirable, inconsequential, or inconsistent provisions of this RFP, which would result in any significant impact on any Proposals.
5. Make any investigations it deems necessary to evaluate the Vendor's ability to perform.
6. Require any Vendor to enter into a non-disclosure agreement.
7. Not Award, or if awarded, terminate any Award, if LETA determines adequate funds are not available or it elects not to pursue this project.
8. To seek clarification of Proposals. Vendors shall designate a contact person and telephone number for questions that may arise during the Proposal evaluation period as designated on the RFP Cover Sheet.
9. Issue amendments in the form of Addenda to this RFP prior to the Proposal Due Date. Copies of such addenda will be provided to interested Vendors who have submitted a notice of intent to submit a Proposal.
10. To not enter into any Agreement.
11. To add and/or delete elements of this RFP by Addenda at any time without prior notification and without any liability or obligation.
12. To reject any and all Proposals or to waive any irregularity or information in the RFP or in the RFP procedure or schedule.
13. To be the sole judge of the qualifications of the Vendor, the Vendor's Proposal, and of the suitability of the materials and/or services to be rendered.
14. To request Vendors to present oral briefings of their Proposals at an assigned time and date determined by LETA.
15. To award the contract without discussion, based upon LETA's initial review of Proposals.
16. To interpret ambiguities and decide inconsistencies that may appear in any Proposal.

## 2.2 Good Faith Statement

All information provided by LETA in this RFP is offered in good faith, but LETA assumes no responsibility whatsoever with respect to the sufficiency or accuracy of the information, and there is no guaranty, either expressed or implied, that the conditions indicated are representative of those that will be existing throughout the work, or that unanticipated developments may not occur. Individual items are subject to change at any time. LETA will not be liable for any claim related to or alleging the insufficiency or inaccuracy of the information.

## 2.3 Communication

Inquiries for clarifications that will not require Addenda may be submitted verbally at any time during the RFP process. Verbal communication shall be confirmed in writing by a specified procurement official in charge of managing this RFP process. In no case shall verbal communication govern over written communication or be incorporated into the RFP without Addenda.

### 2.3.1 Vendor Inquiries

The terms and conditions herein shall govern communications and inquiries between LETA and Vendors as they relate to this RFP. Inquiries, questions, and requests for clarification related to this RFP are to be directed in writing via email to:

Ed Roth

Technical Manager, Larimer Emergency Telephone Authority

E-mail: [eroth@leta911.org](mailto:eroth@leta911.org)

### 2.3.2 Formal Communications

Formal Communications shall include, but are not limited to:

- Vendors may question LETA on any discrepancies, errors, or omissions that may exist within this RFP. Questions and requests for clarification submitted in writing must be received by LETA prior to the Technical Questions Due Date.
- Addenda to this RFP.

LETA will make a good-faith effort to provide a written response to each question or request for clarification that requires Addenda within one (1) week of the Technical Questions Due Date. All written questions, answers, and Addenda will be shared with all recipients via the LETA website at [www.leta911.org/rfp03-19](http://www.leta911.org/rfp03-19).

LETA will not respond to any written questions or requests for clarification that require Addenda, if received after the Technical Questions Due Date.

## 2.4 Modification or Withdrawal of Proposals

Proposals may be modified or withdrawn by the Vendor if submitted in writing at any time prior to the Proposal Due Date. After the Proposal Due Date, no Proposals may be modified or withdrawn by the Vendor; the Proposal must be a firm offer open for 120 days from the Proposal Due Date.

## 2.5 Proposal Submission

Proposals must be received on or before the date and time indicated in the Schedule of Events. Late Proposals will not be accepted. Proposals that are difficult to read or interpret may not be accepted. It is the responsibility of the Vendor to ensure that the Proposal is received on or before the Proposal Due Date and time. Vendors mailing their Proposals shall allow sufficient mail delivery time to ensure timely receipt of their Proposals. The Proposal package shall be delivered or sent by mail to:

*LETA911  
Attn: Ed Roth  
380 N. Wilson Ave  
Loveland, CO 80537*

The LETA [Request for Proposal Cover Sheet](#) must be signed in ink by an officer or other representative of Vendor legally authorized to bind Vendor to the Proposal. Proposals that are determined to be at variance with RFP requirements may not be accepted. Proposals must be submitted in a sealed package displaying the following information on the outside of the envelope:

*VENDOR'S NAME & ADDRESS  
BID TITLE  
RFP #03-19*

One (1) paper copy of the response should be sealed in a package marked "Response to RFP 03-19"

Vendors must also submit their response electronically by emailing or mailing a copy of their response in a portable document format (PDF) with a subject of "Response to RFP 03-19"

## Proposal Cover Sheet

The Larimer Emergency Telephone Authority (LETA) invites qualified Vendors who are in good standing with their current customer base to submit a Proposal in response to this RFP. All interested Vendors who are not directly contacted are also invited to submit a proposal. This Request for Proposal is subject to terms and conditions on attached sheets.

**IMPORTANT:**

- 1) Vendors should read the entire document before submitting Information.
- 2) **Proposal MUST BE SIGNED IN INK.**
- 3) The Proposal must be a firm offer open for 120 days from the Proposal Due Date.
- 4) Please complete the below and return this page with the Proposal attached.

Vendor Name	
Vendor Address	
Vendor Contact Person	
Vendor Contact Person phone number	
Vendor Contact Person Email	

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Handwritten signature by Authorized Officer or Agent of Vendor (in ink)

## 2.6 Vendor's Interviews

Vendors who are deemed most qualified after initial evaluation may be asked to interview and discuss projects they have completed that are similar in scope to LETA's.

## 2.7 Cost Data/Budget

Proposals must include the detailed cost to LETA for each Deliverable as set forth. Estimated costs are not acceptable. Vendors must provide costs on the cost proposal cover sheet. Failure to do so will disqualify the Vendor from the process.

## 2.8 Colorado Open Records

Following the Award process, Proposals may be considered public records after opening pursuant to the applicable provisions of the Colorado Open Records Act. LETA will make reasonable efforts to notify Vendor of any request for disclosure, and it will be the responsibility of the Vendor to timely object and to pursue any legal actions or remedies for protection pursuant to Colorado law. Within twenty-four (24) hours of notice by LETA of a request for disclosure, Vendor shall notify LETA of Vendor's objection to disclosure and Vendor's intent to pursue legal actions or remedies under Colorado law. Any confidential, proprietary, or otherwise sensitive information contained in or with any Proposal is subject to potential disclosure. By submitting such information, Vendor waives its right to pursue LETA for any liability or recourse with respect to disclosure by LETA under the Colorado Open Records Act.

## 2.9 RFP Response Material Ownership

The Proposal and all material submitted by the Vendor regarding this RFP shall become the property of LETA. LETA reserves the right to use any and all information and material presented in the Proposal, subject only to limitations otherwise set forth herein. This right is not eliminated if the Vendor is not selected or is disqualified.

## 2.10 Response Submittal Process

1. Late Proposals will not be accepted or considered.
2. Proposals must address all RFP requirements.
3. Partial or incomplete Proposals will be rejected.
4. All costs incurred by the Vendor while preparing and presenting the Proposal, or costs incurred in any other manner by the Vendor in responding to this Proposal will be the responsibility of the Vendor.
5. Vendors shall furnish all the information required by this RFP and are expected to examine all instructions and specifications provided herein. Should the Vendor find any part of the listed specifications, terms and conditions to be discrepant, incomplete, or otherwise questionable in any response, it shall be the responsibility of the Vendor to call such matters to the attention of the LETA Technical Manager pursuant to the inquiry procedure in Section 2.3. Failure to do so will be at the Vendor's risk. All Addenda to this RFP will be issued in writing by LETA.

6. Finalists will be required, at their own expense, to make a formal presentation of their Proposal to the LETA evaluation team. Presentations must include at a minimum an outline and overview of the Vendor's implementation process and tentative design concepts.
7. The Award will be announced to the selected Vendor by telephone and in writing.

### 2.11 Acceptance of Proposal Content

Vendor's Proposal, including all prices, constitute Vendor's offer to enter into a contract with LETA on the terms set forth in the Proposal. The Proposal shall remain subject to LETA's acceptance for 120 days after the Proposal Due Date, regardless of LETA's Award to another Vendor or an Agreement with another Vendor during the 120 days.

Failure of the successful Vendor to adhere to these obligations may result in cancellation of an Award, and such Vendor may be removed from future solicitations.

### 2.12 Vendor Compliance with Laws

The Vendor shall comply with all applicable state and federal laws, rules, and regulations involving non-discrimination on the basis of race, color, religion, national origin, age, or sex. Vendor shall at all times observe and comply with all laws, ordinances, regulations and codes of the federal, state, city and other local government agencies, which may in any manner affect the preparation of the Proposal or the performance of the Agreement.

### 2.13 Parent Company

If a Vendor is owned or controlled by a parent company, the name, main office address, and parent company's tax identification number shall be provided in the Proposal.

### 2.14 News Releases

News releases pertaining to the Award shall not be made prior to execution of the Agreement without prior written approval of LETA.

### 2.15 Taxes

LETA is a purchaser designated as a tax-exempt organization, however, when materials are purchased, Vendor may be required to pay sales tax even though the ultimate product or service is provided to LETA. This sales tax will not be reimbursed by LETA.

## 2.16 Assignment

Vendor may not assign any portion of the Agreement and may not subcontract any part of the Agreement or services to be performed without the prior written consent of LETA.

## 2.17 Availability of Funds

Financial obligations of LETA payable after the current fiscal year are contingent upon funds for that purpose being appropriated, budgeted, and otherwise made available in subsequent fiscal years. In the event funds are not appropriated, any contractual obligations related thereto will become null and void, without penalty or liability to LETA.

## 2.18 Related Experience Statement

The Proposal must contain a statement of Vendor's prior experience in similar projects, including:

Description of Vendor's management, technical expertise and a listing of its projects and accomplishments in designing and implementing similar solutions.

Written authorization providing LETA the right to contact previous installations and references to discuss past performance of Vendor or their employees, with respect to its successful performance of other services.

## 2.19 Preparing and Submitting a Proposal

The evaluation and selection of a Vendor will be based on the information submitted in the Proposal, site visits, oral presentations and such other information gathered by or made available to LETA through the evaluation process.

### 2.19.1 Response Options

Specific responses to "Requirements" from the Vendor must be answered with one of the following responses and with explanatory text:

**Understood** – The Vendor completely understands the specific requirement, conditions and/or desires that the RFP has set.

**Comply** – The services proposed will fully meet requirements.

**Exception** – The services proposed comply partially with this requirement. Any exception must be explained. If a Vendor takes exception but an alternative to the requirement is recommended, the alternative must be explained and any cost identified. Exceptions will be evaluated and considered but are not necessarily acceptable solutions to the requirement as expressed.

**Does not Comply** – The services proposed do not fully comply with this requirement. An explanation is encouraged but not mandatory.

### 2.19.2 Proposal Organization and Format

Proposals should be typed and submitted on 8.5 by 11 inch paper. Proposals should be organized and presented in the order as specified below. Proposals must be organized with the following headings. Each heading should be separated by tabs or otherwise clearly marked. The RFP sections which should be submitted or responded to are:

- I. [Vendor Proposal Cover Sheet](#) (signed)
- II. Administrative Information  
Cover Letter  
Executive Summary  
Vendor Profile
- III. Requirements (point – by – point response to the RFP)
- IV. Pricing

### 2.20 Evaluation of Proposals

LETA's Technical Manager will coordinate the evaluation of Proposals in accordance with the evaluation factors stated below. After the initial review of the Proposals, the Vendors may be asked to make an oral presentation/demonstration in support of their Proposals.

**Proposals will be evaluated considering, but not necessarily limited to, the following criteria:**

- The overall approach to the project
- Vendor's qualifications
- The number of successful consulting and design projects completed that are similar to the solutions desired by LETA
- Completeness of Proposal
- References
- Schedules for Deliverables
- Total costs

#### **For Vendors that are Finalists**

Vendor Financial Strength. This information will only be requested from those vendors selected as Finalists. (Only 1 Copy is required)

All financial information shall be safeguarded to the extent permissible under applicable Colorado law.

All Finalists may be required to participate in negotiations and submit such price, technical, or other revisions of their Proposals as may result from negotiations.

LETA reserves the right to perform a credit check and a complete fiscal review of those companies that are selected as Finalists.

#### 2.21 Award

LETA will select, in its sole discretion, the Vendor it deems most appropriate for the project, if any. The Award requires Vendor to execute the separate Agreement.

## 3 Requirements

### 3.1 Minimum Qualifications

The SharePoint solution and related tools will be built around the technology that is part of LETA's Office 365 subscription. Qualified Vendors shall have demonstrated experience in similar successful SharePoint consulting and design projects and be able to provide analysis and recommendations for appropriate technology use and create solutions for:

- Document and File Management
- Internal and External Collaboration
- Knowledge Management Portals
- Project Management Portals
- Enterprise Search, Taxonomy development
- Effective Site Collection, Subsite, and Page strategies
- Integration with MS Exchange, Flow, and PowerApps
- User and Group strategy for security and collaboration

List relevant experience, and current certifications.

### 3.2 Deliverables

#### 3.2.1 Project Management

Vendor shall provide project coordination and management including a project kick-off meeting and weekly meetings with the LETA to monitor the progress of the project.

#### 3.2.2 Gather Required Information

Vendor shall conduct meetings to gather information about business processes and requirements in order to develop strategy and solutions for the following core needs within the SharePoint environment.

- Document Management – Evaluate existing solutions, recommend enhancements
- Internal and External Collaboration – Evaluate existing solutions, recommend enhancements
- Knowledge Management Portal – Evaluate existing solutions, recommend enhancements
- Project Management Portal – Gather requirements and recommend solution
- Enterprise Search – Recommendations for strategy and implementation
- Internal Staff Training – Formulate training plan for LETA SharePoint users

It is LETA's desire to only build solutions using the Modern SharePoint experience.

Vendor shall produce a Summary Report detailing the findings and recommended work to develop enhancements and solutions.

#### 3.2.3 Develop Conceptual Design

Vendor shall develop a conceptual design mockup of the proposed solutions. The design must accommodate the use cases identified in deliverable 3.2.2. The Vendor shall identify and address any potential issues, caveats, or shortcomings of the proposed solutions.

#### 3.2.4 Initial Solution Design Review

Vendor shall meet with LETA to evaluate and validate the proposed solution design as detailed in the Summary Report and the Conceptual Design. This meeting will serve to validate the design and discuss recommendations of the Vendor. This process may be iterative until an agreed-upon design is reached by the Vendor and LETA.

#### 3.2.5 Complete Solutions as Designed

Vendor shall complete agreed-upon solutions as designed. Solutions shall be fully tested for completeness of functionality and usability.

#### 3.2.6 Documentation

Vendor shall develop LETA As-Built Record Documentation of the developed SharePoint Solutions. The Record Documents will detail the components of the solutions along with their theory of operation and dependencies. The Record Documents shall be delivered at the end of the project and must be approved by LETA for this deliverable to be considered complete.

#### 3.2.7 Support and Training

Vendor shall develop training for LETA personnel on how to use the developed solutions and conduct one or more training sessions in person for staff.

Vendor shall develop training for LETA's SharePoint Administrator on administration and support of the developed solutions and conduct one or more training sessions in person with the SharePoint Administrator.

#### 3.2.8 Deliver As-Built Documentation/ Hand-off

All documentation, designs and drawings must be submitted to LETA and approved.

## Appendix A - Cost Proposal

### Budget and Schedule

All Vendors must fill out the following cost breakdown for their Proposal for LETA's project as described in this RFP. The Vendor must agree to keep these prices valid for 120 days as of the Proposal Due Date.

### Fee Proposal

All Vendors must provide an estimated cost summary in the fee proposal that includes all items shown below:

Fee Proposal Summary					
Task Category	Hours	Rate	Subtotal	Other Expenses	Subtotal
Project Management					
Business Evaluation/ Solution Design					
Development and Configuration					
Training					
Project Costs Total					

### Schedule

All Vendors must provide a project schedule in a GANNT chart form for all tasks outlined in this RFP.