

REQUEST FOR PROPOSALS

NKU-10-19



Video Content Management System

September 21, 2018

Proposal NO: NKU-10-19
Issue Date: September 21, 2018
Title: Video Content Management System
Purchasing Officer: Blaine Gilmore
Phone: 859.572.6449

RETURN ORIGINAL COPY OF PROPOSAL TO:

**Northern Kentucky University
 Procurement Services
 1 Nunn Drive
 617 Lucas Administrative Center
 Highland Heights, KY 41099**

IMPORTANT: BIDS MUST BE RECEIVED BY: 10/12/2018 BEFORE 2:00 P.M. HIGHLAND HEIGHTS, KY time.

NOTICE OF REQUIREMENTS

1. The University's General Terms and Conditions and Instructions to Bidders, viewable at <http://procurement.nku.edu/policies/terms-and-conditions.html>, apply to this Request for Proposal.
2. Contracts resulting from this RFP must be governed by and in accordance with the laws of the Commonwealth of Kentucky.
3. Any agreement or collusion among Offerors or prospective Offerors, which restrains, tends to restrain, or is reasonably calculated to restrain competition by agreement to bid at a fixed price or to refrain from offering, or otherwise, is prohibited.
4. Any person who violates any provisions of KRS 45A.325 shall be guilty of a felony and shall be punished by a fine of not less than five thousand dollars nor more than ten thousand dollars, or be imprisoned not less than one year nor more than five years, or both such fine and imprisonment. Any firm, corporation, or association who violates any of the provisions of KRS 45A.325 shall, upon conviction, may be fined not less than ten thousand dollars or more than twenty thousand dollars.

AUTHENTICATION OF BID AND STATEMENT OF NON-COLLUSION AND NON-CONFLICT OF INTEREST

I hereby swear (or affirm) under the penalty for false swearing as provided by KRS 523.040:

1. That I am the offeror (if the offeror is an individual), a partner, (if the offeror is a partnership), or an officer or employee of the bidding corporation having authority to sign on its behalf (if the offeror is a corporation);
2. That the attached proposal has been arrived at by the offeror independently and has been submitted without collusion with, and without any agreement, understanding or planned common course of action with, any other Contractor of materials, supplies, equipment or services described in the Request for Proposal, designed to limit independent bidding or competition;
3. That the contents of the proposal have not been communicated by the offeror or its employees or agents to any person not an employee or agent of the offeror or its surety on any bond furnished with the proposal and will not be communicated to any such person prior to the official closing of the RFP;
4. That the offeror is legally entitled to enter into contracts with the Northern Kentucky University and is not in violation of any prohibited conflict of interest, including those prohibited by the provisions of KRS 45A.330 to .340, 164.390, and
5. That the Offeror, and its affiliates, are duly registered with the Kentucky Department of Revenue to collect and remit the sale and use tax imposed by Chapter 139 to the extent required by Kentucky law and will remain registered for the duration of any contract award
6. That I have fully informed myself regarding the accuracy of the statement made above.

SWORN STATEMENT OF COMPLIANCE WITH FINANCE LAWS

In accordance with KRS45A.110 (2), the undersigned hereby swears under penalty of perjury that he/she has not knowingly violated any provision of the campaign finance laws of the Commonwealth of Kentucky and that the award of a contract to a bidder will not violate any provision of the campaign finance laws of the Commonwealth of Kentucky.

CONTRACTOR REPORT OF PRIOR VIOLATIONS OF KRS CHAPTERS 136, 139, 141, 337, 338, 341 & 342

The Contractor by signing and submitting a proposal agrees as required by 45A.485 to submit final determinations of any violations of the provisions of KRS Chapters 136, 139, 141, 337, 338, 341 and 342 that have occurred in the previous five (5) years prior to the award of a contract and agrees to remain in continuous compliance with the provisions of the statutes during the duration of any contract that may be established. Final determinations of violations of these statutes must be provided to the University by the successful Contractor prior to the award of a contract.

CERTIFICATION OF NON-SEGREGATED FACILITIES

The Contractor, by submitting a proposal, certifies that he/she is in compliance with the Code of Federal Regulations, No. 41 CFR 60-1.8(b) that prohibits the maintaining of segregated facilities.

RECIPROCAL PREFERENCE

- (1) Prior to a contract being awarded to the lowest responsible and responsive bidder on a contract by a public agency, a resident bidder of the Commonwealth shall be given a preference against a nonresident bidder registered in any state that gives or requires a preference to bidders from that state. The preference shall be equal to the preference given or required by the state of the nonresident bidder.
- (2) A resident bidder is an individual, partnership, association, corporation, or other business entity that, on the date the contract is first advertised or announced as available for bidding:
 - (a) Is authorized to transact business in the Commonwealth; and
 - (b) Has for one (1) year prior to and through the date of the advertisement, filed Kentucky corporate income taxes, made payments to the Kentucky unemployment insurance fund established in KRS 341.490, and maintained a Kentucky workers' compensation policy in effect.
- (3) A nonresident bidder is an individual, partnership, association, corporation, or other business entity that does not meet the requirements of subsection (2) of this section.
- (4) If a procurement determination results in a tie between a resident bidder and a nonresident bidder, preference shall be given to the resident bidder.
- (5) This section shall apply to all contracts funded or controlled in whole or in part by a public agency.
- (6) The Finance and Administration Cabinet shall maintain a list of states that give to or require a preference for their own resident bidders, including details of the preference given to such bidders, to be used by public agencies in determining resident bidder preferences. The cabinet shall also promulgate administrative regulations in accordance with KRS Chapter 13A establishing the procedure by which the preferences required by this section shall be given.
- (7) The preference for resident bidders shall not be given if the preference conflicts with federal law.
- (8) Any public agency soliciting or advertising for bids for contracts shall make KRS 45A.490 to 45A.494 part of the solicitation or advertisement for bids

DEFINITIONS

As used in KRS 45A.490 to 45A.494: (1) "Contract" means any agreement of a public agency, including grants and orders, for the purchase or disposal of supplies, services, construction, or any other item; and

(2) "Public agency" has the same meaning as in KRS 61.805.

SIGNATURE REQUIRED: This proposal cannot be considered valid unless signed and dated by an authorized agent of the offeror. Type or print the signatory's name, title, address, phone number and fax number in the spaces provided. Offers signed by an agent are to be accompanied by evidence of his/her authority unless such evidence has been previously furnished to the issuing office. Your signature is acceptance to the Terms and conditions above.

DELIVERY TIME:	NAME OF COMPANY:	DUNS #
PROPOSAL FIRM THROUGH:	ADDRESS:	Phone/Fax:
PAYMENT TERMS:	CITY, STATE & ZIP CODE:	E-MAIL:
SHIPPING TERMS: F.O.B. DESTINATION - PREPAID AND ALLOWED	TYPED OR PRINTED NAME:	WEB ADDRESS:
FEDERAL EMPLOYER ID NO.:	SIGNATURE:	DATE:

Notice of Advertisement

Issue Date: September 21, 2018

Deadline for Questions: October 4, 2018 @ Noon

Response Deadline (Proposals Due): October 12, 2018 by 2 PM

Submittal of Proposals

The bidder shall submit, by the time and date specified via US Postal Service, courier or other delivery service, its bid response in a **sealed package** addressed to:

Blaine Gilmore
Interim Director, Procurement Services
Lucas Administrative Center, Suite 617
1 Nunn Drive
Northern Kentucky University
Highland Heights, KY 41099

NOTE: Northern Kentucky University, as an Agency of the Commonwealth of Kentucky, is subject to Kentucky's Open Records Laws (KRS 61.870-61.884). As such, a bidder's entire offer and resulting contract cannot be deemed "confidential".

Proposals submitted in response to an RFP will remain confidential throughout the evaluation process, however, after negotiations are concluded and a contract has been entered into, all proposals become a matter of public record. Bidders may mark sections of their responses as confidential if the information provided would be considered financially sensitive or trade secrets. The university will make every effort to honor such requests, but may conduct discussions with the bidders concerning the release of said information.

DO NOT contact the committee members relative to this project. Contacting the selection committee members may result in disqualification of the proposer. All requests for information, questions or comments relative to this project should be directed to:

Ryan Straus
Bid Specialist
Northern Kentucky University
Lucas Administrative Center, 617
Highland Heights, KY 41099
FAX: 859.572.6995

Email: strausr2@nku.edu

NOTE: Information relative to this project obtained from other sources, including other university administration, faculty or staff may not be accurate, will not be considered binding and could adversely affect the potential for selection of your proposal.

- I. **PURPOSE:** The purpose of this Request for Proposal (RFP) is to solicit proposals to establish a contract or multiple contracts through competitive negotiations for a Video Content Management System by Northern Kentucky University.
- II. **SUBMITTAL OF PROPOSAL:** The respondent shall submit, via US Postal Service, courier or other delivery service, five bound copies, one unbound original, and one electronic copy (USB, CD, etc.) of its proposal in a sealed package by **October 12, 2018 @ 2pm**. Failure to provide the required number of copies and an unbound original will result in the submittal being considered non-responsive and disqualified from the selection process. Submittals shall be addressed to:

**Blaine Gilmore
Interim Director, Procurement Services
Lucas Administrative Center, Suite 617
1 Nunn Drive
Northern Kentucky University
Highland Heights, KY 41099**

Bearing respondent's name and address, and clearly marked as follows:

**RFP NKU-09-15
Video Content Management System**

- III. **CONTRACT PERIOD:** Pricing for this contract shall be firm for the contract option that is awarded by the University. The University is requesting pricing proposals for a Video Streaming and Content Management System for a three (3) year period broken into yearly cost requirements.

Respondents may propose all or part of the options requested. However, all costs associated with the options shall be included in the proposal. The University will choose the option that is the most advantageous for the University. Failure to do so may eliminate your response from consideration in the RFP evaluation and award.

- **Period of three years (36 months)**
The pricing shall be firm for three years with the option for renewal. Upon mutual agreement between the successful contractor and Northern Kentucky University, this contract may be renewed for two (2) additional twelve-month periods at the original bid price quoted for the renewal year. All other terms, conditions, delivery, etc. will remain the same as the original bid. The successful contractor should furnish the written agreement to Northern Kentucky University sixty days prior to the renewal year.
- **Contract Exit Strategy**
 1. At the conclusion of the contract, the vendor will provide Northern Kentucky University with all data stored on vendor servers in a format requested by Northern Kentucky University. NKU will have up to 60 days after the conclusion of the contract to review data and require any adjustments to the content provided.
- **Effective Date**
 1. The effective date of the contract shall be as soon as the purchase order is processed or the date upon which the Parties execute the contract and all appropriate approvals have been received whichever is later.

- IV. **BACKGROUND:** Video is now an essential component of instruction in the modern university. At Northern Kentucky University, critical requirements have evolved over the years to include live (synchronous)

video, stored local playback, and networked streaming of recorded (asynchronous) digital video. These requirements are for classroom, presentations, athletic events, and all such activities that the University supports in relation to video. In response to these emerging priorities, the university has an opportunity to establish a comprehensive video strategy for the future.

This RFP is focused on the implementation of a central solution that provides centralized storage and distribution of video content along with video streaming and recording capabilities. This solution replaces the existing functionality provided by Kaltura and centralizes content currently stored across multiple platforms.

STATEMENT OF NEEDS: NKU is looking for a Video Content Management System (VCMS). This system will act as the central hub for video content produced by any number of sources. This platform will act both independently and within the context of our Learning Management System (Canvas). Our focus is on video for instructional purposes, athletics, marketing, advancement, etc. The platform should provide us flexibility to grow in the future. Our vision here is to partially (or mostly) replace use of disparate systems (YouTube, Vimeo, Canvas, Echo360, Google drive, etc.) for video content, with one centrally supported and maintained system. The interface and organization of the content should be modern and clean.

V. REQUIREMENTS

A. High-level summary of functional requirements:

- A searchable/indexed and linkable video repository with granular administrative controls.
 - Ability to record video both on a schedule and in an ad-hoc manner.
 - Ability to upload and perform simple edits of video content.
- Ability to playback video both on individual devices for a single person and to “live webcast” to a large number of watchers (thousands or more).
- If your solution does video conferencing or integrates with other video conferencing platforms it would be a benefit for you to describe this functionality.

*many of these features are traditionally called Lecture Capture (LC); our vision, however is to find a system that can be used broadly as our video distribution hub in addition to providing LC features

B. Information helpful in understanding and responding to the RFP:

Requirements listed below have a rating code of (M), (SD), or (D) denoting the importance of the item and defined as:

- Mandatory (M) - Items listed as mandatory are required minimum features of a system.
- Strongly Desired (SD) - Items that are strongly desired represent functionalities that the university hopes to have. These items will be weighed very strongly when considering competing systems.
- Desired (D) - Items listed as desirable are the ‘nice to have’ items, or extras. These items will be considered but other considerations including cost, support levels, and items from the mandatory and strongly desired lists will weigh much more heavily on the decision.

For each section (C, D, E, F, G, H, I, J, K) please acknowledge whether your product meets the requirement listed and provide any descriptive information (where appropriate) so the evaluators can completely understand the product's features.

C. Security Requirements

C1	The solution must be able to authenticate end users using SSO	M
C2	Robust capability to control permissions by role or group. Please describe any pre-defined access levels and how they are configured	M
C3	The solution is hosted	M
C4	Describe the backup schedule and system	M
C5	Data about users must be protected and comply with FERPA regulations. Describe steps take to protect data in transit and at rest	M
C6	Documentation by 3 rd party security auditors. SOC2 compliance	SD
C7	Ability to password protect recordings and also make these public	SD
C8	Encryption should be an option built into the product	SD

D. Accessibility

D1	The system and associated documentation must comply with relevant provisions of Section 508 (as specified in the final rule published in the Federal Register on January 18, 2017) of the Rehabilitation Act of 1973 as amended (29 U.S.C. 794d). Describe how your proposed Electronic and Information Technology (EIT) deliverables meet at least the provisions listed in the GPAT. Include what the current version of the application is, the version of the application that the Government Product/Service Accessibility Template (GPAT) applies to, and when the GPAT was completed. If a third party was used to complete the GPAT, name that third party. Provide contact information for the reviewing party.	M
D2	The vendor should provide a name and contact information for someone who can answer questions about the accessibility of the system.	M
D3	Ability to generate machine captions that can be edited	M
D4	The system should provide dedicated functionality for the provision of real-time captioning of live events and these captions should be available and searchable in recordings of these events.	SD
D5	The system should provide dedicated functionality for third-party providers to add captions.	SD
D6	The system should support the import of a variety of captioning formats. List.	SD
D7	The system should support the export of a variety of captioning formats. List.	SD
D8	Explain how mobile applications, if applicable, are tested for accessibility	D
D9	The system should provide accessible and well-documented keyboard shortcuts (preferably customizable) for important functionality. List.	D
D10	The product should have dedicated functionality for users to create captions within the system.	D
D11	The system should provide accessible and well-documented keyboard shortcuts (preferably customizable) for important functionality. List.	D

E. Application & System Administration Requirements

E1	It is mandatory that administrators of the system can see, manage, and download all videos, regardless of the producer.	M
E2	The system must provide an admin interface to monitor ongoing recordings. This allows the admin to monitor sessions for quality. (If videos are unable to be viewed while processing, The Video Content Management System must provide an interface to view the status of video processing conversions.)	M

E3	It is strongly desirable that this solution could support a level of administrator (or “manager”) that grants access to some portion of a hierarchy or structure, but not other parts, thereby limiting access by role/group.	SD
E4	Specify typical release schedule of new software versions and of patches for different hardware platforms. Explain who is responsible for installing patches, updates and releases. Does your solution allow for minor delays of up to 4 months on deploying a major upgrade?	SD
E5	The system should provide for dynamic storage provisioning so that we cannot “run out of space”.	SD
E6	It is strongly desirable that videos can be purged from the system, typically after a period of archival. Describe how videos can be automatically purged from the system, and what capabilities the system has to alert the content owners with steps to prevent deletion.	SD
E7	It is strongly desired that the solution supports multiple formats for scheduling recordings. Do you allow file uploads that can schedule multiple recordings? Can recordings be setup through an API? Do you provide a web interface to set up one or more recordings on-demand?	D
E8	It is strongly desirable that the videos are organized in a structure that videos can be identified and marked for recoverable archiving. Describe how administrators can identify videos that are good candidates for archival, and how to recover such videos if retrieval is required.	D

F. Technical Requirements

F1	The product must work seamlessly with Canvas (by Instructure) via the Learning Tools Interoperability (LTI) standard.	M
F2	It is mandatory that the product not rely solely on Adobe Flash to provide video or information to consumers of the video content; if used, the system must detect when Adobe Flash is not available and switch to an alternate playback system without user interaction	M
F3	Our students/faculty/staff run a mixed environment with roughly 60% Windows OS and 35% Mac OS. Both must be supported.	M
F4	It is mandatory that the solution supports all major functions in Edge (and/or Internet Explorer), Safari, Chrome, and Firefox. Any limitations or preferences for browsers should be documented and shared.	M
F5	The product must support video content using standard formats such as those produced by Apple iMovie, Windows Media Player. It is additionally desired that the solution supports other video formats such as MPEG-4, VP8/VP9, H.264, WMV, and others. List the video codecs and containers that your solution accepts for uploads, produces, and can playback. If transcoding is required and multiple copies are stored on the server, please describe.	M
F6	Android and iOS devices must be able to play back content either through a web interface or application.	M
F7	Does this solution support a “vanity” URL (a URL under the nku.edu domain name)?	SD
F8	It is strongly desired that the video content has mechanisms to deter video copying. Please describe what steps the solution has taken to do so, if applicable.	SD

G. Functional Requirements

G1	It is mandatory that the content producers can download their own videos	M
G2	Content producers must be able to restrict access to a video playback to authenticated users of the system; for example, a teacher must be able to upload a video that is restricted to being viewable by other course members (and support personnel) only.	M
G3	Content should, at the producers discretion, be publicly available for playback.	M

G4	The system should index all content via “meta data” that is searchable. This would include user supplied data (upon upload) and system provided meta data (for example, a course ID per the scheduled recording).	M
G5	Content producers should have ability to manage their video content including the ability to easily share the same video with another authenticated group (or "class").	M
G6	Product must be able to interface with our Lecture Capture Product (Kaltura)	M
G7	It is strongly desired that end-user usage of the system could be done entirely through the Learning Management System (Canvas); this solution should allow course participants to click on a course-level menu item (as enabled by the teacher) and provide an interface for playback of videos for that course.	SD
G8	It is very desirable for the solution to interface with Canvas by adding additional buttons to the Canvas “rich content editor” which allow an instructor to insert videos into pages, modules, and/or posts.	SD
G9	It is strongly desired that the solution allows instructors to create playlists (a series of videos to be watched in a specified order) and for this playlists to be sharable to students.	SD
G10	It is desirable for the system to support basic video trimming (adjusting start/end time) and cutting (removing portions from the middle of a video). Full video editing capabilities are not expected.	SD
G11	Teachers, and optionally students, should be able to add content and manage videos through a personal library; these video can then be copied or otherwise be made available to specific courses.	D
G12	It is desirable that the solution support video conferencing or integrates with other video conferencing platforms.	D

H. Recording and Uploading Pre-Existing Content Requirements

H1	The solution must provide a scheduling mechanism for automation of recordings on a set day/time (for class sessions). Ideally this can be done in bulk by an admin or self-service by a teacher. Describe the scheduling process and who can do which parts of the process.	M
H2	Solution should produce (and handle for ingestion) a standards based capture file i.e. non-proprietary MP4/AAC. Please describe the acceptable file types and known limitations.	M
H3	Solution must be able to convert/import all existing content from our current solution (Kaltura)	M
H4	It’s highly desirable for the solution to support uploads of recordings from WebEx, Skype, and/or Zoom natively, without first requiring conversion to a different/intermediate format. It’s highly desirable for the solution to support uploads of Adobe Flash videos/animations. It is further desirable if this content is converted to another format.	SD
H5	It is highly desirable that the system supports video ingestion of 2K or 4K video.	SD
H6	It is desirable for all roles to be able to upload content (admin, student, professor).	SD
H7	Video uploads through an application programming interface ("API") is desirable	SD
H8	It’s desirable that the system supports 360-degree video.	D
H9	Solution should provide for multi-camera recording.	D
H10	The solution should provide for a software capture application for Desktop/Laptop scenarios. This should be able to capture both the screen and a camera input (two channels).	D

I.Video Streaming/Playback Requirements

I1	It is mandatory that the solution is capable of video playback at 1920x1080 resolution and at least 24 fps (“1080p”) when the source video was of such quality (or greater) and assuming no client computer technical or bandwidth constraints.	M
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I2	The service should have no unchangeable software-determined restrictions on the number of live event and total events (this therefore appears to be "unlimited").	M
I3	The service should have no unchangeable software-determined restrictions on the number of simultaneous live stream events (unlimited individual channels).	M
I4	Live streaming must be available. Please provide details of the maximum capacity of viewers your system can support. Theoretical estimates are welcome, but actual examples of supporting a thousand or more concurrent live-stream viewers are desired.	M
I5	It's highly desirable that the system supports video playback of 2K or 4K video.	M
I6	It's strongly desirable that the playback system auto-detects the appropriate video quality for playback based on the client computers technical capabilities, such as bandwidth (adaptive bitrate). Describe technical details of playback and what we can control.	SD
I7	It's strongly desired that the end-user can select the select a streaming quality setting, which would overwrite any auto-detected settings (if applicable).	SD
I8	It's desirable that the system supports 360-degree video for playback.	D
I9	It's desirable that the content producer has the ability to generate a weblink that bypasses their access restrictions and allows a guest with the URL to view their video(s).	D
I10	The service should have the ability to support and control inserted text overlays	D
I11	The service should have the ability to support audio/video interview insertion via WebRTC.	D

J. Reporting Requirements

J1	It is strongly desired for the system to capture analytics on video playback when a student is watching the video through their web browser. Such analytics might include who has watched the video, who downloaded the video, and a way to determine which portions of the video are watched more or less frequently. Describe your solution's capabilities, if applicable. These should be available for both live events and recorded events.	SD
J2	It's desirable for solution to provide for data analytics exports. Describe API access to the system in terms of analytics exports we can pull.	SD
J3	Reports should be available to help manage disk space and data transfer usages. It is highly desirable to get a listing at multiple levels, such as for an entire branch of a hierarchy, or for individual users. Describe how an administrator might identify an individual using a vastly disproportionate amount of storage space or data transfer. Describe how an administrator might determine the data storage and data transfer usage of an entire department (or group of individuals labeled or identified as being from a specific department).	SD

K. Customer Support Requirements

K1	Technical support should be provided with various options – 24x7x365 vs. 8x5x200 or similar.	M
K2	Please describe options for support provided to our technical team.	M
K3	Online knowledge-bases, training videos, and similar reference materials would be helpful. Describe offerings that can help us to learn and use the products.	SD

****Oral Presentations:** Vendors who submit a proposal in response to this RFP may be required to give an oral presentation of their proposal. This will provide an opportunity for the vendor to clarify or elaborate on the proposal but will in no way change the original proposal. NKU will schedule the time and location of these presentations. Oral presentations are an option of NKU and may not be conducted.

VI. VENDOR QUALIFICATIONS:

- A. Respondent must provide, in writing, a statement that the Respondent has been regularly and continually engaged in business for a minimum three (3) years engaging in furnishing, delivering, servicing, repairing and installing, equipment, goods, or services required in this Solicitation.
- B. Respondent's proposal shall provide evidence of technical experience, facilities, organization, and support staff that will be assigned to the University to provide the products and services outlined within the RFP specifications.
- C. Respondent shall provide an organizational chart and proposed management team for this account.
- D. Respondent shall provide a statement that they are the manufacturer or a fully authorized dealer/distributor for any of the products/services proposed.
- E. Respondent shall provide the company's legal name, corporate officers, national and regional office addresses, phone and fax numbers.
- F. Respondent shall provide the names, positions and technical experience of the company representatives that will be involved in the installation, training and implementation of equipment, software, or systems at Northern Kentucky University.
- G. Respondent shall provide information related to Respondent's size and financial stability.
- H. Respondent shall provide a brief history of the company and any affiliation that you have with other companies including industry strategic and/or certified partnerships and the nature and duration of each relationship, any specific restructuring, mergers or corporate name changes within the last three years.

VII. FINANCIAL PROPOSAL

- A. The Financial Summary shall contain complete financial offer made to the University fully describing all aspects of the proposal. Describe in detail the financial proposal you are offering the University for the Products and Services. All costs associated with the RFP for which the University is responsible must be included.
- B. Respondents should be creative in presenting various alternatives for providing services at the least possible cost to the University. The University will select the financial option that best meets the overall needs of faculty, staff, and students.
- C. Respondents should describe all the various services in which Respondent can assist end users and offer the services in the proposal. Respondents should clearly state the cost of all service/ maintenance agreements offerings. Please provide a list of the services that can be provided, if any, and the cost.
- D. All standard and enhanced warranties for all products and/or services being proposed, if applicable
- E. Technical Support (training and product in-service support, indicate frequency and any cost)
 - I. Post-installation services and maintenance
- F. Change Order and Cancellation policies
- G. Warranties (describe all standard and enhanced warranties for all products and/or services being proposed, if applicable.)

At a minimum, the cost proposal should include:

Annual Cost – Itemized

One-time costs (training, implementation, etc)

Any fees associated with your solution (integration with LMS, authentication, etc)

VIII. EVIDENCE OF SUCCESSFUL PERFORMANCE AND IMPLEMENTATION:

- A. Management of other higher education customers for whom the contractor has provided products and services similar to those outlined within the RFP specifications. The Respondent must grant permission to the University to contact the references. If prior permission is required of, the Reference in order to provide this information the vendor must obtain permission to include this information with the proposal. For each reference, include:
- Company Name
 - Principal in charge
 - Address, phone number and email addresses of the Reference
 - Type of facility
 - Length of time services have been used
 - Size and brief description of work performed
- B. Provide references to or attach copies of any unsolicited industry press, which demonstrate your firm's commitment to continuous product development, and a proven record of accomplishment of customer satisfaction. This information may include but is not limited to trade publication articles, third party reviews, awards, citations, case studies, or benchmark reviews by research organizations.
- C. Respondent shall provide an implementation and transition schedule for the proposal submitted, when relevant to the RFP project.

IX. MBE / DBE PARTICIPATION:

The University is committed to the participation of Minority/Disadvantaged Business Enterprises (MBE/DBE) companies in this project. Proposers will note that the University has allotted 50 of the overall rating points towards this commitment. Please provide certified documentation of MBE/DBE if applicable.

X. EVALUATION PROCESS

The University intends to award this contract to the Respondent submitting the best overall proposal based on an evaluation of all qualified proposal responses. Enhancements to the minimum requirements will be considered. Respondent bears sole responsibility for the items included or not included in the response submitted. Exceptions to the terms and specifications contained within this request may result in disqualification.

If required, Proposers will be selected for detailed review and evaluation, including oral presentation. The University reserves the right to be the sole judge as to the overall acceptability of any proposal and compliance with the specifications/ requirements of this RFP.

The University shall make such investigation, as it deems necessary to determine the ability of the Respondent to provide the specified service, equipment and/or perform the requirements of this contract in an excellent manner.

Any award made based on responses to this Request for Proposal is contingent upon available funding.

Any contract(s) resulting from this Request for Proposal will be awarded in writing to responsive and responsible Respondent(s) whose proposal, in the opinion of the evaluation team, offers the greatest benefit to the University. Please see below for the point value of each category:

CATEGORY	POINT VALUE (MAX)
REQUIREMENTS	350
VENDOR QUALIFICATIONS	200
FINANCIAL PROPOSALS	300
EVIDENCE OF SUCCESSFUL PERFORMANCE	100
MBE/DBE PARTICIPATION	50

XI. SPECIAL CONDITIONS

A. Addenda/Clarifications

Any university changes to this RFP will be made by written addendum. Verbal modifications will not be binding.

B. Confidentiality

In accordance with KRS 45A.085 Competitive Negotiation, all proposals received or information derived therefrom remain confidential until a contract is awarded or all proposals are rejected.

C. Proposal Evaluation Process

All proposals received will be reviewed by the University Procurement Services office for completeness of items requested in this RFP. All complete proposal responses will be afforded equal consideration by the members of the Selection Committee as created by KRS 45A.810 and whose members are identified above. All complete proposals will be evaluated using a numerical rating system designed to afford each Selection Committee member a reasonable, individual, objective standard to equate the qualifications of the Respondents.

D. Pre-Contractual Expenses

Pre-contractual expenses are defined as expenses incurred by the respondent in:

1. preparing its proposal in response to this RFP;
2. submitting its qualifications to the university;
3. negotiating with the university any matter related to this submittal; or,
4. any other expenses incurred by a respondent prior to the date of award of a contract to the selected respondent.

The university shall not, in any event, be liable for any pre-contractual expenses incurred by the respondents in the preparation of their submittals.

E. Contract Award

Issuance of this RFP, receipt of proposals, and completion of the selection process does not commit the university to award a contract. The university reserves the right to postpone opening for its own convenience, to accept or reject any or all proposals received in response to their RFP; to negotiate with other than the selected respondent should negotiations with the selected firm be unsuccessful or terminated; to negotiate with more than one respondent simultaneously; to cancel all or part of the RFP; and to waive technicalities.

F. Electronic Responses

Electronic responses are not permitted.

G. Foreign Corporations

1. Foreign Corporations are defined as corporations that are organized under laws other than the laws of the Commonwealth of Kentucky. Foreign Corporations doing business within the Commonwealth of Kentucky are required to be registered with the Secretary of State, New Capitol Building, Frankfort, Kentucky and must be in good standing.
2. The Foreign Corporate Proposer, if not registered with the Secretary of State at the time of the Bid submittal, shall be required to become registered and be declared in good standing prior to the issuance or receipt of a contract.
3. Domestic Corporations. Domestic corporations are required to be in good standing with the requirements and provisions of the Office of the Secretary of State.

H. Insurance

Vendor must provide NKU with an insurance certificate listing NKU as a certificate holder and additionally insured.

**Northern Kentucky University
617 Lucas Administrative Center
1 Nunn Drive
Highland Heights, KY 41099**

The Contractor shall furnish the University the Certificates of Insurance and guarantee the maintenance of such coverage during the term of the contract. The Contractor shall provide an original policy endorsement of its CGL insurance naming Northern Kentucky University and the directors, officers, trustees, and employees of the University as additional insured on a primary and non-contributory basis as their interest appears. Additionally, the Contractor shall provide an original policy endorsement for Waiver of subrogation in favor of the Northern Kentucky University its directors, officers, trustees, and employees as additional insured.

Our basic insurance requirements are:

Worker's Compensation and Employers' Liability Insurance: the Contractor shall acquire and maintain Workers' Compensation insurance with Kentucky's statutory limits and Employers' Liability insurance with at least \$100,000 limits of liability.

Comprehensive General Liability (CGL) Insurance the limits of liability shall not be less than \$500,000 each occurrence for bodily injury and \$250,000 property damage.

Comprehensive Automobile Liability Insurance: To cover all owned, hired, leased or non-owned vehicles used on the Project. Coverage shall be for all vehicles including off the road tractors, cranes and rigging equipment and include pollution liability from vehicle upset or overturn. Policy limits shall not be less than \$500,000 for bodily injury and \$100,000 for property damage.

Excess liability insurance in an umbrella form for excess coverages shall have a minimum of \$1,000,000 combined single limits for bodily injury and property damage for each.

If accessing NKU Student, Employee, or other personal records, vendor needs Security and Privacy Liability Insurance with limits no less than \$1,000,000.

If accessing NKU Student, Employee, or other personal records, vendor needs Evidence Breach Response Services coverage with limits no less than \$5,000,000.