

Seattle Colleges District VI



SEATTLE COLLEGES

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REQUEST FOR PROPOSALS 512062

Integrated Access Card and Commerce System

TABLE OF CONTENTS

A. INTRODUCTION	3
B. SCOPE OF WORK/INFORMATION.....	4
C. INFORMATION TO BE PROVIDED BY RESPONDENTS	14
D. EVALUATION CRITERIA	15
E. QUESTIONS AND SOLICITATION REQUIREMENTS.....	16
F. SELECTION PROCESS.....	18
G. CONTRACT AWARD, NOTIFICATION AND NEGOTIATIONS	19
H. ADMINISTRATIVE INFORMATION.....	19

RFP Issued on:	Proposals Due:
Monday, June 4, 2018	2:00 PM, Tuesday July 10, 2018

REQUEST FOR PROPOSALS
Integrated Access Card and Commerce System

The Seattle Colleges (hereafter generally referred to as the Purchaser) is seeking responses from prospective Contractors to upgrade our current proximity card system to a combination identification card and access card with the potential to function as a commerce card in future phases of the project.

Obtaining the RFP: Copies of the Request for Proposals may be obtained from the Procurement Coordinator identified below.

Questions: Any questions or requests for further information must be submitted in writing no later than **2:00PM, Tuesday June 19, 2018**, to the Procurement Coordinator identified below.

Craig Bush
Procurement Director
Telephone: (206) 934-4139
Fax: (206) 934-5523
Email: craig.bush@seattlecolleges.edu

Submission Deadline: Sealed responses (one original and four (4) copies), must be received in time to be stamped in by the Purchasing Department not later than **2:00 PM, Tuesday July 10, 2018** at the address below:

Purchasing Department
Seattle Colleges District VI
Siegal Center
1500 Harvard Avenue
Seattle, Washington 98122-3803

Marking Sealed Responses: Responses must be delivered in sealed envelopes, boxes, or any other method of containment, and clearly identified on the outside of the package with:

Sealed Proposal 512062 Integrated Access Card and Commerce System

Craig Bush

Due Date: 2:00PM, Tuesday, July 10, 2018

Electronic Copy: In addition, the Proposer shall submit an electronic copy of proposal to the following email addresses by the quote deadline:

craig.bush@seattlecolleges.edu

Rights Reserved: The Purchaser reserves the right to waive as informality any irregularities in submittals, to reject any and all responses, to amend the solicitation as necessary, and to cancel the solicitation at its sole discretion.

Seattle College District VI
Request for Proposals
Integrated Access Card and Commerce System

A. INTRODUCTION

- 1) **Purchaser:** The Seattle College District VI, generally referred to as “The Purchaser” for purposes of this solicitation is an academic institution authorized under the laws of the State of Washington. The Seattle Colleges serve all of metropolitan Seattle and its surrounding communities, and comprise the largest community college district in the state, educating nearly 55,000 students each year.
- 2) **General:** The Purchaser is seeking a qualified respondent to upgrade our current proximity card system to a combination identification card and access card with the potential to function as a commerce card in future phases of the project.
- 3) **Contract Form & General Terms and Conditions:** In submitting a response, the Respondent confirms that it will execute a Contract to provide the goods and/or services specified in this solicitation for the terms offered by the Respondent, subject to the Purchaser’s General Terms and Conditions incorporated into this solicitation. The anticipated term of this contract will be **five (5) years with two (2) additional one-year (1) terms** subject to mutual acceptance.
- 4) **Special Conditions:**

No Obligation to Purchase

Neither the purchaser nor any agent thereof on behalf of the purchaser will be obligated in any way by any Vendor response to this solicitation. The selection of a Contractor and the accompanying award of a contract will be based on evaluation criteria established by the Purchaser and described in the Award Criteria Section. The selection is at the sole discretion of the Purchaser.

Purchase of Access Card and Commerce Components may be divided

The priority is to enhance our current access card system which will be purchased and implemented first. The second phase may be implemented later at an unspecified.

- 5) **Document Location:** The Contract Form and General Terms and Conditions are available for review and downloading at the Purchaser’s website at <http://seattlecolleges.edu/district/district/supplierintro.aspx>.

In the event that you are unable to view or download the documents, please contact the Procurement Director for this solicitation.

B. SCOPE OF WORK/INFORMATION

Basic System Components

The Purchaser desires a complete system that consists of core server components, an initial card reader network of up to 1200 card readers and have the ability to expand to 3500 nodes. The system must support peripherals as required.

The system must operate online, in real time, 24 hours a day, 7 days a week under normal operating conditions, to ensure accurate cardholder and transaction data for effective system information management, reporting and auditing activities. Specific hardware, software, and other requirements follow.

Video Imaging/Card Production

Integrated Instant Issuance

- The vendor must provide a Microsoft Windows-based card production system that fully integrates with the vendor's campus-wide transaction processing system.
- The system should accept jpg photos that students provide and photos should integrate with our advisory dashboard ID center.
- Please describe your ID card production system.

ID Cards

Card Specifications

- The vendor must provide for the manufacture of customized ID cardstock for Seattle Central College. ID cards must:
 - Be nonproprietary.
 - Use a standard American Banking Association (ABA) Track II 2,750-oersted high-energy magnetic stripe and encoding.
 - Be American National Standards Institute (ANSI) CR-80 size (2.125" X 3.375").
 - Be compatible with the ISO standard 14443 (Near Field Communication protocol) for contactless capability.OR
 - Be compatible with MIFARE or MIFARE DESFirewas smart card technology.

Campus Carding Services

- Describe your capabilities for Carding/Re-carding assistance. Our initial production may be 12,000 cards.

Hardware

Basic Core Server Components

The core server elements must:

- Be protected by an Uninterruptible Power Source (UPS).
- Be remotely supportable for diagnostic purposes.

- Under no circumstances should it be necessary to shut down the system while performing any other functions such as system backup, report generation, etc.
- Respond to online reader authorization requests in two seconds or less. Response time should be sub-second under normal operating conditions.

Basic Communication Requirements

- Reader will communicate over any facility (TCP/IP networking, wireless networking, RS-232, lease line, fiber and analog lines or other traditional communication pathways) that will support clear-channel, full-duplex, asynchronous communications. Please describe the communication method (i.e. TCP/IP, RS-232, RS-485) between your readers and the host and note if any additional communication devices are required such as terminal servers or converters will be required.
 - System workstations, and IP devices must communicate with the server, via the network and can use a standard network connection and IP address.
 - The system must communicate with other computers via Ethernet with TCP/IP protocols.
 - Please describe data encryption used between the host server, readers, and point of sale registers (i.e. AES 128 bit).

Basic Card Readers Specifications

- The following are the general requirements for Card Readers. Additional specific requirements for each type of reader follow.
 - All card readers must be designed for high-use environments, and be made of rugged, heavy-gauge material.
 - All card readers must be capable of being programmed at system workstations by authorized operators only.
 - In the event of a communication disruption between the reader and the server, each reader must be able to store cardholder transactions in an offline condition for uploading to the server when communication is restored.
 - IP Native communication - terminal servers, modems, line drivers, etc are not acceptable. All readers must be able to communicate via TCP/IP without additional networking devices.
 - Please note the Original Equipment Manufacturer for each reader proposed.
 - Contactless card reader capabilities must be included.
 - The system will be able to accept card readers with a continuous swipe-through style card slot with a floating read head, which reads the encoded information on Track II of the ABA magnetic stripe on the ID card.

Software

System Administration Software

- The system administration software must be able to:
 - Assign operator security codes to permit access to the designated software programs, functions, workstations, printers, privileges, and privilege accounts.
 - Add, change, and delete system operators; deny access to previously authorized operators; assign operator login phrases; and grant or deny the use of multiple updates to each operator.
 - Create an events calendar that signals the system to automatically perform an action at a specified date and time (i.e., deny access during holidays or run an end of quarter report).
 - Specify time period names for use in accounting and reporting, and describe locations and cardholder privileges (i.e., first shift, breakfast, etc.).
 - Monitor the status of card readers (online, offline, or inactive) by location or by group.
 - Define activities or functions (privileges) that a cardholder is allowed to perform. The system must support monetary (credit/debit), count/points, activity (yes/no), and access-type privileges that reference the central cardholder database.
 - Segregate funds into multiple accounts for a cardholder, and provide automatic links between accounts, if desired, to provide the cardholder with a reserve.
 - Assign and revoke cardholder privileges and suspend and reactivate the use of privileges.
 - Manage cardholder account funds (i.e. deposits, transfers, withdrawals, etc.) and perform exchanges.
 - Designate damaged, forgotten, lost, and stolen cards immediately; activate expired cards; set personal credit limits; and activate and suspend card.
 - Send and cancel user-defined messages to cardholders.
 - Perform system backups automatically and on demand.
 - Follow GAAP – Generally Accepted Account Principles
 - Allow branch campus administrators to manage access at their branch campuses.

ID System Software

- The ID system software must be able to:
 - Accessible via the world wide web - URL
 - Support multiple identifier numbers, such as SSN and ISO numbers, for each cardholder.
 - Add, change and delete cardholder prepaid services accounts.
 - Add, change, and delete cardholders individually or by group (i.e. multiple updates).
 - Review cardholder characteristics.
 - Use a central database to store all card holders' information. Local databases are unacceptable.

POS System Software

- The POS software must be able to:
 - Designate POS operators as cashiers or managers to determine the number of functions the operator can perform (i.e. operators designated as managers can use keys defined for manager use only; operators designated as cashiers cannot.)
 - Restrict the use of any designated key to a manager.
 - Assign each manager or cashier to a specific location or locations.
 - Define products sold individually and groups of products sold at one price (combos).
 - Provide for multiple different types of tenders to include check, cash, split, points/debit/credit, cash equivalency, etc.
 - Define separate keyboards for each time period in all locations and automatically download the information to the POS device from a single workstation.
 - Define operating schedules for accounting and reporting. The software must support a minimum of six time periods per location.
 - Create Price Lookup (PLU) lists that identify the products and combos for which there may or may not be preset keys.
 - Group card readers that have the same operating characteristics (i.e., operating schedules, keyboards, time periods, etc.) into locations.
 - Reside on same single server deployment
 - Allow cashiers or managers to add an open text comment to a transaction
- API software
 - The application programming interface (i.e., API) provides an integrative solution for managing ancillary cardholder information, product information, and network configuration. The API must:
 - Handle real-time communications with the network of card readers.
 - Record and upload transactions stored during offline operations.
 - Interface between the proposed software and existing Seattle Central systems – including enterprise database integration and administration (SQL Server).
 - Integrate with Active Directory and users credentials.
 - Incorporate a real-time, Nightly Batch, or Cloud Synchronization Process -- the raw data must be synchronized (in the correct database schema) on a nightly basis in a SQL Server database format.
 - Include a description of the product. If the product is module based, customizable (e.g. adding data fields or DBA activities, reporting, etc.), identify all modules and capabilities. Provide some screenshots of the application.
 - Include a description of Software tools and language used to create the API.
 - Include a database schema diagram.

- Describe how software coding is handled (e.g. in-house, outsourced). Also, describe the procedure regarding how a customer requests new API features/capabilities.
- Describe how technical support is handled – explain what tools are used to provide assistance.
- Provide a description of the total number of clients and corresponding number of end users supported by the API.

Utilities

- The proposed system must provide the ability to schedule a utility to run at a specific time automatically.
- The proposed system must include a standardized interface for scheduling utilities to run and reports to print.

System Security

- The system administration software must be able to control access to the designated software programs, functions, workstations, printers, privileges, and privilege accounts. Specifically, it is required that the system security codes are able to:
 - Be department-specific to restrict access.
 - Offer operator-defined password protection.
 - Allow operators to select individual workstation timeout values.

Reporting Capabilities

- The software must be able to support, at a minimum, the following mandatory reporting capabilities. Please include a set of sample reports.
 - Display information on one cardholder, all cardholders, or cardholders within a specified range of ID numbers for a specified date.
 - Report the actions of a specified cardholder for a range of dates and times.
 - Schedule the date and time that reports can be run automatically (i.e. without operator attention).
 - Reconcile the balances of credit/debit accounts with the balance of all reader transactions for a specified date.
 - Report all or some of the transactions performed by an authorized operator for a range of dates.
 - Report the number of patron sales in detail (i.e. peak periods).
 - Report the quantity of different products selling at a specified location during a specified period of time for a specified range of dates.
 - Report sales and patron counts for all or selected locations for a range of dates and times.

Interfacing with Third-Party Systems

- Describe the capabilities of your software to integrate with existing campus commerce applications such as bookstore, print management and what/if any customization is required to do so. Describe what processes

are in place to ensure compatibility with these applications as new versions are released.

- Student Management Systems
 - Banking/Electronic Funds Transfer
 - Bookstore Systems
 - Library Systems
 - Inventory Management Systems
 - Network Print Management Systems
 - Student Tracking Systems
 - Dining Services
- Please describe your certification process for 3rd party interfaces
 - Protecting the integrity of any database is extremely important, especially when that database is responsible for storing sensitive cardholder data, account balances and financial transactions.
 - In terms of integration with other third party systems, how does the proposed system protect the integrity of its data?
 - Do these methods prevent and/or limit the ability for other systems to integrate with it? Please describe.
 - Does the proposed system allow for true real-time data exchange with other third party systems?
 - Describe the technology and methodologies used by the proposed system to accomplish this.

Security Management Components

Door Access

- Access Control Software
 - The door access software application must use the same database and server as the system for processing commerce transactions
 - The door access software application must allow distributed management and monitoring as follows:
 - Available from any networked workstation
 - Secured application login as well as network credentials
 - Door lists and preferences per User
 - Alarm filtering / sorting
 - Alarm notification via workstation interface
 - Alarm acknowledgement with the ability to add notes
 - The door access software application must provide ease of use for the following:
 - Graphical schedule previews for doors and permission time frames
 - Graphical customer preview of access to specific doors
 - Role based process flow and interface
 - Ability to group doors by a logical door group, physical building, and area.
 - Ability to make group configuration changes

- Ability to report on corresponding doors in a group
- Ability to assign multiple “plans” to a card holder. A plan is a compilation of the permissions that have been defined for a group of like cardholders for access or denial of access to a door or a group of doors.
- The door access software application must use provide scheduling flexibility for the following:
 - Unlimited holiday scheduling
 - Unlimited special day overrides definable for individual or groups of people or doors

IP-capable Access Control Card Readers

- Access control card readers are used to control access at doors, parking lot gates, etc. The readers must:
- Provide three Light-Emitting Diodes (LEDs) to indicate if card entry is valid, denied, or the card must be reinserted. (For security reasons, Seattle Central College access control card readers must not visually indicate an offline condition.)
- Have control electronics mounted remotely within the interior of the secured area.
- Be protected against power line disturbances (i.e. have power line filter and watchdog timer circuitry).
- Be able to store up to 5,000 transactions while offline, and automatically upload stored transactions upon going online.
- Be able to support a downloaded cardholder privilege database of at least 20,000 for offline authorization.
- Be able to support an optional Personal Identification Number (PIN) pad.
- Be capable of interfacing with proximity card recognition devices.
- Be able to support multiple alarm inputs/outputs that will activate other types of peripheral equipment (lights, video camera, sirens, etc.).
- Be able to support multiple independent doors
- Be able to support multiple doors (up to 8) per controller
- Must use native TCP/IP Controller communication back to the host server (no terminal servers)
- Wireless Access Control capabilities are required.
- Access Control devices must integrate with video surveillance applications.

Commerce Components

Readers

Point-of-Sale (POS) Card Reader

- The Point-of-Sale (POS) card readers are used for food services, bookstore, etc. The readers must be a single, countertop device, featuring a continuous swipe-through style card slot or proximity reader and be constructed of durable components. Device must be Touch Screen, not

require an additional server for reporting or administration needs, and Native IP capable for communication method. Please describe the features of the proposed POS card reader devices.

Kiosks

- Self service kiosks are used for unattended cardholder account management as well as food ordering and payment within dining services. The devices must include multiple mount options, including pedestal or tabletop. Device must be Touch Screen, not require an additional server for reporting or administration needs, and Native IP capable for communication method. Please describe the features of the proposed self-service kiosk devices.

IP-capable Activity Reader

- The Activity Reader is used to enable and track cardholder access, basic POS and participation in a wide variety of activities across campus. The Activity Reader must be a portable, stand-alone device capable of operating both online and offline at indoor and outdoor locations across campus. Please describe the features of the proposed Activity reader device including IP communication abilities and the data encryption method.

IP-capable Vending Reader

- The IP Vending Reader is used to complete cardholder transactions at snack and beverage vending machines. Please describe the features of the proposed Vending reader device including IP communication and data encryption abilities.

IP-capable Copy Machine Reader

- The IP Copy Machine Reader must be a space-saving, easily mountable reader with a horizontal-swipe card slot. Must be able to track both cash and debit/credit transactions. Please describe the features of the proposed Copy Machine reader device including IP communication and data encryption abilities.

IP-capable Dining Center/Services Reader

- The IP Dining Center/Services Reader is used to complete card holder transactions at the dining center. Must be able to track both cash and debit/credit transactions. Please describe the features of the proposed Dining Center/Services reader device including IP communication and data encryption abilities.

Wireless Reader

- The Wireless Reader must integrate with the transaction system and all transactions must be processed over a wireless network without the need for a separate server or additional computer hardware. The desired features are listed below:
 - Support on-line and off-line functionality
 - Campus Card Validation—providing Activity/Count (Yes/No)
 - Campus Card Debit/Credit transactions

- Deposit/Refund
- Balance Inquiry
- Portable Point of Sale
- Support Cellular or wireless LAN connectivity.

Please describe the features of the proposed Wireless reader device and the data encryption method.

Card Valuation Center

- Seattle Central College requires an online device that:
 - Allows cardholders to make unattended deposits into existing accounts, and to check on the balance or status of any account.
 - Can be configured to dispense pre-encoded visitor cards, if desired, and enables visitors to deposit funds into a master visitor account for their use while on campus.
 - Is mountable on both vertical (wall) and horizontal (shelf, pedestal, etc.) surfaces.
 - Houses a bill validator, a card swipe reader, a receipt printer and a card dispenser.
 - Displays a welcome message that alternates with legends describing the options available.
 - Is built with tamper-resistant, rugged metal construction.
 - Accepts Credit Cards as form of payment for deposits.

Web Access

Web Based Depositing Center

- The Seattle Central College requires a web-based application that allows a student, or other authorized individuals, to remotely make deposits to the student's college card account(s). It must:
 - Permit students to view their account activity and balances online, and to make deposits, using credit card accounts.
 - Permit parents, or others authorized by a student, to make deposits via credit card accounts to his/her college card account(s). Access to other student account information (balances, usage data, etc.) must not be permitted.
 - Be a core product of the application and cannot be an application provided by a partner or business alliance.
 - Have the ability to be hosted on campus or hosted by the vender.
 - Please detail the web-based methodology for communication with cardholders and visitors
 - Does the system provide Regulation E Compliant formatted statements?
 - Does the system provide Ecommerce application for selling of goods and services

Off-Campus Merchant

Describe your system's capabilities for off campus merchant programs in the following areas:

- Merchant Recruitment
- Merchant Support
- Funds Settlement
- Card Program Marketing
- Consultative Card Program Support

System Support

Implementation and Installation

Delivery and Installation Schedule

- Indicate the dates you would complete the following in order to have final acceptance testing completed and underway no later than September 1, 2018.
 - Site survey completed by Vendor
 - Printed ID card blanks delivered
 - Core server components and software delivered
 - Card readers installed and tested
 - All hardware and software installed and operational
 - On-site final training and checkout
 - Acceptance testing completed or underway: No later than September 1, 2018

The Vendor must provide Seattle Central College with system implementation and installation support and assistance. Please describe the services you will provide. Associated costs for these services must be specified in the Quotation section of the Vendor's response.

Training Program

The Vendor must provide training for the proposed hardware and software. Please describe the training program provided for the proposed system, and indicate whether the proposed training is on-site or off-site. Training costs must be specified in the Quotation section of the Vendor's response.

Customer Service and Support

Please describe your Customer Service and Support program, including a customer support site via the internet. Associated costs for the program services must be specified in the Quotation section of the Vendor's response.

System User Group

Please indicate if there is an established system user group, what part the user group plays in system development, and how often the user group meets.

Online Documentation

Please describe the system's online documentation resources.

System Warranty and Maintenance

System Warranty

Please describe in detail the system warranty proposed by the Vendor.

System Maintenance

Please describe in detail the maintenance agreement and coverage proposed by the Vendor.

As stated in the General Terms and Conditions, the Purchaser does not warrant or guarantee any purchase of a particular quantity of goods beyond the initial order. The information below is provided solely to facilitate the Respondent's response to the solicitation.

Brand names, if used in this solicitation, are intended solely to establish a standard against which other brands or trade name products shall be measured. By submitting a response, the Respondent expressly warrants all products and services to be provided are at least equal in quality, performance and use to the standard of quality identified in the solicitation. Any response containing a brand that is not of equal quality, performance and use to the standard of quality identified in the solicitation shall be rejected as non-responsive.

C. INFORMATION TO BE PROVIDED BY RESPONDENTS

Your response must contain one original and **four (4)** copies of:

- 1) Proposal/Specifications:** A complete description of the goods and/or services to be provided and methods to be used, if appropriate, of no more than 20 pages in length;

Basic System Components

- Card Production:
Two (2) production systems (camera and printer) with future option to add up to two (2) additional
- ID Cards:
Scalable upward with a minimum of 13,000
- Third Party Integration Interfaces
Student Management System, Library, Financial Management System, Dining Services, Copy Center, etc., that will interface with the Campus-Wide system.

Commerce Applications - Reader Components

- Point of Sale Card Reader – Five (5)
Each with receipt printer, patron display, bar code scanner and programmable product keys
- Kiosks – One (1)

- IP-capable Activity Reader - Two (2)
- IP-capable Vending Reader - Twenty (20)
- IP-capable Copy Machine Reader - Four (4)
- IP-capable Dining Services/Center Reader - One (5)
- Wireless Reader- One (1)
- Card Valuation Center - One (1)
- Web Access
- Web Based Depositing Center - One (1)
- Off Campus Merchant
Provide fees associated with merchant recruitment and support, funds settlement as well as all associated card program marketing

Security Management Applications

- Access Control – Scalable with minimum of twenty four (24) doors
- Mass Notification:
- Provide associated costs for mass notification for Seattle Central College;

- 2) **Organizational History and Ability:** A clear demonstration of your organization’s history and experience providing services comparable in size and scope to that described in Section B of this solicitation;
- 3) **Management Staff Experience:** Evidence of the expertise and experience of key personnel to be assigned to this project (resume, C.V., or similar applicable documents), to include evidence of certification or authorization to perform the services specified, if such certification is required by law, regulation, or requested in this solicitation;
- 4) **Proposed Price:** Detailed information of potential revenues, costs, and fees, along with a summary of the nature and structure of the proposed management and fee schedule;
- 5) **Required Forms:** Completed copies (signed when requested) of all forms appended to this solicitation.
- 6) **Content Organization:** To facilitate evaluation, responses should address each element above. The material should be organized in the order of the outline above and clearly address the issues set forth in the evaluation criteria specified in Section D of the Solicitation.
- 7) **Amendments and Withdrawals:** A Respondent may amend a Response at any time prior to the date and times specified for receipt of responses, and withdraw from the selection process without recourse at any time.

D. EVALUATION CRITERIA

Responses will be evaluated based on the criteria listed in this section. In preparing the response, it is important for Respondents to clearly demonstrate their expertise in the areas

described in this document. Because multiple areas of expertise may be required for successfully providing the requested product, the Respondent must demonstrate expertise and have available adequate quantities of experienced personnel in all of the areas described.

Respondents are encouraged to identify and clearly label in their response how each criterion is being fully addressed. Evaluation of responses to this solicitation will be based only on the information provided in the response, and if applicable, interviews, and reference responses. The Purchaser reserves the right to request additional information or documentation from the Respondent regarding its response documents, personnel, financial viability, or other items in order to complete the selection process.

If a Respondent chooses to provide additional materials in their response beyond those requested, those materials should be included in a separate section of the response. In submitting a response, the Respondent agrees that any costs or prices proposed shall be valid for a minimum of 90 days from the response due date.

Responses will be evaluated based on the criteria specified below, and in accordance with the relative weight specified below:

Scale: 5 = Superior 3 = Met Expectations 1= Marginal 0 = Unsatisfactory

Evaluation Criteria		Maximum Points
1	Technical Aspects	5
2	System Management	5
3	Implementation	5
4	Cost of the RFP	5
5	Criteria Description	5
Maximum Total Points		25

E. QUESTIONS AND SOLICITATION REQUIREMENTS

- 1) **Due Date for Questions:** Technical questions regarding substantive matters related to this RFP or requests for further information must be submitted in writing in accordance with the deadline and submission requirements specified on Page One of this RFP.
- 2) **Due Date and Place for Submission:** Sealed responses must be received by the Purchaser by the date and time and at the place specified on Page One of this Solicitation. Responses must be clearly labeled on the outside of the envelope or other container holding the response, and must identify the Solicitation Number and Title, and the Respondent’s Name, Address, and Telephone Number.

Upon receipt of each Response, the Purchasing Department will date-stamp it to show the exact time and date of receipt. Upon request, Purchasing will provide the Respondent with an acknowledgment of receipt. Respondents are encouraged to ensure that their

response arrives sufficiently prior to the deadline to permit this action. The deadline is firm as to place, date, and time. The Purchaser will not consider any response received after the deadline and will return all such responses unopened.

All responses shall become the property of the Purchaser upon receipt.

- 3) ***Faxed are not acceptable and will not be considered.***
- 4) **Required Number of Copies:** Respondents to this RFP shall submit one original Response along with the required number of copies to the address stated on Page one of this Solicitation. Each of the forms indicated below must also be completed and submitted with the original response:

a. Respondent Fact Sheet

- 5) **Addenda:** In the event there are changes or clarifications to this Solicitation, the Purchaser will issue addenda as necessary. Addenda will be transmitted to Solicitation recipients via email, fax transmittal, US Postal Service, or other delivery service as is most efficient and economical.

Respondents are cautioned not to seek any information regarding this solicitation from any Purchaser personnel other than the Procurement Director. Any such action may constitute grounds for rejection of a response. Only written information provided via addenda shall be deemed binding on the Purchaser.

- 6) **Rights Reserved by the Purchaser:** The Purchaser reserves the right to waive as informality any error or irregularity it finds in a response. Informality is an immaterial variation from the exact requirements of the competitive solicitation, having no effect or merely a minor or negligible effect on quality, quantity, or delivery of the supplies or performance of the services being procured, and the correction or waiver of which would not affect the relative standing of, or be otherwise prejudicial to bidders.

The Purchaser also reserves the right to reject any or all responses, and to cancel a solicitation at any time prior to execution of a contract.

- 7) **Notification:** The Purchaser will generally not disclose the names of respondents, or the number of respondents until a contract has been awarded.
- 8) **Proprietary Information & Public Disclosure:** Proposals submitted in response to this competitive procurement shall become the property of the Purchaser. All proposals received shall remain confidential to the fullest extent permissible by law until the contract, if any, resulting from this RFP is signed by the Contract Administrator, and the apparent successful Contractor.

Any information in the proposal that the Respondent desires to claim as proprietary and exempt from disclosure under the provisions of Chapter 42.56 RCW, or other state or federal law that provides for the nondisclosure of your document, *must be clearly designated*. The information must be clearly identified and the particular exemption from disclosure upon which the Respondent is making the claim must be cited. Each page containing the information claimed to be exempt from disclosure must be clearly identified by the words "Proprietary Information" printed on the lower right hand corner of the page. Marking the entire proposal exempt from disclosure or as Proprietary Information will not be honored.

If a public records request is made for the information that the Respondent has marked as "Proprietary Information," the Purchaser will notify the Respondent of the request and of the date that the records will be released to the requester unless the Respondent obtains a court order enjoining that disclosure. If the Respondent fails to obtain the court order enjoining disclosure, the Purchaser will release the requested information on the date specified. If a Respondent obtains a court order from a court of competent jurisdiction enjoining disclosure pursuant to Chapter 42.56 RCW, or other state or federal law that provides for nondisclosure, the Purchaser shall maintain the confidentiality of the Respondent's information per the court order.

There will be a charge for copying and shipping in accordance with the Purchaser's policy. No fee shall be charged for inspection of contract files at the Purchaser's Purchasing Department. All requests for information should be directed to the Procurement Coordinator.

F. SELECTION PROCESS

- 1) **Determination of Responsiveness:** Responses received by the time and date specified for receipt will be reviewed initially to determine responsiveness. To be considered responsive, a response must reflect all required components, and be sufficient in clarity and detail to be effectively evaluated. The Purchaser reserves the right to consider the actual level of Respondent's compliance with the requirements specified in this solicitation and to waive informalities in a Response. Evaluation panels will only evaluate Responses meeting this requirement. Any Respondents whose response is determined to non-responsive will be notified of the determination in the most expeditious and timely manner available.
- 2) **Evaluation of Responses:** An evaluation panel will rate all responses to this Solicitation that have been determined to be responsive. The evaluation shall be based on the criteria specified in Section D above. Based on its initial evaluation, the panel may:
 - a. Make a recommendation to the Procurement Director and request authority to negotiate a Contract with one or more proposers; or
 - b. Seek additional information from Respondents and/or invite Respondents to attend an interview or make a presentation, and make a recommendation to the Purchasing Manager upon consideration of the additional information.
- 3) **Determination of Responsibility:** The Purchaser reserves the right to conduct reference checks, either during or immediately after the review of responses, or any subsequent point in the process selection process.

In the event that information received from the reference checks suggests a need for concern regarding the Respondent's past performance, or their apparent ability to successfully perform the contract to be executed based on this RFP, the Purchaser may, at its sole discretion, determine that the Respondent is not responsible and may select the next highest-ranked Respondent whose reference checks validate the ability of the proposer to successfully perform the contract to be executed based on this Solicitation.

In conducting reference checks, the Purchaser may include itself as a reference if the Respondent has performed work for the Purchaser, even if the Respondent did not identify the Purchaser as a reference.

In determining Respondent's responsibility, the following elements shall be given consideration:

1. The ability, capacity, and skill of the Respondent to perform the contract or provide the service required;
 2. The character, integrity, reputation, judgment, experience, and efficiency of the Respondent;
 3. Whether the Respondent can perform the contract within the time specified;
 4. The quality of performance of previous contracts or services;
 5. The previous and existing compliance by the Respondent with laws relating to the contract or services;
 6. Responses provided by the Respondent's references;
 7. The Respondent's demonstrated record of fiscal and financial integrity;
 8. The Respondent's previous performance providing goods and/or services to the Purchaser, whether the Purchaser was or was not listed as a reference; and
 9. Such other information as may be secured having a bearing on the decision to award the contract.
- 4) **Protest:** Any protest of the selection process shall be resolved in accordance with the Purchaser's Protest Policy and Procedures, which can be obtained from the Procurement Director.

G. CONTRACT AWARD, NOTIFICATION AND NEGOTIATIONS

- 1) **Contract Award:** Upon review and approval, the Purchaser will notify the selected contractor of the award, and commence negotiations to execute a contract. The Purchaser will also notify any other Respondents of the award.
- 2) **Negotiations:** The Purchaser shall, if necessary, negotiate with the most qualified Respondent, as determined by evaluation of the responses and, if applicable, interviews or presentations. If the Purchaser is unable to reach agreement with the highest ranked firm, it may negotiate with the second highest ranked firm, proceeding in turn to each firm, in order of rank, until a contract is executed.
- 3) **Contract Term:** The Purchaser expects to execute a Contract for **five (5) years**. At the Purchaser's option, an amendment may be executed extending the Contract for two (2) additional **one-year (1)** periods, along with appropriate adjustments in the scope of work and compensation.

H. ADMINISTRATIVE INFORMATION

- 1) **Minority-owned and Women-owned Business Enterprises:** The Purchaser strongly encourages minority-owned and women-owned businesses, socially and economically disadvantaged business enterprises, and small businesses to submit responses, to participate as partners and/or to participate in other business activity in response to this RFP.
- 2) **Basic Eligibility:** The successful Respondent must be licensed to do business in the State of Washington and must have a state Unified Business Identifier (UBI) number. In addition, the successful Respondent and any subcontractors must not be debarred, suspended, or otherwise ineligible to contract with the Purchaser, and must not be included on the United States Government's "List of Parties Excluded From Federal Procurement and Nonprocurement Programs" or the State of Washington's listing of debarred or suspended contractors.

3) Interlocal Agreements: The Purchaser has entered into Interlocal Purchasing Agreements with other governmental agencies, pursuant to RCW 39.34. The Contractor agrees to sell additional services at the offer prices and terms and conditions to other campus locations of the Seattle College District, as well as eligible governmental agencies that have such agreements with the Purchaser. The Purchaser accepts responsibility for the payment of the purchase price by other campus locations of the Seattle College District. The Purchaser accepts no responsibility for the payment of the purchase price by other governmental agencies.

4) Other Contracts: During the original term and all subsequent renewal terms of the contract resulting from this Solicitation, the Purchaser expressly reserves the right, through any other sources available, to pursue and implement alternative means of soliciting and awarding similar or related services as described in this Solicitation.

5) Defined Terms: Terms utilized in this solicitation are defined as follows:

All defined terms included in the General Conditions are deemed to apply as defined terms in this solicitation. The terms below are also defined terms for purposes of the Solicitation.

Addendum: A change to the specifications, terms, conditions, or schedule of a solicitation transmitted to potential Respondents in writing by the Procurement Coordinator.

Procurement Coordinator: The individual identified by the Purchaser as the sole party to receive inquiries or questions concerning this Solicitation.

Respondent: Individual, Corporation, Partnership, or other party who submits a response to this solicitation. The common terms Bidder, Proposer, and Offer or, Contractor, or Consultant are considered to be equivalent terms for purposes of common understanding.

Response: The complete body of material provided by the Respondent pertaining to the solicitation, including any written documents, samples, literature, or verbal communications during oral interviews or presentations. May also be referred to as “Proposal” as in Request for Proposals

End of Solicitation, other than forms and attachments