



**REQUEST FOR PROPOSALS
FOR
INFORMATION TECHNOLOGY (IT) PROFESSIONAL STAFF AUGMENTATION
for MANAGED SERVICES CONTACT CENTER (HELP DESK + CALL CENTER)
SOLICITATION NO. 221062**

Issue Date: September 9, 2022

Pre-Proposal Conference: September 22, 2022 at 10:00 am EST

*Potential Primes and Subcontractors are encouraged to attend this meeting.
More details of meeting can be found in Section 2, General Instructions of this RFP.*

Pre-Proposal Question Deadline: September 30, 2022 at 2:00 pm EST

Email: purchasing.questions@wcaa.us
(Reference RFP #221062 in all emails)

Proposal Deadline: October 14, 2022 at 2:00 pm EST

The MITN system will cut you off at the exact deadline time

Proposal Submittal Location: www.bidnetdirect.com/mitn/wayne-county-airport-authority

Registration and Submittal technical assistance: 1-800-835-4603

Monday – Friday, 8:00 am – 7:30 pm (Eastern Time)

Free and paid subscription registration options available

Procurement Contact: Carrie Marlow, Senior Solicitation Manager
Phone: (734) 247-7900, Fax: (734) 955-5648
purchasing.questions@wcaa.us

DESCRIPTION: Proposals are being solicited for Information Technology Professional Staff Augmentation to operate a Managed Services Contact Center (Help Desk + Call Center). The Managed Services Contact Center (Contact Center) will be comprised of a Help Desk and one, or more, Call Centers. The Contact Center shall be responsible for all three (3) levels of Service Ticket Incident Escalation. The contract resulting from this RFP will be for a term of three (3) years with two (2), one-year renewals exercisable by the CEO.

The Wayne County Airport Authority reserves the right to deny any and all exceptions taken to the RFP requirements.

All questions regarding this RFP must be submitted to the Procurement Contact at the above number and email address. Contact concerning this RFP with any other employee, officer or Board Member of the Airport Authority is not permitted during the solicitation process.

It is the Proposer's responsibility obtain and view all solicitation documents and addenda issued by the Wayne County Airport Authority Airport Authority for this RFP.

This RFP, all attachments and addenda are available via the Michigan Intergovernmental Trade Network (MITN) website at <https://www.bidnetdirect.com/mitn/wayne-county-airport-authority>, which is also where all Proposals must be uploaded and submitted through. Free and paid subscription registration options available. The documents may also be accessed via the Wayne County Airport Authority website at: http://apps.metroairport.com/dtw_procurements_app/solicitations.aspx?mode=open, and then clicking on the desired solicitation name.

TABLE OF CONTENTS

SECTION 1 – GLOSSARY OF TERMS	3
SECTION 2 – GENERAL INSTRUCTIONS	6
SECTION 3 – SPECIAL REQUIREMENTS AND INSTRUCTIONS	11
SECTION 4 – PROJECT OVERVIEW & SCOPE OF WORK/SPECIFICATIONS	12
SECTION 5 – EVALUATION PROCESS AND SUBMITTAL REQUIREMENTS	25
SECTION 6 – KEY CONTRACT TERMS AND CONDITIONS	29
SECTION 8 – REQUIRED FORMS & ATTACHMENTS	32
SUBMITTAL DOCUMENTS CHECKLIST (checklist not required)	33
PROPOSAL FORM	34
VERIFICATION OF MINIMUM QUALIFICATIONS FORM	36
PRICE FORM	38
BUSINESS INFORMATION QUESTIONNAIRE	39
BUSINESS INFORMATION QUESTIONNAIRE Continued	40
ATTACHMENTS INCLUDED AS SEPARATE DOCUMENTS (A – E)	41

SECTION 1 – GLOSSARY OF TERMS

To the extent included in this solicitation document the following are defined as:

- 1) **Airports:** Detroit Metropolitan Wayne County Airport and Willow Run Airport.
- 2) **Air Trade Area (ATA):** Michigan counties of Genesee, Lapeer, Lenawee, Livingston, Macomb, Monroe, Oakland, St. Clair, Washtenaw, and Wayne.
- 3) **Board:** the governing body of the Airport Authority.
- 4) **Business:** an individual, firm, vendor, association, corporation, limited liability company, partnership, joint venture, sole proprietorship, or other legal entity.
- 5) **Business Day:** a day, other than a Saturday, Sunday or other day on which the Airport Authority is authorized or required by Law to be closed for business
- 6) **Call Center:** A call center is a centralized department that handles inbound and outbound calls from current and potential Airport Authority customers.
- 7) **Certified Small Business Enterprise (SBE):** Business certified by the Wayne Country Airport Authority as being headquartered within the ATA, and not exceeding the Small Business Administration (SBA) Size Standards.
- 8) **Contact Center:** A contact center is a central point from which organizations manage all customer interactions across various channels. Their primary purpose is to offer customers efficient and effective technical support, customer service and sales assistance. Contact centers provide support from additional channels, such as email, chat, websites and applications. A contact center may include one or more call centers. Contact centers provide omnichannel support, assisting customers on whichever channel or device they use.
- 9) **Contractor:** A bidder responding to this RFP who is legally bound to the contract upon award.
- 10) **Critical Services:** means services provided by Technology Services that have a high impact factor on business operations, such as Parking network, Public Safety, Maintenance Work Orders and Inspections, Phone system, and email systems.
- 11) **Currency:** All monetary references in this document are in U.S. Dollars.
- 12) **Desk Side Services:** means Information Technology services provided to an end user at their desk or similar work area
- 13) **Detroit Metropolitan Wayne County Airport or DTW:** Detroit Metro Airport
- 14) **Form of Agreement or FOA:** the contract document for the solicitation.
- 15) **Freedom of Information Act (FOIA):** regulates and sets requirements for the disclosure of public records and defines when, how, and what information may be obtained from the Airport Authority by an interested party.
- 16) **Hardware:** Hardware includes desktops, laptops, rugged devices, docking stations, monitors, telephony and miscellaneous hardware supplies. OEM software, hardware maintenance, & associated assessment, installation, integration, and implementation services purchased by the Airport Authority.
- 17) **Help Desk:** A help desk is the individual, group, organizational function or external service that an Airport Authority technology user contacts to get help with a problem. It is an organization that accepts support requests submitted telephonically, online, or in person from Authority technology users.
- 18) **Holiday:** the legal holidays observed by the Airport Authority. (New Year's Day, Martin Luther King Jr. Birthday, Friday before Easter, Memorial Day, Juneteenth, Independence Day, Labor Day, Columbus Day, Thanksgiving Day, Day after Thanksgiving, Christmas Eve, Christmas Day, New Year's Eve)
- 19) **Joint Venture:** A partnership or other legal cooperative agreement between two or more persons or entities.

20) **Maintenance Periods:**

- **PPM Principal Period of Maintenance** – means **twelve (12) consecutive hours per day** (between the hours of 6:00 am and 6:00 pm) as selected by the Airport Authority, including an official meal period not to exceed one hour, Monday through Friday, excluding holidays observed by the Authority. During the PPM, the Contact Center shall be comprised of a Help Desk and a Call Center. Preventative Maintenance (scheduled maintenance) can either be performed within or outside of the **PPM**.
- **EPM Extended Period of Maintenance** – means **twelve (12) consecutive hours per day** (between the hours of 6:00 pm and 6:00 am) as selected by the Airport Authority, including an official meal period not to exceed one hour, Monday through Friday, including holidays observed by the Authority, and the twenty-four (24) consecutive hours on the weekends. During the EPM, the Contact Center shall be comprised of a Call Center (no Help Desk)

- 21) **Managed Services:** a form of IT outsourcing where Airport Authority works with a third-party agency known as a Managed Services Provider (MSP) to manage some or all of the Airport Authority IT needs.
- 22) **Metro Airport or DTW:** Detroit Metropolitan Wayne County Airport.
- 23) **Nonproduction Server:** is a Server where access to End Users is prohibited. "End User" is the intended user for which the Application was built.
- 24) **Nonresponsible Proposal:** a Proposal submitted in reply to an RFP issued by the Airport Authority, where the Proposer does not meet all required minimum qualifications or SBE goal requirements, if required, or is not in compliance with the Airport Authority's requirements concerning ethics, debarment and/or arrearage.
- 25) **Nonresponsive Proposal:** a Proposal submitted in reply to an RFP issued by the Airport Authority, which does not conform to all material requirements of the RFP.
- 26) **Notice of Award:** written notification from the Airport Authority to the successful Proposer that they have been awarded the contract.
- 27) **Notice to Proceed:** written authorization from the Airport Authority to the successful Proposer to proceed with the work defined in the contract.
- 28) **Partnership:** an agreement under which two or more persons agree to carry on a business, sharing in the profit or losses, but each liable for losses to the extent of his or her personal assets.
- 29) **Performance Guarantee:** required within one (1) week of contract approval by the Airport Authority Board.
- 30) **Personally Identifiable Information:** Information or data, alone or in combination, that identifies or authenticates a particular individual. Such information or data may include, without limitation, Name, Date of birth, Full address (e.g., house number, city, state, and/or zip code), Phone Number, Passwords, PINs, Federal or state tax information, Biometric data, Unique identification numbers (e.g. driver's license number, social security number, credit or debit account numbers, medical records numbers), Criminal history, Citizenship status, Medical information, Financial Information, Usernames, Answers to security questions or other personal identifiers.
- 31) **Prevailing Wage:** Local minimum wage and fringe benefit rates established by the U.S. Department of Labor to be paid to onsite laborers and mechanics on construction projects.
- 32) **Procurement and Contracting Ordinance (Purchasing Ordinance):** the common name of the Wayne County Airport Authority Procurement and Contracting Ordinance, which is the policy governing procurement and contracting at the Wayne County Airport Authority.
- 33) **Production Server:** a server used to host website content and applications for deployment to a live environment. It is the main server on which websites and Web applications are accessed by end users and is also referred to as a live server.
- 34) **Proposer:** Business that submits a proposal in response to an RFP issued by the Airport Authority.
- 35) **Proposal Guarantee:** means security provided by a Proposer to the Airport Authority with a Proposal to guarantee that the Proposer will enter into a contract with the Airport Authority within the time specified in

the RFP, based upon the substantive terms and conditions contained in the form of contract included in the RFP.

- 36) **Reciprocity:** an expedited application process available to firms headquartered within the Air Trade Area that are already certified as a small business with the Small Business Administration or maintains small business certification with any Public Agency located in the Air Trade Area (at the discretion of the Procurement Administrator).
- 37) **Responsible Proposer:** a Proposer who is qualified in all respects to fully perform the required services or to provide the required goods, and who possesses the integrity, experience and reliability necessary for good faith performance. A responsible Proposer meets the minimum qualification requirements and conforms to the Airport Authority's requirements concerning ethics, debarment, arrearage, and where applicable, SBE participation goal.
- 38) **Responsive Proposal:** a Proposal timely submitted by a Proposer in reply to, and in conformity with all material requirements of a Request for Proposals issued by the Airport Authority.
- 39) **Server:** Computer Hardware and Software, typically network attached, which is used to provide services to End Users.
- 40) **Service Level Agreement (SLA)** - means the service level agreement setting forth Contractor's support and service obligations to the Contract.
- 41) **Services Authorization Form (SAF):** means a form that is used to describe optional services to be provided by the Contractor, and the not to exceed fee for such services, that must be approved in writing by the Vice President of Technology Services.
- 42) **Service Request:** means a request for technology services made by Airport Authority End Users (and possibly Tenants). These services include a request to fix something that is no longer working, for new reports or projects, for hardware or software purchases, for equipment moves, etc.
- 43) **Small Business Enterprise (SBE) Program:** Program created by Wayne County Airport Authority to increase opportunities for qualified small businesses to participate on Airport Authority contracts that are not federally funded.
- 44) **Software:** Licensed software, software maintenance, & associated assessment, installation, integration, and installation services purchased by the Airport Authority.
- 45) **Standard Load:** means an image of the operating system Software or application Software or both that is configured and optimized to function effectively with a computer having a particular hardware configuration, and that is applied to new or rebuilt computers.
- 46) **Subcontractor** - means any Person with whom Contractor contracts with to provide Services or Deliverables under this RFP.
- 47) **Team Member:** an entity identified in the Proposer's response to this RFP that will be assigned to the project outlined in this RFP if the Proposer is awarded the contract. A Team Member may be the Proposer's business (as identified on the Business Information Questionnaire included in the RFP), or a Subcontractor, or if the Proposer is a partnership or joint venture, an entity that is part of the partnership or joint venture.
- 48) **Willow Run or YIP:** Willow Run Airport

SECTION 2 – GENERAL INSTRUCTIONS

- 1) **SOLICITATION INFORMATION AND QUESTIONS:** Proposers are advised to review this document in its entirety and to rely only upon the contents of this RFP and accompanying documents and any written clarifications or addenda issued by the Airport Authority. **THE AIRPORT AUTHORITY IS NOT RESPONSIBLE FOR ANY ORAL INSTRUCTIONS.** If a Proposer finds a discrepancy, error, or omission in the RFP or any accompanying documents thereto, the Proposer shall promptly notify the Procurement Contact noted on the Cover Page of this RFP, so that written clarification may be sent to all prospective Proposers. All questions must be submitted in writing by the pre-proposal question deadline. **No contact with other Airport Authority employees, officers or Board members regarding this document is permitted throughout the solicitation process.**
- 2) **PRE-PROPOSAL CONFERENCE:** A Pre-Proposal Conference concerning this solicitation may be held. If so, the date, time and location are indicated on the Cover Page of this RFP. Airport Authority staff will be available at this meeting to answer questions about this solicitation. Attendance at the meeting is strongly encouraged for the entities that will be submitting a Proposal that will be signatory on a contract with the Airport Authority for the work contained in this RFP, as well as subcontractors participating on the Proposers teams.

Topic: Pre-Proposal Meeting RFP 221062 - IT Staff Augmentation with helpdesk

Time: Sep 22, 2022 10:00 AM Eastern Time (US and Canada)

Join Zoom Meeting

<https://wcaa-us.zoom.us/j/86022206430?pwd=OWx4ZH03V0d6SFJ3bmZaNEQxL1lNZz09>

Meeting ID: 860 2220 6430

Passcode: 957689

One tap mobile

+13017158592,,86022206430#,,,,*957689# US (Washington DC)

+13092053325,,86022206430#,,,,*957689# US

Dial by your location

+1 301 715 8592 US (Washington DC)

+1 309 205 3325 US

+1 312 626 6799 US (Chicago)

+1 646 558 8656 US (New York)

+1 646 931 3860 US

+1 346 248 7799 US (Houston)

+1 386 347 5053 US

+1 564 217 2000 US

+1 669 444 9171 US

+1 669 900 9128 US (San Jose)

+1 719 359 4580 US

+1 253 215 8782 US (Tacoma)

877 853 5257 US Toll-free

888 475 4499 US Toll-free

833 548 0276 US Toll-free

833 548 0282 US Toll-free

Meeting ID: 860 2220 6430

Passcode: 957689

Find your local number: <https://wcaa-us.zoom.us/j/kb7AajFYN8>

- 3) **SITE TOUR:** A site tour concerning this RFP may be held. If so, the date, time and location will be indicated on the Cover Page of this RFP including the RSVP information.
- 4) **RFP MODIFICATIONS/ADDENDA:** Clarifications or modifications may be made to this solicitation at the discretion of the Airport Authority. Any and all Addenda issued by the Airport Authority will be posted as noted on the Cover Page of this RFP. It is the responsibility of the Proposer to obtain from MITN any issued Addenda and to acknowledge the Addenda on the Proposal Form. If any changes are made to this solicitation document by any party other than the Airport Authority, the original document in the Airport Authority's files takes precedence.
- 5) **PROPOSAL DEADLINE / LATE SUBMISSIONS:** The Proposal is due not later than the date and time listed on the Cover Page of this solicitation. **The MITN system does not accept late proposals and will cut you off at the exact deadline date and time, so allow yourself plenty of time when uploading and submitting your Proposal.** The deadline date may in some instances change during the solicitation issuance period. If any deadline date for submission changes, such change will be issued in a published Addendum to this solicitation prior to the deadline date indicated on the Cover Page of this solicitation.
- 6) **SMALL BUSINESS ENTERPRISE (SBE) PARTICIPATION:** The Airport Authority encourages participation from small businesses headquartered in the ATA on all non-federally funded contracts. SBE participation of at least twenty-five percent (25%) has been set as a minimum qualification on this solicitation and is required as a matter of responsiveness. SBE participation can be achieved by a combination of any SBE prime contractor, subcontractors and/or suppliers. Responses including voluntary participation of 20% or more may be eligible to receive SBE Equalization Credits during the evaluation process. Details about the Airport Authority's SBE Program, including equalization credits, the application forms, and a directory of current SBE companies may be found on the following website: [Small Business Enterprises \(SBE\) | Wayne County Airport Authority \(metroairport.com\)](https://www.metroairport.com/small-business-enterprises-sbe). For more information, please contact the Business Diversity Unit at business.diversity@wcaa.us or (734) 247-7900.

NOTE: WCAA SBE Certification status must be active as of the bid/quote deadline.

- 7) **ELECTRONIC PROPOSAL SUBMISSION:** Failure to submit a timely Proposal including: 1) a signature binding the offer; 2) a completed Price Form, and 3) Proposal Guarantee, if required, may result in your Proposal being deemed nonresponsive.
 - a) The Proposer is also to submit the following required information:
 - i) Electronic copy of the complete Proposal must be uploaded and submitted via the MITN website via <https://www.bidnetdirect.com/mitn/wayne-county-airport-authority>. The electronic file(s) submitted will be considered the original Proposal.
 - ii) Submission of the Proposal Guarantee as outlined in the Evaluation Criteria and Submittal Requirements.
 - iii) Verification of Minimum Qualifications Form (or provide the required information to show the Proposer meets each of the Minimum Qualifications as listed in this solicitation document).
 - iv) Business Information Questionnaire
 - (1) **Certification concerning Iran:** The Proposer certified that its business neither (a) engages in investment activities in the energy sector of Iran, including the provision of oil or liquefied natural gas tankers or products used to construct or maintain pipelines used to transport oil or liquefied natural gas for the energy sector of Iran, nor (b) extends credit to another person or entity, if that person or entity will use the credit to engage in investment activities in the energy sector of Iran.

v) Subcontractor Forms

(1) The Proposer must include information about each subcontractor that will be utilized in the contract on the attached **Subcontractor Form**. Subcontractors cannot be added or replaced after submittal of the Proposal without the prior written approval by the Airport Authority.

vi) Proposer must be in Good Standing with the State in which their business is domiciled. The Proposer must certify on its Business Information Questionnaire that it is in Good Standing or not required to obtain such a certificate or otherwise register with that state. If the Proposer is domiciled outside of Michigan, the Proposer will also be required to be in Good Standing with the State of Michigan or certify on its Business Information Questionnaire that it is not required to obtain such standing or otherwise register with the State of Michigan. How to obtain information regarding obtaining a Certificate of Good Standing from the State of Michigan may be found at <http://www.michigan.gov/lara>.

b) Submission of a Proposal establishes a conclusive presumption that the Proposer is thoroughly familiar with the Request for Proposals (RFP), and that the Proposer understands and agrees to abide by each and all of the stipulations and requirements contained therein.

c) All documentation submitted with the Proposal will become the property of the Airport Authority.

d) All costs incurred in the preparation and presentation of the Proposal is the Proposer's sole responsibility; no pre-Proposal costs will be reimbursed to any Proposer.

e) Proposals must be held firm for a minimum of 180 days from the Proposal Deadline date of the RFP.

f) The Airport Authority has the right to request samples from Responsive and Responsible Proposer. The requested samples must be provided within two (2) business days of the request by the Airport Authority, or the Proposal will be considered nonresponsive.

8) **ELECTRONIC PROPOSAL SIGNATURES:** Proposals must be signed by an authorized official of the Proposer. Each signature represents binding commitment upon the Proposer to provide the goods and/or services offered to the Airport Authority if the Proposer is determined to be the most Responsive and Responsible Proposer. Properly authenticated electronic signatures are acceptable and shall be treated the same as if the signee had put pen to paper.

9) **NO RFP RESPONSE ("No-Bid" Proposal):** Proposers who receive this RFP but do not submit a Proposal are asked to submit a notice stating the reason(s) for not responding.

10) **WITHDRAWAL:** Proposals may be withdrawn or revised via the MITN website up to the deadline date and time. Proposals may not be withdrawn after the deadline for submission.

11) **REJECTION OF PROPOSALS:** Proposals will be rejected for the following reasons:

a) Proposer's failure to submit all required information of RFP.

b) Proposer's failure to meet minimum qualifications of RFP.

c) Proposer is in arrears or in default to the Airport Authority on any contract, debt, or other obligation.

d) Proposer is debarred by the Airport Authority or federal government (for federally funded contracts) from consideration for a contract award.

- e) Proposer has committed a violation of the Airport Authority's Ethics Ordinance which resulted in a termination of a contract or other material sanction within the two (2) years immediately preceding the date of issuance of this document.
- f) Proposer has a contract or other relationship with a client that is determined by the Airport Authority to be a legal or business conflict that is not waivable or that the Airport Authority, at its sole discretion, is unwilling to waive.
- g) In the event a Proposer, including its subsidiaries, affiliated companies and franchises, submits more than one (1) Proposal, the Airport Authority, at its sole option, will have the right to determine which Proposal will be considered, or reject all such multiple Proposals.

12) **CANCELLATION OF RFP** The Airport Authority reserves the right to cancel this solicitation, in whole or in part, as well as reject any or all Proposals, or to accept or reject any Proposal in part, and to waive any minor informality or irregularity in Proposals received if it is determined by the Chief Executive Officer (CEO) or his designee that the best interest of the Airport Authority will be served by so doing. If the solicitation is cancelled or all Proposals are rejected by the Airport Authority, a notice will be posted on MITN.

13) **PROCUREMENT POLICY:** Procurement for the Airport Authority will be handled in a manner providing fair opportunity to all businesses. This will be accomplished without abrogation or sacrifice of quality and as determined to be in the best interest of the Airport Authority. The Chief Executive Officer has the vested authority to execute a contract, subject to Board approval where required.

14) **CONTRACT AWARD AND CONTRACT EXECUTION:** The Airport Authority reserves the right to award by item, group of items, or total proposed items, and to award more than one contract at its sole discretion, to the most Responsive and Responsible Proposer, or Proposers. The Airport Authority may, at its sole discretion, elect to award one, more than one or all packages or groups.

All contract award recommendations must be approved by either the Airport Authority's CEO or Board.

The Proposer(s) to whom the award is being recommended will be notified and provided the Airport Authority's contract for execution at the earliest possible date. If for any reason, the awarded Proposer(s) does not execute a contract within the time specified by the Airport Authority, then the Airport Authority may recommend award to the next most Responsive and Responsible Proposer. A final Notice of Award, and if required, a Notice to Proceed, will be issued after completion of a fully executed contract.

If a Proposer requires an agreement beyond any agreement (e.g. Form of Agreement) required by the Airport Authority, or required as a part of this solicitation by the Airport Authority, the Airport Authority reserves the right to reject execution of any additional agreements required by the Proposer. In instances where the Airport Authority rejects execution of additional agreements that are required by the Proposer, the Airport Authority reserves the right to deem the Proposal as Nonresponsive, and to recommend award to the next most Responsive and Responsible Proposer.

15) **FREEDOM OF INFORMATION ACT ("FOIA") REQUIREMENTS:** Proposals are subject to public disclosure after the Proposal Deadline in accordance with state law. For additional information, contact the Airport Authority's FOIA Coordinator at foia.coordinator@wcaa.us.

16) **PROTESTS:** A protest must be filed in writing and within the timeframes outlined in Section 9 of the Airport Authority Procurement and Contracting Ordinance. A copy of the Procurement Ordinance is available from Procurement Department at the Airport Authority, and accessed at <https://www.metroairport.com/business/about-wcaa/important-documents>

- 17) **SECURITY BADGES:** Security badges are required. Information regarding the requirements, process and fees for obtaining a badge is available via: <http://www.wcaa.us/Employment/DTWAirportIDBadges.aspx>.
- 18) **AIRPORT AUTHORITY ETHICS ORDINANCE:** To report an ethics violation or for more information, go to www.wcaa.ethicspoint.com or call 1-888-447-8643. To view or download the WCAA Ethics Ordinance, access the following link: <http://www.wcaa.us/About/ImportantDocuments.aspx>
- 19) **PROOF OF INSURANCE REQUIREMENTS:** The successful Proposer must submit proof that they meet all Airport Authority insurance requirements prior to receiving an executed contract and purchase order.
- 20) **TITLE VI:** The Wayne County Airport Authority , in accordance with the provisions of Title VI of the Civil Rights Act of 1964 (78 Stat. 252, 42 U.S.C. §§ 2000d to 2000d-4) and related Regulations, hereby notifies all Proposers that it will affirmatively ensure that any contract entered into pursuant to this advertisement, all businesses, will be afforded full and fair opportunity to submit proposals in response to this invitation and will not be discriminated against on the grounds of race, color, or national origin in consideration for an award.
- 21) **VENDOR SELF SERVICE:** To do business with the Airport Authority, the selected vendor must be registered through our on-line Vendor Self Service (VSS) to receive payments. Click the following web link to register: <https://wcaa.munisselfservice.com/Vendors/default.aspx>

SECTION 3 – SPECIAL REQUIREMENTS AND INSTRUCTIONS

- 1) **MINIMUM QUALIFICATIONS:** Proposers (specifically, the Business that will be contractually bound under the contract with the Airport Authority) will be deemed non-responsible and rejected without any further evaluation if they as a Business do not meet the following qualifications:
 - a) The Proposer must have at least three (3) years of experience, within the last five (5) years providing information technology professional service staff augmentation in the service towers of Contact Center (Help Desk + Call Center) organization; and
 - b) The Proposer must be experienced in providing staffing services with a recruitment and screening process for securing qualified applicants and must have provided staff for at least five (5) customers.
 - c) The Proposer must have a Project Coordinator that will be on-site at the Airport Authority, that has experience in providing IT Help Desk Staff Augmentation services.
 - d) The Proposer must commit to have at least twenty-five (25%) percent participation of work performed by Airport Authority certified SBEs.

- 2) **PREFERRED QUALIFICATIONS:** The Proposer may be evaluated higher for the Experience and/or Qualification evaluation criteria, if they meet the minimum qualifications listed above and also have the preferred qualifications, listed below:
 - a) The Proposer has at least six (6) years of experience, within the last ten (10) years, providing information technology related contract staffing in the area of staff augmentation
 - b) The Proposer has staff, certified in the following categories: Dell, Cisco, Microsoft, VMware, Symantec Netbackup, Storage Area Networks (SANs) who will be assigned to the contract resulting from this RFP; and
 - c) The Proposer has on-site staff, who will be assigned to the contract resulting from this RFP, with the following certifications: Cisco, Dell and Microsoft.

SECTION 4 – PROJECT OVERVIEW & SCOPE OF WORK/SPECIFICATIONS

- 1. INTRODUCTION** Through this Request for Proposals (RFP), the Wayne County Airport Authority (Airport Authority) hereby invites businesses that meet the qualifications set forth herein to submit Proposals for Information Technology Professional Staff Augmentation to operate a Contact Center (Help Desk + Call Center) at the Wayne County Airport Authority.

2. GENERAL INFORMATION

The Airport Authority currently has a staff of approximately 625 active employees organized into operating departments tasked with supporting both Detroit Metropolitan and Willow Run Airports. Many of the departments are typical of any business — Administration, Finance, HR, Legal — and some are unique to running an airport — Airfield Operations, Landside Services, Parking Administration. The Technology Services (TS) department has the responsibility of providing computer and infrastructure services to support the business of the Airport Authority through these departments.

The Technology Services (TS) department operates within the Airport Authority as a technical support services organization and is responsible for providing a secure, effective and efficient telephony, radio services, network computing, and business applications environment to the other Airport Authority divisions and, possibly, airport Tenants. Airline and TSA services are not the responsibility of the Airport Authority and are not responsibilities for TS and therefore, are not included in the scope of this RFP. Comprised of a core in-house staff, TS complements the core group with third-party contractors to deliver the following services:

- a) Computer server and network engineering, management, and operations support;
- b) Database management and operations support;
- c) Technology security administration and testing;
- d) Desktop management services;
- e) Equipment repair services;
- f) Call center (help desk) support services;
- g) Application services;
- h) Telephone services;
- i) Radio system maintenance support for the Airport Authority;
- j) Mobile technology.

Technology Services manages its business application solution primarily in two ways, with in-house or third-party hosting. Examples of in-house hosting include the fixed asset maintenance system, permits, document management and 911 system. Examples of third-party hosting include the financial system, Airport Authority website and two-way radio system.

3. COMPUTING ENVIRONMENT

The Airport Authority's computing, communications, and applications software technologies are provided, managed and maintained by the Technology Services division, Technology Services utilizes a mixture of in-house and contract staff to fulfill its mission, and applies industry standard best practices and service level metrics to it.

Computing capabilities currently consists of a combination of physical and VMWare-based server environment that supports Microsoft Active Directory, Azure / 365, Microsoft Exchange Server, Microsoft Server, Microsoft SQL Server and Ubuntu. Desktop software includes Microsoft Windows, Adobe Acrobat Reader / Standard / PRO, and a Microsoft Office 365. Hardware is predominately Dell® desktops, servers and redundant storage arrays. The Airport Authority employs a disaster recovery hot-site to ensure system availability.

The Airport Authority's network environment consists of a number of fiber-connected sites using Cisco products in support of a gigabit backbone, with a few lesser sites serviced by slower connections. Tributary wiring consists of category five and six cable drops with POE (Power over Ethernet) capable Cisco switches. Internet access is firewall protected and is provided over a scalable 1 GB link provided by AT&T®.

The Airport Authority's application software environment consists of a mixture of in-house developed and commercial software; mostly running on local Airport Authority servers. One major accounting and payroll application is hosted by the product manufacturer and is accessible via the Internet.

4. ON-DEMAND CAPABILITIES

The Airport Authority may require that the Contractor provide On-Demand Capabilities and will define the scope and function of any on demand projects. On-demand services will be authorized through the use of a Services Authorization Form (SAF) that will detail the scope, deliverables, and timeline for such services. The SAF will be authorized through the written approval of the Vice President of Technology Services.

5. MANAGED SERVICES CONTACT CENTER: HELP DESK + CALL CENTER (CONTACT CENTER)

The Contractor will provide Contact Center services twenty-four (24) hours per day every day of the year. The role of the Contact Center is to serve as a single point of contact for all end user requests. The Contractor will accept and process all service requests, and there shall be no limit on the number of service requests. The Contractor shall fully staff the Contact Center, as quantified in the Contractor's proposal. Service can be requested via phone, email, in person, or web portal.

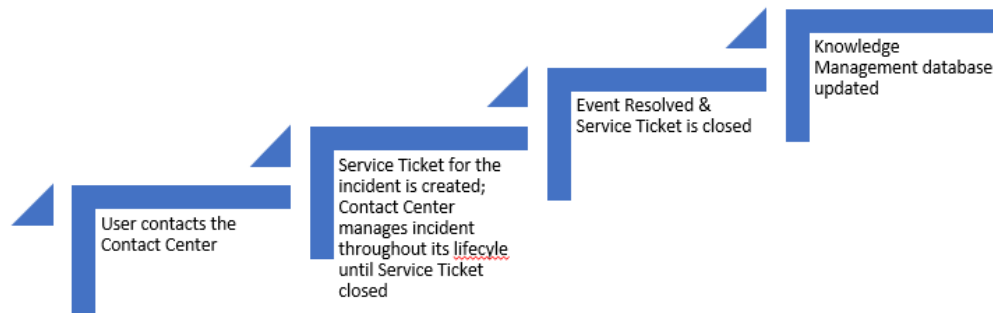
A Contact Center is defined as a Help Desk which includes both a Call Center and Deskside Services. The contractor shall provide a minimum of two Contact Centers. The PPM Contact Center shall be located at Detroit Metro Airport, in the Berry Administration Building, and shall provide both Help Desk and Call Center Services. The EPM Contact Center shall be located at a location of the Contractor's choosing and shall provide Call Center Services only (not Help Desk).

The Contractor will implement a Contact Center utilizing a blended service model with two modes of support: Help Desk and Call Center.

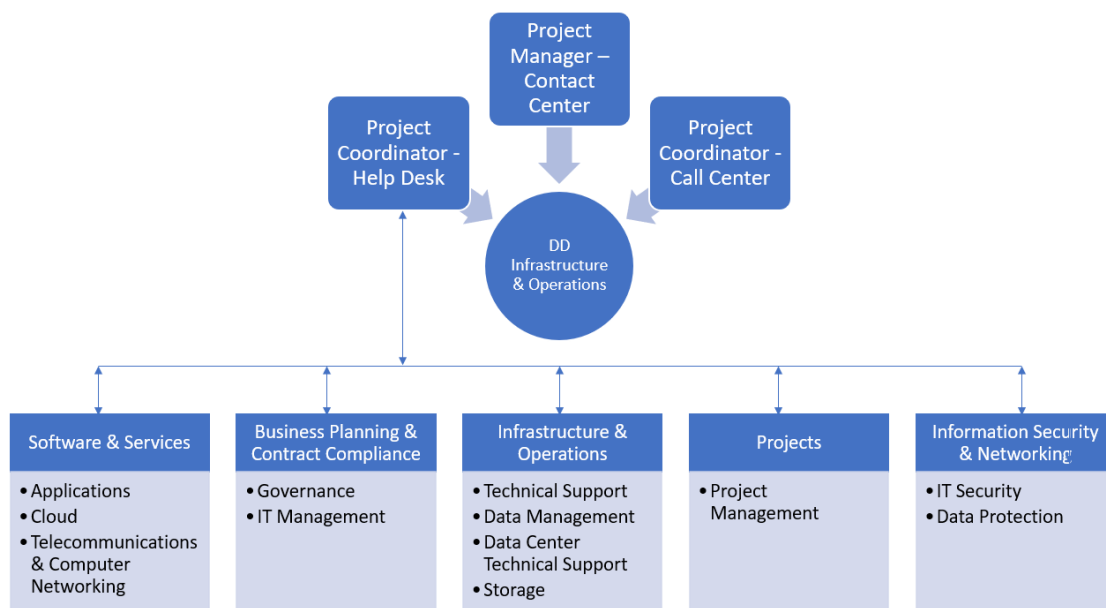
- **Help Desk:** First point of contact during the Principle Period of Maintenance (PPM) for initial troubleshooting, service request management, ability to resolve requests on the first call without escalating. Subject matter expertise in desktop hardware/software involving deskside services for office equipment, including desktops, copiers, laptops, tablets, printers, office phones, projectors, and other smart devices. Also includes trouble shooting Wi-Fi and wiring issues.
- **Call Center:** First point of contact during the Extended Period of Maintenance (EPM) for initial troubleshooting, service request management, ability to resolve requests on the first call without escalating. Subject matter expertise in desktop hardware/software involving non-deskside services for office equipment, including desktops, copiers, laptops, tablets, printers, office phones, projectors, and other smart devices. The Contractor must utilize an information technology enterprise system for:
 - a) initiating and tracking all service requests,
 - b) selected projects,
 - c) purchase requests,
 - d) work in process, and
 - e) change requests.

ServiceNow is the information technology enterprise system currently used by TS.

Event Management Process



The Airport Authority TS department expects Help Desk/Call Center/Contact Center personnel to be generalists and as the incident is escalated, technology specialists or other appropriate professional IT staff augmentation selectees are assigned to reach resolution.



6. COMPLIANCE CHECK LIST



- ☒ 1. Ensure the network is secure physically and logically
- ☒ 2. Perform compliance audits of employee workstations
- ☒ 3. Implement single- or multifactor authentication
- ☒ 4. Record customer conversations with customer consent
- ☒ 5. Provide mandatory disclosures, e.g. gaining callers' consent
- ☒ 6. Protect sensitive information with encryption, automation and more
- ☒ 7. Provide routine compliance training to employees

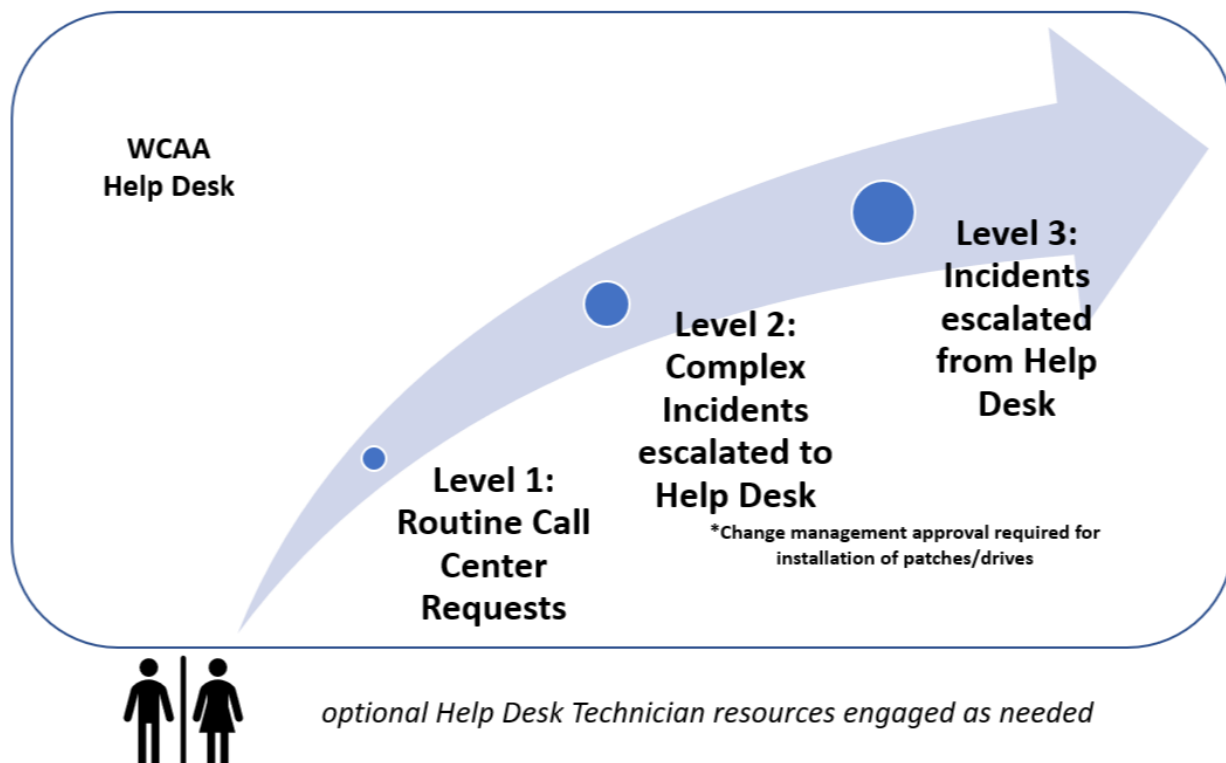
1. **Secure the Network:** Organizations should use network access control to limit who can physically and logically access system hardware and software. Physical security protects the physical components of a network -- such as devices, modems, or routers -- from physical harm. Logical security uses passwords and system permissions to protect a network's software and data from unauthorized individuals. Call centers with agents that work from home may struggle to maintain physical security, as remote agents don't always have secure workstations. Call center managers can also perform physical or virtual audit checks on their agents' remote workplaces to ensure they meet security standards
2. **Perform Workstation Audits:** Physical workstation audits enable an organization to inspect a remote employee's work environment and ensure it supports basic controls and meets compliance requirements. As physical visits to employees' remote workstations aren't always feasible, supervisors can use video conferencing to perform high-level audits.
3. **Authenticate Users:** Customer authentication is a process where individuals prove they are who they claim to be. In some cases, single-factor authentication -- where customers provide a single piece of information to confirm their identity -- can suffice. However, many organizations have adopted multifactor authentication, which asks customers to provide distinct pieces of information, such as a password and a code sent to a mobile device, to confirm their identity.
4. **Record Conversations:** Call recording lets organizations review telephone conversations between customers and agents. Managers can review recordings through a quality monitoring program to determine if agents fulfilled external requirements, such as appropriate disclosures and authentication processes. Managers can also review recordings to determine if an agent fulfilled internal requirements, such as providing a customer with accurate information or following internal procedures.
5. **Provide Mandatory Disclosures (gaining end user consent):** Call center agents must provide mandatory disclosures, which are legal statements used to clearly explain specific processes, rules and options to callers. For example, if a call center in the U.S. wants to record a customer call, agents must disclose that information with the caller and receive that individual's consent to the recording.
6. **Manage Sensitive Information:** To comply with standards, such as Payment Card Industry Data Security Standard and HIPAA, organizations must protect sensitive customer data at rest and in motion. Sensitive information can include PII, credit card numbers or protected health information. To protect sensitive information, organizations should adhere to the following practices:
 - encrypt all data;
 - minimize the amount of stored data; and

- use automation, such as interactive voice response, to perform sensitive transactions.

7. Offer Ongoing Training: Organizations should offer annual training on proper compliance procedures and guidelines. All employees should be up to date on specific compliance rules and understand how they can protect their organization and its customers.

7. MANAGED SERVICES TICKET INCIDENT ESCALATION Service Tickets are to be escalated based on incident complexity.

MANAGED SERVICES INCIDENT ESCALATION



Managed Services Incident Escalation Levels

LEVEL 1	
Description	First point of contact for initial troubleshooting, service request management, ability to resolve requests on the first call without escalating to the Help Desk but may include escalation to Hardware/Software OEMs.
Function	<p>Level 1 is comprised of subject matter experts in these IT Service Towers: Customer Support/Technical Support. The Help Desk/Call Center is the primary point of contact for all requests for service and also provides Level 1 Support. Requestors may contact the Help Desk/Call Center via telephone, email, Web-based submissions or in person. The Level 1 Support technician is a generalist with a broad understanding of the hardware and software used at the Airport Authority and is well versed in troubleshooting techniques. The Contractor must accept and manage all service requests to the Help Desk/Call Center as follows:</p> <ul style="list-style-type: none"> a) All Call Center service requests shall be received, logged, dispatched, and monitored by the Contractor using the service request management system. b) Service request management requires appropriate follow through to ensure successful call resolution. c) Service requests will be managed for consistency 24/7; there is not a separate service level expectation for off-hours.
Examples	<ul style="list-style-type: none"> a) Windows desktop, operating system, and end user application troubleshooting for all Airport Authority Standard Software. b) Assist remote users with VPN access/connection issues. c) Perform User ID and password resets, including unlocking user accounts.
Other Call Center Duties	<p>In addition to providing Level 1 Support to end users who call into the Contractor's Call Center, the Call Center will perform at least the following duties:</p> <ul style="list-style-type: none"> a) Monitor service requests for trends. If found, gather information and refer to Level 2 Support for possible root cause analysis and preemptive resolution. b) Provide TS staff access to, and training on the service request management system. c) Ensure the service request management system is kept up-to-date with current Airport Authority information (e.g., user names, department names, locations). d) Create, enhance, and maintain checklists, a Knowledge Base (KB), and other tools to aid in first-call resolution. e) Maintain the Outlook Address Book data fields and keep current within 1 week. f) Maintain the Approval List for TS service requests, procurement authorizations, security permissions and website changes. It must be kept current and updated no less than every month.

LEVEL 2	
Description	Escalation from Call Center to Help Desk during PPM. Subject matter expertise in desktop hardware/software. Typically involves desk-side services for office equipment, including desktops, copiers, laptops, tablets, printers, office phones, projectors, and other smart devices. Also includes trouble shooting Wi-Fi and wiring issues. Includes escalations to Hardware/Software OEMs.
Function	<p>Level 2 is comprised of subject matter experts in these IT Service Towers: Help Desk Support. Conducting in-depth troubleshooting is a high priority at this level as initial troubleshooting and resolution of common problems was handled by the Call Center. Level 1 support was responsible for the creation and maintenance of support knowledge bases, FAQs, and checklists. Level 2 will provide update information to the Call Center as requests are resolved, and conduct root cause analysis for commonly reported problems. It is important technicians have customer service skills as there will be significant face-to-face interaction. This support level involves domain-specific technical knowledge and is</p>

	staffed by more experienced technicians who have strong exposure to troubleshooting. The use of advanced diagnostic tools and data analysis begin at this level.
Examples	<p>a) Provide desk-side technical support for all Airport Authority standard software including, but not limited to, client software, operating systems, standard application software, antivirus software, email and Airport Authority business applications.</p> <p>b) Provide desk-side assistance to Airport Authority staff in the use of equipment and network resources.</p> <p>c) Engage external resources (i.e. product manufacturer, other Contractor staff, reference materials, etc.) in order to resolve a problem or answer an end user technical question.</p> <p>d) For recurring problems, perform root cause analysis so the problem can be rectified.</p> <p>e) Provide timely updates to the incident ticket so the requestor can be apprised of the expected resolution.</p> <p>f) Coordinate with the requestor to test the fix, and, if successful, secure approval to close the incident, noting the resolution.</p>

LEVEL 3	
Description	Escalation from Managed Services Help Desk to outside parties (includes full-time Airport Authority and Contract Staff, and/or Hardware/Software OEMs)
Function	Level 3 Support is comprised of subject matter experts in the these IT Service Towers: Applications, Cloud, Technical Support, Data Management, Data Protection, Data Center Technical Support, Governance, ITM Mgt Services, IT Security, Project Mgt, Storage, and Telecommunications & Computer Networking. When necessary, they will also engage third party or Airport Authority resources.
Examples	<p>a) Coordinate the formal escalation to the appropriate third party and/or Airport Authority resources. This includes notification to TS management.</p> <p>b) Monitor third party vendor/developer activity to ensure timely resolution.</p> <p>c) Assist in the collection of information requested by third party support if outside the Contractor's organization.</p> <p>d) After Level 3 Support has provided a resolution, they are to coordinate with the original requestor to verify the fix. Upon verification, include the fix in the next update cycle for all product instances and provide resolution information to the Call Center for FAQ and knowledge base updates.</p>

- 8. HELP DESK** During PPM, the help desk shall be located within the Berry Administration Building at Detroit Metro Airport. The Airport Authority help desk is the individual, group, organizational function and external service that an IT end user calls to get help with a problem. The help desk is an organization that accepts support requests submitted telephonically, online or in person.

At the Airport Authority, "help desk" refers to centralized help provided to users within the Airport Authority. A related term is *call center*, a place that customers call to place orders, track shipments, get help with products and so forth.

The Airport Authority IT help desk supports its employees and other internal users of computers, software and networks. These internal help desks provide general IT support for all IT hardware, software and networking products in use in the organization.

Help Desk is comprised of IT Professional Staff generalists. When necessary, the Help Desk contacts appropriate Third Party resources and/or Airport Authority IT Professional Staff selectees including, but not limited to, subject matter experts in networking, servers, active directory, virtual servers, databases, system backups, and desktops.

- Coordinate the formal escalation to the appropriate third party and/or Airport Authority resources. This includes notification to TS management.
- Monitor third party vendor/developer activity to ensure timely resolution.

- Assist in the collection of information requested by third party support if outside the Contractor's organization.
- After the help desk has provided a resolution, they are to coordinate with the original requestor to verify the fix. Upon verification, include the fix in the next update cycle for all product instances and provide resolution information to the Call Center for FAQ and knowledge base updates.

9. HELP DESK (PPM) TASKS AND FUNCTIONS WITHIN THE CONTACT CENTER

The Contact Center, comprised of the Help Desk and the Call Center, shall:

- Establish and operate the Help Desk location at Detroit Metro Airport during PPM. The Contractor shall determine the location of the Call Center during EPM.
- Any operational transitions between PPM and EPM shall be seamless to Airport Authority users. Refer to the relevant Service Level Agreement found in Attachment C
- Communicate to all users, on a daily basis, events, changes, upcoming activities, etc. for the purpose of sharing a common understanding of the current state of the computer environment.
- Communicate with the requestor concerning status.
- Update trouble tickets per SOP.
- Inform the requestor of anticipated resolution times and proactively follow-up with service requestors if the anticipated resolution time will not be met, the reason, and a new expected resolution time.
- Escalate service requests to other support staff as needed to resolve Airport Authority problems or technical questions. This includes other support technician within the Contractor's organization, third parties for externally supported applications or systems, or appropriate Airport Authority resources.
- Provide an operations "health check" notification twice a day (7:00 am and 2:00 pm).
- "Services" means any of the services Contractor, or any Subcontractor, is required to or otherwise does provide under this Contract, or an Engagement SOW, or SAF including but not limited to installation, implementation, integration, field support, and incident response.
- The Contractor is responsible for:
 - Monitoring and proactively resolving issues with delivery dates, quality of products/services, mean time between failure after repairs, billing/invoicing, and other service level agreements.
 - Notify the Airport Authority within one business day when products/services are constrained or otherwise unavailable so that the Airport Authority can work with the Contractor to find an appropriate means to resolve these issues.
 - The Contractor, its subcontractors and subcontracted staff shall comply with all security standards and the security access requirements for the Airport Authority facilities.

10. DESK SIDE SERVICE

- **Installation** The Contractor is expected to provide desktop installation services. Installation is defined as the placement (or relocation) of equipment on Airport Authority furniture or shelving and its connection to other equipment or appropriate outlets, including unpacking and disposing of packing materials. Such installation does not require the Contractor to provide furniture, shelving or to install building wiring. As such, the Contractor shall:
 - Upon installation, assist the recipient of the installed equipment by acquainting them with the basic operation of the equipment or software or both, as needed;
 - Develop, test, install and deploy only Airport Authority-approved equipment and use only Airport Authority-approved software Standard Loads;
 - Fully test all equipment and software prior to its distribution to end users;
 - Install and configure network-attached peripheral hardware (telephony, printers, scanners, all-in-1 devices) provided by the Airport Authority to meet business requirements. Services shall apply to both new and redeployed equipment;
 - Load only properly licensed software on any Airport Authority equipment;
 - Fully test all equipment and software once installed to ensure performance;

- Update appropriate asset and configuration databases to reflect current status of installed or relocated equipment each time the hardware, software, or location information changes.

11. HARDWARE ASSESSMENT, INSTALLATION, IMPLEMENTATION, AND INTEGRATION SERVICES:

Services will vary, based on the type of equipment being installed. Contractor will ensure the equipment will operate properly in the Airport Authority's environment at the end of installation. Installation shall include End-User Computing Devices (e.g. desktops, tablets, iPads, copiers, printers, scanners, servers, SAN, peripherals and projectors).

Site Hardware Set-Up

- Desk-side delivery
- Unpack system
- Save files from old systems by copying to server or media
- Removal of old system
- Wipe or remove hard drive for data destruction, as defined
- Pack old system for Asset Recovery
- Install system unit and any previously attached peripherals
- Connect to network and test connection
- Set up and test printer connection
- Initiate Software push
- Confirm successful completion of all activities

12. SOFTWARE ASSESSMENT, INSTALLATION, IMPLEMENTATION, AND INTEGRATION SERVICES:

Services will vary, based on the type of software being installed. Contractor will ensure the software will operate properly in the Airport Authority's environment at the end of installation.

Site Software Set-Up

- Commercial off the Shelf (COTS), pre-packaged software , which may be installed on end-user devices, servers, or other computing equipment
- The Contractor is responsible for the development, maintenance, and management of all Airport Authority Standard Loads as needed. The Contractor will:
 - Develop, test, and maintain all Standard Loads per Airport Authority standards;
 - Automate the distribution of Standard Load images via the network;
 - Troubleshoot and resolve any application software conflicts with a Standard Load;
 - Maintain requisite documentation as to the composition and configuration of all Standard Loads;
 - Utilization of a Configuration Management Database (CMDB) that contains configuration details for all hardware and software. The Airport Authority's CMDB resides in ServiceNow, which is the information technology enterprise system.
- Software maintenance, which is defined herein as related standard commercial Software Publisher's software support services, which may come bundled with the software license or sold separately. Software support services are dictated by the Software Publisher, and may often include bug fixes, error-corrective services, update, and new versions that are improvements, extensions, or other changes that are logical improvements or extensions of the original product. It may also include software documentation or access to remote technical support.

- Pre-configured, pre-integrated Software appliances. Contractor's services to be provided to the Airport Authority shall include:
 - Assessment, Installation, Integration, and Implementation services deliverable-based service engagements, including solution training for IT end users. Contractor will supply trained, qualified personnel on a case-by-case basis, who will provide these services, based on the Authority's needs.
 - Validate Licensed Software. Contractor shall be responsible for any damages to the Airport Authority resulting from the unauthorized loading of unlicensed software by contract personnel
 - Assistance with renewal of Licensed Software subscriptions and software maintenance

13. SCHEDULED/UNSCHEDULED MAINTENANCE SERVICES: The Contractor shall provide Help Desk maintenance support for scheduled and unscheduled services. As such, the Contractor shall:

- Performs refresh operations including monitoring, installation, troubleshooting, relocations, and maintenance of hardware and software equipment. "Refresh" is a general term in IT that refers to an updating adjustment of content based on current conditions. In some cases, such as in a browser refresh, online systems are sending the most current data to a software interface destination. In other cases, such as a memory refresh, internal systems are getting updated.
- Diagnose, repair, and if necessary, replace defective hardware/software
- The Contractor agrees to back-up user data, if necessary, prior to repairing or replacing their computer.
- In the event the hardware/software cannot be maintained desk-side Contractor will provide suitably configured replacement hardware/software to sustain end-user operations.

14. CALL CENTER a place that customers call to place orders, track shipments, get help with products and so forth. A call center focuses on one communication channel – the telephone. Contact centers provide support from additional channels, such as email, chat, websites and applications (i.e. ServiceNow). A contact center may include one or more call centers.

A call center is a centralized department that handles inbound and outbound calls from current and potential customers. Call Center (EPM) shall be located at a location of the Contractor's choosing. The Call Center operating within the Help Desk (PPM) shall be located at Detroit Metro Airport.

a) Call Center (EPM) Tasks and Functions within the Contact Center

The Call Center within the Contact Center shall:

- Be established and operated in a location determined by the Contractor for the Call Center during EPM. (Note: the Contractor shall establish and operate the Help Desk location at Detroit Metro Airport during PPM)
- Any operational transitions between PPM and EPM shall be seamless to Airport Authority users. Refer to the relevant Service Level Agreement found in Attachment C
- Communicate to all users, on a daily basis, events, changes, upcoming activities, etc. for the purpose of sharing a common understanding of the current state of the computer environment.
- Communicate with the requestor concerning status.
- Update trouble tickets per SOP.
- Inform the requestor of anticipated resolution times and proactively follow-up with service requestors if the anticipated resolution time will not be met, the reason, and a new expected resolution time.
- Escalate service requests to other support staff as needed to resolve Airport Authority problems or technical questions. This includes other support technician within the

Contractor's organization, third parties for externally supported applications or systems, or appropriate Airport Authority resources.

- "Services" means any of the services Contractor, or any Subcontractor, is required to or otherwise does provide under this Contract, or an Engagement SOW, or SAF including but not limited to installation, implementation, integration, field support, and incident response.
- The Contractor is responsible for:
- Monitoring and proactively resolving issues with delivery dates, quality of products/services, mean time between failure after repairs, billing/invoicing, and other service level agreements.
- Notify the Airport Authority within one business day when products/services are constrained or otherwise unavailable so that the Airport Authority can work with the Contractor to find an appropriate means to resolve these issues.
- The Contractor, its subcontractors and subcontracted staff shall comply with all security standards and the security access requirements for the Airport Authority facilities.

15. Service Management

Each year, no later than June 15th, the Contractor shall present to the Airport Authority alternatives and plan justification, if needed, to accommodate changes to staffing for either the Help Desk or Call Center or both and to continue to achieve service levels. These alternatives may impact the fixed fee. In the event the Airport Authority agrees to the proposed change, the total monthly cost of services shall be changed in the Price Form and approved by the VP of Technology via a Services Authorization Form (SAF). The new rate will be effective January 1st.

16. Contract Transition

Overview There is a transition period at the beginning and the end of this Contract. The Proposer will address any transition and migration services required to mitigate any loss of functionality or productivity, while ensuring the possible conversion to new staff and systems occurs without interruption.

17. Contract Project Manager (CPM): The Contractor will identify a Contract Project Manager (CPM) to oversee all aspects of the Contract including the management of all vendor personnel. The CPM will work closely with the designated personnel from the Airport Authority. The CPM will coordinate all of the activities of the Contractor personnel assigned to the project and create all reports required by the Airport Authority. The CPM to oversee all aspects of the Airport Authority's Contract, including the management of all customer representatives and personnel identified in Contractor's proposal. The CPM's responsibilities include, at a minimum:

- Manage Contractor's subcontractors
- Develop the initial project plan and schedule, and update as needed, for the Contract implementation and administration of the Contract.
- Serve as the point person for all project issues
- Coordinate and oversee the day-to-day activities of the Contract team
- Assess and report project feedback and status
- Escalate issues, risks, and other concerns
- Review all deliverables and provide feedback
- Proactively propose/suggest options and alternatives for consideration
- Utilize change control procedures
- Prepare documents and materials

18. Contract Project Coordinator: Contractor will identify one or more Contract Project Coordinators to oversee all aspects of transition and implementation of the Contract. The Contract Project Coordinator(s) will remain Key Personnel until successful transition to operations of all Contract activities. Likewise, Contractor will identify a Contract Project Coordinator(s) as Key Personnel to oversee all aspects of transition at Contract's end.

- **Organizational Chart:** The Contractor will provide, and update when changed, an organizational chart indicating lines of authority for personnel involved in performance

of this Contract and relationships of this staff to other programs or functions of the firm. This chart must also show lines of authority to the next senior level of management and indicate who within the firm will have prime responsibility and final authority for the work. When changes occur to the organizational structure an updated organizational chart must be sent, within 2 weeks, to the Airport Authority Contracts Coordinator and the Airport Authority Operations & Infrastructure Coordinator.

19. Contractor Team Member Expectations:

- Permanent Assignment: Team Members shall be assigned on a permanent basis, except for temporary replacements and staff utilized for any on demand projects.
- Appearance/Conduct: The Team Member shall be clean, well groomed, and dressed appropriately for the type of work assigned. All Team Members will conduct themselves in a professional businesslike manner; and will not use profanity, engage in any loud, boisterous, or otherwise offensive language, or display any rudeness to any person. Team Member will be required to conduct themselves in accordance with the Airport Authority's rules, regulations and ordinances. Team Member, must be properly badged. The Contractor is responsible for all badging requirements and ensuring that all the Team Members comply with all safety and security requirements.
- Assignment Status: Neither the Contractor nor Team Members are employees of the Airport Authority, and will not receive benefits from the Airport Authority, such as sick leave, vacation, raises, holiday pay, etc. All Team Members are expected to arrive to work on time. The Airport Authority reserves the right to require the Contractor to remove a Team Member from a position with the Help Desk or Contact/Call Center, at any time, without cause.
- Background Checks: It is expected that a preliminary background check will be performed by the Contractor prior to submittal of individual proposed applicants' requests. Once a candidate is selected, the Contractor will be required to provide proof of reference checks, degree(s) and/or certificate(s), drug screening, proof of employment eligibility in the United States, and any other validating documentation needed. All Team Members must go through the Airport Authority badging process, which also includes a background check. As part of the selection process, the Team Member will be subject to participate in the Airport Authority's security screening process. The process may require fingerprinting, drug use screening, and consist of driver license, reference, and criminal record checks.
- Employment Opportunities: The Airport Authority reserves the right to hire the Team Member without further obligation to the Contractor. Contractors agree not to charge the Airport Authority any fee, or to impede the Airport Authority 's ability to hire the Team Member, or to extract remuneration in any form from Team Members who seek employment opportunities with the Airport Authority.
- Performance: All work performed by the Team Member must be performed to the satisfaction of the Airport Authority, as determined in the sole discretion of the Airport Authority.

20. Transfer at the end of the Contract, the Contractor will be required to assist in an orderly transition. The Proposer shall indicate the process they will use for an orderly transfer of services to ensure uninterrupted services.

21. SERVICE LEVEL AGREEMENTS (SLAs):

- a) Contract Deliverables are specified in the Service Level Agreement Table found in Attachment C
- b) Contractor is required to submit a Report with SLA Scores and calculated Remedies. The report is to be submitted in accordance with the frequencies indicated on the SLA Table, or upon request from the Airport Authority.

22. IMPLEMENTATION:

- a) **CONTRACTOR'S RESPONSIBILITIES:** The Contractor will be responsible for the following tasks including, but not limited to:

- Conduct a kick-off meeting and present a Project Plan for the transition within two weeks of an approved Contract.
 - Deliver all services identified in Section 4, Scope of Work.
 - Provide, install, and implement all hardware and software services required in this RFP.
- b) TECHNOLOGY SERVICES' RESPONSIBILITIES: Technology Services (TS) is generally responsible for, and will provide pursuant to the Contract, unless specifically stated to the contrary therein, the following:
- Access to TS staff, as needed.
 - i) The Airport Authority will maintain software maintenance agreements with the software provider for the purpose of receiving patches and phone assistance.
 - ii) The Airport Authority will maintain hardware maintenance agreements
 - iii) Paper and ink cartridges/toners for copiers/printers.
 - iv) Office space, computers, desk phones, office supplies and furnishings.
 - v) The Airport Authority's IT operations and infrastructure
 - vi) All network building wiring (copper and fiber media) terminated in a manner that allows the Contractor to connect the equipment to the building wiring.
 - vii) Necessary TS policies, standards, and guidelines.

SECTION 5 – EVALUATION PROCESS AND SUBMITTAL REQUIREMENTS

- 1) **EVALUATION CRITERIA:** All proposals timely received will be evaluated by an Evaluation Committee comprised, at a minimum, of Airport Authority representatives from three different operating divisions/departments. All proposals will first be evaluated for responsiveness, then responsibility. All responsive and responsible proposals will be evaluated on the following criteria, which are listed in descending order of importance:

- a) Experience and Qualifications
- b) Proposed Fees
- c) Engagement Approach

In addition, the Evaluation Committee also may consider the past performance of the Proposer on other contracts with the Airport Authority or other entities. The Airport Authority reserves the right to make such additional investigations as it deems necessary and may require the submission of additional information.

- 2) **SHORTLISTING:** The Airport Authority may shortlist the Proposers based upon responses to the above items. The Airport Authority will notify each Proposer on the shortlist, if such presentation is required. These presentations will provide an opportunity for the Proposers to respond to questions posed by the Evaluation Committee and to clarify their proposals through exhibition and discussion. The Airport Authority will not reimburse oral presentation or any other costs of any Proposer.

3) **GENERAL SUBMITTAL REQUIREMENTS:**

- a) **ELECTRONIC MEDIA FILE(S)**, which will be considered an original Proposal. These files must be word-searchable portable document format (PDF) that permits the materials to be saved, viewed, printed and retransmitted by electronic means. Each of the “Tabbed” (bookmarked) sections shall be bookmarked in the PDF file.
- b) **PROPOSAL FORMAT AND CONTENT:** Each proposal should be prepared simply and economically. Proposals shall be in the same order as listed in this Section and “**Tabbed**” (bookmarked) as follows to ensure the Evaluation Committee is able to easily locate the information requested in this solicitation.

Tab 1 – Forms:

The Proposer must fully complete and include the following forms, or the proposal may be deemed nonresponsive and rejected without any further evaluation.

- i) A signature binding the offer (i.e. Proposal Form); and
- ii) Price Form, fully completed; and
- iii) Verification of Minimum Qualifications Form (or provide the required information to show the Proposer meets each of the Minimum Qualifications as listed in this solicitation document); and
- iv) Business Information Questionnaire
- v) Proposer must certify that it neither (a) engages in investment activities in the energy sector of Iran, including the provision of oil or liquefied natural gas tankers or products used to construct or maintain pipelines used to transport oil or liquefied natural gas for the energy sector of Iran, nor (b) extends credit to another person or entity, if that person or entity will use the credit to engage in investment activities in the energy sector of Iran; and
- vi) Subcontractor Form

Note: The Proposal must include information about each subcontractor that will be utilized in the contract. Subcontractors cannot be added or replaced after submittal of the proposal without the prior written approval by the Airport Authority.

vii) Proposal Guarantee:

The Proposer is required to submit a refundable Proposal Guarantee (cashier's check only) in the amount of \$1,000.00 made payable to the Wayne County Airport Authority. The Proposer must submit photocopy of the Proposal Guarantee in the electronic response to this RFP. The original should be postmarked by the Proposal deadline date and sent to:

Wayne County Airport Authority
11050 Rogell Drive, Building #602
Detroit, Michigan 48242

Attn: Procurement Department – RFP #2200107

(Tracking number may be requested.) Failure to submit the properly postmarked Proposal Guarantee, Bond, or cashier's check in the specified form may result in the Proposal being deemed Nonresponsive and the Proposal rejected without any further evaluation.

Note: Return of Proposal Guarantee: Proposal Guarantees will be returned to Proposers immediately after the Airport Authority has deemed that a Proposer is either Nonresponsive or Nonresponsible. Proposal Guarantees for all remaining Proposers will be held until a contract is fully executed; or upon the request by the Proposer, but only after the "firm offer period" has expired.

Failure to include the following forms, fully completed, **may** result in your proposal being deemed nonresponsive and rejected without any further evaluation

Tab 2 – Experience and Qualifications

- i. Submit information that substantiates they meet or exceed each and all of the minimum qualifications of this RFP. Complete the Verification of Minimum Qualifications Form or provide the required information for each minimum qualification listed. A reference contact or document that can verify that the Proposer has met the minimum qualifications is also required for each minimum qualification listed in this RFP.
- ii. Provide at least three (3) references for similar projects, including name of establishment, full address, dates of service, contact name and contact telephone number for reference checks. These references are in addition to references required on the Verification of Minimum Qualifications Form.
- iii. Describe the experience and qualifications of key personnel that will be assigned to this project. Include detailed resumes for each key personnel.
- iv. State your total dollar volume of business for each year for the past three (3) years.
- v. State whether any contracts to which the Proposer was a party has ever been terminated early. If so, identify which ones and provide details.
- vi. State whether Proposer is a party in a legal claim or lawsuit with any client as a result of Proposer's operation of a public service. If so, describe the issues.
- vii. State whether Proposer, or any entity in which Proposer has had an ownership interest, ever had a bond or surety canceled or forfeited. If yes, state the name of bonding company, date and amount of bond and reason for such cancellation or forfeiture.
- viii. State whether Proposer, or any entity in which Proposer has had an ownership interest, ever been declared bankrupt. If yes, state date, court jurisdiction, amount of liabilities and assets, type (i.e. Chapters 7, 11, 12, etc.), and resolution or current status.

- ix. Proposer must be in Good Standing with the State in which their business is domiciled. The Proposer must certify on its Business Information Questionnaire that it is in Good Standing or not required to obtain such a certificate or otherwise register with that state. If the Proposer is domiciled outside of Michigan, the Proposer will also be required to be in Good Standing with the State of Michigan or certify on its Business Information Questionnaire that it is not required to obtain such standing or otherwise register with the State of Michigan. How to obtain information regarding obtaining a Certificate of Good Standing from the State of Michigan may be found at http://www.michigan.gov/lara/0,4601,7-154-35299_61343_35413_60640_35436-140294--,00.html.

Tab 3 – Proposed Fees

- i. Complete the Price Form and submit with your Proposal.

Tab 4 – Engagement Approach

- i. Describe how the Proposer and its team will approach the project.
- ii. Describe in detail how the Proposer intends to meet all the requirements outlined in the RFP document.

Describe specifically how the Proposer will handle service requests with the goal being to view infrastructure from an application perspective, not simply as individual components.
- iii. Describe in detail the Proposer's Contract Transition Plan.
 - (1) Describe the services implementation methodology the Proposer intends to employ during transition to begin services.
 - (2) Provide a complete services implementation plan and indicate how soon after the Airport Authority's Contract approval would the Proposer be able to provide all services as proposed.
 - (3) Indicate the process that will be used for knowledge transfer to ensure knowledge is preserved, including an estimated transition time and any required staff involvement from either the current Contractor or the Airport Authority.
- iv. Does Proposer have non-compete agreements with its staff?
- v. Describe specifically how the Proposer intends to accurately measure and report meeting the Service Level Agreements.
- vi. The Proposer must describe the staffing levels that will be assigned to meet the requirements of this RFP and Service Levels.
- vii. The Proposer must describe the on-site space requirements that will be needed to meet the requirements of this RFP and Service Levels.
- viii. Ensuring staff have current skills and certifications for the life of this contract is important. Explain the process and commitment for keeping skills updated as the Airport Authority's technology base changes over time.
- ix. Having a full complement of on-site resources is a requirement. The Airport Authority's expectation is when normally assigned resources are absent due to illness, training or vacation, they are covered with similarly skilled technicians beginning with the first day of absence. Explain your process for replacing absent resources to meet the business needs, sometimes with minimal notice. Also, stipulate if Proposer has appropriately skilled staff to provide on-site support for the duration of the absence.
- x. Provide a structured plan to provide employee supervision and management and describe plans for correcting performance problems.

Tab 5 – Disclosures:

- i) Disclose any potential Conflicts of Interest as described in the General Instructions (*see Section 2 of this RFP*).
- ii) Proposers must also disclose the business relationships with any affiliates such as manufacturers, suppliers, etc., which may have an advantage on future business opportunities due to the firms relationship with the successful Proposer.

Tab 6 – Exceptions:

Proposer shall clearly identify any proposed deviations from the language in the RFP (including its Form of Agreement). Each exception must be clearly defined and referenced to the proper paragraph in this RFP or its Form of Agreement. The exception shall include, at a minimum, the Proposer's proposed substitute language and opinion as to why the suggested substitution will provide equivalent or better service and performance. If no exceptions are noted in the Proposer's Proposal, the Airport Authority will assume complete conformance with this specification and the successful Proposer will be required to perform accordingly. Proposals not meeting all requirements may be rejected. Proposals taking exception to material terms/conditions in the Form of Agreement (e.g. indemnification, subrogation, insurance, ownership of documents, governmental requirements) will not be considered. The Airport Authority reserves the right to accept or to allow the Proposer to withdraw any or all exceptions.

SECTION 6 – KEY CONTRACT TERMS AND CONDITIONS

1. **CONTRACT TERM:** The contract shall be for a term of 3 years with two (2), one-year renewals exercisable by the CEO. It is anticipated that the contract will commence in November 2022
2. **PROOF OF INSURANCE REQUIREMENTS:** The successful Proposer must submit proof that they meet all Airport Authority insurance requirements prior to receiving an executed contract and purchase order.
3. **WARRANTY:** All software used in providing goods and/or services requested in this RFP will be guaranteed by the Contractor against functional, design, and workmanship defects. In the event defects become evident within the warranty period, the Contractor will furnish replacement software procedures, and labor as necessary, at no cost to the Airport Authority. The Airport Authority expects the warranty period will be a minimum of one (1) year from the date of the Airport Authority's Certificate of Acceptance.
4. **ESTIMATED QUANTITIES:** The quantities shown are estimates only, but will not constitute any obligation or commitment for a specific amount. The Airport Authority reserves the right to increase or decrease amounts as circumstances may require.
5. **PAYMENT:** Payments will be paid monthly upon satisfactory completion of all services and receipt of accurate invoices received from the Contractor.
6. **PERFORMANCE REVIEW:** The Airport Authority may conduct regular contract performance reviews to ensure Contractors consistently meet all aspects of performance.
7. **PERFORMANCE GUARANTEE:** There will be no required Performance Guarantee.
8. **LIQUIDATED DAMAGES:** There will be no required Liquidated Damages.
9. **CHANGES TO KEY PERSONNEL AND SUBCONTRACTORS:** It is essential that the Contractor provides adequate experienced personnel and subcontractors, capable of and devoted to the successful accomplishment of work to be performed under this contract. The Contractor must agree to assign specific individuals to the key positions.
 - a. Contractor agrees that once assigned to work under this contract, key personnel and subcontractors shall not be removed or replaced without prior written approval by the Airport Authority.
 - b. If key personnel and subcontractors are not available for work under this contract for a continuous period exceeding thirty (30) calendar days, or are expected to devote substantially less effort to the work than initially anticipated, the Contractor shall immediately notify the Airport Authority, and shall, subject to the concurrence of the Airport Authority, replace such personnel with personnel of substantially equal ability and qualifications.
10. **CONFLICTS OF INTEREST:** The Airport Authority reserves the right to reject a Proposal if the Proposer has a contract or other relationship with a client that is determined by the Airport Authority to be a legal or business conflict that is not waivable or that the Airport Authority, at its sole discretion, is unwilling to waive.

RUNWAY INCURSIONS: The Federal Aviation Administration (FAA) defines a Runway Incursion as "Any occurrence at an airport involving an aircraft, vehicle, person, or object on the ground that creates a collision hazard or results in a loss of separation with an aircraft taking off, intending to take off, landing or intending to land. Entering the Movement Area (i.e. runways, taxiways, etc.) without authorization from the FAA Air Traffic Control Tower and the Wayne County Airport Authority will result in the suspension of an assigned ID Badge and/or ramp driving privileges and could subject the Contractor, the Subcontractor, the Contractor's key personnel or the Team Member to permanent revocation of their airfield driving privileges. Furthermore, runway incursions may result in federal fines and/or termination of this contract.

SECTION 7 – INSURANCE REQUIREMENTS

- 1) **INSURANCE REQUIREMENTS:** The Contractor, at its own expense and in its own name, must provide and keep in force during the term of the Agreement, the following insurance coverages, provided by a company(s) licensed to conduct business in the State of Michigan, acceptable to Airport Authority, with limits not less than indicated for the respective items or as otherwise agreed.
- a) Commercial General Liability Insurance, including additional insured status for ongoing and completed operations with primary/non-contributory status. Such policy must provide liability insurance for bodily injury, property damage, personal injury with a limit not less than One Million Dollars (\$1,000,000) for each occurrence.
 - b) Business Automobile Liability Insurance, including owned, non-owned and hired for bodily injury and property damage with a limit of; One Million Dollars (\$1,000,000.00) per occurrence if not on Airside.
 - c) Workers' Compensation Insurance, with statutory coverage as required by the State of Michigan or the state in which a particular employee is employed; or as a qualified self-insured in any self-insured workers' compensation program approved by the State of Michigan or the state in which a particular employee is employed; and Employers Liability Insurance with all limits in the amounts not less than Five Hundred Thousand Dollars (\$500,000.00) per occurrence/per employee and per disease.
 - d) Network Security Errors and Omissions Insurance which includes privacy breach coverage for the named insured and third parties and third party crime coverage with a minimum limit of not less than One Million Dollars (\$1,000,000.00) per occurrence.

The foregoing notwithstanding, the Contractor agrees as a material provision of the Contract Documents that if from time to time the Contractor actually maintains limits or insurance coverage amounts greater than those specified above, then the actual limits and coverage amounts so maintained by the Contractor shall be substituted for the limits and amounts above and shall be deemed to be, and shall constitute, for all contractual and other legal purposes, the limits and amounts required by the Contract Documents

The Wayne County Airport Authority and the Charter County of Wayne shall be included as additional insured on both the General Liability (and completed operations specifically) and Automobile Liability Policies; waiver of subrogation must be included in favor of the additional insured and; coverage must be stipulated as primary and non-contributory to any other available coverage. Policies must be endorsed to provide 30 days advance notice of cancellation to Airport Authority (and 10 days for nonpayment of premium). This must be shown on the Certificate of Insurance. Copies of appropriate endorsements must be submitted with certificate.

To the extent that the Contractor may be self-insured, and upon execution of the Contract Documents, the Contractor shall submit an affidavit confirming its self-insured retention for the required limits of liability, and as applicable, Certificates of Insurance for any excess insurance coverage's. The Airport Authority reserves the right to request additional documentation or information from the Contractor to confirm that all insurance requirements are met to the satisfaction of the Airport Authority.

SAMPLE CERTIFICATE OF INSURANCE

Please review the solicitation documents for the required insurance coverage and add to the insurance certificate accordingly.



CERTIFICATE OF LIABILITY INSURANCE

DATE (MM/DD/YYYY)

02/13/2018

THIS CERTIFICATE IS ISSUED AS A MATTER OF INFORMATION ONLY AND CONFERS NO RIGHTS UPON THE CERTIFICATE HOLDER. THIS CERTIFICATE DOES NOT AFFIRMATIVELY OR NEGATIVELY AMEND, EXTEND OR ALTER THE COVERAGE AFFORDED BY THE POLICIES BELOW. THIS CERTIFICATE OF INSURANCE DOES NOT CONSTITUTE A CONTRACT BETWEEN THE ISSUING INSURER(S), AUTHORIZED REPRESENTATIVE OR PRODUCER, AND THE CERTIFICATE HOLDER.

IMPORTANT: If the certificate holder is an ADDITIONAL INSURED, the policy(ies) must be endorsed. If SUBROGATION IS WAIVED, subject to the terms and conditions of the policy, certain policies may require an endorsement. A statement on this certificate does not confer rights to the certificate holder in lieu of such endorsement(s).

PRODUCER Agent Broker Producer, Inc. 123 Anywhere Ave Detroit, MI 48226		CONTACT NAME: Agency Contact PHONE (A/C, No, Ext): phone FAX (A/C, No): fax #here E-MAIL ADDRESS: of individual at agency	
INSURED Contractor/Vendor Company (this must match name on forms) Address 1 Address 2 City, State, Zip		INSURER(S) AFFORDING COVERAGE INSURER A: Travelers INSURER B: Accident Fund INSURER C: Zurich INSURER D: INSURER E: INSURER F:	

COVERAGES **CERTIFICATE NUMBER:** **REVISION NUMBER:**

THIS IS TO CERTIFY THAT THE POLICIES OF INSURANCE LISTED BELOW HAVE BEEN ISSUED TO THE INSURED NAMED ABOVE FOR THE POLICY PERIOD INDICATED. NOTWITHSTANDING ANY REQUIREMENT, TERM OR CONDITION OF ANY CONTRACT OR OTHER DOCUMENT WITH RESPECT TO WHICH THIS CERTIFICATE MAY BE ISSUED OR MAY PERTAIN, THE INSURANCE AFFORDED BY THE POLICIES DESCRIBED HEREIN IS SUBJECT TO ALL THE TERMS, EXCLUSIONS AND CONDITIONS OF SUCH POLICIES. LIMITS SHOWN MAY HAVE BEEN REDUCED BY PAID CLAIMS.

INSR LTR	TYPE OF INSURANCE	ADDL SUBR INSD WVD	POLICY NUMBER	POLICY EFF (MM/DD/YYYY)	POLICY EXP (MM/DD/YYYY)	LIMITS
A	<input checked="" type="checkbox"/> COMMERCIAL GENERAL LIABILITY <input type="checkbox"/> CLAIMS-MADE <input checked="" type="checkbox"/> OCCUR GEN'L AGGREGATE LIMIT APPLIES PER: <input checked="" type="checkbox"/> POLICY <input checked="" type="checkbox"/> PRO JECT <input type="checkbox"/> LOC OTHER: (review aggregate req)	X X	GL123456-03	02/13/2018	02/13/2019	EACH OCCURRENCE \$ 1,000,000 DAMAGE TO RENTED PREMISES (EA OCCURRENCE) \$ 300,000 MED EXP (Any one person) \$ 15,000 PERSONAL & ADV INJURY \$ 1,000,000 GENERAL AGGREGATE \$ 2,000,000 PRODUCTS - COMP/OP AGG \$ 2,000,000
A	AUTOMOBILE LIABILITY <input checked="" type="checkbox"/> ANY AUTO <input checked="" type="checkbox"/> ALL OWNED AUTOS <input checked="" type="checkbox"/> HIRED AUTOS <input type="checkbox"/> SCHEDULED AUTOS <input checked="" type="checkbox"/> NON-OWNED AUTOS	X X	AL252105-03	02/13/2018	02/13/2019	COMBINED SINGLE LIMIT (EA ACCIDENT) \$ 1,000,000 BODILY INJURY (Per person) \$ BODILY INJURY (Per accident) \$ PROPERTY DAMAGE (Per accident) \$
C	<input checked="" type="checkbox"/> UMBRELLA LIAB <input checked="" type="checkbox"/> EXCESS LIAB OCCUR CLAIMS-MADE RETENTION \$ 10,000	X X	UMB1'2345-02	02/13/2018	02/13/2019	EACH OCCURRENCE \$ 4,000,000 AGGREGATE \$ 4,000,000
B	WORKERS COMPENSATION AND EMPLOYERS' LIABILITY ANY PROPRIETOR/PARTNER/EXECUTIVE OFFICER/MEMBER EXCLUDED? (Mandatory in NH) If yes, describe under DESCRIPTION OF OPERATIONS below	Y/N N/A	WC234567-03	02/13/2018	02/13/2019	<input checked="" type="checkbox"/> PER STATUTE <input type="checkbox"/> OTH-ER E.L. EACH ACCIDENT \$ 500,000 E.L. DISEASE - EA EMPLOYEE \$ 500,000 E.L. DISEASE - POLICY LIMIT \$ 500,000
A	Property with transit/installation (If other covg is required att. p. 2)	X X	PR660789-03	02/13/2018	02/13/2019	Limit \$250,000 each occurrence

DESCRIPTION OF OPERATIONS / LOCATIONS / VEHICLES (ACORD 101, Additional Remarks Schedule, may be attached if more space is required)

The certificate holder and the County of Wayne, their board members, directors, officers, employees, agents and assigns are additional insureds for GL including completed operations, Auto (Aircraft Liability, pollution as applicable) on a primary/non-contributory basis including completed operations for liability arising out of all work or services provided to the Airport Authority.

Waiver of subrogation is added in favor of the additional insured.

The Wayne County Airport Authority is considered loss payee for any property owned by and worked on by this insured, as their interest may appear.

Policies are endorsed to provide a minimum of 30 day notice of cancellation to the Certificate Holder (or 10 day notice in the case of non-payment of premium).

CERTIFICATE HOLDER

Wayne County Airport Authority Attn: Procurement Department 11050 Rogell Drive #602 Detroit, MI 48242	CANCELLATION SHOULD ANY OF THE ABOVE DESCRIBED POLICIES BE CANCELLED BEFORE THE EXPIRATION DATE THEREOF, NOTICE WILL BE DELIVERED IN ACCORDANCE WITH THE POLICY PROVISIONS. AUTHORIZED REPRESENTATIVE signature here
--	---

© 1988-2014 ACORD CORPORATION. All rights reserved.

ACORD 25 (2014/01)

The ACORD name and logo are registered marks of ACORD

SECTION 8 – REQUIRED FORMS & ATTACHMENTS

SUBMITTAL DOCUMENTS CHECKLIST (checklist not required) 33

PROPOSAL FORM 34

VERIFICATION OF MINIMUM QUALIFICATIONS FORM 36

PRICE FORM 38

BUSINESS INFORMATION QUESTIONNAIRE..... 39

BUSINESS INFORMATION QUESTIONNAIRE Continued..... 40

ATTACHMENTS INCLUDED AS SEPARATE DOCUMENTS (A – E)..... 41

 ATTACHMENT A – FORM OF AGREEMENT41

 ATTACHMENT B – SUBCONTRACTOR FORMS.....41

SUBMITTAL DOCUMENTS CHECKLIST (checklist not required)

The following information forms and documentation shall be included with the proposal to the solicitation:

	Form or Documentation:
<input type="checkbox"/>	Proposal Form
<input type="checkbox"/>	Proposal Guarantee – Copy and Original Check Mailed
<input type="checkbox"/>	Business Information Questionnaire
<input type="checkbox"/>	Submittal Requirements for Evaluation Criteria (Tabbed items)
<input type="checkbox"/>	Verification of Minimum Qualifications Forms
<input type="checkbox"/>	Attachment B – Subcontractor Forms
<input type="checkbox"/>	Attachment D - Price Form (Help Desk Staff Augmentation Skill Rate Sheet)

PROPOSAL FORM

Failure to submit a signature binding the offer with your Proposal shall result in your Proposal being deemed nonresponsive and rejected without any further evaluation.

TO: WAYNE COUNTY AIRPORT AUTHORITY:

The Undersigned hereby offers and agrees to furnish the goods and/or services in compliance with all terms, scope of work, conditions, specifications, and addenda in the Request for Proposal.

ADDENDA:

The undersigned has read, understands and is fully cognizant of the Information to Proposers, Offer and Form of Agreement, all Exhibits thereto, together with any written addendum issued in connection with any of the above. The undersigned hereby acknowledges receipt of the following addendum(s): _____, _____, _____, _____ (write "none" if none). In addition, the undersigned has completely and appropriately filled out all required forms.

SUPPORTING DOCUMENTATION:

List all files uploaded to www.MITN.info that constitute your total proposal package. MITN references files as "Supporting Documentation".

Total number of files uploaded to www.MITN.info? _____

List document titles and number of pages: (insert additional page if necessary)

Title: _____ Pages: _____

Title: _____ Pages: _____

Title: _____ Pages: _____

Title: _____ Pages: _____

Title: _____ Pages: _____

OBLIGATION:

The undersigned, by submission of this Offer, hereby agrees to be obligated, if selected as the Contractor, to provide the stated goods and/or services to the Airport Authority, for the term as stated herein, and to enter into an Agreement with the Airport Authority, in accordance with the Conditions, Scope and Terms, as well as the Form of Agreement attached to the RFP, together with any written addendum as specified above or exceptions agreed to by the Airport Authority.

COMPLIANCE:

The undersigned hereby accepts all administrative requirements of the RFP and will be in compliance with such requirements. By submitting this Proposal Form, the Proposer represents that: 1) the Proposer is in compliance with any applicable provisions of the Airport Authority's Ethics Ordinance, and 2) if awarded a contract to operate the Concession or provide the Goods and/or Services required in the RFP, the Proposer will comply with the Airport Authority's Ethics Ordinance.

PROPOSAL FORM (continued)

NONCOLLUSION:

The undersigned, by submission of this Proposal Form, hereby declares that this Proposal is made without collusion with any other business making any other Proposal, or which otherwise would make a Proposal.

PERFORMANCE GUARANTEE:

The undersigned further agrees that if awarded the Agreement, it will submit to the Airport Authority any required performance guarantee (i.e. irrevocable letter of credit or cash deposit).

SUBMITTAL REQUIREMENTS:

The undersigned certifies it has attached a complete response to each of the submittal requirements listed in the Evaluation Process and Submittal Requirements section of this RFP.

No Proposal shall be accepted which has not been signed.

I certify, under penalty of perjury, that I have the legal authorization to bind the firm hereunder:

Company Name

Address (NO P.O. BOX ALLOWED)

City State Zip

Signature of Person Authorized to Sign

Printed Name

Title

Federal Tax ID

Date

For clarification of this offer, contact:

Name: _____

Phone: _____

Cell Phone: _____

Fax: _____

Email: _____

VERIFICATION OF MINIMUM QUALIFICATIONS FORM

Failure to complete this form or provide the required information for verification of minimum qualifications will result in your Proposal being deemed nonresponsive and rejected without further evaluation.

Note: Each Proposer must submit information that substantiates how they meet each of the minimum qualifications listed in this RFP. Proposers may record the minimum qualification information on this Form or provide the required information as an attachment. Also provide a reference contact or document to verify each minimum qualification. The burden of proof relies solely upon the Proposer to provide sufficient evidence that the Proposer, subcontractor or key personnel meet the minimum qualifications as set forth by the Airport Authority regardless of the Proposers contractual history with the Airport Authority.

- a) **Minimum Qualification (a)** The Proposer must have at least three (3) years of experience, within the last five (5) years, providing information technology professional service staff augmentation in the service towers of Contact Center (Help Desk + Call Center) organization.

Describe how you meet this minimum qualification: _____

Verification: Provide references contact information or documentation that show you (or your subcontractor) meet the minimum qualification.

Company (that performed work): _____

Client Name: _____ Title: _____

Client Contact: _____

Phone Number: _____ Contract Start/Expiration Dates: _____

- b) **Minimum Qualification (b)** The Proposer must be experienced in providing staffing services with a recruitment and screening process for securing qualified applicants and must have provided staff for at least five (5) customers.

Describe how you meet this minimum qualification: _____

Verification: Provide reference contact information, or a document that verifies you (or your subcontractor) meet the minimum qualification requirement:

Company (that performed work): _____

Client Name: _____ Title: _____

Client Contact: _____

Phone Number: _____ Contract Start/Expiration Dates: _____

- c) Minimum Qualification (c)** The Proposer must have a Project Coordinator that will be on-site at the Airport Authority, that has experience in providing IT Help Desk Staff Augmentation Services.

Describe how you meet this minimum qualification: _____

Verification: Provide reference contact information, or a document that verifies you (or your subcontractor) meet the minimum qualification requirement:

Company: _____

Client Name: _____ Title: _____

Client Contact: _____

Phone Number: _____ Contract Start/Expiration Dates: _____

Attach additional pages if necessary

PRICE FORM

Failure to complete this form and submit with your Proposal shall result in your Proposal being deemed nonresponsive and rejected without any further evaluation.

PRICING: The proposed unit prices shall be all inclusive which means that all related items, including labor, travel, deliverables, tools, materials, equipment, supplies, expenses, etc. shall be factored into the unit prices. Travel, including airfare, hotel, meals, and any other related accommodations are the Contractors responsibility and will not be reimbursed or paid for by the Airport Authority.

Notes:

- 1) This attachment is a separate electronic document. An original Price Form must be completed and submitted as part of the sealed bid.
- 2) Prices provided in the Proposer's proposal shall be valid for the entire length of the Contract.
- 3) *Optional On-Demand Services* will be priced on a fixed price project base or at a fixed monthly Services fee dependent upon the Scope of Work defined in the Service Authorization Form (SAF) that will accompany each optional service request.
- 4) *Optional Staff Services* will be priced based on the Proposer's pricing in the approved Price Form and will be approved based upon a Service Authorization Form (SAF) that will accompany Option Staff Service requests.

Proposers are to complete the Price Form (table) herein in accordance with the following instructions:

Instructions:

The numbered instructions that follow are to be used to complete the corresponding numbered sections in the following table. All quantities entered should be in whole numbers, and all fee amounts in whole dollars.

Section 1, *Managed Services*, the type and quantity of staffing resources you expect to apply to the Contract to provide the entire *Scope of Work (excluding Optional On-Demand Services)* described herein.

Section 2, *Fixed Monthly Services Fee*, the total fixed monthly fee in each of the Contract year columns. The monthly fee entered for each Contract year will apply to all months during that year. The monthly fee amount should be the sum of:

The total monthly fee for the staffing resources listed in section 1, and

The total monthly fee for fulfilling the entire requirements outlined in the RFP document.

Note that the Airport Authority is open to an annual review of the Fees and proposal made by the Contractor to alter the fees in order to improve the overall operation of the Contact Center/Help Desk/Call Center, this review is subject to language defined in section 4.E.4. *Services Management*.

Section 3, *One-Time Implementation/Start-Up Fees*, the fixed fee for any proposed one-time fees associated with the delivery of required services or fees associated with the transition to a new Contractor. Transition fees should include all costs associated with implementing the contract *prior* to the actual contract start date, specifically any hardware, software or staffing expenses. Itemize all fees.

Section 4, *Optional Staff Services*, these are fixed monthly fees for optional staff, beyond the staff which is in-scope to meet the "Required Services" needs. Optional staff services will be approved via the SAF process.

BUSINESS INFORMATION QUESTIONNAIRE

Failure to complete this form or provide the required information will result in your Proposal being deemed nonresponsive and rejected without any further evaluation. Use additional pages as necessary.

NAME OF BUSINESS _____

PRINCIPAL OFFICE ADDRESS _____

LOCAL OFFICE ADDRESS (SERVICING THE AIRPORT AUTHORITY): _____

TELEPHONE NUMBER _____ FAX NUMBER _____

EMAIL _____ BUSINESS WEBSITE _____

FORM OF OWNERSHIP (Check One)

Corporation ☐ LLC ☐ Joint Venture ☐

State of Incorporation/Registration _____ Date of Incorporation/Registration _____

Partnership ☐ If Partnership, select one of the following: Limited ☐ or General ☐

Individual ☐

☐ Business is in Good Standing with the State of Michigan.

☐ Business is in Good Standing with the state in which this business is domiciled.

☐ This business is not required to obtain a Certificate of Good Standing or otherwise register with the State of Michigan (and its state of domicile, if different) Explain why _____

SMALL BUSINESS ENTERPRISE (SBE)

Is firm certified by the Airport Authority as a SBE? Yes ☐ No ☐

If yes, SBE Certification No. _____

LIST OF PARTNERS, PRINCIPALS, CORPORATE OFFICERS OR OWNERS

Name	Title
------	-------

_____	_____
-------	-------

_____	_____
-------	-------

LIST OF CORPORATE DIRECTORS

Name	Principal Business Affiliation Other Than Proposers Directorship
------	---

_____	_____
-------	-------

_____	_____
-------	-------

BUSINESS INFORMATION QUESTIONNAIRE Continued

ADDITIONAL INFORMATION REQUIRED BY THE AIRPORT AUTHORITY

LIST OF PRINCIPAL STOCKHOLDERS (i.e., those holding 5% or more of the outstanding stock)

<u>Name</u>	<u>Address</u>
_____	_____
_____	_____
_____	_____

FINANCIAL DISCLOSURE/CONFLICTS OF INTEREST: Identify any contract(s), including any contract involving an employment or consulting relationship, which the firm, or its partners, principals, corporate officers or owners currently has with the Wayne County Airport Authority, or with any of its board members or officers.

LATEST CREDIT RATING (Specify if other than Dun and Bradstreet)

I hereby certify that the foregoing business information is true, correct and complete, that this business neither (a) engages in investment activities in the energy sector of Iran, including the provision of oil or liquefied natural gas tankers or products used to construct or maintain pipelines used to transport oil or liquefied natural gas for the energy sector of Iran, nor (b) extends credit to another person or entity, if that person or entity will use the credit to engage in investment activities in the energy sector of Iran:

(Name of Business)

By _____
(Signature) Date

(Title)

ATTACHMENTS INCLUDED AS SEPARATE DOCUMENTS (A – E)

The following attachments are included as separate documents.

ATTACHMENT A – FORM OF AGREEMENT

The Contractor and the Airport Authority shall both be required to sign the attached Form of Agreement.

ATTACHMENT B – SUBCONTRACTOR FORMS

ATTACHMENT C – SERVICE LEVEL AGREEMENT & REMEDY TABLES

ATTACHMENT D – PRICE FORM