



Southwest Michigan Behavioral Health

# Technology Services RFP

VoIP Services

Data Center Services

Desktop and Network Management Services

Cellular Services

Vendors may respond to **one or more** of the listed technology Service Lines

Submitted on March 7, 2018

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## SECTION 1: GENERAL INFORMATION

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### 1.1 Purpose of RFP

Southwest Michigan Behavioral Health (hereinafter referred to as the “**SWMBH**”) is seeking proposals for Technology Services – VoIP Phone Services, Data Center Services, Helpdesk & Network Management Services, Cellular Phone Services, and some Ancillary Technology Services (primarily audio/video conferencing) – hereinafter referred to as “Service Lines”, or just “**SLs**”.

**Vendors may respond to one or more of the SLs.**

### 1.2 Overview of Southwest Michigan Behavioral Health

SWMBH is a Regional Entity (approximately 55 staff) created pursuant to MCL 330.1204b of the Michigan Mental Health Code, 1974 PA 258. A Regional Entity is an independent public governmental entity, and is separate from the counties, authorities, or organizations that establish it. The SWMBH operates under the authority of its own Board of Directors (the “SWMBH Board”).

The SWMBH was created on June 28, 2013 with the filing of its Bylaws with Michigan’s Office of the Great Seal. These Bylaws were approved by the following participant Community Mental Health Services Programs, which are organized and operated as community mental health authorities under Michigan’s Mental Health Code (MCL 330.1001 et seq.)

- Barry County Community Mental Health Authority;
- Berrien Mental Health Authority d/b/a Riverwood Center;
- Branch County Community Mental Health Authority, d/b/a Pines Behavioral Health Services;
- Calhoun County Community Mental Health Authority; d/b/a Summit Pointe;
- Cass County Community Mental Health Authority d/b/a Woodlands Behavioral Healthcare Network;
- Kalamazoo County Community Mental Health Authority; d/b/a/ Kalamazoo Community Mental Health and Substance Abuse Services;
- Community Mental Health and Substance Abuse Services of Saint Joseph County ; and
- Van Buren Community Mental Health Authority;

The SWMBH designated service area encompasses the following Michigan counties: Barry, Berrien, Branch, Calhoun, Cass, Kalamazoo, St. Joseph, and Van Buren. These counties are hereinafter known as the “Service Area” of the SWMBH.

The SWMBH was formed for the purpose of (i) carrying out the provisions of the Mental Health Code in its MDHHS designated service area as they relate to: serving as a prepaid inpatient health plan, as defined in 42 CFR 438.2 (“PIHP”); (ii) managing the Medicaid Specialty Support and Services Concurrent with the 1915(b)/(c) Waiver Programs (“Medicaid”); (iii) managing the Healthy Michigan behavioral health program; (iv) managing the Michigan Medicaid Autism Benefit for Applied Behavior Analysis 1915 (i) waiver for its designated service area; (v) ensuring a comprehensive

array of services and supports as provided in the PIHP’s Medicaid and Healthy Michigan contracts with MDHHS; and (vi) exercising the powers and authority set forth by the SWMBH Board.

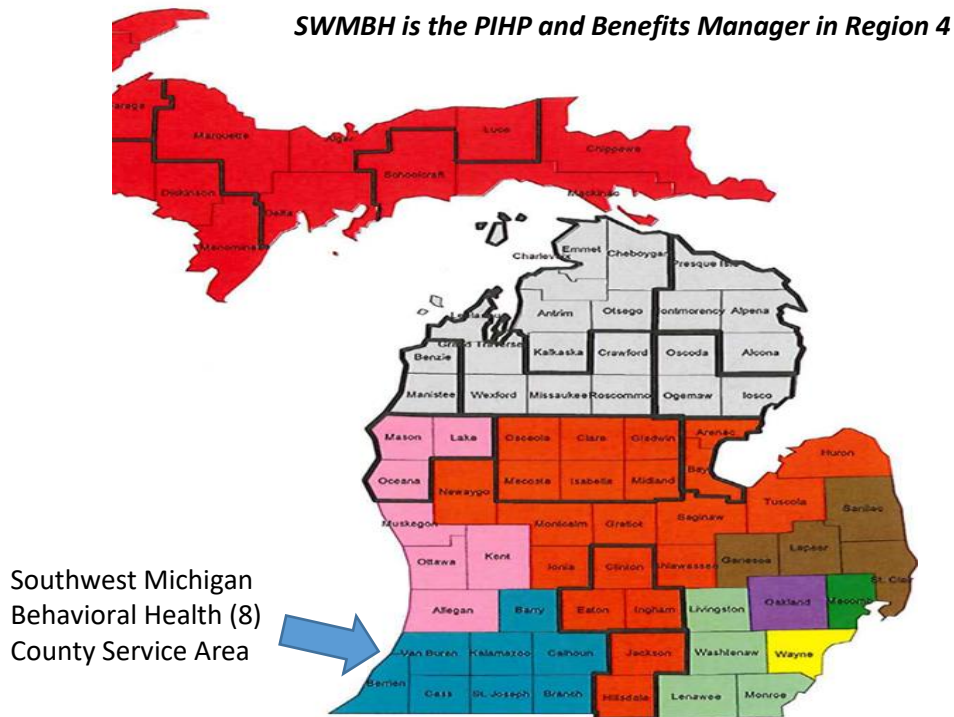
Furthermore, on February 1, 2014 SWMBH took on the Substance Abuse Coordinating Agency (CA) required functions for its service area, pursuant to Public Act 501 of 2012 – Public Health Code, effective January 1, 2013; and Public Act 500 of 2012 – Mental Health Code, effective December 12, 2013. Moreover, (viii) on January 1, 2015 SWMBH is a contractual participant in the MDHHS demonstration project for its service area, serving persons with behavioral health needs who have both Medicare and Medicaid coverage (the Medicare/Medicaid Dual Eligible demonstration program, or “Michigan Health Link”).

In effect, SWMBH is the benefits manager for the various populations mentioned above with a \$250M annual budget.

It is within the scope of its authority to act as a Regional Entity, and its mandated contractual responsibilities that the SWMBH is conducting this Request for Proposal (RFP) for the selection of Technology Services.

SWMBH is currently located at:

5250 Lover’s Ln., Suite 200  
Portage, MI 49002



Map depicting SWMBH’s service area and partners

## SECTION 2: SCOPE OF SERVICES REQUESTED

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SWMBH is seeking solutions to the following technology Service Lines (SLs). They are VoIP Phone Services, Data Center Services, Helpdesk & Network Management Services, Cellular Phone Services, and Ancillary Technology Services. Each of the SLs are described in more detail below and vendors/respondents are allowed to **respond to one or more** of the SLs.

If the respondent to this RFP is collaborating with other vendors, SWMBH expects just one point of contact to be the sole authority and responsible party for installation and support. If the vendor/respondent utilizes any subcontractors for any part of the system architecture, design, planning, installation or support it should be understood that the successful respondent will be the sole responsible party for all activities.

While this RFP is utilizing the concept of SLs, it is primarily meant to support competitive pricing and to understand what services and products vendors can uniquely bring to the table for comparison. If your response supports many (or all) of the services requested in this RFP, please ensure your response is organized by the described SLs. This will help the evaluators conduct a comparative analysis and review. If you are able to offer a better pricing option by bundling SLs, please include that information as well.

SWMBH expects/requires high collaboration between SL vendors, specifically and *especially if multiple vendors are selected*. For example, if one respondent is selected just for Data Center Services, SWMBH will require that vendor to work easily with the other vendor(s) that were selected for the remaining SLs.

For each of the SLs listed below, please allow for a 1 – 3 year detailed pricing proposal, with an option of an additional 2 years in 1-year increments.

### 2.1 Voice over Internet Protocol (VoIP)

It is the intent of this SL that:

- The responder provide a complete, end to end solution. The vendor shall provide all design, planning, system architecture, installation, network analysis, training and post installation support for the project.
- The responder provide a comprehensive training plan for all employees. It is expected that SWMBH's staff will require technical training at various levels and that line staff will require training on the new systems. SWMBH staff will work with the vendor to develop a training plan that achieves these objectives.
- The responder plans and conducts the installation of the project with minimal impact to daily operations and staff. Staff will work closely with the vendor to create a working project plan that will achieve these goals.

Respondent will include all phone system hardware (either for lease or purchase) such as desk phones, network switches, etc. along with the cost of an internet connection (this is to keep voice and data communications separate). For leased equipment, respondent to include a cost benefit analysis for 2 – 3 year lease options. SWMBH retains right to purchase equipment from another source should it be most cost effective.

Vendor is also responsible for porting over current list of DIDs.

When responding to this SL, please include/address the following components. For quoting purposes, SWMBH requires between 50 – 60 desktop phones and 6 conference phones.

- IP-based Voice capabilities (see feature set listed below)
- Reliability
- Voice Quality
- Experience and References
- System Administration
- Support/Service Capabilities
- Scalability
- System longevity
- Simplicity of Installation
- Call Accounting System (Call dialing reports for inbound, outbound, internal calls and usage reports – please see accompanying Call Monitoring Plan and Call Center Reports and Needs)
- Training and Usage

The list below is a partial list of features that have been requested. It is provided as a baseline and as a starting point for the expected operations of the system. SWMBH expects the successful vendor will have had experience with corporations and other businesses of SWMBH’s size and scope and will be able to provide consulting advice, input and insight into what other organizations are using and to provide suggestions that will enhance the usability and functionality of the system. *Please identify which features are standard and which are added cost.*

Unified Communication *	Voice Mail forward to Email
Call Forward Busy / No Answer / All Calls	Night/ After Hours Service
Call Redirect	Soft phone features
Call Hold / Release	Consistent and excellent voice quality
Call Park / Pickup	Make/ Drop Conference
Call Transfer	Add On Conference
Calling Line ID Name and Number	Conference bridging for internal and external
Multiple Calls per Line Appearance	Automatic alternate routing
Call Waiting Caller ID Name and Number	Call forward capability to external numbers
Shared Extension on Multiple Phones	Music/Message on Hold
Speaker Phone Capable	Voice Mail Light Indicator
Auto / Speed Dial	Remote Handsets / Headsets
Programmable Buttons	Integration with leading smart phones & tablets
Paging & Group Paging	Call Recording / Monitoring
Direct Inward Dial (DID)	Automatic Call Distribution (ACD) Groups
Fax/eFax Management/Fax to email/Fax Server	Custom Call Routing (CCR)
Remote Maintenance / Administration	Find Me/Follow Me
Voice Mail	Phone Trees

\* For Unified Communication – we are currently using Exchange with Outlook 2013 but plan on transitioning to Office 365 by September, 2018

**System Design Requirements:**

SWMBH currently uses the last 4-digits of staff DID phone number for internal extension dialing. For ease of transition, SWMBH would like to keep the current list of DIDs (groups of phone numbers). As noted earlier, Vendor will be responsible for porting over current list of DIDs.

**Project Management:**

Vendor is expected to provide an experienced project manager (PM) who will be the main point of contact for the installation and for the duration of the project. This PM will provide a detailed project plan with milestones and be assigned to SWMBH throughout the life of the project. *SWMBH reserves the right to request a change in project management based on performance.*

**Maintenance and Support:**

Respondent shall provide SWMBH with a complete listing of available service and support plans. These shall include the range of offered services and all levels of support, plus an escalation plan. Please include:

- Ongoing Maintenance cost.
- Forecast any increase for 2-3 years for hardware, software maintenance, licensing needs, etc.
- Respondent to provide detail of local support, hours or limits of coverage for service and repairs.
- Respondent to provide their maintenance plan options and service response times (please provide a sample SLA). Also include what ramifications are present if SLA is not adhered to.
- Provide software upgrade plans inclusive in Maintenance.

**Transition Plan:**

SWMBH expects the installation of the new system to have little or no impact to on- going operations. Vendor is expected to have experience in this area and to provide SWMBH with a plan to accomplish this as follows:

- Respondent to create a design to move the units off the old system to the new system with minimal disruption to staff and to create a preplanned schedule for notification purposes.
- Respondent to provide how (and validate procedure) the parallel process will migrate old to new. Possibly perform transition outside normal business hours if requested to do so.
- All documentation, installation, reports and materials must be provided to SWMBH prior to commencement of installation.
- Vendor will be expected to professionally interface, if needed, with current vendor for transition.
- Vendor will be expected to port over all existing phone numbers – block of Direct Inward Dialing (DID) numbers. On contract termination, include written confirmation that all DIDs will be relinquished back to SWMBH.
- Conduct a post-activation review to ensure all requirements have been met

SWMBH, as a Healthcare entity, will require a signed Business Associate Agreement (BAA).

## 2.2 Data Center Services

Because SWMBH doesn't own any data center hardware, we are seeking a vendor to provide the virtual environment based on current computing needs:

List of current servers:

LIST OF CURRENT SERVERS	MINIMUM SPECIFICATIONS
File Server	Approximate Disk Space: 230 Gb
SharePoint Server (Company Portal)	Application Server
SharePoint Server	Database backend. SQL Server 2014, 300 Gb
Tableau Server (BI Reporting)	CPU-8 cores, RAM-32Gb, Disk-200Gb
Data Warehouse Server	SQL 2012 Enterprise, Disk space approximately 2Tb, 64 Gb RAM and 16 cores CPU
Data Warehouse Server	SQL 2016 Enterprise. Currently underutilized but intent is to migrate 2012 to 2016
Web/Application Server	Various applications
Web/Application Server	Various applications
Dynamics Server (Finance System)	Application Server

In addition to virtual technical environment, please include any security components (firewall, etc.) as well as point-to-point (P2P) and internet connection costs as part of data center services. Please itemize the data communications costs (P2P and internet connections) separately from the other data center services.

As part of the vendor response, please include as much of the following to help us understand your service offerings and organizational stability:

- Physical location (city, state) of current data center(s)
- Projected growth of organization
- Configuration and specifications of Data Center
- Data/Telecommunications:
  - Is the facility carrier neutral?
  - What carriers are used at this facility?
  - Is it possible to connect to carriers that are not in the facility?
- Security systems in place
- Environmental and security monitoring
- Method(s) used to notify customers of system outages and service errors
- Response times for service requests (please provide a sample SLA)
- System performance reports
  - Please provide example of what customers receive
- Contract Terms:
  - Please provide a sample agreement for review
  - Include impacts occurring at the conclusion of agreement
- HIPAA and Security:
  - SWMBH, as a Healthcare entity, will require a signed Business Associate Agreement (BAA)



- Is the Data Center HIPAA compliant (please provide certificates and any additional information)?
- Do you conduct regular Penetration (PEN) Tests?
- Are you SOC 2 Compliant (please provide certificates and any additional information)?
- Do you have a Disaster Recovery / Business Continuity Plan (please include information)?
- General pricing for CPU, RAM and Disk Space, along with any levels of service. For example, can we request higher IOPs for some applications (data warehousing, etc.) versus other applications that have less of a need for high performing disk I/O.
- Any other details you would like to provide
- Backup plan and restoration procedures

### 2.3 Helpdesk and Network Management Services

For this SL, SWMBH would like respondent to separate equipment costs from service costs. Presently, SWMBH does not own any desktop (laptops, monitors, keyboards, mice, etc.) or network management (switches, firewalls, etc.) hardware. Respondent to include cost benefit analysis between 2 – 3 year lease options. SWMBH retains right to purchase equipment from another source should it be most cost effective.

SWMBH’s headquarters occupies two floors in one location:

Southwest Michigan Behavioral Health  
 5250 Lover’s Lane, Suite 200  
 Portage, MI 49002

Helpdesk Services would entail the following:

- Desktop management
  - Installation of workstations and software applications.
  - Diagnosis and repair of workstations
  - Move, Add, and Change workstations
  - Maintenance/Support/Troubleshooting of end user hardware and software issues
  - Provide inventory and lifecycle management of Hardware Units. End-of-life notification, replacement, and asset decommissioning/disposal etc.
- Server management (*unless specified as provided by Data Center Services*)
  - Schedule and perform preventive maintenance as required
  - Maintain backups of all data, test backups, and restore data as required
- Network Administration
  - Network cabling support. This may include installation, diagnosis, repair, and replacement. The selected vendor must have experience and tools necessary to install, test, certify, and support twisted pair, fiber, and coax cable.
  - Provide management and support of network switches and firewall(s)
  - Provide wireless access and management throughout occupied spaces within building
  - Monitor system operations and identify operational problems as they occur
  - Make necessary modifications to router, firewall and wireless access point configurations to support operating needs.
- Software Support (excluding vendor-hosted services). Some examples include:

- Microsoft back office applications (Exchange/2013 but plan on transitioning to Office 365 by September)
- Tableau
- MS Dynamics
- Adobe Acrobat
- MS SQL Server and associated applications
- End-user Support
  - Onsite support, minimally once/week or on an as-needed basis. Telephone support between 7am – 8pm weekdays.
  - Please provide a sample SLA that includes escalation of service requests
- Ticket Management and utilization reports on all systems (servers, network, etc.)
  - Please provide a sample of reports typically provided to a customer
- Security Management and Monitoring
  - Monitor workstations, servers, and email for viruses/malware using software solutions that detect and disable threats. Ensure that virus/malware protection is properly deployed and updates are implemented.
  - Provide 24x7 remote monitoring with alerts to help in the discovery and diagnosis of potential network problems
  - Share process for on-boarding and off-boarding employees and login accounts to ensure access controls are maintained.

SWMBH would like to have vendor create and disable user accounts within AD. However, SWMBH would also like to retain the ability to make alterations to AD accounts. Please consider this when detailing pricing model.

SWMBH, as a Healthcare entity, will require a signed Business Associate Agreement (BAA).

## 2.4 Cellular Phone Services

SWMBH is requesting proposals to provide a selection of Cellular Telephone (voice, text and data) services. When preparing your proposal, please include the following:

- Reasonable amount of pooled minutes (voice, text and data) as customary for business use. SWMBH presently has approximately 35 Apple smartphones. Please include a reasonable amount of data traffic to effectively use email, Internet, and other network services without spending extra on additional megabytes/gigabytes.
- Voicemail
- 1 – 3 year contractual agreement with option to extend two years in one-year increments
- Ability to retain the existing cellular phone numbers
- Hot Spot data services
- Activation, system access, and 911 fees.
- Notification that a user is approaching their limit for monthly usage (voice, text and data), or that they will be charged extra
- Provide a published coverage map for the services
- A suitable warranty period on the phone or device
- Repair services

- Rapid provisioning – access to mobile devices that we can use to replace damage phones temporarily and without additional charges
- The ability to trade in for a new mobile device
- Provide a list of which devices would be free of cost with a contract (or at a reduced cost), and which ones would be available at additional costs.
- On monthly statements, please include separately billable components for monthly access, number of minutes of local air time, number of megabytes/gigabytes used, local calling, long distance calling, and roaming (Include a sample statement).
- Provide maintenance plan options and service response times (please provide a sample SLA). Also include what ramifications are present if SLA is not adhered to.
- Include any other offers that will be advantageous for the users of the plan
- Caller ID display (Optional)
- Three-way conference calling (Optional)
- Call waiting (Optional)
- Call forwarding (Optional)
- Text validation / auditing (Optional)

SWMBH, as a Healthcare entity, will require a signed Business Associate Agreement (BAA).

## 2.5 Ancillary Services

SWMBH requires audio/visual conferencing equipment. This may include wall-mounted displays and/or ceiling-mounted projectors. The building currently occupied contains six (6) conference rooms – two are boardroom size conference rooms that can accommodate approximately 15-20 people, the other four (4) are smaller conference rooms and can sit approximately 6 – 10 people.

SWMBH is open to either purchase or lease of audio/visual equipment but is most interested in wireless and easy-to-use solutions. For leased equipment, respondent to include cost benefit analysis between 2 – 3 year lease options. SWMBH retains right to purchase equipment from another source should it be most cost effective.

## SECTION 3: RFP Package Response

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### 3.1 Response Timeline

Activity	Timeline
Issuance of RFP	March 7, 2018
<b>Pre-Proposal Site Walkthrough – by appointment</b>	<b>March 20 – March 21</b>
Last day for vendor questions (via email)	March 23, 2018
Posted answers to vendor’s questions: (via SWMBH.org)	Week of March 26, 2018
<b>Proposals due to SWMBH</b>	<b>April 6, 2018</b>
Review of proposals and top vendor finalists notified	April 20, 2018
<b>Vendor presentations</b>	<b>April 30 – May 11</b>
Vendor notification	End of May

Posted answers to vendor’s questions will be available on the SWMBH website:

<http://www.swmbh.org>. Click on the News and Events, then RFPs.

**Submission Deadline: April 6, 2018 at 5:00 PM EST**

### 3.2 Contact Point for Communications

Questions regarding this RFP must be received in writing **no later than March 23, 2018, at 5:00 PM EST**. Send requests for a pre-proposal site review at your earliest convenience **by/before March 16, 2018, at 5:00 PM EST**.

Please email all questions and requests to:

Contact Name: Randy Paruch  
Contact Title: IT Project Manager  
Email: [swmbh.rfp@gmail.com](mailto:swmbh.rfp@gmail.com)

No phone calls will be accepted or returned regarding the RFP. Should you have problems submitting emails to Randy Paruch, please call **1-800-676-0423** for assistance.

### 3.3 Vendor Response Package Components

The vendor must incorporate the following three sections in their submitted proposal:

Section One: **Vendor Overview Information**

The information contained in this section is detailed in Section 4: Vendor Overview Information of this RFP.

Section Two: **Vendor Solutions Summary**

The information contained in this section should provide full details around how vendor system will meet SWMBH's requirements detailed in Section 2: Scope of Services Requested. Be sure to specify which SL(s) are being included.

Section Three: **Sample contracts and agreements (as specified in each SL within Section 2).**

Please include a sample standard service agreement or contract. If it exists, an example of any ancillary agreements.

All proposal documents must be converted to Portable Document Format (PDF-preferred option), Microsoft Word or Microsoft Excel as appropriate, and submitted electronically via email no later than April 6, 2018.

Maximum size of email with attachments is 20 megabytes. Please divide attachments between multiple emails if larger than 20 MB.

This RFP, as well as all submitted documents, specifications and correspondence submitted to SWMBH in response to this RFP, become the property of SWMBH and are subject to FOIA release. The proprietary materials submitted will not be shared between competing vendors responding to this RFP at any time for any reason.

## SECTION 4: Vendor Overview Information

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### 4.1 General Information

This section of the vendor response is designed to provide an overview of each vendor. Vendor responses should contain the following information.

Please note that a multi-vendor response is supported and encouraged as it shows strong collaboration between organizations providing different SLs. However, we ask that multi-vendor submissions specify who the lead/primary contact will be. Additionally, it is an RFP requirement to disclose all partnering relationships, including sub-contractors.

- Company Name, Address and Contact Information  
Name, Address, Telephone, cell, fax, email  
Legal name of organization, owner, tax ID, Local contact information, Billing/Payment contact and address, and Person Authorized to sign contract  
Articles of Incorporation  
Copy of w-9  
Insurance
- Company Profile and Description
- Company History and Key Qualifications
- Customer Profile
- Customer References – please provide at least 3 (preferable from Michigan)
- Pricing Methodology

### 4.2 Proposal Review

SWMBH reserves the right to request additional information or clarification from vendors, to allow correction of errors or omissions, and to waive irregularities and/or formalities when so doing may serve the best long-term interests of the organizations involved.

SWMBH reserves the right to reject any or all RFP submissions and to proceed in any other manner selected by SWMBH. SWMBH also reserves the right to discontinue the RFP process at any time and for any reason. The right to amend this Request for Proposal, giving equal information and cooperation to all vendors, is also reserved.

SWMBH reserves the right to award the vendor that it believes, in its sole discretion; best meets the needs of the organization.

SWMBH will request the most recent financial report, audit and management letter, and articles of incorporation from the vendor chosen.

Responses to Requests for Proposal are subject to the terms of the Freedom of Information Act, and will be retained by SWMBH. A vendor's response to this RFP may become part of the final contract.

#### **Proposal Retention**

SWMBH will retain all proposals submitted and all proposals become the property of SWMBH upon submission.

#### **Acceptance of Proposal Content**

RFP responses of selected vendor may become contractual obligations. Failure to accept these obligations may result in cancellation of the selection, and the Vendor may be required to reimburse SWMBH for damages incurred.

#### **Non Collusion**

The vendor certifies that this proposal has not been made or prepared in collusion with any other *competing* vendor and the prices, terms or conditions thereof have not been communicated by or on behalf of the vendor to any other *competing* firm and will not be so communicated prior to the official receipt of this proposal. This certification may be treated for all purposes as if it were a sworn statement made under oath, subject to the penalties for perjury. Moreover, it is made subject to the provisions of 18 U.S. C. Section 1001, relating to the making of false statements.

### **4.3 General Terms & Conditions**

#### **Insurance Policies**

Selected vendor(s) must carry and provide the insurance policies described below (where applicable):

- General Liability Insurance with a minimum limit of \$1,000,000.00
- Workers' Compensation with minimum limits of \$1,000,000.00
- Errors and Omissions / Professional Liability with a minimum limit of \$3,000,000.00
- Crime including the third party endorsement with a minimum limit of \$1,000,000.00
- Cyber Liability Insurance

#### **Nondiscrimination**

Neither SWMBH nor Selected Vendor shall, in the performance of this RFP, engage in any unlawful discrimination against any person because of race, color, religion, national origin, sex, handicap or age.

#### **Award**

SWMBH reserves the right to accept, reject, and waive irregularities in any and all bids and to select the firm which, in the sole opinion of SWMBH best meets the organization's needs. SWMBH also reserves the right to negotiate with potential Vendors so that its best interests are served.

#### **Confidentiality and Ownership of Materials**

Ownership of all data, material and documentation originated and prepared for SWMBH pursuant to this RFP shall belong exclusively to SWMBH.

SWMBH and Selected Vendor(s) shall treat the other's "Confidential Information" as proprietary to the extent under Michigan law. Both SWMBH and Selected Vendor(s) shall (i) exercise due care to

keep in confidence and not disclose confidential information to any individual other than its own employees who have a need to know in order to perform the obligations of SWMBH and Selected Vendor(s), as applicable, under this RFP; (ii) not duplicate or publish any Confidential Information; and (iii) use Confidential information only for the purposes authorized herein.

### **Conflict of Interest**

VENDORS must disclose any instances where the firm or any individuals working on the RFP has a possible conflict of interest (financial or otherwise) and if so, the nature of the conflict. SWMBH reserves the right to cancel the award if any interest disclosed from any source could either give the appearance of a conflict or cause speculation as to the objectivity of the VENDOR's proposal. SWMBH'S determination regarding any questions of conflict of interest is final.

### **Vendor's Certification**

By signature on the proposal, a Vendor certifies that it complies with:

- a) The laws of the State of Michigan;
- b) All applicable local, state, and federal laws, code, and regulations;
- c) The applicable portion of Federal Civil Rights Act of 1964;
- d) The Equal Employment Opportunity Act and the regulations issued by the federal government;
- e) The American with Disabilities Act of 1990 and the regulations issued by the federal government;
- f) All terms, conditions, and requirements set forth in the RFP;
- g) A condition that the proposal submitted was independently arrived at, without collusion;
- h) A condition that the offer will remain open and valid for the period indicated in this solicitation; and
- i) A condition that the firm and any individuals working on the contract do not have a possible conflict of interest.

If any vendor fails to comply with the provisions stated in this paragraph, SWMBH reserves the right to reject the proposal, terminate the contract, or consider the contractor in default.

### **Transition Plan**

Selected vendor(s) will be responsible for developing and documenting a transition plan, to transition into the position within 60 days of contract signing.