

REQUEST FOR QUOTES (RFQ)
For
Microsoft Dynamics GP Software & Support Services
18DIRBFBTBUCK-100

The Department of Natural Resources (DNR) is seeking a Service Provider to provide 2018 Microsoft Dynamics GP Enhancement Plan Renewal, eOne Software Smartlist Builder Enhancement renewal, and software support services. DNR anticipates that the term of any resulting contract will be January 12, 2018 through January 11, 2019. **Service Providers may not contact any employee of the State of Iowa about this RFQ other than the DNR Issuing Officer:**

Michael Gulick, DNR Procurement Officer
 Iowa Department of Natural Resources – Budget & Finance Bureau
 502 East 9th Street
 Des Moines, IA 50319
 E-mail: michael.gulick@dnr.iowa.gov

If a Service Provider or someone acting on a Service Provider’s behalf attempts to discuss this RFQ orally or in writing with any members of the DNR, any employee of the State of Iowa, or anyone other than the named DNR Issuing Officer, then the Service Provider may be disqualified.

Submission of Quotes: Service Providers interested in providing the services described under the “Description of Work and Scope of Services” shall submit quotes to the **DNR Issuing Officer** no later than 2:00 **PM** CST on **January 10, 2018**. Any quote received after this deadline shall not be considered.

Only written quotes received via hand delivery, e-mail, fax or hard copy mail using the form labeled “Service Provider Cost Proposal – DNR RFQ #18DIRBFBTBUCK-100” included in this RFQ will be accepted.

Service Providers may submit written questions regarding this RFQ and the procurement process to the DNR Issuing Officer at the above address through 2:00 PM CST on January 8. Written responses to any questions received will be provided no later than January 9 to all potential Service Providers and via the State of Iowa Bid Opportunities / Hosted Bids website: <http://bidopportunities.iowa.gov/>).

Description of Work and Scope of Services:

The successful Service Provider shall perform the following Tasks by the Task Milestone Dates set out in the following table:

Deliverable	Task Milestone Date
Task 1: Resolution of Outages and Disruptions Description: When requested, the Contractor shall work with DNR users and DNR IT Bureau to resolve MS Dynamics GP related outages and disruptions that occur. Contractor shall respond within eight (8) business hours for request <u>s</u> marked urgent and three (3) business days for all other requests.	As requested through duration of contract
Task 2: Application of Service Packs and Software Updates Description: When requested, the Contractor shall apply service packs and software updates, and address any DNR IT security concerns.	As requested through duration of contract
Task 3: Microsoft Dynamics GP Enhancement Plan Description: Microsoft Dynamics GP Enhancement Plan	Annual Renewal – next renewal date 06/15/2018

Task 4: eOne Software SmartList Builder Enhancement Plan Description: eOne Software SmartList Builder Enhancement Plan	Annual Renewal – next renewal date 06/15/2018
Task 5: Application of Software Upgrades into Test Environment Description: The Contractor shall apply MS Dynamics and eOne Software upgrades, ensuring all customizations, custom reports, and custom changes are rolled forward into a test environment.	As requested through duration of contract and within 2 months of request
Task 6: Test Environment rolled into Live Production Environment Description: The Contractor shall complete all necessary testing of upgrades software in the test environment including all customizations, custom reports, and custom changes. The Contractor shall work with DNR staff to validate all upgrades, testing, compatibility, customizations, custom reports, and custom changes; and shall incorporate any additional changes or modifications identified prior to rolling test environment to live production environment.	Live production shall occur -within 1 month of being rolled into test environment. Contractor shall perform the remainder of Task 6 requirements as requested through duration of Contract.

Minimum Qualifications/Equipment Specifications: Only authorized Microsoft Dynamics Service Providers authorized to provide service plans, upgrades, and support services quotes will be considered.

Source of Funding: The source of funding for the Contract entered into from this RFQ is from general funds.

Acceptance of Contract Terms and Conditions: By submitting a response, each Service Provider acknowledges its acceptance of the terms and conditions of the contract template “DNR Standard Contract Conditions” and “General Conditions” found at <http://www.iowadnr.gov/InsideDNR/RFPBidLettings.aspx>.

If a Service Provider takes exception to a contract provision, then the Service Provider must state the specific exception and the reason for the exception, and must attach to its “Service Provider Cost Proposal” the specific contract language it proposes to include as an alternative to the provision. Contract provision exceptions that materially change the terms or the requirements of this informal bidding process may be deemed non-responsive by the DNR, as determined in its sole discretion, resulting in possible disqualification of the Service Provider’s quote. With regard to the “DNR Standard Contract Conditions,” DNR and the successful Service Provider may agree to modifications to the terms of the “DNR Standard Contract Conditions” as necessary to negotiate the terms of a contract. A Service Provider’s failure to state an exception to any contract provision and propose alternative language may be deemed by the DNR to constitute the Service Provider’s acceptance thereof. The State reserves the right to refuse to enter into a contract with the successful Service Provider for any reason, even after delivery of notice of selection or intent to award a contract.

Additional information: The costs of preparation and delivery in response to this RFQ are solely the responsibility of the Service Provider.

DNR reserves the right to reject any or all submitted responses, in whole or in part, to advertise a new RFQ, to abandon the need for such RFQ, and to cancel this RFQ opportunity at any time prior to the execution of a written contract.

All information submitted by a Service Provider may be treated as a public record by the DNR.

By submitting a response, a Service Provider agrees that it will not bring any claim or have any cause of action against DNR or the State of Iowa based on any misunderstanding concerning the information provided within this RFQ or concerning the DNR or the State of Iowa's failure, negligent or otherwise, to provide the Service Provider with pertinent information as intended by this RFQ.

If the apparent successful Service Provider fails to negotiate and deliver an executed contract within a reasonable period of time following selection, then the DNR may, in its sole discretion, cancel the award and award the contract to the next highest ranked Service Provider.

The DNR shall have the sole option to amend the contract resulting from this RFQ for subsequent periods, adding up to no more than six years total from the beginning date of the original contract, by executing a signed amendment prior to the expiration of the original contract.

Evaluation Criteria: Quotes will be evaluated and ***the contract awarded to the responsible Service Provider submitting the lowest priced quote.***

Service Provider Cost Proposal – DNR RFQ #18DIRBFBTBUCK-100

The Service Provider quote shall include an all-inclusive, total cost in U.S. Dollars (including all travel, expenses, etc.) to provide the requested services. All pricing to be FOB Destination, freight cost included; and based on Net 60 Days Payment Terms. All fees expected for payment are to be included in this bid.

Quote for Tasks:

Task	Unit Cost	Time Frame	Total Costs
Task 1: Resolution of Outages and Disruptions	Actual Costing Effort per Hour \$ _____ Travel Time per Hour \$ _____	As requested through duration of contract	
Task 2: Application of Service Packs and Software Updates	Actual Costing Effort per Hour \$ _____ Travel Time per Hour \$ _____	As requested through duration of contract	
Task 3: Microsoft Dynamics GP Enhancement Plan	Annual Cost \$ _____	Annually beginning June 15, 2018	\$ _____
Task 4: eOne Software SmartList Builder Enhancement Plan	Annual Cost \$ _____	Annually beginning June 15, 2018	\$ _____
Task 5: Application of Software Upgrades into Test Environment	Test Environment Labor Cost per Hour \$ _____ Total Hours _____	As requested through duration of contract and within 2 months of request	\$ _____
Task 6: Test Environment rolled into Live Production Environment	Testing, Changes, Roll to Live Production Labor Cost per Hour \$ _____ Total Hours _____	As requested through duration of contract and within 1 month of being rolled into test environment	\$ _____
Grand Total Quote			\$ _____

Signature: _____

Date: _____

Printed Name and Title: _____

Name of Vendor Organization: _____

Address: _____

Phone: _____

Email: _____