
ITS *Mississippi Department of Information Technology Services*

RFP No: 3646

INVITATION: Sealed proposals, subject to the attached conditions, will be received at this office until March 8, 2011 @ **3:00 p.m.** Central Time for the acquisition of the products/services described below for State of Mississippi.

Submissions offered for inclusion on the E-911 Public Safety Answering Point (PSAP) Express Products List to be used in the acquisition of specific categories of PSAP equipment and related services for the State of Mississippi.

The Vendor must submit proposals and direct inquiries to:

Anthony Hardaway
Technology Consultant
Information Technology Services
3771 Eastwood Drive
Jackson, MS 39211
(601) 432-8110
anthony.hardaway@its.ms.gov

To prevent opening by unauthorized individuals, all copies of the proposal must be sealed in the package. The following must be clearly typed on a label affixed to the package in a clearly visible location:

PROPOSAL, SUBMITTED IN RESPONSE TO
RFP NO. 3646
due March 8, 2011 @ 3:00 p.m.,
ATTENTION: Anthony Hardaway

David L. Litchliter
Executive Director, ITS

ITS RFP Response Checklist

RFP Response Checklist: These items should be included in your response to RFP No. 3646.

- _____ 1) One clearly marked original response of the complete proposal. Label the front and spine of the three-ring loose-leaf binder with the Vendor name and RFP number. Include the items listed below inside the binder. Please DO NOT include a copy of the RFP in your binder.
- _____ 2) *Submission Cover Sheet*, signed and dated. (Section I)
- _____ 3) *Proposal Exception Summary*, if applicable (Section V)
- _____ 4) Vendor response to *RFP Questionnaire* (Section VI)
- _____ 5) Point-by-point response to *EPL Process Specifications* (Section VIII)
- _____ 6) Point-by-point response to *Technical Specifications* (Section IX)
- _____ 7) *Vendor Contacts and Service Fees for Sellers* (Section X)
 - Paper print out of two spreadsheets
 - Electronic copy on diskette or CD
- _____ 8) Response to *Manufacturer Sponsoring Reseller Group Questionnaire* (Section XI) – Manufacturers sponsoring a group only
- _____ 9) *Cost Information Submission* (Section XII)
 - Paper print out of spreadsheets
 - Electronic copy on diskette or CD
- _____ 10) Vendor response to *Marketing Report* (Section XIII) – Vendors awarded under previous RFP 3504 only
- _____ 11) References (Section XIV)

Table of Contents

SECTION I	4
SUBMISSION COVER SHEET & CONFIGURATION SUMMARY	4
PROPOSAL BONDS	5
SECTION II	6
PROPOSAL SUBMISSION REQUIREMENTS	6
SECTION III.....	10
VENDOR INFORMATION	10
SECTION IV	14
LEGAL AND CONTRACTUAL INFORMATION	14
SECTION V	25
PROPOSAL EXCEPTIONS	25
PROPOSAL EXCEPTION SUMMARY FORM	27
SECTION VI	28
RFP QUESTIONNAIRE.....	28
SECTION VII.....	31
EXPRESS PRODUCT LIST OVERVIEW	31
SECTION VIII.....	38
EPL PROCESS SPECIFICATIONS.....	38
SECTION IX	54
TECHNICAL SPECIFICATIONS	54
SECTION X.....	63
VENDOR CONTACTS AND SERVICE FEES FOR SELLERS.....	63
SECTION XI	66
MANUFACTURER SPONSORING RESELLER GROUP QUESTIONNAIRE	66
SECTION XII.....	69
COST INFORMATION SUBMISSION	69
SECTION XIII.....	74
MARKETING REPORT.....	74
SECTION XIV.....	76
REFERENCES.....	76
REFERENCE FORM.....	77
SUBCONTRACTOR REFERENCE FORM.....	78
EXHIBIT A.....	79
STANDARD CONTRACT.....	79

SECTION I
SUBMISSION COVER SHEET & CONFIGURATION SUMMARY

Provide the following information regarding the person responsible for the completion of your proposal. This person should also be the person the Mississippi Department of Information Technology Services, (**ITS**), should contact for questions and/or clarifications.

Name	_____	Phone #	_____
Address	_____	Fax #	_____
	_____	E-mail	_____

Subject to acceptance by **ITS**, the Vendor acknowledges that by submitting a proposal AND signing in the space indicated below, the Vendor is contractually obligated to comply with all items in this Request for Proposal (RFP), including the Standard Contract in Exhibit A if included herein, except those listed as exceptions on the Proposal Exception Summary Form. If no *Proposal Exception Summary Form* is included, the Vendor is indicating that he takes no exceptions. This acknowledgement also contractually obligates any and all subcontractors that may be proposed. Vendors who sign below may not later take exception to any point during contract negotiations. The Vendor further certifies that the company represented here is an authorized dealer in good standing of the products/services included in this proposal.

_____/_____
Original signature of Officer in Bind of Company/Date

Name (typed or printed)	_____
Title	_____
Company name	_____
Physical address	_____

State of Incorporation	_____

CONFIGURATION SUMMARY

The Vendor must provide a summary of the main components of products/services offered in this proposal using 100 words or less.

PROPOSAL BONDS

A Proposal Bond is not required for this procurement.

SECTION II

PROPOSAL SUBMISSION REQUIREMENTS

The objective of the Proposal Submission Requirements section is to provide Vendors with the information required to submit a response to this Request for Proposal (RFP). A Vendor who has responded to previous RFPs issued by **ITS** should not assume that the requirements are the same, as changes may have been made.

1. Failure to follow any instruction within this RFP may, at the State's sole discretion, result in the disqualification of the Vendor's proposal.
2. The State has no obligation to locate or acknowledge any information in the Vendor's proposal that is not presented under the appropriate outline according to these instructions and in the proper location.
3. The Vendor's proposal must be received, in writing, by the office of **ITS** by the date and time specified. **ITS** is not responsible for any delays in delivery or expenses for the development or delivery of proposals. Any proposal received after proposal opening time will be returned unopened. Any proposal received with insufficient postage will be returned unopened.
4. Proposals or alterations by fax, e-mail, or phone will not be accepted.
5. Original signatures are required on one copy of the Submission Cover Sheet and Configuration Summary, and the Vendor's original submission must be clearly identified as the original. The Vendor's original proposal must include the Proposal Bond, (if explicitly required in Section IV).
6. **ITS** reserves the right to reject any proposals, including those with exceptions, prior to and at any time during negotiations.
7. **ITS** reserves the right to waive any defect or irregularity in any proposal procedure.
8. The Vendor may intersperse their response following each RFP specification but must not otherwise alter or rekey any of the original text of this RFP. If the State determines that the Vendor has altered any language in the original RFP, the State may, in its sole discretion, disqualify the Vendor from further consideration. The RFP issued by **ITS** is the official version and will supersede any conflicting RFP language submitted by the Vendor.

The Vendor must conform to the following standards in the preparation of the Vendor's proposal:

- 8.1 The Vendor is required to submit one clearly marked original response of the complete proposal, including all sections and exhibits, in three-ring binders.

- 8.2 To prevent opening by unauthorized individuals, all copies of the proposal must be sealed in the package. A label containing the information on the RFP cover page must be clearly typed and affixed to the package in a clearly visible location.
 - 8.3 Number each page of the proposal.
 - 8.4 Respond to the sections and exhibits in the same order as this RFP.
 - 8.5 Label and tab the responses to each section and exhibit, using the corresponding headings from the RFP.
 - 8.6 If the Vendor does not agree with any item in any section, then the Vendor must list the item on the *Proposal Exception Summary Form*. (See Section V for additional instructions regarding Vendor exceptions.)
 - 8.7 Occasionally, an outline point in an attachment requests information which is not applicable to the products/services proposed. If the Vendor is certain the point does not apply to the given RFP, the Vendor should respond with “NOT APPLICABLE.”
 - 8.8 Where an outline point asks a question or requests information, the Vendor must respond with the specific answer or information requested.
 - 8.9 When an outline point/attachment is a statement provided for the Vendor’s information only, the Vendor need only read that point. The Vendor acknowledges having read and accepting, or taking exception to, all sections by signing the *Submission Cover Sheet* and providing a *Proposal Exception Summary Form*.
 - 8.10 Where a minimum requirement has been identified, respond by stating the item (e.g., device name/model number, guaranteed response time) proposed and how it will meet the specifications.
 - 8.11 The Vendor must fully respond to each requirement within the *Technical Specifications* by fully describing the manner and degree by which the proposal meets or exceeds said requirements.
9. It is the responsibility of the Vendor to clearly identify all costs associated with any item or series of items in this RFP. The Vendor must include and complete all parts of the cost proposal in a clear and accurate manner. **Omissions, errors, misrepresentations, or inadequate details in the Vendor’s cost proposal may be grounds for rejection of the Vendor’s proposal. Costs that are not clearly identified will be borne by the Vendor.** The Vendor must complete the *Cost Information Submission* in this RFP, which outlines the minimum requirements for providing cost information. The Vendor should supply supporting details as described in the *Cost Information Submission*.

10. **ITS** reserves the right to request additional information or clarification of a Vendor's proposal. The Vendor's cooperation during the evaluation process in providing **ITS** staff with adequate responses to requests for clarification will be considered a factor in the evaluation of the Vendor's overall responsiveness. Lack of such cooperation or failure to provide the information in the manner required may, at the State's discretion, result in the disqualification of the Vendor's proposal.
11. Unsolicited clarifications and updates submitted after the deadline for proposals will be accepted or rejected at the sole discretion of **ITS**.
12. Unsolicited clarifications in the evaluation and selection of lowest and best proposal will be considered only if all the following conditions are met:
 - 12.1 A clarification to a proposal that includes a newly announced product line or service with equal or additional capability to be provided at or less than the proposed price will be considered.
 - 12.2 Information provided must be in effect nationally and have been formally and publicly announced through a news medium that the Vendor normally uses to convey customer information.
 - 12.3 Clarifications must be received early enough in the evaluation process to allow adequate time for re-evaluation.
 - 12.4 The Vendor must follow procedures outlined herein for submitting updates and clarifications.
 - 12.5 The Vendor must submit a statement outlining the circumstances for the clarification.
 - 12.6 The Vendor must submit one clearly marked original and 3 copies of the clarification.
 - 12.7 The Vendor must be specific about which part of the original proposal is being changed by the clarification (i.e., must include exact RFP reference to section and outline point).
13. **Communications with State**

From the issue date of this RFP until a Vendor is selected and the selection is announced, responding Vendors or their representatives may not communicate, either orally or in writing regarding this RFP with any statewide elected official, state officer or employee, member of the legislature or legislative employee except as noted herein. To ensure equal treatment for each responding Vendor, all questions regarding this RFP must be submitted in writing to the State's contact person for the selection process, and not later than the last date for accepting responding Vendor questions provided in this RFP. All

such questions will be answered officially by the State in writing. All such questions and answers will become addenda to this RFP, and they will be posted to the ITS web site. Vendors failing to comply with this requirement will be subject to disqualification.

- 13.1 The State's contact person for the selection process is: Anthony Hardaway, Technology Consultant, 3771 Eastwood Drive, Jackson, MS 39211, 601-432-8110, anthony.hardaway@its.ms.gov
- 13.2 Vendor may consult with State representatives as designated by the State's contact person identified in 13.1 above in response to State-initiated inquiries. Vendor may consult with State representatives during scheduled oral presentations and demonstrations excluding site visits.

SECTION III VENDOR INFORMATION

The objective of the Vendor Information section of this RFP is to provide Vendors with information required to respond to the RFP successfully.

1. **Interchangeable Designations**

The terms “Vendor” and “Contractor” are referenced throughout this RFP. Generally, references to the “Vendor” are used in conjunction with the proposing organization and procurement process leading up to the final RFP selection and award. The term “Contractor” denotes the role assumed, post-award, by the winning Vendor. Additionally, the terms “State of Mississippi,” “State” or “ITS” may be used interchangeably throughout this RFP to denote the political entity issuing the RFP and requesting responses from Vendors throughout these specifications. References to a specific agency, institution or other political entity represent the client or customer on whose behalf ITS is issuing the RFP.

2. **Vendor’s Responsibility to Examine RFP**

Vendors must examine all documents, forms, specifications, standard provisions, and instructions.

3. **Proposal as Property of State**

All written proposal material becomes the property of the State of Mississippi.

4. **Written Amendment to RFP**

Any interpretation of an ITS RFP will be made by written amendment only. The State will not be responsible for any other explanation of this RFP. A copy of any amendment will be posted on the ITS website, together with the associated RFP specification. Vendors are required to check the ITS website periodically for RFP amendments before the proposal opening date at: http://www.its.ms.gov/rfps/rfps_awaiting.shtml.

Any and all amendments will be posted no later than noon, seven days prior to the proposal opening date listed on the cover page of this RFP. Should you be unable to access the ITS website, you may contact the ITS technology consultant listed on page one of this RFP and request a copy.

5. **Oral Communications Not Binding**

Only transactions which are in writing from ITS may be considered official. No negotiations, decisions, or actions shall be executed by any Vendor as a result of any discussions with any State employee.

6. **Vendor’s Responsibility for Delivery**

Vendors must ensure, through reasonable and sufficient follow-up, proper compliance with, and fulfillment of all schedules and deliverables specified within the body of this RFP. The State will not be responsible for the failure of any delivery medium for

submission of information to or from the Vendor, including but not limited to, public and private carriers, U.S. mail, Internet Service Providers, facsimile, or e-mail.

7. **Evaluation Criteria**

The State's intent in issuing this RFP is to award a contract to the lowest and best responsive Vendor who meets specifications, considering price and other factors. The Vendor's past performance, cooperation, and ability to provide service and training are general factors that will be weighed in the selection process. More specific information concerning evaluation criteria is presented in *Technical Specifications*.

8. **Multiple Awards**

ITS reserves the right to make multiple awards.

9. **Right to Award in Whole or Part**

ITS reserves the right to approve an award by individual items or in total, whichever is deemed to be in the best interest of the State of Mississippi.

10. **Right to Use Proposals in Future Projects**

The State reserves the right to evaluate the awarded proposal from this RFP, including all products and services proposed therein, along with the resulting contractual terms, for possible use in future projects if (a) it is deemed to be in the best interest of the State to do so; and (b) the Vendor is willing to extend a cost less than or equal to that specified in the awarded proposal and resulting contract. A decision concerning the utilization of a Vendor's proposal for future projects is solely at the discretion of the State and requires the agreement of the proposing Vendor. The State's decision to reuse an awarded proposal will be based upon such criteria as: (1) the customer's business requirements; (2) elapsed time since the award of the original project; and/or (3) research on changes in the Vendor, market, and technical environments since the initial award.

11. **Price Changes During Award or Renewal Period**

A price increase will not be accepted during the award period or the renewal period, unless stipulated in the contract. However, the State will always take advantage of price decreases.

12. **Right to Request Information**

The State reserves the right to request information relative to a Vendor's references and financial status and to visit a Vendor's facilities during normal working hours. The State also reserves the right to request a current financial statement, prepared and certified by an independent auditing firm, and reserves the right to require that Vendors document their financial ability to provide the products and services proposed up to the total dollar amount of the Vendor's cost proposal. The State reserves the right to request information about the Vendor from any previous customer of the Vendor of whom the State is aware, even if that customer is not included in the Vendor's list of references.

13. Vendor Personnel

For RFPs including professional services specifications, the Vendor will be required to provide and/or certify the following for each individual included in the Vendor's proposal:

- 13.1 A direct telephone number at which the individual may be contacted for a telephone interview. The State will pay toll charges in the continental United States. The Vendor must arrange a toll-free number for all other calls.
- 13.2 That, if onsite interviews are required, the individual can be at the specified location in Mississippi within the timeframe specified. All costs associated with onsite interviews will be the responsibility of the Vendor.
- 13.3 That the individual is proficient in spoken and written English;
- 13.4 That the individual is a U.S. citizen or that the individual meets and will maintain employment eligibility requirements in compliance with all INS regulations. The Vendor must provide evidence of identification and employment eligibility prior to the award of a contract that includes any personnel who are not U. S. citizens.
- 13.5 That the personnel assigned to a project will remain a part of the project throughout the duration of the contract as long as the personnel are employed by the Vendor, unless replaced by the Vendor at the request of the State. This requirement includes the responsibility for ensuring all non-citizens maintain current INS eligibility throughout the duration of the contract.

14. Vendor Imposed Constraints

The Vendor must specifically document what limitations, if any, exist in working with any other Contractor acting in the capacity of the State's business partner, subcontractor or agent who may be managing any present or future projects; performing quality assurance; integrating the Vendor's software; and/or providing web-hosting, hardware, networking or other processing services on the State's behalf. The project relationship may be based on roles as either equal peers; supervisory – subordinate; or subordinate – supervisory, as determined by the State. The State recognizes that the Vendor may have trade secrets, intellectual property and/or business relationships that may be subject to its corporate policies or agreements. The State must understand these issues in order to decide to what degree they may impact the State's ability to conduct business for this project. These considerations will be incorporated accordingly into the proposal evaluation and selection process. The understanding reached between the Vendor and the State with regard to this business relationship precludes the Vendor from imposing any subsequent limitations of this type in future project undertakings by the State.

15. **Best and Final Offer**

The State reserves the right to solicit Best and Final Offers (BAFOs) from Vendors, principally in situations in which proposal costs eclipse available funding or the State believes none of the competing proposals presents a Best Value (lowest and best proposal) opportunity. Because of the time and expense incurred by both the Vendor community and the State, BAFOs are not routinely conducted. Vendors should offer their best pricing with the initial solicitation. Situations warranting solicitation of a BAFO will be considered an exceptional practice for any procurement. Vendors that remain in a competitive range within an evaluation may be requested to tender Best and Final Offers, at the sole discretion of the State. All such Vendors will be provided an equal opportunity to respond with a Best and Final Offer under a procedure to be defined by the State that encompasses the specific, refined needs of a project, as part of the BAFO solicitation. The State may re-evaluate and amend the original project specifications should it be deemed necessary in order to improve the opportunity for attaining Best Value scenarios from among the remaining competing Vendors. All BAFO proceedings will be uniformly conducted, in writing and subject to solicitation by the State and receipt from the Vendors under a precise schedule.

16. **Restriction on Advertising**

The Vendor must receive written approval from the State before advertising or referencing the award of the contract or the services being provided. The Vendor must agree not to refer to awards in commercial advertising in such a manner as to state or imply that the firm or its services are endorsed or preferred by the State of Mississippi.

17. **Rights Reserved to Use Existing Product Contracts**

The State reserves the right on turnkey projects to secure certain products from other existing **ITS** contracts if it is in its best interest to do so. If this option is exercised, then the awarded Vendor must be willing to integrate the acquisition and implementation of such products within the schedule and system under contract.

18. **Additional Information to be Included**

In addition to answering each specification within this RFP, the Vendor must include complete product/service information, including product pictorials and technical/descriptive literature relative to any product/service offered with the proposal. Information submitted must be sufficiently detailed to substantiate that the products/services offered meet or exceed specifications.

19. **Valid Contract Required to Begin Work**

The successful Vendor should not commence any billable work until a valid contract has been executed. Any work done by the successful Vendor prior to the execution of the contract is done at the Vendor's sole risk. The State is under no obligation to pay for work done prior to the execution of a contract.

SECTION IV LEGAL AND CONTRACTUAL INFORMATION

The objective of the *Legal and Contractual Information* section is to provide Vendors with information required to complete a contract or agreement with **ITS** successfully.

1. **Acknowledgment Precludes Later Exception**

By signing the *Submission Cover Sheet*, the Vendor is contractually obligated to comply with all items in this RFP, including the *Standard Contract* in Exhibit A if included herein, except those specifically listed as exceptions on the *Proposal Exception Summary Form*. If no *Proposal Exception Summary Form* is included, the Vendor is indicating that he takes no exceptions. Vendors who respond to this RFP by signing the *Submission Cover Sheet* may not later take exception to any item in the RFP during contract negotiations. This acknowledgement also contractually obligates any and all subcontractors that may be proposed. No exceptions by subcontractors or separate terms and conditions will be entertained after the fact.

2. **Failure to Respond as Prescribed**

Failure to respond as described in Section II: *Proposal Submission Requirements* to any item in the sections and exhibits of this RFP, including the *Standard Contract* attached as Exhibit A, if applicable, shall contractually obligate the Vendor to comply with that item.

3. **Contract Documents**

ITS will be responsible for all document creation and editorial control over all contractual documentation related to each procurement project. The following documents will normally be included in all contracts between **ITS** and the Vendor:

- 3.1 The *Proposal Exception Summary Form* as accepted by **ITS**;
- 3.2 Contracts which have been signed by the Vendor and **ITS**;
- 3.3 **ITS'** Request for Proposal, including all addenda;
- 3.4 Official written correspondence from **ITS** to the Vendor;
- 3.5 Official written correspondence from the Vendor to **ITS** when clarifying the Vendor's proposal; and
- 3.6 The Vendor's proposal response to the **ITS** RFP.

4. **Order of Precedence**

When a conflict arises regarding contract intent due to conflicting statements in documents included in the contract, the order of precedence of each document is as listed

above unless modification of order is negotiated and agreed upon by both **ITS** and the winning Vendor.

5. **Additional Contract Provisions**

The contract will also include such additional provisions, which are not inconsistent or incompatible with the material terms of this RFP, as may be agreed upon by the parties. All of the foregoing shall be in such form and substance as prescribed by the State.

6. **Contracting Agent by Law**

The Executive Director of **ITS** is, by law, the purchasing and contracting agent for the State of Mississippi in the negotiation and execution of all contracts for the acquisition of computer and telecommunications equipment, systems, software, and services (Section 25-53-1, et seq., of the Mississippi Code Annotated). **ITS** is issuing this RFP on behalf of the procuring agency or institution. **ITS** and the procuring agency or institution are sometimes collectively referred to within this RFP as "State."

7. **Mandatory Legal Provisions**

7.1 The State of Mississippi is self-insured; all requirements for the purchase of casualty or liability insurance are deleted.

7.2 Any provisions disclaiming implied warranties shall be null and void. See Mississippi Code Annotated Sections 11-7-18 and 75-2-719(4). The Vendor shall not disclaim the implied warranties of merchantability and fitness for a particular purpose.

7.3 The Vendor shall have no limitation on liability for claims related to the following items:

7.3.1 Infringement issues;

7.3.2 Bodily injury;

7.3.3 Death;

7.3.4 Physical damage to tangible personal and/or real property; and/or

7.3.5 The intentional and willful misconduct or negligent acts of the Vendor and/or Vendor's employees or subcontractors.

7.4 All requirements that the State pay interest (other than in connection with lease-purchase contracts not exceeding five years) are deleted.

7.5 Any contract negotiated under this RFP will be governed by and construed according to the laws of the State of Mississippi. Venue for the resolution of any dispute shall be Jackson, Hinds County, Mississippi.

- 7.6 Any contract negotiated under this RFP is cancelable in the event the funding authority does not appropriate funds. Notice requirements to Vendor cannot exceed sixty (60) days.
- 7.7 The State of Mississippi does not waive its sovereign immunities or defenses as provided by law by entering into this contract with the Vendor, Vendor agents, subcontractors, or assignees.
- 7.8 The State will deliver payments to the Vendor within forty-five (45) days after receipt of invoice and receipt, inspection, and approval of Vendor's products/services. No late charges will exceed 1.5% per month on any unpaid balance from the expiration of said period until payment is delivered. See Section 31-7-305 of the Mississippi Code Annotated. Seller understands and agrees that Purchaser is exempt from the payment of taxes.
- 7.9 The State shall not pay any attorney's fees, prejudgment interest or the cost of legal action to or for the Vendor.

8. Approved Contract

- 8.1 Award of Contract - A contract is considered to be awarded to a proposer once the proposer's offering has been approved as lowest and best proposal through:
 - 8.1.1 Written notification made to proposers on **ITS** letterhead, or
 - 8.1.2 Notification posted to the **ITS** website for the project, or
 - 8.1.3 CP-1 authorization executed for the project, or
 - 8.1.4 The **ITS** Board's approval of same during an open session of the Board.
- 8.2 **ITS** statute specifies whether **ITS** Director approval or **ITS** Board approval is applicable for a given project, depending on the total lifecycle cost of the contract.
- 8.3 A contract is not deemed final until five (5) working days after either the award of contract or post procurement review, as stipulated in the **ITS** Protest Procedure and Policy. In the event of a valid protest, the State may, at its sole discretion, continue the procurement or stay the procurement in accordance with the **ITS** Protest Procedure and Policy. If the procurement is stayed, the contract is not deemed final until the protest is resolved.

9. Contract Validity

All contracts are valid only if signed by the Executive Director of **ITS**.

10. Order of Contract Execution

Vendors will be required to sign contracts and to initial all contract changes before the Executive Director of **ITS** signs.

11. Availability of Funds

All contracts are subject to availability of funds of the acquiring State entity and are contingent upon receipt by the winning Vendor of a purchase order from the acquiring State entity.

12. CP-1 Requirement

All purchase orders issued for goods and services acquired from the awarded Vendor under this RFP must be encoded by the Customer agency with a CP-1 approval number assigned by **ITS**. This requirement does not apply to acquisitions that by policy have been delegated to State entities.

13. Requirement for Electronic Payment and Invoicing

13.1 Payments to the awarded Vendor for all goods and services acquired under this RFP by state agencies that make payments through the Statewide Automated Accounting System (“SAAS”) will be made electronically, via deposit to the bank account of the Vendor’s choice. The awarded Vendor must enroll and be activated in PayMode™, the State’s current vehicle for sending and receiving electronic payments, prior to receiving any payments from state agencies. There is no charge for a Vendor to enroll or receive payments via PayMode. For additional information on PayMode, including registration instructions, Vendors should visit the following website: <http://portal.paymode.com/ms/>. Vendors may also request assistance from the Mississippi Management and Reporting System (MMRS) Call Center regarding PayMode registration by contacting mash@dfa.state.ms.us.

13.2 For state agencies that make payments through SAAS, the awarded Vendor is required to submit electronically all invoices for goods and services acquired under this RFP, along with appropriate supporting documentation, as directed by the State. Should the requirement for electronic invoicing be implemented during the term of the project contract, the State will work with the Vendor to determine a reasonable timeframe for initiating electronic invoicing.

13.3 Items 13.1 and 13.2 only apply to state agencies that make payments through SAAS. Payments and invoices for all other entities will conform to their standard methods of payment to contractors.

14. Time For Negotiations

14.1 All contractual issues must be successfully negotiated within fifteen (15) working days from the Vendor’s initial receipt of the project contract from **ITS**, unless **ITS** consents to extend the period. Failure to complete negotiations within the stated time period constitutes grounds for rejection of the Vendor’s response to this

RFP. **ITS** may withdraw the proposal award and begin negotiations with the next ranked Vendor immediately or pursue any other option.

14.2 Negotiations shall be limited to items to which the Vendor has noted as exceptions on their Proposal Exception Summary Form, as well as any new items that the State may require. All contract changes requested by the Vendor related to such exceptions noted in Vendor's proposal shall be submitted three (3) working days prior to scheduled negotiations, unless **ITS** consents to a different period.

15. **Prime Contractor**

The selected Vendor will be designated the prime contractor in the proposal, and as such, shall be solely responsible for all products/services offered in the proposal and for the fulfillment of the contract with the State.

16. **Sole Point of Contact**

ITS will consider the selected Vendor to be the sole point of contact with regard to contractual matters, including payment of any and all charges resulting from the contract.

16.1 The Vendor must acknowledge and agree that in matters of proposals, clarifications, negotiations, contracts and resolution of issues and/or disputes, the Vendor represents all contractors, third parties and/or subcontractors the Vendor has assembled for this project. The Vendor's commitments are binding on all such parties and consequently the State is only required to negotiate with the Vendor.

16.2 Furthermore, the Vendor acknowledges and agrees to pass all rights and/or services related to all general consulting, services leasing, software licensing, warranties, hardware maintenance and/or software support to the State from any contractor, third party or subcontractor without the State having to negotiate separately or individually with any such parties for these terms or conditions.

16.3 Should a proposing Vendor wish to assign payment of any or all charges resulting from this contract to a third party, Vendor must disclose that fact in his/her proposal, along with the third party's name, address, nature of business, and relationship to the proposing Vendor, the reason for and purpose of the assignment, and all conditions of the assignment, including but not limited to a copy of an assignment document to be executed by the State, the Vendor, and the third party. Such assignments will be accepted or rejected at the sole discretion of the State. Vendor must clearly and definitively state in his/her proposal whether the proposal is contingent upon the requested assignment of payments. Whenever any assignment of payment is requested, the proposal, contract, and assignment document must include language specifically guaranteeing that the proposing Vendor is solely and fully liable and responsible for the performance of its obligations under the subject contract. No assignment of payment will be

considered at the time of purchase unless such assignment was fully disclosed in the Vendor's proposal and subsequently accepted by the State.

17. **ITS Approval of Subcontractor Required**

Unless provided in the contract, the Vendor shall not contract with any other party for furnishing any of the contracted work or services without the consent, guidance, and written approval of the State. **ITS** reserves the right of refusal and the right to request replacement of a subcontractor due to unacceptable work or conduct. This provision should not be interpreted as requiring the approval of individual contracts of employment between the Vendor and personnel assigned for services under the contract.

18. **Inclusion of Subcontract Agreements**

Copies of any agreements to be executed between the Vendor and any subcontractors must be included in the Vendor's proposal.

19. **Negotiations with Subcontractor**

In order to protect the State's interest, **ITS** reserves the right to attempt to resolve the contractual disagreements that may arise between the Vendor and its subcontractor after award of the contract.

20. **References to Vendor to Include Subcontractor**

All references in the RFP to "Vendor" shall be construed to encompass both the Vendor and its subcontractors.

21. **Outstanding Vendor Obligations**

21.1 Any Vendor who presently owes the State of Mississippi money pursuant to any contract for which **ITS** is the contracting agent and who has received written notification from **ITS** regarding the monies owed, must submit, with the proposal, a certified check in the amount due and owing in order for the proposal in response to this RFP to be considered. For a Vendor currently in bankruptcy as of the RFP submission date, this requirement is met, if and only if, **ITS** has an active petition before the appropriate bankruptcy court for recovery of the full dollar amount presently owed to the State of Mississippi by that Vendor. If the Vendor has emerged from bankruptcy by the RFP submission date, the Vendor must pay in full any amount due and owing to the State, as directed in the court-approved reorganization plan, prior to any proposal being considered.

21.2 Any Vendor who is presently in default on existing contracts for which **ITS** is the contracting agent, or who otherwise is delinquent in the performance of any such contracted obligations, is in the sole judgment of the State required to make arrangement for fulfilling outstanding obligations to the satisfaction of the State in order for the proposal to be considered.

- 21.3 The State, at its sole discretion, may reject the proposal of a Vendor with any significant outstanding financial or other obligations to the State or who is in bankruptcy at the time of proposal submission.
22. **Equipment Condition**
For all RFPs requiring equipment, the Vendor must furnish only new equipment in response to ITS specifications, unless an explicit requirement for used equipment is otherwise specified.
23. **Delivery Intervals**
The Vendor's proposal must specify, in the *Cost Information Submission* and in response to any specific instructions in the *Technical Specifications*, delivery and installation intervals after receipt of order.
24. **Pricing Guarantee**
The Vendor must explicitly state, in the *Cost Information Submission* and in response to any specific instructions in the *Technical Specifications*, how long the proposal will remain valid. Unless stated to the contrary in the *Technical Specifications*, pricing must be guaranteed for a minimum of ninety (90) days.
25. **Shipping Charges**
For all RFPs requiring shipment of any product or component, all products must be delivered FOB destination to any location within the geographic boundaries of the State with all transportation charges prepaid and included in the RFP proposal or LOC quotation. Destination is the point of use.
26. **Amortization Schedule**
For all RFPs requiring equipment, contracts involving the payment of interest must include an amortization schedule clearly documenting the amount of interest payable over the term of the contract.
27. **Americans with Disabilities Act Compliance for Web Development and Portal Related Services**
All Web and Portal development work must be designed and implemented in compliance with the Electronic and Information Technology Accessibility Standards associated with Section 508 of the Rehabilitation Act and with the Web Accessibility Initiative (WAI) of the W3C.
28. **Ownership of Developed Software**
28.1 When specifications require the Vendor to develop software for the State, the Vendor must acknowledge and agree that the State is the sole owner of such developed software with exclusive rights to use, alter, or distribute the software without restriction. This requirement applies to source code, object code, and documentation.

28.2 The State may be willing to grant the Vendor a nonexclusive license to use the State's software subject to devising acceptable terms and license fees. This requirement is a matter of State Law, and not negotiable.

29. **Ownership of Custom Tailored Software**

In installations where the Vendor's intellectual property is modified and custom-tailored to meet the needs of the State, the Vendor must offer the State an application license entitling the State to use, and/or alter the software without restriction. These requirements apply to source code, object code and documentation.

30. **Terms of Software License**

The Vendor acknowledges and agrees that the term of all software licenses provided to the State shall be perpetual unless stated otherwise in the Vendor's proposal.

31. **The State is Licensee of Record**

The Vendor must not bypass the software contracting phase of a project by licensing project software intended for State use in its company name. Upon award of a project, the Vendor must ensure that the State is properly licensed for all software that is proposed for use in a project.

32. **Compliance with Enterprise Security Policy**

Any solution proposed in response to this RFP must be in compliance with the State of Mississippi's Enterprise Security Policy. The Enterprise Security Policy is based on industry-standard best practices, policy, and guidelines and covers the following topics: web servers, email, virus prevention, firewalls, data encryption, remote access, passwords, servers, physical access, traffic restrictions, wireless, laptop and mobile devices, disposal of hardware/media, and application assessment/certification. Given that information security is an evolving technology practice, the State reserves the right to introduce new policy during the term of the contract resulting from this RFP and require the Vendor to comply with same in the event the industry introduces more secure, robust solutions or practices that facilitate a more secure posture for the State of Mississippi.

The Enterprise Security Policy is available to third parties on a need-to-know basis and requires the execution of a non-disclosure agreement prior to accessing the policy. The Vendor may request individual sections of the Enterprise Security Policy or request the entire document. Prior to the Vendor receiving the requested policy information, the Vendor must sign and submit the non-disclosure agreement found on the ITS website, <http://www.its.ms.gov>, as follows: click on the "ITS Services" button on the left of the screen; select "Information Security", scroll to the bottom of the page, and click on the link "Enterprise Security Policy" under "Policies and Plans". The form can be found at the "Enterprise Security Policy" link under the "Third Party" heading. The complete web address is shown below:

http://www.its.ms.gov/security/docs/confidentiality_agreement_for_its_esp_for_web.pdf
Vendor must provide contact information (name, email address, phone number) that can be used to coordinate the secure delivery of the requested information.

33. **Negotiating with Next-Ranked Vendor**

Should the State cease doing business with any Vendor selected via this RFP process, for any reason, the State reserves the right to initiate negotiations with the next ranked Vendor.

34. **Disclosure of Proposal Information**

Vendors should be aware that any information in a proposal may be subject to disclosure or reproduction under the Mississippi Public Records Act of 1983, defined in Section 25-61-1 et seq. of the Mississippi Code Annotated. All disclosures of proposal information will be made in compliance with the **ITS** Public Records Procedures established in accordance with the Mississippi Public Records Act. The **ITS** Public Records Procedures are available in Section 019-010 of the **ITS** Procurement Handbook, on the **ITS** Internet site at: <http://dsitspe01.its.ms.gov/its/procman.nsf/TOC4?OpenView> or from **ITS** upon request.

As outlined in the Third Party Information section of the **ITS** Public Records Procedures, **ITS** will give written notice to any affected Vendor of a request to view or reproduce the Vendor's proposal or portion thereof. **ITS** will not, however, give such notice with respect to summary information prepared in connection with the State's review or evaluation of a Vendor's proposal, including, but not limited to, written presentations to the **ITS** Board or other approving bodies, and/or similar written documentation prepared for the project file. In addition, **ITS** will not provide third-party notice for requests for any contract executed as a result of this RFP, with the exception of information contained in contract exhibits identified and labeled as confidential during the contract negotiation process. **ITS** will provide third-party notice of requests for any such confidential exhibits to allow Vendor the opportunity to protect the information by court order as outlined in the **ITS** Public Records Procedures.

Summary information and contract terms, as defined above, become the property of **ITS**, who has the right to reproduce or distribute this information without notification.

Vendors should further be aware that requests for disclosure of proposal and contract information are sometimes received by **ITS** significantly after the proposal opening date. **ITS** will notify the signatory "Officer in Bind of Company" provided in Section I of this RFP for Notification of Public Records Requests in the event information is requested that your company might wish to consider protecting as a trade secret or as confidential commercial or financial information. If the "Officer in Bind of Company" should not be used for notification of public records requests, Vendor should provide the alternative contact information in response to this RFP item.

35. **Risk Factors to be Assessed**

The State will assess risk factors that may initially exist within a given procurement and that may develop over the course of a procurement process as facts become known. The State, at its sole discretion, may employ the following mechanisms in mitigating these risks: proposal bonding, performance bonding, progress payment plan with retainage,

inclusion of liquidated damages, and withholding payment for all portions of the products/services acquired until final acceptance. The Vendor must agree to incorporate any or all of the above terms and conditions into the customer agreement.

36. **Proposal Bond**

The Vendor is not required to include a proposal bond with its RFP proposal.

37. **Performance Bond/Irrevocable Bank Letter of Credit**

The Vendor is not required to include the price of a performance bond or irrevocable bank letter of credit with its RFP proposal.

38. **Responsibility for Behavior of Vendor Employees/Subcontractors**

The Vendor will be responsible for the behavior of all its employees and subcontractors while on the premises of any State agency or institution. Any Vendor employee or subcontractor acting in a manner determined by the administration of any State agency or institution to be detrimental, abusive, or offensive to any of the staff or student body of any State agency or institution will be asked to leave the premises and can be suspended from further work on the premises.

39. **Protests**

The Executive Director of **ITS** and/or the Board Members of **ITS** or their designees shall have the authority to resolve Vendor protests in connection with the selection for award of a contract. Copies of the protest procedures are available on the **ITS** Internet site - **ITS** Protest Procedure and Policy, Section 019-020, **ITS** Procurement Handbook at: <http://dsitspe01.its.ms.gov/its/procman.nsf/TOC4?OpenView> or from **ITS** upon request.

40. **Protest Bond**

Potential Vendors may protest any of the specifications of this RFP on the belief that the specification is unlawful, unduly restrictive, or unjustifiably restraining to competition. Any such protest must be in writing and submitted to the **ITS** Executive Director along with the appropriate protest bond within five (5) working days of the Official Release of the RFP, as defined in the **ITS** Protest Procedure and Policy. The outside of the envelope must be marked "Protest" and must specify RFP number 3646.

As a condition precedent to filing any protest related to this procurement, the Vendor must procure, submit to the **ITS** Executive Director with its written protest, and maintain in effect at all times during the course of the protest or appeal thereof, a protest bond in the full amount of the total estimated project lifecycle cost or \$250,000.00, whichever is less. The total estimated project lifecycle cost will be the amount used by **ITS** in the computation of cost points, as the low cost in the denominator of the cost evaluation formula. The bond shall be accompanied by a duly authenticated or certified document evidencing that the person executing the bond is a licensed Mississippi agent for the bonding company. This certified document shall identify the name and address of the person or entity holding the protest bond and shall identify a contact person to be notified in the event that the State is required to take action against the bond. The protest bond shall not be released to the protesting Vendor until the protest is finally resolved and the

time for appealing said protest has expired. The protest bond shall be procured at the protesting Vendor's expense and be payable to the Mississippi Department of Information Technology Services. Prior to approval of the protest bond, **ITS** reserves the right to review the protest bond and require the protesting Vendor to substitute an acceptable bond in such form as the State may reasonably require. The premiums on such bond shall be paid by the protesting Vendor. The State may claim against the protest bond as specified in Section 25-53-5 (n) of the Mississippi Code of 1972, as amended during the 1998 Mississippi legislative session, in addition to all other rights and remedies the State may have at law or in equity.

Should the written protest submitted by the Vendor fail to comply with the content requirements of **ITS'** protest procedure and policy, fail to be submitted within the prescribed time limits, or fail to have the appropriate protest bond accompany it, the protest will be summarily dismissed by the **ITS** Executive Director.

41. **Mississippi Employment Protection Act**

Effective July 1, 2008, Vendor acknowledges that if awarded, it will ensure its compliance with the Mississippi Employment Protection Act, Section 71-11-1, et seq. of the Mississippi Code Annotated (Supp2008), and will register and participate in the status verification system for all newly hired employees. The term "employee" as used herein means any person that is hired to perform work within the State of Mississippi. As used herein, "status verification system" means the Illegal Immigration Reform and Immigration Responsibility Act of 1996 that is operated by the United States Department of Homeland Security, also known as the E-Verify Program, or any other successor electronic verification system replacing the E-Verify Program. Vendor will agree to maintain records of such compliance and, upon request of the State, to provide a copy of each such verification to the State.

Vendor acknowledges and certifies that any person assigned to perform services hereunder meets the employment eligibility requirements of all immigration laws of the State of Mississippi.

Vendor acknowledges that violating the E-Verify Program (or successor thereto) requirements subjects Vendor to the following: (a) cancellation of any state or public contract and ineligibility for any state or public contract for up to three (3) years, with notice of such cancellation being made public, or (b) the loss of any license, permit, certification or other document granted to Vendor by an agency, department or governmental entity for the right to do business in Mississippi for up to one (1) year, or (c) both. Vendor would also be liable for any additional costs incurred by the State due to contract cancellation or loss of license or permit.

SECTION V PROPOSAL EXCEPTIONS

Please return the *Proposal Exception Summary Form* at the end of this section with all exceptions to items in any Section of this RFP listed and clearly explained or state “No Exceptions Taken.” If no *Proposal Exception Summary Form* is included, the Vendor is indicating that he takes no exceptions to any item in this RFP document.

1. Unless specifically disallowed on any specification herein, the Vendor may take exception to any point within this RFP, including a specification denoted with “shall” or “must,” as long as the following are true:
 - 1.1 The specification is not a matter of State law;
 - 1.2 The proposal still meets the intent of the RFP;
 - 1.3 A *Proposal Exception Summary Form* is included with Vendor’s proposal; and
 - 1.4 The exception is clearly explained, along with any alternative or substitution the Vendor proposes to address the intent of the specification, on the *Proposal Exception Summary Form*.
2. The Vendor has no liability to provide items to which an exception has been taken. **ITS** has no obligation to accept any exception. During the proposal evaluation and/or contract negotiation process, the Vendor and **ITS** will discuss each exception and take one of the following actions:
 - 2.1 The Vendor will withdraw the exception and meet the specification in the manner prescribed;
 - 2.2 **ITS** will determine that the exception neither poses significant risk to the project nor undermines the intent of the RFP and will accept the exception;
 - 2.3 **ITS** and the Vendor will agree on compromise language dealing with the exception and will insert same into the contract; or
 - 2.4 None of the above actions is possible, and **ITS** either disqualifies the Vendor’s proposal or withdraws the award and proceeds to the next ranked Vendor.
3. Should **ITS** and the Vendor reach a successful agreement, **ITS** will sign adjacent to each exception which is being accepted or submit a formal written response to the *Proposal Exception Summary* responding to each of the Vendor’s exceptions. The *Proposal Exception Summary*, with those exceptions approved by **ITS**, will become a part of any contract on acquisitions made under this RFP.
4. An exception will be accepted or rejected at the sole discretion of the State.

5. The State desires to award this RFP to a Vendor or Vendors with whom there is a high probability of establishing a mutually agreeable contract, substantially within the standard terms and conditions of the State's RFP, including the *Standard Contract* in Exhibit A, if included herein. As such, Vendors whose proposals, in the sole opinion of the State, reflect a substantial number of material exceptions to this RFP, may place themselves at a comparative disadvantage in the evaluation process or risk disqualification of their proposals.

6. For Vendors who have successfully negotiated a contract with **ITS** in the past, **ITS** requests that, prior to taking any exceptions to this RFP, the individual(s) preparing this proposal first confer with other individuals who have previously submitted proposals to **ITS** or participated in contract negotiations with **ITS** on behalf of their company, to ensure the Vendor is consistent in the items to which it takes exception.

PROPOSAL EXCEPTION SUMMARY FORM

List and clearly explain any exceptions, for all RFP Sections and Exhibits, in the table below.

ITS RFP Reference	Vendor Proposal Reference	Brief Explanation of Exception	ITS Acceptance (sign here only if accepted)
(Reference specific outline point to which exception is taken)	(Page, section, items in Vendor's proposal where exception is explained)	(Short description of exception being made)	
1.			
2.			
3.			
4.			
5.			
6.			
7.			

SECTION VI RFP QUESTIONNAIRE

Please answer each question or provide the information as requested in this section.

1. **Statewide Automated Accounting System (SAAS) Information for State of Mississippi Vendor File**

- 1.1 **SAAS Vendor Code:** Any Vendor who has not previously done business with the State and has not been assigned a SAAS Vendor code should furnish a signed copy of an IRS W-9 form with the proposal. A copy of the W-9 Form can be obtained by going to the ITS website, <http://www.its.ms.gov>, clicking on the “Procurement” button to the left of the screen, selecting “Vendor Information”, scrolling to the bottom of the page, and clicking on the link “Forms Required in RFP Responses.” Vendors who have previously done business with the State should furnish ITS with their SAAS Vendor code.

SAAS Vendor Code: _____ OR Signed W-9 Form Attached: _____

- 1.2 **Vendor Self-Certification Form:** The State of Mississippi, in an effort to capture participation by minority Vendors, asks that each Vendor review the State of Mississippi Minority Vendor Self Certification Form. This information is for tracking/reporting purposes only, and will not be used in determining which Vendor will be chosen for the project. Any Vendor who can claim status as a Minority Business Enterprise or a Woman Business Enterprise in accordance with the definitions on this form and who has not previously submitted a form to the State of Mississippi should submit the completed form with the proposal. A copy of the Minority Vendor Self-Certification Form can be obtained at: http://www.mississippi.org/assets/docs/minority/minority_vendor_selfcertform.pdf. Please direct any questions about minority certification in Mississippi to the Minority Business Enterprise Division of the Mississippi Development Authority by telephone at (601) 359-3448 or via email at minority@mississippi.org.

Minority Vendor Self-Certification Form Included: _____
Minority Vendor Self-Certification Form Previously Submitted: _____
Not claiming Minority or Women Business Enterprise Status: _____

2. **Certification of Authority to Sell**

The Vendor must certify Vendor is a seller in good standing, authorized to sell and able to deliver all items and related services proposed in the State of Mississippi in the time frame specified. Does the Vendor make these certifications? (A yes or no answer is required.)

3. **Certification of No Conflict of Interest**

Mississippi law clearly forbids a direct or indirect conflict of interest of a company or its employees in selling to the State. The Vendor must answer and/or provide the following:

- 3.1 Does there exist any possible conflict of interest in the sale of items to any institution within **ITS** jurisdiction or to any governing authority? (A yes or no answer is required.)
- 3.2 If the possibility of a conflict does exist, provide a list of those institutions and the nature of the conflict on a separate page and include it in your proposal. The Vendor may be precluded from selling to those institutions where a conflict of interest may exist.

4. **Pending Legal Actions**

- 4.1 Are there any lawsuits or other legal proceedings against the Vendor that pertain to any of the software, hardware, or other materials and/or services which are a part of the Vendor's proposal? (A yes or no answer is required.)
- 4.2 If so, provide a copy of same and state with specificity the current status of the proceedings.

5. **Non-Disclosure of Social Security Numbers**

Does the Vendor acknowledge that any information system proposed, developed, or modified under this RFP that disseminates, in any form or manner, information or material that contains the Social Security Number of an individual, has mechanisms in place to prevent the inadvertent disclosure of the individual's Social Security Number to members of the general public or to persons other than those persons who, in the performance of their duties and responsibilities, have a lawful and legitimate need to know the individual's Social Security Number? This acknowledgement is required by Section 25-1-111 of the Mississippi Code Annotated.

6. **Contracts**

A properly executed *EPL Master Purchase and Maintenance Agreement* (Exhibit A) **WITH NO EXCEPTIONS** is a requirement of this RFP. It will become a part of any contract resulting from this proposal. **ITS** recommends that the customer and Vendor evaluate the need for additional contracts at the time of purchase.

- 6.1 The *EPL Master Purchase and Maintenance Agreement* **MUST** be executed by all published Vendors that are selling directly in order to participate in this EPL.
- 6.2 The terms of the *EPL Master Purchase and Maintenance Agreement* are non-negotiable. No edits or changes in the terms and conditions of this document will

be made. Vendors unwilling to execute this Agreement should not submit a response to this RFP.

- 6.3 After the proposal opening, **ITS** will send each approved Vendor who will be selling directly, an *EPL Master Purchase and Maintenance Agreement* for their execution.
- 6.4 The purchase order from any individual customer will serve as a supplement to this Agreement. Additional terms and conditions may be negotiated between the customer and Vendor at the time of sale, as needed.

7. **Reseller Groups: Questions for Sellers**

For an explanation of Reseller Groups, see Section VIII, item 7.

- 7.1 Please note that the “Reseller Group” model is new to the **ITS** E-911 EPL and is being introduced as an option for those manufacturers with multiple resellers in the Mississippi area. At the time of the release of RFP 3646, no such Manufacturer Reseller Groups have been confirmed.
- 7.2 Should **ITS** confirm that a Manufacturer will sponsor a “reseller group”, **ITS** will post a list of these manufacturers on our website: <http://www.its.ms.gov/rfps/3646.shtml>. Each seller should contact the Manufacturer Reseller Group representatives on this list and request group membership.
- 7.3 List any Reseller Groups to which you belong. **ITS** will verify seller’s group membership with the manufacturer.

8. **Time in Business**

Vendor must have been in business for a minimum of one (1) year. Vendor must provide the date the company was established.

9. **Web Amendments**

As stated in Section III, **ITS** will use the **ITS** website to post amendments regarding RFPs before the proposal opening at http://www.its.ms.gov/rfps/rfps_awaiting.shtml. We will post clarifications until noon seven days prior to the proposal opening date listed on the cover page of this RFP or the posted extension date, if applicable.

Vendors may list any questions or items needing clarification discovered in the week prior to the proposal opening in a written format at the beginning of the proposal binder or in the comment section for the individual offering.

Does the Vendor certify that they have reviewed a copy of the **ITS** amendments for RFPs as above stated? (A yes or no answer is required.)

SECTION VII EXPRESS PRODUCT LIST OVERVIEW

1. Express Products List Information

- 1.1 Responses to this RFP will be used to produce an EXPRESS PRODUCTS LIST (EPL) that provides **ITS** clients and staff with an economical, flexible mechanism to acquire frequently-requested routine items in full compliance with all purchasing requirements.
- 1.2 The current version of the EPL to be published from this RFP is available for review on the **ITS** Web site at <http://www.its.ms.gov/EPL.shtml> .
- 1.3 The EPL has a specified dollar limit up to which clients may make purchases from the EPL without coming through **ITS** for approval.
- 1.4 **ITS** EPL clients include state agencies and institutions of higher learning which are under **ITS** purview and local government entities such as cities, counties, local school districts, and community colleges which are not under **ITS** purview.
 - 1.4.1 All EPL clients may make routine purchases from the EPL up to the specified dollar limits under **Procurement Instruments: Express Products Lists (EPLs)** as defined in the **ITS** Procurement Handbook.
 - 1.4.2 EPL clients may be authorized to make planned purchases from the EPL over the specified dollar limits in line with their current technology plan under the **Planned Purchases Procedure** as defined in the **ITS** Procurement Handbook, Section 013-080.
 - 1.4.3 All EPL clients may make purchases from the EPL over the specified dollar limits only by coming through **ITS** for approval.
 - 1.4.4 **ITS** clients are not required to use EPLs for their purchases.
- 1.5 It is a goal of the EPL to make lists of quality products in defined categories available to state customers from reputable sources at the best possible prices.
- 1.6 Pricing is a major concern of **ITS**. Therefore Vendors must submit their pricing structure comparable to national pricing trends, the GSA, other statewide contracts, or other prominent pricing benchmark in terms of volume discounts.
- 1.7 Submission of an RFP proposal will not automatically qualify Vendor's products for placement on the Express Products List. **ITS** performs an evaluation of Express Products offerings before placing the lowest and best offerings on the published EPL.

- 1.8 Each EPL is unique to **ITS**, administered under **ITS** policies and procedures, and not to be construed to apply or operate in any other manner by either Vendors or governmental entities.
 - 1.9 It is the intent of **ITS** that an EPL is a multi-award list. However, **ITS** reserves the right to make a single award EPL.
 - 1.10 By submitting a proposal for consideration and inclusion in the EPL, a Vendor is professing a willingness to provide customer service to ANY customer from the State of Mississippi qualified to use the EPL. As a condition for remaining on the EPL, Vendor must be willing to support our customers with timely telephone responses to their calls for information regarding the products and pricing proposed by your company, including but not limited to timely provision of “written quotes.”
 - 1.11 Any Vendor violating EPL policy may be removed for one or more EPL cycles and a bond may be required with Vendor’s next proposal submittal.
2. **Format of Proposal**
Respond to the sections and exhibits, using the “RFP Response Checklist” at the front of this RFP as your guide.
 3. **Right to Use EPL Proposals as General RFPs**
ITS uses EPL products in combination with General RFPs in many routine procurements. **ITS** reserves the right to use the Vendor’s EPL response in the same capacity as a General RFP. A General RFP is an unpublished collection of Vendors’ proposals for particular types of products or services used internally by **ITS** to solicit configurations and pricing through the Letter of Configuration (LOC) process on a project by project basis.
 4. **Price Changes During Award or Renewal Period**
All pricing proposed should be your best proposal pricing. These costs are not-to-exceed costs. Vendor is required to pass any price decreases on to the customer. Vendor is also encouraged to provide quantity discounts to customers on EPL offerings should large quantities be purchased from the EPL.
 5. **Restriction on Advertising**
The Vendor must receive written approval from the State before advertising or referencing the award of a contract or the services being provided. The Vendor must agree not to refer to awards in commercial advertising in such a manner as to state or imply that the firm or its services are endorsed or preferred by the State of Mississippi. The following guidelines pertain specifically to the use of Express Products Lists.
 - 5.1 Acceptable guidelines for marketing EPL products include:

- 5.1.1 Vendor's reference of any EPL should include a description of the EPL, the EPL RFP number, and the valid dates for that EPL. EPLs go out of date and **ITS** maintains several types of EPLs.
 - 5.1.2 **ITS** recommends that you reference our website in any marketing publications or provide a link to our website from your website.
<http://www.its.ms.gov> .
 - 5.1.3 Any description or interpretation of **ITS** EPL policy or reproduction of individual Vendor offerings should be an exact, current, and complete quotation with the source identified. Examples include the published EPL, the **ITS** procurement handbook, or the RFP number in question.
- 5.2 Unacceptable references of **ITS** EPLs include:
- 5.2.1 Do not imply that your EPL products are exclusive in any way or that you are the only EPL award. Government clients must still evaluate your EPL offerings with others on the list to determine "lowest and best" qualification.
 - 5.2.2 The EPL is **NOT** a "State Contract" as used by the Department of Finance and Administration (DFA) Office of Purchase and Travel. Because the procedures for using DFA "State Contracts" differ from using **ITS** EPLs, we ask that you not use this terminology.
 - 5.2.3 Do not mix marketing of EPL products with non-EPL products as this may imply that those non-EPL products are also on the EPL.
6. **Minimum Legal Requirements**
It is the intent of **ITS** that the *EPL Master Purchase and Maintenance Agreement*, which is a requirement of some EPLs, and the Terms and Conditions of this RFP provide the contractual basis for purchases made from the EPL, and that additional contracts among **ITS**, the Vendor, or the EPL customer will not prove necessary. However, should an EPL customer require a custom contract at the time of sale to define a particular project, additional appropriate terms and conditions needed on a project may be negotiated between the Vendor and EPL customer. Vendor must be willing to include any or all of the requirements detailed in Section IV to any contract if required by **ITS**.
7. **EPL Purchase Agreement**
- 7.1 A signed EPL Master Purchase and Maintenance Agreement is a requirement of this RFP.

- 7.2 After the proposal opening, **ITS** will send each approved Vendor who will be selling directly, an *EPL Master Purchase and Maintenance Agreement* for their execution.
- 7.3 Due to the need for uniformity among EPL Vendors, a valid proposal for an EPL RFP must include an *EPL Master Purchase and Maintenance Agreement* with **NO EXCEPTIONS**.

8. Substitutions

- 8.1 In general, substitutions are not authorized under RFP 3646.
- 8.2 If a product has been discontinued or is not available due to a national constraint, the Vendor should update their Components List with replacement product.
- 8.3 Sellers that are part of the Reseller Group are asked to contact the manufacturer representative for the Reseller Group to report any errors, omissions, or backlogs in distribution and alert the manufacturer regarding the need for updated products and pricing.
- 8.4 A substitution will be allowed for certain components or options of a base system as long as the component being substituted from that listed on Vendor's Components is equivalent or better technically and is the same or lower cost as the component being substituted. In no event is there authority to substitute a different product for the base system.
 - 8.4.1 *Example of an allowed substitution:* A specific video card needed by a customer that is not on the standard base system. The seller can substitute the requested card for the same or lower price.
 - 8.4.2 *Example of an allowed substitution:* The Vendor has a set base product in their proposed configuration such as a workstation. That product is not immediately available to the reseller in the distribution channel, but the same base with a higher hard drive or memory is available for immediate delivery. The Vendor can offer the enhanced system at the same or better cost instead of waiting for production of the original model.
- 8.5 **ITS EPL AUDIT INTEGRITY.** It is the responsibility of every customer using the EPL to maintain proper records to reflect that all procurements from the EPL are made in accordance with **ITS** policies and procedures. It is the responsibility of every participating EPL Vendor to facilitate the customer in this regard. The purchase order must match the product numbers and descriptions unless there has been a substitution made in accordance with the published EPL guidelines. The purchase order price may be lower than, but may not exceed the published EPL pricing. In the case of a substitution, the seller must provide a formal written

explanation regarding the manner in which the component substitution complied with the corresponding EPL guidelines.

- 8.6 Products or services purchased in conjunction with EPL products that are not specifically described and authorized on the published EPL are “**Non-EPL Items**” and the authority for purchasing such items must come from public purchasing dollar limitations or other procurement tools. An item being substituted through the substitution policy outlined above is still considered an EPL item. Customer must keep a printed copy of the original EPL pages in their documentation as well as the written explanation regarding the substitution. Non-EPL items should be listed as such on the purchase order or Vendor quotation to avoid confusion and for later audit purposes.

9. **Transition Between Cycles**

Vendor should recognize that the EPL procedure is cyclical. There may be interim periods between the expiration of an old EPL and the introduction of a new EPL or the issuance of corrections or updates to a working list. **ITS** must evaluate each cycle’s new proposals before the new list can go into effect. Also, acquisition approvals already in process using old proposals must have time to be completed and the purchase order process may overlap from an old EPL cycle into the new. Therefore, during these transition and overlapping periods, **ITS** will allow the customer to use the previous EPL to complete their purchase, and Vendors should strive to honor all products and pricing on either the old or new EPL list.

10. **ITS Acceptance of Vendor’s Proposal**

10.1 Manufacturer as the Reseller Group sponsor.

- 10.1.1 **ITS** will evaluate each manufacturer’s initial proposal, including the Reseller Group membership list, proposed discounts, and other requirements specified in the RFP. The EPL team will notify each manufacturer of any deficiencies and provide an opportunity to make any corrections.

10.2 Sellers

- 10.2.1 **ITS** will evaluate each seller’s initial proposal, including their qualifications, service fees, Value-added status, Reseller Group memberships, and other requirements specified in the RFP. The EPL team will notify each seller of any deficiencies and provide an opportunity to make any corrections.

- 10.3 Vendors are required to review the EPL draft for errors carefully. A Vendor must request that **ITS** pull any products for which the Vendor cannot honor pricing after this review. The Vendor must honor all pricing subsequent to the draft

review and cannot pull individual products after the EPL is published if pricing errors are then discovered.

- 10.4 **ITS** will send an Approval notification to each seller along with the seller's copy of the *EPL Master Purchase and Maintenance Agreement* as executed by **ITS**.
- 10.5 By submitting a proposal for consideration and inclusion in the EPL, a Vendor is professing a willingness to provide customer service to ANY customer from the State of Mississippi qualified to use the EPL. As a condition for remaining on the EPL, Vendor must be willing to support our customers with timely telephone responses to their calls for information regarding the products and pricing proposed by your company, including but not limited to timely provision of "written quotes."
- 10.6 **ITS** reserves the right to revoke approval subsequent to original acceptance. **ITS** will notify the Vendor in writing if approval is revoked.

11. **Evaluation and Use**

- 11.1 The State's intent in issuing an EPL RFP is to develop and publish a list of approved Vendors, products, and services from which Mississippi government and educational entities can make legal purchases. The EPL evaluation process includes initial evaluation by **ITS** as well as a subsequent evaluation by each EPL customer based on its specific needs. Factors considered in the evaluation process include, but are not limited to:
 - 11.1.1 Lowest initial and ongoing costs,
 - 11.1.2 Technical merit,
 - 11.1.3 Substantiated product quality,
 - 11.1.4 The Vendor's past performance on contracts,
 - 11.1.5 The Vendor's ability to provide service, maintenance, and training,
 - 11.1.6 The Vendor quality/strength/location,
 - 11.1.7 The Vendor's cooperation during the evaluation process in providing **ITS** staff with adequate responses to requests for clarification regarding products or services offered in the submitted response or in providing the EPL customer with responses to requests for product information or discounted pricing.
- 11.2 In **ITS'** evaluation to select items to be included on the EPL, the scope, minimum specifications, and pricing for each product will be evaluated.

- 11.2.1 Individual products outside the scope of the product categories and specifications described in Section IX must be removed from the Vendor's Configuration and Component Lists when requested by **ITS**.
- 11.2.2 **ITS** will periodically review Vendor's Configuration and Component Lists pricing to determine that the State is receiving a discount from List or manufacturer's commercial pricing. Products with unacceptable pricing must either be removed from the Vendor's Configuration and Component Lists or have the price decreased.

12. Publication, Clarification, Corrections

- 12.1 The E-911 PSAP EPL will be available on the **ITS** website. Periodic updates from Vendors are posted to the **ITS** EPL website as soon as processed and approved.
- 12.2 **ITS** will use the **ITS** website to post amendments/clarifications regarding the RFP before the proposal opening date.
- 12.3 **ITS** reserves the right to request clarifications from Vendors after the RFP opening date regarding Vendor's submissions.

SECTION VIII EPL PROCESS SPECIFICATIONS

1. Background

- 1.1 Mississippi 9-1-1 services are under the jurisdiction of each of the 82 county governments. Each county government traditionally has handled the procurement for the hardware, software and services needed to operate their 9-1-1 Public Safety Answer Point (PSAP) centers. During the 2002 Mississippi Legislative session, House Bill Number 1144 was enacted, addressing Enhanced 911 Service for the state of Mississippi. Section 19-5-307 (6) of the Mississippi Code as amended by this legislation specifies that all emergency communications districts acquire equipment used to comply with federal emergency 911 laws from a products and equipment list to be maintained by the Mississippi Department of Information Services (ITS). RFP 3646 requests proposals from Value Added Vendors and Manufacturers sponsoring a Reseller Group to participate in the planned products and equipment list.
- 1.2 ITS' Request for Proposal 3646 is in the form of an ITS Express Products List (EPL) to comply with the legislatively mandated equipment list and as such, ITS reserves all rights in making adjustments and changes in the initial and subsequent procurement cycles.

2. How to Respond to this Section

Manufacturers and resellers selling and receiving payments directly should answer all questions in this section.

- 2.1 Beginning with Item 3 of this section, label and respond to each outline point in this section as it is labeled in the RFP.
- 2.2 The Vendor must respond with "ACKNOWLEDGED," "WILL COMPLY" or "AGREED" to each point in this section. In addition, many items in this RFP require detailed and specific responses to provide the requested information. Failure to provide the information requested will result in the Vendor receiving a lower score for that item, or, at the State's sole discretion, being subject to disqualification.
- 2.3 "ACKNOWLEDGED" should be used when no vendor response or vendor compliance is required. "ACKNOWLEDGED" simply means the vendor is confirming to the State that he read the statement. This is commonly used in the RFP sections where the agency's current operating environment is described or where general information is being given about the project.
- 2.4 "WILL COMPLY" or "AGREED" are used interchangeably to indicate that the vendor will adhere to the requirement. These terms are used to respond to

statements that specify that a vendor or vendor’s proposed solution must comply with a specific item or must perform a certain task.

- 2.5 If the Vendor cannot respond with “ACKNOWLEDGED,” “WILL COMPLY,” or “AGREED,” then the Vendor must respond with “EXCEPTION.” (See Section V, for additional instructions regarding Vendor exceptions.)
- 2.6 Where an outline point asks a question or requests information, the Vendor must respond with the specific answer or information requested.
- 2.7 In addition to the above, Vendor must provide explicit details as to the manner and degree to which the proposal meets or exceeds each specification.

3. EPL Overview

3.1 The scope of the initial equipment list is to provide the minimum equipment, services and maintenance to operate an E-911 Public Safety Answer Point (PSAP).

3.1.1 Additional enhanced configurations as well as accessory items to the basic E-911 systems may also be proposed.

3.1.2 Items not available from the list may be purchased in accordance with Public Purchasing Law.

3.2 The E-911 PSAP Express Products List is planned to be a multi-vendor award that includes a choice of Vendors and Manufacturers.

3.3 Any Mississippi governmental or educational entity will be eligible to use this EPL.

3.4 All EPL prices are not-to-exceed, and individual customers may negotiate a lower price from the approved EPL Vendors.

3.5 The EPL produced from these proposals will be valid through April 30, 2014.

3.6 The dollar limitation for the E-911 PSAP EPL will be as follows: \$500,000. ITS reserves the right to reconsider the dollar limitation during the EPL cycle.

4. RFP Project Schedule

Task	Date
First Advertisement Date for RFP	02/01/2011
Second Advertisement Date for RFP	02/08/2011
Deadline for Vendor’s Written Questions	3:00 p.m. Central Time on 02/22/2011

Deadline for Questions Answered and Posted to ITS Website	03/01/2011
Open Proposals (due date)	03/08/2011 3:00 p.m. Central Time
Evaluation of Proposals	03/08/2011 – 04/15/2011
EPL Approval Notifications Sent to Vendors (Tentative)	04/15/2011
Contract Execution	04/15/2011 – 4/30/2011
E-911 PSAP EPL 3646 Publish Date (Tentative)	05/01/2011
Updates for <u>Awarded Vendors</u> : awarded vendors may optionally submit product and pricing changes once each month by close of business on or before the 15 th day* of each month. Products may be added, edited or deleted. Prices may be <u>lowered</u> at any update. Prices may only be <u>raised</u> in April and October.	06/01/2011 – 04/30/2014 or until replacement RFP is released
<u>New Vendors</u> : Proposals from new vendors may be submitted at the close of business on or before the 15 th day* for the months of October and April.	10/15/2011, 04/15/2012, 10/15/2012, 4/15/2013, 10/15/2013, 3:00 p.m. Central Time
E-911 PSAP EPL 3646 Expiration Date	04/30/2014
*In those instances where the 15 th is a weekend, updates/proposals are accepted the first business day thereafter.	

5. Changes this EPL Cycle

- 5.1 The new E-911 PSAP EPL will allow Vendors to submit a proposal that includes components that are needed to construct a PSAP system, as well as optional turnkey PSAP configurations.
- 5.2 Software is excluded from this list unless it is proposed as part of the turnkey configuration or is the operating system or management software for the PSAP component.
- 5.3 Vendors listed on the current E-911 PSAP EPL 3504 have Value-added status and are required to cover the entire state of Mississippi for installation and maintenance. The new E-911 PSAP EPL 3646 will allow Vendors to have Value-added status if they have a brick and mortar office within 200 miles of a Mississippi border. Vendors are required to keep the current three (3) hour response time. If a potential customers is more than three (3) hours away from the Vendor office, the sale must be declined.
- 5.4 The new E-911 PSAP EPL will optionally allow manufacturers to submit a reseller group. Manufacturers can use this option to sell along side of two value-

added resellers. For further explanation of Reseller Groups see item number 7 below.

6. Updates to the EPL

6.1 New Sellers

6.1.1 New sellers, whether a reseller or a manufacturer choosing to sell directly and/or sponsoring a reseller group, who were not awarded under the original RFP proposal opening March 8, 2011, may submit a proposal to RFP 3646 at the Six Month Updates scheduled by **ITS** for October and April of each year.

6.1.2 The contract date for any new sellers added to the RFP 3646 will be co-terminus with the original three-year primary term of RFP 3646 or any extension thereof.

6.2 Monthly Updates for Awarded Vendors

6.2.1 Awarded Vendors, whether sellers or Manufacturers Sponsoring a Reseller Group, may optionally submit product and pricing once each month.

6.2.2 Products may be added, deleted or edited.

6.2.3 Pricing may be lowered at any monthly update but may only be raised in the months of October and April of each year.

6.2.4 Changes to hourly rates for labor and travel will only be accepted in the months of October and April.

6.2.5 Monthly updates must be submitted by the 15th of any given month. This will allow the EPL Team time to regenerate the E-911 PSAP EPL by the 1st of the following month. In those instances where the 15th is a weekend, updates/proposals are accepted the first business day thereafter.

6.3 Changes to the Reseller Group Membership during the EPL Term

6.3.1 Manufacturers may only designate sellers who have been approved by **ITS** during either the initial RFP opening date of March 8, 2011 or the Six Month Updates scheduled for October and April of each year.

6.3.2 Manufacturers wishing to remove a reseller from their reseller group must provide both **ITS** and the reseller thirty (30) days written notice.

6.3.3 Sellers may request changes to their vendor contact information at any time. **ITS** will process the request as time permits. Seller should print their vendor page from the E-911 PSAP EPL and make needed edits by hand. Then FAX or scan/e-mail the corrected page to the EPL Team.

6.4 Lack of Participation in Update Process

6.4.1 Vendors are required to respond to **ITS** requests for information in order to remain on the EPL.

6.5 The official version of the EPL is comprised of the Instructions for Use, the individual EPL Vendor Chapters, and related documents residing on the **ITS** Website.

7. **Reseller Groups: Manufacturers Proposing Products and Pricing on Behalf of Resellers**

7.1 “Reseller Groups” have not previously been a part of the E-911 PSAP EPL. Reseller Groups are being introduced as an option for those manufacturers with multiple resellers in the Mississippi area. At the time of the release of RFP 3646, no such Manufacturer Reseller Groups have been confirmed.

7.2 It is **ITS**’ intent in establishing Reseller Groups, based on input from EPL clients, to provide for a more flexible and updateable EPL by combining the approved resellers from a common manufacturer into one group, publishing uniform configurations and not-to-exceed prices. EPL clients also want the flexibility to order directly from the manufacturer when that is their best alternative and when that manufacturer sells directly.

7.2.1 The Reseller Group must have a minimum of two (2) Value-added resellers. There is not a maximum number of Value-added resellers.

7.2.2 **ITS** will not allow the manufacturer to propose *mail-order resellers* to their Reseller Group.

7.2.3 If a manufacturer elects to sell directly as part of their Reseller Group, this does not affect the minimum requirement of two Value-added resellers.

7.2.4 **ITS** acknowledges the authority of the manufacturer to determine which resellers may sell in the Reseller Group, subject to **ITS** approval. **ITS** reserves the right to examine the reseller’s ability to provide services as part of the Reseller Group, as appropriate to the

specific category, and make the final determination as to their inclusion as a Reseller Group member.

7.2.5 **ITS'** primary focus is that membership in the Reseller Group is comprised of Value-added Vendors and, when appropriate, their manufacturer who sells directly.

7.2.6 It is **ITS'** intent, in choosing to produce a multi-award Express Products List, to provide our customers a broad selection of well established manufacturers in specific categories of Commercial Off-The-Shelf (COTS) technology. Mississippi is largely a rural state, and therefore it is also important to provide our customers with a selection of Value-added sellers that can support them from a geographically, logistically available office. Therefore, the "Geographical Territory" model where the manufacturer makes the decision of which reseller may sell in which county or areas is not acceptable on this EPL. Any EPL approved seller may sell to any Mississippi customer. Our preference is to allow any Value-added seller, who has the expertise to sell, install and service a manufacturer's products and has completed required training, certifications and related requirements, to be included in the manufacturer's Reseller Group.

7.2.7 It is not acceptable for a distributor or a reseller/business partner to make the decisions regarding Reseller Group membership. This is a conflict of interest. **ITS** will only work directly with the manufacturer regarding Reseller Group issues. Resellers should work directly with **ITS'** manufacturer representative to understand the manufacturer's standards for membership. Membership should not be unreasonably withheld for those resellers that meet **ITS'** Value-added standards and the manufacturer's technical and certification requirements.

7.3 Reseller Group Information

7.3.1 Each manufacturer will have a chapter listed in the E-911 PSAP EPL. The Manufacturer Chapter will include a list of approved products and pricing and approved sellers.

7.3.2 Each seller that is a member of that group may sell that Manufacturer's EPL products. Additionally, the seller may propose products under their own name for which there is no "Reseller Group."

7.3.3 Each seller will have a Vendor page listed in the E-911 PSAP EPL that will include the “Purchase Order To”, “Remit To,” installation and service hourly rates.

7.4 Who Holds Contractual Responsibilities?

7.4.1 The contractual obligations are dependent on who is designated to receive payments.

7.4.2 If the manufacturer is proposing the product information and pricing under a Reseller Group, and payments are directed to the reseller, then the reseller must submit a complete binder response: the reseller holds the contractual obligations for the products and services they sell.

7.4.3 If the manufacturer sells directly as part of the Reseller Group and payments are directed to the manufacturer, then the manufacturer holds the contractual obligations for the products and services they sell directly.

7.5 One Price for All Members of a Reseller Group

7.5.1 Manufacturers selling directly must propose the same set of products and have the same not-to-exceed prices for these products for themselves and for all their named resellers in order to qualify for a Reseller Group.

7.6 Reseller/Manufacturer Obligations

7.6.1 Manufacturers may have their own Reseller Agreements describing any obligations and processes required of a reseller in order to be a member in good standing of the manufacturer’s Reseller Group. Both the manufacturer and reseller have an obligation to the State to adhere to the RFP requirements, including both remaining within the **not-to-exceed** pricing proposed by the manufacturer on behalf of its resellers as well as ensuring the products proposed meet specifications. It is the expectation of the State that the manufacturers will work with their resellers throughout the E-911 PSAP EPL cycle to ensure that this pricing commitment is followed.

7.6.2 Should manufacturers experience cost increases, it is the expectation of the State that the manufacturer will not require that the reseller solely absorb the price increase but that the manufacturer and reseller will work together towards a solution.

7.6.3 Manufacturers are reminded, per *Technical Specifications*, Section IX, that all pricing proposals include basic freight charges, FOB Destination. In determining the EPL Price, please take shipping charges into consideration.

7.7 Maximum Number of Products that May be Proposed

7.7.1 Vendors are limited in proposing eight (8) turnkey configurations and/or 500 components. For additional information see *Section XII: Cost Information Submission*.

7.8 Evaluation

7.8.1 The products and pricing proposed by a manufacturer on behalf of named resellers still must go through a cost evaluation and specification evaluation. Participation in the Reseller Groups is not a guarantee that all or even some of a manufacturer's submission will be selected for the EPL. Please be reminded that it is a goal of the EPL to make lists of quality products in defined categories available to state customers from reputable sources at the best possible prices.

7.9 Current Marketing Report Requirement

7.9.1 Section XIII of this RFP outlines sales reporting requirements for Vendors whose products are accepted on the EPL. In the case of Reseller Groups, the entity required to submit the marketing report would follow the "Remit To" payment. If the manufacturer is receiving the payment, the manufacturer is then required to track the sales and submit the marketing report. If the reseller receives the payment, then each reseller named by the manufacturer is required to submit this report.

7.10 **ITS** reserves the right to make adjustments to the Reseller Group model during the E-911 PSAP EPL 3646 Cycle, including during the RFP clarification, evaluation, and publication phases.

8. Vendor Qualification for all Sellers

8.1 Value-added Vendor

8.1.1 *Value-added Vendors* are those who can address a customer's needs for delivery, installation, custom integration, training, consulting, and "hand holding" with in-house staff and timely support, both on-site and by remote access, as specified in the technical specifications. *Value-added Vendors* have directly

invested in staff, training resources, and physical facilities logistically available to Mississippi EPL customers. These are the Vendors who possess established in-house resources to provide PSAP integration.

8.1.2 *Value-added Vendors* are those prime parties who are capable of providing the on-site warranty service directly and coordinate these services between the customer and the manufacturer to the degree that the process to activate the on-site service call is transparent to the customer. Therefore the customers will not have to fend for themselves with remote 1-800 support.

8.1.3 *Value-added Vendors* must have an office or service center within 200 miles of a Mississippi border in order to be considered “logistically available to Mississippi EPL customers.” “Virtual” or “Home” offices do not meet this standard.

8.2 Vendor Fees

8.2.1 *Value-added Vendors* are required to propose all appropriate service fees for this EPL in order to be awarded Value-added status.

8.2.2 All service rates are not-to-exceed prices and may be adjusted during the Six Month Updates.

8.2.3 Services fees will be proposed in spreadsheet format as defined in Section X, *Vendor Contacts and Service Fees for Sellers*. **ITS** is soliciting and will publish these five (5) rates.

8.2.3.1 Hourly Rate for basic installation services

8.2.3.2 Hourly Rate for project manager/engineer/advanced technician

8.2.3.3 Hourly Rate for maintenance and support

8.2.3.4 Hourly Rate for training

8.2.3.5 Hourly Rate for travel

8.2.4 **ITS** encourages Vendors to propose additional enhanced warranty options as part of their Component List. Sellers are encouraged to discuss these extended warranties with their customers.

8.2.5 Seller should propose hourly rates based upon standard business hours of 8 to 5 Central Time, Monday – Friday, excluding

holidays. Should customers have needs for after hours services, Seller may optionally charge up to one and one-half (1 ½) times their service rate, provided Seller has supplied a written estimate and advised the customer of the after-hours charge.

8.2.6 The Travel Hourly Rate covers the time and cost of travel within state boundaries. This rate may not be used on out-of-state travel.

8.2.6.1 Any Travel Hourly Rate may not exceed the Seller's highest hourly rate proposed.

8.2.6.2 For Vendors with multiple service center locations, **ITS** expects a good faith effort on the part of any Vendor to tailor the customer service needs with the lowest costs and expenses possible.

8.2.7 Vendor must provide to the customer at the time of sale a not-to-exceed estimate of installation and any travel fees to be used in conjunction with services. Travel fees are negotiated between the Vendor and customer and should include the following considerations:

8.2.7.1 Is the estimate for one-way or two-way travel?

8.2.7.2 Is the estimate per technician or per vehicle?

8.2.7.3 If there is a need for extended on-site work involving per diem charges for meals, mileage, hotels, airfare, etc., customer would authorize these charges through other public purchasing procedures. They are not authorized under this EPL.

8.3 Vendor is solely responsible for all delivery and implementation subject to formal customer acceptance. Any use of subcontractors must be transparent to the customer with all transactions and payment conducted directly with the E-911 PSAP EPL Vendor. Any sub-contractors must be named in Section XIV and responding Vendor must provide references for those sub-contractors. Should a Vendor need to add additional sub-contractors during the term of the EPL, they must submit those names and references to **ITS** EPL Team for approval.

8.4 The *EPL Master Purchase and Maintenance Agreement* provides in Articles 7.7 and 7.8 for circumstances when the customer may test and evaluate the purchased product to ensure it is not defective and that it performs to the specifications published in the EPL. The *EPL Master Purchase and Maintenance Agreement*

does not provide for “buyer’s remorse,” where the customer may send back a product because the customer has changed his mind or wants something else. If the delivered product is defective, the customer may return the product if the Vendor is notified within the thirty (30) working day acceptance period. It would be at the Vendor’s discretion whether to accept a return for non-defective equipment and whether to charge the customer a “re-stocking” fee in order to take back unwanted products. The customer assumes responsibility for all “re-stocking” fees in this instance as a condition for using the EPL.

Most of the items in Section VIII from this point forward require that the Vendor respond with specific information. “Acknowledge” is not an appropriate response to these items.

9. **Company Profile for Sellers**

Sellers should respond to this section with specific information.

9.1 Seller must provide information detailing the company’s qualifications. This information must include the following company background information.

9.1.1 Date established (minimum one year requirement),

9.1.2 State of incorporation,

9.1.3 Ownership,

9.1.4 Corporate office location,

9.1.5 Office location(s) that serve Mississippi. List the office locations that will be used to provide support to Mississippi. Designate for each office whether it is used for sales, installation and/or after purchase support. Provide street addresses for each. If any are a home or virtual office, provide that information.

9.1.6 Explain how the locations listed can adequately service the required three-hour on-site maintenance provisions for those geographical areas in Mississippi the seller can serve.

9.1.7 List the offices that will be used to provide installation and on-site maintenance and support.

9.1.8 Does Vendor maintain a parts depot? If so, please describe.

9.1.9 Does Vendor have plans to expand? Is Vendor’s focus to serve primarily a focused geographical area?

9.1.10 If servicing Mississippi clients from out-of-state facilities, describe in detail how the proposing Vendor will provide the Value-added requirements described in this RFP.

- 9.1.11 The number of years on the following **ITS** EPLs. (Approximate)
- 9.1.11.1 E-911 PSAP EPL
 - 9.1.11.2 Two-Way Radio EPL
- 9.1.12 Please describe how Vendor has participated in other **ITS** contracts, such as the Micro EPL, LAN EPL, Computer Hardware EPL, Software EPLs or General RFPs.

9.2 Pricing

- 9.2.1 It is expected that the Seller propose a discounted cost for the EPL based upon a quantity of one. The Seller could further discount the price at the time of quotation, in particular in the case of a quantity discount. If the initial pricing is being proposed by the Manufacturer Sponsoring a Reseller Group, **ITS** expects the Manufacturer to offer a discounted EPL price that the Seller may further discount at the time of sale. It is not acceptable for the EPL price to be "List" price with the expectation that the Seller will discount the price at the time of sale.
- 9.2.2 Explain the cost basis used in your EPL proposal. This explanation might include reference to a standard manufacturer price list or GSA schedule, for example, and the percentage discount off of list being used in your proposal.
- 9.2.3 Will this same pricing methodology will be used to calculate the pricing throughout the contract period?

9.3 Financial

- 9.3.1 Financial information provided in response to this section will be deemed confidential as provided through **ITS** Open Records policy and procedures. If submitting data as part of a parent company, differentiate the parent company data from the responding Vendor's finances. If relying on the financial data of a parent company, supply documentation from the parent company guaranteeing the responding Vendor's performance under this RFP.
- 9.3.2 Is the proposing Vendor under federal bankruptcy proceedings? If so, please describe.
- 9.3.3 Vendor must provide most recent annual report or current audited financial statements, which must include a letter from a CPA or

accounting firm indicating that the financial records have been reviewed. At a minimum, the report should include assets / liabilities and an income / revenue report.

9.3.4 Alternatively, Vendor may show they have the financial ability to provide products and services of at least \$100,000.00 by the following:

9.3.4.1 Vendor must provide a letter of credit from its major supplier or distributor or banker or other guarantor(s) showing available credit lines for EPL purchases up to at least \$100,000.00.

9.3.4.2 Credit letters may be from multiple sources, for instance a \$50,000 credit level from your bank and a \$50,000 level from your distributor.

9.3.5 In cases where there are problems during the EPL cycle due to Vendor inability to finance purchase, **ITS** reserves the right to take corrective action, up to and including disqualification from participation in the EPL process.

9.3.6 Please provide Dun and Bradstreet Supplier Risk Rating Score if available. The Risk Rating Score is on a scale of 1 to 9 with 1 being the lowest risk and 9 being the highest.

9.4 Staff

9.4.1 Describe the number of staff who are employees of the Vendor.

9.4.2 Provide the names of staff you anticipate being used for the E-911 PSAP EPL contract. For each, include:

9.4.2.1 Are they administration, sales or technical staff or estimate the portion of each if multi-roled.

9.4.2.2 Do they work full time for Vendor? Indicate if any of the named employees are part-time or contract employees working on Mississippi accounts for Vendor.

9.4.2.3 What location do they work out of? Is this a physical office location of Vendor's company or are personnel working out of a "virtual office"?

- 9.4.2.4 For technical staff, include technical certifications they hold. (Example: CNE, MCSE, COMPTIA, A+ Certified)
- 9.4.2.5 Will the same technicians be used for installation and later for maintenance?
- 9.4.3 If Vendor relies on out-of-state resources to coordinate with Mississippi staffing, please describe how these resources are utilized.
- 9.4.4 Describe your company's manufacturer certifications for products proposed beyond the basic authority to sell for each manufacturer proposed. Example: Gold, Platinum, Premier, Silver, etc.
- 9.5 Describe Vendor's process for
 - 9.5.1 Handling sales and quotation requests;
 - 9.5.2 Tracking the delivery of products;
 - 9.5.3 Installation;
 - 9.5.4 Billing.
- 9.6 Describe Vendor services specific to products proposed, i.e. phones, switches, wiring, and any other related services such as consulting, authorized repair facility, etc.
- 9.7 Describe training resources and facilities.
- 9.8 What is Vendor's website address? Does Vendor have online support for sales information?
- 9.9 Provide specific examples of how Vendor provides Value-added services for Mississippi customers.
- 10. **Warranty, Service and Maintenance**
 - 10.1 Describe Vendor's warranty and maintenance service. Please answer each question as to whether maintenance will be provided by the reseller directly or provided by the manufacturer with the reseller acting as a pass-through.
 - 10.2 Please provide the name of the person, address and telephone number the state may contact regarding the warranty.

- 10.3 The proposing Value-added Vendor ensures the warranty, regardless of manufacturer or manufacturer's warranty. How does the proposing Vendor provide or coordinate with the manufacturer(s) for seamless service?
- 10.4 Vendor must provide a letter of manufacturer's support and commitment to the products being proposed. For example, manufacturer's assurance of support should Vendor abandon the product line.
- 10.5 Service Procedures
 - 10.5.1 Provide a copy of your service escalation procedures complete with names and telephone numbers of persons to be notified. Support up to and including manufacturer support should be included.
 - 10.5.2 Provide the location of depot points and the number of service personnel at each location.
 - 10.5.3 When the proposing Vendor receives an initial service call on products under on-site warranty, who makes the initial on-site call? Does it depend on the client location? Briefly describe Vendor's technical support organization and problem resolution process.
 - 10.5.4 Who does Vendor's warranty work?
 - 10.5.5 Does respondent have at least two systems engineers to service Mississippi sales that are full-time employees of responding Vendor?
 - 10.5.6 Under what conditions would third party support be used in lieu of in-house staff?
 - 10.5.7 Describe response time for initial call response, on-site personnel response, and resolution. Include average time as well as a not-to-exceed time frame for each type of response.
 - 10.5.8 Describe the responding Vendors service capabilities and standards for the following:
 - 10.5.8.1 Advanced Replacement Parts and Software
 - 10.5.8.2 On-going software support, updates, and enhancements

11. **Wiring Requirements**

- 11.1 Detail the wiring requirements for a typical PSAP installation being proposed.

- 11.2 Will the Vendor perform cabling services for the RFP or use a sub-contractor(s)?
If using a sub-contractor, provide name and contact information.

- 11.3 Describe Vendor's cabling certifications and any contractor's licenses. Also describe wiring standards that Vendor will adhere to during cabling installation.

SECTION IX TECHNICAL SPECIFICATIONS

1. How to Respond to this Section

- 1.1 Beginning with Item 2 of this section, label and respond to each outline point in this section as it is labeled in the RFP.
- 1.2 The Vendor must respond with “ACKNOWLEDGED,” “WILL COMPLY” or “AGREED” to each point in this section. In addition, many items in this RFP require detailed and specific responses to provide the requested information. Failure to provide the information requested will result in the Vendor receiving a lower score for that item, or, at the State’s sole discretion, being subject to disqualification.
- 1.3 “ACKNOWLEDGED” should be used when no vendor response or vendor compliance is required. “ACKNOWLEDGED” simply means the vendor is confirming to the State that he read the statement. This is commonly used in the RFP sections where the agency’s current operating environment is described or where general information is being given about the project.
- 1.4 “WILL COMPLY” or “AGREED” are used interchangeably to indicate that the vendor will adhere to the requirement. These terms are used to respond to statements that specify that a vendor or vendor’s proposed solution must comply with a specific item or must perform a certain task.
- 1.5 If the Vendor cannot respond with “ACKNOWLEDGED,” “WILL COMPLY,” or “AGREED,” then the Vendor must respond with “EXCEPTION.” (See Section V, for additional instructions regarding Vendor exceptions.)
- 1.6 Where an outline point asks a question or requests information, the Vendor must respond with the specific answer or information requested.
- 1.7 In addition to the above, Vendor must provide explicit details as to the manner and degree to which the proposal meets or exceeds each specification.

2. General Overview: Two Types of Proposed Solutions

- 2.1 Turnkey Solutions. It is the State’s preference that the E-911 PSAP EPL primarily consist of Value-added Vendors that can provide a complete PSAP turnkey solution for our E-911 Centers.
 - 2.1.1 Vendors that propose a turnkey configuration on this EPL shall be responsible for providing a complete Enhanced-911 (E-911) system Automatic Number Identification (ANI) and Automatic Location Identification (ALI) along with the other functions

specified in this RFP. Vendor's responsibility shall include all equipment, installation, maintenance, and training needed to provide a complete and fully operational E-911 system.

2.1.2 Sellers will propose the turnkey solutions in a "Base Systems Configuration Spreadsheet" provided with this RFP.

2.2 Components List. ITS will additionally allow sellers to propose a list of components or options that to be used in PSAP centers in a spreadsheet provided with this RFP.

2.2.1 Sellers that have proposed a Turnkey Solution are required to also submit the Component List. This is so that customers may order additional products for the turnkey solution or, in some cases, to have a price structure for subtracting an un-needed product from the turnkey configuration.

2.2.2 ITS will allow sellers to only propose the Component List if they cannot support an entire PSAP solution. An example might be a seller specializing only in voice recorders or logging printers.

3. **Turnkey Solutions: EPL Base System Configurations**

3.1 Basic information.

3.1.1 Vendor may propose up to eight PSAP systems using the Base System Configuration Spreadsheets.

3.1.2 All systems proposed must be turnkey and include all hardware and software components, installation, maintenance and training.

3.1.3 Vendors should focus on two and four position systems. At a minimum, all turnkey vendors must propose at least one two position system.

3.1.4 Please be reminded that this RFP is intended for basic E-911 systems and large and expensive systems may be the subject of a specialized RFP and are out of scope of RFP 3646.

3.1.5 Turnkey configurations that are deemed by ITS to be outside the scope of this RFP will not be published.

3.1.6 Vendors must fully describe the open configurations in Section XII, *Cost Information Submission*.

3.2 Two and Four Position Consoles

- 3.2.1 Vendor may propose and describe in Section XII, *Cost Information Submission*, Base System Configuration Spreadsheets, the equipment, installation, maintenance and training needed for a basic 2 and 4-position PSAP centers. The systems must be turnkey with all functionality needed for a basic PSAP. Required base minimum specifications and features for all proposed systems are described below.
- 3.2.2 In Section XII, *Cost Information Submission*, Vendor should sufficiently describe all equipment in the base turnkey system. This should include, at a minimum, the functionality and description of the system, its console, its telephones/headsets, display monitors, basic display features for phone and console, and the core system components/card shelf.
- 3.2.2.1 Vendor must describe trunk line capability.
- 3.2.2.2 Vendor must state maximum number of trunks per system.
- 3.2.3 An Administrative Position/lines may be optionally proposed in the Components List Spreadsheet. Alternatively, Vendor may propose systems that include an administrative position as one of their eight Configuration slots.
- 3.2.4 Excluded items. The following items should not be included in the “Base Systems Configuration Spreadsheets”. Vendors **may** propose these items in the “Component List Spreadsheet” section.
- 3.2.4.1 Furniture specific to a PSAP installation.
- 3.2.4.2 Logging Recorders. Note that Vendors may propose a variety of sizes or manufacturers in the Component List.
- 3.2.4.3 CAD systems. Basic CAD systems to support the E-911 system may be proposed in the Component List. However, please be reminded that large and expensive CAD systems are beyond the scope of basic E-911 configurations and this RFP.
- 3.2.4.4 GIS Interface. Basic GIS systems to support the E-911 system may be proposed in the Component List. However, please be reminded that large and expensive GIS systems are beyond

the scope of basic E-911 configurations and this RFP.

3.2.4.5 Call-out notification systems are excluded from the RFP in their entirety. They are outside the scope of a basic E-911 system.

3.2.5 Voice over Internet Protocol (VoIP)

3.2.5.1 VoIP systems are **not** excluded from RFP 3646

3.2.5.2 Vendor must clearly identify all VoIP systems or all VoIP components in their descriptions in Cost Information Submission, Section XII.

3.2.5.3 VoIP systems must meet all technical specifications required in RFP 3646.

4. **Component List Spreadsheet**

4.1 The primary purpose of the Component List is to provide turnkey Vendors with the ability to add or subtract products or propose additional varieties of products for their turnkey solutions, based upon the Customer needs. Therefore, Vendors proposing turnkey configurations are required to also submit the associated Component List Spreadsheet and will have additional choices in the types of products they may submit.

4.2 Turnkey Configuration Vendors may propose any additional components that can be used with the base configurations proposed. The Component List format is described in Section XII, *Cost Information Submission*.

4.2.1 Examples include alternatives such as display sizes and types, console options, additional telephone sets, etc.

4.2.2 Vendor is limited to 500 lines items in the Component List.

4.2.3 Vendor should propose additional SKU's for extended warranties if offered by the Manufacturer.

4.2.4 Seller must propose hourly labor rates in the Vendor Fees table described in Section X.

4.2.5 Vendor may propose additional training flat fees or customized rates.

- 4.3 **ITS** will allow non-Turnkey Vendors to only propose the Component List if they cannot support an entire PSAP solution. An example might be a seller specializing only in voice recorders or logging printers.
- 4.3.1 Excluded from the Component List for those Vendors that are NOT offering a turnkey solution are:
 - 4.3.1.1 Furniture
 - 4.3.1.2 Software
 - 4.3.1.3 Technology that is not specific to a PSAP installation that is available on other ITS Express Products List, including displays, switches, racks, servers, basic office printers, UPS. Customers should go to those EPLs for such items.
 - 4.3.1.4 Note that Vendors that ARE proposing entire PSAP turnkey solutions may include these items in their turnkey configurations as well as their component spreadsheets to give their customers additional choices.

5. Base Minimum Specifications for all Configurations

- 5.1 All proposed equipment must be new.
- 5.2 All equipment must meet the most current industry standards.
 - 5.2.1 Must comply with NENA-04-001 Standards for PSAP Equipment.
 - 5.2.2 Must be UL approved.
 - 5.2.3 Must comply with applicable FCC Regulations.
 - 5.2.4 Must comply with Phase I and Phase II of FCC Docket 94-102.
- 5.3 The system must provide redundancy so that a failure of a single component will not cause a failure of the complete system. A single ALI controller will be allowed provided that basic ANI information is still received if the ALI controller fails.
- 5.4 The Vendor must provide an Uninterruptible Power Supply (UPS) capable of maintaining the system for a minimum of fifteen (15) minutes in the event of a commercial power failure.

5.5 Logging Printer

5.5.1 All configurations must be proposed with a logger printer that, at a minimum, records the following information:

5.5.1.1 ANI Phone Number

5.5.1.2 Time that Call was Received

5.5.1.3 Amount of Time between call seizure and call answer

5.5.1.4 Identity of Call-Taker Position

5.5.1.5 Time and Call-Taker Position of Disconnect

5.5.2 The system should be capable of customizing the logging printer output according to the customer's needs.

5.6 System must be capable of interfacing with a radio/dispatch workstation.

5.7 All equipment must be compatible with the servicing phone company's network. Vendor must describe how proposed equipment handles the following:

5.7.1 Selective Routing

5.7.2 Automatic Number Identification (ANI)

5.7.3 Automatic Location Identification (ALI)

5.7.4 Forced Disconnect

5.8 The system must interface with the servicing phone company's ALI database.

5.9 The system display must provide, at a minimum, the following information:

5.9.1 Time and Date of Call

5.9.2 ANI Number

5.9.3 Name of Subscriber

5.9.4 Physical Location of the Telephone (ALI Information)

5.9.5 Emergency Service Number (ESN)

5.9.6 Primary Responding Agencies for the Caller Location

- 5.10 System must be capable of requesting an ALI retransmit from any Call-Taker position.
- 5.11 System must be capable of re-dialing a dropped call based on ANI information.
- 5.12 Calls placed on hold must be available to any Call-Taker position.
- 5.13 Redundant system components must be “hot swappable” including interface cards, telephone sets, displays, etc. Swapping of these components must not interfere with the operation of the non-affected component.
- 5.14 System must have audio fail-over capability. The system must pass through audio in the event of a CPU failure.
- 5.15 The system must be capable of providing distinctive ring based on call-type.
- 5.16 The system must be able to display TDD calls based on current ADA standards.
- 5.17 The above specifications for the system also apply to the individual components if proposed in the Component List.

6. Delivery, Installation, and Acceptance Requirements

- 6.1 Vendor is responsible for all costs associated with shipping.
- 6.2 Vendors must conduct a site visit at no charge and provide the customer in writing minimum site requirements for each installation including but not limited to: Network Interface, power requirements, floor space, backboards, environmental control, etc.
- 6.3 Vendor is responsible for ensuring that Vendor’s PSAP equipment is compatible with customer’s E-911 Service Provider Network.
- 6.4 Vendor must offer installation for all products proposed. For systems proposed as “Base System Configurations,” the cost of the installation must be included as part of the turnkey price. If the Vendor is willing for the customer to self-install the system, the Vendor may optionally provide the break-out cost of installation for the customer to subtract from the turnkey cost. For products proposed as part of the “Components List,” Vendor must provide installation cost in the form of hourly labor rates or if applicable, flat installation rates for listed components.
- 6.5 Selected Vendor will prepare an installation schedule of work to be done including milestone dates and estimated completion date.
- 6.6 All installation will be done by qualified personnel and properly installed and integrated for acceptance testing within the scheduling deadline. All installation must be in accordance will all industry, state and federal standards. Installation

must include all cabling, connections to trunks and circuits, and testing to result in a one hundred percent functioning public safety answering point position. Vendor must specify the responsibility for electrical and other environment requirements as part of the site requirement's document.

6.7 It is understood by the Vendor that Customer will not sign the acceptance document until the following conditions have been met:

- 6.7.1 The network and equipment has operated for fourteen (14) consecutive days of operation with no problems.
- 6.7.2 The quality and level of transmission is consistent with the published specifications for the system.
- 6.7.3 The agreed upon training program for system administrators and station user personnel has been satisfactorily completed.
- 6.7.4 The system documentation including user and system manuals is complete and on file at the Customer's premises.

7. Warranty and Maintenance

7.1 All systems and components must carry a minimum one-year on-site warranty.

7.2 Post Warranty for purchased systems.

- 7.2.1 Vendor must propose on-site maintenance pricing for years two through five.

7.3 Warranty and Maintenance service carry the same requirements:

- 7.3.1 Vendors for warranty and maintenance must have response centers available 24 X 7 X 365.
- 7.3.2 Vendor must provide a 1-hour response via telephone, remote access, or on-site to PSAP location.
- 7.3.3 Vendor must provide a 3-hour on-site response from initial contact if the problem cannot be resolved by telephone or remote access.
- 7.3.4 Replacement parts must carry the same warranty whether refurbished or new.

7.4 Vendor should be able to provide maintenance and parts for no less than 7 years after final acceptance of the system.

7.5 System must be capable of notifying an administrator in the event of a system fault. The system should have fault notification levels that are user selectable.

8. Training

8.1 Vendor must detail training that will be provided to customer as part of the base turnkey configuration.

8.2 A minimum of two days (16 hours) of training at customer location for a minimum of three persons for each call-taker position proposed must be included and completed prior to cut over to the new system.

8.3 Vendor must detail what additional training opportunities Vendor provides, both directly with Vendor's personnel or as a pass-through for manufacture's offered training or classes. Include whether training is on customer site, Vendor's center, or third party off-site location.

**SECTION X
 VENDOR CONTACTS AND SERVICE FEES FOR SELLERS**

Only Vendors that are Sellers should respond to this section. This requirement includes resellers as well as manufacturers that choose to sell directly as part of their Reseller Group.

1. The Vendor is required to submit electronic and paper copies of these spreadsheets in support of this E-911 PSAP EPL RFP:

1.1 *Vendor Contact Information Sheet*
 [Label file as 3646contacts.xls]
 See sample in Section X, item 4

1.2 *Service Fees*
 [Label file as 3646fees.xls]
 See sample in Section X, item 5

1.3 These spreadsheet templates are available for download in Excel at:
<http://www.its.ms.gov/rfps/3646.shtml>

3. Official Copy of Proposal

The information on your media is considered the official copy. The Vendor must include paper copies of the two (2) spreadsheets in the binder (one copy of Vendor Contact Information and one copy of Service Fees.)

4. Sample Spreadsheet for Vendor Contact Information
 [3646contacts.xls]

Please use the following format for submitting your Vendor Information. Your Vendor Table should have 32 rows of data, no more and no less. Enter your data in the second column, left justified. Data from column two will be loaded into a database. The maximum number of characters for each field is listed in parenthesis following the field name. For example, company name is listed as COMPANY NAME (100), and has a maximum field size of 100 characters.

Company Name (100)	VENDOR COMPANY NAME
<i>RFP Contact: Person Who Prepared Response (100)</i>	BOB JONES
<i>RFP Contact: Telephone Number (50)</i>	601-532-6738 EXT 234
<i>RFP Contact: FAX Number (50)</i>	601-478-8293
<i>RFP Contact: E-Mail Address (100)</i>	jones@itservice.com
<i>RFP Contact: Mailing Address 1 (50)</i>	FIRST ADDRESS LINE or DBA NAME (Do not repeat company name from Line 1 above

<i>RFP Contact: Mailing Address 2 (50)</i>	SECOND ADDRESS LINE
<i>RFP Contact: City (25)</i>	JACKSON
<i>RFP Contact: State (2)</i>	MS
<i>RFP Contact: ZIP (10)</i>	39204-3836
<i>Place Order To: Mailing Address 1(50)</i>	FIRST ADDRESS LINE or DBA NAME (Do not repeat company name from Line 1 above)
<i>Place Order To: Mailing Address 2 (50)</i>	SECOND ADDRESS LINE
<i>Place Order To: City (25)</i>	JACKSON
<i>Place Order To: State (2)</i>	MS
<i>Place Order To: ZIP (10)</i>	39204-3836
<i>Remit To: Mailing Address 1 (50)</i>	FIRST ADDRESS LINE or DBA NAME (Do not repeat company name from Line 1 above)
<i>Remit To: Mailing Address 2 (50)</i>	SECOND ADDRESS LINE
<i>Remit To: City (25)</i>	JACKSON
<i>Remit To: State (2)</i>	MS
<i>Remit To: ZIP (10)</i>	39207-4876
<i>Main: EPL Sales Contact (100)</i>	BOB JONES
<i>Main: Phone Number (50)</i>	888-902-7377
<i>Main: FAX Number (50)</i>	601-478-8293
<i>Main: E-Mail Address (100)</i>	jones@itservice.com
<i>Backup No 1: EPL Sales Contact (100)</i>	SANDY SMITH
<i>Backup No 1: Phone Number (50)</i>	888-902-7376
<i>Backup No 1: FAX Number (50)</i>	601-478-8293
<i>Backup No 1: E-mail Address (100)</i>	ssmith@itservice.com
<i>Backup No 2: EPL Sales Contact (100)</i>	JOE MASON/PHIL CONN
<i>Backup No 2: Phone Number (50)</i>	800-500-1111 X34567 or 78987
<i>Backup No 2: FAX Number (50)</i>	601-777-7777
<i>Backup No 2: E-Mail Address (100)</i>	joe.mason@itservice.com or phil.conn@itservice.com

5. **Sample Spreadsheet Format for Service Fees**
 [3646fees.xls]

- 5.1 All Sellers must submit this spreadsheet.
 - 5.1.1 “Value-added” status requires the proposal of service fees.
 - 5.1.2 Manufacturers choosing to sell directly as part of their Reseller Group **MAY** propose service fees but are not required to do so.
- 5.2 The Service Fee categories detailed in Section VIII: *EPL Process Specifications* of this RFP must be used.
- 5.3 Do not show the service rates as “Included.” Vendor may show the Travel Rate as “Included.”

Company Name:		
Service Fee	Rate	Specify if there is a COST, if the fee is INCLUDED, or if the fee is Not applicable (N/A)
Hourly Rate for basic installation services	\$	
Hourly Rate for project manager/engineer/advanced technician	\$	
Hourly Rate for maintenance and support	\$	
Hourly Rate for training	\$	
Hourly Rate for travel	\$	

SECTION XI

MANUFACTURER SPONSORING RESELLER GROUP QUESTIONNAIRE

1. Directions

Respond to Section XI only if you are a manufacturer sponsoring a Reseller Group. All manufacturers sponsoring a Reseller Group must complete this Section XI. If you are a manufacturer **ONLY** sponsoring a Reseller Group and **NOT** receiving payments directly, Section XI and Section XII are your only RFP response requirement. If you are a manufacturer also selling directly, a full response to the entire RFP is required. Please refer to the RFP Checklist on page ii for assistance.

1.1 Manufacturer's Name

1.2 State of Incorporation

1.3 Prime Contact person for your Manufacturer Reseller Group.

1.3.1 Provide: Name, telephone, FAX, email, and a mailing address

1.4 Backup Person(s) for your Manufacturer Reseller Group.

1.4.1 Provide: Name, telephone, FAX, and email

1.5 In addition to your prime contact, these persons will also receive notifications concerning the EPL throughout the EPL cycle such as update notices, vendor meeting notices, or correspondence concerning your group.

1.6 Note that the above contact persons are for the EPL Team only. They are not published for customers.

1.7 Is the manufacturer under any bankruptcy proceedings?

1.8 Please provide your Dun and Bradstreet Supplier Risk Rating Score, if available. The Risk Rating Score is on a scale from 1 to 9 with 1 being the lowest risk and 9 being the highest.

2. Acknowledgement of Manufacturer Requirements

You must acknowledge below by checking the blank.

2.1 Yes, our company will participate in E-911 PSAP EPL 3646 by sponsoring a "Reseller Group." We have reviewed the responsibilities in sponsoring a Reseller Group as described in RFP 3646 and agree to its terms and conditions.

3. List of Approved Resellers

List the approved resellers that will be authorized for your Reseller Group. You must have at least two (2) "Value-added" resellers to form a group but there is no maximum

number of Value-added resellers. It is not necessary for you to provide the contact person or contact information as each reseller provides this separately to **ITS**.

- 3.1 List of Reseller Group company names:
- 3.2 Will the manufacturer also sell directly as part of the Reseller Group? If so, please include the manufacturer name in the group listing in question 3.1 above.

4. **Pricing**

- 4.1 The Manufacturer Sponsoring a Reseller Group must answer the following question regarding the proposed pricing. Note that it is not acceptable for the Vendor to propose retail price in their submission. It is expected that the Vendor propose a discounted cost based upon a quantity of one. The Vendor could further discount the price at the time of quotation, in particular in the case of a quantity discount. The information provided by the Vendor in response to this question will not be published but may be used during the **ITS** evaluation and also used to ensure the State is receiving proper discounts during the update process throughout the RFP cycle. The products and pricing proposed by a manufacturer on behalf of named Value-added resellers still must go through a cost evaluation and specification evaluation.
- 4.2 Explain the cost basis used by the manufacturer to propose pricing on behalf of the named resellers for E-911 PSAP EPL 3646. This explanation might include reference to a standard manufacturer price list or GSA schedule, for example, and the percentage discount off of list being used in your proposal.
- 4.3 What method will be used to calculate the pricing throughout the contract period?

Original signature of authorized company representative required below.

Name of Company

Date

Authorized Signature

Title

Typed or Printed Name

Include this form with original signature as part of your “Manufacturer Sponsoring a Reseller Group” response to RFP 3646. Also include your cost proposal as described in Section XII.

SECTION XII COST INFORMATION SUBMISSION

1. **Directions for Submitting Cost Proposal**

- 1.1 All sellers proposing products and Manufacturers Sponsoring a Reseller Group must submit product information and discounted pricing using the directions in this section.
- 1.2 Please make sure that you have carefully read Section IX for complete specifications before creating your cost spreadsheets.
- 1.3 **ITS** has created an Excel spreadsheet that Vendor's must use for their cost proposal. This spreadsheet is available on the **ITS** website at:
<http://www.its.ms.gov/rfps/3646.shtml>
- 1.4 Vendor must input their product descriptions and pricing in this spreadsheet and submit both a paper print out of each proposed configuration and Component List as well as a CD with the electronic spreadsheets file. Be sure to label the CD with Vendor name and RFP number 3646.

2. **Base System Configuration.**

- 2.1 Vendors who propose turnkey configurations must describe the turnkey base system and provide a turnkey, installed price. Use the tabs on the Excel Spreadsheet labeled "Configuration 1", "Configuration 2", etc.
- 2.2 An example spreadsheet for the Base System Configuration is included at the end of this section.
- 2.3 At minimum, a 2-position PSAP system must be proposed.
- 2.4 Vendor has the option to propose up to 7 additional turnkey systems based on the Vendor's knowledge of the PSAP market for a total of up to eight (8) configurations.
- 2.5 The turnkey price includes system hardware, software, installation, initial training, and minimum of one-year on-site warranty.
- 2.6 The total cost does not have to be the sum of the individual pieces and parts but should reflect Vendor's discount if the customer is buying the solution as a turnkey.
- 2.7 Description of Components included in the Base System Configuration
 - 2.7.1 Vendor must include manufacturer, description, and manufacturer part number for line items in the configuration.

- 2.7.2 The cost of cabling for the system should be included in the turnkey price.
- 2.7.3 The cost of the warranty, installation and training should be included in the turnkey price.
- 2.7.4 The separate cost for these line items when purchased outside of the base system configuration would be shown in the “Components List.”
- 2.7.5 The pricing on the pieces and parts should reflect the Vendor’s not-to-exceed price for a quantity of one for those customers needing additional items or replacement parts.

3. Description of Training, Base Warranty, and Enhanced Warranty/Maintenance

- 3.1 Vendor should provide a very brief description of included initial training to aid the customer in their selection, keeping in mind for each configuration the minimum sixteen (16) hours at customer’s location as described in Section IX.
- 3.2 Vendor should provide a brief description of the base warranty keeping in mind that there is a mandatory minimum one-year on-site warranty.
- 3.3 Vendor must propose enhanced warranty or post-warranty maintenance options (years 2 – 5) for the base system configuration. Specify who provides the maintenance (Manufacturer or Reseller).

4. Removing Items from the Base Configuration

- 4.1 **ITS** will allow customers to work with Vendors to subtract items out of the turnkey system and lower the price accordingly at the time of purchase. Items to be subtracted **MUST** be shown in the “Components List” published as line items with an associated cost; therefore, be sure these line items are included in the product spreadsheets that you submit.
- 4.2 Additionally, **ITS** is requesting that Vendors show the cost that has been included in the turnkey system for **Training and Installation**. The Base Configuration cost must include the cost of training and installation as part of the turnkey cost. Please list the break-out costs for training and installation in the line items provided in the spreadsheet. If the Vendor is not willing to sell the Base Configuration without training or installation, then show this line item as “Training Required” or “Installation Required”. By showing the cost for each that has been included in the base, you will have the ability to remove the cost of one or both items for customers not wishing to purchase training or installation.

- 4.3 Subtracting items out of the turnkey solution on configurations must not interfere with the system's functionality to perform as a turnkey system.

5. Components List Spreadsheet

- 5.1 Vendor should use this section to propose any components that could be used with the systems that the Vendor is proposing (ex: consoles, monitor options, administrative telephone sets, trunk cards, expansion card shelves, etc.). Vendor may propose components that are shown as line items in the base configuration as well as additional optional components that the customer may need to enhance their system. Vendor may also propose furniture items specific to PSAP installations in the Components List. This will help avoid redundancy by letting you list these options only once rather than with each system.
- 5.2 The "Components List Spreadsheet" should also be used to list hourly labor cost for items such as installation, additional training, out-of-warranty repair or maintenance.
- 5.3 There is a five hundred (500) item limit for this list.
- 5.4 Warranty on Components List is the same as for the base system configuration – one year on-site. If the Vendor's warranty exceeds the required minimum, please show this as part of the product description. Enhanced warranty for that product should be shown as a separate line item with an associated cost.

6. Miscellaneous

- 6.1 It is **not ITS'** intent in publishing the E-911 PSAP Equipment List to create an inclusive list of various manufacturers' product lines, their part numbers, descriptions and costs. Please choose the options that you propose carefully, and limit these items to the most commonly purchased components. If additional items for a more specialized E-911 PSAP system are needed, the customer should send in a request to **ITS**.
- 6.2 **ITS** reserves the right to exclude proposed items.
- 6.3 Please use the example on the following pages to format your proposal.
- 6.4 Please add additional lines as needed for each section of the spreadsheet.
- 6.5 Please be reminded that large and expensive systems are beyond the scope of basic E-911 configurations and this RFP and take care to limit your proposal accordingly.

Example: Base System Configuration Spreadsheet

COMPANY NAME		
Configuration # 1	Type and Number of Positions:	
Manufacturer and System Name:		
Description of Standard Features		
<p>This section describes the features included when purchasing this configuration as a turnkey system. <i>Add Additional lines as needed to describe the components of the configuration.</i></p>		
Manufacturer of Component	Description of Component	Purchase Part Number
Cost of System when priced as a turnkey system. Includes all engineering, cabling, installation, training and lightning protection.		\$
Description of Installation Services		
<p>This section describes the installation features included when purchasing this configuration as a turnkey system.</p>		
Cost for <u>Installation</u> included in the turnkey price (The cost for installation may be removed from the turnkey price if the customer does not wish to purchase installation.)		\$
Description of Training Services		
<p>This section describes the training included when purchasing this configuration as a turnkey system. <i>Minimum requirement is 16 hours at customer's location</i></p>		
Cost for <u>training</u> included in the turnkey price (The cost for training may be removed from the turnkey price if the customer does not wish to purchase training unless required by the Vendor)		\$
Description of Base Warranty of Turnkey System		
<p>This section describes the warranty included when purchasing this configuration as a turnkey system. <i>Minimum requirement is one-year onsite 24 x 7 x 365 support including parts and labor and lightning damage</i></p>		
Enhanced Warranty or Post-Warranty Maintenance Options		
<p>This section describes additional enhanced warranty options that exceed the base minimum requirements. <i>Warranty must cover onsite 24-7 support including parts and labor and lightning damage</i></p>		
Provided by	Description	Cost

SECTION XIII MARKETING REPORT

1. **Overview**

Vendors whose products are placed on the EPL MUST maintain a record of E-911 PSAP Equipment EPL sales to be reported to ITS on an annual basis. RFP 3646 has a primary term of three (3) years. Marketing Reports are due fifteen (15) days after the end of years one, two and three. Should this EPL be extended for an additional period of time, a record of E-911 PSAP EPL sales must also be reported for the extension period.

Vendors that participated in the last E-911 PSAP Equipment EPL cycle under RFP 3504 **MUST submit a current marketing report with their RFP responses for this E-911 PSAP Equipment EPL cycle.** If Vendor had no sales from this list, then please state that there were no sales.

2. **Report Format**

2.1 Vendors must report all of the following information.

2.1.1 Date

2.1.2 Client Name

2.1.3 Description of items sold as either equipment or services.

2.1.4 Cost

3. Provide sales information in a format similar to the following example. Vendor should total the sales by each of entity as well as grand total.

Date	Client Name	Description	Total
09/06/11	DPS	4 Position Turnkey Installation	\$82,465
10/10/11	City of Jackson PD	Replacement Keyboard & Mouse	\$521
11/15/11	City of Lucedale PD	2 Position Turnkey Installation	48,355
09/11/11	Madison County SO	Added one Voice Recorder	11,258
11/22/11	City of Biloxi PD	Added new call taker position	15,698
Total			\$158,297

4. No sales. If there were no sales during a reporting period, the Vendor must submit a Marketing Report showing no sales.

5. Failure to provide this sales information will be cause for disqualification from evaluation in the next E-911 PSAP Equipment EPL cycle.

6. **ITS** reserves the right to request more detailed sales information on an individual basis.
7. **ITS** will compile the individual reports into a Summary Marketing Report. The Summary Marketing Report will not show individual client names, only sales by type of EPL client from each Vendor. The Summary Marketing Report will become the property of **ITS** with the right to publish, reproduce or distribute without notification. Vendor's submission of a response to this RFP will constitute acceptance of this policy. Vendors may request a copy of this report under the **ITS** Open Records Procedure.
8. Any requests other than the Summary Marketing Report for copies of an individual Vendor's marketing report or any other information that is part of the Vendor's proposal will fall under **ITS** open records policy as defined in the **ITS** Procurement Handbook.
9. Marketing Reports for sales under EPL RFP 3504 May 2010 – current are due with your response for Vendors previously approved under RFP 3504.
10. Marketing Reports for sales under EPL RFP 3646 from May 2011 – April 2012, May 2012 – April 2013, and May 2013 – April 2014 must be submitted in the report format described above.
11. For Reseller Groups, the entity required to submit the marketing report would be the one receiving payments. If the manufacturer is receiving the payment, the manufacturer must track the sales and submit the marketing report at the end of the E-911 PSAP EPL 3646 cycle. But if the reseller receives the payment, then each named reseller is required to submit this report.

SECTION XIV REFERENCES

Please return the following Reference Forms, and if applicable, Subcontractor Reference Forms.

1. References

- 1.1 The Vendor must provide at least five (5) references consisting of Vendor accounts that the State may contact. Required information includes name, address, telephone number, and length of time the account has been a reference. Forms for providing reference information are included on the next page. The Vendor must make arrangements in advance with the account references so that they may be contacted at the Project team's convenience without further clearance or Vendor intercession. Failure to provide this information in the manner described may subject the Vendor's proposal to being rated unfavorably relative to these criteria or disqualified altogether at the State's sole discretion.
- 1.2 References should be based on the following profiles and be able to substantiate the following information from both management and technical viewpoints:
 - 1.2.1 The reference installation must be similar in function and size to the agency/institution for which this RFP is issued;
 - 1.2.2 The reference installation product/service must be configured similarly or identically to this RFP; and
 - 1.2.3 The reference installation must have been operational for at least twelve (12) months.
 - 1.2.4 Additional reference requirements:
 - 1.2.4.1 Vendors seeking "Value-added" status must include Mississippi references. If there are no Mississippi references then Vendor may submit those that are within the 200 miles Value-added area.

2. Subcontractors

The Vendor's proposal must identify any subcontractor that will be used and include the name of the company, telephone number, contact person, type of work subcontractor will perform, number of certified employees to perform said work, and five (5) references for whom the subcontractor has performed work that the State may contact. Forms for providing subcontractor information and references are included at the end of this section. The Vendor must note that the same requirements found in the References section apply to subcontractors.

REFERENCE FORM

Complete five (5) Reference Forms.

Contact Name:

Company Name:

Address:

Phone #:

E-Mail:

Project Start Date:

Project End Date:

Description of product/services/project, including start and end dates:

--

SUBCONTRACTOR REFERENCE FORM

Complete a separate form for each subcontractor proposed.

Contact Name:
Company name:
Address:
Phone #:
E-Mail:

Scope of services/products to be provided by subcontractor:

Complete five (5) Reference Forms for each Subcontractor.

Contact Name:
Company name:
Address:
Phone #:
E-Mail:
Description of product/services/project, including start and end dates:

**EXHIBIT A
STANDARD CONTRACT**

A properly executed contract is a requirement of this RFP. After an award has been made, it will be necessary for the winning Vendor to execute a contract with **ITS**.

Due to the need for uniformity among EPL Vendors, the terms of the Master Purchase and Maintenance Agreement are non-negotiable.

**PROJECT #38865
EXPRESS PRODUCTS LIST (“EPL”)
MASTER PURCHASE AND MAINTENANCE AGREEMENT FOR 911 EQUIPMENT
BETWEEN
INSERT VENDOR NAME
AND
MISSISSIPPI DEPARTMENT OF INFORMATION TECHNOLOGY SERVICES
AS CONTRACTING AGENT FOR THE
AGENCIES, INSTITUTIONS AND GOVERNING AUTHORITIES OF THE
STATE OF MISSISSIPPI**

This Master Purchase and Maintenance Agreement for 911 Equipment (hereinafter referred to as “EPL Agreement”) is entered into by and between **INSERT VENDOR NAME**, a **INSERT STATE OF INCORPORATION** corporation having its principal offices at **INSERT VENDOR STREET ADDRESS** (hereinafter referred to as “Seller”) and the Mississippi Department of Information Technology Services, having its principal place of business at 3771 Eastwood Drive, Jackson, Mississippi 39211 (hereinafter referred to as “ITS”), as contracting agent for the governmental agencies, governing authorities, and educational institutions of the State of Mississippi (hereinafter referred to as “Purchaser”). ITS and Purchaser are sometimes collectively referred to herein as “State”.

WHEREAS, Seller is an authorized dealer of certain 911 emergency equipment; and

WHEREAS, ITS, desires to acquire an Express Products List (“EPL”) Agreement containing the terms and conditions which will govern any orders placed by a Purchaser during the term of this EPL Agreement for the acquisition, installation and maintenance of 911 emergency equipment (hereinafter referred to as “Products”) and services from Seller that were listed in the published EPL as a result of Request for Proposals (“RFP”) Number 3646;

NOW THEREFORE, in consideration of the mutual understandings, promises, consideration and agreements set forth, the parties hereto agree as follows:

ARTICLE 1 TERM OF AGREEMENT

Unless terminated as prescribed elsewhere herein, this EPL Agreement will become effective on the date it is signed by all parties (the “Effective Date”) and will continue in effect for three (3) years thereafter. At the end of the initial term, the EPL Agreement may, upon the written agreement of the parties, be renewed for additional terms, the length of which will be agreed upon by the parties. Sixty (60) days prior to the expiration of the initial or any renewal term of this EPL Agreement, Seller shall notify ITS in writing of the impending expiration and thereafter ITS shall notify Seller of its intent to either renew or cancel the EPL Agreement.

ARTICLE 2 MODIFICATION OR RENEGOTIATION

This EPL Agreement and any supplement and/or purchase order thereto may be modified only by written agreement signed by the parties hereto, and any attempt at oral modification shall be

void and of no effect. The parties agree to renegotiate the EPL Agreement and pertinent supplement and/or purchase order if federal and/or state revisions of any applicable laws or regulations make changes in this EPL Agreement and any pertinent supplement and/or purchase order necessary.

ARTICLE 3 INCLUDED PARTIES

Seller will accept orders from and furnish the Products and services under this EPL Agreement to any governmental agency, governing authority or educational institution within Mississippi authorized to use the published EPL, in line with ITS policies and procedures, at prices not to exceed those prices specified in the published EPL.

ARTICLE 4 ADDITIONAL TERMS AND CONDITIONS

All provisions in this EPL Agreement are in addition to the requirements of RFP No. 3646 and the published EPL, which are both incorporated into and made a part of this EPL Agreement.

ARTICLE 5 ORDERS

5.1 The State does not guarantee that it will purchase any minimum amount under this EPL Agreement.

5.2 When a Purchaser decides to procure any Products and/or services from Seller, the Purchaser shall execute a supplement and/or purchase order to be signed by Seller and an authorized representative of the Purchaser. The supplement and/or purchase order shall set forth the Products/services to be procured; the prices for same; the warranty period, the specific details of the transaction, including but not limited to the equipment to be maintained, the maintenance plan selected, the prices for the maintenance service and the length of the desired maintenance term, if maintenance is applicable, as well as any additional terms and conditions agreed to by the parties. All supplements and/or purchase orders shall be governed by, and incorporate by reference, the terms and conditions of this EPL Agreement. The terms and conditions of this EPL Agreement shall supersede any conflicting terms and conditions set forth in any document provided by Seller or its subcontractors. The parties agree that the Purchaser has the right to adjust the quantities of purchases based upon the availability of funding or as determined necessary by the Purchaser.

5.3 Seller guarantees its pricing for the duration of each EPL cycle in accordance with the Update provisions stated in the RFP. In the event there is a national price decrease of the Products proposed during that time, Seller agrees to extend the new, lower pricing to Purchaser.

5.4 The parties acknowledge and agree that Purchaser may, from time to time, order and receive Products from Seller that it determines upon initiating implementation, are not all needed to complete a project order. In such cases, the parties agree to arrange returns on a mutually satisfactory basis, provided the Products ordered maintain their packaging and returns are initiated by Purchaser within thirty (30) days of receipt of the Products from Seller, subject to return authorization by Seller.

ARTICLE 6 METHOD OF PAYMENT

6.1 Once the Products have been accepted by Purchaser as prescribed in Article 7 herein or there has been lack of notice to the contrary, Seller shall submit an invoice for the cost and shall certify that the billing is true and correct. Services will be invoiced as they are rendered. Seller shall submit invoices and supporting documentation electronically during the term of this EPL Agreement using the processes and procedures indentified by the State. Purchaser agrees to pay Seller in accordance with Mississippi law on “Timely Payments for Purchases by Public Bodies”, Sections 31-7-301, et seq. of the 1972 Mississippi Code Annotated, as amended, which generally provides for payment of undisputed amounts by the State within forty-five (45) days of receipt of the invoice. All payments shall be in United States currency. Payments by state agencies using the Statewide Automated Accounting System (“SAAS”) shall be made and remittance information provided electronically as directed by the State. These payments by SAAS agencies shall be deposited into the bank account of the Seller’s choice. Seller understands and agrees that Purchaser is exempt from the payment of taxes. No payment, including final payment, shall be construed as acceptance of defective Products or incomplete work, and Seller shall remain responsible and liable for full performance in strict compliance with the contract documents specified in the Article herein titled “Entire Agreement”.

6.2 If payment of undisputed amounts is not made to Seller within forty-five (45) days of Purchaser’s receipt of the invoice, Purchaser shall be liable to Seller for interest at a rate of one and one-half percent (1 ½%) per month (or such lesser rate as may be the maximum permissible rate under the law) on the unpaid balance from the expiration of such forty-five (45) day period until such time as payment is made. This provision for late payments shall apply only to undisputed amounts for which payment has been authorized.

6.3 Acceptance by Seller of the last payment from the Purchaser under a supplement and/or purchase order shall operate as a release of all claims against the State by Seller and any subcontractors or other persons supplying labor or materials used in the performance of any work under a supplement and/or purchase order.

ARTICLE 7 DELIVERY, RISK OF LOSS, INSTALLATION, AND ACCEPTANCE

7.1 Seller shall deliver the Products to the location specified by Purchaser and pursuant to the delivery schedule set forth by Purchaser.

7.2 Seller shall assume and shall bear the entire risk of loss and damage to the Products from any cause whatsoever while in transit and at all times throughout its possession thereof, with risk of loss passing to Purchaser upon installation.

7.3 If installation by Seller is required, Seller shall complete installation of the Products pursuant to the requirements of the Purchaser based on the guidelines specified in RFP No. 3646.

7.4 If installation by Seller is required, Seller shall be responsible for installing all Products in accordance with all state, federal and industry standards for such items. Further, Seller acknowledges that installation of the Products shall be accomplished with minimal interruption of Purchaser’s normal day to day operations.

7.5 Seller warrants that all Products shall be properly delivered, installed and integrated, if necessary, for acceptance testing within the scheduling deadlines set forth by Purchaser as the site is deemed ready for installation. If installation by Seller is required, Seller shall provide Purchaser with an installation schedule identifying the date, time and location within the scheduling deadlines agreed to by the parties.

7.6 Seller shall be responsible for replacing, restoring or bringing to at least original condition any damage to floors, ceilings, walls, furniture, grounds, pavements, sidewalks, and the like caused by its personnel and operations during the installation, subject to final approval of Purchaser. The repairs will be done only by technicians skilled in the various trades involved, using materials and workmanship to match those of the original construction in type and quality.

7.7 Unless a different acceptance period is agreed upon by Seller and the Purchaser and specified in the supplement and/or purchase order, Purchaser shall accept or reject the Products provided by Seller after a thirty (30) calendar day testing period utilizing testing criteria developed jointly by the parties. During the acceptance period, Purchaser shall have the opportunity to evaluate and test the Products to confirm that they perform without any defects and perform pursuant to the specifications set forth in RFP No. 3646 and the published EPL. Purchaser may be deemed to have accepted the Product at the end of the thirty (30) day period, unless Purchaser notifies Seller that the Product fails to perform as stated herein.

7.8 In the event the Product fails to perform as stated in Article 7.7 herein, Purchaser shall notify Seller. Unless a different period of time is agreed upon by the Seller and Purchaser and specified in the supplement and/or purchase order, Seller shall, within four (4) working days, correct the defects identified by Purchaser or replace the defective Product. If Seller is unable to correct the defects or replace the defective Product, Purchaser reserves the right to return the Product to Seller at Seller's expense; to cancel the supplement and/or purchase order, and to cancel this EPL Agreement as to itself only.

7.9 Upon receipt of a corrected or replaced Product, Purchaser shall have another acceptance period as set forth in Article 7.7 herein, in which to reevaluate/retest such Product.

7.10 If, after Seller has tendered to Purchaser Seller's attempt to correct the Product, Purchaser again determines the Product to have a defect, Purchaser may take such actions as it deems appropriate, including but not limited to, either (i) notifying Seller that it has elected to keep the Product despite such defects; (ii) returning the Product to Seller and providing Seller with an opportunity to deliver a substitute Product acceptable to Purchaser within the time period specified by Purchaser, or (iii) returning the Product to Seller at Seller's expense and canceling the supplement and/or purchase order pursuant to Article 18.4 herein.

7.11 It is understood by the Seller that Purchaser will not sign the acceptance document until the following conditions have been met: (a) the network and equipment have operated for fourteen (14) consecutive days of operation with no problems, however, should the fourteen (14) day period be interrupted as a direct result of matters beyond Seller's reasonable control, the parties agree that when the interruption is cleared, rather than re-starting such fourteen (14) day

period, Purchaser shall have however many days of the fourteen (14) day period that are left in which to determine whether the network and equipment will operate without problems; (b) the quality and level of transmission from the Purchaser's equipment back to the DEMARC is consistent with the published specifications for the system, however, problems that arise on the Central Office side of the DEMARC are Purchaser's responsibility to resolve with its E-911 Service Provider, though Seller will work with the Purchaser and its E-911 Service Provider to determine the cause of the problem; (c) the agreed upon training program for system administrators and station user personnel has been satisfactorily completed, and (d) the system documentation is complete and on file at Purchaser's offices.

7.12 During warranty and post-warranty services, Seller shall be responsible for damage to Purchaser's Products from power surges, lightning or any other foreign voltage. None of these events shall be excluded from coverage as acts of God.

ARTICLE 8 TITLE TO EQUIPMENT

Title to the hardware Products provided under this EPL Agreement shall pass to Purchaser upon its acceptance of the hardware Product.

ARTICLE 9 WARRANTIES

9.1 Seller represents and warrants that it has the right to sell the Products provided under this EPL Agreement.

9.2 Seller represents and warrants that Purchaser shall acquire good and clear title to the Products purchased hereunder, free and clear of all liens and encumbrances.

9.3 Seller represents and warrants that unless otherwise specified in RFP No. 3646 and/or the published EPL, each Product delivered for new installations shall be delivered new and not as a "used, substituted, rebuilt, refurbished or reinstalled" Product. It is understood that parts supplied by Seller during maintenance may be new or refurbished and warranted as new.

9.4 Seller represents and warrants that it has and will obtain and pass through to Purchaser any and all warranties obtained or available from the manufacturer/licensor of the Product.

9.5 Seller represents and warrants that all hardware Products provided pursuant to this EPL Agreement shall, for the warranty period specified in the supplement and/or purchase order or in the published EPL, whichever is longer, be free from defects in material, manufacture, design and workmanship. Seller's obligation pursuant to this warranty shall include, but is not limited to, the repair or replacement of the hardware Product, or the redoing of the faulty installation, at no cost to Purchaser. Response times and maintenance requirements during the warranty period shall be as specified in Article 15 herein. In the event Seller can not repair or replace the hardware Product during the warranty period, Seller shall refund the purchase price of the hardware Product, and Purchaser shall have the right to terminate the supplement and/or purchase order and this EPL Agreement in whole or in part, solely as between those two parties. Purchaser's rights hereunder are in addition to any other rights Purchaser may have.

9.6 Seller represents and warrants that all Products provided by Seller shall meet or exceed the minimum specifications set forth in RFP No. 3646 and the published EPL.

9.7 Seller represents and warrants that all software Products provided pursuant to this EPL Agreement shall, for the warranty period specified in the supplement and/or purchase order or in the published EPL, whichever is longer, be free from reproducible defects and provide Purchaser complete functionality necessary for the operation of the system. Seller's obligation pursuant to this warranty shall include, but is not limited to, the repair of all reproducible defects or the replacement of the software Product, at no cost to Purchaser. In the event Seller is unable to repair or replace the software Product during the warranty period, Purchaser shall be entitled to a full refund of the price paid for the defective software Product, and Purchaser shall have the right to terminate the supplement and/or purchase order and this EPL Agreement in whole or in part, solely as between those two parties. Purchaser's rights hereunder are in addition to any other rights Purchaser may have.

9.8 Seller represents and warrants that its services hereunder, including but not limited to, consulting, training and technical support, have been performed by competent personnel in a professional and workmanlike manner and consistent with generally accepted industry standards for same and shall comply in all respects with the requirements of this EPL Agreement. For any breach of this warranty, Seller shall, for a minimum period of ninety (90) days from performance of the service, perform the services again, at no cost to Purchaser, or if Seller is unable to perform the services as warranted, Seller shall reimburse Purchaser the fees paid to Seller for the unsatisfactory services.

9.9 Seller represents and warrants that there is no disabling code or lockup program or device embedded in the Products provided to Purchaser. Seller further agrees that it will not, under any circumstances, (a) install or trigger a lockup program or device, or (b) take any step which would in any manner interfere with Purchaser's use of the Products and/or which would restrict Purchaser from accessing its data files or in any way interfere with the transaction of Purchaser's business. For any breach of this warranty, Seller at its expense shall, within five (5) working days after receipt of notification of the breach, deliver Products to Purchaser that are free of such disabling code, lockup program or device.

9.10 Seller represents and warrants that the Products, as delivered to Purchaser, do not contain a computer virus. For any breach of this warranty, Seller at its expense shall, within five (5) working days after receipt of notification of the breach, deliver Products to Purchaser that are free of any virus, and shall be responsible for repairing, at Seller's expense, any and all damage done by the virus to Purchaser's site.

9.11 Seller represents and warrants that it will ensure its compliance with the Mississippi Employment Protection Act, Section 71-11-1, et seq. of the Mississippi Code Annotated (Supp2008), and will register and participate in the status verification system for all newly hired employees. The term "employee" as used herein means any person that is hired to perform work within the State of Mississippi. As used herein, "status verification system" means the Illegal Immigration Reform and Immigration Responsibility Act of 1996 that is operated by the United

States Department of Homeland Security, also known as the E-Verify Program, or any other successor electronic verification system replacing the E-Verify Program. Seller agrees to maintain records of such compliance and, upon request of the State and approval of the Social Security Administration or Department of Homeland Security where required, to provide a copy of each such verification to the State. Seller further represents and warrants that any person assigned to perform services hereunder meets the employment eligibility requirements of all immigration laws of the State of Mississippi. Seller understands and agrees that any breach of these warranties may subject Seller to the following: (a) termination of this Agreement and ineligibility for any state or public contract in Mississippi for up to three (3) years, with notice of such cancellation/termination being made public, or (b) the loss of any license, permit, certification or other document granted to Seller by an agency, department or governmental entity for the right to do business in Mississippi for up to one (1) year, or (c) both. In the event of such termination/cancellation, Seller would also be liable for any additional costs incurred by the State due to contract cancellation or loss of license or permit.

ARTICLE 10 INFRINGEMENT INDEMNIFICATION

10.1 Seller represents and warrants to the best of its knowledge that neither the Products, replacement parts, their elements nor the use thereof violates or infringes on any copyright, patent, trademark, servicemark, trade secret or other proprietary right of any person or entity. Purchaser shall notify Seller promptly in writing of any infringement claim of which it has knowledge, and shall cooperate with Seller in the defense of such claim by supplying information, all at Seller's expense. Seller shall, to the extent authorized by Mississippi law, have sole control of the defense of such suit and all negotiations for its settlement, and Seller, at its own expense, shall defend or settle any and all infringement actions filed against Seller or Purchaser which involve the Products provided under this EPL Agreement and shall pay all costs, attorney fees, settlements, damages and judgment finally awarded against Purchaser.

10.2 If, in any such suit arising from such claim, the continued use of the Products for the purpose intended is enjoined or threatened to be enjoined by any court of competent jurisdiction, Seller shall, at its own expense: (i) first procure for Purchaser the right to continue using the Product, or upon failing to procure such right; (b) modify or replace the Product or components thereof with non-infringing Products so it becomes non-infringing while maintaining substantially similar functionality, or upon failing to secure either such right, (c) request Purchaser to return the infringing items to Seller and Seller shall refund the hardware purchase price and/or software license fees previously paid by Purchaser for the Products Purchaser may no longer use. Said refund shall be paid within ten (10) working days of notice to Purchaser to discontinue said use.

10.3 Seller shall have no indemnification obligations to Purchaser under this Article for any breach of the preceding warranties caused directly by: (i) infringement resulting from the combination or use of the Product with other items not provided by Seller; (ii) infringement resulting from material modification of the Product by someone other than Seller, its agents or subcontractors or Purchaser's employees who were working at Seller's direction; or (iii) infringement resulting from Purchaser's use of an allegedly infringing version of the Product if the alleged infringement would have been avoided by the use of a different version Seller made

available to Purchaser at no cost to Purchaser, as long as the new or corrected version did not adversely affect the Purchaser's system's functionality.

ARTICLE 11 EMPLOYMENT STATUS

11.1 Seller shall, during the entire term of this EPL Agreement, be construed to be an independent contractor. Nothing in this EPL Agreement is intended to nor shall it be construed to create an employer-employee relationship or a joint venture relationship.

11.2 Seller represents that it is qualified to perform the duties to be performed under a supplement and/or purchase order and this EPL Agreement and that it has, or will secure, if needed, at its own expense, applicable personnel who shall be qualified to perform the required duties. Such personnel shall not be deemed in any way directly or indirectly, expressly or by implication, to be employees of Purchaser. Seller shall pay when due, all salaries and wages of its employees and it accepts exclusive responsibility for the payment of federal income tax, state income tax, social security, unemployment compensation and any other withholdings that may be required. Neither Seller nor employees of Seller are entitled to state retirement or leave benefits.

ARTICLE 12 BEHAVIOR OF EMPLOYEES/SUBCONTRACTORS

Seller will be responsible for the behavior of all its employees and subcontractors while on the premises of any Purchaser location. Any employee or subcontractor acting in a manner determined by the administration of that location to be detrimental, abusive or offensive to any of the staff and/or student body, will be asked to leave the premises and may be suspended from further work on the premises. All Seller employees and subcontractors who will be working at such locations to install or repair Products shall be covered by Seller's general liability insurance policy.

ARTICLE 13 STAFFING; PROJECT MANAGEMENT; TRAINING, AND SERVICES

13.1 Seller will render all services under a supplement and/or purchase order in a professional and workmanlike manner. Seller guarantees that the personnel assigned to perform services pursuant to a supplement and/or purchase order will function in the capacity for which their services were acquired throughout the duration of the project as long as the personnel are employed by Seller, and any failure by Seller to so provide these persons shall entitle the Purchaser to terminate the supplement and/or purchase order for cause subject to the terms and conditions of Article 18.4 herein. Seller will, within ten (10) working days of Purchaser's request, replace any Seller personnel that are rendering services on-site at a Purchaser facility if Purchaser considers the personnel to be unacceptable and provides Seller with notice to that effect, provided that such replacement does not violate any law or governmental regulation applicable to such personnel replacement. Seller will not permanently divert any Seller personnel assigned to provide services under a supplement and/or purchase order from meeting work schedules developed and approved under the supplement and/or purchase order unless approved in writing by the Purchaser. In the event of Seller personnel loss or redirection, the services will be performed by Seller without interruption using other Seller personnel, and Seller shall report in required status reports its efforts and progress in finding replacements and the effect of the absence of those personnel. All substitute personnel assigned to the project shall have equal or

greater ability, experience and qualifications than the departing personnel. If Purchaser reasonably determines that any Seller personnel providing services on-site does not possess the requisite skill sets to perform services for which he/she has been assigned, then upon Purchaser providing Seller with notice to that effect, Seller shall replace such Seller personnel.

13.2 Unless otherwise agreed to in a supplement and/or purchase order, in each instance in which Seller is providing Purchaser with services, Seller and Purchaser will develop a project plan that identifies each party's responsibilities for such services. The project plan will describe in detail the schedule for and the scope of services that Seller shall provide. Purchaser will establish the overall project direction, including assigning and managing the Purchaser's project personnel team. Seller shall designate and identify for Purchaser a Seller project manager to serve as an interface to Purchaser and to oversee and manage Seller's responsibilities in connection with each project plan. Seller's responsibilities include, without limitation, providing Purchaser with periodic status reports on the project. Purchaser must assign a project manager who will assume responsibility for management of the project. If the parties do not develop a project plan in any instance, Seller shall nonetheless provide Purchaser with services on an as-directed basis.

13.3 When ordered by Purchaser, Seller agrees to provide Purchaser with consulting; implementation; training; technical support, and modification services pursuant to the requirements set forth in the supplement and/or purchase order. Seller agrees to provide, upon delivery, all user documentation and technical manuals needed to fully acquaint the user with operation of all of the Products.

ARTICLE 14 CHANGE ORDER RATE AND PROCEDURE

14.1 It is understood that the Purchaser may, at any time by a written order, make changes in the scope of the project that is the subject of a supplement and/or purchase order. No changes in scope are to be conducted or performed by Seller except by the express written approval of the Purchaser. Seller shall be obligated to perform all changes requested by the Purchaser which have no price or schedule effect.

14.2 Seller shall have no obligation to proceed with any change that has a price or schedule effect until the parties have mutually agreed in writing thereto. Neither the Purchaser nor Seller shall be obligated to execute such a change order; and if no such change order is executed, Seller shall not be obliged or authorized to perform services beyond the scope of the supplement and/or purchase order and the contract documents. All executed change orders shall be incorporated into previously defined deliverables.

14.3 With respect to any change orders issued in accordance with this Article, Seller shall be compensated for work performed under a change order according to the not-to-exceed hourly rates specified in the published EPL. Unless agreed to otherwise in a supplement and/or purchase order, Seller agrees that each change order rate shall be a "fully loaded rate", that is, it includes the cost of travel expenses, per diem, and all other expenses and incidentals incurred by Seller in the performance of the change order. Seller shall invoice the Purchaser upon acceptance by the Purchaser of all work documented in the change order, and the Purchaser shall pay invoice

amounts on the terms set forth in the supplement and/or purchase order.

14.4 Upon agreement of Seller and the Purchaser to enter into a change order, they will execute such a change order setting forth in reasonable detail the work to be performed thereunder, the revisions necessary to the specifications or performance schedules of any affected project work plan, and the negotiated, fixed number of professional services hours that will be necessary to implement the work. The price of the work to be performed under any change order will be determined based upon the change order rate; however, the change order will be issued for a total fixed dollar amount and may not be exceeded regardless of the number of hours actually expended by Seller to complete the work required by that change order. It is understood, however, that Seller will not be financially responsible for delays caused directly by Purchaser. The project work plan will be revised as necessary in accordance with Article 14.6 herein.

14.5 Seller will include in the progress reports delivered under the supplement and/or purchase order, the status of work performed under all then current change orders.

14.6 In the event Seller and the Purchaser enter into a change order which increases or decreases the time required for the performance of any part of the work under the supplement and/or purchase order, Seller shall submit to the Purchaser a revised version of the project work plan, clearly indicating all changes, at least five (5) working days prior to implementing any such changes.

14.7 The Purchaser shall promptly review all revised project work plans submitted under the supplement and/or purchase order, and shall notify Seller of its approval or disapproval, in whole or in part, of the proposed revisions, stating with particularity all grounds for any disapproval, within ten (10) working days of receiving the revisions from Seller or within such other time period as may be agreed to by the parties.

ARTICLE 15 WARRANTY AND MAINTENANCE REQUIREMENTS

15.1 When a governmental agency or institution decides to procure any maintenance services from Seller, the agency/institution shall execute a supplement and/or purchase order to be signed by Seller and an authorized representative of the Purchaser. The supplement and/or purchase order shall set forth the equipment to be maintained, the prices for the maintenance service and the length of the desired maintenance term. All supplements and/or purchase orders shall be governed by, and incorporate by reference, the terms and conditions of this EPL Agreement.

15.2 Seller agrees to provide all travel, labor and material/parts required to maintain the equipment listed in the supplement and/or purchase order during the warranty period and during any post warranty maintenance period. Unless different response and turnaround times and a different type and time of coverage are agreed upon in a supplement and/or purchase order, the response times, turnaround times and type and time of coverage shall be as set forth in this Article. Further, if maintenance is ordered by Purchaser, Seller warrants that it will provide services to the Purchaser as set out herein in Articles 15.3 through 15.10.

15.3 Seller shall provide all routine and emergency maintenance necessary to maintain the equipment listed in the supplement and/or purchase order in good operating condition. Maintenance shall cover the entire system including, but not limited to, the switching system, electronic station instruments, and miscellaneous equipment. System damage as a result of lightning or any other foreign voltage shall not be excluded from coverage as acts of God.

15.4 Seller shall respond by telephone or remote access to PSAP equipment within one (1) hour and come on-site, if necessary, within three (3) hours from the point the call is placed by Purchaser twenty-four (24) hours per day, seven (7) days per week to requests for maintenance service. Response is defined as a qualified technician responding either via telephone and/or remote access to PSAP equipment or on-site at Purchaser's offices.

15.5 For non-critical repairs, Seller agrees to a maximum eight (8) hour turnaround from the point the call is made on all repairs not requiring parts ordering, and a maximum two (2) working days on all other repairs. For critical repairs, Seller agrees to repair the Products within eight (8) hours from the point the call is made by Purchaser. For purposes of this Article 15, critical maintenance repairs are those relating to problems that jeopardize or degrade the overall performance of the system. The areas covered under critical include, but are not limited to, networking, ANI and ALI controllers, electronic phone sets, displays, telephone controller equipment, continuous printers and display terminals.

15.6 Seller agrees to maintain in house, most frequently used supply replacement parts needed to service the equipment, placing special emphasis on critical components. Replacement and upgrade parts will be new or refurbished and warranted as new, and will either be manufactured by, and/or meet the minimum specifications established by, the manufacturer of the equipment. Title to all replacement parts installed in the equipment will pass to the Purchaser at the time of replacement, and title to parts removed for replacement will, at the time of replacement, pass to Seller.

15.7 The Seller agrees to provide routine maintenance, which includes but is not limited to, manufacturer approved software and firmware upgrades, at least once a quarter, based on the specific needs of the equipment during normal business hours. Seller shall respond on-site for routine service requests no later than the next business day. Routine maintenance may be performed concurrently with emergency maintenance activities. Seller must record all activities related to routine maintenance on a log to be retained on-site.

15.8 The parties understand and agree that the Purchaser reserves the right to add other equipment to be maintained or to cancel maintenance on all or part of the equipment as the Purchaser deems necessary.

15.9 Seller shall accept the equipment as qualifying for maintenance coverage without having to re-certify the equipment, as long as Purchaser, on supplements and/or purchase orders, purchases a maintenance contract within ninety (90) days of the warranty expiration.

15.10 Sixty (60) days prior to the expiration of the maintenance services provided under the

supplement and/or purchase order, Seller shall notify the Purchaser of the impending expiration and the Purchaser shall have thirty (30) days in which to notify Seller of its intention to either renew or cancel any further maintenance. Unless a different cap on maintenance costs is agreed upon by the Purchaser and Seller, Seller guarantees that the cost for the maintenance services shall not increase by more than five percent (5%) per year.

ARTICLE 16 AUTHORITY, ASSIGNMENT AND SUBCONTRACTS

16.1 In matters of proposals, negotiations, contracts, and resolution of issues and/or disputes, the parties agree that Seller represents all contractors, third parties, and/or subcontractors Seller has assembled for any given Purchaser project. The Purchaser is only required to negotiate with Seller, as Seller's commitments are binding on all proposed contractors, third parties, and subcontractors.

16.2 Neither party to a supplement and/or purchase order and this EPL Agreement may assign or otherwise transfer the supplement and/or purchase order and this EPL Agreement or its obligations hereunder without the prior written consent of the other party, which consent shall not be unreasonably withheld. Any attempted assignment or transfer of its obligations without such consent shall be null and void. The supplement and/or purchase order and this EPL Agreement shall be binding upon the parties' respective successors and assigns.

16.3 Seller must obtain the written approval of Purchaser before subcontracting any portion of the supplement and/or purchase order and this EPL Agreement. No such approval by Purchaser of any subcontract shall be deemed in any way to provide for the incurrence of any obligation of Purchaser in addition to the total fixed price agreed upon in the supplement and/or purchase order. All subcontracts shall incorporate the terms of the supplement and/or purchase order and this EPL Agreement and shall be subject to the terms and conditions of same and to any conditions of approval that Purchaser may deem necessary.

16.4 Seller represents and warrants that any subcontract agreement Seller enters into shall contain a provision advising the subcontractor that the subcontractor shall have no lien and no legal right to assert control over any funds held by the Purchaser, and that the subcontractor acknowledges that no privity of contract exists between the Purchaser and the subcontractor and that Seller is solely liable for any and all payments which may be due to the subcontractor pursuant to its subcontract agreement with Seller. Seller shall indemnify and hold harmless the State from and against any and all claims, demands, liabilities, suits, actions, damages, losses, costs and expenses arising as a result of Seller's failure to pay any and all amounts due by Seller to any subcontractor, materialman, laborer or the like.

16.5 All subcontractors shall be bound by any negotiation, appeal, adjudication or settlement of any dispute between Seller and the Purchaser, where such dispute affects the subcontract.

ARTICLE 17 AVAILABILITY OF FUNDS

It is expressly understood and agreed that the obligation of Purchaser to proceed under this EPL Agreement and the supplement and/or purchase order is conditioned upon the appropriation of funds by the Mississippi State Legislature and the receipt of state and/or federal funds for the

performances required under this EPL Agreement. If the funds anticipated for the fulfillment of this EPL Agreement and the supplement and/or purchase order are, at any time, not forthcoming, or are insufficient, either through the failure of the federal government to provide funds or of the State of Mississippi to appropriate funds, or if there is a discontinuance or material alteration of the program under which funds were available to Purchaser for the payments or performance due under this EPL Agreement, Purchaser shall have the right to immediately terminate the supplement and/or purchase order and this EPL Agreement as to itself only, without damage, penalty, cost or expense to Purchaser of any kind whatsoever. The effective date of termination shall be as specified in the notice of termination. Purchaser shall have the sole right to determine whether funds are available for the payments or performances due under the supplement and/or purchase order and this EPL Agreement. Any payment due Seller for services rendered by Seller prior to termination and received by Purchaser shall be paid.

ARTICLE 18 TERMINATION

18.1 Termination Upon Mutual Agreement: A supplement and/or purchase order may be terminated in whole or in part upon the mutual written agreement of Seller and the Purchaser.

18.2 Termination Due To Bankruptcy: Should Seller become the subject of bankruptcy or receivership proceedings, whether voluntary or involuntary, or execute an assignment for the benefit of its creditors, the Purchaser may, upon the giving of thirty (30) days prior written notice, terminate a supplement and/or purchase order and this EPL Agreement without the assessment of any penalties, solely as between those two parties.

18.3 Termination Other Than For Cause: A Purchaser may terminate a supplement and/or purchase order and this EPL Agreement as to itself only, in whole or in part and without the assessment of any penalties, for any reason by giving thirty (30) calendar days written notice specifying the effective date thereof to Seller. Any payment due Seller for services rendered by Seller prior to termination and received by Purchaser shall be paid.

18.4 Termination For Cause: Either Purchaser or Seller may terminate a supplement and/or purchase order and this EPL Agreement solely as between themselves and without the assessment of any penalties upon a material breach by the other party upon thirty (30) calendar days prior written notice unless the defaulting party cures such breach within such thirty (30) calendar-day period. Provided that, if the Purchaser terminates a supplement and/or purchase order and this EPL Agreement solely as between those two parties because of Seller's inability to cure material defects after notice and opportunity to cure as provided for in Article 7, the Purchaser may terminate the supplement and/or purchase order and this EPL Agreement solely as between those two parties without also providing the notice and opportunity to cure required in this Article. The non-defaulting party may also pursue any remedy available to it in law or in equity.

18.5 Termination of EPL Agreement: ITS may terminate this EPL Agreement for any reason without the assessment of any penalties after giving thirty (30) calendar days written notice specifying the effective date thereof to Seller, but any supplement and/or purchase order entered into prior to the termination date of this EPL Agreement shall survive the termination of

the EPL Agreement. The terms of this EPL Agreement shall survive its termination/expiration with respect to any un-expired supplements/purchase orders.

18.6 Refund Of Unexpended Fees: Upon termination of a supplement and/or purchase order, Seller shall refund any and all applicable unexpended pro-rated maintenance/service or other fees previously paid by the Purchaser.

ARTICLE 19 GOVERNING LAW

This EPL Agreement and each supplement and/or purchase order shall be construed and governed in accordance with the laws of the State of Mississippi and venue for the resolution of any dispute shall be Jackson, Hinds County, Mississippi. Seller expressly agrees that under no circumstances shall Purchaser or ITS be obligated to pay an attorneys fee, prejudgment interest or the cost of legal action to Seller, unless so ordered by a court of final appeal. Further, nothing in this EPL Agreement shall affect any statutory rights Purchaser may have that cannot be waived or limited by contract.

ARTICLE 20 WAIVER

Failure of either party hereto to insist upon strict compliance with any of the terms, covenants and conditions hereof shall not be deemed a waiver or relinquishment of any similar right or power hereunder at any subsequent time or of any other provision hereof, nor shall it be construed to be a modification of the terms of this EPL Agreement. A waiver by either party, to be effective, must be in writing, must set out the specifics of what is being waived, and must be signed by an authorized representative of that party.

ARTICLE 21 SEVERABILITY

If any term or provision of a supplement and/or purchase order or this EPL Agreement is prohibited by the laws of the State of Mississippi or declared invalid or void by a court of competent jurisdiction, the remainder of the supplement and/or purchase order or this EPL Agreement shall be valid and enforceable to the fullest extent permitted by law provided that the Purchaser's purpose for entering into the supplement and/or purchase order can be fully achieved by the remaining portions of the supplement and/or purchase order that have not been severed.

ARTICLE 22 CAPTIONS

The captions or headings in this EPL Agreement are for convenience only, and in no way define, limit or describe the scope or intent of any provision or section of this EPL Agreement.

ARTICLE 23 HOLD HARMLESS

To the fullest extent allowed by law, Seller shall indemnify, defend, save and hold harmless, protect and exonerate Purchaser, ITS and the State, its Board Members, officers, employees, agents and representatives from and against any and all claims, demands, liabilities, suits, actions, damages, losses, costs and expenses of every kind and nature whatsoever, including without limitation, court costs, investigative fees and expenses, attorney fees and claims for damages arising out of or caused by Seller and/or its partners, principals, agents, employees or subcontractors in the performance of or failure to perform the supplement and/or purchase order and this EPL Agreement. Seller's obligations as set forth in this Article are expressly conditioned

upon the following: (a) that Purchaser shall notify Seller of any claim or suit of which Purchaser has knowledge, (b) that Seller shall, to the extent authorized by Mississippi law, have sole control of the defense or settlement of any claim or suit, and (c) Purchaser shall, at Seller's expense, cooperate with Seller by supplying information, to facilitate the settlement or defense of any such claim or suit.

ARTICLE 24 THIRD PARTY ACTION NOTIFICATION

Seller shall notify the State in writing within five (5) business days of Seller filing bankruptcy, reorganization, liquidation or receivership proceedings or within five (5) business days of its receipt of notification of any action or suit being filed or any claim being made against Seller or Purchaser by any entity that may result in litigation related in any way to a supplement/purchase order or this EPL Agreement and/or which may affect the Seller's performance under the supplement/purchase order or this EPL Agreement. Failure of the Seller to provide such written notice to the State shall be considered a material breach of the supplement/purchase order and this EPL Agreement and the State may, at its sole discretion, pursue its rights as set forth in the Termination Article herein and any other rights and remedies it may have at law or in equity.

ARTICLE 25 AUTHORITY TO CONTRACT

Seller warrants that it is a validly organized business with valid authority to enter into this EPL Agreement; that entry into and performance under this EPL Agreement is not restricted or prohibited by any loan, security, financing, contractual or other agreement of any kind, and notwithstanding any other provision of this EPL Agreement to the contrary, that there are no existing legal proceedings, or prospective legal proceedings, either voluntary or otherwise, which may adversely affect its ability to perform its obligations under a supplement and/or purchase order and this EPL Agreement.

ARTICLE 26 NOTICE

Any notice required or permitted to be given under this EPL Agreement shall be in writing and personally delivered or sent by facsimile provided that the original of such notice is sent by certified United States mail, postage prepaid, return receipt requested, or overnight courier with signed receipt, to the party to whom the notice should be given at their usual business address. ITS' address for notice is: Mr. David L. Litchliter, Executive Director, Mississippi Department of Information Technology Services, 3771 Eastwood Drive, Jackson, Mississippi 39211. Seller's address for notice is: **INSERT NAME, TITLE & ADDRESS OF VENDOR PERSON FOR NOTICE**. Notice shall be deemed given when actually received or when refused. The parties agree to promptly notify each other in writing of any change of address.

ARTICLE 27 RECORD RETENTION AND ACCESS TO RECORDS

Seller shall establish and maintain financial records, supporting documents, statistical records and such other records as may be necessary to reflect its performance of the provisions of this EPL Agreement and the supplement and/or purchase order. The Purchaser, ITS, any state or federal agency authorized to audit Purchaser, and/or any of their duly authorized representatives, shall, at their expense and upon prior reasonable written notice to Seller, have access to this EPL Agreement, supplements/purchase orders, and to any of Seller's proposals, books, documents, papers and/or records that are pertinent to the supplement/purchase order and this EPL

Agreement to make copies, audits, examinations, excerpts and transcriptions at the State's or Seller's office as applicable where such records are kept during normal business hours. All records relating to this EPL Agreement and the supplement and/or purchase order shall be retained by Seller for three (3) years from the date of receipt of final payment under this EPL Agreement and the supplement and/or purchase order. However, if any litigation or other legal action, by or for the state or federal government has begun that is not completed at the end of the three (3) year period, or if an audit finding, litigation or other legal action has not been resolved at the end of the three (3) year period, the records shall be retained until resolution. Notwithstanding the preceding, in no event will Seller disclose its confidential or proprietary cost and pricing data under this Article.

ARTICLE 28 INSURANCE

Seller represents that it will maintain workers' compensation insurance as prescribed by law which shall inure to the benefit of Seller's personnel, as well as comprehensive general liability and employee liability insurance. Seller will, upon request, furnish Purchaser with a certificate of conformity providing the aforesaid coverage.

ARTICLE 29 DISPUTES

29.1 Should disputes arise with respect to the supplement and/or purchase order or this EPL Agreement, Seller and Purchaser agree to act immediately to resolve such disputes. Time is of the essence in the resolution of disputes. Seller agrees that, the existence of a dispute notwithstanding, it will continue without delay to carry out all of its responsibilities under the supplement/purchase order and/or this EPL Agreement. Should Seller fail to continue without delay to perform its responsibilities under the supplement/purchase order and/or this EPL Agreement in the accomplishment of all work, any additional costs incurred by Seller or Purchaser as a result of such failure to proceed shall be borne by Seller and Seller shall make no claim against Purchaser for such costs.

29.2 If Seller and Purchaser cannot resolve a dispute within ten (10) calendar days following written notification by either party of the existence of said dispute, then the following procedure shall apply:

A. The parties agree to resolve such matters through submission of their dispute to the Executive Director of ITS, who shall reduce his/her decision to writing and mail or otherwise furnish a copy thereof to the parties within ten (10) calendar days after presentation of such dispute for his/her decision.

B. Purchaser may withhold payments on disputed items pending resolution of the dispute. The withholding of such payments shall not constitute cause for termination or suspension of the supplement/purchase order and/or this EPL Agreement by Seller.

C. The Executive Director's decision shall not be a final determination of the parties rights and obligations under the terms of this EPL Agreement. Such disagreeing party shall be entitled to seek such other rights and remedies it may have at law or in equity.

ARTICLE 30 COMPLIANCE WITH LAWS

Seller shall comply with, and all activities under a supplement and/or purchase order and this

EPL Agreement shall be subject to all Purchaser policies and procedures and all applicable federal, state and local laws, regulations, policies and procedures as now existing and as may be amended or modified. Specifically, but not limited to, Seller shall not discriminate against any employee nor shall any party be subject to discrimination in the performance of the supplement and/or purchase order and this EPL Agreement because of race, creed, color, sex, age, national origin or disability.

ARTICLE 31 CONFLICT OF INTEREST

Seller shall notify Purchaser of any potential conflict of interest resulting from the representation of or service to other clients. If such conflict cannot be resolved to Purchaser's satisfaction, Purchaser reserves the right to terminate the supplement and/or purchase order and this EPL Agreement as to itself only.

ARTICLE 32 SOVEREIGN IMMUNITY

By entering into this EPL Agreement with Seller, the State of Mississippi does in no way waive its sovereign immunities or defenses as provided by law.

ARTICLE 33 CONFIDENTIAL INFORMATION

33.1 Seller shall treat all Purchaser data and information to which it has access by its performance under a supplement and/or purchase order and this EPL Agreement as confidential and shall not disclose such data or information to a third party without specific written consent of Purchaser. In the event that Seller receives notice that a third party requests divulgence of confidential or otherwise protected information and/or has served upon it a subpoena or other validly issued administrative or judicial process ordering divulgence of such information, Seller shall promptly inform Purchaser and thereafter respond in conformity with such subpoena to the extent mandated by state and/or federal laws, rules and regulations. This Article shall survive the termination or completion of the supplement and/or purchase order or this EPL Agreement and shall continue in full force and effect and shall be binding upon Seller and its agents, employees, successors, assigns, subcontractors or any party or entity claiming an interest in the supplement and/or purchase order or this EPL Agreement on behalf of, or under the rights of the Seller following any termination or completion of the supplement and/or purchase order or this EPL Agreement.

33.2 With the exception of any attached exhibits which are labeled as "confidential", the parties understand and agree that the supplement/purchase order and this EPL Agreement, including any amendments and/or change orders thereto, do not constitute confidential information, and may be reproduced and distributed by the State without notification to Seller. ITS will provide third party notice to Seller of any requests received by ITS for any such confidential exhibits so as to allow Seller the opportunity to protect the information by court order as outlined in ITS Public Records Procedures. It is understood by Seller that copies of this executed EPL Agreement may be distributed to the governmental agencies, governing authorities, and educational institutions of the State of Mississippi.

ARTICLE 34 EFFECT OF SIGNATURE

Each person signing a supplement and/or purchase order or this EPL Agreement represents that he or she has read the supplement and/or purchase order and this EPL Agreement in its entirety,

understands its terms, is duly authorized to execute the supplement and/or purchase order or this EPL Agreement on behalf of the parties and agrees to be bound by the terms contained herein. Accordingly, the supplement and/or purchase order and this EPL Agreement shall not be construed or interpreted in favor of or against the State or Seller on the basis of draftsmanship or preparation hereof.

ARTICLE 35 OWNERSHIP OF DOCUMENTS AND WORK PRODUCTS

The Purchaser shall own all files, work papers, documentation, and/or other material, electronic or otherwise, collected and created in connection with work performed under a supplement and/or purchase order, whether completed or in progress, except for: (a) Seller's internal administrative and quality assurance files and internal project correspondence; (b) documents, objects or things owned by Seller and pre-existing the work performed under the supplement and/or purchase order, and (c) documents, objects or things in which Seller has no right to transfer ownership. As to such documents, objects and things, Seller shall convey such right or interest to the extent allowed by law. Seller shall deliver such documents and work papers to Purchaser upon termination or completion of the supplement and/or purchase order. The foregoing notwithstanding, Seller shall be entitled to retain a set of such work papers only after receiving written permission from the Purchaser.

ARTICLE 36 STATE PROPERTY

Seller shall be responsible for the proper custody of any Purchaser-owned property furnished for Seller's use in connection with work performed pursuant to any supplement and/or purchase order. Seller shall reimburse the Purchaser for any loss or damage to the aforementioned Purchaser-owned property, normal wear and tear excepted.

ARTICLE 37 NEWS RELEASES

News releases pertaining to a supplement and/or purchase order or this EPL Agreement or the products, study, data, or project to which it relates will not be made without prior written Purchaser approval, and then only in accordance with the explicit written instructions from Purchaser.

ARTICLE 38 SURVIVAL

Articles 9, 10, 15, 19, 23, 27, 32, 33, 35, 41, and all other articles which, by their express terms so survive or which should so reasonably survive, shall survive any termination or expiration of the supplement and/or purchase order or this EPL Agreement.

ARTICLE 39 ENTIRE AGREEMENT

39.1 This EPL Agreement constitutes the entire agreement of the parties with respect to the subject matter contained herein and supersedes and replaces any and all prior negotiations, understandings and agreements, written or oral, between the parties relating hereto, including all terms of any unsigned "shrink-wrap", "clickwrap", or "browse-wrap" license included in any package, media or electronic or online version of Seller-furnished software. The published EPL, supplement and/or purchase order, RFP No. 3646, and Seller's Proposal submitted in response to RFP No. 3646 are hereby incorporated into and made a part of this EPL Agreement as far as the individual Purchaser is concerned.

39.2 The EPL Agreement made by and between the parties hereto shall consist of, and precedence is hereby established by the order of the following:

- A. The Exception Summary as agreed to by ITS and Seller;
- B. This EPL Agreement signed by Seller and ITS;
- C. The published EPL as approved by Seller;
- D. RFP No. 3646, including all addenda;
- E. Official written correspondence from ITS to Sellers;
- F. Official written correspondence from Seller to ITS when clarifying Seller's proposal;
- G. Seller's Proposal, as accepted by ITS, in response to RFP No. 3646, and
- H. The supplement and/or purchase order signed by Seller and Purchaser.

39.3 The intent of the above listed documents is to include all items necessary for the proper execution and completion of the services by Seller. The documents are complementary, and what is required by one shall be binding as if required by all. A higher order document shall supersede a lower order document to the extent necessary to resolve any conflict or inconsistency arising under the various provisions thereof; provided, however, that in the event an issue is addressed in one of the above mentioned documents but is not addressed in another of such documents, no conflict or inconsistency shall be deemed to occur by reason thereof. The documents listed above are shown in descending order of priority, that is, the highest document begins with the first listed document ("A. The Exception Summary") and the lowest document is listed last ("H. The supplement and/or purchase order").

ARTICLE 40 DEBARMENT AND SUSPENSION CERTIFICATION

Seller certifies that neither it nor its principals: (a) are presently debarred, suspended, proposed for debarment, declared ineligible or voluntarily excluded from covered transactions by any federal department or agency; (b) have, within a three (3) year period preceding this EPL Agreement, been convicted of or had a civil judgment rendered against them for commission of fraud or a criminal offense in connection with obtaining, attempting to obtain or performing a public (federal, state or local) transaction or contract under a public transaction; violation of federal or state anti-trust statutes or commission of embezzlement, theft, forgery, bribery, falsification or destruction of records, making false statements or receiving stolen property; (c) are presently indicted of or otherwise criminally or civilly charged by a governmental entity with the commission of fraud or a criminal offense in connection with obtaining, attempting to obtain or performing a public (federal, state or local) transaction or contract under a public transaction; violation of federal or state anti-trust statutes or commission of embezzlement, theft, forgery, bribery, falsification or destruction of records, making false statements or receiving stolen property, and (d) have, within a three (3) year period preceding this EPL Agreement, had one or more public transaction (federal, state or local) terminated for cause or default.

ARTICLE 41 NON-SOLICITATION OF EMPLOYEES

Seller and Purchaser agree not to employ or to solicit for employment, directly or indirectly, each other's employees until at least one (1) year after the expiration/termination of the supplement and/or purchase order unless mutually agreed to the contrary in writing by the Purchaser and Seller and provided that such an agreement between these two entities is not a violation of the

laws of the State of Mississippi or the federal government.

ARTICLE 42 SERVICES

When ordered by Purchaser, Seller agrees to provide consulting, training and technical support services pursuant to the requirements set forth in the supplement/purchase order, and/or RFP No. 3646 and the published EPL.

ARTICLE 43 COMPLIANCE WITH ENTERPRISE SECURITY POLICY

Seller and Purchaser understand and agree that all products and services provided by Seller under this EPL Agreement must be and remain in compliance with the State of Mississippi's Enterprise Security Policy. The parties understand and agree that the State's Enterprise Security Policy is based on industry-standard best practices, policy, and guidelines at the time of contract execution. The State reserves the right to introduce a new policy during the term of this EPL Agreement and require the Seller to comply with same in the event the industry introduces more secure, robust solutions or practices that facilitate a more secure posture for the State of Mississippi.

ARTICLE 44 LIABILITY ISSUES

Unless jointly agreed otherwise in writing, Seller's liability shall not exceed the three (3) times the total amount paid by Purchaser to Seller under the applicable supplement and/or purchase order. In no event will Seller be liable to Purchaser for special, indirect, consequential or incidental damages including lost profits, lost savings or lost revenues of any kind unless Seller was advised of the possibility of such loss or damage or unless such loss or damage could have been reasonably foreseen. Excluded from this or any liability limitation are claims related to fraud; bad faith; infringement issues; bodily injury; death; physical damage to tangible personal property and real property, and the intentional and willful misconduct or gross negligent acts of Seller. The language contained herein tending to limit the liability of the Seller will apply to Purchaser to the extent it is permitted and not prohibited by the laws or constitution of Mississippi. Further, the parties understand and agree that the Seller is precluded from relying on any contractual damages limitation language within this article where the Seller acts fraudulently or in bad faith.

ARTICLE 45 FORCE MAJEURE

Seller and Purchaser shall be excused from performance for any period and to the extent that it is prevented from performing any obligation or service, in whole or in part, as a result of causes beyond the reasonable control and without the fault or negligence of such party and/or its subcontractors. Such acts shall include, without limitation, acts of God (excluding lightning), strikes, lockouts, riots, acts of war or terrorism, epidemics, governmental regulations superimposed after the fact, fire, earthquakes, floods, or other natural disasters (the "Force Majeure Events"). When such a cause arises, the Seller shall notify the Purchaser immediately in writing of the cause of its inability to perform, how it affects its performance, and the anticipated duration of the inability to perform. Delays in delivery or in meeting completion dates due to Force Majeure Events shall automatically extend such dates for a period equal to the duration of the delay caused by such events, unless the Purchaser determines it to be in its best interest to terminate the supplement and/or purchase order.

For the faithful performance of the terms of this EPL Agreement, the parties have caused this EPL Agreement to be executed by their undersigned representatives.

**State of Mississippi, Department of
Information Technology Services, on
behalf of the agencies and institutions
of the State of Mississippi**

INSERT VENDOR NAME

By: _____
Authorized Signature

By: _____
Authorized Signature

Printed Name: David L. Litchliter

Printed Name: _____

Title: Executive Director

Title: _____

Date: _____

Date: _____