Administered by
UNIVERSITY OF MAINE SYSTEM
Office of Strategic Procurement

REQUEST FOR PROPOSALS

INTEGRATED WORKPLACE MANAGEMENT SYSTEM (IWMS)
University of Maine System

RFP # 14-11

ISSUE DATE:

October 7, 2011

PROPOSALS MUST BE RECEIVED BY:
Tuesday, November 8, 2011

DELIVER PROPOSALS TO:

University of Maine System
Office of Strategic Procurement
Attn: Hal Wells
16 Central Street
Bangor, ME 04401

Contents

1.0. GENERAL INFORMATION

1.1. Purpose: The University of Maine System is seeking proposals for an integrated information system (i.e. a suite of software) in the facilities arena to consolidate and replace the separate software packages it currently uses for work management, space management, utility management and ultimately for capital planning. The overall purpose of the project is to ensure that whatever limited resources are available for maintaining and improving the built environment are used cost-effectively and to their maximum benefit, as well as to provide a unified view of the asset portfolio to support data-driven decision making and future investments that over time will optimize the built environment in support of the public higher education mission of the institution. This Request for Proposals (RFP) states the instructions for submitting proposals, the procedure and criteria by which a vendor may be selected and the contractual terms by which the University intends to govern the relationship between it and the selected vendor.

1.2. Definition of Parties: The University of Maine System will hereinafter be referred to as the "University." Respondents to the RFP shall be referred to as "Bidder(s)" or "bidder(s)". The Bidder to whom the Contract is awarded shall be referred to as the "Contractor."

1.3. Background: The University's built environment is valued at approximately two billion dollars (excluding site infrastructure) and has more than 600 structures (over 9.5 mil. sq.ft.), with 7 distinct institutions overseeing 10 major campuses and 6 research sites. More than 500 full-time equivalent (FTE) employees are dedicated to its stewardship. It is the responsibility of facilities management operations to ensure that these resources are managed effectively and efficiently so their respective institutions can fulfill their missions of education, research and public service.

The University currently uses four stand-alone software solutions that provide essential information management for the following critical functions:

Work Management (MP2 [Infor])
Space Management (INSITE [OFMS, INC])
Utility Management (Energy WatchDog [Utilivision])
Capital Planning (VFA facility [Vanderweil Facilities Associates])

In addition to the above enterprise solutions there are numerous standalone databases that house information critical to the University that may need to be incorporated into the proposed solution in support of the management of all our physical assets. These databases include Excel and Access files listing various assets and associated information.

Decreased support and usability, technological changes, functionality issues, and complexity of use have generally diminished the utilization of the existing programs. Each of the current facility solutions remains in use to some extent. None of the current solutions are used uniformly by all campuses of the University. The University's migration to PeopleSoft and PeopleSoft compliant products for finance, human resources and procurement has further complicated the interoperability between financial and legacy facility management information systems.

An integrated facility management information system is being sought to improve operating efficiency and cost effectiveness; reduce the risk of disruptions or unplanned outages; and improve the University's ability to make data-based decisions at the individual project, campus and University-wide levels, such as benchmarking, determining facilities condition index (FCI) and measuring asset performance. The integrated system is intended to bring greater consistency to business practices across the University, to support long-term planning and to improve the University's ability to recover facilities and administrative (F&A) costs.

The University is a diverse public higher education environment of multiple locations distributed across hundreds of miles. The University includes for example a relatively small campus in northern Maine with approximately 3 percent of the system-wide built environment value, as well as a relatively large campus near one of the state's largest cities with approximately half of the University's total facility value. This diversity will require scalability in the selected solution both in its complexity and, just as importantly, in its simplicity. Each campus must be configurable so that

any information or practice that is required by the solution beyond an established basic core common to each campus will be consistent for reporting purposes but discretionary for implementation purposes. The contract for a new system will be held by the University of Maine System office with each campus participating in the project. The new solution should be a benefit to each campus individually as well as to the system overall. This focus on providing simplicity for all campuses while balancing the need for greater complexity at larger campuses is crucial to the University.

1.4. General Scope and Goals: The University intends to select and procure a web-based, higher-education proven solution that positions it to realize the vision of an integrated workplace management solution.

The work management solution and its integral relationship with space management and utilities management is expected to be implemented across the system as part of Phase I of this project, which is the current phase covered by this Request for Proposals. Other functionality, such as full use of asset management, capital planning and capital project management, may be implemented in future phases as needs and as resources dictate, until a fully-integrated vision is realized.

The immediate goals of the project are:

- Improved resource utilization, including better work control and work order management as well as improved indirect Facilities and Administrative (F&A) cost recovery and internal cost allocation.
- Increased productivity and efficiency, including more direct project or “wrench” time and less paperwork time for trades staff at those campuses with such staff.
- Improved information for decision-makers, including consistent data that can be queried across the system and which in the long-term can both help improve prioritization of investments and document the need for future investments.
- Enhanced internal and external communication, including for customers, F&A reporting, integration with PeopleSoft and other information technology systems of the University.
- Improved accountability and visibility for facilities, including greater ease of use for staff and customers.

The Contractor will be responsible for implementation, training and support necessary for the solution. An enterprise support package with the Contractor is anticipated to ensure expedient issue resolution without unduly burdening the Information Technology Services work units of the University.

2.0 SUBMISSION INFORMATION AND REQUIREMENTS

2.1 Request for Proposals: The RFP and any addenda will be posted on University's web site at: www.maine.edu/strategic/upcoming_bids.php. It is the responsibility of the bidder to check the web site to ensure all addenda are known to the bidder. No addenda will be posted less than six (6) days prior to the submission deadline except that a change of the submission deadline may be posted at any time. The University will not be bound by any other oral or written information apart from material posted.

2.2 Proposal structure and content: Bidders shall ensure that all information required herein is submitted with the proposal. All information provided should be verifiable by documentation requested by the University. Failure to provide all information, inaccuracy or misstatement may be sufficient cause for rejection of the proposal or rescission of an award. Submissions must be structured and numbered in seven parts on sequentially numbered pages as follows:

- Part One - Cover Letter: Each submission must contain a cover letter from the bidder transmitting the proposal the University, identifying the individual signing the letter and verifying the individual is duly authorized to submit the bid.
- Part Two - General Introduction: Bidders may provide any general information here about the party or parties making the proposal and about the solution that would be useful to the University and is not otherwise addressed or called for in the RFP. The University encourages information the bidder believes would be constructive and helpful to the University and, at the same time, discourages unnecessarily voluminous proposals and irrelevant information.
- Part Three - Technical Proposal: This section must contain the bidder's response to Section 3.0 of the RFP. Again, the proposal, including in this section, must mirror the format and numbering scheme of the RFP itself.
- Part Four - Experience, Qualifications and References: This section must contain the bidder's response to section 4.0 of the RFP.
- Part Five - Cost Proposal: This section must contain the bidder's response to Section 5.0 of the RFP.
- Part Six - General Terms and Conditions: This section is reserved for the bidder to note requests for exceptions, if any, to the University's general terms and conditions. This corresponds to Section 6.0 of the RFP.
- Part Seven - Signature Page: This section must contain the bidder's signature page as presented in Section 7.0 of the RFP.

2.3 The material within each section of the bidder's submission as described above must be numbered in order and clearly marked with the corresponding element of the RFP to which the item is responding, i.e. Section 3.4 of the submission must correspond to Section 3.4 of the RFP. This is not true for Sections 1.0 and 2.0 of the submission. The content of those sections is described above in Section 2.2 and there is no other corresponding RFP section.

2.4 Questions: Must be submitted in writing by email to hcwells@maine.edu no later than 5 p.m., Eastern Standard Time, October 25, 2011. Questions received in any other manner will not receive a reply. Any responses provided by the University and any associated inquiries it receives will be posted as described in Section 2.1 to be available to all bidders. The University will seek to remove any identifying information in posting such questions and response, but is not responsible for doing so. The University is not required to provide any responses to any inquiries. The University will not be bound by oral responses to inquiries or written responses other than official addenda.

2.5 Confidentiality: The information contained in proposals submitted for the University's consideration will be held in confidence until all evaluations are concluded and an award has been made. At that time, the winning proposal will be available for public inspection. Pricing and other information that is an integral part of the offer cannot be considered confidential after an award has been made. The University will honor requests for confidentiality for information of a proprietary nature to the extent allowed by law. Clearly mark any information considered confidential.

2.6 Costs of Preparation: Bidder assumes all costs of preparation of the proposal and any presentations necessary to the proposal process.

2.7 Proposal Understanding: By submitting a proposal, the bidder agrees and assures that the specifications are adequate, and the bidder accepts the terms and conditions herein. Any exceptions should be noted in your response.

2.8 Proposal Validity: Unless specified otherwise, all proposals shall be valid for ninety (90) days from the due date of the proposal.

2.9 Specification Protest Process and Remedies: If a bidder feels that the specifications are written in a way that limits competition, a specification protest may be sent to the Office of Strategic Procurement. Specification Protests will be responded to within five (5) business days of receipt. Determination of protest validity is at the sole discretion of the University. The due date of the proposal may be changed if necessary to allow consideration of the protest and issuance of any necessary addenda. Specification protests shall be presented to the University in writing as soon as identified, but no less than five (5) business days prior to the bid opening date and time. No protest against the award due to the specifications shall be considered after this deadline. Protests shall include the reason for the protest and any proposed changes to the specifications. Protests must be delivered to the Office of Strategic Procurement in sealed envelopes, clearly marked as follows:

SPECIFICATION PROTEST, RFP #14-11

2.10 Proposal Submission: A **SIGNED** original and eleven (**11)** hard copies plus one electronic copy (PDF) of the proposal must be submitted to the Office of Strategic Procurement, University of Maine System, 16 Central Street, Bangor, Maine 04401, in a sealed **envelope by Tuesday, November 8, 2011**, to be date stamped by the Office of Strategic Procurement in order to be considered. Normal business hours are 8:00 a.m. to 5:00 p.m., Monday through Friday. Bidders may wish to check http://www.maine.edu/alerts/ to determine if University operations have been suspended. Proposals received after the submission deadline will be returned unopened. There will be no public opening of proposals (see Confidentiality clause). In the event of suspended University operations, proposals will be due the next business day. Vendors are strongly encouraged to submit proposals in advance of the due date to avoid the possibility of missing the due date because of unforeseen circumstances. Vendors assume the risk of the methods of dispatch chosen. The University assumes no responsibility for delays caused by any package or mail delivery service. A postmark by the due date WILL NOT substitute for receipt of proposal. Additional time will not be granted to any single vendor, however additional time may be granted to all vendors when the University determines that circumstances require it. **FAXED OR E-MAIL PROPOSALS WILL NOT BE ACCEPTED**. The envelope must be **clearly** identified on the outside as follows:

Name of Bidder
Address of Bidder
Due Date
RFP #14-11

2.11 Evaluation Criteria: Proposals will be evaluated on a 1000 point scale as follows:

Technical proposal:	up to 450 points
Qualifications, experience and references:	up to 350 points
Cost proposal:	up to 200 points

The cost component of the score will be determined by awarding the full amount of available cost points to the submission with the lowest cost responsive proposal and apportioning points to other submissions on a pro rata basis. The University reserves the right to consider multiple cost scenarios as described further in the cost submission section of the document when awarding points for cost proposals.

The University reserves the right to reject any or all proposals, in whole or in part, and is not

necessarily bound to accept the lowest cost proposal if that proposal is contrary to the best interests of the University. The University may cancel this Request for Proposals or otherwise choose to make no award, and may act as it determines to be in the best interest of the University.

2.12 Award of Proposal: Presentations may be requested of two or more bidders deemed by the University to be the best suited among those submitting proposals on the basis of the selection criteria. If conducted, the University currently anticipates those presentations would be scheduled for November 29 or December 1, 2011. The University reserves the right to alter that schedule. After presentations have been conducted, the University may select the bidder which, in its opinion, has made the proposal that is the most responsive and most responsible and may award the Contract to that bidder. The University reserves the right to waive minor irregularities. Scholarships, donations, or gifts to the University, will not be considered in the evaluation of proposals. The University reserves the right to reject any or all proposals, in whole or in part, and is not necessarily bound to accept the lowest cost proposal if that proposal is contrary to the best interests of the University. The University may cancel this Request for Proposals or reject any or all proposals in whole or in part. Should the University determine in its sole discretion that only one bidder is fully qualified, or that one bidder is clearly more qualified than any other under consideration, a contract may be awarded to that bidder without further action.

2.13 Award Protest: Bidders may appeal the award decision by submitting a written protest to the University of Maine System's Director of Strategic Procurement within five (5) business days of the date of the award notice, with a copy of the protest to the successful bidder. The protest must contain a statement of the basis for the challenge.

3.0 TECHNICAL PROPOSAL

3.0 Overview: Describe how the proposed solution would achieve each of these overall goals of the project:

3.0.1 Improved resource utilization, including better work control and work order management, as well as through improved indirect Facilities and Administrative (F&A) cost recovery and internal cost allocation.

3.0.2 Increased productivity and efficiency, including, in time, more direct project availability and less paperwork time for trades staff at those campuses with such staff.

3.0.3 Improved information for decision-makers, including consistent data that can be queried across the system and which in the long-term can both help improve prioritization of investments and document the need for future investments.

3.0.4 Enhanced internal and external communication, including for customers, F&A reporting, integration with PeopleSoft and other information technology systems of the University.

3.0.5 Improved accountability and visibility for facilities, including ease of use for staff and customers.

3.1. General Technical

3.1.1. General: Describe how the proposed solution meets or otherwise addresses each of these items:

3.1.1.1. The solution is scalable, allowing for smaller campuses to utilize only portions of the solution and hide the rest to simplify and streamline the interfaces. Larger campuses must be able to utilize additional functionality with interfaces that reflect this while maintaining the ability to consistently report and consolidate data across and from all campuses.

3.1.1.2. The solution is facility focused. The system is oriented toward facilities management with a strong customer base in higher education.

3.1.1.3. Proposed solution will utilize a relational database that is separate from all user interfaces and is fully open to SQL queries from University.

3.1.1.4. The solution is an off-the-shelf solution that allows application configuration, but avoids extensive code customization. Proposed Solution will allow for dynamic menu configuration, including forms, reports, and web-pages. The menus are configurable based on individual user or group roles.

3.1.1.5. The solution is standards-based and employs service-orientated architecture.

3.1.1.6. The solution offers a full suite of modules to meet the University's needs such as Work Management, Space Management and Capital Planning, though the University may elect to stage the implementation. Implementation decisions will be determined during discussions to finalize any contract.

3.1.1.7. The solution is a web-based, integrated workplace management solution that is accessed via web browser on workstations and mobile devices and does not require plug-ins or software to be installed on end-users workstation or device.

3.1.1.8. The solution can be hosted either by the University on its equipment or remotely by the provider.

3.1.1.9. The solution can handle the anticipated volume of users. The volume of users and transactions will be very dependent on individual campuses needs. In the broadest

sense, the system will have an estimated 30-40 full users plus another tier of technicians (estimated at 250-350) plus requestors (difficult to estimate, but the potential is every employee and student in the University). Additionally, there are faculty, staff and students who would be direct consumers of the information provided and as such may have reporting access to various parts of the system. Currently, an estimated 44,000 work requests for more than 500,000 staff work hours are generated each year.

3.1.1.10. The Solution provides to the University source code to all or part of the application.

3.1.1.11. The Solution provides the ability for the University to customize and modify the application during implementation and post-implementation.

3.1.1.12. The solution is designed for a multi-campus environment. The proposal must describe how the solution provides multi-campus functionality such as work-flow, security and reporting.

3.1.1.13. Describe the hardware architecture required to support the software solution. Include supported operating systems, middle tier components and databases.

3.1.2. Security: Describe how the proposed solution would achieve each of these overall goals of the project:

3.1.2.1. The solution provides general application security for the application and data.

3.1.2.2. The solution provides tiered user authorization or security roles to control access to the solution, data and functionality.

3.1.2.3. Screen permissions and access rights are at a group level, and each user is allowed to be in an unlimited number of groups.

3.1.2.4. For a solution where the application is hosted by the vendor, the proposal must describe the vendor's compliance with IT security protocols outlined in the University's Information Security Policy. This policy includes such items as the physical security of the data center, network security protocols, machine security protocols, disaster recovery plans, change management procedures and other information security procedures.

3.1.2.5. The solution provides ability to monitor system use, and maintains logs of sign-on activity and changes to user security.

3.1.2.6. The solution requires user authentication and enforces use of strong passwords.

3.1.2.7. The solution allows for active session to be timed out after a period of inactivity.

3.1.2.8. The solution has robust options for user privilege management that allows security administrators at each campus to administer user privileges for users on that campus.

3.1.3. Compliance with standards: Describe how the proposed solution would achieve each of these overall goals of the project:

3.1.3.1. Compliance with the Americans with Disabilities Act

3.1.3.2. Software solution readiness certification

3.1.3.3. Software solution deployment certification

3.1.3.4. Infrastructure deployment readiness certification

3.1.4. Reporting: Describe how the proposed solution meets or otherwise addresses each of these items:

3.1.4.1. A general ad-hoc query interface is available for non-technical users. Users can report on and print any item per selection criteria defined by the user: specific values, ranges, conditions and the fields within the solution.

3.1.4.2. The solution is accessible to third-party reporting and graphical information software, such as Crystal Reports and ArcView.

3.1.4.3. The solution provides a traditional report writing tool (for example: Crystal, Oracle Reports, Jasper Reports, BIRT) in the delivered solution and incorporates any licensing costs for the tool in its proposal.

3.1.4.4. The solution can provide utilization reports on employees and equipment as an aid to planning and scheduling.

3.1.4.5. Users can perform ad hoc queries of work order costs using multiple complex search criteria, Boolean logic, and multiple sorting criteria, including department, account cost center, building, space, and shop.

3.1.4.6. The solution includes performance management reporting that includes scorecards for continuous improvement initiatives, workflow optimization, enterprise portals and key performance indicators (dash boarding).

3.1.4.7. Solution provides complete, non-obfuscated source code to any canned reports.

3.1.5. Communications: Describe how the proposed solution meets or otherwise addresses each of these items:

3.1.5.1. A robust workflow engine is integrated with the solution to provide routing and approval of process steps.

3.1.5.2. A notifications engine is integrated with the solution to allow e-mail and text messaging notification to multiple entities, including directly involved facilities staff as well as building occupants and requestors, when items are processed in work flow, or other user-defined triggers (such as work order status change) that simplifies and streamlines communication.

3.1.5.3. Solution leverages RSS to allow streamlined receiving of alerts or requests without the need to be logged in to the application.

3.1.6. Data Management: Describe how the proposed solution meets or otherwise addresses each of these items:

3.1.6.1. Solution provides a means to place documents in a central repository and allow seamless access from within the user interface. Solution provides ability to attach or link files to screens and objects.

3.1.6.2. Solution allows a complete audit trail for changes to field values. This can be enabled or disabled at a granular level to optimize performance of the system.

3.1.6.3. Solution provides robust import and export capabilities for data to allow for bulk changes to objects in the system.

3.1.6.4. Solution is barcode and radio frequency identification (RFID) capable. The system supports bar coding as part of its base functionality; both bar code printing and scanning are supported.

3.1.6.5. Solution provides a comprehensive description of the underlying data model including an entity-relationship diagram.

3.1.7. Integration

3.1.7.1. General: Describe how the proposed solutions meets or otherwise addresses each of these items:

3.1.7.1.1. The solution provides for CAD integration including drawing updates that are transferred to the solution from CAD product without redrawing and redline updates from solution that can be approved by authorized users within the CAD environment. Solution does not require an AutoCAD or Microstation license for viewing Space Management data

3.1.7.1.2. Solution provides integration with Enterprise Resource Planning (ERP) systems in general. Integration with financials, human resources, procurement, and imaging applications are further addressed below.

3.1.7.1.3. Solution is interoperable with access control, building automations system, fuel management, time reporting.

3.1.7.1.4. Solution allows for screens within application to be addressable by URL. For instance, a report on aged work orders can contain a hyperlink that directs a user's default web browser to the work order record.

3.1.7.1.5. ImageNow integration. The solution provides integration with Perceptive Software's ImageNow ECM for document management.

3.1.7.1.6. Security Integration: Describe how solution meets or otherwise addresses each of these items:

3.1.7.1.6.1. Solution can import/synchronize user profiles and permissions from other systems.

3.1.7.1.6.2. Enable/disable users based on data from other applications.

3.1.7.1.6.3. Solution supports single sign-on authentication and LDAP integration.

3.1.7.1.6.4. Solution allows security administration to be facilitated in a multi-campus environment.

3.1.7.2. PeopleSoft Integration: PeopleSoft is the University's ERP System. Describe how the solution addresses each item below in connection with PeopleSoft integration. The University currently uses Oracle's PeopleSoft Enterprise for Human Capital Management (v8.9) and Financial Management (v9.0) whit planned upgrade to V9.2 within calendar year 2012. As there are nuances present in each PeopleSoft implementation, the response is to be based on a standard installation of PeopleSoft. Additionally, the level of actual implementation is subject to what is allowed by University policy.

3.1.7.2.1. Describe how the solution facilitates these business practices and integration with PeopleSoft: billable work order charges, personnel related information, manual journal entries, posting of utility charges and capital project funds.

3.1.7.2.2. Solution allows for integration of charfield data from ERP. The University currently uses the following fixed-length chartfield elements: Business Unit, Department, Account, Class, Fund, Program, Project and Operating unit.

3.1.7.2.3. The solution allows for the following: the integration of Vendor data; validation of chartfield combinations; integration of purchase order data; integration of invoice data; integration of payment data; integration of personnel data; integration of timecard and leave data; integration of General Ledger (GL) journal entries; the use of speedtypes or speedkey or similar entry assist for GL chartfields; the integration between asset management and work order data.

3.1.7.3. SciQuest Procurement Integration. The University currently uses SciQuest's Higher Markets solution for Requisition Management, Order Management and Settlement Management. Select Purchase Order and Payables data that originated in Higher Markets is also stored in our Financials ERP (PeopleSoft) Describe how the solution addresses the following:

3.1.7.3.1. The solution allows for the following: cXML punchout interface to SciQuest; integration of Requisitioning process; integration of Purchase Order process; integration with Payables process; integration of receiving data; integration of payment data; integration of inventory data.

3.1.8. User Interface: Describe how the proposed solution meets or otherwise addresses each of these items:

3.1.8.1. Proposed solution provides at least one fully-functional client interface that is browser-based and works fully on standards-compliant and other common web browsers such as IE 8 or greater and Firefox 3.0 or greater and does not require architecture-specific browser plug-ins.

3.1.8.2. Proposed solution provides a platform-agnostic mobile component allowing users to interact with the system away from a desktop computer.

3.1.8.3. Solution is able to have an organizational standard for a data field and then additional granularity at each business unit to turn on and off data elements.

3.1.8.4. Vendor will develop the proposed software solution in adherence with a documented user interface design standard.

3.1.8.5. Proposed solution shares a common user interface between modules.

3.1.8.6. Solution accommodates all chartfield combinations used by University's GL. Solution supports parent-child dependency definitions and validates parent-child dependencies on user-entry.

3.1.8.7. Solution has the ability to distribute charges among numerous chartfield combinations.

3.1.8.8. Solution supports interfaces to existing systems.

3.1.8.9. All modules are integrated, requiring single data entry, and make data available immediately to other processes with the exception of off-line mobile updates.

3.1.8.10. Solution accommodates data entry from keyboard (including keyboard shortcut ability) mostly or from mouse or by using both at the user's discretion to optimize data entry.

3.1.8.11. Solution auto fills data elements when searching.

3.1.8.12. Solution can set defaults for data elements (e.g. markup and overtime rate).

3.1.8.13. Solution utilizes smart lookups that do not require preceding zeros and other such smart lookup features.

3.1.8.14. Solution provides a single user interface with the exception of mobile components that follows documented design specifications. The road map for future releases takes this into consideration and requires no retraining of users on existing functionality.

3.1.8.15. Solution allows customization of the screens so users can have the information they require on as few screens as possible.

3.1.8.16. Solution provides an intuitive interface to the business logic that enforces work flow.

3.1.8.17. Solution accommodates and enforces business rules as defined.

3.1.8.18. Solution preserves any user-defined customizations to his or her user interface between sessions.

3.1.9. Customer-Facing Interface: Describe how the solution:

3.1.9.1. Allows customers to submit work requests via an on-line form utilizing standard web browsers.

3.1.9.2. Can be configured such that completion of certain fields of the work request form is mandatory.

3.1.9.3. Generates email notifications of receipt and status of work requests to customers.

3.1.9.4. Work order request number is assigned and reported to the customer upon submission of a work request.

3.1.9.5. Incoming work requests are date/time stamped.

3.1.9.6. Incoming work requests are easily converted into work orders without need for duplicate entry or cut/paste.

3.1.9.7. Incoming work requests allow attachment of all document types.

3.1.9.8. Customers can obtain detailed data including status on their work orders at any time.

3.1.9.9. Customers can be given rights to view the status of work orders submitted by selected other users. Describe how this would be accomplished.

3.1.10. Mobile Functionality: Describe how the proposed solution meets or otherwise addresses each of these items:

3.1.10.1. Mobile solution allows entry of comments on work orders.

3.1.10.2. Mobile solution works with one or more of the following platforms and is platform agnostic: windows mobile devices that support integral bar-code readers, devices supporting Nextel Direct-Connect, devices with standards-compliant web browser (Blackberry, iPhone, Treo, Palmes devices).

3.1.10.3. Mobile solution supports time entry against a work order.

3.1.10.4. Mobile solution allows users to receive, update, and close work orders.

3.1.10.5. Mobile solution allows users to define custom sort criteria such as by date, priority, or location.

3.1.10.6. Mobile solution allows users to reserve parts from stock.

3.1.10.7. Mobile solution allows users to create requisitions for non-stock items.

3.1.10.8. Mobile solution is usable with barcoding methodologies for physical inventory counts and part issues in stock room.

3.1.10.9. Mobile solution provides users access to all work order fields for viewing.

3.1.10.10. Mobile solution provides an off-line interface for wireless network dead-spots on campus.

3.1.10.11. Mobile solution provides sufficient project interaction to manage associated work orders.

3.1.10.12. Mobile solution allows users to view cost data for work orders.

3.1.10.13. Mobile solution is site-licensed.

3.1.10.14. Mobile solution permits the viewing of MSDS information for items for which MSDS information has been provided in the system.

3.1.10.15. Mobile solution permits the viewing of attached documents without the installation of additional software.

3.1.10.16. Mobile solution allows the attachment of documents to supported system entities such as equipment, work orders and stock items.

3.1.10.17. If deployed in a device used for communication, mobile solution gracefully handles an incoming call and resume in its original context once the call is complete.

3.1.10.18. Mobile solution does not promote vendor lock-in in terms of hardware for a given platform. For example, a windows mobile solution performs equally well regardless of the manufacturer of the device.

3.1.10.19. Mobile solution allows the user to enter a work request.

3.1.10.20. Mobile solution supports 3G or other common mobile standards. Mobile solution supports Wi-Fi.

3.2. Functional Areas

3.2.1. Work Order and Work Management Requirements:

3.2.1.1. General: Describe how the proposed solution meets or otherwise addresses each of these items:

3.2.1.1.1. Solution facilitates compliance with standards and safety procedures for space entry and lock-out-tag-out.

3.2.1.1.2. Solution allows resource scheduling that allows for reservation and scheduling of space and equipment and associated charge backs.

3.2.1.1.3. Solution allows work-schedule forecasting based on 24x7 staffing independent of work orders.

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3.2.1.1.4. Solution allows for multiple technicians to be assigned to a single work order.

3.2.1.1.5. Solution supports maintenance and operations management that allows for the creation of tasks that can be automatically generated on schedules for preventive/predictive maintenance (inspections, calibrations, consolidated/shadowed tasks).

3.2.1.1.6. Solution offers work requests to be submitted via web portal for self-service customer requests with a robust notifications capability at a minimum allowing e-mail notifications and updates to be automatically sent to requestors, based on user-defined notification templates.

3.2.1.1.7. Solution provides work order functionality that encompasses workflow definition, templates for various types of work, parent/child work orders and work order history.

3.2.1.1.8. Solution provides work planning, estimating and scheduling abilities.

3.2.1.1.9. Solutions allows ad-hoc queries of work order data including detailed cost figures for entire set returned by query.

3.2.1.1.10. Solution allows multiple types of work orders to be defined according to the type or scope of work involved.

3.2.1.1.11. Users can create sets of commonly needed work plan templates with redundant associated information, such as requester, General Ledger Chartfields, and location for use in the creation of future work orders.

3.2.1.1.12. The solution has the ability to schedule non-preventive maintenance work orders on a daily or weekly basis.

3.2.1.1.13. The solution allows multiple trades, functions, shops, people, and departments to be assigned to each work order.

3.2.1.1.14. The solution allows multiple shops/trades, people, and departments assigned to work order to be scheduled.

3.2.1.1.15. The solution allows shops, people, and/or departments to be added to or deleted from existing work orders.

3.2.1.1.16. The solution has the ability to store and view documents associated with work orders, including CAD, spreadsheets, drawings and notes.

3.2.1.1.17. The solution has the ability to display all supported document types (including CAD drawings) to any user through the browser-based user interface without the need for additional software installation.

3.2.1.1.18. System supports entry of comments with time entry.

3.2.1.1.19. The solution has the ability to store worker comments during and upon completion of work.

3.2.1.1.20. The solution records information about work requesters such as name, phone number, department, and email address.

3.2.1.1.21. The solution integrates worker information with the work order, including

name, identifier and charge-out rates.

3.2.1.1.22. Solution allows a closed work order to be reopened with administrative privileges.

3.2.1.1.23. Charges can only be posted to work orders that have not been closed.

3.2.1.1.24. The solution can record information about tools or rental equipment including charge-out rates.

3.2.1.1.25. Unlimited items can be posted to work orders.

3.2.1.1.26. Work orders can be routed for review and approval via customer-defined business logic.

3.2.1.1.27. A field identifying the work order data entry operator is included.

3.2.1.1.28. The solution permits concurrent work order entry from multiple users.

3.2.1.1.29. Costs are automatically rolled up to appropriate facility, building, space, room, department, or account records.

3.2.1.1.30. Work order charges may be charged to multiple Chartfield combinations in varying percentages or amounts.

3.2.1.1.31. The solution provides storage and tracking of items that need maintenance but are not funded, e g, deferred maintenance.

3.2.1.1.32. Solution flags duplicate work orders.

3.2.1.1.33. Solution provides integration with Space Management such that overlay map indicates the General Ledger Chartfield to be charged.

3.2.1.1.34. Solution provides propagation of the General Ledger Chartfield to be charged for routine work orders (not preventative maintenance [PMs]).

3.2.1.1.35. Solution shows installed equipment in overlay of building in Space Management module.

3.2.1.1.36. Solution provides on-line permitting functionality that allows permits to be issued for work in a given area with or without a requisite work order.

3.2.1.1.37. Solution provides a means to view child work orders and ability to easily navigate to and back from those work orders.

3.2.1.1.38. Solution separates costs into groups of posted, committed and budgeted.

3.2.1.1.39. Solution allows fixed-price billing against listed charge accounts while maintaining full cost accounting for reporting.

3.2.1.1.40. Solution allows work order descriptions of not less than 250 characters.

3.2.1.1.41. Solution provides association between a requester and General Ledger Chartfield(s) to which the requester can charge costs. Additionally, the system allows for easy maintenance of this as these associations are changed frequently.

3.2.1.1.42. Solution provides easy generation of printed work orders that have all relevant information needed to successfully complete the task. The contents

of these work orders can be customized.

3.2.1.1.43. Solution allows comments for work orders.

3.2.1.1.44. Solution provides a work order priority calculation based on a user-defined algorithm.

3.2.1.1.45. Solution supports basic estimating functions, such as for labor, tools, materials and rentals.

3.2.1.1.46. Solution supports seamless interaction between work orders and the Space Management features of the product.

3.2.1.1.47. Solution provides a facility whereby drawings are associated with a building permit and must be updated upon the completion of work.

3.2.1.1.48. Software allows existing work orders to be associated with new or existing projects.

3.2.1.1.49. Software allows existing project work orders to be disassociated with an existing project.

3.2.1.1.50. Solution provides a unique identifier that may be changed and can be used as a suitable means of managing a project prior to assignment of a General Ledger project number.

3.2.1.1.51. Solution flags each work order created against an asset that is within its warranty period.

3.2.1.1.52. Solution provides a dedicated flag for work orders created to address vandalism and triggers an alert to file police reports.

3.2.1.1.53. Solution allows technicians to use integral inspection (room, safety and equipment/general) checklists and to note deficiencies, which then may be converted to work orders.

3.2.1.2. Preventive Maintenance (PM): Describe how the proposed solution meets or otherwise addresses each of these items:

3.2.1.2.1. Software supports preventive maintenance schedule against equipment defined in asset module.

3.2.1.2.2. Solution supports both fixed PMs where a new work order is not issued until existing ones are closed and “duplicate” PMs where a new work order is issued when scheduled regardless of the status of any outstanding work orders.

3.2.1.2.3. Solution supports user selected frequencies by calendar date, time interval, or metering with enough detail to allow preventive maintenance to be easily scheduled on the same day each month in the case of time interval.

3.2.1.2.4. Solution supports variable scheduling based on season without an additional schedule record.

3.2.1.2.5. Solution supports scheduling based on condition assessment.

3.2.1.2.6. Solution supports custom exclusion of days such as holidays, weekends, and scheduled leave from preventive maintenance schedule.

3.2.1.2.7. Solution provides estimated time average from historical data from prior work orders for a given piece of equipment.

3.2.1.2.8. Solution provides the facility to include the following attributes with a preventive maintenance work order: allowed time to complete, estimated time to complete work, estimated number of workers to complete work, procedure list for preventive maintenance activity, account to be billed, material list, tools list.

3.2.1.2.9. Solution supports PMs for a group of equipment and divides costs and time equally among those entities.

3.2.1.2.10. Solution supports generation of preventive maintenance work orders both automatically and manually.

3.2.1.2.11. Solution provides easy means of navigating through work order history for a given preventive maintenance schedule.

3.2.1.2.12. Solution supports export of preventive maintenance schedules to comma separated values or spreadsheet from user interface.

3.2.1.2.13. Solution supports ability to view labor and materials forecast for PMs for supplied time period. For instance, the work orders to be generated for a two-year period could be shown.

3.2.1.2.14. Solution supports streamlined preventive maintenance schedule changes such as changing assigned person in bulk and allows the back out of changes made by the above method.

3.2.1.2.15. Solution includes a standard preventive maintenance tasks library that can be utilized and each item may be modified to fit individual campus needs based on a standard such as Whitestone Research, RS Means or General Services Administration.

3.2.1.2.16. The solution can maintain the preventive maintenance histories of assets and equipment.

3.2.1.2.17. Sets of preventive maintenance tasks can be defined for groups of similar equipment.

3.2.1.2.18. Preventive maintenance activities can be scheduled on specified dates, days of the week, days of the month, 1st Monday or work day of the month, other user defined schedules, and may be restricted to specified seasons.

3.2.1.2.19. The solution provides storage and query of periodic/specific inspection results.

3.2.1.3. Personnel Management: Describe how the proposed solution meets or otherwise addresses each of these items:

3.2.1.3.1. Personnel management including payroll input, job-costing, multiple wages and rates, training and certification administration.

3.2.1.3.2. Employee scheduling and productivity functionality.

3.2.1.3.3. Resource balancing and scheduling of work.

3.2.1.4. Grounds: Describe how the proposed solution meets or otherwise addresses each of these items:

3.2.1.4.1. The solution can maintain various classes of landscape, site assets and land improvements such as hardscape, athletic fields, utility infrastructure and softscape.

3.2.1.4.2. The solution allows the assignment of allowed dollars per acre for each landscape area.

3.2.1.4.3. The solution allows fuel charges to be spread proportionately over each area served by a given piece of equipment.

3.2.1.5. Custodial: Describe how the proposed solution meets or otherwise addresses each of these items:

3.2.1.5.1. Custodial services management that allows for cleaning requirement to be assigned to location and resourcing requirements to be derived from that.

3.2.1.5.2. Inspection scheduling and documentation for facility evaluation and continuous facility improvement.

3.2.1.6. Key and Building Access Control: Describe how the proposed solution meets or otherwise addresses each of these items.

3.2.1.6.1. The solution offers key request form from which users can request keys or other access devices.

3.2.1.6.2. The solution limits list of available keys to those a given user is authorized to request.

3.2.1.6.3. The solution provides routing of key request from requester to appropriate approval authority prior to being submitted to Facilities Management.

3.2.1.6.4. The solution distinguishes between core and lock body in lock inventory and deployment as well as in user request.

3.2.1.6.5. The solution allows attachment of signed paper and digital receipt for key or access device issue.

3.2.1.6.6. The solution can track key hierarchy or access device and integrate with Space Management capabilities of solution.

3.2.1.6.7. The solution provides for all spaces compromised by a lost key or device to be highlighted and readily identified within the Space Management module.

3.2.1.6.8. The solution tracks multiple lock types and group responsible for each type.

3.2.1.6.9. Keys and locks management including key or access device assignments, pinning and key cutting information.

3.2.1.7. Fleet Management: Describe how the proposed solution meets or otherwise addresses each of the following:

3.2.1.7.1. Fleet management of rentals, including reservations, scheduling, servicing and repairs. Vehicle and fuel management and driver information management.

3.2.1.8. Asset Management: Describe how the proposed solution meets or otherwise addresses each of these items:

3.2.1.8.1. The ability to depreciate assets on multiple books and to run reports on value over time.

3.2.1.8.2. Solution's asset management functionality inventories and tracks both tagged and non-tagged assets in a hierarchy that allows for tracking an asset's position in the building system/sub-system.

3.2.1.8.3. Solution can create different templates for different types of assets.

3.2.1.8.4. The solution tracks warranty and claims on assets.

3.2.1.8.5. Asset and equipment records can be linked to detailed specifications and schematics.

3.2.1.8.6. Asset and equipment records can contain General Ledger Chartfield combinations to which costs can be charged by default.

3.2.1.8.7. The solution maintains a database of information on assets and equipment such as those fields referenced in Appendix 8.1.

3.2.1.8.8. Any asset can be designated as related to any another asset with an unlimited number of such relationships.

3.2.1.8.9. Compile an accurate asset inventory.

3.2.1.8.9.1. Capitalized assets
3.2.1.8.9.2. "Critical control" and other non-capitalized assets
3.2.1.8.9.3. Classify assets by type for analysis and reporting
3.2.1.8.9.4. Perform asset inventories via bar code readers
3.2.1.8.9.5. Reference asset location on drawings

3.2.1.8.10. Track location and ownership changes.

3.2.1.8.10.1. Assign fixed assets by fund, department, asset class, location
3.2.1.8.10.2. Track changes with history; full audit trail
3.2.1.8.10.3. Track the costs, location and specifications of assets.
3.2.1.8.10.4. Transfer assets from one area to another

3.2.1.8.11. Track asset disposals.

3.2.1.8.11.1. Both full and partial disposals
3.2.1.8.11.2. Disposed asset auditable history
3.2.1.8.11.3. Track full and partial disposal; gain/loss calculated for each depreciation book

3.2.1.8.12. Calculate periodic depreciation based on asset class parameters.

3.2.1.8.12.1. Current, past (as-of-date), and future projections
3.2.1.8.12.2. Unlimited user-defined depreciation books
3.2.1.8.12.3. Track life-to-date expenses and depreciation on assets and equipment

3.2.1.9. Materials Management and Inventory: Describe how the solution addresses each of these items:

3.2.1.9.1. Material management of parts, equipment, tools and services that allows for check-out/check-in of reusable inventory, issues and receipts management and supplier/vendor/manufacturer management.

3.2.1.9.2. The ability to reserve inventory for work orders and kit assembly for maintenance tasking.

3.2.1.9.3. The solution can store date established, last receipt date, and last issued date.

3.2.1.9.4. The solution allows no negative on-hand quantities to be turned on/off.

3.2.1.9.5. Issuing or returning an item, whether stock or special order, automatically charges or credits a work order.

3.2.1.9.6. Issued items can be charged to either a work order or a cost center without a work order number.

3.2.1.9.7. An authorized user can edit on-hand quantities.

3.2.1.9.8. A single user interface screen is included in the base product that includes the following information: Stock #, Stock Description, Quantity on Hand, Quantity Ordered, Average Price, Last Price Paid, Bin Location. Issuing a part from this screen requires no more than one additional screen.

3.2.1.9.9. The solution allows a change in unit of measure and a manual update to average unit price for an existing item.

3.2.1.9.10. The solution allows the bin location of a part to be easily changed.

3.2.1.9.11. The solution supports a material takeoff list that allows stock and non-stock items to have requisitions automatically created and, if there is insufficient stock of a stocked item, creates a PO.

3.2.1.9.12. The solution supports seasonal reorder points.

3.2.1.9.13. The solution automatically updates average unit price when materials are received.

3.2.1.9.14. The solution produces an issue sheet (similar to an invoice in appearance) automatically at the completion of the issue transaction to be signed by the individual receiving the materials and containing the following: Date, Quantity, Unit of Measure, Part description, Average prices, Total prices, Transaction number, work order (WO) number, GL Chartfields, Employee ID number.

3.2.1.9.15. The solution supports scanning of bar codes on bins and employee ID for the purpose of streamlining the issue process.

3.2.1.9.16. The solution supports physical counts on a range of bins during normal operational hours.

3.2.1.9.17. A Stock Buys screen is provided that contains the following fields: PO Number, Status Field, Supplier/Vendor, Supplier phone/fax numbers, Class Field, Order Date, Due/ Delivery date, Buyer, Tax field, Stock number, Part Description, Supplier part number, Quantity, Average price/ Contract price, Total dollar amount.

3.2.1.9.18. A Stock Issue screen is provided that contains the following fields: Date, WO activity number, Cost code, GL Chartfields, Employee ID number, Action

Code….. Issue/return, Stock Numbers, Quantities, Part description, Price, Transaction number, Store employee ID number, Total dollar amount, A place for the employee to sign.

3.2.1.9.19. Inventory management advance functions like hazardous materials management.

3.2.1.9.20. The solution generated POs automatically for stock that falls below reorder point.

3.2.2. Space Management (INSITE [OFMS, INC])

3.2.2.1. General: Describe how the proposed solution meets or otherwise addresses each of these items:

3.2.2.1.1. Space management capabilities including inventory and classification by Facilities Inventory and Classification Manual (FICM) and other space classifications.

3.2.2.1.2. Space allocation, occupancy and utilization functionality.

3.2.2.1.2.1. The F&A Cost Rate Proposal further requires the periodic functionalization of each space (Instruction, Organized Research, Other Sponsored Activity, Department Administration, and Other Institutional Activities) as well as supporting occupant and funding-source data for both single and shared-use space.

3.2.2.1.2.2. For purposes of the F&A Cost Rate Proposal, limited access to space data is required for up to 100 staff to maintain a subset of space data elements on a perpetual basis. Describe the extent to which security can control access to various data fields.

3.2.2.1.3. Ability to accumulate cost by space.

3.2.2.1.4. Attribute, feature and configuration tracking.

3.2.2.1.5. Move management capability and visual space planning tools.

3.2.2.1.6. The Facilities and Administrative (F&A) Cost Rate Proposal requires assignable and non-assignable space data by assigned department, building and room, and each room record must be assigned numeric coding as per the FICM.

3.2.2.1.7. The ability to run effective dated reports is required for purposes of the F&A proposal and proper accounting of fixed assets. Describe the extent to which the proposed solution provides effective-dated reports and provides historical information on whom and when updates were processed.

3.2.2.1.8. A robust workflow communication system is required between the Facilities and Accounting departments. Describe how the solution automatically notifies key people when certain actions occur.

3.2.2.1.9. Ability to query space Area, Use and Assigned Department data from the drawings and report graphically in a drawing that displays the result of the query.

3.2.2.1.10. Solution utilizes the current building drawings to add the space and asset information in additional layers and poly-lines, bi-directional dynamic updating (with approval step) of the IWMS and the CAD drawing.

3.2.3. Utility Management (Energy WatchDog [Utilivision])

3.2.3.1. General: Describe how the proposed solution meets or otherwise addresses each of these items:

3.2.3.1.1. Utilities management that allows for meter management, routes and readings, purchasing and contracts, accounts payable and billing, accounts receivables, rate setting and charge backs, and budgeting and analysis of data.

3.2.3.1.2. System provided alerts when a user-defined event occurs.

3.2.3.1.3. System provides a means of recording, managing, and billing based on a hierarchy of utility meters.

3.2.3.1.4. System provides a unique identifier for each meter, including master meters, sub-meters, and tracking-only meters.

3.2.3.1.5. System provides the ability to import current meter readings from text file or from bar code reader as well as manual data entry.

3.2.3.1.6. System can directly map to meters and poll devices on a scheduled basis to populate the energy and demand data.

3.2.3.1.7. Solution supports the option to obtain and import utility data directly from utility provider electronically and manually, relying on the utility's information rather than a direct meter read.

3.2.4. Capital Planning (VFA facility [Vanderweil Facilities Associates])

3.2.4.1. General: Describe how the proposed solution meets or otherwise addresses each of these items:

3.2.4.1.1. Capital planning that allows for facilities condition assessments and life cycle cost modeling and keeping an inventory of requirements that can then be assembled into project to be executed in other parts of the system with the relief of the requirement in the capital planning module and appropriate changes to depreciation schedule if warranted.

3.2.4.1.2. Real estate management capabilities that allow for holdings to be managed for ownership, contract and regulatory compliance, lease management, net worth and depreciation.

3.2.4.1.3. Project management capabilities that include project budgeting, project costing, contract management, risk mitigation, project document management, cash flow projection and other essential project management functionality.

3.2.4.1.4. The solution can encumber funds or pay on contracts without creating work orders within the project.

3.2.4.1.5. The solution provides a means to create templates for various classes of projects, including having the necessary budget categories.

3.2.4.1.6. The solution provides a summary screen of project expenditures from which the user can drill down for more detail.

3.2.4.1.7. The solution allows users to attach documents to the project entity.

3.2.4.1.8. The solution provides a project approval routing that is user-defined.

3.2.4.1.9. The solution allows project number to be changed after creation or provide a seamless transition between an unapproved and approved project.

3.2.4.1.10. The solution allows a many-to-many relationship between projects and contracts.

3.2.4.1.11. The solution provides the ability to define rules for Indefinite Delivery Contracts such as total allowed per project as well as total allowed for entire contract.

3.2.4.1.12. The solution supports multiple lines on a single contract.

3.2.4.1.13. The solution tracks and displays budget history changes and comments.

3.2.4.1.14. Product allows the customization of user-interface field names (e g, a work order within a project might be referred to as a phase).

3.3. Implementation, Training, Maintenance and Support

3.3.1. Implementation: Describe how the proposed solution meets or otherwise addresses each of these items

3.3.1.1. Vendor is responsible for implementation services including successful integration and data migration. Describe your overall implementation approach and plan.

3.3.1.2. Describe your ability to begin the project on or about January 1st and to complete the project within six to twelve months. Include a typical implementation timeline.

3.3.1.3. Describe the personnel resources, if any, required from the University, including technical and operations staff time, to achieve the typical implementation timeline.

3.3.1.4. Describe the non-personnel resources, if any, required from the University, such as on-site work station space, to achieve the typical implementation timeline.

3.3.1.5. Describe the personnel resources that would be dedicated by the vendor and the overall full-time equivalent measure of the resource level which the vendor would be committing to the project to implement the solution and meet the typical timeline.

3.3.1.6. Describe how you will facilitate the establishment and implementation of any necessary common business processes to support the collection of uniform data and the availability of decision-quality management information.

3.3.1.7. Describe how you have accommodated and will accommodate immutable existing business processes in implementation.

3.3.1.8. Describe the extent to which the solution itself enforces defined business rules and the extent to which it instead relies on documented standard operating procedures to enforce those rules.

3.3.1.9. Describe how the solution adjusts to changes in business practices or business rules and the extent to which that can be achieved by the University without the vendor's assistance.

3.3.2. Training: Describe how the proposed solution meets or otherwise addresses each of

these items:

3.3.2.1. Initial training will be conducted at University facilities using existing meeting spaces with few modifications.

3.3.2.2. Describe how the training, knowledge and use of the solution will be supported and ensured on an ongoing basis during the term of the contract.

3.3.3. Maintenance and Support: Describe how the proposed solution meets or otherwise addresses each of these items:

3.3.3.1. The solution must be easy to use and well supported (24/7/365).

3.3.3.2. Phone, e-mail and web-site support (with product upgrades included in the maintenance agreement).

3.3.3.3. Bidder has documented support policies, including classification, prioritization, and remediation of reported issues.

3.3.3.4. Support agreement includes all product upgrades, updates, and/or maintenance patches along with access to on-line mailing lists and forums.

3.3.3.5. Solution must furnish complete system documentation in electronic format. If hard copies are required, a minimum of 10 copies must be furnished.

3.3.3.6. University expects regular visits by account executive to ensure effective dialog between University and Contractor.

3.3.3.7. Support contract provides University the common application support aspects of help desk, bug reporting, mailing lists, user forums, focus groups, and so forth.

3.3.3.8. The typical upgrade or version release schedule and process for the solution. The proposal must describe the ongoing personnel needed by University to support the continued operation of the solution such as application programmers, system administrators, security administrators, workflow administrators, configuration managers, training coordinators and other necessary personnel.

4.0 Qualifications, Experience and References

4.1 Qualifications

4.1.1 Debarment: Submission of a signed proposal in response to this solicitation is certification that your firm (or any subcontractor) is not currently debarred, suspended, proposed for debarment, declared ineligible or voluntarily excluded from participation in this transaction by any State or Federal department or agency. Submission is also agreement that the University will be notified of any change in this status.

4.1.2 Resumes: Provide resumes for up to 10 members of the vendor's project team who will be assigned to the project including at least the executive sponsor, the project manager, any business analyst(s) and other key personnel.

4.2 Experience

4.2.1 Submit with your proposal a detailed history and description of your company and any published reports about your company.

4.2.2 Describe experience working with customers who offer no additional 3rd party resources, such as owner's representatives or project managers, to support implementation.

4.2.3 Describe experience working with customers which do provide 3rd party owner's representatives or project managers as the owner's designated daily representative on the project.

4.2.4 Describe your experience with achieving successful implementation and overall quality assurance on your solution and its implementation in higher education settings.

4.3 References: A list of three references is required to be submitted with your proposal. These references must be agencies your firm has done business with in the past year on projects with a similar scope to this one. The University specifically encourages references from higher education multi-campus customers where the implementation involved PeopleSoft and SciQuest integrations. Provide organization names, contact person and contact information.

5.0 Cost Proposal

5.0.1 **No financial statements are required to be submitted with your proposals,** however, prior to an award the University may request financial statements from your company, credit reports and letters from your bank and suppliers.

5.0.2 Sealed Pricing Proposal: Complete all fields in Appendix 8.2 and submit it sealed with your proposal such that proposal may be reviewed in its entirety apart from the cost form.

5.0.3 Specify the equipment required if the University chooses to self-host the solution. The cost of this equipment must be reflected in the appropriate cells of cost form in Appendix 8.2.

5.0.4 It is the University's intention and the bidder's responsibility to ensure that the costs submitted by the vendor in Appendix 8.2 be reflective of comprehensive charges for the first five years of operation. No cost is to be omitted.

6.0. General Terms and Conditions

6.0.1. Contract Administration: The Facilities Management Process and Technology Team (FMATT) or its designee shall be the University's authorized representative in all matters pertaining to the administration of this Contract.

6.0.2. Contract Documents: If a separate contract is not written, the Contract entered into by the parties shall consist of the RFP, the signed proposal submitted by the Contractor, the specifications including all modifications thereof, and a purchase order or letter of agreement requiring signatures of the University and the Contractor, all of which shall be referred to collectively as the Contract Documents.

6.0.3. Contract Modification and Amendment The parties may adjust the specific terms of this Contract (except for pricing) where circumstances beyond the control of either party require modification or amendment. Any modification or amendment proposed by the Contractor must be in writing to the Office of Strategic Procurement. Any agreed upon modification or amendment must be in writing and signed by both parties.

6.0.4. Contract Validity: In the event one or more clauses of the Contract are declared invalid, void, unenforceable or illegal, that shall not affect the validity of the remaining portions of the Contract.

6.0.5. Non-Waiver of Defaults: Any failure of the University to enforce or require the strict keeping and performance of any of the terms and conditions of this Contract shall not constitute a waiver of such terms, conditions, or rights.

6.0.6. Cancellation/Termination: If the Contractor defaults in its agreement to provide personnel or equipment to the University's satisfaction, or in any other way fails to provide service in accordance with the contract terms, the University shall promptly notify the Contractor of such default and if adequate correction is not made within fourteen (14) calendar days, the University may take whatever action it deems necessary to provide alternate services and may, at its option, immediately cancel this Contract with written notice. Except for such cancellation for cause by the University, the University may terminate this Contract by giving thirty (30) calendar days advance written notice to the Contractor. Cancellation does not release the Contractor from its obligation to provide goods or services per the terms of the Contract during the notification period.

6.0.7. Clarification of Responsibilities: If the Contractor needs clarification of or deviation from the terms of the Contract, it is the Contractor's responsibility to obtain written clarification or approval from the Contract Administrator.

6.0.8. Litigation: This Contract and the rights and obligations of the parties hereunder shall be governed by and construed in accordance with the laws of the State of Maine without reference to its conflicts of laws principles. The Contractor agrees that any litigation, action or proceeding arising out of this Contract, shall be instituted in a state court located in the State of Maine.

6.0.9. Assignment: Neither party of the Contract shall assign the Contract without the prior written consent of the other, nor shall the Contractor assign any money due or to become due without the prior written consent of the University.

6.0.10. Equal Opportunity: In the execution of the Contract, the Contractor and all subcontractors agree, consistent with University policy, not to discriminate on the grounds of race, color, religion, sex, sexual orientation, including transgender status or gender expression, national origin or citizenship status, age, disability, genetic information, or veteran’s status and to provide reasonable accommodations to qualified individuals with disabilities upon request. The University encourages the employment of individuals with disabilities.

6.0.11. Independent Contractor: Whether the Contractor is a corporation, partnership, other legal entity, or an individual, the Contractor is an independent contractor. If the Contractor is an

individual, the Contractor's duties will be performed with the understanding that the Contractor is a self-employed person, has special expertise as to the services which the Contractor is to perform and is customarily engaged in the independent performance of the same or similar services for others. The manner in which the services are performed shall be controlled by the Contractor; however, the nature of the services and the results to be achieved shall be specified by the University. The Contractor is not to be deemed an employee or agent of the University and has no authority to make any binding commitments or obligations on behalf of the University except as expressly provided herein. The University has prepared specific guidelines to be used for contractual agreements with individuals (not corporations or partnerships) who are not considered employees of the University.

6.0.12. Sexual Harassment: The University is committed to providing a positive environment for all students and staff. Sexual harassment, whether intentional or not, undermines the quality of this educational and working climate. The University thus has a legal and ethical responsibility to ensure that all students and employees can learn and work in an environment free of sexual harassment. Consistent with the state and federal law, this right to freedom from sexual harassment was defined as University policy by the Board of Trustees. Failure to comply with this policy could result in termination of this Contract without advanced notice. Further information regarding this policy is available from the Director of Equity and Diversity, (207) 973-3372.

6.0.13. Indemnification: The Contractor agrees to be responsible for, and to protect, save harmless, and indemnify the University and its employees from and against all loss, damage, cost and expense (including attorney's fees) suffered or sustained by the University or for which the University may be held or become liable by reason of injury (including death) to persons or property or other causes whatsoever, in connection with the operations of the Contractor or any subcontractor under this agreement.

6.0.14. Contractor's Liability Insurance: During the term of this agreement, the Contractor shall maintain the following insurance:

Insurance Type	Coverage Limit
1. Commercial General Liability (Written on an Occurrence-based form)	$1,000,000 per occurrence or more (Bodily Injury and Property Damage)
2. Vehicle Liability (Including Hired & Non-Owned)	$1,000,000 per occurrence or more (Bodily Injury and Property Damage)
3. Workers Compensation	Required for all personnel (In Compliance with Applicable State Law)

The University of Maine System shall be named as Additional Insured on the Commercial General Liability insurance.

Certificates of Insurance for all of the above insurance shall be filed with:

Office of Strategic Procurement
University of Maine System
16 Central Street
Bangor, Maine 04401

Certificates shall be filed prior to the date of performance under this Agreement. Said certificates, in addition to proof of coverage, shall contain the standard statement pertaining to written notification in the event of cancellation, with a thirty (30) day notification period.

As additional insured and certificate holder, the University should be included as follows:

6.0.15. Smoking Policy: The University must comply with the "Workplace Smoking Act of 1985" and M.R.S.A. title 22, § 1541 et seq "Smoking Prohibited in Public Places." In compliance with this law, the University has prohibited smoking in all University System buildings except in designated smoking areas. This rule must also apply to all contractors and workers in existing University System buildings. The Contractor shall be responsible for the implementation and enforcement of this requirement within existing buildings.

6.0.16. The University of Maine is a tobacco-free campus. This policy applies to faculty, staff, students, contractors, vendors and visitors. The use of tobacco and all smoking products is not permitted on any university-owned property, which includes but is not limited to, buildings, university grounds, parking areas, walkways, recreational and sporting facilities and university-owned vehicles. Tobacco use by definition includes the possession of any lighted tobacco products, or the use of any type of smokeless tobacco.

6.0.17. Employees: The Contractor shall employ only competent and satisfactory personnel and shall provide a sufficient number of employees to perform the required services efficiently and in a manner satisfactory to the University. If the Contract Administrator or designee, notifies the Contractor in writing that any person employed on this Contract is incompetent, disorderly, or otherwise unsatisfactory, such person shall not again be employed in the execution of this Contract without the prior written consent of the Contract Administrator.

6.0.18. Payments: Payment will be upon submittal of an invoice to the University of Maine System by the Contractor on a Net 30 basis unless discount terms are offered. Invoices must include a purchase order number. The University is using several, preferred methods of payment: PCard (Visa); Bank of America's ePayables and PayMode electronic payment systems. Indicate your ability to accept payment via any or all of these methods.

6.0.19. For all contracts involving access to University data:

6.0.19.1. Contractor agrees to implement reasonable and appropriate security measures to protect all systems that transmit, store or process University data or personally identifiable information received from, or created or received by Contractor on behalf of, the University against loss of data and take measures to adequately protect against unauthorized access and malware.

6.0.19.2. Contractor agrees to hold all University information in strict confidence. Contractor shall not use or disclose information received from, or created or received by Contractor on behalf of, the University except as permitted or required by this Agreement, as required by law, or as otherwise authorized in writing by the University.

6.0.19.3. Unless otherwise stated in the agreement, all data is the property of the University and shall be turned over to the University upon request.

6.0.19.4. If Contractor engages in electronic commerce on behalf of the University or cardholder data relating to University activities is accessed, transferred, stored, or processed by Contractor, Contractor shall protect data in accordance with the Payment Card Industry Data Security Standard (PCI DSS).

6.0.19.5. Contractor shall not amend or replace hardware, software, or data without prior authorization of the University.

6.0.19.6. Contractor shall wipe or securely delete University data and personally identifiable

information furnished by the University from storage media when no longer needed, but shall coordinate with the University to ensure that no original data or information is destroyed. Measures taken shall at least be commensurate with the standard for "clearing" as specified in the National Institute of Standards and Technology (NIST) Special Publication SP800-88: Guidelines for Media Sanitization, prior to disposal or reuse.

6.0.19.7. If mobile devices are used under the terms of this contract to access University data, contractor shall install and activate authentication and encryption capabilities on mobile devices.

6.0.19.8. Contractor shall control access to University data. All contractor employees shall be adequately screened, commensurate with the sensitivity of their jobs. Contractor agrees to limit employee access to University data on a need–to-know basis. Contractor shall provide initial and annual information security awareness training to all employees who interface with University data. Contractor shall impose a disciplinary process for employees not following privacy procedures. Contractor shall have a process in place to remove access to University data immediately upon termination of any contractor employee.

6.0.19.9. Following the receipt of a report of a potential breach involving University data, the University will be notified within one business day. Contractor shall keep University informed on the progress of each step of the incident response.

6.0.20. Clauses for contracts where Contractor hosts University data in Contractor facilities:

6.0.20.1. Contractor who hosts University data will engage an independent third-party auditor to evaluate the information security controls not less than every two years.

6.0.20.2. Contactor shall host University data on computers housed in secure areas that have adequate walls and entry control such as a card controlled entry or staffed reception desks. Only authorized personnel shall be allowed to enter and visitor entry will be strictly controlled.

6.0.20.3. Contractor shall provide reasonable and adequate protection on its network and systems to include firewalls and intrusion detection/prevention.

6.0.20.4. Contractor shall use strong encryption and certificate-based authentication on any server hosting on-line and e-commerce transactions with the University ensuring the confidentiality and non-repudiation of the transaction while crossing networks.

6.0.20.5. The installation or modification of software on systems containing University data shall be subject to the formal change management procedures and segregation of duties requirements.

6.0.20.6. Contractor will monitor for security events and provide timely response in incidents. Contractor will promptly report to University any breach of security or use or disclosure of University data not provided for in this Agreement, upon becoming aware of it, as soon as possible and in no case later than one (1) business day after discovery. Contractor shall indemnify and hold University harmless from all liabilities, costs and damages arising out of or in any manner connected with the security breach or unauthorized use or disclosure by Contractor of any University data. Contractor shall mitigate, to the extent practicable, any harmful effect that is known to Contractor of a security breach or use or disclosure of data by Contractor in violation of the requirements of this Agreement.

6.0.20.7. Contactor shall ensure that any agent and/or subcontractor, to whom it provides University data received from, or created or received by Contractor on behalf of, University, adheres to the same restrictions and conditions that apply through this

Agreement to Contractor with respect to such data, including, but not limited to, the implementation of reasonable and appropriate safeguards. Contractor remains responsible for making sure their agent or subcontractor complies with the requirements of the Agreement.

6.0.20.8. Contractor shall design and apply physical protection against damage from fire, flood, earthquake, explosion, civil unrest, and other forms of natural or man-made disaster. Contractor shall protect hosted systems with UPS devices sufficient to meet business continuity requirements.

6.0.20.9. Contractor shall back up to systems or media stored at separate location with incremental back-ups not less than daily and full back-ups not less than weekly. Incremental and full back-ups shall be retained for 15 days and 45 days respectively. Contractor shall test restore procedures not less than once per year.

6.0.21. Clauses for Contracts where Contractor provides System Development

6.0.21.1. Any personally identifiable information or data covered under law, regulation, or standard such as HIPAA, FERPA, or PCI, shall not be used in the development or test environments. Records that contain these types of data elements may be used if that data is first de-identified, masked or altered so that the original value is not recoverable.

6.0.21.2. For programs that process University data, initial implementation as well as applied updates and modifications must be produced from specifically authorized and trusted program source libraries and personnel.

6.0.21.3. Contractor shall provide documentation of a risk assessment of new system development or changes to a system.

6.0.22. Other Situations

6.0.22.1. Contracts may require more tailored clauses based on the nature of the agreement. In large contracts involving major interaction with University data, it might be appropriate to state that Contractor must comply with University Information Security and Standards.

6.0.22.2. Any contract involving the use or disclosure of protected health information under HIPAA must include the required business associate contract language.

7.0 SIGNATURE PAGE

COMPANY NAME: _____

By: _____
(Signature)

_____
(Print Name)

_____
(Title)

_____
(Phone)

_____
(Cell Phone)

_____
(E-mail Address)

_____
(Date)

Appendix 8.1

University of Maine System

Sample asset fields in current use by Facilities Management and Accounting

Below is a list of asset fields in existing enterprise databases as well as certain known access and excel databases. This list does not necessarily reflect all those items which may be tracked in non-enterprise or other independent data sets or databases that may exist for specific purposes in particular business units.

Facility/Building Inventory: Campus, Facility ID, Facility Name, Gross Area, Net Area, Status, Occupancy Class, Ownership, Primary Use, Const. Date, Architect, Contractor, Replacement Cost, # of floors, Fire Rating, Historical Status, LEED Rating, Elev #, Sprinklered, last Inventory, Bldg Contact, Note, Address

- **Space Data:** Campus, Facility ID, Facility Name, Floor, Room Number, FICM 'Room USE' Category, 'USE' %, Net Area, UMS Department assigned, Dept %, last Inventory, Responsible Person.
- **F & A Required Data:** FICM Room 'FUNCTION' Category, 'FUNCTION' %, Responsible Person, campus, chartfield/grant information.
- **Real Estate/Leases:** Campus, Parcel ID, Parcel Name, Location, Gross Area, Ownership, Primary Use, Purchase Date, Value/Replacement Cost, Bldg Contact, Note, Address, Sold date

Asset/Equipment: Campus, Make, Model, S/N, Category, Movable/Fixed, Supplier Name & Address & Number, Purchase Price, Purchase Date, Note, Address/Location, Status, Chartfield Info, Business Unit, Dept, Fund, Program, Project Status, Proj. Descrip.

Motorpool/Fleet Inventory: Campus, Vehicle Make, Model, VIN, Year Built, Body Type, Department, Lic #, Reg Date, Expiration Date, # of Passengers, Ownership, Insurance Level, Status, Chartfield Information, Note.

Boiler/Pressure Vessel: Campus, Facility ID, Facility Name, Reg #, Reg Date, Expiration Date, Make, Model, Capacity, Year Built, Pressure, Function, Fuel Type, Status, Chartfield Information.

U.G. Fuel Oil Tanks: Campus, Facility ID, Facility Name, Site ID/Reg #, Install. Date, Manufacturer, Construction Type, Capacity, Year Built, Monitoring, Fuel Type, Status, Chartfield Information, Campus Contact.

Elevators: Campus, Facility ID, Facility Name, Reg #, Reg Date, Expiration Date, Manufacturer, Model, Capacity, Year Installed, # of Floors/Stops, Type, Status, Chartfield Information, Campus Contact.

Energy Data: Campus, Facility ID, Facility Name, Fuel Type, FY Totals, Purchase Date, Quantity per purchase, Purchase Price, Current Price/rate per Unit, Supplier, Supplier Contact, Chartfield Information

Air Emissions: Campus, Facility ID, Facility Name, Lic #, Date, Expiration Date, Manufacturer, Model, Capacity, Year Installed, Fuel Types, Equip. Type, Status

Accounting: Chartfield, Functional Expense, Funding Sources, Asset Classification (i.e. Building, Equipment), Asset Type, Vendor Data, Tag Number, Nomenclature, Description fields, Asset Location, Retirement fields, Cost fields, Depreciation fields, Comments.

Appendix 8.2

Cost Form 8.2A – Hosted by vendor	
Item	Amount
Initial purchase price (or licensing fee). This cell must exclude the Solution's Capital Planning and Project Management functionality or module, such as described in Section 3.2.4	
Year 1 maintenance and support	
Year 2 maintenance and support	
Year 3 maintenance and support	
Year 4 maintenance and support	
Year 5 maintenance and support	
Installation and implementation services, including all necessary integration, data conversion or data loading	
Other professional services, including all start-up and initial training	
Hosting and equipment costs, if any	
Other costs, if any	
Total 5-year costs (sum of all other cells)	

Cost Form 8.2B – Hosted by University	
Item	Amount
Initial purchase price (or licensing fee). This cell must exclude the Solution's Capital Planning and Project Management functionality or module, such as described in Section 3.2.4	
Year 1 maintenance and support	
Year 2 maintenance and support	
Year 3 maintenance and support	
Year 4 maintenance and support	
Year 5 maintenance and support	
Implementation services, including all necessary integration, data conversion or data loading	
Other professional services, including initial and ongoing training	
Equipment and installation costs to meet recommended specifications of the solution.	
Other costs, if any	
Total 5-year costs	

Cost Form 8.2C	
Item	Amount
Purchase price for Capital Planning and Project Management module or functionality, such as described in Section 3.2.4, at the conclusion of the 5th year.	
Other costs associated with the purchase and implementation of Capital Planning and Project Management module	
Total cost for module	