



# City of Pittsburgh

Department of Innovation and Performance

Request for Proposal (RFP) for

**SaaS E-mail and Data File Collaboration System**

Issuance of Request for Proposal:	February 24 <sup>th</sup> , 2015
Vendor Questions Due:	March 3 <sup>rd</sup> , 2015
Response to Questions:	March 10 <sup>th</sup> , 2015
Proposal Response Due:	March 25 <sup>th</sup> , 2015 3:00pm

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## **INTRODUCTION AND OVERVIEW**

### **I. OBJECTIVE OF THIS REQUEST FOR PROPOSAL (“RFP”)**

The City of Pittsburgh (City), acting through its Department of Innovation and Performance, is pleased to invite the submission of proposals for a fully hosted “Software as a Service” (SaaS) E-mail and Data File Collaboration System. SaaS will be used for employee standard day-to-day activities such as, but not limited, to e-mail capabilities, calendar function, data file collaboration, data migration, archive retrieval, spam filtering, integration services, and standard mobile device management.

The City’s goals are to reduce expenditures through cost-effective means and enhancing productivity, while obtaining a system that will consolidate the City’s current securely hosted and on premise email and data file collaboration systems. At the discretion of the City, any and all additional related solutions pertaining to the hosted e-mail and data file collaboration system will be considered. Confidentiality is a top priority for the City; therefore data security will be a main component of the awarded RFP.

The City provides approximately 3,000 employees with email capabilities including, the necessary communication services, calendar access, and content management.

The City will provide a detailed list of non-optional components which must be addressed in the scope of services section of a response. The RFP instructs the Vendor to propose a solution that meets all City requirements as well as offering any additional options and the corresponding costs.

### **II. SCOPE OF SERVICES**

The City’s preference is to implement a familiar client configuration for its users. This RFP mandates expertise in the required field, data security and confidentiality, technical and all other specialized support. Therefore, each proposal shall provide details of the technical specifications of the solution in reference to installation, configuration, user training, maintenance, support services, documentation, all physical and network security measures, licensing requirements, and professional services. The Awarded Vendor in collaboration with the City must provide notification of applicable changes, and documentation of all security breaches.

The Awarded Vendor is required to submit a detailed project plan that maintains ISAE 3402 compliance while including a project schedule, estimated use of City and Vendor workers and necessary security measures throughout the implementation. The City will approve the estimated time slot, tools, features, and software throughout the project. The awarded Vendor is to obtain all necessary system components, software, features, and licensing.

**a. PROJECT REQUIREMENTS AND DESCRIPTIONS**

Below the vendor will find a list of the functional requirements that the proposed solutions should be able to address and comprehensively accomplish. These requirements are classified under the following categories:

- |                              |                             |
|------------------------------|-----------------------------|
| i. Email                     | x. Service Level Agreement  |
| ii. Calendar                 | xi. Training                |
| iii. Contact Management      | xii. Professional Services  |
| iv. e-Discovery              | xiii. Project Plan          |
| v. Data File Collaboration   | xiv. Documentation          |
| vi. Solutions Administration | xv. License                 |
| vii. Mobile                  | xvi. Maintenance            |
| viii. Disaster Recovery      | xvii. Support               |
| ix. Legal                    | xviii. Ownership (Software) |

These categories are defined below to provide the vendor with a clearer understanding as to the expectations that the solution should provide. Should the vendor be selected to present their solution to the City, they should be prepared to highlight how the proposed solution satisfies the requirements listed below.

**I. Email:**

ID	EMAIL	VENDOR RESPONSE
1a	Basic e-mail functionality, including but not limited to send, receive, format, and attachment;	
1b	Ability to integrate with the City's mail client configuration	
1c	Ability to integrate with any mobile device that supports standard mail protocol;	
1d	Ability to create user defined e-mail groups or personal folders based on search criteria	
1e	Ability to journal to any e-mail archiving solution	
1f	Ability to define roles for e-mail handling	
1g	Ability to add both personal signatures and notes	
1h	Retention Policy and Litigation Hold	
1i	Ability to retain e-mail (List per-user limit);	
1j	Ability to copy, move, save, and store information to desktop or local storage	
1k	Ability to print stored information to a City facility	
1l	Ability to scan or fax from multifunction devices to e-mail;	
1m	Allow addressing of emails to be sent via fax	
1n	Allow for receipt of inbound faxes within resource mailbox	

1o	Ability to send, assign, and delegate tasks	
1p	Ability to use e-mail system remotely	
1q	Ability to delegate e-mail functionality to another staff member (i.e., proxy assignments, mail folders, etc)	
1r	Ability to define access levels (e.g., Read/Write; Subscribe to Alarms and Appointments, Modify Options, Rules, and Folders);	
1s	Ability to integrate "send to" function with external apps	
1t	Non-mailbox storage of email, contacts, calendar items, tasks and documents within the email infrastructure	
1u	Allow send and receive of email messages with employees, Agents and Agents staff and parties outside the city	
1v	Allow creation and maintenance of task lists within the email system	
1w	Allow for users to recover deleted mail messages for a set period of time	
1x	Allow for delegation of all or portions of the user's mailbox, calendar, and/or contacts	
1y	Allow for creation of automated rules that can manipulate email in the inbox	
1z	Allow for Out of office messages that indicates the user is out of the office	
1aa	Allow for setting of message priority (high, normal, low)	
1bb	Allow for setting of message sensitivity (normal, personal, private, confidential)	
1cc	Provide a web based email client. Including but not limited to: Calendar, Contact, and Document Management.	
1dd	Allow for alternate SMTP addresses to be assigned to a mailbox	
1ee	Allow for binary overwrite of deleted pages in the email database	
1ff	Allow for prohibiting sending of new email if user is over mailbox quota setting	
1gg	Allow for mailbox size quota restrictions	
1hh	Allow for customized quota warning messages	
1ii	Allow for different maximum mailbox sizing based on user classification	
1jj	Allow for individual mailbox sizing to differ from user classification	
1kk	Allow for individual mailbox size of 25Gb	
1ll	Use of security group to control access to Resource Mailboxes	
1mm	Search or Sorting feature available in the Mail Client	
1nn	The solution meet federal, state, industry and web hosting best practices for security including access management and configuration management of the web hosting/service aspects of the email infrastructure	
1oo	Document and execute an effective security patch management plan	
1pp	Security controls (malware scanning, secure messaging, content, custom policies) applied against all inbound internet email	
1qq	Security controls (malware scanning, secure messaging, content, custom policies) applied against all outbound internet email	
1rr	Block email that is spoofed and claims to be from a specific domain	
1ss	Provide for encryption of emails that contain sensitive data	
1tt	Secure exchange of mail between Customer and defined list of business partners via VPN	

1uu	Provide secure connection between the email client and the email server for required user groups	
1vv	Develop and execute an access management plan for the email infrastructure for vendor provided resources and Customer personnel	
1ww	Allow for single sign on capabilities	
<b>CUSTOMER EMAIL</b>		
1xx	Allow for accepting of emails generated by Customer Mass Mailer	
1yy	Allow for a programmatic method of sending email messages to large groups of users. This could range from a workgroup, to a department, to an office, to the entire company.	
1zz	Allow for Public Distribution lists to be added/updated /deleted by Customer DL	
1aaa	Allow for Customer developer email TBA to work with the email system	
1bbb	Allow for the programmatic generation of email messages via Windows, and other application interfaces	
<b>3rd PARTY APPLICATION INTERGRETIION WITH EMAIL</b>		
1ccc	Allow for integration with internal IM and web conferencing solutions	
1ddd	Allow for the email system to accept SMTP based messages from 3rd party applications	
1eee	Allow for IMAP access by 3rd party applications that require mailbox on the email system	
1fff	Allow for presence integration from IM solution with email system	
<b>CUSTOMER UNIQUE REQUIREMENTS</b>		
1ggg	Prevent public distribution lists from being used externally for sending mail into Customer	
1hhh	Copy mailbox data prior to deletion from the mail system and retain for agreed upon number of days	
1iii	Control placement of users based on City defined parameters	
1jjj	Maintain existing Customer email address naming standard	
1kkk	Allow for new email address naming	
1lll	Allow for making a copy of an individual email message or mailbox for internal Customer use.	
1mmm	Allow for approved personnel to conduct searches within the email system	
1nnn	Allow for removing access to a mailbox outside of normal update/synchronization process	
1ooo	Allow for the physical destruction of storage media that contains email data when replaced due to infrastructure or upgrade.	
1ppp	Allow for binary overwrite of media used to backup email data before being reused.	
1qqq	Allow for accepting SMTP mail from 3rd party applications hosted internally at Customer	
1rrr	Allow for integration with 3rd party application hosted internally aspects of the email system	

1sss	Restrict email access to only approved devices on the City network	
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**II. Calendar:**

ID	CALENDAR	VENDOR RESPONSE
2a	Allow send and receive of calendar entries for internal and external users and events	
2b	Allow creation of events and reminders within the email system	
2c	Search or Sorting feature available in the Calendar Client	
2d	Basic calendaring functionality, including but not limited to appointment, event, meetings, and sharing	
2e	Ability to synchronize calendar to industry standard devices	
2f	Ability to view multiple calendars at the same time (both personal and global);	
2g	Ability to schedule resources, including but not limited to facilities, conference rooms, and equipment;	
2h	Ability to manage resources by proxy (e.g., delegate calendar management, set “view-only” or “edit” rights, etc.) to another staff member	
2i	Ability to print calendars locally in standard formats (such as daily, weekly, monthly, Franklin format, etc.);	
2j	Ability to view and schedule from “free-busy” information; and	
2k	Ability to view or hide appointment details.	
2l	Integration with Document Management System used in Law Department	
2m	Public Calendar displaying all event details for City and Public use	

**III. Contact Management**

ID	CONTACTS	VENDOR RESPONSE
3a	Allow creation and maintenance of personal contacts within the email system	
3b	Prevent public distribution lists from being used externally for sending mail into Customer	
3c	Allow public distribution lists to be used for securing access to mail system resources	
3d	Allow creation and maintenance of public distribution lists/groups stored within the email system	
3e	Allow creation and maintenance of private distribution lists/groups stored within the email client	
3f	Search or Sorting feature available in the Contact Client	
3g	Basic contact management functionality, including but not limited to last name, first name, middle initial, department, title, phone number, fax number, mailing address, e-mail address, business address, contact log, notes, etc.;	
3h	Ability to synchronize contact information with desktop applications	
3i	Ability to synchronize contact information with industry standard mobile devices;	
3j	Ability to share contact lists	

3k	Ability to centrally manage and distribute Global Address Lists (GALs)	
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#### IV. e-Discovery

ID	e-DISCOVERY	VENDOR RESPONSE
4a	Ability to search based on the following criteria: Content; Sender and/or recipient; Date Range; Search Terms; and Metadata	
4b	Ability to store search results with any metadata	
4c	Ability to add and delete from search results to create an e-Discovery set;	
4d	Ability to provide a detailed report addressing standard practices and policies related to e-Discovery.	
4e	Allow for journaling (server-side capture of all sent/received email) of individual mailboxes within specified departments or ad-hoc capture groups to satisfy internal compliance needs	
4f	Allow for journaling (server-side capture of all sent/received email) of individual mailboxes within specified departments to satisfy regulatory needs	
4g	Allow for journaling (server-side capture of all sent/received email) of designated resource mailboxes	
4h	Ability to enable and disable journaling for new departments, ad hoc users/groups, and to process updates to existing departments and ad hoc listings	
4i	Ability to retain, store and search all internal and external email for a period of no less than 10 years	
4j	Ability to disallow copying of emails into unapproved location and/or storage media	
4k	Ability to restrict individuals from creating .pst files.	
4l	Ability to allow for plain text version of encrypted emails to be created for capture purposes.	
4m	Ability to store native emails/documents with retention properties in a shared or personal repository.	
4n	Ability to store encrypted emails/documents.	
4o	Ability to retrieve stored emails/documents and open them back into their native application.	
4p	Ability to maintain metadata integrity when storing an email/document in the repository (such as create date, owner, sent date, to, from, etc?)	
4q	Ability to set retention properties (category, location and trigger date) pulled from RMR.	
4r	Ability to single-select retention properties on an individual email/document.	
4s	Ability to provide the county with this stored data should the county decide to change providers.	
4t	Ability to single-select retention properties a at parent level, allowing for metadata inheritance of these retention properties when storing within the parent level	
4u	Ability to view retention properties at all levels (single and parent).	
4v	Ability to sort folder contents on metadata (e.g., To, From, Subject, Sent/Received).	

4w	Ability to view metadata when navigating to stored emails/documents (this goes beyond IRP e.g., To, From, Subject, Sent/Received).metadata,	
4x	Ability to allow both declared and non-declared (draft) emails/documents within the repository.	
4y	Ability to update retention properties for one email/document, however once an email/document is declared, the retention properties cannot be set to "draft."	
4z	Ability to have a configurable "grace period" on declared documents. (To change a declared email/document back to a draft within a configurable period of time.)	
4aa	Ability to bulk-update retention properties, with authorization.	
4bb	Ability to bulk add/store (and declare) emails/documents within the repository, to a configurable limit.	
4cc	Ability to delete a single declared email/document, with authorization.	
4dd	Ability to delete declared emails/documents within the repository that have met retention criteria, considering trigger events, hold orders and IRP Annual Review timing.	
4ee	Ability to retrieve emails/documents from a "trash folder" for a configurable number of days (soft delete)	
4ff	Ability to set delegate/security access at an individual email/document level and at a parent level.	
4gg	Ability to change email/document security (to allow others access/view).	
4hh	Ability to provide a URL link to documents/emails in repository.	
4ii	Ability to delete email/document from origination/source when it is added into the repository (move not copy)	
4jj	Ability to delete non-declared (draft) emails/documents.	
4kk	Ability to lockdown editing of declared emails/documents within the repository.	
4ll	Ability to transfer declared documents to another associate or collaborative group (ownership & location)	
4mm	Ability to maintain metadata integrity when transferring or moving declared emails/documents.	
4nn	Ability to access active and terminated associate information within the repository.	
4oo	Ability to search on email/document metadata and content, including content within attachments.	
4pp	Ability for e-discovery searches including access and copy-out capabilities	
4qq	Ability to expire non-declared emails/documents after a configurable period of time.	
4rr	Allow for recovery of deleted mailboxes from the copy taken prior to deletion to a "recovery" mailbox for viewing by approved City personnel	
4ss	Recall and/or retrieve within City e-mail system and/or current/future City archiving system.	
4tt	Allow for email retention management within the email system	

## V. Data File Collaboration

ID	Documents - General	VENDOR RESPONSE
5a	Applications allow real-time sharing, editing, viewing, and/or commenting of data and files stored within the solution for multiple users	
5b	Litigation Hold and Retention Policy on all documents	
5c	Permissions for each document that allow for edit and view access	
5d	Users can share documents with others outside the organization	
5e	Administrators can restrict users' right to share documents outside the organization	
5f	All documents can be both viewed and edited in a web browser	
5g	Ability to have multiple staff members work on common files at the same time from different or separate City work locations	
5h	Ability to collaborate with staff members that are telecommuting or otherwise away from a City facility	
5i	Ability for screen sharing of user applications and streaming video	
5j	Provide All screen sharing capabilities and webinar features	
5k	Auto-save of draft documents	
5m	Availability of a Wiki-type solution for collaboration that allows changes to be tracked by the user;	
5n	Ability to setup, create, and maintain process flow;	
5o	Different access levels can be shared with individuals, groups, the entire organization or the public	
5p	Ability to maintain version control (i.e., who, what, when	
5q	Support for the following browsers: IE, FF, Safari and Chrome	
<b>Documents- Word Processor</b>		
5r	Import function supports .doc, .docx, .html, plain text (.txt), .rtf	
5s	Save function supports HTML, RTF, Word, PDF, Text	
5t	Comments feature that allows users to comment on the document instead of editing	
5u	Support for footnotes, headers, and footers	
5v	Document translation	
5w	Documents can be published as static web pages	
<b>Documents- Spreadsheet</b>		
5x	Import function supports .xls, .xlsx, .ods, .csv, .tsv, .txt, .tsb	
5y	Save function supports CSV, HTML, ODS, PDF, XLS, TXT	
5z	Spreadsheets can be extended with industry-standard JavaScript	
5aa	Graphs and charts can be published and embedded into websites	
5bb	Spreadsheets can be turned into web-based forms	
5cc	Forms automatically create summaries of responses	
<b>Documents- Presentation</b>		
5dd	Import function supports .ppt, .pps	
5ee	Save function supports PPT, PDF	

5ff	Web-based presentations can be shared to provide real-time editing, viewing, and/or commenting.	
5gg	Ability to embed rich media including photos, maps, video	
<b>Web Sites</b>		
5hh	Users can create, web sites directly without assistance from IT	
5ii	Templates for both entire Sites and Pages within Sites	
5jj	Web sites can embed any document type or video	
5kk	Users can share edit rights for a site with individuals, groups, or the entire organization	
5ll	User can restrict who can view a site to individuals, groups, the entire organization	
5mm	Administrators can restrict users' ability to make sites public	
<b>Video</b>		
5nn	Provide a minimum of 100GB storage for video	
5oo	Users can upload videos directly from the web-browser	
5pp	Video owners can add title and description for videos	
5qq	Videos can be shared with individuals, groups, or the whole company	
5rr	Users can tag video content	
5ss	Users can search across content, including title, description, and user tags	
5tt	Users can rate videos they watch	
5uu	Videos can be embedded into websites	
5vv	User can adjust the playback speed of videos	
5ww	Closed captioning available for videos	

## VI. Solution Administration

ID	SOLUTION ADMINISTRATION	VENDOR RESPONSE
6a	Provide necessary support structure to meet service level and performance standards	
6b	Ability, from the administrative console, to;	
6c	o Fully manage all City accounts within the City network, including but not limited to addition, deletion, manipulation and suspension;	
6d	o Control SPAM or provides anti-spam	
6e	o Control virus or provide anti-virus (including spyware);	
6f	o Fully manage SaaS identity and user accounts;	
6g	o Apply content filter;	
6h	o Ability to apply policies in managing solutions;	
6i	o Review restricted e-mail;	
6j	o View all calendars and appointments;	
6k	o Print historical, statistical and usage reports locally;	
6l	o Manage attachment size;	
6m	o Setup mail routing;	
6n	o Manage multiple separate Address Lists/Books;	

6o	o Use "Whitelist", "Blacklist" and aliases;	
6p	Ability to use all domain names and aliases within City as e-mail extensions	
6q	Ability to synchronize e-mail identities with identities that are managed in our internal authentication directory;	
6r	Ability to control industry standard mobile/smart devices such as, including the ability to synchronize calendar, contacts and e-mail;	
6s	Ability to integrate with internal applications using e-mail, specifically using SMTP, IMAP, SOAP, POP3, etc	
6t	Ability to manage Domain Names;	
6u	Ability to migrate Historical or user Archives from current proprietary format to proposed solution after implementation;	
6v	Extent to which administration can be implemented in a distributed manner to different departments	
6w	Provide reports on common email system metrics (# of mailboxes, # of DLs, amount of email messages sent/received, average message size, etc)	
6x	Provide trend analysis on common email system metrics	
6y	Need to be able to generate ad-hoc email statistical reports based on individual or departmental attributes	
6z	Provide notification of planned outages for maintenance and upgrades within agreed upon timeframe prior to planned outage	
6aa	Provide an email test environment to be used with our development testing	
6bb	Allow for administration of test accounts in the testing environments	
6cc	Allow for the sending and receiving of messages via Android and IOS devices	

## VII. Mobile

ID	MOBILE	VENDOR RESPONSE
7a	Mobile Device Management System: At the minimum the ability to perform the following tasks	
7b	Centralized Control Panel	
7c	Asset Tracking of smartphone, basic phone, and modem devices	
7d	Remote Wipe	
7e	On device Application Control. Ability to push down specific applications and profiles to devices.	
7f	Secure the device with Pin or Password	
7g	Support all Industry standard devices	
7h	Support Approved Personal devices	

### VIII. Disaster Recovery

ID	DISASTER RECOVERY	VENDOR RESPONSE
8a	Provide proactive monitoring of the email system 24 X 7 X 365	
8b	Provide support for email system 24 X 7 X 365	
8c	Provide problem identification and tracking	
8d	Service restoration within 1 hour of service interruption for both e-mail and data files	
8e	Response Time: 30minutes for mission critical issue, 4 hours for all other issues	
8f	Escalation Time: >4 hours No resolution for mission critical issue, =24 hours for all other issues	
8g	Provide status and progress for any system outages and incidents	
8h	Provide a written detailed business continuity plan	
8g	Provide trend analysis on email system problems and problem resolutions	
8j	At minimum, annual testing of the DR plan	
8k	Predefined identification of roles and responsibilities;	
8l	Identify qualifications for initiating and ceasing "Disaster" condition	
8m	Email service is available 24 hours a day	
8n	Immediate response from the Vendor for system restoration expected.	
8o	Final report of any system outages/incidents (including cause, resolution, duration, number of impacted users and actions that will be taken to prevent future occurrences)	
8p	Share Support area for City of Pittsburgh Personnel (admin users)	
EMAIL BACKUP AND RECOVERY		
8q	Develop and execute effective backup schedule	
8r	Retain email backup data for agreed upon number of days	
8s	Retain email backup data beyond agreed upon timeframe at the request of Customer	
8t	Develop and execute effective recovery measures in the event of data corruption or system infrastructure	
8u	Develop and execute effective business continuity plan for providing continued email service	
8v	Backup media used for email should only contain email data	

### IX. Legal

ID	LEGAL	VENDOR RESPONSE
9a	Customer must be notified if the vendor is ever asked to search or produce Customer email in response to litigation or other investigation.	
9b	Customer email data must be separated from other customer data	
9c	Customer email backup data must be separated from other customer backup data	

9d	Allow for email data for legal users to be stored on physically separate storage media from the rest of the enterprise	
9e	Allow for email data for legal users to be backed up on physically separate storage media from the rest of the enterprise	
9f	Customer data center assets must reside in continental US	
9g	Customer email data (live, test and backup) must reside in continental US	
9h	No City asset or data are to be managed by off-shore personnel.	

### X. Service Level Agreement

ID	SERVICE LEVEL AGREEMENT	VENDOR RESPONSE
10a	Targeted availability of 99.9%	
10b	Targeted Restore Time Objective (RTO) – 4 hours	
10c	Targeted Restore Point Objective (RPO) – 1 Hours	
10d	Provide Service maintenance window including Off-Peak Hours (EST)	

### XI. Training

ID	TRAINING	VENDOR RESPONSE
11a	Provide a detailed training plan which includes all the necessary training for the City throughout and following the implementation of the system.	
11b	Provide training to meet the needs of the users, and provide detailed training documentation manuals	
11c	Administrative Staff one-on-one training, manuals, online support, videos	
11d	End-User one-on-one training, manuals, online support, videos	
11e	Online Training center providing up-to-date training manuals, videos, and updates	

### XII. Professional Services

ID	PROFESSIONAL SERVICES	VENDOR RESPONSE
12a	The Vendor shall provide to the City with a minimum of one hundred sixty-eight (168) hours of Professional Services, to cover: Professional Services, System Inquiries, System Outages, and Technical Support	
12b	Vendor shall respond to Issue Tickets in accordance with the following time frames: <b>P1</b> Critical (30 mins.), <b>P2</b> High (4 hrs.), <b>P3</b> Medium (4 hrs.), and <b>P4</b> Low (4 hrs.)	
12c	Vendor shall enable City administrative users to access to a shared support area in order to monitor the continuous updating of Issue Ticket status agreed Service Levels	
12d	Provide an immediate response, and detailed report of the outage and restoration for unplanned system outages	

12e	Final Report to include but not limited to: Cause of the outage, Duration of the outage, Number of Impacted Users, and Preventative Actions taken	
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**XIII. Project Plan**

ID	PROJECT PLAN	VENDOR RESPONSE
13a	A one-page high-level graphic schedule that shows all major tasks and milestones necessary to complete the work.	
13b	A point-by-point detailing of any modifications/addition/deletion of tasks and/or qualifications from the RFP Statement of work. Deviations are permitted – and even encouraged where beneficial to the City; however, a full explanation and justification of the reasons for any changes are required. The City may summarily reject such modifications if they are deemed in the selection process to be significant deviation from the intent and/or needs of the City. Additionally, a response proposal that REQUIRES such a deviation or modification in order to execute the project may be rejected in total.	
13c	Any assumptions made by the vendor necessary for the completion of a project – including but not limited to resource commitments of personnel, equipment, personnel, etc. on the part of the City	
13d	Inquiries can be submitted to Vendor and will not use Professional Services Hours. Responses to questions will be acknowledged within 24 hours.	

**XIV. Documentation**

ID	DOCUMENTATION	VENDOR RESPONSE
14a	Provide proper as built documentation of the system components at the user and administrator level.	
14b	Documentation of additional system capabilities is requested	
14c	Form of the documentation can be distributed through the followings processes: paper handouts, downloadable pdf. via Vendor’s website, or CD-ROM	
14d	All information compiled into the documentation will be copyrighted and marked as the Vendor’s	

**XV. License**

ID	LICENSE	VENDOR RESPONSE
15a	License accommodation should be allocated within each department under a single structured form with the capacity to with stand change and growth	
15b	License should also be financial accommodative to include price breaks within City set intervals, discounts for larger orders, and any financial or budget related issue.	

15c	The Vendor is required by the City to submit all License agreement terms, security policies, and terms of Service with each proposal.	
15d	Every license to be thoroughly reviewed by designated legal support on behalf of the City's interests.	

### XVI. Maintenance

ID	MAINTENANCE	VENDOR RESPONSE
16a	Provide all the compatible software, required hardware, installation services, all applicable warranties, and all maintenance	
16b	Implement and test the entire system to work out the initial capacity	
16c	Any defects found or caused by the system that require maintenance will be fully covered and repaired by the Vendor under this contract.	
16D	System software updates and System update service parts will be initiated by the Vendor with all rights included.	

### XVII. Support

ID	SUPPORT	VENDOR RESPONSE
17a	Provide the technical expertise, staff, and effective procedures mandated for systematic errors.	
17b	Live and online support shall be provided by the Vendor 24hours a day, and 365 days a year	
17c	Email and online support are to be made readily available with frequently asked questions, established tracking issues within the System, managerial support with developmental staff, and general support for users	
17d	The Vendor is required to monitor on a 24/7 basis all the software, hardware, and any other attachment applied to the System	
17e	Any malfunction or defect found must be immediately reported to the City, and resolved swiftly by the Vendor	
17f	All support services are warranted for a minimum of one full year without cost to the City	
17g	Provide subsequent year cost of additional support	
17h	Restore all City data in the event of a system malfunction, failure, or compromise	
17i	Restore Email to the City within one hour of system interruption	
17j	City is to receive immediate notification as an alert via phone and email, with written explanation as to the system error and necessary solution measures	

17k	Following system restoration the Vendor shall provide the City a final report detailing the following: a) Cause of the outage b) Duration of the outage c) Number of Impacted Users d) Actions taken to prevent future outages	
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**XVIII. Ownership (Software)**

ID	OWNERSHIP	VENDOR RESPONSE
18a	Vendor represents and declares the sole ownership of the software product, or if not the sole owner, has received complete authorization from the owner to license this software product with full right and power to grant the City rights to use of the software	
18b	Vendor represents and declares that the software is of the original form with no infringement upon any other patent, copyright, trademark, or any other ownership right of another person.	
18c	Any and all data passed to through the “cloud” is property of the City	
18d	The data will be maintained, restored, and recovered by the Vendor while the City maintains full ownership rights	

**III. FORM OF RESPONSE**

Please include in your proposal:

- Cost of products and services to the City
- Capabilities and descriptions of products and services
- Implementation and project management plan
- Training and Documentation
- Customer adoption plan
- Post installation support

Respondents’ proposals must clearly demonstrate the ability to provide the best and most cost-effective solution to successfully meet the City of Pittsburgh’s goals. Respondents must be bona-fide providers of the services and software being requested. In order to be responsive to this request, proposals must conform to the procedures, formats, and content required as outlined in this document. Failure to do so might result in the respondent being declared non-responsive. Each respondent should follow the outline shown below so that the City and clearly, concisely, and objectively evaluate each response. Every question presented herein should be answered. Incomplete answers may constitute grounds for disqualification. Each section of the

response to this proposal may be individually organized, but should be separated by a tab or other clearly identifying marker for ease of review.

All vendor RFP response should include a disclosure of any finder's fees, fee splitting, firm affiliation or relationship with any broker-dealer payments to consultants, lobbyists, or commissioned representatives or other contractual arrangements of the firm that could present a real or perceived conflict of interest. The following outline should serve as the format for a potentially successful response to this RFP:

- Section A – Outline of Respondent Qualifications
- Section B – General Requirements
- Section C – Specific Proposal Requirements
- Section D – Compensation Arrangements
- Section E – Management Team
- Section F – Reference and Additional Information
- Section G – Conclusion

Any other materials that a respondent deems to be important or appropriate should be submitted as a separate exhibit appearing after the respondent's response to Section G. Each exhibit should be appropriately referred to in the body of the proposal. Each exhibit should be separated by a tab or other clearly identifying marker. An original hard copy with authorizing signature must be submitted.

### **SECTION A – OUTLINE OF RESPONDENT QUALIFICATIONS**

- 1.1 Describe fully your company background. How long has your company been in existence? How is your company organized?
- 1.2 What types of services will you offer to the City if you are the selected vendor?
- 1.3 Where does your company provide services? Do you have a corporate presence in the Pittsburgh metropolitan area? If so, where is this physical presence located?
- 1.4 What efforts would be necessary to provide the system and all accompanying services to the City?

### **SECTION C – SPECIFIC PROPOSAL REQUIREMENTS**

- 3.1 Provide a detailed evaluation of e-Discovery experience. Are there additional cost-efficient options in reference to e-Discovery, or is the Vendor prepared to offer assistance to their clients without a cost factor?
- 3.2 Provide a detailed report addressing any and all experience with previous/current clients and their use of e-Discovery, including but not limited to standard practices, policies and any additional information related to e-Discovery.
- 3.3 Provide various samples of standard reports of the SAAS E-mail and Collaboration Solution.

#### **SECTION D - COMPENSATION ARRANGEMENTS**

- 4.1 Provide fee structure and budget for all services and deliverables listed in the Scope of Work.
- 4.2 Indicate any possible additional charges to the standard fee or total budget, including fees for the ongoing preservation or return of City's data.

#### **SECTION E - MANAGEMENT TEAM**

- 5.1 Please provide complete biographies of your management team, highlighting years and range of experience relevant to the activities anticipated by this request for proposals.
- 5.2 Supply a compiled list of all personnel that will participate in implementing the completion of the SAAS E-mail and Data File Collaboration Solution
- 5.3 Supply a list of those associated with the support maintenance of the Solution.

#### **SECTION F- REFERENCES AND ADDITIONAL ADMINISTRATIVE REQUIREMENTS**

##### **6.1 REQUESTS FOR INFORMATION**

Any requests for clarification or additional information regarding this document shall be submitted in writing to Gwen Moorer, Financial Systems Manager at the following address by 4:00 p.m., Eastern Daylight Time, Tuesday March 3<sup>rd</sup>, 2015:

**Gwen Moorer, Financial Systems Manager  
Department of Innovation and Performance  
604 City-County Building  
414 Grant Street  
Pittsburgh, Pennsylvania 15219  
Electronic mail also is acceptable:  
[ip\\_professional\\_services@pittsburghpa.gov](mailto:ip_professional_services@pittsburghpa.gov)**

All requests received prior to the stated deadline will be answered in writing by the City, and copies of the questions and answers will be transmitted to all prospective respondents who have been mailed or have picked-up this solicitation.

##### **6.2 DULY AUTHORIZED SIGNATURE**

The proposal must contain the signature of a duly authorized officer or agent of the company submitting the proposal.

##### **6.3 SUBSTANTIVE PROPOSALS**

The respondent's duly authorized officer or agent shall certify in writing that:

1. The respondent's proposal is genuine; not made in the interest of, or on behalf of, any undisclosed person, firm, or corporation; and is not submitted in conformity with an agreement of rules of any group, association, organization, or corporation.
2. The respondent has not directly or indirectly induced or solicited any other proposer to submit a false or sham proposal.
3. The respondent has not solicited or induced any other person, firm, or corporation to refrain from proposing.
4. The respondent has not sought by collusion to obtain for himself/herself any advantage over any other respondent or the City.

### **SECTION G - Conclusion**

The City of Pittsburgh is acquiring proposals for a SAAS E-mail and Data File Collaboration System to accommodate each department within the City of Pittsburgh. The system will be used as a tool to enhance storage space, user productivity through collaboration, system archiving, while boosting data security. The successful vendor will provide all required measures within this proposal, and advise enhancing solutions as feasible. These measures are obligatory reference points for the successful vendor to follow without question. Finally, the City of Pittsburgh reserves the right to alter this proposal with or without notification.

#### **IV. Examination of Proposal Documents**

Each response to this solicitation should be based, at a minimum, upon the following criteria, listed in no particular order:

- **Quality and price of recommended solution**
- **Respondent's ability to provide a solution on time and within budget**
- **Technical capabilities of respondent to perform the stated benefits and features of the solution**
- **Respondent's references**
- **Respondent's proposed terms for agreement with the City**

Any submission by a vendor shall be deemed a representation and certification that the proposer has: Fully read and comprehended the information that was provided by the City to serve as the basis for submission of said proposal and the ability to provide the capacity and capability to successfully undertake and complete the responsibilities and obligations of the proposal being submitted.

#### **V. Submission of Proposals**

All proposals shall be submitted to:

**City of Pittsburgh  
Department of Innovation and Performance  
604 City-County Building  
414 Grant Street**

**Pittsburgh, Pennsylvania 15219**  
**ATTN: Gwen Moorer**

All proposals should be delivered no later *than 3:00 pm EST, Monday, March 25, 2015*. Any proposal received after the abovementioned date will be returned to the Proposer unopened. Electronic transmissions will not be deemed an official delivery mechanism.

The Proposer shall submit 4 copies plus one original of its proposal in a sealed envelope, addressed to the abovementioned address. All copies of the proposals should be clearly marked with page numbers. The proposer should submit loose leaf copies (i.e. unbound, not stapled) to the abovementioned address. All proposals should be submitted in a sealed envelope clearly marked with the vendors return address.

The Proposer retains the right to withdraw any submission to the City prior to the expiration date to submit proposals. To withdraw, the Proposer should deliver a written request, to the above-mentioned address, outlining a desire to remove a proposal from consideration.

### **Compliance and Contractual Requirements**

**If any contractual or compliance requirement is unable to be met it must be clearly communicated under this section in your structured response.**

#### **1. MBE/WBE SOLICITATION AND COMMITMENT**

It is the City of Pittsburgh's current goal to encourage increased minority and women participation in all City of Pittsburgh contracts. The City of Pittsburgh, therefore, requires that all proposers demonstrate a good faith effort to obtain the participation of Minority and Women's Business Enterprises in work to be performed under City of Pittsburgh contracts. In order to demonstrate this good faith commitment, all proposers are required to complete and submit with their proposals a MBE/WBE Solicitation and Commitment Statement Form, which details the efforts made by the proposer to obtain such participation. The necessary form is attached as Exhibit 1. Failure to submit the MBE/WBE Solicitation form will result in rejection of the bid. If you have questions pertaining to completing this form for MBE/WBE, please contact our Equal Employment Opportunity Review Commission at (412) 255-8804.

**2. VETERAN-OWNED SOLICITATION AND COMMITMENT:**

The City of Pittsburgh has an annual goal of not less than five (5) percent participation by veteran-owned small businesses in all contracts. The participation goal shall apply to the overall dollar amount expended with respect to contracts. The City of Pittsburgh, therefore, requires that all proposers demonstrate good faith efforts to obtain the participation of veteran-owned small businesses in work to be performed under City of Pittsburgh contracts. In order to demonstrate this good faith commitment, all proposers are required to complete and submit with their proposals a Veteran Owned Solicitation and Commitment Form, which details the efforts made by the proposer to obtain such participation. The necessary form is attached as **Exhibit 1**. Failure to submit the Veteran Owned Solicitation and Commitment Statement Form will result in rejection of the bid. If you have questions pertaining to completing this form for Veteran Owned businesses, please contact our Bureau of Procurement Fleet and Asset Services at 412-255-2485.

a) Veteran-owned small business is defined by the City of Pittsburgh as a business having one hundred (100) or fewer full-time employees and not less than fifty-one (51) percent of which is owned by one (1) or more veterans, or in the case of any publicly owned business, not less than fifty-one (51) percent of the stock of which is owned by one (1) or more veterans, and the management and daily business operations of which are controlled by one (1) or more veterans.

b) For contracts under one hundred thousand dollars (\$100,000.00), veteran-owned small businesses shall be exempt from all bonding requirements.

**3. STATEMENT OF AFFILIATIONS**

In accordance with the Ethics Code, all consultants who enter into a contract with the City of Pittsburgh for an amount of \$1,000 or more must file a "Statement of Affiliations" with the City Clerk within thirty (30) days of the execution of the contract. The Statement of Affiliations shall include:

- A description of any contractual or other business relationship with the City of Pittsburgh or any of its departments, agencies,

boards, commissions or authorities, including the value of the contract or business relationship, entered into during the three calendar years previous to the execution of this Agreement;

- The consultant's qualifications and experience which shall be applied to the performance of this Agreement;
- An identification of the consultant's principals, including the names and addresses of all owners or partners or shareholders and officers, or, if the consultant is a public corporation, the officers, the members of the board of directors, and shareholders holding more than three (3) percent of the corporate stock.

4. **DEBARMENT**. This RFP is also subject to Section 161.22 of the City of Pittsburgh Code related to debarment from bidding on and participating in City contracts.

5. **CONTRACT DISCLOSURE**

All proposer responses should include a disclosure of any finder's fees, fee splitting, firm affiliation or relationship with any broker-dealer, payments to consultants, lobbyists, or commissioned representatives or other contractual arrangements of the firm that could present a real or perceived conflict of interest.

**B. LEGAL AND INSURANCE OBLIGATIONS OF PROVIDER**

If chosen as the service provider, your organization will be required to satisfy the following requirements:

1. Respondent must confirm its willingness to enter into a Professional Services agreement with the City and to comply with the terms agreed to by the parties' therein. The City's Professional Services agreement terms include, but are not limited to, insurance and indemnification requirements. Respondent acknowledges that such Professional Services Agreement may further be subject to prior authorization by Pittsburgh City Council.
2. Service provider shall not discriminate in employment on the basis of race, color, religion, ancestry, national origin, place of birth, sex, sexual orientation, familial status, age (40 and over), disability, non-disqualifying physical or mental disability or any other basis protected by federal, state or local law.

## **II. CONCLUSIONS & INTERPRETATIONS:**

1. The City of Pittsburgh will not be bound by or be responsible for any explanation, interpretation or conclusions of this RFP or any documents provided by the City of Pittsburgh other than those given in writing by the City of Pittsburgh through the issuance of addenda. In no event may a proposer rely on any oral statement by the City of Pittsburgh or its agents, advisors or consultants. Should a proposer find discrepancies or omissions in this RFP, or any other documents provided by the City of Pittsburgh, the proposer should immediately notify the City of Pittsburgh of such potential discrepancy in writing. If the City of Pittsburgh determines that a change is necessary, an addendum will be distributed.
2. Any selection, if made, will be made on the basis of what the City of Pittsburgh believes to be in its best interests and the City of Pittsburgh's decision will be final. Notification will be made in writing.
3. Upon the completion of the proposal review process, the selected service provider shall be prepared to enter into a contract with the City of Pittsburgh to ensure that the project is completed as stipulated in the contract.
4. The selected service provider agrees that all direct or indirect costs for services proposed are disclosed in this proposal.

## **III. RESERVATION OF RIGHTS:**

The City reserves the right to reject any or all proposals, to waive any procedural informalities, to cancel this RFP (with or without the substitution of another RFP), or reissue the RFP at any time prior to the execution of a final contract if, in the City's opinion, it is in the best interest of the City for any reason whatsoever. The City also reserves the right to supplement, amend, substitute, or otherwise modify this RFP at any time prior to selection of one or more Respondent.

The City also reserves the right to permit or reject, at the City's sole discretion, amendments, modifications, alterations and/or corrections to proposals by some or all of the Respondents following proposal submissions. The City also reserves the right to request that some or all of the Respondents modify their proposals, submit additional information, or attend an interview at City offices.

The City reserves the right to enter into post submission negotiations and discussions with any one or more Respondents regarding price, scope of

services, and/or any other term of their Proposals, and such other contractual terms as the City may require, at any time prior to execution of a final contract.

The City may, at its sole election, enter into simultaneous, competitive negotiations with multiple Respondents or negotiate with individual Respondents seriatim. Negotiations with Respondents may result in the enlargement or reduction of the scope of services, or changes in other terms that are material to the RFP and the submitted Proposals.

In such event, the City shall not be obligated to inform other Respondents of the changes, or to permit them to revise their Proposals in light thereof, unless the City, in its sole discretion, determines that doing so is in the City's best interest. In the event negotiations with any Respondent(s) are not satisfactory to the City, the City reserves the right to discontinue such negotiations at any time; to enter into or continue negotiations with other Respondents; to enter into negotiations with firms that did not respond to this RFP and/or to solicit new proposals from firms that did not respond to this RFP, including but not limited to negotiations or proposals for components of the System, if any, that are deleted by the City from the successful Proposal or the contract resulting from it. The City reserves the right not to enter into any contract with any Respondent, with or without reissue of the RFP, if the City determines that such is in the City's best interest.

**IV. PROPERTY OF THE CITY:**

Any response, including written documents and verbal communications, to this RFP, shall become the property of the City. The content of all responses to the RFP will be held confidential until the selection of a respondent is made, but may be subject to disclosure thereafter. Submission of a Response indicates acceptance by the Respondent of the terms and conditions of this RFP unless clearly and specifically noted otherwise in the Response.

The City of Pittsburgh, Department of Innovation and Performance looks forward to receiving your submitted proposal to this RFP.

**VI. EXHIBITS**

Provide CITY with the following information:

- ◆ Client List
- ◆ Other information deemed by Respondent to be appropriate

**ATTACHMENTS**

I. **[MBE/WBE/VBE FORM](#)**