

**SECTION 2 – SPECIAL TERMS AND CONDITIONS****2.1 PURPOSE**

The purpose of this solicitation is to establish a contract for the purchase of EFI's, Digital StoreFront, Web-to-Print eCommerce Software technical support, software updates and customizations for our existing self-hosted version for the Miami-Dade Internal Services Department (ISD) for the ordering of print jobs and billing.

**2.2 TERM**

This contract shall commence on the first calendar day of the month succeeding approval of the contract by the Board of County Commissioners, or designee, unless otherwise stipulated in the Notice of Award Letter which is distributed by the County's Internal Services Department, Procurement Management Services Division, and contingent upon the completion and submittal of all required bid documents. The contract shall remain in effect for three (3) years and upon completion of the expressed and/or implied warranty periods. The contract shall expire on the last day of the last month of the contract term.

**2.3 OPTION TO RENEW**

Miami-Dade County shall have the option to renew this pre-qualification pool for two additional 3 (3) year terms. Continuation of the pre-qualification pool beyond the initial period is a County prerogative, and not a right of the vendor(s). This prerogative may be exercised only when such continuation is clearly in the best interest of the County.

**2.4 METHOD OF AWARD: TO A SINGLE LOWEST PRICE VENDOR IN THE AGGREGATE**

Award of this contract will be made to the responsive, responsible vendor who submits an offer on all items listed in the solicitation and whose offer represents the lowest price when all items are added in the aggregate. If a vendor fails to submit an offer on all items, its overall offer will be rejected. The County will award the total contract to a single vendor.

**2.5 ADDITIONAL QUANTITY OF ITEMS OR UNITS TO BE SERVICED**

Although this solicitation and resultant contract states a specific or an estimated number of items or units to be serviced, it is understood and agreed that the County may purchase additional services from the vendor; provided that these additional maintenance services represent the same manufacturer, model or brand, and unit price stipulated within the contract.

It is further understood and agreed that the successful bidder shall update MDAD's Cisco Smartnet account when new Cisco products are purchased. Should other agencies access the resultant contract, the successful bidder shall update the agency's respective Cisco Smartnet account.

## **SECTION 3 – TECHNICAL SPECIFICATIONS**

### **3.1 SCOPE OF SERVICE**

It is the intent of Miami-Dade County to obtain EFI's, Digital StoreFront, Web-to-Print eCommerce Software's technical support, software updates and customizations for our existing self-hosted version for the Miami-Dade Internal Services Department (ISD) for the ordering of print jobs and billing. The successful bidder will provide all needed software licenses, professional services, and customizations, upgrade installation, integration, training, and maintenance and support services as specified in this bid document.

### **3.2 DIGITAL STOREFRONT, WEB-TO-PRINT ECOMMERCE SOFTWARE**

Miami-Dade County's Internal Services Department, Policy, Legislation and Business Services Division will enter into an agreement to purchase software license upgrades, professional services, and customizations, upgrade installation, integration, training, and maintenance and support services for our existing self-hosted version of Digital StoreFront to include:

- 1) **2014 upgrade** – professional services required to upgrade from DSF 6.7 to DSF 7.x are described in item #4.1.a – d. The bidder will list the cost of these services in the pricing section of this bid. All necessary 2014 Upgrade Licenses for StoreFront and Fusion Pro, Technical Support and Support for Existing Customizations has been paid in full and should not be included in the prices quoted.
- 2) **2014 Enhancement Options** – Some or all of these option will be purchased depending on the cost and feasibility as described in item #4.2.a – e. The prices provided will break down the associated costs into two components: a) development and installation; b) 3-years of technical support.
- 3) **3-Years** – 2015, 2016 and 2017 Upgrades of Digital StoreFront, Design Studio, JDF export and Fusion Pro – Annual Version Upgrade Licenses, Technical Support and Support for Existing Customizations as listed in item 4.1.
- 4) **Professional Services and support for new customizations** that may, in the future, be required to install version upgrades or provide additional enhancements will be priced based on hourly or daily rates that are stated in the pricing section of this bid. The time needed for these professional services will be developed as part of each Statement of Work (SOW). The County's project manager will sign the statement of work to authorize each upgrade or enhancement project.

### **3.3 CURRENT INTEGRATION WITH HEIDELBERG DIGITAL PRINT MANAGER TO BE MAINTAINED**

Currently Job Definition Format (JDF) information created by the client during the ordering process in Digital StoreFront is routed and accepted by Heidelberg's Prinect Digital Print Manager. This level of integration must be maintained after version upgrades of the StoreFront.

### **3.4 2014 UPGRADE – FROM DSF 6.7 TO DSF 7.x**

The upgrade is projected to take place in October 2014.

- 1) List of Required Deliverables:
  - a. Clean installation of DSF 7.x with Fusion Pro 9.x on a virtual Window Server 2012 64-bit OS. The data will reside in an SQL server farm, while PDF and other uploaded files will reside in network area storage (NAS).
  - b. The current version of DSF will remain in production during the installation of DSF 7.x. However, Fusion Pro will be disabled and the Fusion Pro license will be moved to the new DSF installation.
  - c. Remote installation and testing of software upgrades
  - d. Modify customizations as needed to maintain existing functionality:
    - i. Tivoli Access Manager LDAP Synchronization/Authentication to Digital StoreFront
    - ii. Customized job ticket and delivery ticket
    - iii. Printect Hybrid Workflow Job Import link from DSF to Heidelberg PrintReady
    - iv. Modify the Bypass Manual Quote customization to maintain existing functionality
    - v. Three-years of support for all customizations
  
- 2) List of Enhanced Customizations that may be purchased depending on cost and feasibility:
  - a. Provide a method for operators to replace a PDF in a live order of a static product
  - b. Allow operators to change charge codes while the order is in process
  - c. Develop a custom report that lists the 3-year order history of a select static product. The report – sorted most recent order first – needs to display Work Order Number, Date Entered, Job Name, Clients Name, Quantity Ordered and Total Price.
  - d. The “Continue Shopping” option creates a problem for our workflow process. Remove the “Continue Shopping” button from view. Then all the customer will see is the big bold blue continue shopping button.

### 3.5 LEVEL OF TECHNICAL SUPPORT REQUIRED

A toll free technical support phone number must be staffed by knowledgeable technicians Monday through Friday from 7:00 am to 7:00 pm. These technicians must have sufficient knowledge to remotely trouble shoot and correct malfunctions of our Digital StoreFront installation. This level of support along with licenses for one version upgrade, and Professional Services to correct malfunctioning with existing customizations will be included in the annual maintenance agreement payment.

- 1) **Response Time** – The awarded vendor shall provide telephone support Monday through Friday 7:00 am to 7:00 pm eastern standard time and shall respond to the County within one (1) hour after the County places the initial telephone service call. In addition, the awarded vendor shall provide a resolution within eight (8) hours, as further detailed below (“Escalation Procedure for Unresolved Issues”), from the time the authorized County personnel places a service call.
- 2) **Escalation Procedure for Unresolved Issues** - In the event issues of technical support are not resolved within the initial four (4) hours, the vendor’s technical support agent shall escalate the technical issue to higher-level resources for timely resolution.

Additional support in the form of professional services must be available. A detailed Statement of Work will be prepared for system enhancements, revisions of existing enhancements to maintain functionality with version

upgrades, new customizations and installation of upgrades. Miami-Dade staff will work with professional services engineers to prepare for the Statement of Work which will include the hours necessary and the cost of services computed using the rates provided in the pricing section of this proposal.

**All Maintenance expires on November 28, 2014.**

