UNIVERSITY OF MARYLAND UNIVERSITY COLLEGE

Request for Proposal # 91263

for

NETWORK AND TELEPHONY MANAGED SERVICES

ISSUE DATE: JANUARY 8, 2015

<table>
<thead>
<tr>
<th>SIGNIFICANT MILESTONES</th>
<th>TIME</th>
<th>DATE</th>
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<tbody>
<tr>
<td>Last Day for Questions</td>
<td>2 PM EST</td>
<td>01/21/2015</td>
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<tr>
<td>Technical Proposal Due Date</td>
<td>2 PM EST</td>
<td>02/06/2015</td>
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<tr>
<td>Oral Presentation/Discussion Date</td>
<td>TBD During the week of</td>
<td>02/23/2015</td>
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<tr>
<td>Price Proposal Due Date</td>
<td>2 PM EST</td>
<td>03/06/2015</td>
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**NOTICE:** Prospective Offerors who have received this document from a source other than the Issuing Office should immediately contact the Issuing Office and provide their name and mailing address in order to ensure that amendments to the Request for Proposal or other communications can be sent to them. Any Prospective Offeror who fails to provide the Issuing Office with this information assumes complete responsibility in the event that they do not receive communications from the Issuing Office prior to the closing date.

UNIVERSITY OF MARYLAND UNIVERSITY COLLEGE
3501 University Boulevard East
Adelphi, Maryland 20783
[www.umuc.edu](http://www.umuc.edu)
SOLICITATION SCHEDULE

RFP # 91263

Issue Date: January 8, 2015

Last Day for Questions: January 21, 2015

Technical Proposal Due Date: February 6, 2015


Price Proposal Due Date: March 6, 2015

Contractor(s) Selection Anticipated to be Finalized: March 11, 2015

Agreement Executed by Selected Contractor(s): March 25, 2015

Board of Public Works Approval (if required): April 29, 2015

Contract Commencement: May 1, 2015
University of Maryland University College  
NETWORK AND TELEPHONY MANAGED SERVICES  
RFP # 91263  
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SECTION I. GENERAL INFORMATION

1. Summary.

1.1. Solicitation: University of Maryland University College (“UMUC” or “the University”) is seeking a vendor to provide Network and Telephony Managed Services. The intent of this Request for Proposals (“RFP” or “Solicitation”) is to allow Network and Telephony Managed Services firms an opportunity to present their qualifications, experience, and conceptual approach to fulfill the needs of UMUC, as detailed herein. Proposals that concisely present the information requested in the order and manner requested will be considered more favorably than a Proposal (“Proposal” or “Offer”) from an Offeror of commensurate qualifications that displays a lack of organization, conciseness or attention to detail.

1.2. Procurement Regulations: This RFP shall be conducted in accordance with University System of Maryland (“USM”) Procurement Policies and Procedures. The procurement method is Competitive Sealed Proposals. The text of the Policies and Procedures is available at http://www.usmd.edu/regents/bylaws/SectionVIII/VIII300.html.

1.3. Background: For a profile of the University, see http://www.umuc.edu/visitors/about/.

2. Issuing Office.

2.1. Issuing Office:

University of Maryland University College
Office of Procurement, Suite 4100
3501 University Boulevard East
Adelphi, MD 20783

Attn: Amy Kisloski
Assistant Director, Technology Procurement
(301) 985-7707
amy.kisloski@umuc.edu

and
2.2. The Issuing Office shall be the sole point of contact with the University for the purposes of the preparation and submittal of proposals in response to this solicitation.

3. Questions and Inquiries.

All questions and inquiries regarding this procurement must be directed to the individual(s) with the Issuing Office referenced above. Questions must be submitted in writing via email to amy.kisloski@umuc.edu with a copy emailed to alicia.hopkins@umuc.edu. Inquiries will receive a written reply. Copies of replies will be sent to all other Offerors, but without identification of the inquirer. All such questions and inquiries must be received by the date and time as listed on the Cover and the Solicitation Schedule of this RFP.

4. Proposal Closing Date/Due Date and Time.

4.1. An original, plus six (6) printed copies [for a total of seven (7)], as well as a compact disc (CD), a flash drive or other portable electronic media, of the Technical Proposal must be received at the Issuing Office by the time and date per the Solicitation Schedule in order to be considered. Technical Proposals must be in a sealed envelope or container. Offerors should clearly mark the original hard copy of the Technical Proposal, as this is considered by UMUC to be the official Offer from the Proposer. No pricing information is to be provided in the Technical Proposal; if any pricing information is included, the Proposal may be deemed non-responsive by the Procurement Officer. By providing its proposal in electronic format, Offeror grants UMUC the right to reproduce and distribute copies of the Technical Proposal internally for evaluation purposes. The Technical Proposal on the CD/flash drive must be compiled as one document and provided in .pdf and Microsoft Office Word/Excel for ease of use by UMUC.

4.2. Price Proposals are not requested at this time. Refer to the Solicitation Schedule for the anticipated due date and time of Price Proposals. Price Proposals will be requested from all shortlisted firms, as applicable, via addendum at the appropriate time. An original, plus six (6) printed copies [for a total of seven (7)], as well as a compact disc (CD), a flash drive or other portable electronic media, of the Price Proposal must be received at the Issuing Office by the time and date per the Solicitation Schedule in order to be considered. Price Proposals must be in a sealed envelope or container, clearly labeled with “Price Proposal” and the RFP number and name. Offerors should clearly mark the original hard copy of the Price Proposal, as this is considered by UMUC to be the official Offer from the Proposer. The Price Proposal on the CD/flash drive must be compiled as one document and provided in .pdf and Microsoft Office Word/Excel for ease of use by UMUC.
4.3. Late Proposal submissions will not be accepted. The University will not waive delay in delivery resulting from need to transport a Proposal from another campus location, or error or delay on the part of the carrier. Directions to the UMUC Issuing Office can be found at the website http://www.umuc.edu/visitors/locations/adelphi_building.cfm.

4.4 Neither Technical nor Price Proposals will be opened publicly. The identity of Offerors will not be disclosed prior to the Contract Award.

4.5 The Technical Proposal and/or Price Proposal, either individually or collectively, is considered by UMUC to be an Offer.

5. **Acceptance of Terms and Conditions.**

By submitting a Proposal, an Offeror shall be deemed to have accepted the terms, conditions, and requirements set forth in this RFP. The RFP including all addenda in total shall be incorporated into the Contract by reference.

6. **Contractual Agreement and Term.**

It is intended that one (1) contract will result from this Solicitation.

Any Contract arising from this RFP action shall commence on the date the Contract is executed on behalf of UMUC, or such other date as UMUC and the Contractor shall agree. The initial term of the Contract is anticipated to start on or about May 1, 2015, through June 30, 2016. There will be two (2) one (1)-year renewal options at the sole discretion of UMUC.

7. **Confidentiality of UMUC’s and Offeror’s Information.**

Refer to Appendix S for the terms of confidentiality of UMUC’s and Offeror’s information.

8. **Post-Award Confidentiality.**

Refer to Appendix C for the confidentiality obligations of awardees and UMUC.
SECTION II. SCOPE OF WORK

1. Purpose / Description.

UMUC is seeking a vendor to provide high-quality operational, management, and technical support services for its Local Area Network (“LAN”), Wide Area Network (“WAN”), and telephony operations located at, and interconnecting with, multiple UMUC stateside and international locations. The vendor will deliver 24-hour support services to manage and maintain LAN/WAN and telephony equipment and operations.

2. Assumptions.

The awarded Contractor (“Contractor”) shall provide UMUC with personnel who possess the specific skills to meet the qualifications as specified in Section III. Procurement Phases and Evaluation Process, Article I. Technical Proposal Requirements, Paragraph 2.2.B. Key Personnel Qualifications. The Contractor will be responsible for identifying, diagnosing, defining, performing and documenting remedial action taken to resolve network connectivity issues. The Contractor will be responsible for troubleshooting and isolating the source of the problem as well as developing resolution processes to share with UMUC Network Engineering staff members.

2.1 The Contractor will continuously monitor UMUC’s trouble-ticketing system for new and escalated tickets. Upon receipt of the ticket, the Contractor will initiate immediate action to clearly define the problem and effect immediate remediation, document the problem to effectively track it, and/or distribute it to the appropriate group of responsibility for action and satisfactory resolution.

2.2 The Contractor will install or modify network equipment/components and related systems as required. This includes physical and logical connections with switches, routers, firewalls and related network devices. No modifications or changes shall be made without a UMUC-approved change request.

2.3 The Contractor will coordinate with various UMUC Information Technology (“IT”) Units to: further integrate network systems into our production network; research and design solutions to technical and business problems; use network troubleshooting tools to detect issues and coordinate remediation of any issues; and, stay abreast of network concerns and regularly update network engineering and operations leadership.

2.4 The awarded Contractor’s personnel shall work under the oversight of UMUC’s Network Engineering Manager located at 3501 University Boulevard East, Adelphi, Maryland 20783.
3. Roles and Responsibilities.

3.1 Network Fault Management:

A. Continuous monitoring of both physical and logical network components for faults/issues from the Contractor’s central Network Operations Center (“NOC”).

B. Timely and continuous logging and communication of network faults/issues to UMUC.

C. For identified faults/issues, provide:
   1. timely problem diagnosis and development of proposed resolution;
   2. follow-on corrective action;
   3. testing of implemented solution; and,
   4. logging of problem description/resolution.

D. Identify chronic and/or recurring network faults/issues and proactively drive them to resolution.

E. Proactive monitoring of network performance and indicators to identify incipient errors and drive to resolution.

F. Timely response to trouble-tickets from other responsibility areas and drive to resolution.

3.2 Network Performance Management:

A. Network Performance Analysis (trend analysis, performance monitoring, and capacity planning).

B. Provide monthly network utilization, availability, and capacity report, upon request.

3.3 Network Configuration Control and Management:

A. Create/maintain a network configuration database for the following:
   1. Device IP addresses;
   2. Device configuration settings;
   3. Device locations;
   4. Device maintenance history; and,
   5. Serial Numbers.
3.4 **Network Infrastructure and Device Management:**

A. Install, configure, test, and deploy network devices.

B. Install, configure, test, and deploy other infrastructure components, e.g., cabling.

3.5 Provide administrative and technical support for the current telecommunication components in use which shall include, but not be limited to, the following types of equipment and services:

A. Monitor the Cisco® VoIP telephone systems including servers, edge devices, and handsets.

B. Monitor Cisco® Unity Connection, Unified Contact Center Express (“UCCX”), and Unified Communications Manager (“UCCM”) systems.

C. Update and maintain the telephone directory (“Active Directory”).

D. Manage Moves, Adds, and Changes to the telecommunications system. Review and reconcile communication bills from the carriers to the communications inventory.

E. Work in conjunction with the Service Desk/Desktop Support to address as-needed support including setting up/re-setting voice mail boxes and programming telephones.

F. Analyze of requests to determine feasibility and technical design, according to UMUC standards.

G. Perform a utilization analysis on an annual basis (number of telephone calls, average cost per call, and cost reduction opportunities).

H. Level 1 and Level 2 problem resolution.

I. Maintain and update inventory of lines and circuits annually.

J. Provide reporting on license utilization on monthly basis.

4. **Tasks.**

4.1 **Network Problem Identification, Troubleshooting and Maintenance:**

A. The Contractor will continuously monitor the trouble-ticketing system for new or escalated tickets and update at a minimum every hour for high and critical priority tickets. All information entered into the ticket will be
clear, concise and accurate. Upon receipt of the trouble ticket, the Contractor will initiate immediate action to clearly define the problem and effect immediate resolution, or document the problem in the trouble ticketing system to effectively track it to satisfactory resolution, or redistribute it to the appropriate IT group responsible for action towards satisfactory resolution.

B. The Contractor will document each step in the troubleshooting process as it occurs and update the trouble ticket. Due to the complex nature of networks, it is possible for the source of network problems to reside in one or more devices concurrently. As such, the Contractor will perform troubleshooting techniques to isolate the source of, diagnose and resolve or assist in the resolution of network problems.

C. The Contractor will use existing diagnostic tools or tools that are appropriate for use in diagnosing problems.

D. The Contractor will, when required, participate and/or lead in conference calls during mitigation actions or network anomalies.

E. The Contractor, when directed, will provide the Network Engineering group with after-action reports regarding troubleshooting efforts and/or resolution actions taken during and/or after network event troubleshooting.

4.2 Network Problem Resolution and Referral:

A. The Contractor will refer network problems to the Vendor Technical Assistance Center, or “TAC”, (i.e., Cisco® TAC, Juniper® J-TAC) when resolution cannot be achieved by Contractor personnel (e.g., issues due to software/firmware bugs). If diagnosis or resolution has not been completed in accordance with Service Level Agreements (“SLAs”) as defined below, the Contractor will escalate the problem to UMUC Network Engineering for further decision making. Contractor will provide a quarterly report of Vendor TAC tickets and disposition thereof.

B. When problems are detected in hardware or circuits, the Contractor must report and resolve the issue, including parts and labor to correct the problem as necessary. See SLAs as defined below.

4.3 Network Installation Support:

A. The Contractor will install or modify network components and other systems as required. This includes physical and logical connections with switches, routers, firewalls and related hardware. No modifications or changes will be made without an approved change request provided by the UMUC Change Advisory Board (“CAB”). The Contractor will support
implementation of configuration processes based on change review
approval by the UMUC CAB. The Contractor will assist Network
Engineering in adhering to the approved process for introducing a
scheduled maintenance or network configuration change.

B. The Contractor will provide support in troubleshooting network problems
associated with new or revised hardware or software installations.

C. The Contractor will provide support in coordinating new off-network
connections including direct site-to-site links with other UMUC
Contractors. The Contractor will update baseline artifacts to include
logical design, as-is drawings and other baseline documents. Occasional
staff travel requirements may occur as a result of requirements, but is
addressed on a case-by-case basis.

4.4 Network Management and Monitoring:

A. The Contractor will be responsible for using Contractor’s management
tools to monitor our stateside and overseas LAN and WAN networks.

B. The Contractor will provide all tools necessary to assist in identifying,
analyzing, and diagnosing a network problem.

4.5 Network Utilization:

A. The Contractor will be responsible for monitoring network utilization to:

1. ensure the infrastructure is adequate to accommodate customer
   traffic;
2. reduce operational costs; and,
3. establish a foundation for future services.

The Contractor will coordinate with outside entities, as needed, to
establish a baseline verification of operational network utilization. The
utilization statistics shall be captured primarily using various tools to
monitor device interfaces in relation to transmission media capabilities.

4.6 Network Availability:

The Contractor will monitor network availability and compare sample data with
the information in the commercial service provider circuit availability reports for
verification and validation of outage statistics.
4.7 **Network Trend Analysis:**

The Contractor will perform network trend analysis to compile daily and/or longer-term reports for various network traffic areas of interest. These reports shall supply both generalized and specific information about targeted areas and shall provide useful snapshots of information. These reports shall include, but are not limited to, daily and weekly reports covering various error conditions, workload (i.e., CPU) and memory and network utilization. Customized trend analysis shall be provided based on current monitoring capabilities on an as-needed basis.

4.8 **Network Capacity Planning:**

The Contractor will perform data collection to assist in network capacity planning. Network usage and configuration information will be used with performance statistics to reflect current and long-term bandwidth utilization. This information will be used to better estimate future requirements based on application, organizational or technological changes as well as adjustments to provide improved cost/benefit of current resources.

4.9 **Telecommunications Voice over Internet Protocol (“VoIP”) Management and Maintenance Services:**

A. The Contractor will monitor the VoIP sub-infrastructure for failures, policy violations, or degraded performance. Monitoring shall include, but is not limited to, QoS policy violations, queue drops, interface statistics, errors and resource over-utilization (memory, CPU) on routers, switches, voice gateways and endpoints.

B. The Contractor will resolve Move, Add, Change (“MAC”) tickets and other administrative service requests.

C. The Contractor will update the UMUC corporate telephone directory when required.

D. The Contractor will trouble-shoot service failures up to the handset level.

E. The Contractor will maintain handset inventory.

5. **Technical Requirements.**

The Contractor will perform LAN/WAN/Telecom configuration, troubleshooting and operational support with specific, but not exclusive, concentration on:
5.1 **LAN Support:**

The Contractor shall provide the following LAN support services:

A. Monitor LAN performance and make LAN upgrade recommendations using management or monitoring tools.

B. Perform diagnostic testing between network components.

C. Recommend configuration changes and network upgrades as required.

D. Install, configure, troubleshoot and maintain network and network monitoring tools (such as SolarWinds®, etc.) and hardware as required or directed.

E. Install and configure network protocol analysis software.

F. Install, configure and maintain LAN switches, routers and wireless systems.

G. Troubleshoot and repair LAN lines.

H. Troubleshoot and resolve network issues and problems.

I. Install, label, maintain and troubleshoot internal network wiring and fiber optic cabling.

J. Document all existing and potential network problems and their corrective actions.

K. Re-establish network connectivity for users during office moves.

L. Perform periodic preventative maintenance.

M. Participate in design reviews for new facilities or renovation plans as required.

N. Systems programming of network switches, routers and related hardware.

O. Install, label, maintain and troubleshoot internal network wiring and fiber optic cabling.

P. Generate network diagrams, rack elevations, and documentation as requested by the Network IT staff.
Q. Travel, as required or directed, to UMUC branch offices in the Washington DC Metropolitan Area, as well as our overseas headquarters locations in Heidelberg, Germany and Tokyo, Japan to troubleshoot and repair LAN network systems.

5.2 **WAN Support:**

The Contractor will interface with Network Engineering to provide the following WAN support services. In performance of these services, the Contractor will:

A. Facilitate the installation, troubleshooting and repair of communication lines, data circuits and wireless systems.

B. Configure, maintain and troubleshoot WAN protocols such as IBGP, EBGP and other related network protocols.

C. Identify existing potential network problems and report outages with corrective actions.

D. Coordinate with remote sites and overseas IT departments to recover and restore WAN connectivity in the event of an outage.

E. Perform diagnostic testing among WAN components to verify performance and connectivity.

F. Install, configure and maintain routers per established policies and procedures as required or directed.

G. Open trouble tickets and/or coordinate communication with Internet Service Providers (ISPs) as required.

5.3 **Telecommunications Support:**

A. Execute on Move, Add, and Change requests.

B. Perform cabling from edge routers to office terminations.

C. Monitor performance of VoIP servers and routers.

D. Troubleshoot and rectify voice equipment and service failures.

5.4 **LAN, WAN, and Telecommunications Administrative Support:**

A. Answer, support or process calls, e-mails, and tickets from end users as referred from the help desk/event manager.
B. Perform system/configuration backups of managed devices in accordance with agreed-upon procedures.

C. Perform configuration maintenance on all devices.

D. Identify, test, and implement any required software upgrades and patches to the managed devices.

6. Performance Standards and Service Levels.

6.1 Severity Level Classifications:

Each item in the Master Equipment List, provided to the awarded Contractor, is assigned a Response Severity Level. The purpose of the Response Severity Level is to identify the required service level in the event of a performance failure of that equipment item.

A. Response and Notification.

The Contractor is expected to react quickly to any event impacting, or that has the potential to impact, the delivery of subscriber services. In addition, it is critical that the Contractor communicates events that impact service delivery, the services impacted by the events, and any future risks caused by the events to UMUC Network Engineering management in a timely fashion. It is expected that notifications and escalations occur simultaneously through the Contractor’s management and engineering organizations during any service affecting event. Communications shall follow the documented Escalation and Notification Procedures listed below, with minimum reaction times, notification times, and escalation times as follows:

1. Immediate Notification, i.e., no later than 10 minutes after the occurrence of a state of service impacting fault such as:

   a. Any hardware failure or circuit problem.

   b. Any hardware alerts or warnings, high utilization or memory usage on the core network devices managed, InterLATA circuits, and IntraLATA circuits.

   c. Any failure interfacing with the ISPs.

2. Immediate (within 10 minutes of occurrence) execution of diagnostic and fault resolution procedures upon fault detection.
3. Qualified technical support on-site, with appropriate replacement parts, upon detection of any service-affecting hardware failure, 24x7x365, within four (4) hours of occurrence.

4. Resolution notification within 10 minutes of the actual restoration of services or problem resolution.

5. Root Cause Analysis within two (2) business days of actual restoration of services.

6. Provide initial response and escalations as outlined in Table 1 below:

<table>
<thead>
<tr>
<th>Definition</th>
<th>Severity 1 (Critical)</th>
<th>Severity 2 (High)</th>
<th>Severity 3 (Normal)</th>
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</thead>
<tbody>
<tr>
<td>Initial Response (from occurrence)</td>
<td>10 minutes</td>
<td>10 minutes</td>
<td>10 minutes</td>
</tr>
<tr>
<td>Begin Diagnosis (from occurrence)</td>
<td>10 minutes</td>
<td>10 minutes</td>
<td>10 minutes</td>
</tr>
<tr>
<td>Initial Notification to UMUC Network Engineering management (from occurrence)</td>
<td>10 minutes</td>
<td>10 minutes</td>
<td>10 minutes</td>
</tr>
<tr>
<td>Onsite Support with parts (as required) measured from start of diagnosis</td>
<td>4 hours</td>
<td>4 hours</td>
<td>1 business day</td>
</tr>
<tr>
<td>FIRST Escalation to the UMUC Network Engineering Engineer on-call (from occurrence)</td>
<td>20 minutes</td>
<td>4 hours</td>
<td>1 business day</td>
</tr>
<tr>
<td>SECOND Escalation to UMUC Network Engineering Manager and Contract NOC Manager after First escalation</td>
<td>1 hour</td>
<td>4 hours</td>
<td>1 business day</td>
</tr>
<tr>
<td>THIRD Escalation to Sr. Director of Network Engineering and the Contractor Program Manager after Second escalation</td>
<td>1 hour</td>
<td>4 hours</td>
<td>1 business day</td>
</tr>
<tr>
<td>Resolution Notification</td>
<td>10 minutes after resolution</td>
<td>10 minutes after resolution</td>
<td>10 minutes after resolution</td>
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Faults are events categorized by severity:

**Severity 1 – Critical:** Any event impacting or about to impact service on a Severity Level I device whose failure has or may degrade performance by 10% or more.
Severity 2 – High: (a) Any event impacting or about to impact service on a Severity Level 1 device whose performance degradation level does not characterize the event as a Severity 1 event. (b) Any event impacting or about to impact service on a Severity Level 2 device.

Severity 3 – Normal: (a) Any event impacting or about to impact a Severity Level 3 device, (b) Informational events and maintenance events, such as: incrementing error count on an interface without service impact, high (or low) traffic level on a circuit, operating system upgrades, routine maintenance actions.

6.2 Performance Reporting:

Vendor will provide monthly SLA Performance Reports documenting events and performance data to measure compliance with the designated SLA standards.

<table>
<thead>
<tr>
<th>Service Description</th>
<th>Performance Standard</th>
<th>Monthly Penalty/Reward</th>
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| Network/VoIP Fault Management                | 1. 99% of fault indicators proactively identified and resolved prior to occurrence.  
   2. 100% of unavoidable faults identified within 10 minutes of occurrence  
   3. 100% of identified faults communicated to UMUC within 10 minutes of occurrence.  
   4. 95% of identified faults resolved within four (4) hours.  
   5. 100% of fault and resolution history logged with four (4) hours of occurrence.  
   6. 100% of post-resolution performance monitored and reported.  
   7. On 100% of “Severity 1” and “Severity 2” faults, provide post-mortem addressing root cause and move-forward recommendations. | 5% cost reward upon success  
5% cost penalty upon failure |
| Network/VoIP Monitoring                      | Network events monitored and reported 24/7.                                                                                                                                                                            | 5% cost reward upon success  
5% cost penalty upon failure |
| Network Configuration Management             | 1. All assigned engineers trained on Network Configuration database use and procedures.  
   2. 100% of non-emergency configuration changes approved by UMUC prior to deployment.  
   3. 100% of configuration changes recorded in configuration database.                                                                                     | 5% cost reward upon success  
5% cost penalty upon failure. |
| Network/Telecom Administrative               | 1. 100% of all telecom MAC requests are addressed within 24 hours.  
   2. Applied at least two (2) patch cycles per year.  
   3. 95% of NOC telephone calls answered within four (4) rings.                                                                                              | 5% cost reward upon success  
5% cost penalty upon failure |
7. **Adjustment to Equipment Scope.**

Contractor’s base-level service is defined by the equipment identified in Table 3 below. However, over the life of the contract, UMUC will adjust the deployed inventory through additions and deletions to in-service equipment. Contractor’s base pricing shall allow for 5% deviation (up or down) in this inventory due to aforementioned additions or deletions. However, if the changes exceed this amount, Contractor will conduct an annual true-up adjustment of the cost based on standard per-unit prices. Contractor will propose a three (3) tier pricing based on whether the affected equipment is (a) a core device, (b) an access device, or (c) a security device (e.g., firewalls).

**Table 3**

<table>
<thead>
<tr>
<th>Cisco® Equipment</th>
<th>Quantity</th>
</tr>
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<tbody>
<tr>
<td>Adaptive Security Appliance (ASA)</td>
<td>21</td>
</tr>
<tr>
<td>Firewalls</td>
<td>6</td>
</tr>
<tr>
<td>Switches</td>
<td>118</td>
</tr>
<tr>
<td>Routers</td>
<td>29</td>
</tr>
<tr>
<td>Wireless LAN Controllers</td>
<td>7</td>
</tr>
<tr>
<td>Loadbalancers</td>
<td>6</td>
</tr>
</tbody>
</table>
SECTION III. PROCUREMENT PHASES AND EVALUATION PROCESS

ARTICLE 1. TECHNICAL PROPOSAL REQUIREMENTS

1. General Requirements.

1.1 Transmittal Letter: A transmittal letter prepared on the Offeror's business stationery must accompany the Technical Proposal. The letter should be an executive summary that clearly and concisely summarizes the content of the Technical Proposal. The letter must be signed by an individual who is authorized to bind the firm to all statements, including services and financial statements, contained in the Proposal. (See 1.2 below.) Include the Offeror’s official business address and state in which it is incorporated or organized (if Offeror is not an individual). An appropriate contact name, title, phone number, and email address should also be provided for UMUC’s use during the procurement process. Do not include price information in the transmittal letter.

1.2 Signing of Forms: A Proposal, if submitted by an individual, shall be signed by the individual. If submitted by a partnership, a Proposal shall be signed by such member(s) of the partnership with authority to bind the partnership. If submitted by a corporation, a Proposal shall be signed by an officer, and attested by the corporate secretary or an assistant corporate secretary; if not signed by an officer, there must be attached a copy of a board resolution or that portion of the by-laws, duly certified by the corporate secretary, showing the authority of the person so signing on behalf of the corporation.

2. Initial Technical Criteria.

Clear, concise, yet detailed responses to the technical criteria below are to be provided in the Technical Proposal. In addition, the Bid/Proposal Affidavit and Acknowledgement of Receipt of Addenda (if applicable) must be included. Standard sales material may be provided, but must be attached as an appendix rather than included within the body of the Proposal. **Offerors must paginate the Technical Proposal and are requested to provide tabs to separate responses to each of the technical criteria.**

The following information must be furnished in the Technical Proposal per this solicitation, as more fully described below in items 2.1 through 2.9. Failure to include any of the items listed below may disqualify your firm’s response. The Technical Criteria, items 2.1 through 2.5, are listed below in order of importance. Offerors are requested to compile their Proposals in the same order. It is the Offeror’s responsibility to tailor its response to demonstrate its qualifications to perform the scope of work specifically for UMUC.

2.1 Proposed Solution: Proposing firms are to provide a detailed narrative about how the proposed Solution meets each of the requirements of the Scope of Work in Paragraphs 2.1 to 6.2.
2.2 Staffing Organization and Proposed Personnel Qualifications:

A. **Staffing Plan.** Proposing firms are to provide a narrative as to how they plan to staff the contract. Proposing firms must include all necessary personnel and services required to successfully complete all tasks and work requirements and produce the high quality deliverables and support services described herein. A proposing firm should demonstrate that it possesses expertise in-house or has fostered strategic alliances with other firms for providing the support needed to be successful at fulfilling all of the requirements detailed in the Scope of Work.

B. **Key Personnel Qualifications.** The following personnel will be considered key personnel for this project:

1. **Account Manager/Project Manager.** This person will be responsible for communicating, coordinating, and administratively managing the contract. The Manager must understand the administrative and technical requirements of the contract.

2. **On-Site Senior Network Engineer.** This person will be assigned to the main UMUC campus site during normal working hours and will be 100% dedicated to this contract. This person must have at least five (5) years of experience and possess current Cisco® Certified Internetwork Expert (“CCIE”) routing/switching certification.

3. **On-Site Voice Engineer.** This person will be assigned to the main UMUC campus site and will be 100% dedicated to this contract. This person must have at least five (5) years of experience and possess current Cisco® Certified Network Associate (“CCNA”) voice certification. This person must demonstrate experience in telecom operations support including managing add/change/deletes in a campus environment.

4. **After-Hours Technical Lead.** This person will be accountable for the performance of the awarded Contractor’s after-hours team. This person must have at least two (2) years of experience as a member of the awarded Contractor’s staff and must possess a current advanced Cisco® certification, e.g., Cisco® Certified Network Professional (“CCNP”).

5. **Critical Issues Technical Lead.** This person will be accountable for effective and timely resolution of critical issues. This person must have at least two (2) years as a member of the vendor staff and possess current full CCIE routing/switching and (preferably) CCIE Voice certifications.
C. **Non-Key Personnel Qualifications.** A proposing firm must demonstrate that it has adequate technical breadth to support potential operational issues. Contractor will submit resumes to evidence the following internal staff qualifications:

1. Minimum of three (3) years of experience implementing new LAN/WAN designs, architectures and integration.

2. Minimum of three (3) years of experience troubleshooting and configuration of large enterprise LAN/WAN networks.

3. Minimum of three (3) years of experience configuring and troubleshooting wireless networks.

4. Minimum of three (3) years of experience configuring and implementing EIGRP, OSPF, and BGP protocols.

5. Minimum of three (3) years of experience configuring L2 and L3 Access Control Lists (“ACLs”).

6. Minimum of three (3) years of experience configuring and troubleshooting network load-balancer systems.

2.3. **Substitution of Personnel:** The Contractor may not substitute key personnel without the prior approval of UMUC Network Engineering. To replace any personnel, the Contractor will submit resumes of the proposed personnel specifying their intended approved labor category. All proposed substitute personnel shall have qualifications equal to or better than those of the replaced personnel and must be approved by the UMUC Manager. The UMUC Manager shall have the option to interview the proposed substitute personnel. After the interview, the UMUC Manager shall notify the Contractor of acceptance or denial of the requested substitution.

2.4 **Firm Experience / Firm Profile:** The Contractor must demonstrate and certify that it possesses at a minimum three (3) years of experience in providing network engineering and administrative support for large enterprise environments, including one (1) or more of the certifications listed.

2.5 **Special/Unique Qualifications:** Provide a narrative to elaborate on the Network and Telephony Management expertise and special/unique qualifications and/or experiences of the Offeror and/or any member of its team, which make it uniquely capable to provide a solution to UMUC. Special firm and/or individual expertise is to be included. If applicable, please provide higher education experience. The ability to develop and adhere to a timeline is also an important element of the evaluation.
2.6 **Proposal Affidavit:** Complete and sign the Proposal Affidavit enclosed in Appendix A and enclose with the Technical Proposal.

2.7 **Insurance:** Provide a copy of a Certificate of Insurance verifying your firm's Coverage for Professional Liability, Commercial General Liability, Worker's Compensation, Automobile Liability Insurance, and Professional Liability.

2.8 **Acknowledgement of Receipt of Addenda Form:** If any addenda to the RFP documents are issued prior to the due date and time for Proposals, this form (found in Appendix A) must be completed, signed, and included in the Offeror's Technical Proposal.

2.9 **Acknowledgement of Review of Contract:** The UMUC Contract for this Procurement will contain the provisions in Appendix C as well as any additional terms required by the University or the State of Maryland. By submitting a Proposal, the Offeror warrants that they have reviewed Appendix C and will execute a contract: a) in substantially the same form; and b) with these terms and conditions upon request by UMUC. For accounting purposes only, UMUC will also issue a purchase order to the awarded Contractor.

3. **Modifications of Technical Proposal.**

Offerors may modify their Technical Proposals by e-mail or facsimile communication at any time prior to the due date and time, provided that the Issuing Office is satisfied that a written confirmation of the modification with the signature of the Offeror was mailed prior to the Proposal due date and time. Technical Proposals may not be modified, supplemented, cured, or changed in any way after the due date and time, unless specifically requested by the University.
SECTION III. PROCUREMENT PHASES AND EVALUATION PROCESS

ARTICLE 2. TECHNICAL EVALUATION PROCESS

1. Qualifying Proposals.

1.1 Procurement Officer Review: The Procurement Officer shall first review each Technical Proposal for compliance with the mandatory requirements of this RFP (i.e., susceptibility of award). Failure to comply with any mandatory requirement will normally disqualify a Proposal. The University reserves the right to waive a mandatory requirement when it is in its best interest to do so and when permitted by law.

1.2 Evaluation and Selection Committee: All Qualifying Proposals will be reviewed by a UMUC Evaluation and Selection Committee (the “Committee”) established by the Procurement Officer. As the procurement progresses, the Committee may seek input from other appropriate UMUC staff or request additional technical assistance from any other source.


2.1 Initial Technical Evaluation: Following the Procurement Officer’s qualifying review, the Committee shall conduct its evaluation of the technical merit of the Proposals in accordance with the Evaluation Criteria listed in Article 1, § 2, above. Minor irregularities contained in Proposals, which are immaterial or inconsequential in nature, may be waived wherever it is determined to be in the University’s best interest and when permitted by law. The decision for progressing in the procurement process will be made based on the strengths, weaknesses, advantages, and deficiencies that the Technical Proposals represent.

2.2 Shortlisting: In accordance with the Evaluation Criteria set forth in Article 1, § 2, a shortlist may be developed based on the Initial Technical Evaluation results. All Offerors will be notified of the results as they pertain to their respective Technical Proposal.


3.1 Purpose: Based on the Evaluation Committee’s Initial Technical Evaluation, the University may invite, without cost to itself, the shortlisted Offerors to an oral presentation/discussion session (“Discussion Session”). The purposes of the Discussion Session are as follows:

   A. To provide the Offeror the opportunity to demonstrate its solution;

   B. To discuss/clarify any and all aspects of the Technical Proposal, in particular the proposed solution, cost model options,
approach/methodologies, implementation process, schedule, staffing of the contract, and ongoing support of the solution and other applicable professional services;

C. To allow the University to meet the Offeror's key personnel and for these personnel to convey directly their experience and expertise in the proposed solution and its implementation; and,

D. To provide an opportunity to clarify the scope of services for the intended contract and discuss any items addressed in the Technical Proposal that may require additional clarification.

3.2 Format: The Discussion Session will be informal as the University is not interested in a sales presentation by executives and business development staff; rather, the University is requesting a demonstration of the proposed solution and an interactive discussion with each of the shortlisted Offerors. It is required that those key personnel who are proposed to be assigned to the University fully participate in the presentation and discussion. Ample time will be available for the University and the Offeror to ask questions and discuss issues and concerns related to the solution, the scope of the services, and the Offeror’s capabilities and qualifications. We anticipate that the Discussion Session will be approximately 90 minutes in length.

Each shortlisted Offeror will be required to have all key personnel, listed in Section III. Procurement Phases and Evaluation Process, Article 1. Technical Proposal Requirements, Paragraph 2.2.B. Key Personnel Qualifications, attend the session in Adelphi, Maryland. Following the Discussion Session, additional follow-up, clarification documentation may be requested of each Offeror.

3.3 Date: The times and dates for the Discussion Session(s) will be set upon completion of the Initial Technical Evaluation; however, it is anticipated that the Discussion Session(s) will be conducted on the times and dates listed per the Solicitation Schedule, as well as on the cover of this RFP. Offerors are therefore advised to set these dates aside in their entirety on the calendars of the appropriate key personnel.


4.1 Criteria: Following the Discussion Session held with shortlisted Offerors, a Second Phase Technical Evaluation will be conducted. The Evaluation Committee will re-evaluate all criteria of the Technical Proposals of shortlisted Offerors, incorporating assessments of the Discussion Session and outcomes of reference checks. The University reserves the right to make a determination that an Offeror is not shortlisted prior to completing reference checks. The order of Evaluation Criteria remains the same.

4.2 Process: Further shortlists may result as the procurement progresses. At each phase of the process, those firms that do not remain shortlisted will not progress in the procurement. All Offerors will be notified of the results of the Technical Evaluation
as they pertain to their respective Technical Proposals. It is UMUC’s intent to conduct references prior to establishing the final shortlist of proposals. Once a final shortlist of proposals is established, the Committee will rank the remaining Technical Proposals from highest to lowest.

5. **Security Questionnaire**

A UMUC Third-Party Security Assessment Questionnaire may be issued via addendum to short-listed firms for completion during the final evaluation phase.
SECTION III. PROCUREMENT PHASES AND EVALUATION PROCESS

ARTICLE 3. PRICE PROPOSALS

1. Submission.

Price Proposals will be requested, via addendum, of the final shortlisted firms and must be received at the Issuing Office by the specified due date and time per the Solicitation Schedule. Offerors that have been notified at any time prior to the Price Proposal due date that they have not progressed in the procurement process are not required to submit a Price Proposal. If applicable, all Offerors must use the Price Proposal form provided in the addendum. An original, plus six (6) printed copies [for a total of seven (7)], as well as a compact disc (CD), a flash drive or other portable electronic media, of the Price Proposal must be provided. The original must be clearly labeled as this is the official Offer from the Proposer. No electronic, telephone, telegraphic, or facsimile Price Proposals will be accepted.

2. Evaluation.

Price Proposals will be evaluated based on the total cost of the products and/or services requested herein. The University may elect to request Best and Final Price Proposals (BAFO’s).

The Committee will establish a financial ranking of the final Price Proposals from lowest to highest total offers.
SECTION III. PROCUREMENT PHASES AND EVALUATION PROCESS

ARTICLE 4. FINAL EVALUATION, RANKING AND SELECTION

1. Recommendation of Award or Further Discussions.

The Committee may recommend an Offeror for contract award(s) based upon the Offeror’s Technical Proposal and Price Proposal without further discussion. However, should the Committee find that further discussion would benefit the University and the State of Maryland, the Committee may recommend such discussions to the Procurement Officer. Should the Procurement Officer determine that further discussion would be in the best interest of the University and the State, the Procurement Officer shall establish procedures and schedules for conducting discussions and will notify responsible Offerors.

2. Final Ranking and Selection.

2.1 Process: Following evaluation of the Technical Proposals and the Price Proposals (and Best and Final Offers, if applicable), the Evaluation and Selection Committee will make an initial overall ranking of the Proposals and recommend to the Procurement Officer the award of the contract(s) to the Offeror whose Proposal(s) is (are) determined to be the most advantageous to the University and the State of Maryland. The decision of the award(s) of the Contract will be made at the discretion of the Procurement Officer and will depend on the facts and circumstances of the procurement. All Offerors will be notified of the award(s) selection.

2.2 Basis for Award: Technical merit will have a greater weight than cost in the final ranking. Award may be made to the Offeror with a higher technical ranking even if its Price Proposal is not the lowest. The Procurement Officer retains the discretion to examine all factors to determine the award of the contract. The goal is to contract with the Offeror(s) that would best meet the needs of the University as set forth in the RFP.

2.3. Negotiations: The University may select for award one or more Offeror(s) to negotiate the terms and conditions of the Contract. The University reserves the right to make an award with or without negotiation.

3. Debriefing.

3.1 Request: Unsuccessful Offerors may request a debriefing. A request must be submitted in writing to the Procurement Officer within ten (10) days after the date on which Offeror knows, or should have known, that its Proposal was unsuccessful. Debriefings shall be conducted at the earliest feasible time.

3.2 Discussion: Debriefings shall be limited to discussion of the Offeror’s Proposal only and shall not include a discussion of a competing Offeror’s Proposal. The debriefing
may include information on areas in which the unsuccessful Offeror’s Proposal was deemed weak or insufficient. The debriefing may not include discussion or dissemination of the thoughts, notes, or ranking from an individual Evaluation Committee Member. A summary of the Procurement Officer’s rationale for the selection may be given.
APPENDIX A

TECHNICAL PROPOSAL FORMS

(NOTE: Refer to Section III. Procurement Phases and Evaluation Process, Article I. Technical Proposal Requirements, for all required contents of the Technical Proposal. Completion of these forms in this Appendix A is NOT the complete contents required.)

1. Acknowledgement of Receipt of Addenda Form

2. Bid Proposal/Affidavit
APPENDIX A

ACKNOWLEDGEMENT OF RECEIPT OF ADDENDA FORM

RFP NO.: 91263

TECHNICAL PROPOSAL DUE DATE: February 6, 2015 at 2:00 P.M EST

RFP FOR: Network and Internet Telephony Managed Services

NAME OF OFFEROR: ________________________________________________

ACKNOWLEDGEMENT OF RECEIPT OF ADDENDA

The undersigned, hereby acknowledges the receipt of the following addenda:

Addendum No. _____ dated ______
Addendum No. _____ dated ______
Addendum No. _____ dated ______
Addendum No. _____ dated ______
Addendum No. _____ dated ______
Addendum No. _____ dated ______

As stated in the RFP documents, this form is included in our Technical Proposal.

____________________________________
Signature

____________________________________
Printed Name

____________________________________
Title
APPENDIX A

BID/PROPOSAL AFFIDAVIT

A. AUTHORIZED REPRESENTATIVE

I HEREBY AFFIRM THAT: I am the (title) ________________________________ and the duly authorized representative of (business) ________________________________ and that I possess the legal authority to make this Affidavit on behalf of myself and the business for which I am acting.

B. NOT USED

B-1. CERTIFICATION REGARDING MINORITY BUSINESS ENTERPRISES

(applicable if an MBE goal is set)

The undersigned bidder or offeror hereby certifies and agrees that it has fully complied with the State Minority Business Enterprise Law, State Finance and Procurement Article, §14-308(a)(2), Annotated Code of Maryland, which provides that, except as otherwise provided by law, a contractor may not identify a certified minority business enterprise in a bid or proposal and:

(1) Fail to request, receive, or otherwise obtain authorization from the certified minority business enterprise to identify the certified minority proposal;

(2) Fail to notify the certified minority business enterprise before execution of the contract of its inclusion in the bid or proposal;

(3) Fail to use the certified minority business enterprise in the performance of the contract; or

(4) Pay the certified minority business enterprise solely for the use of its name in the bid or proposal.

Without limiting any other provision of the solicitation on this project, it is understood that if the certification is false, such false certification constitutes grounds for the State to reject the bid submitted by the bidder on this project, and terminate any contract awarded based on the bid.

B-2. CERTIFICATION REGARDING VETERAN-OWNED SMALL BUSINESS ENTERPRISES

(if applicable to the solicitation)

The undersigned bidder or offeror hereby certifies and agrees that it has fully complied with the State veteran-owned small business enterprise law, State Finance and Procurement Article, §14-605, Annotated Code of Maryland, which provides that a person may not:

(1) Knowingly and with intent to defraud, fraudulently obtain, attempt to obtain, or aid another person in fraudulently obtaining or attempting to obtain public money, procurement
contracts, or funds expended under a procurement contract to which the person is not entitled under this title;

(2) Knowingly and with intent to defraud, fraudulently represent participation of a veteran–owned small business enterprise in order to obtain or retain a bid preference or a procurement contract;

(3) Willfully and knowingly make or subscribe to any statement, declaration, or other document that is fraudulent or false as to any material matter, whether or not that falsity or fraud is committed with the knowledge or consent of the person authorized or required to present the declaration, statement, or document;

(4) Willfully and knowingly aid, assist in, procure, counsel, or advise the preparation or presentation of a declaration, statement, or other document that is fraudulent or false as to any material matter, regardless of whether that falsity or fraud is committed with the knowledge or consent of the person authorized or required to present the declaration, statement, or document;

(5) Willfully and knowingly fail to file any declaration or notice with the unit that is required by COMAR 21.11.12; or

(6) Establish, knowingly aid in the establishment of, or exercise control over a business found to have violated a provision of §B-2(1)—(5) of this regulation.

C. AFFIRMATION REGARDING BRIBERY CONVICTIONS

I FURTHER AFFIRM THAT: Neither I, nor to the best of my knowledge, information, and belief, the above business (as is defined in Section 16-101(b) of the State Finance and Procurement Article of the Annotated Code of Maryland), or any of its officers, directors, partners, controlling stockholders, or any of its employees directly involved in the business’s contracting activities including obtaining or performing contracts with public bodies has been convicted of, or has had probation before judgment imposed pursuant to Criminal Procedure Article, §6-220, Annotated Code of Maryland, or has pleaded nolo contendere to a charge of bribery, attempted bribery, or conspiracy to bribe in violation of Maryland law, or of the law of any other state or federal law, except as follows (indicate the reasons why the affirmation cannot be given and list any conviction, plea, or imposition of probation before judgment with the date, court, official or administrative body, the sentence or disposition, the name(s) of person(s) involved, and their current positions and responsibilities with the business):

____________________________________________________________________________

____________________________________________________________________________
D. AFFIRMATION REGARDING OTHER CONVICTIONS

I FURTHER AFFIRM THAT: Neither I, nor to the best of my knowledge, information, and belief, the above business, or any of its officers, directors, partners, controlling stockholders, or any of its employees directly involved in the business’s contracting activities including obtaining or performing contracts with public bodies, has:

(1) Been convicted under state or federal statute of a criminal offense incident to obtaining or attempting to obtain, or performing a public or private contract, fraud, embezzlement, theft, forgery, falsification or destruction of records, or receiving stolen property;

(2) Been convicted of any criminal violation of a state or federal antitrust statute;

(3) Been convicted under the provisions of Title 18 of the United States Code for violation of the Racketeer Influenced and Corrupt Organizations Act, 18 U.S.C. §1961, et seq., or the Mail Fraud Act, 18 U.S.C. §1341 et seq., for acts arising out of the submission of bids or proposals for a public or private contract;

(4) Been convicted of a violation of the State Minority Business Enterprise Law, Section 14-308 of the State Finance and Procurement Article of the Annotated Code of Maryland;

(5) Been convicted of a violation of §11-205.1 of the State Finance and Procurement Article of the Annotated Code of Maryland;

(6) Been convicted of conspiracy to commit any act or omission that would constitute grounds for conviction or liability under any law or statute described in subsections (1), (2), (3), (4) or (5), above;

(7) Been found civilly liable under a state or federal antitrust statutes for acts or omissions in connection with the submission of bids or proposals for a public or private contract;

(8) Admitted in writing or under oath, during the course of an official investigation or other proceedings, acts or omissions that would constitute grounds for conviction or liability under any law or statute described above, except as follows (indicate reasons why the affirmations cannot be given, and list any conviction, plea, or imposition of probation before judgment with the date, court, official or administrative body, the sentence or disposition, the name(s) of the person(s) involved and their current positions and responsibilities with the business, and the status of any debarment):

____________________________________________________________________________
E. AFFIRMATION REGARDING DEBARMENT

I FURTHER AFFIRM THAT: Neither I, nor to the best of my knowledge, information, and belief, the above business, or any of its officers, directors, partners, controlling stockholders, or any of its employees directly involved in the business’s contracting activities, including obtaining or performing contracts with public bodies, has ever been suspended or debarred (including being issued a limited denial of participation) by any public entity, except as follows (list each debarment or suspension providing the dates of the suspension or debarment, the name of the public entity and the status of the proceedings, the name(s) of the person(s) involved and their current positions and responsibilities with the business, the grounds of the debarment or suspension, and the details of each person’s involvement in any activity that formed the grounds of the debarment or suspension):

____________________________________________________________________________
____________________________________________________________________________

F. AFFIRMATION REGARDING DEBARMENT OF RELATED ENTITIES

I FURTHER AFFIRM THAT:

(1) The business was not established and it does not operate in a manner designed to evade the application of or defeat the purpose of debarment pursuant to Sections 16-101, et seq., of the State Finance and Procurement Article of the Annotated Code of Maryland; and

(2) The business is not a successor, assignee, subsidiary, or affiliate of a suspended or debarred business, except as follows (you must indicate the reasons why the affirmations cannot be given without qualification):

____________________________________________________________________________

G. SUB-CONTRACT AFFIRMATION

I FURTHER AFFIRM THAT: Neither I, nor to the best of my knowledge, information, and belief, the above business, has knowingly entered into a contract with a public body under which a person debarred or suspended under Title 16 of the State Finance and Procurement Article of the Annotated Code of Maryland will provide, directly or indirectly, supplies, services, architectural services, construction-related services, leases of real property, or construction.

H. AFFIRMATION REGARDING COLLUSION

I FURTHER AFFIRM THAT: Neither I, nor to the best of my knowledge, information, and belief, the above business, has:
(1) Agreed, conspired, connived, or colluded to produce a deceptive show of competition in the compilation of the accompanying bid or offer that is being submitted;

(2) In any manner, directly or indirectly, entered into any agreement of any kind to fix the bid price or price proposal of the bidder or offeror or of any competitor, or otherwise taken any action in restraint of free competitive bidding in connection with the contract for which the accompanying bid or offer is submitted.

I. FINANCIAL DISCLOSURE AFFIRMATION

I further affirm that: I am aware of, and the above business will comply with the provisions of Section 13-221 of the State Finance and Procurement Article of the Annotated Code of Maryland, which require that every business that enters into contracts, leases, or other agreements with the State of Maryland or its agencies during a calendar year under which the business is to receive in the aggregate $100,000 or more shall, within 30 days of the time when the aggregate value of these contracts, leases or other agreements reaches $100,000, file with the Secretary of State of Maryland certain specified information to include disclosure of beneficial ownership of the business.

J. POLITICAL CONTRIBUTION DISCLOSURE AFFIRMATION

I further affirm that: I am aware of and that the above business will comply with, Election Law Article, §§14-101 – 14-108, Annotated Code of Maryland, which requires that every person that enters into contracts, leases, or other agreements with the State of Maryland, including its agencies or a political subdivision of the State, during a calendar year in which the person receives in the aggregate $100,000 or more shall file with the State Board of Elections a statement disclosing contributions in excess of $500 made during the reporting period to a candidate for elective office in any primary or general election.

K. DRUG AND ALCOHOL-FREE WORKPLACE

(Applicable to all contracts unless the contract is for a law enforcement agency and the agency head or the agency head's designee has determined that application of COMAR 21.11.08 and this certification would be inappropriate in connection with the law enforcement agency's undercover operations.)

I certify that:

(1) Terms defined in COMAR 21.11.08 shall have the same meaning when used in this certification.

(2) By submission of its bid or offer, the business, if other than an individual, certifies and agrees that, with respect to its employees to be employed under a contract resulting from this solicitation, the business shall:
(a) Maintain a workplace free of drug and alcohol abuse during the term of the contract;

(b) Publish a statement notifying its employees that the unlawful manufacture, distribution, dispensing, possession, or use of drugs, and the abuse of drugs or alcohol is prohibited in the business's workplace and specifying the actions that will be taken against employees for violation of these prohibitions;

(c) Prohibit its employees from working under the influence of drugs and alcohol;

(d) Not hire or assign to work on the contract anyone whom the business knows, or in the exercise of due diligence should know, currently abuses drugs or alcohol and is not actively engaged in a bona fide drug or alcohol abuse assistance or rehabilitation program;

(e) Promptly inform the appropriate law enforcement agency of every drug-related crime that occurs in its workplace if the business has observed the violation or otherwise has reliable information that a violation has occurred;

(f) Establish drug and alcohol abuse awareness programs to inform its employees about:

(i) The dangers of drug and alcohol abuse in the workplace,

(ii) The business's policy of maintaining a drug and alcohol-free workplace,

(iii) Any available drug and alcohol counseling, rehabilitation, and employee assistance programs; and

(iv) The penalties that may be imposed upon employees who abuse drugs and alcohol in the workplace;

(g) Provide all employees engaged in the performance of the contract with a copy of the statement required by §K(2)(b), above;

(h) Notify its employees in the statement required by §K(2)(b) above, that as a condition of continued employment on the contract, the employee shall:

(i) Abide by the terms of the statement, and

(ii) Notify the employer of any criminal drug or alcohol abuse conviction for an offense occurring in the workplace not later than five (5) days after a conviction;
(i) Notify the Procurement Officer within 10 days after receiving notice under §K(2)(h)(ii), above, or otherwise receiving actual notice of a conviction;

(j) Within 30 days after receiving notice under §K(2)(h)(ii), above, or otherwise receiving actual notice of a conviction, impose either of the following sanctions or remedial measures on any employee who is convicted of a drug or alcohol abuse offense occurring in the workplace:

   (i) Take appropriate personnel action against an employee, up to and including termination, or

   (ii) Require an employee to satisfactorily participate in a *bona fide* drug or alcohol abuse assistance or rehabilitation program; and,

(k) Make a good faith effort to maintain a drug and alcohol-free workplace through implementation of §K(2)(a)-(j), above.

(3) If the business is an individual, the individual shall certify and agree, as set forth in K(4), below, that the individual shall not engage in the unlawful manufacture, distribution, dispensing, possession, or use of drugs or the abuse of drugs or alcohol in the performance of the contract.

(4) I acknowledge and agree that:

   (a) The award of contract is conditional upon compliance with COMAR 21.11.08 and this certification;

   (b) The violation of the provisions of COMAR 21.11.08 or this certification shall be cause to suspend payments under, or terminate the contract for default under COMAR 21.07.01.11 or 21.07.03.15, as applicable; and

   (c) The violation of the provisions of COMAR 21.11.08 or this certification in connection with the contract may, in the exercise of the discretion of the Board of Public Works, result in suspension and debarment of the business under COMAR 21.08.03.

L. CERTIFICATION OF CORPORATION REGISTRATION AND TAX PAYMENT

I FURTHER AFFIRM THAT:

   (1) The business named above is a (domestic__) (foreign__) [check one] corporation registered in accordance with the Corporations and Associations Article, Annotated Code of Maryland, and that it is in good standing and has filed all of its annual reports, together with filing fees, with the Maryland State Department of Assessments and Taxation, and that the name and address of its resident agent filed with the State Department of Assessments and Taxation is:
Name: ______________________________________________________________________

Address:____________________________________________________________________

(If not applicable, so state.)

(2) Except as validly contested, the business has paid, or has arranged for payment of, all taxes due the State of Maryland and has filed all required returns and reports with the Comptroller of the Treasury, the State Department of Assessments and Taxation, and the Employment Security Administration, as applicable, and will have paid all withholding taxes due the State of Maryland prior to final settlement.

M. CONTINGENT FEES

I FURTHER AFFIRM THAT: The business has not employed or retained any person, partnership, corporation, or other entity, other than a bona fide employee or agent working for the business, to solicit or secure the Contract, and that the business has not paid or agreed to pay any person, partnership, corporation, or other entity, other than a bona fide employee or agent, any fee or any other consideration contingent on the making of the Contract.

N. CONFLICT OF INTEREST AFFIDAVIT AND DISCLOSURE

(1) "Conflict of interest" means that because of other activities or relationships with other persons, a person is unable or potentially unable to render impartial assistance or advice to the State, or the person's objectivity in performing the contract work is or might be otherwise impaired, or a person has an unfair competitive advantage.

(2) "Person" has the meaning stated in COMAR 21.01.02.01B(64) and includes a bidder, offeror, contractor, consultant, or subcontractor or subconsultant at any tier, and also includes an employee or agent of any of them if the employee or agent has or will have the authority to control or supervise all or a portion of the work for which a bid or offer is made.

(3) The bidder or offeror warrants that, except as disclosed in §(4), below, there are no relevant facts or circumstances now giving rise or which could, in the future, give rise to a conflict of interest.

(4) The following facts or circumstances give rise or could in the future give rise to a conflict of interest (explain detail—attach additional sheets if necessary):

____________________________________________________________________________

____________________________________________________________________________

(5) The bidder or offeror agrees that if an actual or potential conflict of interest arises after the date of this affidavit, the bidder or offeror shall immediately make a full disclosure in writing to the Procurement Officer of all relevant facts and circumstances. This disclosure shall include a description of actions which the bidder or offeror has taken and proposes to take to avoid, mitigate, or neutralize the actual or potential conflict of interest. If the contract has been
awarded and performance of the contract has begun, the contractor shall continue performance until notified by the Procurement Officer of any contrary action to be taken.

O.  CERTIFICATION REGARDING INVESTMENTS IN IRAN

(1) The undersigned bidder or offeror certifies that, in accordance with State Finance & Procurement Article, §17-705:

   (i) it is not identified on the list created by the Board of Public Works as a person engaging in investment activities in Iran as described in §17-702 of State Finance & Procurement; and

   (ii) it is not engaging in investment activities in Iran as described in State Finance & Procurement Article, §17-702.

(2) The undersigned bidder or offeror is unable to make the above certification regarding its investment activities in Iran due to the following activities:

____________________________________________________________________________
____________________________________________________________________________
____________________________________________________________________________

P.  ACKNOWLEDGMENT

I ACKNOWLEDGE THAT this Affidavit is to be furnished to the Procurement Officer and may be distributed to units of: (1) the State of Maryland; (2) counties or other subdivisions of the State of Maryland; (3) other states; and, (4) the federal government. I further acknowledge that this Affidavit is subject to applicable laws of the United States and the State of Maryland, both criminal and civil, and that nothing in this Affidavit or any contract resulting from submission of this bid or proposal shall be construed to supersede, amend, modify or waive, on behalf of the State of Maryland or any unit of the State of Maryland having jurisdiction, the exercise of any right or remedy conferred by the Constitution and the laws of Maryland in respect to any misrepresentation made or any violation of the obligations, terms and covenants undertaken by the above business in respect to (1) this Affidavit, (2) the contract, and (3) other Affidavits comprising part of the contract.
I DO SOLEMNLY DECLARE AND AFFIRM UNDER THE PENALTIES OF PERJURY THAT THE CONTENTS OF THIS AFFIDAVIT ARE TRUE AND CORRECT TO THE BEST OF MY KNOWLEDGE, INFORMATION, AND BELIEF.

Date: ____________ By: ______________________________________________

(Authorized Representative and Affiant)

Company Name: ______________________________________________________________

FEIN No: ______________________________________________________________
APPENDIX B

PRICE PROPOSAL FORMS
and
Living Wage Affidavit

These forms will be provided via addendum for submission by all applicable shortlisted firms.
APPENDIX C

CONTRACT FORMS

1. Contract

2. Contract Affidavit
APPENDIX C

UNIVERSITY OF MARYLAND UNIVERSITY COLLEGE
CONTRACT # 91263

_______________ __, 2015

CONTRACTOR: __________________________
Federal Employer ID: __-_________
Address: ____________________________
Contact Person: ________________________
Contact Phone: _________________________
Contact Fax: __________________________
Contact Email: _________________________

UMUC Ordering Office: __________________________
Project Coordinator: __________________________
Coordinator Phone: __________________________
Coordinator Fax: __________________________
Coordinator Email: __________________________

UMUC Procurement Officer (i.e., Contract Manager): Amy Kisloski
Phone Number: (301) 985-7707
E-mail address: amy.kisloski@umuc.edu
THIS CONTRACT (“Contract”) is made as of this _____ day of ____________, 2015 by and between ______________________, a corporation organized under the laws of the State of ______, with offices at _______________________, ______, ______, hereinafter referred to as “Contractor,” and the University of Maryland University College (UMUC), a constituent institution of the University System of Maryland, an agency of the State of Maryland, with offices at 3501 University Boulevard East, Adelphi, MD 20783, hereinafter referred to as the "University.”

RECITALS

The University issued solicitation documents, Request for Proposal No. 91263, on ____________, ______, 2015, as amended from time to time (the “RFP”), to solicit a provider of Network and Telephony Managed services. Contractor submitted a technical proposal dated __________, 2015 and price proposal dated ____________, 2015, and accepted by the University (collectively, “the Proposal”) in response to the RFP, and the University subsequently selected the Contractor as the awardee of this Contract.

THE PARTIES AGREE AS FOLLOWS:

1. SCOPE, CONTRACT DOCUMENTS, AND TERM

1.1 Contractor shall provide to the University ______________ professional services (the “Services”), as from time to time ordered by the University, in accordance with the terms and conditions of this Contract.

1.2 This Contract consists of multiple documents as follows in order of precedence:

   o This Contract Form (pages 1 through ___);
   o The Solicitation #__________ and all amendments to the solicitation;
   o Contractor’s Technical Proposal dated __________ as to Sections ___ only and Price Proposal dated ____________; and,
   o Statements of work, if any, issued from time to time, pursuant to this Contract (each of which is incorporated in this Contract whether or not physically attached hereto).

1.3 This Contract shall be in effect from _________________ __, 20__ through ___________, 20__ unless otherwise extended, expired or terminated pursuant to this Contract. There are ____ 12-month renewal options at UMUC’s sole option.

2. PROFESSIONAL SERVICES

2.1 The Contractor shall perform the Project as described in Exhibit A to this Agreement. Services shall be performed in accordance with the schedule included in Exhibit A, or, if no such schedule is included, in accordance with a schedule agreed upon in writing by the Parties at a future date and adopted as an amendment to Exhibit A. The Contractor shall
perform the Project as expeditiously as is consistent with good professional skill and care and the orderly progress of the Project.

2.2 The maximum fee for the Contractor's professional services is ______. The Contractor’s fees for services required to complete the Project shall not exceed the maximum fee.

2.3 The UMUC Office of __________ will designate a staff member to act as coordinator (“Project Coordinator”) between UMUC and the Contractor. Throughout the period of the Project, copies of all correspondence, work products, specifications, estimates and other materials prepared by the Contractor should be directed to the Project Coordinator and also to any other UMUC personnel designated by the Project Coordinator. Direct contact or communication by the Contractor with other UMUC offices or any other entity concerning the Project shall be made only with the prior knowledge and concurrence of the Project Coordinator.

2.4 The professional services team for the Project shall be the same team identified in the Contractor's submittal responding to UMUC's solicitation unless (a) a change is requested by the Contractor and approved in writing by the Project Coordinator; or (b) a change is requested in writing by the Project Coordinator for good cause, in which case the Contractor shall make an appropriate substitution, subject to UMUC's approval, and notify UMUC in writing. Major changes in the Contractor's organization or personnel (other than the Contractor’s Team) shall be reported to UMUC in writing as they occur.

2.5 All terms and conditions of UMUC's solicitation, and any amendments thereto, are made a part of this Agreement unless expressly contradicted by a term or condition of this Agreement. Proposals or suggestions of the Contractor for changes in the solicitation or the terms and conditions of the contract are not binding upon UMUC and are not a part of this Agreement unless set forth in an amendment of the solicitation or in this Agreement and agreed to in writing by UMUC.

3. FEES AND PAYMENT

3.1 Contractor’s fees shall not exceed the rates set forth in the Contract per the Contractor’s price proposal dated ______________.

3.2 As compensation for satisfactory performance of Services, the University will pay Contractor no later than thirty (30) days after the University’s receipt of a proper invoice from Contractor. Charges for late payment of invoices will be only as prescribed by Title 15, Subtitle 1 of the State Finance and Procurement Article, Annotated Code of Maryland, as from time to time amended.

3.3 All fees are exclusive of applicable federal, state, local, and foreign sales, use, excise, utility, gross receipts, value-added and other taxes, tax-like charges and tax-related surcharges. The University is generally exempt from such taxes, and Contractor agrees not to charge the University for such taxes in accordance with applicable law. The University will provide exemption certificates upon request.
3.4 Electronic funds may be used by the State to pay Contractor for this Contract and any other State payments due Contractor unless the State Comptroller’s Office grants Contractor an exemption. Charges for late payment of invoices, other than as prescribed by Title 15, Subtitle 1, of the State Finance and Procurement Article, Annotated Code of Maryland, or by the Public Service Commission of Maryland with respect to regulated public utilities, as applicable, are prohibited.

4. **WORK PRODUCT**

4.1 Contractor shall complete all reports and presentations required by the University and other reports set forth in the Contract (or relevant Task Order).

4.2 Contractor agrees that all research, notes, data, computations, estimates, reports or other documents or work product obtained by or produced by Contractor under this Contract ("the Work") shall be the sole and exclusive property of the University. Upon the University’s request or upon the expiration or termination of this Contract, Contractor shall deliver or return all copies of the Work to the University. The Contractor is permitted, subject to its obligations of confidentiality, to retain one copy of the Work for archival purposes and to defend its work product.

4.3 Notwithstanding the terms of Paragraph 4.2, Contractor is permitted to retain all rights to the intellectual capital (including, without limitation, ideas, methodologies, processes, inventions and tools) developed or possessed by the Contractor prior to, or acquired during, the performance of the Services under this Contract.

4.4 Contractor and University intend this Contract to be a contract for services and each considers the Work to be a work made for hire. If for any reasons the Work would not be considered a work made for hire under applicable law, Contractor does hereby sell, assign and transfer to University, its successors, and assigns, the entire right, title and interest in and to the copyright and any registrations and copyright applications relating thereto and renewals and extensions thereof, and in and to all works based upon, derived from or incorporating the Work, and in and to all income, royalties damages, claims and payments now or hereafter due or payable with respect thereto, and in and to all causes of action, either in law or equity for past, present, or future infringement based on the copyrights, and in and to all rights corresponding to the foregoing throughout the world.

4.5 Contractor agrees to execute all documents and to perform such other proper acts as University may deem necessary to secure for University the rights in the Work.

4.6 In the event of loss of any data or records necessary for the performance of this Contract where such loss is due to the error or negligence of the Contractor, the Contractor shall be responsible, irrespective of cost to the Contractor, for recreating such lost data or records.

4.7 **Software**
A. Contractor shall perform all of the Work in a professional manner in accordance with industry standards for software development and related services, and that the software development and related services will conform to the specifications in the Agreement.

B. Contractor shall endorse UMUC’s requirement to adhere to the University System of Maryland’s (USM) IT Security Standards (http://www.usmd.edu/usm/adminfinance/itcc/ITSecResource.html). UMUC is required to assess risks, ensure data integrity, and determine the level of accessibility that must be maintained. Specific activities include:
   • Identification of security, privacy, legal, and other organizational requirements for recovery of institutional resources such as data, software, hardware, configurations, and licenses at the termination of the contract.
   • Assessment of the contractor’s security and privacy controls.
   • Including UMUC’s security and privacy requirements in the agreement
   • Periodic reassessment of contractor services provisioned to ensure all contract obligations are being met and to manage and mitigate risk.

C. The Contractor is the owner or authorized user of the Contractor’s software and all of its components, and Contractor software and all of its components, to the best of Contractor’s knowledge, do not violate any patent, trademark, trade secret, copyright or any other right of ownership of any third party.

D. Contractor shall (i) establish and maintain industry standard technical and organizational measures to help to protect against accidental damage to, or destruction, loss, or alteration of the materials; (ii) establish and maintain industry standard technical and organizational measures to help to protect against unauthorized access to the Services and materials; and (iii) establish and maintain network and internet security procedures, protocols, security gateways and firewalls with respect to the Services. Contractor software and its components are equipped and/or designed with systems intended to prevent industry known system attacks (e.g., hacker and virus attacks) and unauthorized access to confidential information.

E. Report any confirmed or suspected breach of University data to UMUC’s Computer Incident Response Team (CIRT) within one hour of discovery or detection. Any confirmed or suspected computer security incidents not resulting in breach of University data shall be reported to UMUC CIRT within 12 hours of discovery or detection.

F. Follow strong identity management characteristics and practices, requiring users to adhere to organizational usage, construction, and change requirements.

G. Configure and maintain network to be suitably hardened against security threats and ensure adequate performance.

H. On an annual basis, Contractor shall obtain Service Organization Control (SOC) 1, 2 or 3 reports, and/or a Statement on Standards for Attestation Engagements (SSAE) No.
16 report (the “Reports”) for all facilities from which the Services are provided. It is the Contractor’s responsibility that such Reports are provided under the terms and conditions of this Contract without the University being required to agree to additional terms and conditions that may be applied by a third party. If a Report states that a facility has failed to materially satisfy one or more control objectives, Contractor will, as UMUC’s sole remedy, use commercially reasonable efforts to cause the facility to materially satisfy all control objectives. If, despite Contractor’s efforts, the facility cannot materially satisfy all relevant control objectives, Contractor will mitigate the issue in a commercially reasonable manner which may include the migration to an alternate facility which materially satisfies all control objectives. Failure to do so may be considered a material breach of this Agreement in the sole and reasonable discretion of UMUC.

5. DELIVERY, EVALUATION AND ACCEPTANCE PROCEDURE

5.1 Delivery shall be made in accordance with the solicitation specifications or this Contract, whichever is applicable. The University, in its sole discretion, may extend the time of performance for excusable delays due to unforeseeable causes beyond the Contractor's control. The University unilaterally may order in writing the suspension, delay, or interruption of performance hereunder. The University reserves the right to test any materials, equipment, supplies, or services delivered to determine if the specifications have been met. The Contractor agrees to perform the work continuously and diligently and no charges or claims for damages shall be made by it for any delays or hindrance, from any cause whatsoever, during the progress of any portion of the work specified in this Contract.

5.2 Contractor should provide written notice of Deliverable to designated UMUC POC stating the Deliverable is completed and stating the response date required. The University will have thirty (30) business days in which to respond, unless a different response period is specified in UMUC’s solicitation or this Contract. Upon completion and delivery of each deliverable by Contractor, UMUC will begin the evaluation and acceptance process, which shall include, but not be limited to, the steps described below. Payments, in accordance with Section 3 of this Contract, will be based on the completion/delivery of a deliverable by Contractor and acceptance by UMUC of each deliverable. Contractor will demonstrate to UMUC that the deliverable has been completed or has occurred and will provide UMUC with written notice of the same.

5.3 Within the time period specified above in 5.2, UMUC shall determine whether such deliverable Materially Conforms to the specifications defined in the Contract. As used herein, the term "Materially Conforms" means that the deliverable is ready to be used in production and meets or exceeds its intended functionality and performance. If the deliverable Materially Conforms to the specifications, then, UMUC will provide written confirmation to Contractor that the deliverable is accepted.

5.4 If the deliverable does not Materially Conform, UMUC shall immediately return it to Contractor with a written list of deficiencies. Contractor, at no additional cost to UMUC, shall thereafter make all appropriate and necessary fixes to the deliverable and return it to
UMUC within the time period specified, or if not specified, then within ten (10) business days for further testing by UMUC. If the deliverable again fails to Materially Conform, then, this same process will be repeated one more time. If the deliverable fails to Materially Conform to the specifications after delivery for the second time, then, UMUC may, at its sole discretion, (a) further extend the timeframe for cure and (b) extend the warranty period, if applicable, or (c) begin the termination process as defined in Section 10.1 of this Contract. If UMUC does not elect to terminate this Contract after the second failure, it has not automatically waived its right to do so following any additional failed attempt at correction by Contractor to which the Parties may agree.

5.5 UMUC will make payments only for Materially Conforming Deliverables that have been accepted by UMUC in accordance with this Section 5. Refer to Section 10.10 for Dispute Resolution process to be followed in the event the Contractor and UMUC do not agree on the acceptability of a Deliverable.

5.6 If either Party fails to meet the testing period described above, or any other periods of time as mutually agreed to, the other Party may declare the Contract in material breach and begin the termination process as defined in Section 10.1 of this Contract.

6. INTELLECTUAL PROPERTY

6.1 Neither Party may use the other Party’s name, trademarks or other proprietary identifying symbols without the prior written approval of the other Party.

6.2 Contractor agrees to defend upon request and indemnify and hold harmless UMUC, its officers, agents and employees with respect to any claim, action, cost or judgment for patent infringement, or trademark or copyright violation arising out of purchase or use of materials, software, supplies, equipment or services under this Contract.

7. CONFIDENTIAL INFORMATION

7.1 Contractor acknowledges and understands that in connection with this Contract, the performance of the Services and otherwise, Contractor has had or shall have access to, has obtained or shall obtain, or has been or shall be given the University’s Confidential Information (as defined herein). For purposes of this Contract, “Confidential Information” means all information provided by the University to Contractor, including without limitation information concerning the University’s business strategies, political and legislative affairs, students, employees, vendors, contractors, student records, customer lists, finances, properties, methods of operation, computer and telecommunications systems, and software and documentation. Confidential Information includes information in any and all formats and media, including without limitation oral, and includes the originals and any and all copies and derivatives of such information.

7.2 Contractor shall use the Confidential Information only if and when required for the performance of the Services, and for no other purpose whatsoever, and only by Contractor employees engaged in that performance.
7.3 Contractor shall not, in any manner whatsoever, disclose, permit access to, or allow use of Confidential Information to any person or entity except as specifically permitted or required under this Contract.

7.4 Contractor acknowledges and understands that UMUC is required to protect certain Confidential Information from disclosure under applicable law, including but not limited to, the Family Educational Rights and Privacy Act (“FERPA”), the Gramm Leach Bliley Act (“GLBA’’), or the Maryland Public Information Act (“PIA”), including regulations promulgated thereunder, as the laws and regulations may be amended from time to time (collectively, “the Privacy Laws”). The Confidential Information that is protected under FERPA was provided to the Contractor as it is handling an institution service or function that would ordinarily be performed by UMUC’s employees. The Contractor agrees that it shall be obligated to protect the Confidential Information in its possession or control in accordance with the Privacy Laws to the same extent as UMUC would be obligated if the Confidential Information was in the possession or control of UMUC. The Contractor further agrees that it is subject to the requirements governing the use and redisclosure of personally identifiable information from education records as provided in FERPA.

7.5 Contractor may disclose Confidential Information as required by legal process. If Contractor is required by legal process to disclose Confidential Information, Contractor shall immediately notify the University, and before disclosing such information shall allow UMUC reasonable time to take appropriate legal action to prevent disclosure of the Confidential Information.

7.6 Contractor’s obligations with respect to Confidential Information shall survive the expiration or the termination of this Contract.

7.7 Contractor acknowledges that Contractor’s failure to comply fully with the restrictions placed upon use, disclosure and access to Confidential Information may cause the University grievous irreparable harm and injury. Therefore, any failure to comply with the requirements of this Article 7 shall be a material breach of this Contract.

7.8 Contractor agrees and acknowledges that it is not the custodian of any Confidential Information that may be in Contractor’s possession or control. Contractor shall forward any request for disclosure of Confidential Information to:

Office of Legal Affairs
University of Maryland University College
3501 University Boulevard East
Adelphi, MD 20783

7.9 Except to the extent otherwise required by applicable law or professional standards, the obligations under this section do not apply to information that (a) is or becomes generally known to the public, other than as a result of disclosure by Contractor, (b) had been previously possessed by Contractor without restriction against disclosure at the time of
receipt by Contractor, (c) was independently developed by Contractor without violation of this Contract, or (d) Contractor and the University agree in writing to disclose. Contractor shall be deemed to have met its nondisclosure obligations under this section as long as it exercises the same level of care to protect the Confidential Information as it exercises to protect its own confidential information, except to the extent that applicable law or professional standards impose a higher requirement.

7.10 All Confidential Information received by Contractor shall be returned to the University or destroyed upon completion or termination of this Contract.

8. RELATIONSHIP OF THE PARTIES

8.1 Nothing in this Contract shall be construed to establish a relationship of servant, employee, partnership, association, or joint venture between the Parties. Neither Party shall bind or attempt to bind the other to any contract, warranty, covenant or undertaking of any nature whatsoever unless previously specifically authorized in writing in each instance.

8.2 It is understood and agreed that Contractor is an independent contractor of the University, and not an employee. Except as set forth in this Contract, the University will not withhold income taxes, social security or any other sums from the payments made to Contractor hereunder. All employees or contractors of Contractor shall in no way be considered employees of the University, but rather they shall be employees or contractors of Contractor, and Contractor shall bear full responsibility for compensating those persons and for the performance of the Services by way of them.

8.3 Each Party reserves the right to review all press releases or other public communications of the other Party that may affect the Party’s public image, programs or operations.

9. DISTRIBUTION OF RISK

9.1 Contractor shall maintain in full force and effect adequate insurance coverage to protect against the risks associated with the performance of Services under this Contract. Contractor shall also maintain in full force and effect workers’ compensation insurance as required by the laws of the jurisdiction where the Services are performed. Upon request, Contractor shall provide the University with evidence of such insurance.

9.2 Contractor shall indemnify and hold harmless the University and the State of Maryland, their officers, employees, and agents, from any and all costs (including without limitation reasonable attorneys’ costs and cost of suit), liabilities, claims, or demands arising out of or related to Contractor’s performance under this Contract. The University agrees to notify Contractor promptly of any known liabilities, claims, or demands against the University for which Contractor is responsible hereunder, and Contractor agrees to, at UMUC’s request, defend the University or settle any such liabilities, claims, or demands.
9.3 Neither Party shall be liable to the other for indirect, consequential, incidental, punitive, exemplary, nor special damages, or losses, including without limitation, lost profits and opportunity costs.

10. **GENERAL TERMS AND CONDITIONS**

10.1 **Termination for Default.** If the Contractor fails to fulfill its obligation under this Contract properly and on time, or otherwise violates any provision of the Contract, the University may terminate the Contract by written notice to the Contractor. The notice shall specify the acts or omissions relied upon as cause for termination. The University will provide Contractor a reasonable opportunity, not to exceed 10 business days, to cure the act or omission, provided such opportunity to cure does not extend the deadline for any deliverables and does not cause the University further damage. All finished or unfinished work provided by the Contractor, to which the University is entitled pursuant to this Contract shall become the University's property. The University shall pay the Contractor fair and equitable compensation for satisfactory performance prior to receipt of notice of termination, less the amount of damages caused by Contractor's breach. If the damages are more than the compensation payable to the Contractor, the Contractor will remain liable after termination and the University can affirmatively collect damages. Termination hereunder, including the determination of the rights and obligations of the Parties, shall be governed by the provisions of USM Procurement Policies and Procedures.

10.2 **Termination for Convenience.** The performance of work under this Contract may be terminated by the University in accordance with this clause in whole, or from time to time in part, whenever the University shall determine that such termination is in the best interest of the University. The University will pay all reasonable costs associated with this Contract that the Contractor has incurred up to the date of termination and all reasonable costs associated with termination of the Contract. However, the Contractor shall not be reimbursed for any anticipatory profits that have not been earned up to the date of termination. Termination hereunder, including the determination of the rights and obligations of the Parties, shall be governed by the provisions of the USM Procurement Policies and Procedures.

10.3 **Delays and Extension of Time.** The Contractor agrees to prosecute the work continuously and diligently and no charges or claims for damages shall be made by it for any delays or hindrances from any cause whatsoever during the progress of any portion of the work specified in this Contract. Time extensions will be granted only for excusable delays that arise from unforeseeable causes beyond the control and without the fault or negligence of the Contractor, including but not restricted to, acts of God, acts of public enemy, acts of the State in either its sovereign or contractual capacity, acts of another Contractor in the performance of a contract with the State or the University, changes in law or regulation, action by government or other competent authority, fires, earthquakes, floods, epidemics, quarantine restrictions, strikes, freight embargoes, malicious or criminal acts of third parties, or delays of subcontractors or suppliers arising
from unforeseeable causes beyond the control and without the fault or negligence of either the Contractor or the subcontractors or suppliers.

10.4 **Suspension of Work.** The Procurement Officer unilaterally may order the Contractor in writing to suspend, delay, or interrupt all or any part of its performance for such period of time as the Procurement Officer may determine to be appropriate for the convenience of the University.

10.5 **Subcontracting and Assignment.**

10.5.1 The Contractor may not subcontract any portion of the Services provided under this Contract without obtaining the prior written approval of the University nor may the Contractor assign this Contract or any of its rights or obligations hereunder, without the prior written approval of UMUC. The University shall not be responsible for the fulfillment of the Contractor’s obligations to subcontractors. Any such subcontract shall be subject to any terms and conditions that UMUC deems necessary to protect its interests. Contractor shall remain responsible for performance of all Services under this Contract, and shall be subject to liability to the University for acts and omissions of subcontractors.

10.5.2 Neither Party may assign this Contract without the prior written consent of the other Party, which consent shall not be unreasonably withheld, except that Contractor may assign this Contract to any parent, subsidiary, affiliate or purchaser of all or substantially all its assets with notice to the University. Contractor may designate a third party to receive payment without the University’s prior written consent unless in conflict with Maryland or federal law, but shall provide the University with notification thereof.

10.6 **Maryland Law Prevails.** The laws of the State of Maryland shall govern the interpretation and enforcement of this Contract.

10.7 **Contract Integration and Modification.** This Contract and the documents incorporated herein form the entire agreement of the Parties with respect to the subject matter of this procurement, and supersede all prior negotiations, agreements and understandings with respect thereto. This Contract may be amended with the written consent of both Parties. Amendments may not significantly change the scope of the Contract.

10.8 **No Third Party Beneficiaries.** This Agreement is only for the benefit of the undersigned Parties and their permitted successors and assigns. No one shall be deemed to be a third party beneficiary of this Agreement.

10.9 **Notices.** Notices under this Contract will be written and will be considered effective upon personal delivery to the person addressed or five (5) calendar days after deposit in any U.S. mailbox, first class (registered or certified) and addressed to the other Party as follows:

For the University:
10.10 **Disputes.** This Contract shall be subject to the USM Procurement Policies and Procedures. Pending resolution of a claim, the Contractor shall proceed diligently with the performance of the Contract in accordance with the Procurement Officer's decision.

10.11 **Retention of Records.** Contractor shall retain and maintain all records and documents relating to this Contract for three (3) years after final payment by the State and will make them available for inspection and audit by authorized representatives of the State, including the Procurement Officer or designee, at all reasonable times.

10.12 **Non-Hiring of Employees.** No employee of the State of Maryland or any unit thereof, whose duties as such employee include matters relating to or affecting the subject matter of this Contract, shall, while so employed, become or be an employee of the Party or Parties hereby contracting with the State of Maryland or any unit thereof.

10.13 **Non-Discrimination in Employment.** The Contractor agrees: (a) not to discriminate in any manner against an employee or applicant for employment because of race, color, religion, creed, age, sex, marital status, national origin, ancestry, or physical or mental disability unrelated in nature and extent so as reasonably to preclude the performance of such employment; (b) to include a provision similar to that contained in subsection (a), above, in any subcontract except a subcontract for standard commercial supplies or raw materials; and (c) to post and to cause subcontractors to post in conspicuous places available to employees and applicants for employment, notices setting forth the substance of this clause.

10.14 **Contingent Fee Prohibition.** The Contractor warrants that it has not employed or retained any person, partnership, corporation, or other entity, other than a *bona fide* employee or agent working for the Contractor, to solicit or secure this Contract, and that it has not paid or agreed to pay any person, partnership, corporation, or other entity, other than a *bona fide* employee or agent, any fee or any other consideration contingent on the making of this Contract.

10.15 **Financial Disclosure.** The Contractor shall comply with the provisions of Section 13-221 of the State Finance and Procurement Article of the Annotated Code of Maryland, which
requires that every business that enters into contracts, leases, or other agreements with the State of Maryland or its agencies during a calendar year under which the business is to receive in the aggregate $100,000 or more, shall, within 30 days of the time when the aggregate value of these contracts, leases or other agreements reaches $100,000, file with the Secretary of State of Maryland certain specified information to include disclosure of beneficial ownership of the business.

10.16 **Political Contribution Disclosure.** Contractor shall comply with Election Law Article Sections 14-101 through 14-108 of the Annotated Code of Maryland, which requires that every person making contracts with one or more governmental entities during any 12 month period of time involving cumulative consideration in the aggregate of $100,000 or more to file with the State Board of Elections a statement disclosing certain campaign or election contributions.

10.17 **Anti-Bribery.** The Contractor warrants that neither it nor any of its officers, directors or partners, nor any employees who are directly involved in obtaining or performing contracts with any public body has been convicted of bribery, attempted bribery or conspiracy to bribe under the laws of any state or the federal government.

10.18 **Ethics.** This Contract is cancelable in the event of a violation of the Maryland Public Ethics Law by the Contractor or any UMUC employee in connection with this procurement.

10.19 **Compliance with Laws.** The Contractor hereby represents and warrants that:

10.19.1 It is qualified to do business in the State of Maryland and that it will take such action as, from time to time hereafter, may be necessary to remain so qualified;

10.19.2 It is not in arrears with respect to the payment of any monies due and owing the State of Maryland, or any department or unit thereof, including but not limited to, the payment of taxes and employee benefits, and that it shall not become so in arrears during the term of this Contract;

10.19.3 It shall comply with all federal, State, and local laws, regulations, and ordinances applicable to its activities and obligations under this Contract; and

10.19.4 It shall obtain, at its expense, all licenses, permits, insurance, and governmental approvals, if any, necessary to the performance of its obligations under this Contract.

10.20 **Indemnification.** UMUC shall not assume any obligation to indemnify, hold harmless, or pay attorneys’ fees that may arise from or in any way be associated with the performance or operation of this Contract.

10.21 **Multi-Year Contracts Contingent Upon Appropriations.** If the General Assembly fails to appropriate funds or if funds are not otherwise made available for continued
performance for any fiscal period of this Contract succeeding the first fiscal period, this Contract shall be canceled automatically as of the beginning of the fiscal year for which funds were not appropriated or otherwise made available; provided, however, that this will not affect either the University's rights or the Contractor's rights under any termination clause in this Contract. The effect of termination of the Contract hereunder will be to discharge both the Contractor and the University from future performance of the Contract, but not from their rights and obligations existing at the time of termination.

The Contractor shall be reimbursed for the reasonable value of any non-recurring costs incurred but not amortized in the price of the Contract. The University shall notify the Contractor as soon as it has knowledge that funds may not be available for the continuation of this Contract for each succeeding fiscal period beyond the first.

10.22 Pre-Existing Regulations. In accordance with the provisions of Section 11-206 of the State Finance and Procurement Article, Annotated Code of Maryland, the regulations set forth in USM Procurement Policies and Procedures in effect on the date of execution of this Contract are applicable to this Contract.

10.23 Insurance.

10.23.1 The Contractor shall secure, and shall require that subcontractors secure, pay the premiums for and keep in force until the expiration of this contract, and any renewal thereof, adequate insurance as provided below, such insurance to specifically include liability assumed by the Contractor under this Contract inclusive of the requirements in the solicitation documents:

Commercial General Liability Insurance including all extensions:
Not less than $1,000,000 each occurrence;
Not less than $1,000,000 personal injury;
Not less than $1,000,000 products/completed operation;
Not less than $1,000,000 general aggregate;
Worker’s compensation per statutory requirements; and,
Fiduciary Bonding of Workers with access to credit card information.

Professional liability insurance in an amount not less than $1,000,000.

10.23.2 All policies for liability protection, bodily injury or property damage and fiduciary Bonding must specifically name on its face the University as an additional named insured with respect to operations under the contract and premises occupied by the Contractor provided, however, with respect to the Contractor’s liability for bodily injury or property damages above, such insurance shall cover and not exclude Contractor’s liability for injury to the property of the University and to the persons or property of employees, student, faculty members, agents, officers, regents, invitees or guests of the University.
10.23.3 Each insurance policy shall contain the following endorsements: “It is understood and agreed that the Insurance Company shall notify in writing Procurement Officer forty-five (45) days in advance of the effective date of any reduction in or cancellation of this policy.” Upon the request of the Procurement Officer, a certified true copy of each policy of insurance including the above endorsement manually countersigned by an authorized representative of the insurance company shall be furnished to the Procurement Officer. Notices of policy changes shall be furnished to the Procurement Officer. All required insurance coverages must be acquired from insurers allowed to do business in the State of Maryland. The insurers must have a policy holder’s rating of “A-“or better.

11. LIVING WAGE

11.1 This contract is subject to the Living Wage requirements under Title 18, State Finance and Procurement Article, Annotated Code of Maryland and the regulations proposed by the Commissioner of Labor and Industry. The Living Wage generally applies to a Contractor or Subcontractor who performs work on a State contract for services that is valued at $100,000 or more. An employee is subject to the Living Wage if he/she is at least 18 years old or will turn 18 during the duration of the contract; works at least 13 consecutive weeks on the State Contract and spends at least one-half of the employee’s time during any work week on the State Contract.

11.2 The Living Wage Law does not apply to:

(1) A Contractor who:

(A) has a State contract for services valued at less than $100,000, or
(B) employs 10 or fewer employees and has a State contract for services valued at less than $500,000.

(2) A Subcontractor who:

(A) performs work on a State contract for services valued at less than $100,000,
(B) employs 10 or fewer employees and performs work on a State contract for services valued at less than $500,000, or
(C) performs work for a contractor not covered by the Living Wage Law as defined in Section 11.2(1)(B), in Section 11.2(3), or in Section 11.3.

(3) Service contracts for the following:

(A) services with a Public Service Company;
(B) services with a nonprofit organization;
(C) services with an officer or other entity that is in the Executive Branch of the State government and is authorized by law to enter into a procurement ("Unit"); or
(D) services between a Unit and a County or Baltimore City.

11.3 If the Unit responsible for the State contract for services determines that application of the Living Wage would conflict with any applicable Federal program, the Living Wage does not apply to the contract or program.

11.4 A Contractor must not split or subdivide a State contract for services, pay an employee through a third party, or treat an employee as an independent contractor or assign work to employees to avoid the imposition of any of the requirements of Title 18, State Finance and Procurement, Annotated Code of Maryland.

11.5 Each Contractor/Subcontractor, subject to the Living Wage Law, shall post in a prominent and easily accessible place at the work site(s) of covered employees a notice of the Living Wage Rates, employee rights under the law, and the name, address, and telephone number of the Commissioner.

11.6 The Commissioner of Labor and Industry shall adjust the wage rates by the annual average increase or decrease, if any, in the Consumer Price Index for all urban consumers for the Washington/Baltimore metropolitan area, or any successor index, for the previous calendar year, not later than 90 days after the start of each fiscal year. The Commissioner shall publish any adjustments to the wage rates on the Division of Labor and Industry’s Website. An employer subject to the Living Wage Law must comply with the rate requirements during the initial term of the contract and all subsequent renewal periods, including any increases in the wage rate, required by the Commissioner, automatically upon the effective date of the revised wage rate.

11.7 A Contractor/Subcontractor who reduces the wages paid to an employee based on the employer’s share of the health insurance premium, as provided in §18-103(c), State Finance and Procurement Article, Annotated Code of Maryland, shall not lower an employee’s wage rate below the minimum wage as set in §3-413, Labor and Employment Article, Annotated Code of Maryland. A Contractor/Subcontractor who reduces the wages paid to an employee based on the employer’s share of health insurance premium shall comply with any record reporting requirements established by the Commissioner of Labor and Industry.

11.8 A Contractor/Subcontractor may reduce the wage rates paid under §18-103(a), State Finance and Procurement, Annotated Code of Maryland, by no more than 50 cents of the hourly cost of the employer’s contribution to an employee’s deferred compensation plan. A Contractor/Subcontractor who reduces the wages paid to an employee based on the employer’s contribution to an employee’s deferred compensation plan shall not lower the employee’s wage rate below the minimum wage as set in §3-413, Labor and Employment Article, Annotated Code of Maryland.

11.9 Under Title 18, State and Finance Procurement Article, Annotated Code of Maryland, if the Commissioner determines that the Contractor/Subcontractor violated a provision of this title or regulations of the Commissioner, the Contractor/Subcontractor shall pay
restitution to each affected employee, and the State may assess liquidated damages of $20 per day for each employee paid less than the Living Wage.

11.10 Information pertaining to reporting obligations may be found by going to the DLLR Website http://www.dllr.state.md.us/ and clicking on Living Wage.

IN WITNESS WHEREOF, the Parties, by their authorized representatives have executed this Contract.

UNIVERSITY OF MARYLAND
UNIVERSITY COLLEGE

By: __________________________  By: __________________________
Name: __________________________  Name: __________________________
Title: __________________________  Title: __________________________
Date: __________________________  Date: __________________________
EXHIBIT A TO PROFESSIONAL SERVICES AGREEMENT

THIS Exhibit A to CONTRACT (“Contract”) ________ is made as of this _____ day of ____________, 2015 by and between ____________________, a corporation organized under the laws of the State of ________, with offices at ________________________, ______, __ _____, hereinafter referred to as "Contractor," and the University of Maryland University College (“UMUC”), a constituent institution of the University System of Maryland, an agency of the State of Maryland, with offices at 3501 University Boulevard East, Adelphi, MD 20783, hereinafter referred to as the "University."

Description of Scope of Work:
CONTRACT AFFIDAVIT

(This affidavit is a mandatory contract addendum in accordance with USM Procurement Policies and Procedures, but it is only required from the successful Contractor.)

A. AUTHORIZED REPRESENTATIVE

I HEREBY AFFIRM THAT:
I am the (title) SAMPLE and the duly authorized representative of (business) SAMPLE and that I possess the legal authority to make this Affidavit on behalf of myself and the contractor for which I am acting.

B. CERTIFICATION OF CORPORATION REGISTRATION AND TAX PAYMENT

I FURTHER AFFIRM THAT:

(1) The business named above is a (domestic____) (foreign_____)[check one] corporation registered in accordance with the Corporations and Associations Article, Annotated Code of Maryland, and that it is in good standing and has filed all its annual reports, together with filing fees, with the Maryland State Department of Assessments and Taxation, and that the name and address of its resident agent filed with the State Department of Assessments and Taxation is:

   Name: _________________________________________________________

   Address: __________________________________________________________

(2) Except as validly contested, the Contractor has paid, or has arranged for payment of, all taxes due the State of Maryland and has filed all required returns and reports with the Comptroller of the Treasury, the State Department of Assessments and Taxation, and the Employment Security Administration, as applicable, and will have paid all withholding taxes due to the State of Maryland prior to final settlement.

C. CERTIFICATION REGARDING INVESTMENTS IN IRAN

(1) The undersigned bidder or offeror certifies that, in accordance with State Finance & Procurement Article, §17-705:

   (i) it is not identified on the list created by the Board of Public Works as a person engaging in investment activities in Iran as described in §17-702 of State Finance & Procurement; and

   (ii) it is not engaging in investment activities in Iran as described in State Finance & Procurement Article, §17-702.
(2) The undersigned bidder or offeror is unable to make the above certification regarding its investment activities in Iran due to the following activities:

______________________________________________________________________________

______________________________________________________________________________

______________________________________________________________________________

D. CERTAIN AFFIRMATIONS VALID

I FURTHER AFFIRM THAT:
To the best of my knowledge, information, and belief, each of the affirmations, certifications, or acknowledgments contained in that certain Proposal Affidavit dated ________________, 20__, and executed by me for the purpose of obtaining the contract to which this Exhibit is attached remains true and correct in all respects as if made as of the date of this Contract Affidavit and as if fully set forth herein.

I DO SOLEMNLY DECLARE AND AFFIRM UNDER THE PENALTIES OF PERJURY THAT THE CONTENTS OF THIS AFFIDAVIT ARE TRUE AND CORRECT TO THE BEST OF MY KNOWLEDGE, INFORMATION, AND BELIEF.

Date: ________________ By: ________________________________
APPENDIX D

ELECTRONIC FUND TRANSFER SCHEDULE
Payments to Contractors by Electronic Funds Transfer (EFT)

If the annual dollar value of this contract will exceed $500,000.00, the Bidder/Offeror is hereby advised that electronic funds transfer (EFT) will be used by the State to pay the Contractor for this Contract and any other State payments due Contractor unless the State Comptroller's Office grants the Contractor an exemption.

By submitting a response to this solicitation, the Bidder/Offeror agrees to accept payments by EFT. The selected Bidder/Offeror shall register using the attached form COT/GAD X-10 Contractor Electronic Funds (EFT) Registration Request Form. Any request for exemption must be submitted to the State Comptroller's Office for approval at the address specified on the COT/GAD X-10 form and must include the business identification information as stated on the form and include the reason for the exemption.

The form is available as a pdf file on the web site of the General Accounting Division of the Comptroller of Maryland, located at: http://compnet.comp.state.md.us/gad/agencyinfo/agencyeft.asp.
Appendix E

Living Wage Requirements

A solicitation for services under a State contract valued at $100,000 or more may be subject to Title 18, State Finance and Procurement Article, Annotated Code of Maryland. Additional information regarding the State’s Living Wage requirement is contained in the following section entitled Living Wage Requirements for Service Contracts. If the Offeror fails to complete and submit the required Living Wage documentation, the State may determine an Offeror to be not responsible.

As of 9/26/2014, Contractors and Subcontractors subject to the Living Wage Law shall pay each covered employee at least $13.39 per hour, if State contract services valued at 50% or more of the total value of the contract are performed in the Tier 1 Area. As of 9/26/2014, if State contract services valued at 50% or more of the total contract value are performed in the Tier 2 Area, an Offeror shall pay each covered employee at least $10.06 per hour. The specific Living Wage rate is determined by whether a majority of services take place in a Tier 1 Area or Tier 2 Area of the State. The Tier 1 Area includes Montgomery, Prince George’s, Howard, Anne Arundel, and Baltimore Counties, and Baltimore City. The Tier 2 Area includes any county in the State not included in the Tier 1 Area. If the employees who perform the services are not located in the State, the head of the unit responsible for a State contract pursuant to §18-102 (d) shall assign the tier based upon where the recipients of the services are located.

The contract resulting from this solicitation will be deemed to be a Tier 1 contract or a Tier 2 contract depending on the location(s) from which the contractor provides 50% or more of the services. If the contractor provides 50% or more of the services from a location(s) in a Tier 1 jurisdiction(s), the contract will be a Tier 1 contract. If the contractor provides 50% or more of the services from a location(s) in a Tier 2 jurisdiction(s), the contract will be a Tier 2 contract. If the contractor provides more than 50% of the services from an out-of-State location, then the contract will be deemed to be a Tier 1 contract. An Offeror must identify in its Proposal the location(s) from which services will be provided.

The contract resulting from this solicitation has been determined to be a Tier 1 contract.
Appendix E
Affidavit of Agreement
Maryland Living Wage Requirements-Service Contracts

Contract No. ______________________________ ______________________________
Name of Contractor _____________________________________________________
Address_______________________________________________________________
City_____________________________ State________ Zip Code____________________

If the Contract is Exempt from the Living Wage Law

The Undersigned, being an authorized representative of the above named Contractor, hereby affirms that the Contract is exempt from Maryland’s Living Wage Law for the following reasons: (check all that apply)

__ Bidder/Offeror is a nonprofit organization
__ Bidder/Offeror is a public service company
__ Bidder/Offeror employs 10 or fewer employees and the proposed contract value is less than $500,000
__ Bidder/Offeror employs more than 10 employees and the proposed contract value is less than $100,000

If the Contract is a Living Wage Contract

A. The Undersigned, being an authorized representative of the above named Contractor, hereby affirms our commitment to comply with Title 18, State Finance and Procurement Article, Annotated Code of Maryland and, if required, to submit all payroll reports to the Commissioner of Labor and Industry with regard to the above stated contract. The Bidder/Offeror agrees to pay covered employees who are subject to living wage at least the living wage rate in effect at the time service is provided for hours spent on State contract activities, and to ensure that its Subcontractors who are not exempt also pay the required living wage rate to their covered employees who are subject to the living wage for hours spent on a State contract for services. The Contractor agrees to comply with, and ensure its Subcontractors comply with, the rate requirements during the initial term of the contract and all subsequent renewal periods, including any increases in the wage rate established by the Commissioner of Labor and Industry, automatically upon the effective date of the revised wage rate. The living wage rate effective September 26, 2014 is $13.39 per hour. This living wage rate changes each year and is published 90 days from the end of the University’s fiscal year at https://www.dllr.state.md.us/labor/prev/livingwage.shtml. The University’s fiscal year is July 1st through June 30th.

B. Contractor further agrees that UMUC has the right to conduct an independent audit by University internal auditors or State of Maryland auditors of the Contractor’s payroll records to confirm this affirmation at any time. Contractor also agrees to cooperate with UMUC to supply required documentation in the event that it is requested as support for this affidavit by the State of Maryland or an agency of the State of Maryland. Any information that is supplied by contractor under this Affidavit to UMUC, the State of Maryland or an agency of the State of Maryland will be subject to the terms of the Maryland Public Information Act.

C. _________________ (initial here if applicable) The Bidder/Offeror affirms it has no covered employees for the following reasons: (check all that apply)

__ All employee(s) proposed to work on the State contract will spend less than one-half of the employee’s time during every work week on the State contract;
__ All employee(s) proposed to work on the State contract will be 17 years of age or younger during the duration of the State contract; or
__ All employee(s) proposed to work on the State contract will work less than 13 consecutive weeks on the State contract.
The Commissioner of Labor and Industry reserves the right to request payroll records and other data that the Commissioner deems sufficient to confirm these affirmations at any time.

Name of Authorized Representative: ________________________________________________

Signature of Authorized Representative   Date

______________________________
Title

Witness Name (Typed or Printed)

Witness Signature     Date
APPENDIX S

SOLICITATION TERMS AND CONDITIONS

This solicitation and any subsequent award are further subject to:


Offerors are advised to read the requirements very carefully to ensure that each requirement is understood. If in doubt, develop and submit applicable questions in writing to the contact at the Issuing Office. An Offeror’s misinterpretation of requirements shall not relieve the Offeror of the responsibility to address accurately the requirements of the RFP or to perform the Contract, if awarded. UMUC will enter into a contractual agreement with the selected Contractor(s) only. The selected Contractor(s) shall be solely responsible for all services as required by this RFP. Subcontractors, if any, will be the responsibility of the Contractor(s) and the role of subcontractors must be clearly identified in the proposal. The use of a subcontractor(s) does not relieve the Contractor(s) of liability under a Contract.

2. Rejection or Acceptance of Proposals.

The University reserves the right to: (i) accept or reject any and all proposals, in whole or in part; (ii) to waive minor irregularities; and (iii) to negotiate in any manner necessary to best serve the interests of the University. Further, the University reserves the right to make a whole award, multiple awards, a partial award, or no award at all. Offerors judged by the Procurement Officer not to be responsible or Offerors whose Proposals are classified as not reasonably susceptible to being selected for award shall be so notified. The University reserves the right to increase or decrease the quantities of any materials, equipment, supplies or services.

3. Cancellation of the RFP.

UMUC may cancel this RFP, in whole or in part, at any time.

4. Incurred Expenses.

Neither UMUC nor the State of Maryland is responsible for any expenses that Offerors may incur in preparing and submitting Proposals or in making oral presentations of their Proposals, if required.

5. Payment.

The State of Maryland usually provides payments on a net 30 day basis for UMUC approved invoices. Payment provisions shall be in arrears, with late payment and interest calculated as provided by Maryland law. For purposes of determining whether a prompt-payment discount, if applicable, may be taken by UMUC, the starting date of such
reckoning period shall be the later of the date of a properly executed invoice or the date of completion of service and/or delivery of product.

6. **Electronic Funds Transfer (“EFT”).**

By submitting a Proposal, the Offeror agrees to accept payment by electronic funds transfer unless the State Comptroller’s Office grants an exemption. The selected Contractor shall register using the form attached as Appendix D, the GAD X-10 Contractor EFT Registration Request Form. This form is to be submitted directly to the State Comptroller’s Office at the address specified on the GAD X-10 form and must include the business identification information as stated on the form and include the reason for the exemption.

7. **Confidentiality.**

7.1. **UMUC’s Information during the Procurement Process:** The selected Contractor may have access to, may obtain, or be given confidential information, including without limitation information concerning the University’s business strategies, political and legislative affairs, students, faculty, employees, vendors, contractors, customer lists, finances, properties, methods of operation, computer and telecommunication systems, and software and documentation. Certain confidential information may be protected under the Family Educational Rights and Privacy Act (“FERPA”), the Gramm-Leach-Bliley Act, and the Maryland Public Information Act. The selected Contractor must have administrative, technical, and physical safeguards to protect the security, confidentiality, and integrity of the University’s confidential information. UMUC may conduct discussions with Offerors in order to evaluate their abilities and responsiveness to the RFP. In order to facilitate the discussions and to allow Offerors to propose responsive solutions to UMUC’s needs and requirements, UMUC is willing to disclose certain confidential information to Offerors, including without limitation information concerning UMUC’s business strategies, political and legislative affairs, students, employees, vendors, contractors, customer lists, finances, properties, methods of operation, computer and telecommunications systems, and software and documentation (“Confidential Information”). By submitting a proposal in response to this RFP, Offerors agree: (i) to use Confidential Information solely for purposes of responding to and discussing the RFP; and (ii) not to disclose, permit or cause use of, or provide access to Confidential Information to any third person or entity. Upon request by UMUC, Offerors may be required to sign a Non-Disclosure Agreement.

7.2. **Offeror’s Information:** Offerors should give specific attention to the identification of those portions of the Proposal that the Offeror deems to be confidential, proprietary information, or trade secrets and provide any justification why such materials, upon request, should not be disclosed by the State under the Access to Public Records Act, State Government Article, Title 10, Subtitle 6, Annotated Code of Maryland. Offerors are advised that, upon request for this information from a third party, the Procurement Officer is required to make an independent determination as to whether the information may or may not be disclosed to the requesting Party. That decision will take
into consideration the Offeror’s position regarding its Proposal. A blanket statement by an Offeror that its entire Proposal is confidential or proprietary will not be upheld.

8. **Multiple Proposals.**

Contractors may not submit more than one Proposal.

9. **Alternate Solution Proposals.**

Contractors may not submit an alternate to the solution given in this RFP.

10. **Contractor Responsibilities and Use of Subcontractors.**

The University shall enter into contractual agreement with the selected Contractor(s) only. The Contractors(s) shall be responsible for all products and/or services required by this RFP. UMUC will not consider Proposals that reflect primary and secondary service providers or a prime/subcontractor relationship. There should be proof of ability of the primary to manage a subcontractor and successfully coordinate the delivery of quality service and support in a timely manner. Subcontractors, if any, shall be identified and a complete description of their role relative to the proposal shall be included. UMUC’s intent is not to direct the use of any particular subcontractor; however, the Contractor may not contract with any such proposed person or entity to whom UMUC has a reasonable objection. Notification of such objection will be made by UMUC within fifteen (15) days of Contract. The Contractor shall be fully responsible for the acts and omissions of its subcontractors and of persons directly or indirectly employed by them. The use of subcontractors does not relieve the Contractor of liability.

11. **Access to Contractor Records for Quality Assurance and Auditing Purposes.**

The Contractor and its principal subcontractors must provide access to pertinent records by University personnel or its representatives (including internal auditors, external auditors, representatives, and agents) to provide quality assurance and auditing.

12. **Arrearages.**

By submitting a Proposal, an Offeror shall be deemed to represent that it is not in arrears in the payment of any obligation due and owing the State of Maryland, including the payment of taxes and employee benefits and that it shall not become so in arrears during the term of the Contract if selected for Contract Award.

13. **Taxes.**

UMUC is exempt from Federal Excise Taxes, Maryland Sales and Use Taxes, and District of Columbia Sales Taxes and Transportation Taxes, except as noted in applicable sections of COMAR. Exemption Certificates shall be provided upon request. In the instance a Contractor is required to furnish and install material in the construction or
improvement of real property in performance of a Contract, the Contractor shall pay the Maryland Sales Tax and the exemption will not apply.

14. **RFP Response Materials.**

All written materials submitted in response to this RFP become the property of UMUC and may be appended to any formal documentation that would further define or expand the contractual relationship between UMUC and the Contractor(s).

15. **Maryland Public Ethics Law, Title 15.**

The Maryland Public Ethics Law prohibits, among other things, State employees or officials (and in some cases, former employees) and businesses in which such an individual is employed or holds a financial interest from: (i) submitting a bid or proposal; (ii) negotiating a contract; and (iii) entering into a contract with the governmental unit with which the individual is affiliated per the Maryland Code Annotated, State Government Article, § 15-502.

If the Offeror has any questions concerning application of the State Ethics law to the Offeror's participation in this procurement, it is incumbent upon the Offeror to seek advice from the State Ethics Commission: The Office of The Executive Director, State Ethics Commission, 9 State Circle, Suite 200, Annapolis, Maryland 21401. For questions regarding the applicability of this provision of the Public Ethics Law, call the State Ethics Commission’s toll-free phone number, 877-669-6085, or see the website, [http://www.ethics.gov.state.md.us](http://www.ethics.gov.state.md.us). The Procurement Officer may refer any issue raised by a Proposal to the State Ethics Commission. The Procurement Officer may require the Offeror to obtain advice from the State Ethics Commission and may reject a Proposal that would result in a violation of the Ethics law.

A resulting Contract is cancelable in the event of a violation of the Maryland Public Ethics Law by a Contractor or any State of Maryland employee in connection with this procurement.

16. **Assistance in Drafting.**

Under the State Government Article, § 15-508 of the Annotated Code of Maryland, an individual or person who employs an individual who assists an executive unit in drafting specifications, an invitation for bids, a request for proposals for a procurement, or the selection or award made in response to an invitation for bids or request for proposals may not submit a bid or proposal for that procurement or assist or represent another person, directly or indirectly, who is submitting a bid or proposal for that procurement. For questions regarding the applicability of this provision of the Public Ethics Law, call the State Ethics Commission’s toll-free phone number, 877-669-6085, or see the website, [http://www.ethics.gov.state.md.us](http://www.ethics.gov.state.md.us).
17. **Addenda Acknowledgment.**

Offerors must acknowledge in writing the receipt of any and all addenda, amendments, and/or changes issued. Such acknowledgement must be included in the Technical Proposal.

18. **Duration of Offers.**

Proposals (consisting of a Technical Proposal and, if applicable, a Price Proposal) shall remain irrevocable for 120 days following the closing date of the Price Proposal due date. This period may be extended by mutual agreement between the Offeror and the University.

19. **Living Wage Requirements.**

A solicitation for services under a State contract valued at $100,000 or more may be subject to Maryland’s Living Wage requirement, located at Maryland Code Annotated, State Finance and Procurement Article, Title 18, §§ 18-101 through 18-109. Additional information regarding the Living Wage requirement is contained in Appendix E, if applicable to this solicitation. An Offeror that fails to submit and complete the Affidavit of Agreement contained in Appendix E, if applicable, may be deemed not responsible by the Issuing Office.

20. **Conflict of Interest.**

The Contractor awarded the Contract shall provide the specified services for UMUC, and must do so impartially, and without any conflicts of interest. If the Procurement Officer makes a determination that facts or circumstances exist that give rise to or could in the future give rise to a conflict of interest within the meaning of COMAR 21.05.08.08A, the Procurement Officer may reject a Contractor’s Proposal under COMAR 21.06.02.03B. Contractors should be aware that the State Ethics Law, State Government 15-508, might limit the selected Contractor’s ability to participate in future related procurements, depending upon specific circumstances. Refer to Paragraphs 15 and 16 above. By submitting a response to the solicitation, the Contractor affirms its understanding and compliance with this clause.