



**An initiative of Oakland County, Michigan
L. Brooks Patterson, County Executive**

**G2G Marketplace
Request for Qualifications (RFQ)**

Distributed by:

**Oakland County Purchasing
2100 Pontiac Lake Road, Bldg. 41W
Waterford, MI 48328
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1.0 INTRODUCTION

Oakland County Michigan's G2G Cloud Solutions, an initiative of Oakland County Executive L. Brooks Patterson, is issuing this Request for Qualifications (RFQ) to obtain SEALED responses for potential partnerships and vendors for the G2G Marketplace, which will satisfy the requirements described in this RFQ.

The County has articulated specific requirements that must be addressed by Respondents and is soliciting creative technical and business solutions that could provide value-added solutions, products and services to be offered through the G2G Marketplace.

The objective of this RFQ is to provide sufficient information to enable qualified respondents to submit written proposals. This RFQ is not a contractual offer or commitment to purchase services. Respondents must be bona fide providers of the products and services requested, using a solution that is currently installed and working at customer sites that may be inspected by representatives of Oakland County.

To respond to this RFQ, proposals must conform to the procedures, format, and content requirements outlined in this document. Significant deviations may be grounds for disqualification. Oakland County reserves the right to waive, at its discretion, any irregularity or informality that Oakland County deems correctable or otherwise not warranting rejection of the RFQ.

2.0 BACKGROUND INFORMATION

The following background information has been provided in support of the G2G Marketplace RFQ. Additional information regarding this RFQ can be found on the Michigan Inter-governmental Trade Network (MITN) website at www.MITN.info.

2.1 Oakland County Overview

Oakland County, Michigan is located in southeast Michigan, immediately north of the City of Detroit. The county covers 910 square miles and encompasses 62 cities, villages and townships (CVTs). Located astride the Interstate 75 corridor and at the heart of “Automation Alley”, Oakland County is a world technology center. Oakland County’s population is approximately 1.2 million, encompasses 440,000 parcels of property, and features one of the lowest operating tax rates in the state of Michigan. Oakland County continues to be 1 of the 36 counties in the nation with the coveted AAA bond rating. Additional information can be found on Oakland County’s website at www.oakgov.com.

2.2 Information Technology Overview

The Oakland County Department of Information Technology (IT) is a service bureau that provides Information Technology services to 82 County Divisions, more than 100 local governmental units (assessor’s office, treasurer’s office, law enforcement, prosecutor’s office, etc.). IT is responsible for over 150 major applications consisting of more than 8,000 programs. IT provides systems support, maintenance, enhancements, and new development for all major systems applications.

The Department of Information Technology employs 150+ staff, is under the administration of the County Executive, and is comprised of the following organizational divisions:

- Administration – Internal Services
- CLEMIS & Public Safety
- Application Services
- Technical Systems & Networking

Overall, Information Technology's customer base spans several different disciplines, including:

- Health & Human Services
- Court Services
- Public Safety (Police, Fire, EMS)
- Clerk/Register of Deeds
- Facilities Management
- Sheriff
- County Executive
- Cities, Villages, & Townships
- Oakland County International Airport
- Equalization & Treasurer
- Finance & Human Resources
- Water Resources Commissioner
- MSU Extension - Oakland
- Parks & Recreation
- Prosecutor
- Board of Commissioners
- External Customers
- Community & Economic Development

Additional information about the Oakland County Department of Information Technology can be found on the web at www.oakgov.com/infotech.

2.3 G2G Cloud Solutions Overview

Enterprise technology solutions save time and money for government and the people it serves. But many governments, particularly smaller municipalities, lack the means to implement the large scale, advanced technology solutions that could relieve pressures on operational budgets. In addition, some governments have concerns about the long-term costs, privacy and security of private-sector technology solutions. Third-party solutions can meet some government technology needs, but these sometimes also include high-cost barriers to entry and other hidden risks. Oakland County formed G2G Cloud Solutions to support technology sharing among governments via the web. G2G Cloud Solutions is based on the idea that governments can work together to create a sustainable model for digital government by sharing and leveraging technology for mutual benefit. Through G2G Cloud Solutions, participating government agencies benefit from the opportunity to use technology that may not otherwise be within reach. The government-managed technology solutions available through G2G Cloud Solutions support reduced operating costs and increased reliability, security, and privacy protection for government data. G2G Cloud Solutions enables governments to use enterprise IT applications and services on an as-

needed basis, reducing operating costs for participating governments. Oakland County is seeking to making a wide array of solutions available not only to its 62 local municipalities, but also any other government who wishes to use the technology.

2.4 G2G Marketplace Overview

The goal of G2G Marketplace is to enable more efficient, cost-effective government operations by sharing Oakland County solutions, as well as those from approved vendors and government partners, with other government agencies. Following the G2G Cloud Solutions model, the G2G Marketplace will provide governments with an easy-to-use, cost-effective way to research, purchase, and provision cloud solutions and other services under pre-negotiated blanket purchase agreements and contracts.

The G2G Marketplace will be designed to be a catalog and service bureau. It will be developed as a multimedia-rich information portal where any government agency can research and provision eCommerce, web site hosting, and other government solutions. The G2G Marketplace will be a service that will provide other government agencies access to vendors who provide technology solutions for government. The marketplace will also be a cloud solution open to all governments to participate in, and submit and share their own products and services with other government agencies.

G2G Marketplace will provide an application store experience that will allow users to select different cloud and other related solutions from a variety of vendors and government partners. The G2G Marketplace will be available to public bodies such as the governments of states, counties, cities, villages, townships and municipalities, as well as courts, libraries, schools and other agencies chartered by government. The G2G Marketplace will be accessible by desktop, laptop, smartphones, tablets, and other mobile devices.

The G2G Marketplace will offer many benefits to participating governments and selected vendor partners. Some of these benefits include:

Benefit for Governments

- Reduces time and resources needed to investigate vendor products services
- Reduces or eliminates time and resources needed to draft complex contracts and agreements with vendors
- Simplifies and shortens time to market for procuring products and services
- Enhances security of sensitive government data that is stored in secure government-controlled systems, readily accessible when needed and not sold to third parties
- The G2G Marketplace is government- owned and operated
- Oakland County is a trusted and reliable service provider even in tough economic times
- Solution providers guarantee the lowest cost for solutions provided through G2G Marketplace.
- Reduced need for scarce IT resources required to manage servers, networks, security, etc.
- G2G Marketplace uses government-approved purchasing practices.
- G2G Marketplace offers multiple vendor and government solutions.
- The ability to only use and pay for the computing resources that are needed.
- Allows governments to participate as providers of solutions for other governments.
- Allow government to consume various solutions as needed.
- Lower costs and capital expenditures for the County and other governments
- Combined economies of scale from shared computing resources, software and licensing, thereby reducing costs
- Faster provisioning and consuming of technology resources
- Improved scalability, redundancy and resiliency, often not available to governments due to lack of financial or technical resources

Benefits for Solution Providers

- Offers a unique and productive way to reach out to government customers
- Provides access to more potential customers through partnership with Oakland County
- Added/enhanced credibility through partnership with Oakland County
- Oakland County is a trusted and reliable partner even in tough economic times
- Reduces time and cost for contract negotiations with government agencies
- Reduces marketing and sales costs to local governments through word of mouth advertising and promotion.
- Expands customer base by providing solutions to less capitalized governments who might not otherwise use an enterprise solution.

3.0 G2G MARKETPLACE VENDOR REQUIREMENTS

The G2G Marketplace RFQ is intended to solicit proposals from vendors interested in establishing partnerships with Oakland County for the purpose of providing technical and business cloud computing solutions, related products and services to governments through government inter-local agreements (agreements that allow governments to provide services to one another), pre-negotiated blanket purchase agreements and contracts.

The requirements set forth in this section of the RFQ serve as a minimum guideline for vendor participation in the G2G Marketplace. Vendors who are interested in potential partnerships via G2G Marketplace must respond to all stated RFQ requirements in order to be considered for partnership with Oakland County in the G2G Marketplace.

The requirements for vendor participation have been grouped into the following sections: General Requirements, Business Model Requirements, Technical Solution Requirements, Implementation and Support Services Requirements, and Licensing Support Requirements.

3.1 General Requirements

- Vendors must be established providers of solutions, products and services for government with a proven, demonstrable record of successful government implementations.
- Vendors must be willing to extend pre-negotiated blanket purchase agreements and contracts to public bodies that participate in G2G Marketplace, such as the governments of states, counties, cities, villages, townships and municipalities, as well as courts, libraries, schools and other agencies chartered by government.
- Vendor products and services should be related, appropriate for and operable within a cloud computing framework.
- Vendor solutions must be available for rapid procurement, provisioning and implementation.
- Vendor products and solutions must be pre-packaged or bundled as

- complete implemented solutions with associated pricing.
- **Vendor must commit to guaranteeing and matching any “Best Price” for the solution offered through G2G Marketplace.**
 - Vendors must be willing, able and available to provide ongoing support for solutions implemented through G2G Marketplace.
 - Oakland County will consider alternative proposals from any Respondent who desires to propose a business model or technology solution that differs from that defined in the RFQ, but still allows G2G Marketplace to achieve the objectives set forth in this section of the RFQ.

Respondents must describe how their products and/or services support these business objectives as well as highlight the realizable tangible and intangible benefits Oakland County could expect to gain from establishing a partnership with the respondent.

3.2 Business Model Requirements

A successful and sustainable private partner business model will be a key factor to the long-term success of the G2G Marketplace. At a minimum, Respondents must define in their proposals how their business models will address the following:

1. The provision of existing software products and/or services for government that could be made available as cloud computing solutions. Include with this description free and fee-based (subscription and one-time) offerings.
2. The provision of existing cloud computing products and/or services for government. Include with this description free and fee-based (subscription and one-time) offerings.
3. Description of future or planned software products and/or services for government (local installations or cloud solutions) for government. Include with this description free and fee-based (subscription and one-time) offerings.
4. The provision of a sustainable business model supporting use of the Respondent’s products and/or services through 2018. Include in this description any proposed changes in offerings that will occur over this

period.

5. Respondents must identify if they currently provide products and/or services to Oakland County Departments, Divisions or Agencies, or cities, villages or townships located within Oakland County. A list of Oakland County communities is available online at www.oakgov.com/communities. Also indicate whether the existing products and/or services will be leveraged as a part of the proposed business model.
6. Respondents must identify if they currently provide products and/or services proposed to other governments or municipalities, Also indicate whether the existing products and/or services will be leveraged as a part of the proposed business model.
7. Respondents must address any possible service limitations with existing products and/or services in their proposals.
8. Respondents must identify if they currently participate in any existing government application store, service portal, or marketplace.

Respondents are encouraged to include required custom-developed functionality, and to describe how the additional features and upgraded modules can be incorporated into basic systems. Include with this description any additional software or system configuration that must be installed or completed by the consumer.

Value added functions, not listed above as requirements, will be considered during the evaluation of all proposals. If a proposed solution contains any other features which are not listed above, the respondent is encouraged to include the description of the functionality in their proposal.

3.3 Technical Solution Requirements

Vendor products and/or services for potential inclusion in the G2G Marketplace should strive to conform to current web standards maintained and issued by the World Wide Web Consortium (<http://www.w3.org>). Compliance with these global standards will help G2G Marketplace cloud computing solutions maintain accessibility and operability. Respondent products and/or services intended for delivery as cloud computing solutions should adhere to the stated web browser

browser standards wherever applicable.

Web Browser Support Standard

- External (public) web sites and applications typically support:
 - **PC/Laptop**
 - Internet Explorer 7 or higher
 - Firefox 17 or higher
 - Google Chrome 20 or higher
 - Safari 5 or higher
 - **Tablets**
 - iPad
 - Kindle
 - Nook
 - Android (Galaxy Tab)

Mobile Device Platform Support Standard

- Oakland County web sites and applications for mobile devices typically support:
 - iOS4 and higher
 - Android Browser 5 and higher; Android OS 2 and higher
 - Windows Phone 7 and higher

Respondents must discuss the top five distinguishing technical features of their solutions for government.

Technical requirements that must be custom-developed by the Respondent must be clearly identified in the proposal. The Respondent is encouraged to include required custom-developed functionality. Respondents shall describe how the additional features and upgraded modules can be incorporated into basic systems.

Oakland County will openly entertain any technology solution that meets the G2G Marketplace business objectives. Additional technical services that would enhance those proposed by the G2G Marketplace are encouraged.

3.4 Implementation and Support Services Requirements

Each Respondent should give careful consideration to the implementation and support services that will be offered with their business model and technical

solution. At a minimum, Respondents must define in their proposals how they will address the following:

1. For each solution proposed, respondents must describe implementation and support services including assumptions and exclusions, approach and estimated effort for the following services:
 - **Project Management** – contains activities to manage the project.
 - **Technical Design and Installation** – contains activities for software configuration.
 - **Education, Marketing and Policies** – contains activities for training and promotion.
 - **Implementation** – contains activities for system launch and disaster recovery.
 - **Post Implementation Support** – contains activities for system support.

1. Respondents must describe the provision of customer/technical support services. Include with this description a detailed methodology for handling the following: support hours of operation, help desk call triaging, diagnosis and response times, help desk access methods (telephone, email and web), technical support resolution, and the development of a FAQ list. (Core support hours should be, at a minimum, Monday through Friday 8:30am to 5:00pm Eastern Standard Time, excluding government holidays. The vendor should also be reached 24 x 7 for emergency support issues.).

2. Respondents must describe any user interface customization that is available for software products and/or services. As much as possible, G2G Cloud Solutions applications allow governments to seamlessly integrate their existing branding and online identity with cloud services. Applications are customizable for each government and can incorporate each government's logo, colors and other images as well as the look and feel of an existing web site. Preserving each government's branding is important for overall application usability, as custom branding helps to clearly identify that cloud services are an official government offering. Custom application branding also enables governments to maintain a unified web presence, further assuring

their customers of the integrity and security of online applications and services.

Oakland County will openly entertain any value-added services provided by a respondent. Value-added services include those items which serve to reduce Oakland County's and G2G Marketplace costs or provide additional services. Additional services that would enhance those proposed by the G2G Marketplace are encouraged.

3.5 Licensing and Contract Requirements

Respondents must provide responses to the licensing requirements specified in this section of the RFQ. **Licensing, if required, must address any service provider licensing necessary to make the solution provided available to other governments through the G2G Marketplace.**

1. All license agreements should be provided.
2. Warranty requirements should be explained.
3. Third party software and/or hardware requirements should be provided.
4. Software release/patch cycles should be explained.
5. Software documentation should be provided.
6. Support and SLA agreements should be provided.
7. Vendor has read and understands the Oakland County Professional Services Contract requirements (Attachment C).

4.0 PROPOSAL SUBMISSION REQUIREMENTS

The administrative rules and procedures that guide the RFQ process are described in this section. Failure of the respondent to adhere to them may result in elimination of the respondent from further consideration in the selection process.

4.1 Proposal Submission Deadline

Three (3) hardcopies and one (1) CD or Flash Drive with RFQ proposals in Adobe Reader PDF format, clearly marked "G2G Marketplace RFQ Event 002590" must be received and stamped by the Oakland County Purchasing Division no later than **May 23, 2013 at 2:00pm EST**. Mailing label is provided in Purchasing document 002590 SOL.

Proposals may be either mailed or hand-delivered. If the proposal is sent by mail or commercial express service, the respondent shall be responsible for actual delivery of the proposal to the proper Oakland County office before the deadline. All proposals become the property of Oakland County. The content of all proposals shall be held confidential and sealed until after the submission deadline.

4.2 Late Proposals, Modifications, or Withdrawal

Proposals received after the date and time indicated will not be considered and will be returned unopened if the respondent is identified on the proposal envelope.

Proposals may be withdrawn or modified in writing prior to the proposal submission deadline. Proposals that are resubmitted or modified shall be resealed and submitted to the previously identified Oakland County Purchasing Division prior to the proposal submission deadline.

4.3 Packaging

Each proposal must be sealed to provide confidentiality of the information prior to the submission date and time. Oakland County will not be responsible for premature opening of proposals not properly labeled. Clearly mark one proposal copy as the "Master Proposal" and enclose originals of the required forms. Each proposal set shall be accompanied by a transmittal letter signed in ink by an authorized company representative, empowered with the right to bind the respondent.

4.4 Exceptions

Any exceptions to the attached specifications or RFQ objectives must be clearly stated in the formal quote letter under a separate section entitled "Exceptions". If any exceptions are taken, an explanation must be made giving in detail the extent of the exception and the reason for it. Failure on the part of the respondent to list exceptions as instructed above will be interpreted that the respondent has taken no exceptions and that the offering is in complete conformance to the specifications and RFQ objectives contained herein. Any exceptions or deviations discovered after the closing date will be to the Vendor's account and, consequently, will not be negotiated.

4.5 Reliance on RFQ Content

The County shall be entitled to rely on the proposal for future possible contract negotiations.

4.6 Acceptance of RFQ Content

Provisions of the RFQ and the contents of the successful proposal will be used for establishment of the final contractual obligations. Oakland County retains the option of canceling the award if the selected respondent fails to accept such obligations. Oakland County and the selected respondent shall enter into a written contract for the work to be performed. It is expressly understood that this RFQ and the respondent's proposal may be attached and included in an agreement signed by Oakland County and the selected respondent.

4.7 Proposals Binding

All proposals submitted shall be binding upon the respondent, if accepted by Oakland County, for 180 calendar days from the proposal submission deadline. No proposals may be withdrawn during this 180-day period. Negligence upon the part of the respondent in preparing the proposal confers no right of withdrawal after the time fixed for the submission of proposals.

4.8 Duly Authorized Signature

The proposal must contain the signature of a duly authorized officer of the respondent empowered with the right to bind the respondent.

4.9 Proposal Costs

The respondent shall be responsible for all costs incurred in the development and submission of this proposal. Oakland County assumes no contractual obligation as a result of the issuance of the RFQ, the preparation or submission of a proposal by a respondent, the evaluation of an accepted proposal, or the selection of finalists. Oakland County shall not be contractually bound until Oakland County and the selected respondent have executed a written contract for performance of work.

4.10 Economy of Proposals

Proposals and presentations should be prepared simply and economically, providing a straightforward and concise description of the respondent's capabilities to satisfy the requirements of the RFQ. Special bindings, colored displays, etc. are not necessary. Emphasis should be placed on completeness and clarity of content.

4.11 Multiple Proposals

Multiple proposals or substitutions will be considered and are defined as the

submission by the same respondent of two or more proposals offering variations each of which meet the requirements of the RFQ. Multiple proposals shall be submitted separately, clearly noted as alternatives and will be evaluated as independent proposals.

4.12 Prime Contractor Responsibility

Respondents have an option of subcontracting for products and services they propose. If any products or services are to be subcontracted, the respondent shall provide, within the proposal, a description of the subcontracting organization and the contractual arrangements made therewith. All subcontractors will be subject to approval by Oakland County. The selected respondent will also furnish the corporate or company name and the names of officers or principals of said companies proposed as subcontractors. Oakland County will consider the prime contractor to be solely responsible in all contractual matters, including payment of any and all charges resulting from such subcontractor arrangements. The selected respondent shall cause appropriate provisions of its proposal to be inserted in all subcontracts ensuing to insure fulfillment of all contractual provisions by subcontractors.

4.13 Complete Services/Products

The selected respondent shall be required to (1) furnish all tools, equipment, supplies, supervision, transportation, and other accessories, services, and facilities necessary to complete the work (2) furnish all materials, supplies, and equipment specified and required to be incorporated in and form a permanent part of the completed work (3) provide and perform all necessary labor; and (4) perform and complete the work in accordance with good technical practice, with due diligence, and in accordance with the requirements, stipulations, provisions, and conditions of this RFQ and the resultant agreement.

5.0 PROPOSALS

To expedite and simplify proposal evaluation and to assure that each proposal receives the same orderly review; all proposals must comply with Section 4 – Proposal Submission Requirements of the RFQ and adhere to the format described in this section. Proposals must contain the elements of information specified. Proposal sections and pages should be appropriately numbered. Any variances from specifications, which may be proposed, must be specifically noted.

5.1 Intent to Respond Form

Respondents that intend to respond to the G2G Marketplace RFQ must scan return via email the Intent to Respond Form (Appendix A) to browerr@oakgov.com and kwaskng@oakgov.com with the subject titled “Event 002590 Intent to Respond” no later than **April 26, 2013 at 5:00pm EST**. Potential partners must provide their contact information on the Intent to Respond Form. If for any reason, the Intent to Respond Form cannot be returned by the above date, the Respondent must notify the Project Contact’s listed above immediately and demonstrate cause and extent of delay.

5.2 Pre-Bid Meeting

An optional Pre-Bid Meeting will be held by the Oakland County Department of Information Technology. The Pre-Bid Meeting will be held on **April 17, 2013 at 1:30pm EST**. Directions for attending or connecting remotely to the Pre-Bid Meeting will be distributed on the Michigan Inter-governmental Trade Network (MITN) website at www.MITN.info.

5.3 Requests for Clarification

Requests for Clarification must be submitted to the Project Contact no later than **May 10, 2013 at 5:00pm EST**. Questions will not be entertained after this date. Any requests for clarification or additional information regarding the RFQ shall be directed via email to kwaskng@oakgov.com and browerr@oakgov.com and the subject title of the email must contain “G2G Marketplace RFQ Questions”. The

email must include the specific section(s) of the RFQ in question. Questions, requests for clarification and/or additional information regarding this RFQ will be publicly available and not kept confidential. Responses to vendor questions will be published on MITN at www.MITN.info and vendors are encouraged to register on MITN. This bid and any addendums to this bid will also be published on MITN. Response to questions, this bid or any addendums will not be sent directly to vendors. For your convenience any addendums to this RFQ will also be posted on MITN.

5.4 Proposal Format

Proposals must include a table of contents listing all sections, figures, and tables. Major sections and appendices should be separated by labeled ring binder index tabs. Pages may be double-sided, and must be numbered.

The respondent must include a copy of their organization's applicable Software Licensing and/or Services Agreement(s) if required as an Appendix to the Proposal. This agreement shall cover the licensing details for all products and/or services included in the proposal.

Proposals must address the requirements completely and accurately using the required format. The proposals shall be organized according to the following outline:

Transmittal Letter

- Section 1: Introduction and Executive Summary
- Section 2: Experience and Qualifications
- Section 3: Response to Business Model Requirements
- Section 4: Response to Technical Solution Requirements
- Section 5: Response to Implementation and Support Requirements
- Section 6: Response to Licensing and Contract Requirements
- Appendix: Software Licensing and Services Agreements

5.4.1: Introduction and Executive Summary

1. Submit a brief executive summary of the major facts or features of the proposal, including any conclusions, assumptions, and recommendations the respondent desires to make. The executive summary should be designed specifically for review by a non-technical audience and senior management.
2. Submit the following information relative to the respondent. If a joint venture, similar information must be provided for each member of the joint venture.
 - Company name and business address, including telephone number, fax number and Internet address.
 - Year established (include former firm names and year established, if applicable).
 - Type of ownership and parent company if any.
 - Respondent's contact name, address, and phone number, if different than Item 1. Include contact information (name, title, address, telephone number, and email address) for the Respondent's authorized negotiator. The authorized negotiator identifier shall be empowered to make binding commitments on behalf of the Respondent.
 - Brief statement of the firm's background demonstrating longevity and financial stability. Provide a copy of the respondent's most current financial annual report and statement of financial condition, or equivalent.
 - Is the respondent an equal opportunity employer?
3. Review Attachment C: Oakland County Professional Services Contract. Acknowledge review and submit itemized descriptions of exceptions with response to RFQ.

5.4.2: Experience and Qualifications

1. Submit a brief description of respondent's corporate and other organizational history and experience in developing, installing, and supporting solutions for governments.
2. Include discussion of respondent's corporate vision and strategy for addressing the needs of the government market.
3. Submit a description of at least three relevant government solution installations. Relevant is defined as installations exhibiting the functional and integration components set forth in the RFQ. The description must provide the following information at minimum: Organization Name, Contact Person with Address, Telephone Number and Email Address, Participating Organization, Hardware and Software Environment, Date of Installation, Status of Implementation and Discussion of activities and applications. The respondent agrees that Oakland County may contact the references given and visit installed sites if desired.

5.4.3: Response to Business Model Requirements

Section 3 of the proposal must include a detailed description of how the Respondent will address the Business Model Requirements. Specific responses to the requirements set forth in Section 3.2 and Appendix B must be referenced in the proposal. Section 3.2 and Appendix B of this RFQ provide a detailed description of the minimum business model requirements that must be addressed by the Respondent.

Licensing, if required, must address any service provider licensing necessary to make the solution provided available to other governments through the G2G Marketplace.

The Respondent is requested, where appropriate, to include supporting literature. If included, this supporting literature must be referenced in the proposal and included in an appendix to the Respondent's proposal.

5.4.4: Response to Technical Solution Requirements

Section 4 of the proposal must include a detailed description of how the Respondent will address the Technical Solution Requirements. Specifics to the requirements set forth in Section 3.3 must be referenced in the proposal. Section 3.3 of this RFQ provides a detailed description of the minimum technical solution requirements that must be addressed by the Respondent.

The Respondent is requested, where appropriate, to include supporting literature. If included, this supporting literature must be referenced in the proposal and included in an appendix to the Respondent's proposal.

5.4.5: Response to Implementation and Support Service Requirements

Section 5 of the proposal must include a detailed description of how the Respondent will address the Implementation and Support Service Requirements. Specific responses to the requirements set forth in Section 3.4 must be referenced in the proposal. Section 3.4 of this RFQ provides a detailed description of the minimum implementation and support service requirements that must be addressed by the Respondent.

The Respondent is requested, where appropriate, to include supporting literature describing their desired outcomes. If included, this supporting literature must be referenced in the proposal and included in an appendix to the Respondent's proposal.

5.4.6 Response to Licensing and Contract Requirements

Section 6 of the response must include a detailed description of how the Respondent will address the Licensing and Contract Requirements. Specific responses to the requirements set forth in Section 3.5 must be referenced in the proposal. Section 3.5 of this RFQ provides a detailed description of the minimum licensing requirements that must be addressed by the Respondent.

The Respondent is requested, where appropriate, to include supporting literature

describing their desired outcomes. If included, this supporting literature must be referenced in the proposal and included in an appendix to the Respondent's proposal.

5.4.7 Selection Criteria

In order to be considered, bidding respondents must complete the following minimum requirements:

- Return the Proposal Form, enclosed with respondent's proposal, signed by a legal representative of respondent's organization. Place this form in the "Master Proposal" as described in Section 4.3 of RFQ.
- Return the Intent to Respond Form as described in Section 5.1.
- Complete the information required as described in this RFQ.
- For each proposal, submit one (1) Master Proposal and two (2) printed copies; for a TOTAL of 3 proposals. Also include one (1) CD containing the electronic copies of the proposals. Proposals shall be delivered to the address listed in Section 4.1 of this RFQ in a sealed package with the wording "G2G Marketplace RFQ Event 002590" clearly marked on the outside of the envelope/package. The wording "Master Proposal" is to appear on the outside of the binder containing the original signed proposal. Proposals may **NOT** be delivered via facsimile or email.

Oakland County will use the following criteria to evaluate respondents' RFQ proposal meeting the minimum requirements described above. This is not a comprehensive list, nor does the arrangement imply order of importance:

Compliance with RFQ Instructions: The proposal will be evaluated for compliance with the instructions set forth in Section 3, Section 4 and Section 5 of the RFQ.

Business Model Requirements: The proposal will be evaluated for compliance with the Business Model Requirements set forth in Section 3.2, Section 5.4.3,

and Appendix B of the RFQ.

Value-added Services: The proposal will be evaluated for potential value-added services that would reduce costs for Oakland County and G2G Marketplace participants.

Technical Solution Requirements: The proposal will be evaluated for compliance with the Technical Solution Requirements set forth in Section 3.3 and Section 5.4.4 of the RFQ.

Implementation and Support Services Requirements: The proposal will be evaluated for compliance with the Implementation and Support Services Requirements set forth in Section 3.4 and Section 5.4.5 of the RFQ. Specific attention will be given to the Respondent's approach to the provision of project management and customer/technical support services.

Licensing Requirements: The proposal will be evaluated for compliance with the Licensing Requirements set forth in Section 3.5 and Section 5.4.6 of the RFQ. Specific attention will be given to the Respondent's approach to the provision of software support, upgrade cycles and warranty services.

Corporate Viability and Vision: Oakland County is looking for Respondents with the vision and viability to partner in the establishment of a world-class government cloud computing solutions marketplace. The respondent must have an existing installed user base that can be used to verify solution functionality and support. Corporate Viability and Vision identified in the proposal will be evaluated for compliance with Section 3.1 and Section 5.4.2 of the RFQ.

5.4.8 Oral Presentations

During the evaluation process, Oakland County may invite a Respondent to give an oral presentation of their proposal. Presentations are at the option of the County and may not be conducted. Therefore, written proposals should be complete.

6.0 TIMELINE

Activity	Date
Request for Qualifications Released	April 5, 2013
Optional Pre-Bid Meeting (recommended)	April 17, 2013 at 1:30pm EST
Intent to Respond Form Due	April 26, 2013 at 5:00pm EST
Requests for Clarifications Due	May 10, 2013 at 5:00pm EST
Answers to Vendor Questions Released	May 17, 2013
Proposals Due	May 23, 2013 at 2:00pm EST
Oral Presentations	TBD

Responses to this Request for Qualifications are due on May 23, 2013 at 2:00pm EST.

If for any reason, the proposed response schedule cannot be met, the Respondent must notify the County immediately and demonstrate cause and extent of delay.

7.0 PROJECT CONTACT

This RFQ is being issued by Oakland County, located in Pontiac, Michigan, which shall be the sole point of contact for purposes of information concerning this RFQ. Any requests for clarification or additional information regarding the RFQ shall be directed via email to kwasknikg@oakgov.com and browerr@oakgov.com and the subject title of the email must contain "G2G Marketplace RFQ Questions". All requests for clarification or additional information regarding this RFP are due **May 10, 2013 at 5:00pm EST**. No questions will be entertained after this date. All questions and requests for clarification or additional information regarding this RFQ will not be considered confidential. These questions and the Oakland County responses shall be shared with all other prospective bidders. Responses to vendor questions will be published on MITN at www.MITN.info and vendors are encouraged to register on MITN. This bid and any addendums to this bid will also be published on MITN. Response to questions, this bid or any addendums will not be sent directly to vendors.

8.0 OTHER RELATED MATTERS

Oakland County will entertain any value-added alternative(s) provided by a Respondent's Business Model, Technical Solution, and/or Implementation and Support Services Requirements. Additions to the business model, technical solution that would enhance the business objectives proposed by G2G Marketplace are encouraged.

Appendix A: Intent to Respond Form

The completion of this form indicates the Respondent's intent to respond to the Request for Qualifications.

Firm Name: _____

Address: _____

Primary Contact Name: _____

Email: _____

Phone: _____

Secondary Contact Name: _____

Email: _____

Phone: _____

Please return this form to the Project Contact by **April 26, 2013 at 5:00pm EST.**

Appendix B: Business Model Requirements Response Table

Number	BUSINESS MODEL REQUIREMENTS	Response (Yes, No)	Comment
1.0	Vendor agrees to extend pre-negotiated blanket purchase orders and contract pricing and terms to Oakland County and all G2G Marketplace customers.		
2.0	Vendor guarantees the lowest cost/best price solutions for Oakland County and all G2G Marketplace customers.		
3.0	Vendor agrees to extend Service Provider licensing to Oakland County/G2G Marketplace.		
4.0	Vendor has reviewed Attachment I: Oakland County Professional Services Contract and will submit itemized descriptions of exceptions with response to RFQ.		
5.0	Vendor provides all applicable contract(s) as Appendix to RFQ response.		

ATTACHMENT C: Oakland County Professional Services Contract