



REQUEST FOR QUOTE
RFQ #799772

Drinking Water Software

RFQ Timeline	
RFQ Issue Date:	May 8, 2024
Deadline for Respondent Questions to MSU:	May 13, 2024
RFQ Response Due Date:	May 20, 2024, 3:00 pm Eastern
Estimated Contract Award	June 19, 2024

RFQ Contact	
Name:	Autumn Costello
Email:	coste182@msu.edu
Phone:	(517) 353-6404

RFQ Buyer	
Name:	Rachel Maas
Email:	rmaas@msu.edu
Phone:	(517) 432-5367

DESCRIPTION: Michigan State University (the “**University**” or “**MSU**”) is soliciting quotes through this Request for Quote (“**RFQ**”) for the purpose of selecting a software solution to manage Drinking Water system sample and testing scheduling, execution, data, and reporting. The requested goods and services are more thoroughly described under the Scope of Quote Section of this RFQ. Firms intending to respond to this RFQ are referred to herein as a “**Respondent**” or “**Supplier.**”



QUOTE INSTRUCTIONS

- QUOTE PREPARATION.** The University recommends reading all RFQ materials prior to preparing a quote, particularly these Quote Instructions. Respondents must follow these Quote Instructions and provide a complete response to the items indicated in the table below. References and links to websites or external sources may not be used in lieu of providing the information requested in the RFQ within the quote. Include the Respondent's company name in the header of all documents submitted with your quote.

Document	Description	Response Instructions
Cover Page	Provides RFQ title and number, important dates, and contact information for MSU	Informational
Quote Instructions	Provides RFQ instructions to Respondents	Informational
Respondent Information Sheet	Company and Contact Information, and Experience	Respondent must complete and submit by quote deadline
Scope of Quote	Describes the goods and/or services sought by MSU under this RFQ	Respondent must complete and submit by quote deadline
Pricing	Pricing for goods and services sought by the University through this RFQ	Respondent must complete and submit by quote deadline
Master Service Agreement	Provides legal terms for a contract awarded through this RFQ.	Deemed accepted by Respondent unless information required in Section 8, Master Service Agreement is submitted by quote deadline

- EXPECTED RFQ TIMELINE.**

Activity	Date
Issue RFQ	May 8, 2024
Deadline for Respondent Questions to MSU	May 13, 2024
RFQ Response Due	May 20, 2024, 3:00 pm Eastern
Estimated Contract Award	June 19, 2024

- CONTACT INFORMATION FOR THE UNIVERSITY.** The sole point of contact for the University concerning this RFQ is listed on the Cover Page. Contacting any other University personnel, agent, consultant, or representative about this RFQ may result in Respondent disqualification.
- QUESTIONS.** Respondent questions about this RFQ must be submitted electronically by email to the contact listed on the cover page of this RFQ. In the interest of transparency, only written questions are accepted. Answers to all questions will be sent to Respondents via email. Submit questions by referencing the following: (i) Question Number, (ii) Document Name, (iii) Page Number, and (iv) Respondent Question. Please refer to Section 2 above for the deadline to submit questions.
- MODIFICATIONS.** The University may modify this RFQ at any time. Modifications will be sent via email and posted on the UPL public posting website (<https://upl.msu.edu/for-suppliers/bid-opportunities/index.html>). These are the only methods by which the RFQ may be modified.



6. **DELIVERY OF QUOTE.** The Respondent must submit its quote, all attachments, and any modifications or withdrawals electronically via email to the contact listed on the cover page of this RFQ. **The price quote should be saved separately from all other quote documents and should be sent as a separate attachment from the other quote documents.** The Respondent should submit all documents in a modifiable (native) format (examples include, but are not limited to: Microsoft Word or Excel and Google Docs or Sheets). In addition to submitting documents in a modifiable format, the Respondent may also submit copies of documents in PDF. Respondent's failure to submit a quote as required may result in disqualification. The quote and attachments must be fully uploaded and submitted prior to the quote deadline. **Do not wait until the last minute to submit a quote.** The University **may not** allow a quote to be submitted after the quote deadline identified in the Cover Page, even if a portion of the quote was already submitted.
7. **EVALUATION PROCESS.** The University will convene a team of individuals from various Departments within MSU to evaluate each quote based on each Respondent's ability to provide the required services, taking into consideration the overall cost to the University. The University may require an oral presentation of the Respondent's quote; conduct interviews, research, reference checks, and background checks; and request additional price concessions at any point during the evaluation process. The following criteria will be used to evaluate each quote:
8. **MASTER SERVICE AGREEMENT.** The University strongly encourages strict adherence to the terms and conditions set forth in the Master Service Agreement. The University reserves the right to deem a proposal non-responsive for failure to accept the Master Service Agreement. Nevertheless, the Respondent may submit proposed changes to the Master Service Agreement in track changes (i.e., visible edits) with an explanation of the Respondent's need for each proposed change. Failure to include track changes with an explanation of the Respondent's need for the proposed change constitutes the Respondent's acceptance of the Master Service Agreement. General statements, such as "the Respondent reserves the right to negotiate the terms and conditions," may be considered non-responsive.
9. **CLARIFICATION REQUEST.** The University reserves the right to issue a Clarification Request to a Respondent to clarify its quote if the University determines the quote is not clear. Failure to respond to a Clarification Request timely may be cause for disqualification.
10. **RESERVATIONS.** The University reserves the right to:
 - a. Disqualify a Respondent for failure to follow these instructions.
 - b. Discontinue the RFQ process at any time for any or no reason. The issuance of an RFQ, your preparation and submission of a quote, and the University's subsequent receipt and evaluation of your quote does not commit the University to award a contract to you or anyone, even if all the requirements in the RFQ are met.
 - c. Consider late quotes if: (i) no other quotes are received; (ii) no complete quotes are received; (iii) the University received complete quotes, but the quotes did not meet mandatory minimum requirements or technical criteria; or (iv) the award process fails to result in an award.
 - d. Consider an otherwise disqualified quote, if no other quotes are received.
 - e. Disqualify a quote based on: (i) information provided by the Respondent in response to this RFQ; or (ii) if it is determined that a Respondent purposely or willfully submitted false or misleading information in response to the RFQ.
 - f. Consider prior performance with the University in making its award decision.
 - g. Consider total-cost-of-ownership factors (e.g., transition and training costs) when evaluating quote pricing and in the final award.
 - h. Refuse to award a contract to any Respondent that has outstanding debt with the University or has a legal dispute with the University.
 - i. Require all Respondents to participate in a Best and Final Offer round of the RFQ.



- j. Enter into negotiations with one or more Respondents on price, terms, technical requirements, or other deliverables.
 - k. Award multiple, optional-use contracts, or award by type of service or good.
 - l. Evaluate the quote outside the scope identified in **Section 7, Evaluation Process**, if the University receives only one quote.
 - m. Utilize third parties to assist in the evaluation process, provided such parties are subject to confidentiality requirements.
- 11. AWARD RECOMMENDATION.** The contract will be awarded to the responsive and responsible Respondent who offers the lowest total cost to the University, as determined by the University. The University will email a **Notice of Award** to all Respondents. A Notice of Award does not constitute a contract, as the parties must reach final agreement on a signed contract before any services can be provided. The awarded Respondent is prohibited from partnering with losing bidders unless the RFQ specifically allows for such arrangement, and any violation of this prohibition may result in disqualification of the awarded Respondent.
- 12. GENERAL CONDITIONS.** The University will not be liable for any costs, expenses, or damages incurred by a Respondent participating in this solicitation. The Respondent agrees that its quote will be considered an offer to do business with the University in accordance with its quote, including the Master Service Agreement, and that its quote will be irrevocable and binding for a period of 180 calendar days from date of submission. If a contract is awarded to the Respondent, the University may, at its option, incorporate any part of the Respondent's quote into the contract. This RFQ is not an offer to enter into a contract. This RFQ may not provide a complete statement of the University's needs, or contain all matters upon which agreement must be reached. Quotes submitted via email are the University's property.
- 13. FREEDOM OF INFORMATION ACT.** Respondent acknowledges that any responses, materials, correspondence or documents provided to the University may be subject to the State of Michigan Freedom of Information Act ("FOIA"), Michigan Compiled Law 15.231 *et seq.*, and may be released to third parties in compliance with FOIA or any other law.



RESPONDENT INFORMATION SHEET

Please complete the following Information Sheet in the space provided:

Information Sought	Response
Contact Information	
Respondent's sole contact person during the RFQ process. Include name, title, address, email, and phone number.	
Person authorized to receive and sign a resulting contract. Include name, title, address, email, and phone number.	
Respondent Background Information	
Legal business name and address. Include business entity designation, e.g., sole proprietor, Inc., LLC, or LLP.	
What state was the company formed in?	
Main phone number	
Website address	
DUNS# AND/OR CCR# (if applicable):	
Number of years in business and number of employees	
Legal business name and address of parent company, if any	
Has your company (or any affiliates) been a party to litigation against Michigan State University? If the answer is yes, then state the date of initial filing, case name and court number, and jurisdiction.	
Experience	
Describe relevant experiences from the last 5 years supporting your ability to successfully manage a contract of similar size and scope for the services described in this RFQ.	
Experience 1	
Company name Contact name Contact role at time of project Contact phone Contact email	
1. Project name and description of the scope of the project 2. What role did your company play? 3. How is this project experience relevant to the subject of this RFQ?	
Start and end date (mm/yy – mm/yy)	
Status (completed, live, other – specify phase)	
Experience 2	
Company name Contact name Contact role at time of project Contact phone	



Contact email	
1. Project name and description of the scope of the project 2. What role did your company play? 3. How is this project experience relevant to the subject of this RFQ?	
Start and end date (mm/yy – mm/yy)	
Status (completed, live, other – specify phase)	
Experience 3	
Company name Contact name Contact role at time of project Contact phone Contact email	
1. Project name and description of the scope of the project 2. What role did your company play? 3. How is this project experience relevant to the subject of this RFQ?	
Start and end date (mm/yy – mm/yy)	
Status (completed, live, other – specify phase)	



SCOPE OF QUOTE

Please address each of the sections below in a written response, which can be completed on a separate sheet (using the same section headings).

1. Background.

The MSU drinking water system consists of a drinking Water Treatment Plant (WTP) and two separate drinking water distribution systems, registered with the State of Michigan EGLE Drinking Water Division as D-1 licensed systems.

The system processes and distributes about 1.2 billion gallons of water annually (averaging nearly 3.2 MGD).

OSISoft PI is the data historian. MSU also utilizes an ArcGIS system.

2. Scope of Quote.

General Requirements

1. Easy to use.
2. Include training.
3. Include customer support.
4. Ability to manually enter test data.
5. Ability to integrate with Lab LIMS system to automatically import test data.
6. Ability to import lab test data by CVS and PDF files.
7. Ability to allow changes or corrections in data, with audit trail.
8. Ability to manually input plant round data with notes.
9. Sample compliance management, including, but not limited to:
 - a. Type
 - b. Test and Method
 - c. Location (with GPS coordinates)
 - d. Sample types: compliance/regulatory, ad hoc/investigative, and operational.
 - e. Chain of Custody
 - f. Tracking and dashboard / alert reporting of late, due, skipped, submitted to lab, received, and analyzed samples.
 - g. Capability
10. Ability to analyze, trend, and flag test data of concern.
11. Include initial input of sample schedules and development of the following required reports:
 - a. Monthly Operating Report
 - b. Annual Lead & Copper Report
 - c. Annual Consumer Confidence Report
12. Ability to customize / self-configure reports.

Accessibility, Security, and Maintenance Requirements

1. Cloud hosted or server hosted with local client-side install (be specific in your proposal).
2. Include software updates/maintenance. Describe in your proposal typical update frequency and method.
3. Ability to integrate with other systems (API).
4. Ability to assign admin and user permissions and access.
5. Ability to integrate with Microsoft Active Directory and utilize Okta SSO.
6. Must comply with MSU Accessibility Standards.



7. Meet SOC2-T2 data security standards.
8. Meet MSU Data Security requirements.
9. Data backup system (be specific in your proposal).

Desired Features

1. Mobile compatible, device agnostic.
2. If browser based, browser agnostic.
3. Ability to display sample locations and data on a map (map data to be integrated with / imported from the MSU ArcGIS system).
4. Ability to assign and manage tasks, including calendar view.
5. Ability to attach files.
6. Unlimited user licensing.

Supplier Proposals

Supplier proposal shall comply with this specification. Supplier proposal shall include:

1. Clarifications and exceptions to these specifications, if any.
2. The proposed software solution with a description of features that comply with this specification.
3. Description of additional features included in the proposed software solution not covered by this specification.
4. Proposed licensing method.
5. Proposed pricing.
6. Proposed project Milestone schedule for implementation.



PRICING

Please include a Pricing quote as identified below on a separate sheet.

Item	Proposed Cost
Implementation Cost	
Licensing Cost	
Support Cost	
Other Cost (Please Specify)	
Total:	