

REQUEST FOR PROPOSAL

Date Issued: 10/24/05 Bid Closing Date: 11/24/05 @ 2:00 PM, ET

INQUIRY #: 06-25

Facilities Management System (FMS)

Failure to meet this requirement will invalidate the bid response.

Proposals must be received by the Bid Closing Date specified above at the location below. Proposals received after the Bid Closing Date will be returned, unopened, to the vendor.

PRICING, SEALED IN A SEPARATE ENVELOPE.

The University of Massachusetts Dartmouth
Purchasing Department
Foster Administration Building Rm 213
285 Old West Port Road
North Dartmouth, Massachusetts 02747

All administration questions concerning this RFP should be directed to Administrative Services at:
(508) 999-8054

All content related questions concerning this RFP should be directed to Peter Gagnon at:
(508) 999-9146

By signing this document I am agreeing, on behalf of my firm, to the specifications of this RFP and accepting, without exception or amendment the University's "Additional RFP Terms and Conditions" and "Purchase Order Terms and Conditions". Any purchase order or University contract issued as a result of this RFP shall be subject to these terms and conditions, which shall be incorporated therein.

Company Name: _____

Authorized Signature _____ Date: _____

Printed Name _____ Title: _____

Voice: _____ Fax: _____ Email: _____

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Definitions

Relative to this document, and any addenda incorporated therein, the following definitions apply.

General:

RFP, and RFQ: Request For Proposal; and, Request For Quotation.

Shall, Must, Will: Indicates a mandatory requirement. Failure to meet mandatory requirements will invalidate the bid response, or result in rejection of a proposal or quotation as non-responsive.

May, Should: Indicates something that is requested but not mandatory. If the Bidder fails to provide requested information, the University may, at its sole option, either request that the Bidder provide the information or evaluate the proposal without the information.

UMD: The University of Massachusetts Dartmouth.

Agreement or Contract: Award resulting from the Request for Proposal or Request for Quotation.

Bidder, Vendor, Supplier: Respondent to the Request for Proposal or Request for Quotation.

Proposal, Quotation: Response provided by Supplier or Bidder.

Addendum(a): Written instruments, issued solely by the University's Purchasing Department, that detail amendments, changes or clarifications to the specifications and terms and conditions of this RFP/RFQ. Such written instruments shall be the sole method employed by the University to amend, change or clarify this RFP/RFQ and any claims (from whatever source) that verbal amendments, changes or clarifications have been made shall be summarily rejected by the University.

Bid Closing Date: The date and time specified in this RFP/RFQ by which the Quotation/Proposal must be received by the University's Purchasing Department in accordance with Section II Paragraph 1 of this RFQ/RFP. Quotations or Proposals received after such date and time will not be considered.

1.0 Introduction

The following section outlines the history and conditions leading The University of Massachusetts Dartmouth Dartmouth to solicit proposals for new technology and services described in this Request for Proposal (RFP).

1.1 RFP Scope

The University of Massachusetts Dartmouth requires one centralized and comprehensive system, which will be replacing two existing systems that are currently being used to assist the staff in executing space information and Work Order functions. The University requests proposals from qualified software vendors interested in providing a fully functional system, including system implementation, and related data conversion services in order to replace UMD's existing systems. The replacement system will be called Facilities Management System (FMS). Any reference to the system in this RFP refers to FMS.

More specifically, The University is requesting the following major deliverables:

1. Hardware requirements (i.e. computer and networking equipment) for proposed system. The University reserves the right to purchase any required hardware for the system;
2. Off-the-shelf Computer Aided Facility Management (CAFM) software, which links a space database and CAD floor plans to each other and including:
 - ❑ Space Management Module
 - ❑ Work Order Management modular with
 - ❑ Preventive Maintenance Functionality
3. Third party application requirements (i.e. AutoCAD, Crystal) for proposed system. The University reserves the right to purchase any required third party application for the system;
4. Implementation of the system software, including configuration and customization work for required business functions not supported by the off-the-shelf modules;
5. Data conversion and database integration with new system;
6. Web enabled system;
7. Documentation and training for the system is to allow system administrators and end users to properly operate the system on a day-to-day basis, including regular maintenance processes and the preparation of training materials to be used after implementation of the new system is completed; and
8. Warranty

In addition to the above minimum requirements, UMD has the following areas of interest related to the CAFM software:

1. Key Control
2. Capital Project Components
3. Facilities Inventory Control
4. Asset Management
5. Project management/Scheduling Functionality
6. Estimating Functionality
7. Fleet Management
8. Life Cycle Analysis

The general minimum requirements include:

1. Complete Implementation
2. Intuitive user interface
3. User (client) initiates work order requests.
4. Top Management and Casual Users Interface (overview/reports)
5. WEB Enabled
6. Seamless ACAD/Graphics Compatibility
7. Financial/Budgetary Tracking and Analysis (charge-backs, etc.)
8. Database integration with University of Massachusetts Dartmouth Systems
9. Fully integrated Data Input/Output (automated data coordination)
10. Personal Digital Assistant (PDA's)
11. Multiple user's and levels of access
12. Automated space audits

13. Built-in Reports with drawings and charts
14. Training Programs
15. Software Maintenance Programs, Upgrades and supports

(Also, refer to additional information in this RFP)

1.2 RFP Purpose

This RFP is posted to obtain proposals on, and evaluate potential CAFM solutions that will meet the current and future needs of UMD for facility management. UMD desires the system to provide all the business functionality for facility management and evolve with UMD's business.

1.3 Background

UMD's current systems captures information on a suburban campus of approximately 710 acres located in south eastern, Massachusetts and between the cities of Fall River and New Bedford. On the UMD main and Satellite campus's located in both Fall River and New Bedford, there are approximately 40 buildings, which totals about 2.5 million gross square feet.

UMD currently maintains both electronic floor plans and a space inventory spread sheet (Excel) systems. This system is maintained by the Planning and Design Group of the Facilities & Physical Plant Department, the official University space inventory reporting entity at UMD. Planning and Design maintains electronic floor plans in Auto Desk's products, which would be in AutoCAD 2006 or AutoCAD, Architectural Desktop (ADT 2006) versions. All electronic floor plans contain polylines drawn around the internal wall face of the room for net square feet and room numbers are inserted as text. The Excel spread sheet information is not linked in any way with the ACAD floor plan system.

It is important to mention that not all buildings have been drawn or verified. Also, the room data on the spread sheet has not been updated in 1 ½ years and likely contains incorrect information and data. It is the intent to have the University of Massachusetts complete all floor plans and populate the database after implementation of the CAFM software.

UMD has recently formed a cross-divisional committee—the Facilities Management System Committee—that is charged with making a recommendation for the purchase of an off-the-shelf Computer-Aided Facilities Management (CAFM) software system. We expect that the implementation of CAFM software will greatly enhance our space management capabilities and will enable us to maximize scarce resources (space, time, and staff).

Appendex #1 A CD has been provided and includes matrix of UMD Building Information. This matrix identifies which buildings have been drawn in CAD and or been added to the database and includes additional basic building information. The disk also includes a sample database and floor plans both in ACAD and PDF formats of one building for your use. Be advised, UMD intends to track additional information such as, but not limited to, human resource data on the new CAFM system and depending on its functionality additional data.

Standard RFP Instructions and Information

Bidders are cautioned to read this entire document carefully and to prepare and submit their response providing all requested information in accordance with the terms and conditions set forth herein. To be considered, Bidders must submit a complete response to this **RFP** in the format detailed by the specifications. **Proposals** must be dated, signed by an official authorized to bind the Bidder to the terms of the quotation and submitted to the Purchasing Department in accordance with the terms and conditions of this **RFP**.

1. **Quote Submittal:** **Proposals** should follow the chronology of the **RFP**. Bidders may return Proposals to the University prior to the Bid Closing Date (as determined by the clock in the Purchasing Department) in any fashion, including but not limited to first-class certified mail, return-receipt requested, express mail, hand-delivery or fax. Bidder's bid form will be accepted only if the University's bid form is signed and dated with reference to the Bidder's bid form as an enclosure. Any bid form that does not include price, payment terms, FOB point, date and a reasonable delivery promise may be considered an incomplete bid. Receipt of a Proposal by the University mail system does not constitute receipt by Purchasing. Proposals received after the Bid Closing Date will not be considered. Office hours for receipt of proposals or quotes are Monday through Friday, 9 AM through 4 PM, ET. Requests for extension of the Bid Closing Date will not be granted unless the University determines, at its sole

discretion, that the original Bid Closing Date appears impractical. Notice of any extension will be provided in the form of an Addendum to all Bidders.

2. **Signature Required:** The original bid cover sheet and Supplier certification form must be signed and completed by the Bidder submitting the **Proposal**. Failure to sign the **Proposal**, or submit a signed certification may disqualify the bid. Any bid which does not include prices, terms, F.O.B. point, the inquiry number, date and a realistic delivery promise may be considered an incomplete bid.

3. **Non-Discrimination:** In submitting its **Proposal**, or performing that which results from an award by the University, the successful Bidder agrees not to discriminate against any employee or applicant for employment with respect to hire, tenure, terms, conditions or privileges of employment or any matter directly or indirectly related to employment because of race, color, creed, religion, sexual orientation, national origin, sex, age, handicap or Vietnam era veteran status. The successful Bidder further agrees that every sub-contract for parts and/or service for any ensuing order will contain a provision requiring non-discrimination in employment as specified above. This covenant is required pursuant to all applicable, Laws and Regulations of the State of Massachusetts and policy of The University of Massachusetts Dartmouth. Any breach thereof may be regarded as material breach of contract or purchase order.

4. **Specifications: Proposals** are requested on the materials and/or services specified. Instructions, manufacturer's model or catalogue numbers, etc., where shown herein, are for descriptive purposes only and to guide the Bidder in interpretation of the quality, design and performance desired, and shall not be construed to exclude **Proposals** offering other types of material or service unless otherwise noted. If the description of your offer differs in any way, you must give complete detailed description of your **Proposal** including pictures and literature where applicable. Unless specific exception is made, assumption will be that you are bidding exactly as specified on this price inquiry.

5. **Pricing: Pricing to be, sealed in a separate envelope.** ALL PRICES MUST BE FIRM and in compliance with **RFP** specifications. Please review your **Proposals** carefully, since it shall not be corrected after the Bid Closing Date. Any agreement or purchase order resulting from this inquiry shall require the successful Bidder to adhere to all specified conditions. Failure by the Bidder to meet delivery schedules: to deliver within a reasonable time, as interpreted solely by the University; to make replacement of rejected articles; or any other failure to perform in accordance with the terms and conditions of the inquiry and resultant agreement shall allow the University, at its sole discretion, to rescind or cancel the agreement and purchase in the open market articles or services of comparable grade to replace those rejected or not delivered. Bidder agrees to reimburse the University for any expense incurred in excess of the original contract price on all such purchases.

6. **University Rights:** University reserves the right to reject all, some, or none of the received **Proposals** and to waive informalities contained in **Proposals**. The University may also waive any minor defects in **Proposal**.

1. **No Bid Requirement:** If you are unable to bid, please date and sign the price inquiry, indicate "NO BID", give a brief explanation, and return the price inquiry before the Bid Closing Date. Failure to extend this courtesy may jeopardize your consideration for receiving future bid inquiries.

8. **Evaluation:** If an award of contract is made, the Bidder who's **Proposal**, in the sole opinion of the University, represents the best overall value to the University, will be selected. Factors which determine the award are detailed more fully in the specifications, including but not limited to: the **Proposal's** responsiveness to all specifications in the inquiry; quality of the Bidder's products or services; Bidder's ability to perform the contract; and Bidder's general responsibility as evidence by past performance. Price, although a factor, will not be the sole determining factor in award of the agreement.

9. **Award:** Unless the Bidder states otherwise, the University reserves the right to award by items, groups of items, or as a whole, whichever is deemed most advantageous to the University.

10. **Freight Terms:** All prices quoted are to be F.O.B. Destination. Unless clearly stated otherwise by the Bidder, prices quoted shall include all charges for transportation, packaging, crate containers, etc., necessary to complete delivery on an F.O.B. Destination.

11. **Sales Tax:** The University of Massachusetts Dartmouth, as an instrumentality of the State of Massachusetts, is exempt from Massachusetts sales tax and Federal excise tax, including Federal transportation tax. An exemption certificate will be furnished by the University Purchasing Department upon request.

12. **Invoicing:** If you are award recipient, your invoice must match the resultant purchase order on a line-by-line. The invoice must be identical in terms of cost; units specified; quantity ordered; and item descriptions. Unless specifically exempted, unit prices must be entered and item total extended on each invoice.

13. **Samples:** Any samples required for award evaluation must be furnished as requested, free of any expense. Unless destruction of sample is necessary for testing purposes, or retention of sample is required as a quality standard for future items shipped, samples will be returned to Bidder, at Bidder's expense, upon request. Unless otherwise requested or necessary, samples become the property of The University of Massachusetts Dartmouth.

14. **Compliance:** Bidder warrants that both in submission of its **Proposal** and performance of any resultant purchase order or contract, Bidder will comply with all applicable Federal, state, local, and University laws, regulations, rules, or ordinances.

15. **Advertising:** No Bidder providing products or services to the University shall appropriate or make use of the University's name or other identifying marks or property in its advertising without prior written consent of the University.

16. **Informal Bids:** RFP's are informal bids and will not be read at a public opening. Written requests for bid results must include the RFP number and closing date. If Bidder wishes to obtain a copy of the bid tabulation and/or evaluation form once award is complete, Bidder should include a self-addressed, stamped envelope with its Quotation and/or Proposal.

17. **Proprietary Information:** All evaluation criteria for bids is non-proprietary and subject to public disclosure after contract award. All **Proposals**, except for items reasonably identified by Bidder as trade secrets or proprietary information, are subject to public disclosure under Massachusetts Laws and Regulations. Bidder shall be solely responsible for protecting its own trade secret or proprietary information, and will be responsible for all costs associated with protecting this information from disclosure. University shall keep one (1) copy of **Proposals** in accordance with its records retention schedule.

18. **Incurred Expenses:** The Bidder(s), by submitting a **Proposal**, agree that any cost incurred by responding to this RFP/RFQ, or in support of activities associated with this RFP/RFQ, shall be born by the Bidder(s) and may not be billed to The University. The University will incur no obligation of liability whatsoever to anyone resulting from

Additional RFP Terms and Conditions

The University of Massachusetts Dartmouth reserves the right to:

Reject any or all Quotations or Proposals received in response to this RFP;
Request clarification from any Bidder on any or all aspects of its quotation or proposal;
Cancel and/or reissue this RFP at any time;
Retain all Quotations or Proposals submitted in response to this RFP; and,
Invite some, all, or none of the Bidders for interviews and further discussion.

Provisions

If any provisions in the resultant agreement are held to be invalid, void, or unenforceable, the remaining provisions shall nevertheless continue in full force and effect without being impaired or invalidated in any way.

Ethical Conduct

It is expected that once a purchase order or contract is issued, vendors not receiving an award will not undertake any actions that might interfere with, or be detrimental to, the contractual obligations of The University. The University reserves the right to take any and all actions deemed appropriate in response to unethical conduct by a vendor. Such actions include, but are not limited to, establishing guidelines for campus visits by a vendor, and/or removal of a vendor from the University's bidders list(s).

Apart from the contact required for any on-going business at the University, vendors are specifically prohibited from contacting any individual at, or associated with the University regarding this RFP. Vendor communication shall be limited to the Purchasing Department contact named on the cover page of this document. A vendor's failure to adhere to this prohibition may, at the University's sole discretion, disqualify the vendor's Quotation and/or Proposal.

Cancellation for Lack of Funding

The resultant agreement may be canceled without any further obligation on the part of The University of Massachusetts Dartmouth in the event that sufficient appropriated funding is unavailable to assure full performance of its terms. The supplier(s) shall be notified in writing of such non-appropriation at the earliest opportunity.

Termination of Agreement

Failure by the supplier(s) to meet the terms and conditions of the resultant agreement deemed by the University, in its sole discretion, to be a material subject of the agreement, including, but not limited to delivery, required service-levels, quality, and invoice inaccuracies, will constitute a default of the agreement by the supplier(s). In the event that said default continues for a period of thirty (30) days after the supplier(s) receipt of notice-of-default from the University, the University reserves the right to immediately terminate the agreement. Termination shall in no way limit the University's right to recover damages that arose as a result of the vendor's breach. The resultant agreement may be canceled by either party after ninety (90) days from the effective date of the agreement by giving the other party thirty (30) days prior written notice of intent.

RFP Response Requirements

The following **MUST** be included in the bid-response package by the Bid Closing Date; failure to do so WILL invalidate the bid response.

1. Proposal without Pricing
2. Quoted Pricing, sealed in a separate envelope

The following **MUST** be properly completed by Bidders, and **MUST** be received by the University prior to the issuance of a purchase order or University contract. If not included in the bid-response package, the University reserves the right to request the following from (at its sole discretion) some, all, or none of the respondents. The University also reserves the right to define and impose reasonable deadlines for the receipt of the following; failure to meet such deadlines **MAY**, at the sole discretion of the University, invalidate the bid response.

3. Signed and dated RFP cover sheet

The University reserves the right to request from (at its sole discretion) some or all of the respondents, any further information or documentation that it deems necessary for the issuance of a purchase order or University contract.

2.0 Response Requirements

2.1 RFP Process

2.1.1 Overview

To ensure that all vendor responses receive a fair and complete evaluation, The University requires that vendors answer all questions completely and do not deviate from the instructions in this RFP.

One clearly marked "MASTER" and two (2) copies, spiral bound, of the proposal and one copy of the proposal in Microsoft Word or PDF document on a compact disc (CD) must be received by the issuing office no later than November 24, 2005, 2:00 PM Eastern Standard Time and delivered to the following address:

Address: Purchasing Department
The University of Massachusetts Dartmouth
285 Old West Port Road
North Dartmouth, MA 02747
Phone: (508) 999-8052
Fax: (508) 999-8997

If discrepancies among copies are found, the "MASTER" copy will provide the basis for resolving any discrepancies.

Inquiries either in person, writing, e-mail, or by phone to a University member besides the one listed above, or received after the deadline, will not be considered. Every attempt will be made to promptly answer all inquiries from each vendor. Each vendor understands and agrees that it has a duty to inquire about and clarify any RFP question that the vendor does not fully understand or believes may be interpreted in more than one way. Each vendor further understands that it has an obligation to explain and clarify any and all conditions imposed on or included in its responses to this RFP.

2.1.2 Additional Information to Vendors

In the event the University is unable to execute a contract with the apparent awarded bidder that is mutually acceptable to both parties, the University reserves the right to name as the "apparent awardee" the next best proposal and pursue a mutually acceptable executed contract.

Any conflict between this RFP, the response, and/or the bidder's contract shall be resolved in favor of this RFP.

The successful bidder will be expected to cooperate fully with UMD staff in the day-to-day implementation and administration of the contract. The CAFM Manager will be responsible for guiding the overall project to a successful completion. All reports and communications are to be submitted to the attention of the CAFM Manager.

Provide screenshots of every interface, module, and/or function of the system, where applicable in response to this RFP, for illustration purposes.

2.2 Response Evaluation

The CAFM Committee will review all returned responses to this RFP. Besides the information stated in this RFP that the bidder is required to provide, these qualities will also be judged of the bidder:

- Quality/reliability of the software;
- Vendor stability and support; and
- Expansion capabilities of the system.

2.2.1 Vender Presentations

UMD plans to invite 3-4 of the top vendors to present their products to the committee. A one hour presentation with a half hour Q&A period will be allotted for each of the finalist's.

2.3 Schedule of Events

The following schedule of events will govern the proposal process for this RFP:

Event	Deadline
RFP Issued	October 24, 2005
Questions Submitted in Writing	November 07, 2005
UMD Response to Written Questions	November 17, 2005
RFP Response Due	November 24, 2005
Finalist Selection	November 30, 2005
Finalist Presentations	December 15, 2005
Determine Successful Bidder By	December 22, 2005
Anticipated Contract Date	December 30, 2005
Begin Implementation of Selected System	January 09, 2006
User Acceptance Testing	April 1, 2006
Training	April 15, 2006
Go-Live	May 1, 2006

3.0 Vendor Information

3.1 Company Information

Topic	Response
Headquarters	
Web Site	
Year Established	
President/CEO	
Parent Company, if any	
Company Ownership (public, private, etc.)	
If public, trading symbol and markets your company is traded.	
Principle Business	
Percentage of business dedicated to public and/or private CAFM support	

- 3.1.1 Provide information on industry and application certifications that your employees have obtained.
- 3.1.2 Provide information on technical support for your system including location and availability.
- 3.1.3 Provide the number of staff by category.
- 3.1.4 Identify all project team members and their roles for UMD's CAFM System. Designate a Project Manager. Provide team member resumes and note those who are third party affiliations and/or subcontractors.
- 3.1.5 Provide evidence of higher education experience. Also, detail the percentage of your client base that is composed of academic entities.
- 3.1.6 Provide information on third party applications used within your system and your relationship with the third party vendors.
- 3.1.7 Provide information on corporate vendors and/or business partners and your relationship with them.
- 3.1.8 Include a working evaluation copy of your system including sample data and drawings on a compact disc or discs.
- 3.1.9 Provide the number of installs of this product for the last three (3) years (2002, 2003, and 2004). Please note and/or separate different versions of this software. Also, provide the number of planned installs of this product for this year (2005).

3.2 Statement of Qualifications

Topic	Response
Product name(s)	
Current version(s)	

Topic	Response
Month/Year this product was released to the public (not alpha or beta)	
Month/Year this version was released to the public (not alpha or beta)	
Projected date of next release	
Other names under which the products have been sold	
Number of years company has been providing this particular software	
An indication of whether software and hardware are developed internally or distributed by the vendor	
In the case of internal development, include Proof of Certifications (i.e. Microsoft Certification, ISO)	
In the case of a distributorship, include confirmation of status as an authorized distributor	

3.3 References

References will include name of customer/client, name of contact person, title, address, phone, and e-mail. The bidder, by submitting the references, has received the right by the respective institution to be contacted by The University. Specifically, include; but you are not limited to, references that are of similar size and scope and/or fit the following categories:

- Public University Setting; and/or
- Private University Setting.

Customer/Client	Contact	Title	Address	Phone	E-mail

4.0 Functional Requirements

4.1 System Specifications

The goal of these system specifications is to provide UMD with the most flexibility in development and operating environments as well as an efficient maintenance environment. Flexibility is exhibited in being able to “plug and play” components of the developed environment (i.e. programming languages, client interfaces, etc.). An efficient maintenance environment is one that allows the software to be modified and/or extended to meet the business needs with little effort. For example, if a change to an established workflow is needed, UMD will be able to modify the workflow by changing the workflow configuration without any programming changes. Another characteristic of an efficient maintenance environment is one where changes to the system are contained to components, such that a small change can be tested by testing just the component that changed and without having to test the entire system.

Bidders will keep these objectives in mind when detailing their proposed systems. To the extent the proposed system does not embody these concepts, the bidder will describe why it would not impact UMD operation and/or maintenance of the proposed system.

- All solutions will be using existing technology; but list any relevant emerging technologies that you have in development.
- Database Management Vendor Independence
UMD does not want to be tied to a given database management vendor product line. We want to select database products based on their features and not be constrained to only those database options a given vendor supports.
- Hardware Independence
UMD does not want to be constricted to using hardware from a single or limited number of vendors. UMD wants to be able to use hardware that operates with many other hardware components. This way, UMD can decide what equipment to use based on features and price. Also, it allows UMD to upgrade portions of their hardware environment, as technology progresses, without replacing the entire set of equipment.

- ❑ **Operating System Independence**
To the extent possible, UMD wants to implement a system that will operate on different operating systems without having to change the system software. Again, this will allow UMD the greatest flexibility in implementing or upgrading the operating system as new features and capabilities are developed in the industry.
- ❑ **Maximum Reuse of Components**
UMD wants any system to be implemented to incorporate reusable components. Reusable components allow for developing new functions in less time and with consistent functions. This reduces the amount of time spent testing the new functionality as well.
- ❑ **Web Enabled**
UMD wants to implement a system that will be entirely web enabled. Again this will allow UMD the greatest flexibility in implementing or upgrading the system as new features and capabilities are developed in the industry.
- ❑ **Table and Rules Driven**
To the extent possible, UMD wants the implemented system to be table and/or rule driven. This allows the software to be modified and/or customized, in many cases, without making program changes. This reduces the need for programmers and also contains the scope of changes – making it easier to test system modifications and customizations.
- ❑ **Flexible Security**
UMD wants the implemented system to provide security by utilizing user roles. Each role will have rights granted that govern access to data and what functions the user can take on the data (i.e. add, modify, delete). The roles will be user-definable. In this way, the system security can be defined and administered by the power users of the system.
- ❑ **Scalability**
UMD wants the implemented system to be scalable to meet the growing or shrinking needs of UMD with a modicum of effort and cost. Any new system being implemented within UMD will be able to accommodate that level of scalability.
- ❑ **High Availability**
UMD wants the implemented system to be available 100% of time during regular working hours with planned downtime for maintenance. New systems should embody redundancy physically and software recovery concepts allowing the system to operate when hardware or software components fail.
- ❑ **Compatibility with Existing Environment**
UMD requires the selected system to be able to operate as a server in the data center utilizing the existing network environment currently in place at UMD. UMD has provided a description of their existing environment in Section 5.1 of this RFP.

4.1.1 Detail the system's architecture such as a client/server system, network system, and/or a combination of both types of systems. Provide information on where your firm plans for the location of the system and all of its components. Also, detail what module functionally can be found throughout each environment.

4.1.2 Detail the system's ability to be intranet and/or Internet capable. Finally, detail the web enabled portion of the system's ability to:

- ❑ Add and update data on forms especially pertaining to Space Inventory Audits;
- ❑ Display AutoCAD floor plans;
- ❑ Easily generate printable reports;
- ❑ Easily generate ad hoc queries;
- ❑ Ability to integrate dynamically generated Web content (e.g. floor plans) on other UMD Web pages;
- ❑ Administrative functions especially role based security, system functions, etc.; and
- ❑ Support different browsers (i.e. Internet Explorer, Netscape).

4.1.3 Describe how the system would automate a workflow process (Example: During the space inventory audit Jane Doe updates the information on a web form. That update is placed in a holding table and an email is sent to the space audit administrator. He or she approves or rejects the update to the space and an email is

sent back to Jane Doe with the updated information.). Describe other trigger events your automated workflow process can handle along with how they are created by the administrators. Explain whether the workflow module is developed in-house or third party software.

4.1.4 Describe the functionality of the base/initial module of the system. Provide information on the functionality of all additional modules to your system. Be sure to detail whether or not these additional modules are web enabled. Also, describe the process to integrate these modules into the system. Finally, describe how new modules are to be created for UMD if the functionality is not currently available in the system.

4.1.5 Provide information on how customizable the user interface is for the administrator, user, etc.

4.1.6 Provide information on how your system deals with firewalls.

4.1.7 Describe how your system would handle multiple networks and multiple server synchronization of data and floor plans.

4.1.8 Provide the file formats used for database, CAD, programming, reporting, web, etc.

4.1.9 Describe the process for any UMD/Vendor customizations, modifications, and bug fixes to the application and how it would affect any upgrades of the system.

4.1.10 The system must support large format plotters. Also, describe how the system has the ability to select different output devices within the application.

4.1.11 Describe the “what if analysis” functionality of your system, especially concerning stacking diagrams, one-to-one room matching, manipulating floor plans, etc.

4.1.12 Explain how disaster management is incorporated into your system (Example: The ability to search assets for emergencies such as a natural disaster destroys one side of a building and we need to find rooms and floors to accommodate for the missing portion of the building.).

4.1.13 Describe the system’s Personal Data Assistant (PDA) compatibility with the system including drawings, database, and reporting.

4.1.14 Explain whether or not your system has built in Building Owners and Managers Association (BOMA) calculated elements.

4.2 Computer Aided Design (CAD) Specifications

4.2.1 The existing format of our CAD files is Autodesk’s, AutoCAD 2006 and AutoCAD ADT 2006. Provide information detailing your compatibility with the existing drawing formats.

4.2.2 Explain the process to version drawing files in your system.

4.2.3 Explain the process to import/export drawing files in your system. Describe how import links the drawings back into the system. Also, describe how export captures the drawings from the system.

4.2.4 Explain how your system has the ability to make copies within the system of floor plans for “What If” scenarios.

4.2.5 Explain the process to overlay floor plans to identify changes from different versions of the drawing file.

4.2.6 Provide information on whether or not your system has the ability to store data in the drawing file.

4.2.7 Provide information on whether or not your system has the ability to store and display bi-directional data from the drawing to the database.

4.2.8 Explain the tools used to create a Polyline in your system. Describe how this tool includes auto clean up of drawings. Provide information on how a user can accomplish both centerline and wall face Polylines and draw them on different layers. Finally, describe how a user will link new and/or existing polylines to the database.

4.2.9 Provide information on whether or not your system provides customizable layer standards. Explain how your system has layer groups/scenarios.

4.2.10 Provide information on whether or not your system has a drill down feature or a Graphical User Interface (GUI) for CAD (i.e. Mouse over for data associated with the drawing and ability to click on drawing elements and display data records).

4.2.11 Explain if your system has any CAD file size constraints.

4.2.12 Explain the multifunctional web format of the system's CAD file (i.e. pan, zoom, layers on and off, multiple drawings in one session, link data from database, print). List the drawing formats that the system supports for viewing CAD files on the web (i.e. .dwf, .svg, .dwg).

4.3 Database Specifications

4.3.1 List the databases that your system supports (i.e. SQL Server, Oracle, Access).

4.3.2 Describe how the system administrator would create new data elements, tables, and data entry forms. Detail how an administrator has the ability to access the back end database. Describe how an administrator can easily enable, disable, or modify predefined elements to suit UMD's needs and terminology.

4.3.3 Explain the process of database batch updates and processing maintenance transactions for the system.

4.3.4 Explain whether or not your system has the ability to change one data element in more than one record with one command (i.e. cascading changes of data for a relational database).

4.3.5 Explain the process to import/export data in your system. Detail how import links the data back into the system. Also, describe how export captures the data from the system.

4.3.6 Explain how your system has the ability to make copies within the system of data for "What If" scenarios.

4.3.7 Describe the available pick lists for data entry and how a system administrator would create other pick lists besides the defaults.

4.3.8 Explain how your system has the ability to support conditional data elements where one data element's requirement is dependent on the value of another data element (Example: Cost centers are required for certain departments.).

4.3.9 Explain whether or not your system has the ability to do historical tracking of changes in data and the ability to archive data/snapshots.

4.3.10 Describe whether or not your system has the ability to do effective dating of data, which would be allowing an administrator to enter space changes ahead of time and not to release those changes until a specified date or typing in space changes that are retroactive. Provide procedures on how data is updated.

4.3.11 Explain whether or not your system has the ability to do data mapping (Example: Automatically populate the state wide, Division of Capital Asset Management (DCAM) space type codes from UMD's space type codes).

4.3.12 Explain your system's ability to have bi-directional data storage and display on drawings. Provide information on how to synchronize the database data and the floor plans.

4.3.13 Explain whether or not your system has the ability to click on a database element within a record and display associated floor plan(s).

4.3.14 Explain your system's ability to access other system's databases. Detail your compliance with Open DataBase Connectivity (ODBC). The potential systems we are linking to are (1) TMS, a work order system, (2) PeopleSoft, Human Resource and Finance system, (3) Delta System, mechanical system, (4) research, (5) RMS, a housing system, (6) R25 a space scheduling system, (7) Other - Excel, Access, SQL, Oracle, Text etc.

4.3.15 Explain to what extent you provide documentation about the back end database (and the data dictionary) to the administrator,

4.4 Reporting Specifications

4.4.1 List and provide all graphical and textual canned reports.

4.4.2 List and provide all exception reports.

4.4.3 Describe the process that a user would use to create both ad hoc queries and reports.

4.4.4 List the system's export file formats (i.e. Excel, Access, etc.). Detail how the export capability maintains report formatting of the data.

4.4.5 Describe how a user would customize a report such as changing report format and headings, free form data placement, revisions done on the fly, inserting page breaks on data elements, insertions of UMD logo or other graphics, removal of unwanted graphics such as vendor logos, subtotal and grand total data by specific fields, etc.

4.4.6 Describe your system's ability to do floor unknown and multiple floor unknown graphical queries and reports.

4.4.7 Explain how your system would produce a single report that has a textual report with floor plans and charts.

4.4.8 Describe how your system would provide the ability to automatically deliver a solid color with a hatch overlay based on values of two separate data elements on a floor plan.

4.4.9 Explain how on graphical reports a user can place and customize a legend for a floor plan, chart, etc. Also, explain how dynamic color selection for the legend will be accomplished in your system (i.e. Solids and hatch patterns).

4.4.10 Describe how the system allows for summary and detail reports. Also, describe how the system implements On-Line Analytical Processing (OLAP).

4.4.11 Describe the process of a system administrator or user assigning reports to different users of the system. Also, explain how report assignments are controlled by a user login.

5.0 Technical Requirements

5.1 Current Computer Network Environment – Overview

The core of the network resides in the Data Center in the basement level of the library. The network backbone is made up of fiber (multi-mode and single-mode) with every fiber leg collapsing in the Data Center.

From the Data Center, fiber is run to multiple data closets in most of the buildings both on the main campus and in the residence halls. In all these closets, Ethernet ports are connected to the network switches for connectivity. Systems on the university campus are connected via 10, 100, or 1000 Ethernet ports.

Access to the Internet is provided through a pair of DS3's (about 60 Mbps). A PacketShaper bandwidth management tool has been installed to help manage and monitor the bandwidth utilization. As an added layer of security, ACLs (Access Control Lists) on the university's core router are used to control access to and from the Internet as well as other parts of the university network.

The university promotes the use of a VPN for communication to university systems from off-campus. The standard network protocol for the university network is TCP/IP.

5.1.1 Computer Hardware and Software

Computer Hardware platforms to support applications within UMD needs to be approved by the Computer and Information Technology Services Department (CITS).

In general, computer hardware and software specifications are as follows: A rackmount server - exact specifications are determined during the drafting of the SLA (Service Level Agreement) with the CITS Systems Administration & Operations Team.

CITS recommends all machines on the network have anti-virus and intrusion detection/firewall software installed

5.2 Technical Specifications

5.2.1 Provide information on the software for your system.

Software	Product	Release	Vendor
Server Operating System			
Application Programming Language			
Network Software			
Communications Software			
Report Writer			
Database			
Browser			
Other			

5.2.2 Provide information on a test system for your system. Also, provide information on whether or not the test system includes separate databases, applications, and interfaces.

5.2.3 Provide information on whether or not the system has a separate training database.

5.2.4 In the format below, provide a list of all predefined tables and elements. Include the data type (numeric, alphanumeric, date, etc.) and length of each predefined element.

Table	Element	Data Type	Length

5.2.5 Describe the integration into the network environment. List the services the system uses (LDAP, SQL, ...).

5.2.6 Detail how the system uses either application or system level authentication.

5.2.7 Identify the familiarity of protocol specific configurations (Example: Internet Protocol (IP), Domain Naming System (DNS)).

5.2.8 Identify the protocols supported by the system (i.e. Transmission Control Protocol/Internet Protocol (TCP/IP)).

5.2.9 Describe the communications between system components. For example, the interaction between the server and the clients. Detail the protocol, type of data, volume of traffic, etc.

5.2.10 Describe the user remote access possibilities. For example, remote console, telnet, PCAnywhere, Citrix, etc. Describe the limitations of using each product. Provide information on whether any of these products

are standard with the application or an additional charge. CITS requires remote connections use VPN or other secure means.

5.2.11 Detail the dial-out capabilities that are required for the system and the functions that would use this capability.

5.3 Required Hardware Specifications

5.3.1 Provide a hardware overview.

Topic	Response
<i>Processor</i>	
System	
Model Number	
Recommended Memory	
Recommended Drive Space	
Modem (note if required or optional)	
<i>Workstations</i>	
System (PC's, etc)	
Recommended Memory	
Recommended Drive Space	
<i>Describe Specific Network Components</i>	
<i>Other</i>	

5.3.2 The system will support Storage Area Network (SAN) *connectivity* Explain how this system integrates with a EMC clarion SAN.

5.3.3 Explain how the system utilizes centralized storage versus having dedicated disks.

5.3.4 Explain how the system integrates with centralized backup and restore products such as Tivoli Storage Manager.

5.3.5 Describe how the system supports multiple boxes with fail-over from one server to another.

5.3.6 Describe the system's printing support (i.e. IP Printing).

5.4 Security Specifications

5.4.1 Describe how functions can be limited by groups of users.

5.4.2 Describe how user logins can be defaulted to a specific screen. For instance, department administrators are defaulted to the reports page while real estate administrators are defaulted on the "what if" scenario page.

5.4.3 Describe which functions a user will be able to access with a logon and without a logon.

5.4.4 Detail the reports that can be generated from the system, which show user information such as last logins, number of users, levels of access, etc.

5.4.5 Describe the auditing capabilities of the system.

5.4.6 Detail the minimum/maximum lengths of the user ID's and passwords.

5.4.7 Describe the format of your passwords and whether or not the passwords can be alphanumeric.

5.4.8 Describe how an administrator can set passwords to expire either globally, account level, or both.

- 5.4.9 Describe the system's warning message before the users' password expires. Detail how many times the warning message displays,
- 5.4.10 Detail how the system requires the user to change the password on the initial login.
- 5.4.11 Describe how the system keeps track of a user's previous passwords and prevents the user from using them again.
- 5.4.12 Explain how the system's common dictionary file prevents users from using common words for passwords.
- 5.4.13 Explain the system's time out functionality.
- 5.4.14 Detail the system's import/export function to create and delete user accounts. Also, describe how accounts are created one at a time.
- 5.4.15 List the levels of access that exist within the system (i.e. to the building, floor, table, data element levels). Also, describe how the system administrator can create additional levels of access or restrict existing ones.
- 5.4.16 Explain how the system can integrate into an existing or newly implemented LDAP / Active Directory environment

5.5 Post Go-Live Service Specifications

- 5.5.1 Describe the service structure. Provide information on whether there is a specific contact person or a general help desk concept.
- 5.5.2 Describe how the system can be integrated with a help desk system such as HEAT / RightAnswer
- 5.5.2 Describe how upgrades are handled.
- 5.5.3 Describe how bug fixes are handled.
- 5.5.4 Describe how upgrades and bug fixes are documented. Provide samples of documentation.
- 5.5.5 Provide information on a dedicated listserv or other user-input facilities that exist.
- 5.5.6 Describe the turnaround on critical and non-critical support issues.
- 5.5.7 Detail how telephone conversations and meetings are documented. Provide samples of documentation.
- 5.5.8 List the hours of support. Detail whether technical support is 24X7 or just help desk support.
- 5.5.9 Detail the support for custom reports post go-live.
- 5.5.10 Describe the escalation procedure for issues not addressed in a timely or sufficient manner.
- 5.5.11 Describe what type of monitoring support that is available. Detail the periodic monitoring of the system for possible problems.
- 5.5.12 Describe how trouble tickets/requests be initiated via the Internet.
- 5.5.13 Describe how UMD can view/print the status of a ticket.

6.0 Communication

6.1 Overview

It is anticipated that the communications on this project will be both formal and informal. Formal reporting will include a summary level status report of the project's progress to the UMD CAFM and UMD Facilities Director at least twice a month and during times of concentrated activities such as at conversion, more frequently.

- 6.1.1 Provide sample team communications within the project team.
- 6.1.2 Provide sample Vendor Project Manager to UMD's CAFM Manager communications.
- 6.1.3 Provide sample communications to UMD Facilities Planning Assistant Director and up.
- 6.1.4 Provide sample of billing communications and statements.
- 6.1.5 Provide the payment schedule of the system.

6.2 Change Management

The University expects the successful bidder to work with CAFM Manager to manage any specification changes during the implementation of the system. Managing change includes tracking all issues, enhancements, refinement and system corrections that are identified during the implementation. Although UMD will work with the bidder, it is the bidder's responsibility to maintain and control this change management process.

Issues that are addressed will need to be tracked throughout their implementation and testing. Any impact to the timeline and costs must have the prior written approval from UMD before the work is initiated.

- 6.2.1 Provide change management documentation and/or forms that will be used.

6.3 Dispute Resolution

If, during any of the phases of the implementation of the system, there is a dispute on change of scope including impacts to the project timeline and/or vendor fees, or any other matter of contention, it will be the responsibility of the UMD CAFM Manager and the Vendor's Project Manager to attempt to resolve the dispute in a timely manner.

If the UMD CAFM Manager and the Vendor's Project Manager cannot reach an agreement, the matter will be escalated to UMD Facilities Director and the Vendor's Account Manager for resolution.

It is anticipated that dispute resolution between the UMD CAFM Manager and the Vendor's Project Manager will take no more than one week. Unless it is agreed that there is no impact on deliverables or project schedule and that resolution can occur before any impact on deliverables or project schedule, all disputes will be elevated to the UMD Facilities Director and Vendor Account Manager within this one week timeframe.

Any dispute that has been elevated to the UMD Facilities Director and the Vendor's Account Manager for more than one week and is still not resolved shall be elevated to named executives of UMD and of the vendor.

- 6.3.1 Provide dispute resolution documentation and/or forms that will be used.

6.4 Phase Sign-Offs

Upon successful completion of each phase, as determined by UMD, a formal meeting will occur where the vendor will present the final documents as proof the work has been completed to satisfaction. If UMD is in agreement regarding the status of the work, UMD will approve the work for each phase of the engagement or will note any issues with the suggested completion of each phase.

- 6.4.1 Provide sign-off documentation and/or forms that will be used for each phase detailed in Section 7.0 of this RFP.

7.0 Phases

UMD envisions that the following phases will be necessary steps for the successful implementation and maintenance of the proposed system solution. This expectation is being provided as a method of conveying to the bidders the types of tasks to be completed.

7.1 Planning

During the Planning Phase, the awarded vendor will generate a system specifications document and time line. These documents will become the standard to which the vendor and the implemented system will be judged. Once the system specifications document and time line are signed-off, the Implementation Phase will begin.

- 7.1.1 Identify the gaps that exist between the functions your system offers and the functions UMD requires.

7.1.2 Provide a project plan including Calendar, Gantt Chart, Resource Graph, Resource Sheet, Resource Usage, etc. using Microsoft Project or another project management tool. Also, describe your milestones.

7.2 Implementation

Implementation will mark the beginning of establishing the system into UMD's environment. At the conclusion of the Implementation Phase, the vendor is to conduct a formal meeting with UMD to review the Implementation Phase and a written report and appropriate documentation will be provided to UMD's CAFM Manager prior to such meeting. Once UMD signs-off that the Implementation Phase is completed, the system will start the System Testing Phase.

7.2.1 Describe your system implementation process.

7.2.2 Explain how current databases will be converted to the new system.

7.2.3 Explain how current AutoCAD files will be converted to the new system.

7.2.4 Detail the type of on-site support that will be available during the installation and implementation of the system

7.3 System Testing

System Testing is to ensure the configuration and any customization changes made to the system and the unmodified functions of the system operate. UMD expects the implementation team to execute this phase. Appropriate documentation will be provided to UMD to support the completion of the Systems Testing Phase. As issues arise during the execution of System Testing, UMD expects the vendor to follow a rigorous change management methodology to track and manage the resolution of all issues in a format acceptable to UMD. The resolution of issues must include the participation of the Space Information Manager in the determination of the level of severity, priority, and the method for addressing each issue. At the conclusion of the System Testing Phase, there will be no important issues outstanding. The vendor is to conduct a formal meeting with UMD to review the results of the tests, identify any of the unimportant outstanding issues, and come to agreement that the system is ready to be moved into the next phase of testing – User Acceptance Testing and a written report will be provided to UMD's CAFM Manager prior to such meeting. Once UMD signs-off that each System Testing Phase is completed, the User Acceptance Testing Phase begins.

7.3.1 Provide sample System Testing documentation.

7.4 User Acceptance Testing (UAT)

User Acceptance Testing is to allow UMD the opportunity to verify that the system, as configured, customized, and tested through System Testing, operates according to the specifications. This phase will include both system administrators and end-users selected by UMD. UAT can only be executed after the awarded vendor installs the system at UMD following the successful completion of the System Testing Phase. The same change management methodology used for tracking issues and managing change during System Testing will be employed during UAT. Any important issues that UMD has with the system during UAT will automatically cycle to the System Testing Phase for twenty (20) business days. UAT will conclude when UMD determines that there are no longer any important issues remaining to be addressed. Once UMD signs-off that each UAT Phase is completed, the Production Phase begins.

7.4.1 Provide sample User Acceptance Testing documentation.

7.5 Production

The Production Phase allows for the day-to-day operations to commence. The following components will be in place in order for Production:

- The system including base functionality, additional modules purchased, any customizations, and configurations;
- Converting existing system data;
- Trained system administrators; and
- Documented system procedures and processes.

Once the new system is in production for twenty (20) business days, all changes to the system are considered to be maintenance. Any issues with the production system that arise during the twenty (20) business day period and any issues with Production that arise before UMD signs-off on the Production Phase will cycle to the System Test Phase. Once UMD signs off on a completed Production Phase, the Maintenance and Warranty begin.

8.0 Training

The training documentation must include, at a minimum, how to navigate the system, the features of the user interfaces and use of the functions of the system

8.1 Train the Trainer

The University expects the successful bidder to use a "train the trainer" approach for the system administrators. Also, The University expects the vendor to utilize an agreed upon method and tools to transfer the required knowledge until system administrators feel they have acquired working knowledge of the system. Because of this, training documentation must enable the UMD trainers to perform continued training after implementation.

The training for system administrators must describe how the users will use the new system to perform their jobs and have reference material that outlines the information taught in an easy to understand format.

8.2 System Administrators Training

The training will also include the establishment and documentation of operational procedures such as back-up/restore routines, batch processing training and other routine operational issues.

At the conclusion of the Training Phase, the vendor is to provide appropriate documentation to UMD to support the completion of the Training Phase and UMD will sign-off that the Training Phase is completed.

8.2.1 Describe your training.

Topic	Location (Onsite/Offsite)	Number of days	Standard or Additional Cost
Train-The-Trainer			
System Administrators			
Installation			
Setup			
Dictionary Builds			
Computer Based Training (CBT)			
Other			

8.2.2 Describe the available post go-live follow-up visits.

9.0 Maintenance

9.1 Overview

Maintenance is to ensure that the system will remain in proper working order. The following types of work will be expected during the Maintenance Phase:

- System Corrections – Corrections in system functionality that do not operate as per the original specifications at no additional cost to UMD; and
- System Upgrades (i.e. Service Packets) – Routine/regular system fixes.

Any change to the system will need to be tracked and managed via a change control process that is appropriately documented. Each issue will need to be evaluated and documented as to its impact, priority, and severity. UMD will then determine whether to address the issue, close it, or suspend it. If a decision to address the issue is made by UMD, the vendor will work with UMD in creating the technical specifications and in developing the plan for implementation of the changes, conforming with the structure utilized for the implementation of the new system. In such cases where a plan is created the vendor will be expected to execute the plan to the same standards established in other phases of this project, including creating an environment for development and testing, possible documentation, and training material when applicable. When testing has been successfully completed and accepted by UMD, the changes will be moved into the production environment.

9.1.1 Provide options for service level agreements and/or provide information on the different tiers of service.

10.0 Warranty

10.1 Overview

Any equipment identified in the bidder’s response will be fully warranted (all parts, labor, travel) from date of acceptance at no additional cost to The University and UMD. Vendor will provide at least two (2) options for on-

site warranty, parts, labor and travel inclusive. Bidder shall extend any warranty provided by the equipment's manufacturer to The University. By executing its proposal, the bidder confirms the adequacy and satisfactory availability of sufficient and timely parts, supplies, and technical expertise to meet these warranty requirements.

10.1.1 Describe the warranty options provided.

Type of Warranty	Warranty Description	Warranty Length

10.1.2 Specify how warranty problems are addressed.

11.0 Submittals

11.1 Sample Copies of Agreements

Bidder agrees that it will provide sample copies of agreements that it will enter into if selected as the prime contractor under this solicitation, even though this does not bind The University to enter into such agreements. These agreements shall include, but are not limited to:

11.1.1 Provide the bidder's sample copy of a standard contract to be executed between The University and the vendor relative to the work to be performed under this solicitation.

11.1.2 Provide a sample copy of licensing agreements to be executed between The University and the vendor relative to the work to be performed under this solicitation.

11.1.3 Provide a sample copy of the maintenance agreements to be executed between The University and the vendor relative to the work to be performed under this solicitation.

11.1.4 Provide the bidder's sample contract between the vendor and its subcontractors and/or third party vendors and acknowledgment of the acceptability of the contract to them as a subcontractor and/or third party vendor.

11.1.5 Provide a sample copy of licensing agreements from subcontractors and/or third party vendors to be executed between The University and the vendor relative to the work to be performed under this solicitation.

11.1.6 Provide a sample copy of maintenance agreements to be executed between The University and the vendor relative to the work to be performed under this solicitation.

11.2 Intellectual Property Rights

The University will be the owner of the intellectual property rights, including patent, copyright, trademark, design, and trade secrets in any product developed specifically for The University. Licensing and marketing rights to the developed product will not be granted in the contract. Proposals regarding these rights will not be submitted in response to this Request for Proposal and will not be considered in evaluating responses. If, in the future, The University elects to commercialise the developed product, the licensing and marketing rights will be negotiated separately and all royalties will be paid to The University.

12.0 Vendor Pricing-SEPARATE SEALED ENVELOPE

The purpose of this section is to describe, in detail, the pricing associated with the vendor’s solution. The vendor must include **all** costs associated with the installation of the system in the format provided. If it is allowable for The University to consider modules separately, the pricing information will be broken out by module. In any event, the pricing information will list all modules provided for the listed cost.

Topic	Detailed Description	One Time Total		On Going Total	
		Lump Sum Cost	Time and Materials Cost ²	Lump Sum Cost	Time and Materials Cost
<i>Modules</i>					
List the functionality of the base/initial module of the system (Site license costs/server cost and/or per user cost)					
List additional modules that you offer and their associated costs					
<i>Software Maintenance</i>					
Provide costs for service level agreements and/or provide costs on the different tiers of service (Include upgrades, bug fixes, service support plans)					
<i>Hardware</i>					
Estimated hardware requirements and associated costs. (Provide information on whether remote console, telnet, PCAnywhere, Citrix, etc. are standard with the application or an additional charge.)					
<i>Third Party Vendor Services/Software</i>					
List required 3 rd party vendors and associated costs					
<i>Field Survey</i>					
Existing CAD drawings					
Space with polylines					
Space without polylines					
No existing CAD drawings					
Space with existing paper plans					
Space without paper plans					
<i>Customization/Programming</i>					
List costs of proposed customizations.					
<i>Interfaces</i>					
List all interfaces with line item costs					
<i>Installation Services</i>					
Post Go-Live follow up visits					
<i>Training costs</i>					
Will tie back to Section 8.0					

² Inclusive of travel and lodging costs.