

# Madison Metropolitan Sewerage District



## ***Invitation to Bid for OnBase Subscription Licenses, Service Level Agreement, and Hardware Preventive Maintenance***

The Madison Metropolitan Sewerage District (District) is accepting bids for the Annual Licenses, Support and Hardware Maintenance of their OnBase system. Bids must identify licenses, services, and cost as requested in this Invitation to Bid (ITB) document. Failure to provide this information may result in the rejection of the bid. The District reserves the right to reject any or all bids.

The District will receive completed bid documents via email until 11:00 a.m. local time (Madison, WI) on **Wednesday, December 4, 2024**. At that time and place, all bids will be publicly opened and read aloud. Bids should be emailed to the Records Program Administrator, Amy Bublitz, at [AmyB@madsewer.org](mailto:AmyB@madsewer.org). The subject line of the email should be "Bid for OnBase Subscription Licenses, Support and Hardware Maintenance." A receipt confirmation is recommended when sending this email. All bids must include the items described in this ITB document.

If a bidder discovers any significant ambiguity, error, conflict, discrepancy, omission, or other deficiency in this ITB, the bidder must immediately email the project contact listed above and request modification or clarification of the bid document.

Any questions should be emailed to Amy Bublitz at [AmyB@madsewer.org](mailto:AmyB@madsewer.org). The deadline for submitting questions is 11:00 a.m. local time (Madison, WI) on Wednesday, November 20, 2024. Questions and answers that materially affect the requirements of this ITB will be posted to the District's website by the end of the day on Thursday, November 21, 2024.

## Bid Submittal Requirements and Acknowledgement

Please initial in the Bidder Initials box to the right of the information or requirement statements below to signify that you have read and understand each statement.

Vendor/Bidder Requirements	Bidder Initials
The Bidder must be a Hyland Premier Solution Provider for at least the last 5 years.	
The Bidder must offer occasional OnBase training, workshops, or webinars that are either free or for a minimal charge.	
The Bidder must have experience of successfully providing OnBase software licenses and the related license management support for at least the last 5 years.	
The Bidder must have at least 5 years of experience implementing, configuring, supporting and troubleshooting OnBase Agenda Management, Agenda Online, and Agenda-To-Go.	
The Bidder must have at least 5 years of experience supporting and troubleshooting OnBase workflows.	
The Bidder must have at least 5 years of experience providing professional services assisting clients with reviewing their processes and recommending cost effective, efficient, and right-sized OnBase solutions.	
The Bidder must have a customer support team that responds in a professional and timely manner with extensive OnBase support experience that is available M-F 7am – 7pm (central time)	
The Bidder must have at least 5 years experience with the government industry.	
The Bidder must have at least 5 years of experience implementing, configuring, supporting, and troubleshooting the OnBase/Esri integration.	
The Bidder must have at least 5 years of experience providing professional services for upgrading OnBase and all associated modules used by the District.	
The Bidder must have at least 5 years experience supporting and knowledge about all District OnBase licenses as shown in the list below.	
The Bidder must be able to provide in-person annual scanner maintenance services for the District's 4 scanners (2 Canon and 2 Panasonic) including cleaning, testing and recommendations for parts replacement as necessary.	
The Bidder is required to have offices in the U.S. or Canada.	
The Bidder will not be allowed to have phone calls or connections to the District networks from outside the U.S. and Canada.	
The Bidder shall appoint a single point of contact that the District will use for any activity pertaining to the requirements of this ITB. This person should be noted on the Bidder Form.	
Bid Submission Information and Requirements	Bidder Initials
<b>Bid documents shall be submitted via email to Amy Bublitz, Records Program Administrator at AmyB@madsewer.org. All documents must be received on or before 11:00am local time (Madison, WI) on 12/4/2024.</b> The email submission subject line should read: "Bid for OnBase Subscription Licenses, Support and Hardware Maintenance". When sending this email, it is recommended that you use a receipt confirmation.	
<b>Questions related to this ITB shall be emailed to Amy Bublitz at AmyB@madsewer.org. All questions must be received no later than 11:00am local time (Madison, WI) on 11/20/2024.</b> Answers will be posted on the District's website no later than end of day on 11/21/2024. It is the responsibility of bidders to check the website for updates.	
Bidder must submit with their bid, the respective OnBase subscription licensing, SLA, and hardware maintenance listed in the Bid Table.	
Bids shall remain valid for 60 (sixty) days after the date of bid opening on <b>12/4/2024</b> .	

<p>The District shall be under no obligation to accept the lowest or any other offer received in response to this bid request. The District further reserves the right to reject any or all offers based on its own evaluation of the offers received, or based on stability, capabilities, track records, reputation among users and other similar credentials of a Bidder. When the District makes any such rejection, it will not be bound to give any reason and/or justification in this regard to the Bidder.</p>	
<p>The winning Bidder will be selected based on the total least cost quoted for the software licensing, SLA and hardware maintenance listed in the Bid Table.</p>	
<p>If awarded, the purchase will cover 1 year of renewals for the software as listed in the Bid Table. There is a possibility to extend the engagement for 3 additional years, without requiring rebidding, depending on service quality and controlled cost increases.</p>	
<p>Requests for price increases shall be provided by the Vendor, in writing, to the District at least 60 days prior to the software renewal period. Any price increase must be mutually agreed upon by the District and the Vendor Contractor in writing. If the District deems cost increases or past license support as not acceptable, it reserves the right to re-bid the renewal contract in whole or part.</p>	
<p>By mutual agreement, the quantity of items purchased may be increased, provided that the original purchase price, terms, conditions, and specifications remain the same.</p>	
<p>Late submissions will be disqualified.</p>	
<p>Incomplete submissions will be disqualified.</p>	
<p>The District is a municipal corporation operating under Section 200.01 to 200.15, inclusive, of the Wisconsin Statutes and is therefore exempt from payment of the Wisconsin Sales Tax and all other State Taxes.</p>	

<b>Bid Table for Software Update License &amp; Support renewal</b>				
<b>All shaded fields must be completed for your bid to be valid</b>				
<b>Product</b>	<b>Current License Quantity</b>	<b>Bid License Quantity</b>	<b>Start Date- End date</b>	<b>Bid Total: Annual License Cost</b>
OnBase Subscription Licenses	See license list below		1/1/2025 - 12/31/2025	
Support Level Agreement	1		1/1/2025 - 12/31/2025	
Hardware Preventive Maintenance (2 Canon and 2 Panasonic scanners)	4		1/1/2025 - 12/31/2025	
<b>Total Annual Cost Bid for All Products</b>				

<b>Current Licenses (as shown in the OnBase System License Report)</b>	
<b>Description:</b>	<b>Number of licenses</b>
64-bit Server Support	2
Ad-hoc Scanning	9999
Agenda Management	1
Agenda To Go	2
Agenda Voting	1
Change Password	2
COLD/ERM	1
Combined Viewer	1
Configuration Migration Utility	3
Concurrent Client	20
Conversion Framework For Aspose	1
Distribution Service	1
Document Import Processor	1
E-Forms	1
EDM Services	1
Full-Text Search	1
Integration for ESRI	1
Integration for Microsoft Outlook 2007	1
Integration for Microsoft Outlook 2010	1
Integration for Microsoft Outlook 2013	1
Integration for Microsoft Outlook 2016	1
Integration for Microsoft Outlook 2019	1
Keyword Update	2
Mailbox Importer	1

Multi-User Server	1
Named User Client	1
Office Business Application for 2013	9999
Office Business Application for 2013 (Concurrent)	9999
Office Business Application for 2019	9999
OnBase Office Business Application for 2007	9999
OnBase Office Business Application for 2007 (Concurrent)	9999
OnBase Office Business Application for 2010	9999
OnBase Office Business Application for 2010 (Concurrent)	9999
OnBase Office Business Application for 2016	9999
OnBase Office Business Application for 2016 (Concurrent)	9999
PDF Framework	1
Production Document Imaging (Kofax or TWAIN)	5
Reporting Dashboards	1
StatusView	4
Unity Automation API	1
Unity Client Server	1
Unity Forms	1
User Defined Queries	1
Web Combined Viewer	9999
Web Server	1
Workflow Concurrent Client SL	14
Workflow Named User Client SL	1
Workstation Client	19

## Bidder Information Form

The undersigned offers and agrees to furnish the services and goods at the prices are offered herein.  
The authorized signature also certifies that this offer is submitted competitively and without collusion.

Bidder/Vendor Name:

Street Address:

PO Box:

City, State, Zip:

Phone:

Name for single point of contact:

Contact Phone:

Print Name and Title of Authorized Signer:

Signer's Email:

Authorized Signature:

Date Signed: