



**SOUTHEAST MISSOURI
STATE UNIVERSITY · 1873**

REQUEST FOR PROPOSAL 5926

TITLE: COURSE SCHEDULING AND EVENT
MANAGEMENT SCHEDULING SOFTWARE

DATE: DECEMBER 18, 2018

BUYER: AMY HANCOCK

EMAIL: abhancock@semo.edu

PHONE: (573) 651-2021

PROPOSAL MUST BE RECEIVED NO LATER THAN:

DATE: JANUARY 15, 2019

TIME: 3:30 P.M.

DELIVERY INSTRUCTIONS

For USPS/FedEx/UPS, etc.
Bids must be mailed to:
Purchasing Department
Southeast Missouri State University
One University Plaza, Mail Stop 3280
Cape Girardeau, MO 63701

OR delivered by bidder to:
Purchasing Department
Academic Hall Room 200F
Normal Avenue
Cape Girardeau, MO 63701

The notice of award is made subject to availability and appropriation of funds, and the selection of the lowest and best bidder is made in accordance with all applicable public procurement laws.

MUST BE SIGNED TO BE VALID

The bidder hereby agrees to furnish items and/or services, at the firm, fixed prices quoted, pursuant to all requirements and specifications contained herein, upon either the receipt of an authorized purchase order from the Purchasing Department or when this document is countersigned by the Purchasing Department as a binding contract, and further agrees that the language of this document shall govern in the event of a conflict with his or her bid.

AUTHORIZED SIGNATURE		PRINTED NAME/TITLE	
COMPANY NAME			CURRENT DATE
MAILING ADDRESS			TELEPHONE NUMBER/EXT.
CITY		STATE	ZIP CODE
CONTACT PERSON	CONTACT PERSON EMAIL ADDRESS		FACSIMILE NUMBER
DELIVERY DATE: _____ DAYS ARO, FOB DESTINATION PROMPT PAYMENT TERMS: _____% _____ DAYS NET _____ DAYS			
NOTICE OF AWARD (SOUTHEAST MISSOURI STATE UNIVERSITY USE ONLY)			
AUTHORIZED SIGNATURE FOR SOUTHEAST MISSOURI STATE UNIVERSITY			DATE

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INTRODUCTION AND BACKGROUND INFORMATION

General Purpose of Request for Proposal: Southeast Missouri State University (“University” or “Southeast”) is seeking to obtain proposals from qualified organizations to provide services needed to operate an online course scheduling and event management system (which may be herein referred to collectively as “scheduling software”), in accordance with the terms and conditions set forth herein.

Proposal responses will contain data which will enable the University to determine which vendor is best able to serve all the criteria to be considered in the award of this contract. Offerors may propose additional tasks or services, if such will substantially improve the results of this project. The objective is to provide the University community with an easy to use software to reserve meeting room space, assign classrooms, and manage reservations for campus facilities.

1. The University, an institution of higher education, was established in 1873. The University is a comprehensive, four-year public university located in Southeast Missouri with locations in Sikeston and Kennett. The University’s main campus is located in Cape Girardeau, Missouri, approximately 120 miles south of St. Louis, Missouri, and 165 miles north of Memphis, Tennessee.
2. Southeast derives its authority from the people of Missouri through the Missouri State Legislature. While serving the region, state, nation, and world, the University maintains a strong commitment to the diverse twenty-four counties of southeast Missouri. As a multi-purpose institution, the University achieves its educational goals through the offering of degree programs and other learning experiences to its varied constituents. The University’s community consists of approximately 10,100 undergraduate students, 1,000 graduate students, and 1,050 full and part-time faculty and staff. Additional information can be found on the University web page at www.semo.edu.
3. Since July 2004, the University has utilized Resource 25 for room scheduling in many of the campus facilities. A variety of other software programs are used by specific departments to manage facility or program specific reservations. Currently the University utilized version 3.3 of Resource 25 for room reservation and for management or classroom assignments. Classrooms are assigned via the University’s Enterprise Resource Planning software, Ellucian Banner. Classroom assignments are made at the department level and entered via the SSASECT form. The following exhibits provide further information:
 - 3.1 Exhibit 1 - Current University Scheduling and Relevant Software
 - 3.2 Exhibit 2 - Reservation Information
4. The University’s anticipated time frame for this project is as follows:

Issue RFP: December 18, 2018
RFP Closing Date: January 15, 2019
Proposal Review and Evaluation Through: February 8, 2019

Contract Award Date: February 22, 2019
Contract Period Start Date: March 1, 2019

5. Any offeror with questions should contact Amy Hancock, Buyer, at (573) 651-2021. All offerors and/or anyone else acting on their behalf must direct all of their questions or comments regarding the RFP, evaluation, etc., to Amy Hancock. Offerors may not contact other University employees regarding any of these matters while the RFP and evaluation are in process. Inappropriate contacts are grounds for suspension and/or exclusion from this procurement or future procurements.
6. The contract awarded as a result of this Request for Proposal will allow for a one (1) year contract with the option of three (3) additional one-year renewal periods in accordance with all terms and conditions as specified herein.
7. Southeast Missouri State University issues all solicitation documents via the University's website at <http://www.semo.edu/purchasing>. Offerors are encouraged to check such frequently for amendments or other notices.
8. Please note that the University will be closed for the holiday season from close of business on Friday, December 21, 2018, through Tuesday, January 1, 2019 (reopening Wednesday, January 2, 2019).

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SCOPE OF SERVICES

The University currently provides room reservation, event management, and event tracking via a limited number of client-based Resource 25 site licenses. The campus desires to move to a more robust scheduling program that better tracks events, includes elements of workflow to automate approvals and confirmation processes, and allows end users to search for rooms that meet their reservation needs via an online interface. The University manages space in more than 100 buildings, covering almost 2 million square feet of academic, event, and conference room space. The Course Scheduling and Event Management System is a critical component to successful day-to-day processes, and unplanned interruptions have the potential to disrupt academics and operations, causing adverse effects on students, faculty, and staff.

The University is seeking course scheduling and event management scheduling software that includes the following elements.

SOFTWARE OPERATING REQUIREMENTS

1. Basic Operating
 - 1.1 Must be able to work on Windows or Mac based operating systems.
 - 1.2 Should be able to migrate data from current R25 event database to proposed software/system solution.

2. Course Scheduling
 - 2.1 Must allow for the creation of multiple academic terms per year.
 - 2.2 Must have ability to schedule course sections by part of term within a base term by using start and end date.
 - 2.3 Must have the ability to accommodate scheduling for overlapping terms.
 - 2.4 Must have the ability to block off certain times and dates as unavailable for scheduling (i.e. holidays, after 5pm on Fridays).
 - 2.5 Must have the ability to schedule a course for multiple meeting patterns (different times on different days).
 - 2.6 Must have the ability to schedule cross listed course sections in the same room (example: have the courses meet on the same day, same time, and same location).
 - 2.7 If proposed solution provides for automated course scheduling into available classrooms, this feature should be priced as a separate option.
 - 2.8 Must provide for loading (i.e., importing batch loads) and synchronizing course schedules from Ellucian Banner.
 - 2.9 Must have the ability to interface with Ellucian Banner Student Information System in real time.
 - 2.10 Automated scheduling should optimize on various preferences and priorities such as back-to-back teaching, room utilization, course needs, and specific departmental needs.
 - 2.11 Must have the ability to validate room capacity against course section enrollment capacity as listed in the Student Information System (Banner).

- 2.12 Must have the ability to validate total cross listed course sections' capacity when assigning room.
 - 2.13 Must have the ability to create exam schedules.
 - 2.14 Must define source of event creations (i.e., Banner, Individual, etc.)
3. Room Profiles
- 3.1 Must have the ability to create profiles of different rooms to include the following attributes:
 - 3.1.1 Maximum capacity based on different room setup (fire code rating, seating, reception, classroom, etc.)
 - 3.1.2 Primary room type (lab, classroom, conference room, etc.)
 - 3.1.3 Equipment (i.e., projector, displays, computer, interfaces, etc.)
 - 3.1.4 Images of multiple room layouts (i.e. various event setups)
 - 3.1.5 Room diagrams, to include power and network drop locations
 - 3.2 Must have the ability to extend and customize room attributes for searching.
 - 3.3 Must have the ability to create user definable fields.
 - 3.4 User deigned fields should have ability to be customized with name and character limits.
 - 3.5 Should have the ability to link directly to work orders on the Facilities Management iServiceDesk system.
4. Online Calendar and Room Request
- 4.1 Must have the ability to provide online (web-based) calendar of events.
 - 4.1.1 Calendar must allow for searching by attributes, including keyword, event type, facility or location, and date.
 - 4.1.2 Calendar of events must provide feeds for inclusion in other systems and websites, for example RSS feeds.
 - 4.2 Must allow for custom institutional branding on all end user interface, webpage forms and external correspondence generated from workflow inside the system.
 - 4.3 Should allow for custom institutional branding on software back of house and administrator interface.
 - 4.4 Must have the ability to filter rooms on different attributes such as locations (i.e., campus, building, and room), availability (dates/times), primary use of room (lab, conference room, classroom, etc.), and room capacity.
 - 4.5 Must have the ability to request/confirm rooms via an online request form, including:
 - 4.5.1 Request available equipment and setups.
 - 4.5.2 Request available services (i.e., catering, technical support, specialized equipment).
 - 4.5.3 Should be able to block individuals, groups, or user type from requesting or viewing different rooms/buildings.
 - 4.5.4 Should be able to control and define groups of rooms that are only available at different times of the year and for specific types of users. For example, students can only see rooms after a certain date, whereas a University department can see rooms at times not visible to other groups.

- 4.6 Must have the ability to provide printer-friendly views of event lists and event details.
 - 4.7 Should include mobile friendly access to online viewing.
 - 4.8 Must be compatible with common web browsers.
 - 4.9 Must be able to accommodate at least 25 simultaneous users with changes being made in the system reflected in real-time.
5. Security
- 5.1 Must provide a roles-based security framework for different system functions to include room management, approvals, and scheduling.
 - 5.2 Must provide separate security/management roles for different areas/resources (i.e., buildings/rooms) across campus.
 - 5.3 Must integrate with AD/LDAP account management/authentication.
 - 5.4 Changes made within the system, including room configurations, event reservations, or changes to reservations should be tracked by user.
6. Event Management
- 6.1 Must have ability to schedule ad hoc academic/special events without interface with course schedules.
 - 6.2 Must have the ability to schedule recurring events.
 - 6.3 Must have the ability to schedule multiple rooms for the same event in one transaction rather than having to repeat the process for each room.
 - 6.4 Must have integrated workflow for approvals, notifications, confirmations, reminders, and requests for external services. Confirmation and reminders that are sent to end users must be customizable with University branding.
 - 6.5 Should include the ability to schedule services for an event (example: housekeeping, catering, campus safety, tech support, etc.).
 - 6.6 Must provide unique identifying numbers assigned to all reservations. Reservation information must be able to be retrieved by ID number.
 - 6.7 Must provide an “available” room listing for specified dates and times. The application should only list the rooms that exactly match the specified criteria and allow for prioritization of scheduling criteria (rooms, capacity, dates, times, etc.).
 - 6.8 Should provide the ability to display near-matches of room search criteria.
 - 6.9 Must provide a graphical room display that shows the classes or events in a room and the vacant time periods.
 - 6.10 Should include the ability to create sub-events within one main event or tie events together (i.e. New Student Orientation, Welcome Breakfast).
 - 6.11 Should include the ability to maintain equipment/furniture inventory and enable scheduling and assignment of equipment/furniture for events (i.e. laptops, microphones, tables)
 - 6.12 Should include the ability to identify the intended audience for the event (i.e., students, faculty, and community).
 - 6.13 Must have the ability to publish expanded event descriptions and make calendar/event details available for other web sites and content management systems (e.g., RSS feed)

- 6.14 Must be able to hide or list events as “private” and not be viewable on a calendar of events and omitted from any RSS feed.
- 6.15 Should have the ability to record a contact for the event, apart from/in addition to the person requesting the reservation.
- 6.16 Must have the ability to override conference rooms’ rules by designated user roles.
- 6.17 Must have the ability to provide both list and calendar views of events.
- 6.18 Must have the ability to alert and/or prevent scheduling conflicts.
- 6.19 Must have the ability to deactivate rooms.
- 6.20 Must have the ability to define approval process to the room level.

7. Reporting

- 7.1 Must have the ability to create ad hoc reports.
- 7.2 Should have the ability to view audit trails of changes to rooms and events.
- 7.3 Must have the ability to automate the scheduling and distribution of (i.e., email) reports.
- 7.4 Must be able to export data into Microsoft Excel.
- 7.5 Must be able to define scope of reporting based on roles or to tie specific reports to different roles.
- 7.6 Should be able to generate reports for space utilization efficiency.
- 7.7 Should be able to generate reports for projected room use.
- 7.8 Should be able to link rooms to specific room use agreements.
- 7.9 Must have the ability to filter reports by multiple attributes (i.e., dates, location, department, course, etc.).
- 7.10 Must be able to generate reports based on room attributes, including by building, room type, event type (classes vs meetings), by the user making the reservation, etc.
- 7.11 Should be able to generate reports that show the changes made within the system to room setup, capacity, resources, or other room attributes by user. Reports should include date/time of change.

8. Payments/Billing

- 8.1 Must allow for multiple pricing structures for each room based on setup, client, or services.
- 8.2 Should allow for the creation of invoices for room utilization, staffing, equipment and other services.
- 8.3 Should allow for a detailed customer database including contact and reservation history.
- 8.4 Should provide a data extract of bills and payments for uploading into a separate financial system.

9. Facilities Management

- 9.1 Should have the ability to interface with Siemens HVAC control systems to schedule heating and A/C levels based on room use.
- 9.2 Should provide space utilization and efficiency reports.

10. Relationship Management

- 10.1 The vendor must provide a single point of contact for questions from the University related to the contractual relationship between the parties. The University's Contract Administrator shall be the Assistant Vice President for Information Technology.
- 10.2 On a mutually agreed-upon timeframe, the vendor shall submit an invoice for payment by the University. The invoice should include the time period the payment covers as well as short summary of the purpose of the invoice (implementation, training, etc.).

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GENERAL CONTRACTUAL REQUIREMENTS

This portion of the RFP pertains to the offeror selected for final contract award (“contractor”).

1. The contract shall not bind, nor purport to bind, the University for any contractual commitment in excess of the original contract period, which is anticipated to be March 1, 2019, through February 29, 2020. The University shall have the right, at its sole option, to extend the contract for three (3) one-year periods, or any portion thereof. In the event that the University exercises such right, all terms, conditions, and specifications of the original contract, as amended, shall remain the same and apply during the extension period.
 - 1.1 If an extension option is exercised, such shall be accomplished in writing between the contractor and the University’s Purchasing Department.
 - 1.2 Each extension option shall be negotiated with the contractor. If a mutual agreement cannot be reached, the University reserves the right to rebid.
 - 1.3 Due to the unique, comprehensive, and dynamic nature of the online environment the University reserves the right to engage in extensive discussions with the selected contractor as deemed necessary in future contract years, even if such are not specifically outlined herein. This will ensure that the needs of campus are met. Compensation will be negotiated accordingly.
2. All prices shall be as specifically provided for by this document. The University shall not pay nor be liable for any other costs. The contractor shall not be allowed any additional compensation for any matter of which the contractor might have fully informed itself prior to the closing date of the Request for Proposal.
3. Unless otherwise specified herein, the contractor shall be responsible for furnishing all material, labor, facilities, equipment, and supplies necessary to perform the services required herein.
4. The contractor represents itself to be an independent contractor offering such services to the general public and shall not represent itself or its employees to be employed by the University. The sole relationship between the University and the contractor is as established by this contract. The contractor acknowledges responsibility for filing all returns and paying all taxes, FICA, employee fringe benefits, workers compensation, employee insurance, minimum wage requirements, overtime, etc., associated with the performance of the contractual requirements herein, and agrees to indemnify, save, and hold the University, its officers, agents, and employees, harmless from and against, any and all losses, costs, attorney fees, and damage of any kind related to such matters. Upon request, the contractor will provide to the University evidence of compliance with these requirements.
5. The contractor shall fully coordinate its activities in the performance of the contract with those of the University. As the work of the contractor progresses, advice and

information on matters covered by the contract shall be made available by the contractor to the University throughout the contract period.

6. In accordance with all applicable provisions of the Revised Statutes of the State of Missouri, no official or employee of the University or its governing body and no other public official of the State of Missouri who exercises any functions or responsibilities in the review or approval of the undertaking or carrying out of the Scope of Services covered by the contract shall voluntarily acquire any personal interest, directly or indirectly, in the contract.
7. The contractor shall agree and understand that all reports and material developed or acquired by the contractor as a direct requirement specified in the contract shall become the property of the University. No reports or material prepared, as required by the contract, shall be released to the public without the prior written consent of the University.
8. The contractor shall understand and agree that the University cannot save and hold harmless and/or indemnify the contractor or employees against any liability incurred or arising as a result of any activity of the contractor or any activity of the contractor's employees related to the contractor's performance under the contract. Therefore, the contractor must acquire and maintain adequate liability insurance in the form(s) and amount(s) sufficient to protect the University, its Board of Regents, its employees, its clients, and the general public against any such loss, damage and/or expense related to his/her performance under the contract. The insurance coverage shall include general liability and appropriate professional liability. The insurance shall include an endorsement that adds the University as an additional insured. Written evidence of the insurance shall be provided by the contractor to the University upon request. The evidence of insurance shall include, but shall not necessarily be limited to: effective dates of coverage, limits of liability, insurer's name, policy number, endorsement by representatives of the insurance company, etc. Evidence of self-insurance coverage or of another alternative risk financing mechanism may be utilized provided that such coverage is verifiable and irrevocably reliable. In the event the insurance coverage is canceled, the University must be notified immediately.
9. The contractor shall indemnify, defend and hold harmless the Board of Regents of the University, as well as the University's officers, agents, and employees, from and against all claims, loss or expenses from any cause of action arising from or incidental to the contractor's performance of the contractual requirements herein. The contractor agrees to reimburse the University for any such loss, damage, or claim, including its attorney's fees.
10. The contractor shall not be responsible for any injury or damage occurring as a result of any negligent act or omission committed by the University, including its Board of Regents, agencies, employees, and assigns.
11. Inasmuch as under the contract the contractor may acquire confidential information, the contractor agrees to use such information only for the sole benefit of the University and to keep confidential such information, as well as all information developed in the conduct of the work contracted for including information disclosed by the University to contractor or any other person engaged in the contracted work.

- 11.1 All reports, documentation, and material developed or acquired by the contractor as a direct requirement specified in the contract shall become the property of the University. The contractor shall agree and understand that all discussions with the contractor and all information gained by the contractor as a result of the contractor's performance under the contract shall be confidential and that no reports, documentation, or material prepared as required by the contract shall be released to the public without the prior written consent of the University.
12. In connection with services provided under the contract, the contractor agrees to comply with the Fair Labor Standards Act, Fair Employment Practices, Equal Employment Opportunity Act, and all other applicable federal and state laws, regulations, and executive orders to the extent that the same may be applicable.
13. Authorized Personnel: The contractor shall only utilize personnel authorized to work in the United States in accordance with applicable federal and state laws. This includes but is not limited to the Illegal Immigration Reform and Immigrant Responsibility Act (IIRIRA) and INA Section 274A.
- 13.1 If the contractor is found to be in violation of this requirement or the applicable state, federal and local laws and regulations, and if the University has reasonable cause to believe that the contractor has knowingly employed individuals who are not eligible to work in the United States, the University shall have the right to cancel the contract immediately without penalty or recourse and suspend or debar the contractor from doing business with the University. The University may also withhold up to twenty-five percent of the total amount due to the contractor.
- 13.2 The contractor shall agree to fully cooperate with any audit or investigation from federal, state or local law enforcement agencies.
- 13.3 If the contractor meets the definition of a business entity as defined in section 285.525, RSMo pertaining to section 285.530, RSMo the contractor shall maintain enrollment and participation in the E-Verify federal work authorization program with respect to the employees hired after enrollment in the program who are proposed to work in connection with the contracted services included herein. If the contractor's business status changes during the life of the contract to become a business entity as defined in section 285.525, RSMo pertaining to section 285.530, RSMo then the contractor shall, prior to the performance of any services as a business entity under the contract:
- a. Enroll and participate in the E-Verify federal work authorization program with respect to the employees hired after enrollment in the program who are proposed to work in connection with the services required herein; AND
 - b. Provide to the University the documentation required in the exhibit titled, Business Entity Certification, Enrollment Documentation, and Affidavit of Work Authorization affirming said company's/individual's enrollment and participation in the E-Verify federal work authorization program; AND
 - c. Submit to the University a completed, notarized Affidavit of Work Authorization provided in the attachment titled, Business Entity Certification, Enrollment Documentation, and Affidavit of Work Authorization.

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OFFEROR'S INFORMATION

This portion of the RFP pertains to any interested party which wishes to be provided an opportunity to submit a proposal.

1. Southeast currently issues all solicitations via the University's website at: www.semo.edu/purchasing. In addition to the original solicitation document, Amendments and all questions and answers received during the solicitation process will be posted to the website. Offerors are encouraged to check such frequently, and it is the offeror's responsibility to ensure that all applicable documents needed to satisfy the requirements of the Request for Proposal and any Amendments thereto are included in the proposal package. Additionally, the University will update the website immediately upon contract award.
2. The offeror must sign, seal, and deliver the proposal by the RFP closing date and time as indicated on the RFP cover sheet. In addition to the original proposal, the offeror should include six (6) complete copies of the proposal for distribution to the appropriate committee personnel. To facilitate evaluation of the proposals, it is highly desirable that the proposal be organized by utilizing the same numerical arrangement for each item as shown in **Attachment 1 – Evaluation Criteria**. The University only requests copies of any pages completed by the offeror and any additional pages added by the offeror. Copies of the original Request for Proposal package or any exhibits thereto are not needed.
3. Any offeror with questions should contact Amy Hancock, Buyer. It is preferred that all questions be sent via e-mail to abhancock@semo.edu. The offeror must submit all questions no later than five (5) calendar days prior to the RFP closing date. Offerors may not contact other University employees regarding any of these matters while the RFP and evaluation are in process.
4. **EVALUATION PROCESS:** The award of contracts resulting from the RFP shall be based on the best proposal received in accordance with the following evaluation criteria. The evaluation criteria are further defined in **Attachment 1**. Failure to provide adequate information for evaluation of the subjective criteria will result in minimal subjective consideration and may result in rejection of the offeror's proposal package.

Criteria	Weight
Cost	40%
Proposed Method Performance	40%
Experience and Reliability of Offeror's Organization	20%

5. After initially reviewing all proposals received, the University reserves the right to contact one, some, or all offerors to clarify or verify the proposal(s) and to develop a comprehensive assessment of the proposal(s). The University may request one, some, or all offerors to make a presentation on Southeast's campus, to assist the University in developing a comprehensive assessment of the proposal(s). However, the offeror must not assume this will occur, and must therefore present as comprehensive a proposal

package as possible. The University reserves the right to evaluate the offeror's proposal without requesting any additional information. Failure to submit all-inclusive information may cause an adverse impact on the evaluation of the offeror's proposal.

- 5.1 If the offeror is requested to make a presentation on Southeast's campus, all travel costs will be the responsibility of the offeror.
- 5.2 The University reserves the right to request any missing proposal document if no competitive advantage will be realized.
6. If the offeror requires the University execute some type of contract, agreement, etc., in addition to this Request for Proposal, the offeror must submit an exact replica of such with the original proposal. However, such agreements must not amend, contradict, or delete any terms, conditions, and/or requirements set forth in or referenced in this RFP and any amendment or attachment thereto. Failure to submit such agreements with the original proposal but require the execution of such at a later date may result in the rejection of the offeror's proposal.
7. **Attachment 2** -Vendor Business Information: It is the intent of Southeast Missouri State University to seek and solicit vendor participation from certified minority, women, Missouri service-disabled veteran owned businesses, and blind/sheltered workshops. Therefore, the offeror is requested to complete and return Attachment 2 with the proposal response. Completion of this Attachment does not affect contract award.
8. **Attachment 3** - Affidavit of Work Authorization and Documentation: Pursuant to section 285.530, RSMo, if the offeror meets the section 285.525, RSMo definition of a "business entity," the offeror must affirm the offeror's enrollment and participation in the E-Verify federal work authorization program with respect to the employees hired after enrollment in the program who are proposed to work in connection with the services requested herein. The offeror should complete applicable portions of Attachment 3, Business Entity Certification, Enrollment Documentation, and Affidavit of Work Authorization. The applicable portions of this Attachment must be submitted prior to an award of a contract.
9. By signature on the Request for Proposal cover sheet, the offeror affirms that all pricing information is submitted in accordance with the terms and conditions of Request for Proposal 5926.
10. The attached Terms and Conditions and Request for Proposal (revised 10/9/2018) are hereby incorporated. Offer's terms and conditions which conflict with this Request for Proposal and/or the attached Terms and Conditions could result in rejection of the proposal.
11. Although an attempt has been made to provide accurate and up-to-date information, the University does not warrant or represent the information provided herein reflects all relationships or existing conditions related to this Request for Proposal.

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**EXHIBIT 1
CURRENT UNIVERSITY SCHEDULING AND RELEVANT SOFTWARE**

1. Enterprise Resource Planning Software
 - 1.1 Ellucian Banner, version 9

2. Event Scheduling Software
 - 2.1 Resource 25, version 3.3
 - 2.2 River Campus - ResSched 9.219 Corporate Edition
 - 2.3 Student Recreation Center - Google Calendar
 - 2.4 Kent Library - LibCal by Springshare (currently being implemented)
 - 2.5 Show Me Center - Event Booking Classic

3. Residence Hall Room Assignment
 - 3.1 Mercury, version 3.09 (upgrading to 3.11 by 2019)

4. Facilities Management Work Order System
 - 4.1 TMA Systems iServiceDesk version 6.2.10 <http://webtma2.semo.edu:11010/>

5. University Catering
 - 5.1 Ziphru programs Catertrax; software utilized by Compass Groups USA <https://semo.catertrax.com/>

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**EXHIBIT 2
RESERVATION INFORMATION**

Academic Classrooms

Reservations included face-to-face classroom reservations on any University owned or operated facility where the class was scheduled. Classes that did not meet face-to-face (online courses) are not included as they did not have a physical room reservation.

Academic Year	Count	Notes
2017-2018	122,922	Reflects classes in any university facility
2016-2017	124,806	Reflects classes in any university facility
2015-2016	132,238	Reflects classes in any university facility
2014-2015	133,992	Reflects classes in any university facility
2013-2014	133,676	Reflects classes in any university facility

Office of Campus Life and Events Services

Reservations include meetings scheduled through the Office of Campus Life and Events Services. Note: The number of reservations through the Office of Campus Life and Event Services do not include classes and events at select campus venues like the University's Performing Arts campus or the Show Me Center (Arena). Most reservations for the University campus are managed by the Office of Campus Life and Events Services.

Academic Year	Count	Notes
2017-2018	12,658	56% of these reservations were in the University Center
2016-2017	13,264	56% of these reservations were in the University Center
2015-2016	13,122	57% of these reservations were in the University Center
2014-2015	12,254	58% of these reservations were in the University Center
2013-2014	11,121	61% of these reservations were in the University Center

Student Recreation Center

Reservations at the Student Recreation Center include class meetings in the facility, rental for birthday parties, rental by other external groups, campus events like commencement, and smaller student organization meetings.

Academic Year	Student Recreation Center	Student Aquatic Center	Total Reservations
2017-2018	4,948	1,221	6,169
2016-2017	6,540	1,020	7,560
2015-2016	5,388	920	6,308
2014-2015	4,672	874	5,546
2013-2014	4,948	769	5,717

**SOUTHEAST MISSOURI STATE UNIVERSITY
COURSE SCHEDULING AND EVENT MANAGEMENT SCHEDULING SOFTWARE
REQUEST FOR PROPOSAL 5926**

**ATTACHMENT 1
EVALUATION CRITERIA**

To facilitate evaluation of the proposals, it is highly desirable that the proposal be organized by utilizing the same numerical arrangement for each item as listed below.

1. COST – 40%
 - 1.1 Provide a detailed description of software system pricing structure. For example, are costs based on annual subscriptions, number of license, FTE, or some other matrix to determine costs?
 - 1.2 Provide explanation of the pricing options based on a cloud vs a client-hosted scheduling software solution.
 - 1.3 Provide a detailed description and pricing information for all additional modules or add-ons that are part of the scheduling software system. Pricing for the base software/system should be clearly detailed and all additional modules or system enhancements should be itemized separately and explained.
 - 1.3.1 The University seeks to acquire software solutions that increase the efficiency of our classroom usage by analyzing course offerings and provide proposed assignment of classrooms to make the best use of buildings and classroom space. If this software solution is offered by the vendor, it should be clearly detailed and price information should be identified.
 - 1.4 Provide a detailed description on how changes in the cost for the continued use of the software system are determined. Explain how pricing changes are communicated and how far in advance changes are shared with the University.
 - 1.5 Detail all implementation costs, including setup, training, installation and any other cost required to bring the software scheduling system online and to be fully operational.
 - 1.6 Provide explanation on how costs for interfaces between the scheduling software and other systems, such as Ellucian Banner, are determined.
 - 1.7 Provide detail on any other cost that the University may incur as part of the operation of the scheduling software. Costs for technical assistance or any other service should be itemized individually with a brief description.

2. PROPOSED METHOD OF PERFORMANCE – 40%

- 2.1 Provide specific responses to all items listed under Scope of Service. All items noted with “must” as part of the description are required elements of this Request for Proposal. Any proposed substantial equivalency to these “must” items” are required to be explained in detail, and the University, at its sole discretion should decide if the proposed item is substantially equivalent.
- 2.1.1 If the proposal includes services beyond those outlined in this RFP, these must be detailed in the proposal.
- 2.2 Describe how your software solution is hosted and the environment the software operates in; cloud or client based. Explain how the scheduling software functions in a mobile environment. Are there limitations on what can be done in a mobile environment when compared to a standard desktop interface?
- 2.3 Provide a detailed list of all hardware required for usage of the scheduling software. Include server or desktop machine requirements.
- 2.4 Describe a typical installation and implementation plan to include expected time to implement.
- 2.5 Describe the availability of a test environment for both initial implementation and subsequent upgrades.
- 2.6 Describe what training programs or resources are available for both application administration and operational use.
- 2.7 Detail what level of technical support is required by the campus to maintain the software, not to include end user usage of the software.
- 2.8 Discuss in detail how technical assistance for the scheduling software is provided and the process for securing assistance. Include the average response time and any blackout periods where technical assistance is not available.
- 2.9 Describe the escalation path when problems are not resolved in a timely fashion or immediate help is needed.
- 2.10 Describe how requests for improvements, including customization requests, are managed.
- 2.11 Describe how upgrades are implemented or delivered and when required. What is the typical release cycle? What is the expected system downtime during upgrades? Explain how far in advance notice is given to the campus.
- 2.12 Describe how application data is protected and backed up for system recovery.
- 2.13 Provide access, via any method as is appropriate, to allow for examination of the proposed software/system in a test or demonstration environment for the duration of the evaluation period.

3. EXPERIENCE AND RELIABILITY OF OFFEROR'S ORGANIZATION – 20%

- 3.1 Provide three to five (3-5) references or examples of universities of similar size where the same scheduling software you propose is actively in use. Each reference should include organization name, contact person with respective e-mail address, title, telephone number, and address. In addition, the offeror should provide a brief description of the scope of usage of your software for each reference.
- 3.2 Provide a comprehensive list of all colleges and universities where the contractor currently partners with the schools for the use of their scheduling software.
- 3.3 Demonstrate knowledge, resources, and tools used to keep up with industry standards and customer demand, as well as available technical and training resources.

ATTACHMENT 2 VENDOR INFORMATION

It is the intent of Southeast Missouri State University to seek and solicit vendor participation from certified minority, women, Missouri service-disabled veteran owned businesses, and blind/sheltered workshops. Please complete the applicable sections of this form and return with your bid or proposal response. Completion of the following information does not affect purchase order/contract award.

SECTION I

BUSINESS TYPE

- | | |
|---|---|
| <input type="checkbox"/> A. Small, Minority, Missouri | <input type="checkbox"/> F. Large, Non-Minority, Missouri |
| <input type="checkbox"/> B. Small, Non-Minority, Missouri | <input type="checkbox"/> G. Large, Minority, Non-Missouri |
| <input type="checkbox"/> C. Small, Minority, Non-Missouri | <input type="checkbox"/> H. Large, Non-Minority, Non-Missouri |
| <input type="checkbox"/> D. Small, Non-Minority, Non-Missouri | <input type="checkbox"/> I. Female-Owned Business |
| <input type="checkbox"/> E. Large, Minority Missouri | <input type="checkbox"/> J. Unable to Classify |

DEFINITIONS:

Small: An organization with less than 500 employees.

Large: An organization with greater than 500 employees.

Minority: An organization that has been (1) certified socially and economically disadvantaged by the Small Business Administration, (2) certified as a minority business enterprise by a state or federal agency, or (3) is an independent business concern that is 51% owned and controlled by a minority group member including:

- Black American
- Hispanic American with origins from Puerto Rico, Mexico, Cuba, South or Central America
- Native Indian, Eskimo, or Native Hawaiian
- Asian Pacific American with origins from Japan, China, the Philippines, Vietnam, Korea, Samoa, Guam, the U.S. Trust Territories of the Pacific, northern Marianas, Laos, Cambodia, Taiwan, or the Indian Subcontinent

Non-Minority: An organization that does not satisfy the criteria listed above for Minority.

Missouri: An organization whose state of incorporation is in Missouri, or if not incorporated whose principal place of business is in Missouri.

Non-Missouri: An organization whose state of incorporation is not in Missouri, or if not incorporated whose principal place of business is located outside Missouri.

For example: An organization having 50 employees, owned by a Black American, and whose general mailing address is Tampa, Florida would be classified as:

- Small, Minority, Non-Missouri

SECTION II

SERVICE-DISABLED VETERAN STATUS

Service-Disabled Veteran (SDV): Any individual who is disabled as certified by the appropriate federal agency responsible for the administration of veterans' affairs.

Service-Disabled Veteran Business Enterprise (SDVE): a business concern

- not less than fifty-one (51) percent of which is owned by one or more service-disabled veterans OR, in the case of any publicly owned business, not less than fifty-one (51) percent of the stock of which is owned by one or more service-disabled veterans; AND
- the management and daily business operations of which are controlled by one or more service-disabled veterans.

If a bidder meets the standards of a qualified SDVE as defined in 34.074 RSMo and is either doing business as a Missouri firm, corporation, or individual; or maintains a Missouri office or place of business, please provide the following:

- a copy of an award letter from the Department of Veterans Affairs (VA), or a copy of the bidder's discharge paper (DD Form 214, Certificate of Release or Discharge from Active Duty); AND
- a completed copy of this section

By signing below, I certify that I meet the standards of a SDVE as defined in section 34.074, RSMo, and that I am either doing business as a Missouri firm, corporation, or individual; or maintain Missouri offices or places of business at the location(s) listed below.

Service-Disabled Veteran's Name
(Please Print)

Service-Disabled Veteran Business Name

Service-Disabled Veteran's Signature

MO Address of Service-Disabled Veteran Business

SECTION III

BLIND OR SHELTERED WORKSHOP

Indicate appropriate business classification (s):

_____ Organization _____ Sheltered
for the Blind Workshop

Organization Name: _____

Organization Address: _____

Organization Contact Name: _____

Email Address: _____

Phone Number: _____

Certification Number: _____

(or attach a copy of certificate)

Certification Expiration Date: _____

Authorization Signature of Participating Organization
(Organization of the Blind or Sheltered Workshop)

Date

**ATTACHMENT 3
BUSINESS ENTITY CERTIFICATION, ENROLLMENT DOCUMENTATION,
AND AFFIDAVIT OF WORK AUTHORIZATION**

BUSINESS ENTITY CERTIFICATION:

The bidder must certify their current business status by completing either Box A or Box B on this Attachment.

BOX A: To be completed by a non-business entity as defined below.

BOX B: To be completed by a business entity who has not yet completed and submitted documentation pertaining to the federal work authorization program as described at <https://www.e-verify.gov/>.

Business entity, as defined in section 285.525, RSMo pertaining to section 285.530, RSMo is any person or group of persons performing or engaging in any activity, enterprise, profession, or occupation for gain, benefit, advantage, or livelihood. The term “**business entity**” shall include but not be limited to self-employed individuals, partnerships, corporations, contractors, and subcontractors. The term “**business entity**” shall include any business entity that possesses a business permit, license, or tax certificate issued by the state, any business entity that is exempt by law from obtaining such a business permit, and any business entity that is operating unlawfully without such a business permit. The term “**business entity**” shall not include a self-employed individual with no employees or entities utilizing the services of direct sellers as defined in subdivision (17) of subsection 12 of section 288.034, RSMo.

Note: Regarding governmental entities, business entity includes Missouri schools, Missouri universities, out of state agencies, out of state schools, out of state universities, and political subdivisions. A business entity does not include Missouri state agencies and federal government entities.

BOX A – CURRENTLY NOT A BUSINESS ENTITY

I certify that _____ (Company/Individual Name) **DOES NOT CURRENTLY MEET** the definition of a business entity, as defined in section 285.525, RSMo pertaining to section 285.530, RSMo as stated above, because: (check the applicable business status that applies below)

- I am a self-employed individual with no employees; **OR**
- The company that I represent utilizes the services of direct sellers as defined in subdivision (17) of subsection 12 of section 288.034, RSMo.

I certify that I am not an alien unlawfully present in the United States and if _____ (Company/Individual Name) is awarded a contract for the services requested herein under _____ (IFB/RFP/RFQ number) and if the business status changes during the life of the contract to become a business entity as defined in section 285.525, RSMo pertaining to section 285.530, RSMo then, prior to the performance of any services as a business entity, _____ (Company/Individual Name) agrees to complete Box B, comply with the requirements stated in Box B and provide Southeast Missouri State University with all documentation required in Box B of this attachment.

Authorized Representative’s Name
(Please Print)

Authorized Representative’s Signature

Company Name (if applicable)

Date

ATTACHMENT 3 continued

BOX B – CURRENT BUSINESS ENTITY STATUS

I certify that _____ (Business Entity Name) **MEETS** the definition of a business entity as defined in section 285.525, RSMo pertaining to section 285.530.

_____ Authorized Business Entity Representative's Name (Please Print)	_____ Authorized Business Entity Representative's Signature
_____ Business Entity Name	_____ Date
_____ E-Mail Address	

As a business entity, the bidder/offeror/contractor must perform/provide each of the following. The bidder/offeror/contractor should check each to verify completion/submission of all of the following:

- Enroll and participate in the E-Verify federal work authorization program (Website: <https://www.e-verify.gov/>; Phone: 888-464-4218; Email: e-verify@dhs.gov) with respect to the employees hired after enrollment in the program who are proposed to work in connection with the services required herein; AND
- Provide documentation affirming said company's/individual's enrollment and participation in the E-Verify federal work authorization program. Documentation shall include a page from the E-Verify Memorandum of Understanding (MOU) listing the bidder's/offeror's name and the MOU signature page completed and signed, at minimum, by the bidder/offeror and the Department of Homeland Security – Verification Division. If the signature page of the MOU lists the bidder's/offeror's name and company ID, then no additional pages of the MOU must be submitted.; AND
- Submit a completed, notarized Affidavit of Work Authorization provided on the next page of this Attachment.

**SOUTHEAST MISSOURI STATE UNIVERSITY
TERMS AND CONDITIONS
REQUEST FOR PROPOSAL**

1. TERMINOLOGY/DEFINITIONS

Whenever the following words and expressions appear in a Request for Proposal (RFP) document or any amendment thereto, the definition or meaning described below shall apply:

- a. **Amendment** means a written, official modification to an RFP or to a contract.
- b. **Attachment** applies to all forms which are included with an RFP to incorporate any informational data or requirements related to the performance requirements and/or specifications and which the offeror should complete and submit with the sealed proposal prior to the specified opening date and time.
- c. **Buyer** means the procurement staff member of the Purchasing Department. The **Contact Person** as referenced herein is usually the Buyer.
- d. **Contract** means a legal and binding agreement between two or more competent parties, in exchange for consideration, for the procurement of equipment, supplies, and/or services.
- e. **Contractor** means a person or organization who is a successful offeror as a result of an RFP and who enters into a contract.
- f. **May** means that a certain feature, component, or action is permissible, but not required.
- g. **Must** means that a certain feature, component, or action is a mandatory condition. Failure to provide or comply will result in a proposal being considered non-responsive and not evaluated nor considered for contract award.
- h. **Offeror** means the person or organization that responds to an RFP by submitting a proposal with prices to provide the equipment, supplies, and/or services as required in the RFP document.
- i. **Pricing Page(s)** applies to the form(s) on which the offeror must state the price(s) applicable for the equipment, supplies, and/or services required in the RFP. The pricing pages must be completed and submitted by the offeror with the sealed proposal prior to the specified proposal opening date and time.
- j. **Proposal Opening Date and Time** and similar expressions mean the exact deadline required for the physical receipt of sealed proposals in the Purchasing Department.
- k. **Request for Proposal (RFP)** means the solicitation document issued by the Purchasing Department to potential offerors for the purchase of equipment, supplies, and/or services as described in the document. The definition includes these Terms and Conditions as well as all Pricing Pages, Attachments, and Amendments thereto.
- l. **RSMo (Revised Statutes of Missouri)** refers to the body of laws enacted by the Legislature which govern the operations of all agencies of the State of Missouri.
- m. **Shall** has the same meaning as the word **must**.
- n. **Should** means that a certain feature, component and/or action is desirable but not mandatory.
- o. **University and/or Southeast** means Southeast Missouri State University.

2. APPLICABLE LAWS, REGULATIONS, AND POLICIES

- a. The contract shall be construed according to the laws of the State of Missouri. The contractor shall comply with all local, state, and federal laws and regulations related to the performance of the contract to the extent that the same may be applicable.
- b. To the extent that a provision of the contract is contrary to the Constitution or laws of the State of Missouri or of the United States, the provision shall be void and unenforceable. However, the balance of the contract shall remain in force between the parties unless terminated by consent of both the contractor and the University.
- c. The contractor must be registered and maintain good standing with the Secretary of State of the State of Missouri and other regulatory agencies, as may be required by law or regulations.
- d. The exclusive venue for any legal proceeding relating to or arising out of the RFP or resulting contract shall be in the Circuit Court of Cape Girardeau County, Missouri.
- e. The contractor shall only utilize personnel authorized to work in the United States in accordance with applicable federal and state laws and Executive Order 07-13 for work performed in the United States.
- f. The contractor shall comply with the University's Tobacco Usage in the Workplace Policy. The University is a smoke-free, tobacco-free campus. Therefore, smoking and using tobacco products (both indoors and outdoors) is prohibited on University property and in University vehicles.
- g. The contractor shall never have been terminated from a contract under section 432 of the HEA for a reason involving the acquisition, use, or expenditure of Federal, State, or local government funds, or have been administratively or judicially determined to have committed fraud or any other material violation of law involving Federal, State, or local government funds; or contract with or employ any individual, agency, or organization that has been, or whose officers or employees have been convicted of, or pled nolo contendere or guilty to, a crime involving the acquisition, use, or expenditure of Federal, State, or local government funds; or Administratively or judicially determined to have committed fraud or any other material violation of law involving Federal, State, or local government funds.

3. OPEN COMPETITION/REQUEST FOR PROPOSAL DOCUMENT

- a. It shall be the offeror's responsibility to ask questions, request changes or clarification, or otherwise advise the Purchasing Department if any language, specifications or requirements of an RFP appear to be ambiguous, contradictory, and/or arbitrary, or appear to inadvertently restrict or limit the requirements stated in the RFP to a single source. Any and all communication from offerors regarding specifications, requirements, competitive proposal process, etc., must be directed to the Purchasing Department. Such communication should be received at least seven (7) calendar days prior to the official proposal opening date.
- b. Every attempt shall be made to ensure that the offeror receives an adequate and prompt response. However, in order to maintain a fair and equitable procurement process, all offerors will be advised, via the issuance of an amendment to the RFP, of any relevant or pertinent information related to the procurement. Therefore, offerors are advised that unless specified elsewhere in the RFP, any questions received less than seven (7) calendar days prior to the RFP opening date may not be answered.
- c. Offerors are cautioned that the only official position of the University is that which is issued by the Purchasing Department in the form of the RFP or an amendment thereto. No other means of communication, whether oral or written, shall be construed as a formal or official response or statement.
- d. Southeast monitors all procurement activities to detect any possibility of deliberate restraint of competition, collusion among offerors, price-fixing by offerors, or any other anticompetitive conduct by offerors which appears to violate state and federal antitrust laws. Any suspected violation shall be referred to the Missouri Attorney General's Office for appropriate action.
- e. The RFP and any Amendments are available for viewing and printing from the University's website. Registered offerors may be electronically notified of the proposal opportunity based on the information maintained in the University's vendor database.
- f. The University reserves the right to officially amend or cancel an RFP after issuance. E-mail notification of the amendment or cancellation will not be issued.

4. PREPARATION OF PROPOSALS

- a. Offerors **must** examine the entire RFP carefully. Failure to do so shall be at offeror's risk.
- b. Unless otherwise specifically stated in the RFP, all specifications and requirements constitute minimum requirements. All proposals must meet or exceed the stated specifications and requirements.
- c. Unless otherwise specifically stated in the RFP, any manufacturer names, trade names, brand names, information and/or catalog numbers listed in a specification and/or requirement are for informational purposes only and are not intended to limit competition. The offeror may offer any brand which meets or exceeds the specification for any item, but must state the manufacturer's name and model number for any such brands in the proposal. In addition, the offeror shall explain, in detail, (1) the reasons why the proposed equivalent meets or exceeds the specifications and/or requirements, and (2) why the proposed equivalent should not be considered an exception thereto. Proposals which do not comply with the requirements and specifications are subject to rejection without clarification.
- d. Proposals lacking any indication of intent to offer an alternate brand or to take an exception shall be received and considered in complete compliance with the specifications and requirements as listed in the RFP.
- e. All equipment and supplies offered in a proposal must be new, of current production, and available for marketing by the manufacturer unless the RFP clearly specifies that used, reconditioned, or remanufactured equipment and supplies may be offered.
- f. Prices shall include all packing, handling and shipping charges and must be stated FOB destination, unless otherwise specified in the RFP.
- g. Proposals, including all prices therein, shall remain valid for 90 days from proposal opening unless otherwise indicated. If the proposal is accepted, the entire proposal, including all prices, shall be firm for the specified contract period.
- h. Any foreign offeror not having an Employer Identification Number assigned by the United States Internal Revenue Service (IRS) must submit a completed IRS Form W-8 prior to or with the submission of their proposal in order to be considered for award.

5. SUBMISSION OF PROPOSALS

- a. All proposals must (1) be signed by a duly authorized representative of the offeror's organization, (2) contain all information required by the RFP, (3) be priced as required, (4) be sealed in an envelope or container, and (5) be mailed or hand-delivered to the Purchasing Department and officially clocked in no later than the exact opening time and date specified in the RFP.
- b. Mailed proposals should be clearly marked on the outermost envelope with (1) the official RFP number, and (2) the official opening date and time. Different proposals should not be placed in the same envelope, although copies of the same proposal may be placed in the same envelope.
- c. A proposal which has been delivered to the Purchasing Department may be modified by signed, written notice which has been received by the Purchasing Department prior to the official opening date and time specified. A proposal may also be modified in person by the offeror or its authorized representative, provided proper identification is presented before the official opening date and time. Telephone, telegraphic, email, or faxed requests to modify a proposal shall not be honored.
- d. A proposal which has been delivered to the Purchasing Department may only be withdrawn by a signed, written notice or facsimile which has been received by the Purchasing Department prior to the official opening date and time specified. A proposal may also be withdrawn in person by the offeror or its authorized representative, provided proper identification is presented before the official opening date and time. Telephone or e-mail requests to withdraw a proposal shall not be honored.

- e. Offerors must sign and return the RFP cover page or, if applicable, the cover page of the last amendment thereto, in order to constitute acceptance by the offeror of all RFP terms and conditions. Failure to do so may result in rejection of the proposal unless the offeror's full compliance with those documents is indicated elsewhere within the offeror's response.
- f. Faxed proposals shall not be accepted. However, faxed and e-mailed no-bid notifications shall be accepted.

6. PROPOSAL OPENING

- a. Proposal openings are public on the opening date and at the opening time specified on the RFP document. Only the names of the respondents shall be read at the proposal opening. The contents of the responses shall not be disclosed at that time.
- b. Proposals which are not received in the Purchasing Department prior to the official opening date and time shall be considered late, regardless of the degree of lateness, and normally will not be opened. Under extraordinary circumstances, the Purchasing Department may authorize the opening of a late proposal. The following guidelines may be utilized to determine the criteria for an extraordinary circumstance: (1) University offices were closed due to inclement weather conditions or other unforeseen reasons, and (2) postal or courier services were delayed due to labor strikes or unforeseen "Acts of God".

7. EVALUATION/AWARD

- a. Any clerical error, apparent on its face, may be corrected by the Purchasing Department before contract award. Upon discovering an apparent clerical error, the buyer shall contact the offeror and request clarification of the intended proposal. The correction shall be incorporated in the notice of award. Examples of apparent clerical errors are (1) misplacement of a decimal point, and (2) obvious mistake in designation of unit.
- b. Any pricing information submitted by an offeror shall be subject to evaluation if deemed to be in the best interest of the University.
- c. The offeror is encouraged to propose price discounts for prompt payment or propose other price discounts that would benefit the University. However, unless otherwise specified in the RFP, pricing shall be evaluated at the maximum potential financial liability to the University.
- d. Award shall be made to the offeror whose proposal (1) complies with all mandatory specifications and requirements of the RFP, (2) is the lowest and best proposal, considering price, responsibility of the offeror, and all other evaluation criteria specified in the RFP and any subsequent negotiations, and (3) complies with Executive Order 04-09.
- e. In the event all offerors fail to meet the same mandatory requirement in the RFP, the University reserves the right, at its sole discretion, to waive that requirement for all offerors and to proceed with the evaluation. In addition, the University reserves the right to waive any minor irregularity or technicality found in any individual proposal.
- f. The University reserves the right to reject any and all proposals. When all proposals are non-responsive or otherwise unacceptable and circumstances do not permit a rebid, the University may negotiate for the required supplies.
- g. When evaluating a proposal, the University reserves the right to consider relevant information and fact, whether gained from a proposal, from an offeror, from offeror's references, or from any other source.
- h. Any information submitted with the proposal, regardless of the format or placement of such information, may be considered in making decisions related to the responsiveness and merit of a proposal and the award of a contract.
- i. Negotiations may be conducted with those offerors who submit potentially acceptable proposals. Proposal revisions may be permitted for the purpose of obtaining best and final offers. In conducting negotiations, there shall be no disclosure of any information submitted by competing offerors.
- j. Any award of a contract shall be made by notification from the Purchasing Department to the successful offeror. The Purchasing Department reserves the right to make awards by item, group of items, or an all or none basis. The grouping of items awarded shall be determined by the Purchasing Department based upon factors such as item similarity, location, administrative efficiency, or other considerations in the best interest of the University.
- k. Pursuant to Section 610.021 RSMo, proposals and related documents shall not be available for public review until after a contract is executed or all proposals are rejected.
- l. The Purchasing Department reserves the right to request clarification of any portion of the offeror's response in order to verify the intent of the offeror. The offeror is cautioned, however, that its response may be subject to acceptance or rejection without further clarification.
- m. The final determination of contract award shall be made by the Purchasing Department.
- n. The Purchasing Department's website will be updated upon contract award for offerors to view for a reasonable period of time.
- o. Any proposal award protest must be submitted in writing and must be received within ten (10) business days after the date of award in accordance with the requirements of 1 CSR 40-1.050 (9). A protest submitted after the ten (10) business day period shall not be considered.

8. CONTRACT/PURCHASE ORDER

- a. By submitting a proposal, the offeror agrees to furnish any and all equipment, supplies and/or services specified in the RFP, at the prices quoted, pursuant to all requirements and specifications contained therein.
- b. A binding contract shall consist of (1) the RFP, amendments thereto, and any Best and Final Offer (BAFO) request(s) with RFP changes/additions, (2) the contractor's proposal including any contractor BAFO response(s), (3) clarification of the proposal, if any, and

(4) University's acceptance of the proposal by "notice of award" or by "purchase order." All Attachments included in the RFP shall be incorporated into the contract by reference.

c. A notice of award issued by the University does not constitute an authorization for shipment of equipment or supplies or a directive to proceed with services. Before providing equipment, supplies and/or services for the University, the contractor must receive a properly authorized purchase order or other form of authorization given to the contractor at the discretion of the University.

d. The contract expresses the complete agreement of the parties and performance shall be governed solely by the specifications and requirements contained therein. Any change to the contract, whether by modification and/or supplementation, must be accomplished by a formal contract amendment signed and approved by and between the duly authorized representative of the contractor and the Purchasing Department or by a modified purchase order prior to the effective date of such modification. The contractor expressly and explicitly understands and agrees that no other method and/or no other document, including correspondence, acts, and oral communications by or from any person, shall be used or construed as an amendment or modification to the contract.

9. INVOICING AND PAYMENT

a. The University does not pay state or federal taxes unless otherwise required under law or regulation. The University's Missouri sales tax exemption number is 10124128.

b. For each purchase order received, an invoice must be submitted that references the purchase order number and must be itemized in accordance with items listed on the purchase order. Failure to comply with this requirement may delay processing of invoices for payment.

c. The contractor shall not transfer any interest in the contract, whether by assignment or otherwise, without the prior written consent of the University.

d. Payment for all equipment, supplies, and/or services required herein shall be made in arrears unless otherwise indicated in the RFP.

e. The University assumes no obligation for equipment, supplies, and/or services shipped or provided in excess of the quantity ordered. Any unauthorized quantity is subject to the University's rejection and shall be returned at the contractor's expense.

f. All invoices for equipment, supplies, and/or services purchased by the University shall be subject to late payment charges as provided in Section 34.055 RSMo.

10. DELIVERY

Time is of the essence. Deliveries of equipment, supplies, and/or services must be made no later than the time stated in the contract or within a reasonable period of time, if a specific time is not stated.

11. INSPECTION AND ACCEPTANCE

a. No equipment, supplies, and/or services received by the University pursuant to a contract shall be deemed accepted until the University has had reasonable opportunity to inspect said equipment, supplies, and/or services.

b. All equipment, supplies, and/or services which do not comply with the specifications and/or requirements or which are otherwise unacceptable or defective may be rejected. In addition, all equipment, supplies, and/or services which are discovered to be defective or which do not conform to any warranty of the contractor upon inspection (or at any later time if the defects contained were not reasonably ascertainable upon the initial inspection) may be rejected.

c. The University reserves the right to return any such rejected shipment at the contractor's expense for full credit or replacement and to specify a reasonable date by which replacements must be received.

d. The University's right to reject any unacceptable equipment, supplies, and/or services shall not exclude any other legal, equitable or contractual remedies the University may have.

12. WARRANTY

a. The contractor expressly warrants that all equipment, supplies, and/or services provided shall (1) conform to each and every specification, drawing, sample or other description which was furnished to or adopted by the University, (2) be fit and sufficient for the purpose expressed in the RFP, (3) be merchantable, (4) be of good materials and workmanship, and (5) be free from defect.

b. Such warranty shall survive delivery and shall not be deemed waived either by reason of the University's acceptance of or payment for said equipment, supplies, and/or services.

13. CONFLICT OF INTEREST

a. Officials and employees of the University, its governing body, or any other public officials of the State of Missouri must comply with Sections 105.452 and 105.454 RSMo regarding conflict of interest.

b. The contractor hereby covenants that at the time of the submission of the proposal the contractor has no other contractual relationships which would create any actual or perceived conflict of interest. The contractor further agrees that during the term of the contract neither the contractor nor any of its employees shall acquire any other contractual relationships which create such a conflict.

14. REMEDIES AND RIGHTS

- a. No provision in the contract shall be construed, expressly or implied, as a waiver by the University of any existing or future right and/or remedy available by law in the event of any claim by the University of the contractor's default or breach of contract.
- b. The contractor agrees and understands that the contract shall constitute an assignment by the contractor to the University of all rights, title and interest in and to all causes of action that the contractor may have under the antitrust laws of the United States or the State of Missouri for which causes of action have accrued or will accrue as the result of or in relation to the particular equipment, supplies, and/or services purchased or procured by the contractor in the fulfillment of the contract with the University.

15. CANCELLATION OF CONTRACT

- a. In the event of material breach of the contractual obligations by the contractor, the University may cancel the contract. At its sole discretion, the University may give the contractor an opportunity to cure the breach or to explain how the breach will be cured. The actual cure must be completed within no more than 10 working days from notification, or at a minimum the contractor must provide the University, within 10 working days from notification, a written plan detailing how the contractor intends to cure the breach.
- b. If the contractor fails to cure the breach or if circumstances demand immediate action, the University will issue a notice of cancellation terminating the contract immediately.
- c. If the University cancels the contract for breach, the University reserves the right to obtain the equipment, supplies, and/or services to be provided pursuant to the contract from other sources and upon such terms and in such manner as the University deems appropriate and charge the contractor for any additional costs incurred thereby.
- d. The contractor understands and agrees that funds required to fund the contract must be appropriated by the General Assembly of the State of Missouri for each fiscal year included within the contract period. The contract shall not be binding upon the University for any period in which funds have not been appropriated, and the University shall not be liable for any costs associated with termination caused by lack of appropriations.

16. COMMUNICATIONS AND NOTICES

Any notice to the offeror/contractor shall be deemed sufficient when deposited in the United States mail postage prepaid, posted to the University's website, transmitted by facsimile, transmitted by e-mail or hand-carried and presented to an authorized employee of the offeror/contractor.

17. BANKRUPTCY OR INSOLVENCY

- a. Upon filing for any bankruptcy or insolvency proceeding by or against the contractor, whether voluntary or involuntary, or upon the appointment of a receiver, trustee, or assignee for the benefit of creditors, the contractor must notify the Purchasing Department immediately.
- b. Upon learning of any such actions, the Purchasing Department reserves the right, at its sole discretion, to either cancel the contract or affirm the contract and hold the contractor responsible for damages.

18. INVENTIONS, PATENTS AND COPYRIGHTS

The contractor shall defend, protect, and hold harmless the University, its officers, agents, and employees against all suits of law or in equity resulting from patent and copyright infringement concerning the contractor's performance or products produced under the terms of the contract.

19. NON-DISCRIMINATION AND AFFIRMATIVE ACTION

In connection with the furnishing of equipment, supplies, and/or services under the contract, the contractor and all subcontractors shall agree not to discriminate against recipients of services or employees or applicants for employment on the basis of race, ethnicity, religion, national origin, sex, sexual orientation, gender identity, age, genetic information, disability, or protected veteran status unless otherwise provided by law. If the contractor or subcontractor employs at least 50 persons, they shall have and maintain an affirmative action program which shall include:

- a. A written policy statement committing the organization to affirmative action and assigning management responsibilities and procedures for evaluation and dissemination;
- b. The identification of a person designated to handle affirmative action;
- c. The establishment of non-discriminatory selection standards, objective measures to analyze recruitment, an upward mobility system, a wage and salary structure, and standards applicable to layoff, recall, discharge, demotion, and discipline;
- d. The exclusion of discrimination from all collective bargaining agreements; and
- e. Performance of an internal audit of the reporting system to monitor execution and to provide for future planning.

If discrimination by a contractor is found to exist, the University shall take appropriate enforcement action which may include, but not necessarily be limited to, cancellation of the contract, suspension, or debarment by the University until corrective action by the contractor is made and ensured, and referral to the Attorney General's Office, whichever enforcement action may be deemed most appropriate.

20. AMERICANS WITH DISABILITIES ACT

In connection with the furnishing of equipment, supplies, and/or services under the contract, the contractor and all subcontractors shall comply with all applicable requirements and provisions of the Americans with Disabilities Act (ADA).

21. EMERGENCIES

In the event a catastrophic situation occurs at the University, the University may request the contractor's assistance with the emergency procurement or transportation of equipment, supplies, and/or services.

22. TITLES

Titles of paragraphs used herein are for the purpose of facilitating reference only and shall not be construed to infer a contractual construction of language.

Revised 10/09/2018