REQUEST FOR PROPOSALS (RFP)

ISSUE DATE:	June 29, 2015	**DUE DATE & TIME**	**August 11, 2015 @ 10am EST**
RFP NUMBER & TITLE:	RFP 15-437 ; Integrated Library System		
COMMODITY CODE(S):	20859; Library Information Management Software		
ISSUING AGENCY & ADDRESS:	University of Mary Washington Procurement Services Eagle Village Executive Offices, Suite 480 1125 Jefferson Davis Hwy., Fredericksburg, VA 22401	**WORK LOCATION:**	Fredericksburg, Virginia
CONTRACT OFFICER:	Michelle Miller	**OFFICER EMAIL:**	mmiller8@umw.edu
PERIOD OF CONTRACT:	Date of Award through One (1) year, with nine (9) one-year renewal options or as negotiated.		

QUESTIONS/INQUIRIES: All inquiries for information should be directed via email to the contract officer listed above, referencing the solicitation by name and number. No questions will be accepted after **July 31, 2015 @ 5pm EST**.

PROPOSALS: Sealed Proposals must reach the above address and department by the deadline stated in order to be considered. It is the responsibility of the offeror to ensure that the proposal is submitted in a package that clearly identifies the contents as a proposal submission in response to this RFP. Also reference section V herein. UMW requires the inclusion of a clearly marked redacted proposal if any portion of the Offeror's proposal contains proprietary information; Reference Section V.3 stipulations. All resulting contracts will be made available through UMW's Public Contracts Gateway https://umw.cobblestonesystems.com/public/.

In Compliance With This Request For Proposal And To All The Conditions Imposed Therein And Hereby Incorporated By Reference, The Undersigned Firm Offers And Agrees To Furnish The Goods/Services In Accordance With The Attached Signed Proposal Or As Mutually Agreed Upon By Subsequent Negotiation and the Undersigned Firm hereby certifies that all information provided below and in schedule or attachment of this document is true, correct and complete.

<p align="center">THIS FORM MUST BE COMPLETED AND RETURNED WITH PROPOSAL.</p>

Name of Offering Firm: _____

Address of Offering Firm: _____

Check All That Apply: ☐ Micro Business ☐ Small Business ☐ Woman-Owned Business ☐ Minority-Owned Business

RFP Notification received via: ☐ eVA ☐ Newspaper ☐ Other: _____

DSBSD Certification No.: _____ Expiration Date: _____

Virginia Contractor License No. : _____ Class: _____

Specialty Codes: _____ SCC No.: _____

eVA Vendor ID or DUNS No.: _____ FEIN: _____

Submitted By (Print Name & Title): _____

Email: _____ Telephone: _____

Website: _____ Fax: _____

Signature (In Ink): _____ Date: _____

NOTE: This public body does not discriminate against faith-based organizations in accordance with the Code of Virginia, § 2.2-4343.1 or against a bidder or offeror because of race, religion, color, sex, national origin, age, disability, or any other basis prohibited by state law relating to discrimination in employment.

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I.   **PURPOSE:** The purpose of this Request for Proposal (RFP) is to solicit sealed proposals from qualified sources to establish a term contract through competitive negotiations for the purchase of hardware, software, data conversion, training, and support necessary to implement and maintain an integrated library system or library services platform for the Libraries at the University of Mary Washington, an agency of the Commonwealth of Virginia. The objective is to provide a remotely hosted, seamless electronic environment in which library patrons may manage and access a variety of knowledge resources quickly and easily. Initial contract shall be for one (1) year with an option to renew for nine (9) additional one year periods.

II.   **ORGANIZATIONAL OVERVIEW:** The University of Mary Washington is a coeducational, state-supported institution of the Commonwealth of Virginia enrolling a total of approximately 5,000 undergraduate and graduate students. The institution currently consists of three academic campuses and three colleges – Arts and Sciences, Business and Education, as well as a Center for Economic Development, which connects faculty and students with regional initiatives and businesses seeking their assistance. Additional information is available at http://www.umw.edu/about/.

III.   **BACKGROUND:** UMW Libraries has 2 buildings, Simpson Library and Stafford Library and a total of 4 staffed service points. Simpson Library is connected to the University's recently constructed Information Technology Convergence Center (ITCC) via an enclosed bridge. In addition to housing a new, state of the art data center, the ITCC provides a blend of new and emerging technologies to support learning in an increasingly digital higher education landscape. The library has a digital lab and gallery in this building as well as a service desk.

The University of Mary Washington is an active member of VIVA (The Virtual Library of Virginia), a consortium of public and private colleges and universities in Virginia that provides students and faculty access to a rich array of electronic resources for research and study.

UMW libraries have used the VTLS Inc. VIRTUA integrated library system (ILS) since retrospective conversion in 1985. UMW libraries use the ILS to perform business and back office functions including acquisitions, funding accounting, cataloging, authority control, serials control, circulation, reserves, OPAC, and course reserves. This server/client based system is locally hosted on a Sun (Oracle) V490 server and disk array. Located in the new data center, it has 4 SPARC processors operating at 2.1GHZ with 16 GB of RAM running Solaris 10 and Oracle 11g. It serves our ILS client connections as well as our web-based OPAC.

Since the fall of 2014 UMW libraries have been using EBSCO Discovery Service (EDS) to provide a simple access point to the majority of the resources, electronic and print, that our community has at their disposal. A full data export is performed from the ILS into the discovery service on a weekly basis to add new records and remove deleted records.

UMW Libraries have used Serials Solutions for many years to manage and provide OpenURL access to our electronic subscriptions. We handle proxied access to proprietary resources via a self-hosted Ezproxy server. Springshare provides our content management system, LibGuides. Calendaring and study room booking are accomplished with Springshare's LibCal. Gimlet is the product we use as a staff knowledge base and to track reference transactions. Interlibrary loan activities are managed with ILLiad and Odyssey with whom we have been customers since 2001. Our digital archive product is VTLS's VITAL.

Database
As of spring 2015, UMW's ILS database and software take up 23 GB of disk space. Record counts are as follows:
> Bibliographic – 523,959
> Order – 44,397
> Circulations – 45,180
> Authority – 53,135
> Item – 410,907
> Patron – 6816
> Course Reserves – 102
> Location Codes– 28

Counts from UMW's Serials Solutions knowledge base are as follows:
> Journals (unique titles, includes titles in aggregated collections): 75,770
> E-books (unique titles, includes titles in aggregated collections): 177,180

Counts from the ILS reflect the 4-year changes in the collections:

COLLECTIONS OVER TIME (FY09 - FY13)				
	FY09	**FY13**	**Total Growth (FY09-FY13)** incr/decr	**% Change (FY09-FY13)** incr/decr
Volumes Held	**374,534**	**391,657**	**17,123**	**4.5%**
Monographs	374,048	387,179	13,131	3.5%
Serials	4,586	4,478	-108	-2.4%
Audio-visual Materials	1,612	2,838	1,226	76%
Microforms	667,330	610,498	**-56,832**	**-8.5%**
Networked Electronic Resources	**57,112**	**335,215**	**298,103**	**u/a**
Ejournals	35,280	75,770	40,490	115%
Ebooks	79,923	177,180	97,257	122%
Data sources: ILS (Virtua)				

The University uses the Banner by Ellucian for its student information system. Banner also provides enterprise financial management, human resource management and student administration. The library system relies on Banner for HR and Student patron loads via scheduled FTP. Additionally, the University issues a single Net-ID and password to campus constituents. On-campus applications utilize Microsoft's Active Directory LDAP services or Central Authentication Service (CAS) single sign-on for authentication. Off-campus resources utilize OCLC's Ezproxy for access to proprietary resources and ILLiad is utilized for managing interlibrary loan functions.

IV. **SCOPE OF SERVICES (STATEMENT OF WORK):** UMW is seeking an integrated library system to support back-end and business workflows and to provide an intuitive user interface for library patrons to discover relevant materials. Proposed systems will preferably be hosted off-premises through either traditional hosting or a Software-as-a-Service (SaaS) contract. All respondents are encouraged to prepare a proposal using creativity and to express a professional opinion as to how the proposed system would meet UMW's goals and needs. The contractor shall have available and be able to demonstrate the use and functions of the required components and/or features for an integrated library system or library services platform. If the offeror provides any or all of the optional components, these should be addressed as well. To be considered a complete proposal, each section must be addressed

A. **Product Description – Required Components**
1. **General Overview: Describe the functionality, development, and enhancement of the system, paying particular attention to the following.**
   a. Library and industry standards, formats, data types, and protocols supported.
   b. Copyright compliance and access control.
   c. Testing for adherence to accessibility guidelines and standards. Provide documentation of the testing performed and results of that testing, including a Voluntary Product Accessibility Template (VPAT).
   d. The number and sizes of academic libraries where this system is currently running in a production environment.
   e. Offeror's track record of developing and implementing integrated library management systems.
   f. Offeror's relationship with the vendor(s) of any third party tools (*i.e., reporting tools, application server and DBMS vendors, etc.*) included in this proposal including licensing, costs, support for the product(s), and versions (*e.g., full or modified*). Provide pricing in section **Attachment E Pricing Schedule** of this RFP.
   g. Active user groups and how they function.
   h. Development methodology used for your system. Give details about the testing phases, and the roles of the people involved in the development of the software.
   i. Process for determining enhancements that will be made to the application software.
   j. Standard and proprietary APIs, integration/connection resources, and development languages and tools that extend your toolset. Specifically, explain your system's potential for integration with other systems using Learning Tools Integration specification (http://www.imsglobal.org/lti.) Provide details for all functions of the system that can take advantage of APIs, including acquisitions, e-resources, metadata/cataloging, circulation, discovery, end-user interfaces, mobile interfaces, collection reporting, and digital content management systems.

2. **Application Functionality - Library Staff Applications – General**
   a. Describe how the modules function as an integrated whole and detail any limitations in their ability to function independently from other modules.
   b. Describe configurability of workflow(s) in application and across modules or functions.
   c. Describe the system's approach to codes, including locations, statuses, and types. Include details about codes from the staff perspective and also how the codes support end-user interaction with the system. Please provide relevant documentation.
   d. Describe the extent to which library staff users configure or customize the application, including views and menus. Define what customizable and configurable mean for your application. Indicate whether it is possible to add custom scripting *(e.g. Javascript or CSS)* to staff interfaces.
   e. Describe additional potential configuration and customizations entailing an associated cost (*i.e., hourly and fixed fee*). Provide pricing in section **Attachment E Pricing Schedule** of this RFP.
   f. Describe how configuration and customization will affect future releases of software (*e.g., level of support provided*).
   g. Describe functionality integrated within the system that supports staff workflows, differentiating between functions for which workflow is already built and delivered versus workflows that can be defined.
   h. Describe how UMW's e-mail systems would be incorporated with your system's operation. (*Faculty/Staff – on-premise Exchange and students – Microsoft Office 365).*
   i. Describe third party e-mailing, if this functionality is part of your solution – what messaging service is utilized by your system? Describe details of how message header information is created and can be customized (*e.g., the subject line, the "From" address.*)
   j. Describe all system requirements for public and staff clients, including browser versions supported, necessary plug-ins, or browser configuration requirements.
   k. Describe where client profiles and configurations are maintained (*i.e., on the server or on the workstation*).
   l. Describe any mobile interfaces for staff. Explain the difference between staff functionality on mobile interfaces versus desktop interfaces.
   m. Describe how product(s) addresses accessibility for library staff interfaces to ensure the application is accessible to people with disabilities.

3. **Application Functionality – Acquisitions and Financial Management:** Describe the proposed solution's acquisitions and fiscal management capabilities, including but not limited to each of the items below:
   a. Acquisitions workflow for creation and placement of orders, including:
      i. single order entry and submission
      ii. batch import from vendor systems
      iii. checks to avoid duplication of orders or of owned titles
      iv. batch submission to vendors
      v. accepting and storing communications from vendor (*e.g., order acknowledgements, order status updates, cancellation triggers*).
   b. Updating and processing of orders, including both individual receiving and batch options.
   c. Support for acquisition of items not requiring order or invoice, such as government documents and gifts.
   d. Options for patron notifications of receipts.
   e. Ability to handle and track blanket orders and approval plans.
   f. Ability to facilitate Patron Driven Acquisitions (PDA/PDD) plans for print and electronic resources.
   g. Support for end-user purchase requests and Purchase-on-Demand (POD) plans for ILL.
   h. Electronic invoicing and claiming.
   i. Single and batch order record deletion, including safeguards to prevent records with payments from being inadvertently deleted.
   j. System tracking of complete order, invoice, and financial processing transactions and ability to provide a clear audit trail.
      i. Data tracked
      ii. Ability to report out
      iii. Length of time data may be stored.
   k. Coding capabilities to differentiate formats, locations, purchase models, payment types, etc.
   l. Ability to create and display local notes and special instructions.

m. Vendor information, including capabilities for storing and sharing vendor data and for monitoring vendor performance.
n. Posting of encumbrances and payments. Specify whether updates are done in real time or batch.
o. Fund structure.
p. Safeguards and system checks for preventing fund over-encumbrances, mathematical errors, and overpayments.
q. Credits, refunds, added charges, discounts, shipping and handling charges, and partial order.
r. Process for fiscal close.
s. Staff searching of financial information (*e.g., by invoice number, paid date, fund, etc.*).
t. Interoperability with third party systems such as Banner for financial transactions and ILLiad for ILL purchase on demand.
u. Describe other acquisitions and fiscal management capabilities unique or notable of the proposed system not addressed above.

4. **Application Functionality – Serials** Describe the proposed solution's serials management capabilities, including but not limited to each of the items below:
   a. Overview of serials control features and workflows, including subscription management, claiming, and binding.
   b. Capabilities for predicting patterns of chronology and enumeration and adjustment of these patterns. Describe method of migrating existing serial patterns into the system. Describe any experience migrating serials holdings data from VTLS Virtua. List any additional sources or methods for acquiring serial patterns.
   c. Ability to create and display local notes and special instructions, both public and nonpublic. Specify whether holdings records may be suppressed from public view, but still be indexed and displayed in the staff client.
   d. Archiving and transfer of check-in information.
   e. Interoperability with third party systems for both descriptive and holdings metadata, claiming, order information, etc. (E.G. EBSCO, YBP)
   f. Specify capabilities for handling multiple formats of one title.
   g. Describe capabilities for displaying holdings for multiple locations.
   h. Specify capabilities for inputting an item-specific control number in barcode form at the point of check in.
   i. Handling of non-standard items *(e.g., multiple copies, volume sets, special issues, analytics, and supplements).*
   j. Describe other serials management capabilities unique or notable of the proposed system not addressed above.

5. **Application Functionality – E-resources:** Describe the proposed solution's e-resource subscription and management capabilities, including but not limited to each of the items below:
   a. Staff workflows for acquiring, renewing, and canceling e-resources:
      i. databases
      ii. e-journals, e-journal collections, and full-text articles
      iii. e-books, e-book collections and downloadable/check-outable e-books
      iv. streaming media and streaming media collections
      v. datasets
   b. Staff workflows for setting and maintaining holdings metadata for e-journals and e-journal collections, owned and leased.
   c. All record structures and relationships:
      i. Multiple orders and resources on a single license
      ii. Multiple licenses for a single resource (*e.g., renewals, vendor changes*)
      iii. Links to vendor information
      iv. Individual titles within a collection
      v. Ability to pre-populate fields, standardize terminology, etc.
   d. Management of license agreements, including ability to import, link, and store PDFs of licenses.
   e. Trials and resource evaluation.
   f. Integration of e-resources into other system functionality (*e.g., acquisitions, serials, cataloging/metadata*).
   g. Integration of e-resources into the public interface:

      i.   authentication *(EZProxy, etc.)*
      ii.   public and nonpublic notes
      iii. downtime and technical alerts
      iv. A-Z lists for journals, e-books, and databases.

h. OpenURL and link resolution. If there is no integrated OpenURL resolver, describe ability to integrate with a third party OpenURL application including these details:
      i.   Setup
      ii.   Adding/removing resources
      iii. Any error reporting or support for resolving issues related to OpenURL linking.

i. Describe capabilities for creating and maintaining URL data in the holdings and/or item record for making web-based materials accessible to patrons.

j. Management of e-resources and e-resource licensing, including any alerts or tickler features, including broken links, renewal notices, contract expirations, trial expirations, etc.

k. Ability to harvest, store, and report usage statistics. Compliance with COUNTER codes of practice for e-resource usage reporting (e.g. JR1, DB1, BR2).

l. Integration with e-resource vendors for exchange of metadata, invoices, usage statistics harvesting, and resource management.

m. Integration of e-resources with third party solutions and library web spaces, such as LibGuides, Serials Solutions, OCLC, EBSCO, CORAL, web publishing software, and content management systems for display purposes, sharing holdings with other systems, usage statistics harvesting, etc.

n. Specify whether your product provides any aids in normalizing data, such as titles, ISBNs and ISSNs. Examples of the end use would be matching of print and electronic resources for overlap analysis and matching of electronic usage data from vendors to cataloged titles/collections.

o. Describe other e-resource subscription and management capabilities unique or notable of the proposed system not addressed above.

6. **Application Functionality – Metadata and Cataloging:** Describe the proposed solution's metadata and cataloging capabilities, including but not limited to each of the items below:
   a. Support for MARC bibliographic, holdings, and authority records.
   b. Support for the Linked Data model, including RDF, RDFa, RDA, BIBFRAME, FRBR, FRAD, etc. Differentiate current, active features from planned or beta features.
   c. Support of multiple metadata encoding schemas and content standards (e.g. EAD, MODS, Dublin Core and VRA Core)
   d. Describe how the system provides help and support to staff learning and working with new schema.
   e. Support for different call numbers associated with the same bibliographic record (*e.g., Dewey, SuDoc, LC local*).
   f. Support for linked records (*e.g., items which are bound together in a common collection and with shared holdings records, but with separate bibliographic records.*)
   g. Describe the ability to transfer or attach circulation history to records when parent records are different. For example, if an item is replaced with a different edition that requires a new bibliographic record, is it possible to tie the circulation history of the withdrawn item to the next item?
   h. Support for multiple holdings locations and sub-locations.
   i. Staff search capabilities.
   j. Any limitations imposed on MARC records by the system.
   k. Support for non-roman characters and diacritics, including Unicode support.
   l. Capabilities for importing bibliographic and holdings/item records in MARC and other metadata schemas from multiple sources (*e.g. OCLC, Marcive, Serials Solutions, book and e-resource vendors, OAI-compliant repositories*) including any capabilities for importing large files of records.
   m. Updating records, including batch updates and batch modification of records.
   n. Management of metadata and authority control, including any availability of dynamic cross-referencing, automatic suppression of blind cross-references, real-time heading conflict detection, and global heading change capabilities for authority control.
   o. Safeguards, data validation, error detection, and other system support for assuring accuracy and integrity of records.
   p. URL storage and linking capabilities, including link checking.
   q. Capabilities for controlling the display of all record types in the public interface.

r. Abilities to extract, manipulate, and reload data, including the ability to extract all bibliographic records or a subset based on specified criteria (*e.g. date of last update, content of MARC fields, etc).*
s. Describe support for OAI-PMH, including the ability to selectively expose records for harvest if available.
t. Support for printing spine labels.
u. Capabilities for enriching bibliographic records and displaying book jackets, locally produced images, TOC, book reviews, etc.
v. Describe other metadata and cataloging capabilities unique or notable of the proposed system not addressed above.

7. **Application Functionality – Circulation**
   a. Provide a brief overview of the circulation module and its functionality.
   b. Describe capabilities to allow multiple circulation units to retain individual circulation policies and procedures.
   c. Describe how item type, location, and status codes can be defined and configured.
   d. Specify any limitations on the type, length, and format of barcodes for items and patron account numbers (e.g. code 39, ISO numbers, etc.)
   e. Describe options for batch uploading patron data from external sources especially via FTP. Include information about compatibility with Banner.
   f. Describe capabilities and safeguards for allowing staff to override system limits.
   g. Describe how the system calculates due dates, including stop date capability.
   h. Describe off-line circulation capabilities.
   i. Detail system handling of financial transactions, including how they might be exported to another system. Specifically describe billing workflows.
   j. Detail capabilities for patron notices, and to what extent processes can be automated and integrated into workflows. Specify whether notices can be customized and automatically scheduled, whether the system supports e-mail notices and/or text message notices, and whether a specific sub-location can generate its own notices.
   k. Describe the system's ability to generate any additional reports related to patrons, fines, etc., including ability to automate such reports or integrate into workflows.
   l. Describe process for circulating uncatalogued materials.
   m. Describe capabilities for indicating the status of items in the OPAC (*e.g., lost, on order, on reserve*) including the library's ability to define conditions and the process for adding and removing statuses.
   n. Describe hold, page and recall capabilities, including abilities to specify hold / recall /page multiple volumes on the same record.
   o. Describe the ability to batch process any circulation functions such as patron record withdrawals, status changes, item type changes, etc.
   p. Describe system-generated and manual blocks including criteria used for system generated blocks, process for adding, removing and overriding blocks, and the effect of blocks on patron notices.
   q. Describe the provision for handling delivery of materials to another location or a departmental mailbox or office.
   r. Describe the ability to see patron histories, transaction logs and audit trails.
   s. Describe any abilities for the system to allow patrons to pay for fines or other bills with the patron's campus account.
   t. Describe the abilities of the system to generate and post fines.
   u. Describe abilities of the system to support communication with patrons, including instant messaging and inserting manual messages into library accounts.
   v. Describe any integration between circulation and interlibrary loan software, including support for NISO Circulation Interchange Protocol (NCIP).
   w. Describe support for SIP (Session Initiation Protocol) specifically for use with 3M self-check machines.
   x. Describe any integration between the acquisitions module and the circulation module.
   y. Describe the abilities of the system to create and customize user logins for various levels of access including but not limited to student assistants, staff, admins.
   z. Describe available features for gathering, creating and customizing statistical reports with regards to Circulation functions.

8. **Application Functionality – Course Reserves**
   a. Describe procedure for creating course records.
   b. Describe capabilities for allowing multiple locations to create and maintain course reserves with distinct policies, codes, etc.
   c. Describe the availability of electronic request form for instructors to place materials on reserve.
   d. Describe procedure for adding materials already in the catalog and for materials that are not part of the library collection. Specify whether original location is retained.
   e. Describe provisions for removing items from course reserves (*e.g., scanning barcodes*).
   f. Describe capabilities for archiving course records and reserves lists for future use.
   g. Describe capabilities for tracking reserve usage.
   h. Describe support for including a URL for an item on reserve.
   i. Describe the capabilities for working with reserves materials in batches, including importing, viewing, exporting, and activating / de-activating things from reserves.
   j. Describe capabilities for integrating course reserves functions into learning management systems (*e.g., Canvas*) or for the library to create bridges between course reserves and learning management systems.
   k. Describe the system's e-Reserve capabilities and the login procedures for patrons to retrieve and view e-documents.

9. **Application Functionality – End User (Public) Interfaces:** In this section, describe all public interfaces for searching content, including discovery interfaces, or catalog interfaces.
   a. Describe the interface(s) designed for the public to discover and access all types of resources in the system.
   b. Describe how the public interface supports discovery of additional search tools, such as research databases or locally created subject guides, whether or not the contents of these tools/databases are present within the system (*e.g., research databases portal, database recommender services, facets*).
   c. Detail search capabilities, including keyword searching, left-anchored index searching (*i.e. left-anchored title searching*), controlled vocabulary searching, and call number searching. Explain how the system takes advantage of the library's structured metadata.
   d. Describe the system's ability to support the user in browsing library collections by subject area, call number, title, etc. Explain how the browsing approach differs from searching, if applicable.
   e. Explain the system's relevancy ranking and options for customizing it. Explain any different search "modes" for the user (*e.g., basic, advanced, "google-like" versus Boolean*) and how these affect the relevance algorithm(s).
   f. Describe user-support search features that promote self-service, such as dictionaries, spell-check, and term suggestions (*e.g., Did you mean…*)
   g. Describe the system's functionality related to searching for journals, including by title and by subject area, and how the holdings information is presented in an intuitive fashion.
   h. Describe all pre- and post-search limit options (*e.g., language, location, availability, full-text*)
   i. Describe all additional capabilities of the system for users when they are logged in (*e.g., personalization, customization, reading history, search history, setting up alerts, storing items in folder(s) and lists, renewing online*). Detail any integration with discovery tools and interlibrary loan software, including integration of patron account functions (*renewal, request, etc.*).
   j. Describe the public interface capabilities to display information regarding the patron's account, for instance, fines, holds, recalls, renewal, etc..
   k. Describe public interface support for displaying and playing multimedia files, including images, audio, and video, including information about options for embedding media.
   l. Describe any provisions in the system for clarifying what type of thing an item is, including basic formats like book, book chapter, article, video, and less clear types, such as reference books, government documents, and dissertations.
   m. Explain the influence of system codes on how item formats / types are displayed in the interface and how the user can intuitively create limits to desired types of items.
   n. Describe any support for integrating reference works into the user interface, including use of the tables of contents and indexes of print or electronic works. Describe how reference works are displayed in the interface.
   o. Describe how the public interface displays relevant information about e-books, including discussion of the user interface's flexibility for adapting to changing e-book models and options over time.

p. Specify supported browsers, noting any necessary plug-ins, and helper applications (*e.g., Flash*). Note any browser configuration settings required for use of the interface, such as security settings, JavaScript settings, and cookie settings.

q. Describe the way the system uses authority records to support end users and any options for the institution to customize this use.

r. Describe how the interface supports using metadata to support linking to other records and searches, both within and without of the system (*e.g., using subject fields to launch a subject search; "view similar titles"*).

s. Describe the system's interface support for helping users understand related works, compilations, and series.

t. Describe how diacritics and non-roman characters appear in the public interface(s).

u. Describe any use of linked data (*either as a provider or consumer of linked data*) to support the end user.

v. Describe user interface and functionality for access to course reserves materials.

w. Describe capabilities for providing custom electronic forms for common types of patron requests (*e.g., suggestions, hold requests*).

x. Describe any integration of technical support requests / feedback requests from end-users to the library concerning records in the system.

y. Describe features to support user creation, saving, export, and formatting of lists, including the ability to format such lists in scholarly style, export, email, or save.

z. Describe user ability to share discoveries with others via social media, including lists, records, and searches.

aa. Describe any limitation on making durable URLs to public interface screens, including search results sets, search results sets with limiters applied, and individual records.

bb. Describe how the system helps the user find and retrieve physical items once discovered, such as interactive library maps, texting call numbers, and similar provisions.

cc. Describe public web interface customization options available to the library, including details about including / suppressing specific fields in various views (*results sets, individual records*), and linking fields. Describe any options to customize MARC field source and indexing rules for display of records, search, and search facets. Include information about how the library can integrate its chat service, library web guides (*e.g., LibGuides*), and other services into the interface. Describe the options for adding custom coding (*e.g. Javascript and CSS*) to modify the public web interface.

dd. Describe abilities for the library to create its own interface(s) using data from the system (*e.g., through APIs, direct database connections, web services requests*).

ee. Describe how product(s) addresses accessibility for public interfaces to ensure the application is accessible to people with disabilities.

ff. Describe ability to customize "help" for end user.

10. **Application Functionality – Collections Information and Reporting**

a. Provide an overview of the system's capabilities for producing reports.

b. Describe the system's capability to handle inventory of the collection.

c. Describe options to allow the Libraries to compile statistical data required for university, state, federal, and other reporting.

d. Provide a list of all reports delivered as part of the base product including a short description of each. Also include a sample of several reports for review.

e. Describe support for automated scheduling and dissemination of reports.

f. Describe application approach/strategy for reporting including the approach to ad-hoc reporting for power users as well as the occasional user. Describe the process for staff to create reports using a query language. Describe compatibility with third party SQL software.

g. Describe any limitations on report size or query result set as well as any limitations on type of information which can be queried. Specifically address reports, querying, and list creation and limits thereon for the following areas: Financial, Serials, E-resources, Metadata and Cataloging, and Systems.

h. Describe any limitations on manually created queries, including which records can be included in queries together. Is there a distinct relationship between item and order records linking cost of items and usage of items?

i.   Describe all reporting tools supported and how they integrate with the product including any direct access capability your product provides where desktop software like Excel, Access and Navicat can link real-time to system data. Specify methods used and software supported.

j.   Describe reporting output formats available.

k.   Explain circulation reporting for tangible items, including details about how circulation events are recorded, and the ability to generate reports using historical information.

l.   Explain cataloging reporting for tangible items, including details about how record modifications are recorded, and the ability to generate reports using historical information.

m.   Describe how your product retrieves, stores and reports electronic resource usage, including supported COUNTER and non-COUNTER formats. Detail the ability for users to import usage data.

n.   Describe the systems' ability and capacity for storing historical usage data and report specifications that might be used for repeated reports.

o.   Describe any additional analytic capabilities for evaluating collections use. Examples of such capabilities could include:
   i.   Web traffic reports
   ii.   Material counts
   iii. Material costs
   iv.   Financial summaries
   v.   Pre-built reports for librarian selectors to track funds
   vi.   System-wide reports (*number of log-ins, number of, duration, and time of visits, system utilization)*
   vii. Reports on tool usage by students/faculty to support development of training for faculty

11. **Application Functionality – System Administration**
   a.   Provide an overview of the library system administrator's capabilities for configuring and customizing the system that the library can perform without vendor assistance.
   b.   Describe system support for defining and creating user accounts, including how accounts are assigned permission to perform various action in the system. Also discuss the process for maintaining and deleting user accounts, including automated reminders to users and administrators.
   c.   Describe the interface(s) available for system administration.
   d.   Describe staffing requirements and technical skills required to support the proposed system.
   e.   Describe how your system's API could be used to extend system administration functionality.

12. **Database**
   a.   Describe general database structure including record types and structures, and relationships between records, including E-R diagram(s).
   b.   Explain specifically the possible relationship(s) between item records and order records and how this affects the system's ability to query information in these types of records.
   c.   Describe any abilities for the library to connect to the underlying database.
   d.   Describe documentation available for the database.
   e.   Describe index structure and indexing capabilities.
   f.   Describe any capabilities to extract and manipulate data for external sources (*e.g., OCLC, document supply vendors, electronic database vendors*), desktop applications (*e.g., Microsoft Access, Excel*), and/or reloading into the system.
   g.   Describe the system's approach to locking records, explaining which type(s) of actions place locks on fields and/or records.

B. **Optional Components**
1. **Discovery Service Content and Metadata**
   a.   Describe your overall approach to integrating the library's catalog with additional metadata (*often called "discovery tool"*), including the tool's relationship to the library catalog.
   b.   Describe your relationships with providers of journal article publishers, open access repositories, and other discovery metadata providers.
   c.   Provide a list of the content included in the discovery service, including the level of indexing for each type of content or collection.
   d.   Describe the various ways an institution can import metadata into the discovery service, including the process for manual and automated updates and deletions.

e. Describe the level of control the institution has about what content is included or excluded, what fields are searched, and what fields are displayed.
f. Describe how library catalog metadata is mapped to the discovery tool's fields, especially facets and limiters. Include an explanation of the extent to which the institution can specify fields to be searched / included and to customize this mapping.
g. Describe the customizability and configurability of the discovery service, including the ability to have different instances of the discovery service with different customization, configuration, and content.
h. Describe the limitations on the ability of the discovery tool to de-duplicate results before displaying to patrons.
i. Describe the way the discovery tool is able to use library catalog data, including bibliographic information, status information, patron data, and circulation data.
j. Describe any integration of the discovery tool with course reserves, learning management systems (*e.g., Canvas*), LibGuides, or other user-services-related systems.

2. **Linking Interface**
    a. Describe any interfaces that support linking the user from record views to full manifestations of items (*e.g., full-text articles, streaming audio*)
    b. Describe any support for additional types of links using bibliographic information, such as links to bibliographic citation management software, third party web sites. (e.g. EasyBib, Zotero).
    c. Describe any abilities to use third party metadata about journals (*e.g., Ulrich's*) to assist the user in differentiating among journal titles, for example, clarifying title changes over time, or differentiating among similarly-named journal titles.
    d. Describe the options and logic for connecting the user directly to full-text versus offering them a menu of options.
    e. Describe all customization and configuration options for the ordering, display, and logic of linking users to the full manifestations of items. Describe the interface(s) or procedure(s) whereby the library would make or request changes.
    f. Describe any integration of technical support requests / feedback requests into the linking interface (*for users to submit questions or problem citations*).
    g. Describe options to integrate with third party link resolvers, especially Serials Solutions 360Link and EBSCO's LinkSource.

3. **End User (Public) Mobile Interface**
    a. Describe your overall approach to providing mobile access to the system, including your technology roadmap for support of hand-held computing devices.
    b. Describe the full-featured user-experience with hand-held computing devices. List common hand-held device OS versions supported by the product (*smart phones and tablet operating systems such as iOS, Android, Blackberry, Windows Phone, etc.*). Indicate your level of commitment to continuing support for older hand-held devices and operating systems.
    c. Describe any different user interface requirements for tablets devices versus smart phone devices.
    d. Describe what specific features of the product have undergone a user interface redesign for smart phone/tablet devices.
    e. Describe the customization options available to the institution related to the mobile interface or responsive design settings that facilitate mobile access.

4. **Digital Content Capabilities**
    a. Provide an overview of how your solution houses, creates, stores, makes discoverable and or delivers locally created digital content.
    b. Describe supported formats, including multimedia formats; describe any limitations on digital content (*e.g., file size, total amount of material that can be archived*).
    c. Describe how your solution will provide library users with an interface that searches disparate resource silos (*e.g., local returnable and/or digital collections, vendor-supplied electronic resources, manuscripts and archival material, etc.*); retrieves relevant items available to them regardless of format or physical location; and displays, organizes, and limits search results in an understandable manner.
    d. Describe your system's digital asset management tools. (*Including ingestion, metadata editing, collection organization, and rights management aspects*).

e. Describe how the system integrates finding aids with digital content.
f. Specify any optimization available for content discovery through discovery tools (*e.g., public search engines such as Google Scholar or library-specific products such as ProQuest Summon, EBSCO Discovery Service, or Ex Libris Primo*).
g. Describe the tools for web-based presentation of multimedia content, including data files, sound, images, and video.
h. Describe the ability to create exhibits or collections of items within the repository, both by the institution and end users.
i. Describe other options for the user to interact with collection items (*e.g., commenting, tagging*).
j. Describe the options available for adjusting the user interface for institutions, including branding, display options, search logic settings, and adding widgets (*e.g., chat reference*).
k. Describe how staff manages digital content collections in this system.
l. Describe how the solution accommodates multiple content standards and encoding schemas including, but not limited to, Encoded Archival Description; Metadata Object Description Schema, Dublin Core, OAI-PMH, METS, XML and Z39.50.. Describe plans for incorporating future containers, alternative vocabularies and cataloging description methods.
m. Describe how this system facilitates workflows across multiple units managing digital collections at different parts of the process, from creation through discovery (*e.g., Special Collections, Scholarly Content Systems, Metadata and Cataloging*).
n. Describe any reporting capabilities for evaluating digital content holdings.
o. Describe processes, functions and methods for extracting and exporting files and metadata along with any limits on storage and numbers of files that can be extracted and supported in a batch mode
p. Provide an outline of the long-term preservation strategy for content deposited in the system that provides details on vendor and customer responsibilities

C. **Services**
1. Describe your training options and include training offerings and their associated costs. Response should include differentiation between training for technical staff and end-users. Provide pricing in section **Attachment E Pricing Schedule** of this RFP. Please include implementation timeline.
2. Describe services available from your company and/or partners including pricing information that may be included in the final contract. Services that could be included are:
   a. Implementation
   b. Development
   c. Project Management
   d. Architecture and Design
   e. Capacity Planning
   f. Installation and Configuration
   g. Performance and Scalability
   h. Conversion
   i. Monitoring, administration and upgrades
   j. Operations metrics.
3. Describe the support options available through your company including ongoing support of the application. Describe what portions of support to be performed by IT, the customer versus the vendor?
4. Describe procedures for reporting problems.
5. Describe criteria used to determine high-priority, urgent support need.
6. Specify turnaround time for non-emergency calls and emergency calls.
7. Discuss your escalation procedure.
8. Describe your customer resource site (*e.g., documentation, troubleshooting FAQ, product information, release notes, upgrades and patch information*). Describe the extent to which customers can customize or add content to the site.
9. If support is provided to end-users directly as part of your services, provide the SLA under which you would operate.
10. Specify warranty period and coverage for all proposed hardware and software.
11. Specify customer support hours and any limitations on support outside of normal office hours.
12. Specify any third party involved in support and maintenance.

D. Implementation and Migration

1. Describe typical implementation and migration timeline and project plan and include examples of previously used project plans.
2. Outline library and vendor roles and responsibilities in the data migration process. Give detailed information about the required involvement of library staff in the migration process.
3. Describe communication channels that the library and vendor will follow during the project.
4. Describe the implementation training program content, method of delivery, and materials.
5. Describe the options available for post-implementation training (*e.g., 6 months or 1 year after switch to production*).
6. Describe your approach with regard to configuration and customization by the library during implementation. What tools will be available for library staff to configure and customize various parameters?
7. Describe your data migration plan and methodology for migrating from VTLS, including how the integrity and quality of the data will be maintained during the migration process.
8. Describe any services provided (pre or post-migration) to perform or assist in data clean-up, such as authority control and RDA enrichment of authority records. If applicable, provide pricing in section *Attachment E Pricing Schedule.*
9. Describe your approach to test and production environments including any additional costs. If applicable, provide pricing in section *Attachment E Pricing Schedule*.
10. Describe how this system might, post-migration, enable the decommission of one or more of our existing systems.

E. Technical

1. Provide a detailed diagram of the typical architecture/technical environment required for the system. List all protocols and ports used for communications and indicate which components are clients and which are servers and whether the communications are fully, partially, or not encrypted. Specify any communications paths where unencrypted authentication or other sensitive data are passed. List all third party dependent integration points and data paths including any web content included from or sent to outside parties.
2. Describe the toolset from which your application is derived.
3. Describe hardware and software requirements for the proposed system(s) along with any sizing assumptions made to arrive at those requirements.
4. Describe supported server hardware and/or virtualized platforms. Describe support for the following operating systems: Linux and Windows. If virtualization is supported, what virtualization technologies are supported including what components can be virtualized?
5. Describe support for load balancing and system failover including any and all vendor specific preferences. Also include any vendor specific configuration guides. Explain what actions might create a load issue in the system, and what the effects are.
6. Describe how scalability is accomplished as the criticality of the system(s) and number of users increase.
7. Describe the system capabilities and options for the backup and restoration of the system components (*e.g., database*)
8. Describe the average client response time for all the various functions of the proposed system.
9. Describe services not available during scheduled maintenance.
10. Describe the client operating system and browser requirements for your toolset. List any additional client-side software required for development/management of your toolset.
11. Describe any aspects of your application that do not support operating systems or browsers other than Windows and Internet Explorer. Describe any changes to default browser of client security settings.
12. Describe any functionality loss, installation problems, upgrade problems, or other difficulties if client applications are run using a regular user account with limited system privileges.
13. Describe requirements for application servers. Describe specific platform recommendations or requirements for certified configuration *(e.g., WebLogic, and Apache Tomcat);* include either specific application server version or required J2EE version.
14. Describe support for web servers *(i.e., Apache, Weblogic, Nginx, and IIS).*
15. Describe the supported database platforms including versions and include any information on additional features required of the DBMS needed to support the functionality of your system as proposed.
16. Describe your SLA to stay current with versions of software utilized by your product.
17. Provide an overall compatibility matrix of software required to operate your system. As appropriate, and at a minimum, this should include operating systems, drivers, browsers, JDKs, and compilers.

18. Describe support for real-time access to data through some other method (*e.g., on-the-fly access to database through ODBC, ADO, JDBC, LDAP, etc. allowing dynamic web content and applications).*
19. Describe support for integration with UMW's existing systems listed in the background statement including pricing, availability of APIs, toolkits for creating connectors, available services, etc. Provide a full list of application connectors. Describe any other methods of integration supported.
20. Describe the ability for your product to create consumable web standards-based content (*e.g., RSS feeds, hcard, ical, and other microformat specifications*), the ability to pull XML/JSON based content from your system, and any APIs (*RESTful or otherwise*) supporting the delivery of such data/content. Describe storage including file formats.
21. Describe operational monitoring and reporting capabilities. Include the capabilities for application, content, access, and storage metrics, security and the method for obtaining them (*e.g., command line tools, SNMP, and GUI*)
22. Provide information about the number and duration of downtime incidents in the past year.
23. Specify any limits on the number of concurrent sessions supported by the proposed system. Any client/server based system must allow a minimum of 43 client connections for staff and student aid functions.
24. Describe life expectancy for any hardware that is part of this proposal.

F. Security
1. Describe how users and processes are authenticated before gaining access to data and services. Include authentication between components and between the product and external services and protocols.
2. IF you support LDAP or CAS for authentication or authorization, describe use of LDAP(S)/CAS. List the LDAP(S) servers integrated with product(s). Describe integration and support with LDAP(S) user database for authentication *(Active Directory/OID)* and authorization using attributes/group memberships.
3. Describe your use of authentication credentials and associated attributes, group membership, roles, etc. to make authorization decisions. Include method(s) and granularity of authorization of access to data and services (*e.g., individual accounts, IP address, unix groups, LDAP groups, Active Directory accounts*).
4. Describe how and where any sensitive data (*e.g., credit card, financial data, SSN, FERPA, HIPAA or other legally regulated data*) including authentication credentials, is stored on clients, servers, and participating external devices. Is it cryptographically protected? If so, provide details on cryptographic protocols, procedures, and key protection.
5. Describe auditing and logging capabilities and data. Include the information recorded with each event. For example:
   a. Successful and failed authentication or bind
   b. Successful and failed access authorization
   c. Successful and failed policy change
6. Describe the effects of auditing and logging on a production implementation. Is the proposed system sized for full audit capability? Describe auditing methodologies and capabilities for managing integrity and change control. Describe elements captured with the audit process.
   d. Describe enterprise audit capabilities
   e. List the events and logs that can be sent to an external syslog server
   f. List the events and logs that cannot be sent to a syslog server

G. Maintenance and Support
1. Describe the maintenance philosophy including frequency of updates, approach to completing updates, and model for obtaining them.
2. Describe capabilities for remote support and indicate what access to accounts and systems is required. Describe the locations from which this activity would take place. Describe any maintenance options/tiers and whether they vary in cost by time of day, response time, etc.
3. Describe services that may be required in the normal course of operating the system that are not covered under the maintenance contract.
4. Describe the maintenance costs for the first year, and, on the basis of an annually renewable contract, the maintenance costs for each of the following five (5) years. Provide pricing in section **Attachment E Pricing Schedule.**
5. Describe the procedures for obtaining services for all types of maintenance (*e.g., installation of corrective code, enhancements, applicable "escalation" procedures for providing additional assistance in diagnosing a*

failure that is not resolved in a timely manner to include notification procedures and timing as well as what higher levels of assistance will be made available.)

6. Describe the nature of any continuing research and development performed by the manufacturer to detect and correct problems in the system design, to improve efficiency, and/or to enhance the capabilities of the system proposed.
7. Describe your approach to security reviews during each phase of the software development lifecycle.
8. Describe the procedures followed in distribution of information to University of Mary Washington pertinent to system problems encountered at other locations along with the solutions to those problems, when such information is relevant to the University's software.
9. Describe procedure for handling upgrades. Specify how often upgrades are made to the application software and how "patches" and "fixes" to the systems are handled. Describe if and how your product impacts our ability to apply security updates in a timely manner to underlying or supporting products *(e.g., Windows, Linux, Java, Oracle, MS Office, Web server).* Timely is defined as no later than 30 days from time of vendor release.
10. Describe the nature of system enhancements in development that are scheduled for release in the next two years.
11. Describe all responsibilities of both the contractor and University of Mary Washington in the isolation and diagnosis of system failures.

H. **Remotely Hosted Applications:** The University prefers a centralized hosting solution off-premise by the vendor under a traditional hosting contract or a Software-as-a-Service (SaaS) contract. If remote hosting is an option for this project, then complete the following section. If remote hosting is not an option, there's no requirement to respond to this section.
   1. Describe where services and data storage are located geographically.
   2. Describe how applications are secured inside your firewall.
   3. Describe your approach to applications and how they are hosted on servers. *(Will the UMW application(s) reside on dedicated physical/virtual servers?)* Describe the different levels of security for different application layers.
   4. Describe the network layer security you provide.
   5. Describe your methodology for handling patches and software updates.
   6. Describe your approach to screening employees and the level of experience preferred.
   7. Describe how you track attacks. Describe your approach to informing UMW about attacks.
   8. Describe the audit and security infrastructure testing process you utilize and the frequency of those audits/tests.
   9. Describe your approach to security reviews during each phase of the software development lifecycle.
   10. Describe the vulnerability detection and response process surrounding your product and hosting infrastructure. Describe your patch release strategy for problems found.
   11. If hosted, provide results of the latest penetration test and vulnerability scan performed on your system.
   12. Describe your physical and cyber data center security. Describe what measures are in place to prevent employees from viewing data they are not authorized to see or outsiders from hacking into the system.
   13. Describe your approach and policy regarding ownership of customer data that resides in your data center. Describe customer rights and abilities regarding moving and copying. Describe vendor and partner practices related to moving and copying data.
   14. Describe any exit strategies you offer. Include details about the types of records and data that can be exported cleanly from the system. Specify the possible formats for exported data and the extent to which data structures will remain intact.
   15. Describe your approach to backups and disaster recovery. Include details about the rights UMW would have to make a separate, additional backup of the database and/or data. Describe how the process would work if we wanted to make a backup of the database.
   16. Where are the DR (disaster recovery) data center locations located? What type of infrastructure exists to replicate and synchronize data between the primary and DR data centers? Is this available real-time, daily? If the primary environment is down how quickly can the DR environment by made active either in the primary of the DR data center?
   17. Detail escrow options for ensuring library access to source code with local customizations in the event of vendor insolvency, including the designated third party contractor.
   18. Describe how compliance with security standards is demonstrated, i.e. 3rd party audits.

19. What are your uptime/availability statistics?

I. Privacy
1. Provide your privacy statement.
2. Identify the type/specific information being collected (*User Date – Anonymous or Personally Identifiable*).
3. Specify who collects the information.
4. Specify why the information is collected.
5. Describe how the information is collected *(explicitly, via Cookies, via Web Bugs, etc…).*
6. Describe how the information is used.
7. Specify how long the information is retained.
8. Describe how the information is stored and kept.
9. Describe how the information is secured.
10. Specify whether you share the information with another party. If information is shared with another party, then respond to Items a. through h. below relative to this information.
    a. Identify the type/specific information being collected (*User Date – Anonymous or Personally Identifiable*).
    b. Specify who collects the information.
    c. Specify why the information is collected.
    d. Describe how the information is collected (explicitly, via Cookies, via Web Bugs, etc…).
    e. Describe how the information is used.
    f. Specify how long the information is retained.
    g. Describe how the information is stored and kept.
    h. Describe how the information is secured.
11. Specify whether you collect information on UMW or any party related to UMW from third parties. Respond to Items a. through j. below relative to this information.
    a. Identify the type/specific information being collected (*User Date – Anonymous or Personally Identifiable*).
    b. Specify who collects the information.
    c. Specify why the information is collected.
    d. Describe how the information is collected (*explicitly, via Cookies, via Web Bugs, etc…*).
    e. Describe how the information is used.
    f. Specify how long the information is retained.
    g. Describe how the information is stored and kept.
    h. Describe how the information is secured.
    i. Specify whether you share the information with another party.
    j. Specify the transaction information collected/maintained.

J. Trial Access, Administrative Documentation, and Demonstration
1. Provide to the University the opportunity to test the functionality of the proposed system via username and password access or via IP-authenticated access from [define trial period]. Provide instructions for this trial access with submitted response. Specify if the trial access is being provided on any server other than the normal production server.
2. Provide to the University the full and complete technical and administrative documentation for the proposed system. Provide instructions for access to the documentation with submitted response. UMW will consider the technical and administrative documentation and access to the documentation proprietary and confidential.
3. The University may request a demonstration of the finalists. Indicate availability for conducting a demonstration if invited to participate in person.

V. COST PROPOSAL: Complete the Pricing Schedule on Attachment E.

VI. PROPOSAL PREPARATION AND SUBMISSION REQUIREMENTS
A. GENERAL REQUIREMENTS FOR PROPOSAL PREPARATION:
1. All information requested must be submitted. Failure to submit all information requested may result in the purchasing vendor requiring prompt submission of missing information and/or giving a lowered evaluation of the proposal. Offerors may be given an opportunity to correct a deficiency in their proposals, within an appropriate period of time, as determined by the purchasing office. Offerors who fail to submit required documentation or meet mandatory requirements, in such time for evaluation purposes may be eliminated from further consideration.

2. This Request for Proposal creates no obligation on the part of the University to award a contract or to compensate vendors for proposal preparation expenses. The University will not be responsible for any costs incurred by any vendor in preparing and submitting a proposal. The University reserves the right to accept or reject any and all proposals, in whole or in part, received as a result of this RFP, to waive minor informalities, or to negotiate with all responsible vendors in any manner necessary to serve the best interests of the University. However, the University has the right to accept the best proposal as submitted, without negotiation, and may do so; therefore, vendors should not rely on having a chance to negotiate and adjust their proposals.

3. <u>Trade secrets or proprietary information</u> submitted for a procurement transaction shall not be subject to public disclosure under the Virginia Freedom of Information Act; however, the offeror must invoke the protection of Code of Virginia, § 2.2-4342F, in writing, prior to or upon submission of the data or other materials, and must identify the data or other materials to be protected and state the reasons why protection is necessary. *However, the classification of an entire proposal document, line item prices and/or total proposal prices as proprietary or as a trade secret is not acceptable. If, after being given reasonable time, the offeror refuses to withdraw an entire classification designation, the proposal will be rejected.*

   a. *Please note that UMW's Public Contract Gateway will publish contract documents, in their redacted digital version as provided by the contractor. No contractor-indicated proprietary data, in compliance with the stipulations detailed above, will be made publically available by UMW.*

4. In order to be considered for selection, Offerors must submit a complete response to the RFP. If proposal is submitted in person, one (1) original and three (3) electronic media versions (DVD, CD, Flash Drive) of each proposal must be submitted to the university**. If your proposal includes proprietary information and you are invoking protection from disclosure under § 2.2-4342F of the Code of Virginia, *you must submit one (1) redacted copy of the proposal clearly marked with the words "REDACTED COPY" on the cover.* No other distribution of the proposals shall be made by the offeror.**

5. Proposals should be as thorough and detailed as possible so that the University of Mary Washington may properly evaluate the Offeror's capabilities to provide the required services.   Offerors are required to submit the following information/items as part of a complete proposal:

   a. The RFP Cover sheet, and any addenda, must be completed and signed by an authorized representative (able to be contractually obligated) of the offering vendor and returned with the RFP package.

   b. A brief background statement describing the company should be enclosed.

   c. Specific Format: Proposals, in accordance with the university's sustainability initiatives, must be prepared simply, economically, and with the ability to be recycled. A simple staple, a binder clip, or if necessary, a re-usable 3-ring binder are all university-preferred methods to hold dual-side printed proposal documents.   Only send the quantity of copies requested in the RFP. It is preferable that semi-permanent bindings made of non-recyclable materials (i.e. plastic combs, spiral wire) are not used to bind documents. Each copy of the proposal should be bound in a single volume where practical.   All documentation submitted with the proposal should be bound in that single volume. Emphasis should be on completeness and clarity of content; providing a straightforward, concise description of capabilities to satisfy the requirements of the RFP.

6. Include any other information which the vendor feels the university should consider in evaluating its proposal.

7. Vendors who submit a proposal in response to this RFP may be required to give an oral presentation of their proposal to the university. This will provide an opportunity for the vendor to clarify or elaborate on the proposal. This is a fact-finding and explanation session only and does not include negotiation. Oral presentations are an option of the university and may not be conducted. Therefore, proposals should be complete.

B. **SPECIFIC SUBMISSION REQUIREMENTS FOR THE RFP PACKAGE:** The Offeror should provide the following information tabbed as follows **(Tabs should correspond with number listed below):**

   1. General statement regarding Vendor's operational expertise, describing the firm's capability to provide a successful product if awarded that includes but is not limited to the following:

      a. A brief (no more than two pages) description and history of the firm including whether it is a corporation, partnership, or sole proprietorship. Describe the Vendor's background, nature and scope of its operation including how long the firm has been doing business, a description of the full range of products offered by the Vendor, and how many years the firm has provided similar products/services as proposed.

b. Provide a brief (no more than two pages) description of the firm's experience in providing similar services or products for institutions of higher education, state agencies, or other governmental entities.

2. Provide three (3) current or recent references, preferably from higher education institution similar to the size of UMW, where Vendor has provided similar services. Information should include the name of the company, a contact name, a phone number, and an email address if available.
3. A statement or brief description of how the proposed solution can meet each requirement as listed in Section IV. SCOPE OF SERVICES.
4. Completed Cost Proposal as outlined in Section V. COST PROPOSAL (ATTACHMENT E).
5. Completed necessary Attachments as listed in Section XIII. ATTACHMENTS.
6. Submit a copy of any license/software, maintenance, or service agreement requiring signature before commencement of services with proposal submission for UMW to review.
7. Submit a list of any exceptions taken to UMW's General or Special Terms and Conditions, Sections X. and XI., and submit with proposal.
8. Any additional information the vendor feels the University should consider in evaluating the proposal.

VII. **TENTATIVE TIME LINES AND KEY DATES:**
   A. Questions from Offerors accepted only through July 31, 2015 @ 5pm EST
   B. Proposals are Due: August 11, 2015 @ 10am EST
   C. Initial Evaluations Complete: August 25, 2015
   D. Tentative Proposal Clarifications: August 26 – September 1, 2015
   E. Presentations/Demonstrations for short-listed vendors (**save the date**): September 14-25, 2015
   F. Tentative Negotiations to be complete by October 15, 2015
   G. Tentative Award/Intent to Award: October 19, 2015
   H. Tentative Commencement of Contract (signed): October 29, 2015
   I. System "Go Live" Date: no later than **June 1, 2016**

Offerors should be prepared to host (present) via a "GoToMeeting", or similar electronic means, a demonstration of the offered system to the evaluating committee for the University; and be able to answer questions in order to move forward in the evaluation process during the stated time period.

VIII. **EVALUATION AND AWARD CRITERIA**: The selected vendor(s) must have the demonstrated ability to successfully conduct the type of work specified in the objectives.
   A. Evaluation Criteria: Proposals shall be evaluated by the University of Mary Washington Evaluation Committee using the following criteria:

Criteria	Point Value
Quality of products/services offered and suitability for the intended purposes	35
Qualifications and experience of Offeror in providing the goods/services	20
Specific plans or methodology to be used to perform the services	20
Cost of entire system	15
Small Business Subcontracting Plan[1]	10
Total	100

[1] To qualify for full points for the Small Business Subcontracting Plan criteria, the offeror must be a current certified small business with the Virginia Department of Small Business and Supplier Diversity (http://www.dmbe.virginia.gov/). Not being a registered small business will not eliminate any offeror from competition

   B. Award of Contract: Selection shall be made of two or more Offerors deemed to be fully qualified and best suited among those submitting proposals on the basis of the evaluation factors included in the Request for Proposals, including price, if so stated in the Request for Proposals. Negotiations shall be conducted with the Offerors so selected. Price shall be considered, but need not be the sole determining factor. After negotiations have been conducted with each Offeror so selected, the vendor shall select the Offeror which, in its opinion, has made the best proposal, and shall award the contract to that Offeror. The University reserves the right to make multiple awards as a result of this solicitation. The University may cancel this Request for Proposals or reject proposals at any time prior to an award, and is not required to furnish a statement of the reason why a particular proposal was not deemed to be the most advantageous. (Section 11-65D, Code of Virginia.) Should the Commonwealth

determine in writing and in its sole discretion that only one Offeror is fully qualified, or that one Offeror is clearly more highly qualified than the others under consideration, a contract may be negotiated and awarded to that Offeror. The award document will be a contract incorporating by reference all the requirements, terms and conditions of the solicitation and the contractor's proposal as negotiated.

IX.   **CONTRACT ADMINISTRATION:**
    A.   The University Librarian shall be identified by the University as the Contract Administrator and shall use all powers under the contract to enforce its faithfulness and performance in conjunction with the University's Purchasing Department**.**
    B.   The Contract Administrator shall determine the amount, quantity, acceptability, fitness of all aspects of the services and shall decide all other questions in connection with the services. The Contract Administrator shall not have authority to approve changes in the services which alter the concept or which call for an extension of the contract term. Any modifications made to the contract must be authorized by the University Purchasing Department through a written two-party modification to the contract.

X.   **GENERAL TERMS AND CONDITIONS:** Please refer to the link to follow regarding Required General Terms and Conditions of this Solicitation which are a mandatory part of the resulting contract: http://adminfinance.umw.edu/procurement/files/2014/11/UMW-General-Terms-and-Conditions-Nov14.pdf

XI.   **SPECIAL TERMS AND CONDITIONS:**

AUDIT: The contractor shall retain all books, records, and other documents relative to this contract for five (5) years after final payment, or until audited by the Commonwealth of Virginia, whichever is sooner. The agency, its authorized agents, and/or state auditors shall have full access to and the right to examine any of said materials during said period.

PROPOSAL ACCEPTANCE PERIOD: Any offer in response to this solicitation shall be valid for (120) days. At the end of the (120) days the proposal may be withdrawn at the written request of the offeror. If the proposal is not withdrawn at that time it remains in effect until an award is made or the solicitation is canceled.

COOPERATIVE PROCUREMENT/ADDITIONAL USERS - USE OF AGREEMENT BY THIRD PARTIES: It is the intent of this solicitation and resulting contract(s) to allow for cooperative procurement. Accordingly, any public body (to include government/state agencies, political subdivisions, etc.), cooperative purchasing organizations, public or private health or educational institutions, or any University affiliated agency and/or corporation may access any resulting contract if authorized by the Contractor.

Participation in this cooperative procurement is strictly voluntary. If authorized by the Contractor(s), the resultant contract(s) will be extended to the entities indicated above to purchase goods and services in accordance with contract terms.   As a separate contractual relationship, the participating entity will place its own orders directly with the contractor(s) and shall fully and independently administer its use of the contract(s) to include contractual disputes, invoicing and payments without direct administration from the University. No modification of this contract or execution of a separate agreement is required to participate; however, the participating entity and the contractor may modify the terms and conditions of this contract to accommodate specific governing laws, regulations, policies, and business goals required by the participating entity. Any such modification will apply solely between the participating entity and the Contractor.

The Contractor will notify the University in writing of any such entities accessing this Contract. The Contractor will provide semi-annual usage reports for all entities accessing the Contract. The Contractor should consider an offer of special tiered pricing or rebates to all entities accessing the contract, based on the results of such reporting. This tiered pricing and/or rebate structure should be included with the Bidder/Offeror's bid or proposal package.
The University shall not be held liable for any costs or damages incurred by any other participating entity as a result of any authorization by the Contractor to extend the Contract. It is understood and agreed that the University is not responsible for the acts or omissions of any entity, and will not be considered in default of the Contract no matter the circumstances.

Use of this Agreement does not preclude any participating entity from using other agreements or competitive processes.

CANCELLATION OF CONTRACT: The University reserves the right to cancel and terminate any resulting contract, in part or in whole, without penalty, upon 60 days written notice to the contractor. In the event the initial contract period is for more than 12 months, the resulting contract may be terminated by either party, without penalty, after the initial 12 months of

the contract period upon 60 days written notice to the other party. Any contract cancellation notice shall not relieve the contractor of the obligation to deliver and/or perform on all outstanding orders issued prior to the effective date of cancellation.

CONFIDENTIALITY OF PERSONALLY IDENTIFIABLE INFORMATION: The contractor assures that any information and data obtained as to personal facts and circumstances related to clients will be collected and held confidential, during and following the term of this agreement, and unless disclosure is required pursuant to court order, subpoena or other regulatory authority, will not be divulged without the individual's and the agency's written consent and only in accordance with federal law or the Code of Virginia. Contractors who utilize, access, or store personally identifiable information as part of the performance of a contract are required to safeguard this information and immediately notify the agency of any breach or suspected breach in the security of such information. Contractors shall allow the agency to both participate in the investigation of incidents and exercise control over decisions regarding external reporting. Contractors and their employees working on this project may be required to sign a confidentiality statement.

CONTINUITY OF SERVICES: The Contractor recognizes that the services under this contract are vital to the University and must be continued without interruption and that, upon contract expiration, a successor, either the University or another contractor, may continue them. The Contractor agrees: To exercise its best efforts and cooperation to effect an orderly and efficient transition to a successor; To make all University owned facilities, equipment, and data available to any successor at an appropriate time prior to the expiration of the contract to facilitate transition to successor; and That the University Contracting Officer shall have final authority to resolve disputes related to the transition of the contract from the Contractor to its successor.

The Contractor shall, upon written notice from the Contract Officer, furnish phase-in/phase-out services for up to ninety (90) days after this contract expires and shall negotiate in good faith a plan with the successor to execute the phase-in/phase-out services. This plan shall be subject to the Contract Officer's approval. The Contractor shall be reimbursed for all reasonable, pre-approved phase-in/phase-out costs (i.e., costs incurred within the agreed period after contract expiration that result from phase-in, phase-out operations) and a fee (profit) not to exceed a pro rata portion of the fee (profit) under this contract. All phase-in/phase-out work fees must be approved by the Contract Officer in writing prior to commencement of said work.

FORMAL SOLICITATION COMMUNICATIONS/DISQUALIFICATION OF OFFERORS: Informal Communications - From the date of receipt of this RFP by each Offeror until a binding contractual agreement exists with the selected contractor and all other Offerors have been notified, or when the University rejects all proposals, informal communication regarding this procurement shall cease. Informal communication shall include, but not be limited to:
   a. Requests from Offerors to any departments of the University, with the exception of Purchasing, for information, comments, etc.
   b. Requests from any department at the University of any employee of the Offeror, with the exception of Procurement Services, for information, comments, etc.
   c. Contact with any individuals participating on the selection committee.
Formal Communications - From the date of receipt of this RFP by each Offeror, until a binding contractual agreement exists with the selected Offeror, and all other Offerors have been notified, or when the University rejects all proposals, all communications between the University and the Offerors will be formal as provided for in this RFP or as requested by Procurement Services. Formal communication shall include, but not be limited to:
   a. Pre-proposal conference
   b. Oral presentation, if requested
   c. Site visits, etc.
ANY FAILURE TO ADHERE TO PROVISIONS SET FORTH ABOVE MAY RESULT IN THE REJECTION OF ANY OFFERORS PROPOSAL AND CANCELLATION OF THIS REQUEST FOR PROPOSAL.

IDENTIFICATION OF PROPOSAL ENVELOPE: The signed proposal should be returned in a separate envelope or package, sealed and identified as follows (on the outside of the package):

FROM: _____   _____
               Name of Offeror   Due Date & Time

          _____   _____
               Street or Box No.   RFP No.

          _____   _____

City, State, Zip   RFP Title

The envelope should be addressed as directed on Page 1 of the solicitation.

RENEWAL OF CONTRACT: This contract may be renewed by the Commonwealth for nine (9) successive one-year periods, or as negotiated, under the terms and conditions of the original contract. Price increases may be negotiated only at the time or renewal. Written notice of the Commonwealth's intention to renew shall be given approximately 90 days prior to the expiration date of each contract period.

PRICE ESCALATION/DE-ESCALATION: Price adjustments may be permitted only at the time of renewals in the contract. The Contractor shall give not less than 30 days advance notice of any price increase to the purchasing office. The contractor shall document the amount and proposed effective date of any general change in the price of materials. Documentation shall be supplied with the contractor's request for increase which will: (1) verify that the requested price increase is general in scope and not applicable just to the Commonwealth of Virginia; and (2) verify the amount or percentage of increase which is being passed on to the contractor by the contractor's suppliers.

Any proposed price increase will be subjected to a price reasonableness determination. If the price is deemed fair and reasonable and is competitive, the University will make the judgement to accept or not accept the price increase.

INDEPENDENT CONTRACTOR RELATIONSHIP: All persons employed by the Contractor in connection with the provision of Services shall be employees of the Contractor and not the University. In performing any and all of the services to be provided under this contract, the Contractor shall at all times and for all purposes be and remain an independent contractor and in no case and under no circumstances shall the Contractor or any of its employees, including but not limited to those of its employees actually performing any of the services, be considered or otherwise deemed to be employees or agents of the University for any purpose whatsoever. Accordingly, neither the Contractor nor any of its employees or agents shall have the authority to enter into any contract for or on behalf of the University or otherwise bind the University in any manner whatsoever.

EXTRA CHARGES PROHIBITED: Submitted pricing for products and services shall be complete; and must include but not be limited to the following: applicable freight, installation, credit card use fees, and any other charges; all shall be identified by line item. Any other charges invoked by the contractor shall not be honored or paid. These charges, for example, shall include but not be limited to, any associated eVA fees. The Commonwealth expects that these costs, as well as all contractor business expenses will be built into the contractor's quoted price. If the contractor's eVA profile indicates acceptance of a credit card in payment, the Commonwealth will pay via credit card for invoices $50,000.00 or less.

LATE PROPOSALS: To be considered for selection, proposals must be received in the issuing office by the designated date and hour. The official time used in the receipt of proposals is that time on the automatic time stamp machine in the issuing office. Proposals received in the issuing office after the date and hour designated are automatically disqualified and will not be considered. The University is not responsible for delays in the delivery of mail by the U.S. Postal service, private couriers, or the intradepartmental University mail system. It is the sole responsibility of the Vendor to insure that its proposal reaches the issuing office by the designated date and hour.

E-VERIFY PROGRAM: Effective 12/1/2013, and pursuant to Code of Virginia, §2.2-4308.2., any employer with more than an average of 50 employees for the previous 12 months entering into a contract in excess of $50,000 with any agency of the Commonwealth to perform work or provide services pursuant to such contract shall register and participate in the E-Verify program to verify information and work authorization of its newly hired employees performing work pursuant to such public contract. Any such employer who fails to comply with these provisions shall be debarred from contracting with any agency of the Commonwealth for a period up to one year. Such debarment shall cease upon the employer's registration and participation in the E-Verify program. *If requested, the employer shall present a copy of their Maintain Company page from E-Verify to prove that they are enrolled in E-Verify.*

FISCAL YEAR PROCESSING: The University of Mary Washington's fiscal year is July 1st through June 30th. Payment cannot be made for multiple fiscal years in advance of services.

SMALL BUSINESS SUBCONTRACTING AND EVIDENCE OF COMPLIANCE: It is the goal of the Commonwealth that 40% of its purchases are made from small businesses. This includes discretionary spending in prime contracts and subcontracts. All potential bidders/offerors are required to submit a Small Business Subcontracting Plan. Unless the bidder/offeror is registered as a Virginia Department of Small Business and Supplier Diversity (DSBSD)-certified small business and where it is

practicable for any portion of the awarded contract to be subcontracted to other suppliers, the contractor is encouraged to offer such subcontracting opportunities to DSBSD-certified small businesses. This shall not exclude DSBSD-certified women-owned and minority-owned businesses when they have received DSBSD small business certification. No bidder/offeror or subcontractor shall be considered a Small Business, a Women-Owned Business or a Minority-Owned Business unless certified as such by the DSBSD by the due date for receipt of bids or proposals. If small business subcontractors are used, the prime contractor agrees to report the use of small business subcontractors by providing the purchasing office at a minimum the following information: name of small business with the DSBSD certification number, phone number, total dollar amount subcontracted, category type (small, women-owned, or minority-owned), and type of product/service provided.

A. Each prime contractor who wins an award in which provision of a small business subcontracting plan is a condition of the award, shall deliver to the contracting agency or institution on a monthly or quarterly basis, evidence of compliance (subject only to insubstantial shortfalls and to shortfalls arising from subcontractor default) with the small business subcontracting plan. When such business has been subcontracted to these firms and upon completion of the contract, the contractor agrees to furnish the purchasing office at a minimum the following information:
   1. Name of firm with the DSBSD certification number
   2. Phone number
   3. Total dollar amount subcontracted
   4. Category type (small, women-owned, or minority-owned)
   5. Type of product or service provided
       Payment(s) may be withheld until compliance with the plan is received and confirmed by the agency or institution. The agency or institution reserves the right to pursue other appropriate remedies to include, but not be limited to, termination for default.

B. Each prime contractor who wins an award valued over $200,000 shall deliver to the contracting agency or institution on a monthly or quarterly basis, information on use of subcontractors that are not DSBSD-certified small businesses. When such business has been subcontracted to these firms and upon completion of the contract, the contractor agrees to furnish the purchasing office at a minimum the following information: name of firm, phone number, total dollar amount subcontracted, and type of product or service provided.

PRIME CONTRACTOR RESPONSIBILITIES: The contractor shall be responsible for completely supervising and directing the work under this contract and all subcontractors that he may utilize, using his best skill and attention. Subcontractors who perform work under this contract shall be responsible to the prime contractor. The contractor agrees that he is as fully responsible for the acts and omissions of his subcontractors and of persons employed by them as he is for the acts and omissions of his own employees.

VENDOR'S REPRESENTATION: Vendors, by submission of a proposal, represent that they have read and understand the solicitation documents and specifications and have familiarized themselves with all federal, state and local laws, ordinances, rules and regulations that may affect the cost, progress or performance of the work. The failure or omission of any Vendor to receive or examine any form, instrument, addendum or other documents, or to acquaint itself with conditions existing at the site, shall in no way relieve the Vendor from any obligations with respect to its proposal or to the contract.

SEVERABILITY: Each paragraph and provision of the resultant contract will be severable from the entire agreement and if any provision is declared invalid, the remaining provisions shall remain in effect.

SUBCONTRACTS: No portion of the work shall be subcontracted without prior written consent of the purchasing agency. In the event that the contractor desires to subcontract some part of the work specified herein, the contractor shall furnish the purchasing agency the names, qualifications and experience of their proposed subcontractors. The contractor shall, however, remain fully liable and responsible for the work to be done by its subcontractor(s) and shall assure compliance with all requirements of the contract.

XII.   **METHOD OF PAYMENT**: The contractor shall be paid using one of the following three methods:
1.   Small Purchase Charge Card (SPCC): At the time of verified receipt of goods or services, if the Contractor accepts credit cards in payment, the University will authorize payment by SPCC, currently Bank of America Visa. Any "Check-out fees" imposed by the contractor must be disclosed prior to the purchase and shall be detailed in a separate line item on the receipt at point of sale. No check-out fee or surcharge may be greater than 4% of the total sale. *If the contractor's eVA*

profile indicates acceptance of a credit card in payment, the Commonwealth will pay via credit card for invoices $50,000.00 or less.

2.   "ePayables" through Bank of America: All payments under ePayables will have a *net 16* payment term. For more information about this payment option, please view http://www.bankofamerica.com/epayablesvendors or contact UMW's Accounts Payables department at payables@umw.edu.

3.   Payment (by check or ACH) will be made 30 days after satisfactory performance of the contract in all provisions thereof and upon receipt of a properly completed invoice, whichever is later; in accordance with the Virginia Prompt Payment Act. Ref.: Code of Virginia, Sections 11-62.1 through 11-62.9; "Prompt Payment Act" memorandum issued by the Office of the Comptroller, June 27, 1984.

4.   *To be considered eligible for payment,* **all invoices must be received at the following address and should reference the eVA purchase order and UMW contract numbers***:*

> *University of Mary Washington*
> *Attn.: Accounts Payable*
> *1301 College Avenue*
> *Fredericksburg, VA 22401.*

XIII.   ATTACHMENTS:
   A.   SWaM INITIATIVE LETTER
   B.   SMALL BUSINESS SUBCONTRACTING PLAN
   C.   SMALL BUSINESS SUBCONTRACTING REPORTING INSTRUCTIONS
   D.   SAMPLE UMW STANDARD CONTRACT FORM
   E.   PRICING SCHEDULE

UNIVERSITY OF MARY WASHINGTON

Procurement Services

Attachment #

Greetings:

The quality of service the University of Mary Washington is able to deliver to its customers is directly related to the excellent support we receive from you and many other outstanding suppliers of goods and services. Without you, we would not be able to fulfill our educational mission. An important part of our procurement program involves our commitment to doing business with small, women-owned and minority-owned (SWaM) businesses. We look to you to help us achieve this objective.

We conduct substantial business with small firms and have a particular institutional focus on developing long-term business relationships with women-owned and minority-owned businesses. We count on our majority firms to help us achieve our goal.

I seek your assistance in two areas. First, I ask that you involve small, women-owned and minority-owned businesses in the delivery of goods/services you provide to UMW. The Procurement Services office is able to assist you in identifying qualified diverse business partners. Second, I seek your help in reporting your results through monthly/quarterly subcontracting reports. The terms and conditions previously provided to your organization outlined this process.

As a state agency, this effort is important to us. This is another way that UMW can partner with your company to make things better.

A SWaM reporting template is located on our Procurement Services website at http://adminfinance.umw.edu/procurement/vendors-2/swam-reporting.

Sincerely,

Richard R. Pearce
Vice President for Administration and Finance and CFO

1301 College Avenue   Tel: 540/654-1127
Fredericksburg, VA 22401-5300   Fax: 540/564-1168
adminfinance.umw.edu/procurement

ATTACHMENT B
SMALL BUSINESS SUBCONTRACTING PLAN
MUST BE COMPLETED AND RETURNED WITH BID OR PROPOSAL PACKAGE

All small businesses must be certified by the Commonwealth of Virginia, Department of Minority Business Enterprise (DMBE) by the due date of the solicitation to participate in the SWAM program. Certification applications are available through DMBE online at www.dmbe.virginia.gov (Customer Service).

DEFINITIONS:
"Small business" means a business independently owned and controlled by one or more individuals who are U.S. citizens or legal resident aliens, and together with affiliates, has 250 or fewer employees, or average annual gross receipts of $10 million or less averaged over the previous three years. One or more of the individual owners shall control both the management and daily business operations of the small business. *Note: DMBE-certified women- and minority-owned businesses shall also be considered small businesses when they have received DMBE small business certification.* (*Code of Virginia*, § 2.2-4310)

"Woman-owned business" means a business that is at least 51% owned by one or more women who are U.S. citizens or legal resident aliens, or in the case of a corporation, partnership, or limited liability company or other entity, at least 51% of the equity ownership interest is owned by one or more women who are U.S. citizens or legal resident aliens, and both the management and daily business operations are controlled by one or more women.
(*Code of Virginia*, § 2.2-4310)

"Minority-owned business" means a business that is at least 51% owned by one or more minority individuals who are U.S. citizens or legal resident aliens, or in the case of a corporation, partnership or limited liability company or other entity, at least 51% of the equity ownership interest in the corporation, partnership, or limited liability company or other entity is owned by one or more minority individuals who are U.S. citizens or legal resident aliens, and both the management and daily business operations are controlled by one or more minority individuals.
(*Code of Virginia*, § 2.2-4310)

Bidder Name: _____

Preparer Name: _____ **Date:** _____

INSTRUCTIONS:
A.   If you are certified by the Department of Minority Business Enterprise (DMBE) as a small business, complete only Section A of this form. This shall not exclude DMBE-certified women-owned and minority-owned businesses when they have received DMBE small business certification.
B.   If you are not a DMBE-certified small business, complete Section B of this form. For the bid to be considered and the bidder to be declared responsive, the bidder shall identify the portions of the contract that will be subcontracted to DMBE-certified small business in Section B.

Section A
If your vendor is certified by the Department of Minority Business Enterprise (DMBE), are you certified as a:

Check Only <u>One</u>: ☐ Small Business ☐ Small and Woman-Owned Business ☐ Small and Minority-Owned Business		
DMBE Certification No.:	Expiration Date:	

Section B

Populate the table below to show your vendor's plans for utilization of DMBE-certified small businesses in the performance of this contract. This shall not exclude DMBE-certified women-owned and minority-owned businesses that have received the DMBE small business certification. Include plans to utilize small businesses as part of joint ventures, partnerships, subcontractors, suppliers, etc.

Plans for Utilization of DMBE-Certified Small Businesses for this Procurement

Small Business Name, Address & DMBE Certificate #	Indicate if also: Women (W) or Minority (M)	Contact Person, Telephone & Email	Type of Goods and/or Services	Planned Involvement During Initial Period of the Contract	Planned Contract Dollars During Initial Period of the Contract
Total Planned Subcontracting Spend ($)					

ATTACHMENT C
SWaM Subcontractor Spend Reporting

Form located on Procurement Services website:
http://adminfinance.umw.edu/procurement/vendors-2/swam-reporting/

Contract #XX-XX
UNIVERSITY OF MARY WASHINGTON
Commonwealth of Virginia
Standard Contract

=====================

This contract entered into this XX day of Month 2014 by CONTRACTOR NAME, hereinafter called the "Contractor" and the <u>Commonwealth of Virginia, University of Mary Washington</u> called the "Purchasing Agency", or UMW.

WITNESSETH that the Contractor and the University, in consideration of the mutual covenants, promises and agreements herein contained, agree as follows:

SCOPE OF SERVICES: The Contractor shall provide the services described herein.

PERIOD OF CONTRACT: DATE; through DATE with an option to renew for an additional (OPTIONAL RENEWALS IF ANY) additional TERM periods.

COMPENSATION AND METHOD OF PAYMENT: Will be in accordance with the contract documents.

CONTRACT DOCUMENTS: The contract documents shall consist of this signed Contract, the general conditions, special conditions, Offeror's proposal, subsequent clarifications and modifications as described in Attachment I, all of which are incorporated herein by reference and constitute the "contract documents."

Any contractual claims shall be submitted in accordance with the contractual dispute procedures set forth in the Commonwealth of Virginia Purchasing Manual for Institutions of Higher Education and their Vendors.

In witness, whereof, the parties have caused this Contract to be duly executed intending to be bound thereby.

CONTRACTOR: PURCHASING AGENCY:

By:_____   By:_____

Title:_____   Title:_____

Date:_____   Date:_____

FEI/FIN#_____

Note: This public body does not discriminate against faith-based organizations in accordance with the *Code of Virginia 2.2-4343.1* or against a bidder or offeror because of race, religion, color, sex, national origin, age, disability, or any basis prohibited by state law relating to discrimination in employment.

ATTACHMENT E
Pricing Schedule

One Time Implementation Costs	Cost
Migration	
Data Cleanup/conservation (if applicable)	
Setup/Implementation	
Staff Training	
Other Costs	
Continuing Costs (annual fees)	
Annual Maintenance and Support for Software	
Annual Maintenance and Support for Hardware (if applicable)	
Annual Maintenance and Support for Hosting (if applicable)	
Customization	
Other Costs	
Optional Costs	
Discovery Service	
Linking Interface	
End User (public) Mobile Interface	
Digital Content Capabilities	
Third Party Costs	
Other Costs	
Total Cost for Year 1	
Total Subsequent Annual Costs	