



## **RFP No: 3703**

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INVITATION: Sealed proposals, subject to the attached conditions, will be received at this office until January 16, 2013 @ **3:00 p.m.** Central Time for the acquisition of the products/services described below for University of Mississippi Medical Center.

Managed Document Output Services

MANDATORY VENDOR CONFERENCE: December 19, 2012 @ 10:00 a.m. Central Time. See Section VII, Item 2.3 for more details.

NOTE: THIS RFP CONTAINS MANDATORY REQUIREMENTS TO WHICH NO EXCEPTION MAY BE TAKEN. SEE SECTION VII, ITEM 2, FOR DETAILS.

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**The Vendor must submit proposals and direct inquiries to:**

Curtis Ritchey  
Technology Consultant  
Information Technology Services  
3771 Eastwood Drive  
Jackson, MS 39211  
(601) 432-8177  
Curtis.Ritchey@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. 3703  
due January 16, 2013 @ 3:00 p.m.,  
ATTENTION: Curtis Ritchey

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**Craig P. Orgeron, Ph.D.**  
**Executive Director, ITS**

## ITS RFP Response Checklist

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RFP Response Checklist: These items should be included in your response to RFP No. 3703.

- \_\_\_\_\_ 1) One clearly marked original response and nine (9) identical copies 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 the binder.
  
- \_\_\_\_\_ 2) *Submission Cover Sheet*, signed and dated. (Section I)
  
- \_\_\_\_\_ 3) *Proposal Bond*, if applicable (Section I)
  
- \_\_\_\_\_ 4) *Proposal Exception Summary*, if applicable (Section V)
  
- \_\_\_\_\_ 5) Vendor response to *RFP Questionnaire* (Section VI)
  
- \_\_\_\_\_ 6) Point-by-point response to *Technical Specifications* (Section VII)
  
- \_\_\_\_\_ 7) Vendor response to *Cost Information Submission* (Section VIII)
  
- \_\_\_\_\_ 8) *References* (Section IX)
  
- \_\_\_\_\_ 9) *Attachment B, Managed Document Output Requirements*

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**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 \_\_\_\_\_

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**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 and nine (9) identical copies 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 nine (9) 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: Curtis Ritchey, Technology Consultant, 3771 Eastwood Drive, Jackson, MS 39211, 601-432-8177, [Curtis.Ritchey@its.ms.gov](mailto:Curtis.Ritchey@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/Procurement/Pages/RFPS\\_Awaiting.aspx](http://www.its.ms.gov/Procurement/Pages/RFPS_Awaiting.aspx)

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. If you are 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](mailto: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: hover over "Services" at the top of the screen; select "Information Security", on the right hand side of the page, click on the link "Policy & 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/Services/Pages/ENTERPRISE-SECURITY-POLICY.aspx>

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/f4ad43bd44ad9d8c86256daa0063e1f0/bb780b5a8360c3138625765d004e4aff?OpenDocument> 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/f4ad43bd44ad9d8c86256daa0063e1f0/f227957c9c49a38a8625767900790c4e?OpenDocument> 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 3703.

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.**

<b>ITS RFP Reference</b>	<b>Vendor Proposal Reference</b>	<b>Brief Explanation of Exception</b>	<b>ITS Acceptance (sign here only if accepted)</b>
(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 at the following link on the **ITS** website:

<http://www.its.ms.gov/Procurement/Pages/Vendor.aspx>

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](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](mailto: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. **Order and Remit Address**

The Vendor must specify both an order and a remit address:

Order Address:

--

Remit Address (if different):

7. **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/Procurement/Pages/RFPS\\_Awaiting.aspx](http://www.its.ms.gov/Procurement/Pages/RFPS_Awaiting.aspx)

**ITS** may 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 TECHNICAL SPECIFICATIONS

### 1. **How to Respond to this Section**

- 1.1 Beginning with Item 2.1 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. **Mandatory Provisions in Technical Requirements for this RFP**

- 2.1 Certain items in the technical specifications of this RFP are MANDATORY. Vendors are specifically disallowed from taking exception to these mandatory requirements, and proposals that do not meet all mandatory requirements are subject to immediate disqualification, at the sole discretion of the State.

- 2.2 The requirements for this project are incorporated into a table attached with this RFP as Attachment B, Managed Document Output Requirements. Vendor must refer to that Attachment and formulate responses to that portion of the proposal as directed. Mandatory requirements are those features classified as “M” (Mandatory) in the Requirements Matrix. “Meeting a mandatory requirement” means the Vendor is able to respond “E” (exceeds requirement) or “M” (meets and/or agrees to requirement).
- 2.3 On-site attendance at the Vendor Conference on Wednesday, December 19, 2012 at 10:00 AM Central Time is mandatory for any Vendor who intends to submit an RFP response. The conference will be held at ITS located at 3771 Eastwood Drive, Jackson, Mississippi 39211. *No exceptions* will be granted to this requirement. **Any proposal received from a Vendor who did not have an authorized representative at the Vendor Conference will be disqualified.**

### 3. General Overview and Background

- 3.1 The University of Mississippi Medical Center is an 837 bed acute care facility located on a 164-acre campus in Jackson, MS. At the Jackson campus, UMMC operates one general acute teaching hospital and three specialty teaching hospitals. This RFP is for services at the entire UMMC family and locations (i.e. Main campus, Jackson Medical Mall, Select Specialty, and Holmes County Hospital & Clinics and Durant Nursing Center).
- 3.2 UMMC is fully committed to providing patients with the highest quality of care available. This care includes not only the most advanced technology and expertise, but also the promise to treat our patients and their families with respect, compassion, and dignity regardless of ability to pay.
- 3.3 In an ever-increasing competitive market, UMMC continues to look for new and innovative cost reduction methods in its efforts to provide affordable healthcare. As UMMC embarks upon its supply/operating cost reduction efforts, your assistance and continued commitment are being requested to participate in this Request for Proposal (RFP) process.
- 3.4 UMMC intends to contract with a Vendor who is able to demonstrate their qualifications to offer Managed Document Output Services in the manner prescribed by this RFP. Managed Document Output Services (outsourcing) must be one of the Vendors’ key lines of business through which they presently support an active customer base having operations on the scale of UMMC. Vendors must employ staff currently trained, experienced and actively engaged in support of these customer accounts.

4. **Procurement Project Schedule**

<b>Task</b>	<b>Date</b>
First Advertisement Date for RFP	12/04/12
Second Advertisement Date for RFP	12/11/12
RFP Posted to the ITS website	12/14/12
Mandatory Vendor Conference	10:00 a.m. Central Time on 12/19/12
Deadline for Vendor's Written Questions	3:00 p.m. Central Time on 12/21/12
Deadline for Questions Answered and Posted to ITS Web Site	01/04/13
Open Proposals	01/16/13 3:00 p.m. Central Time
Begin Evaluation of Proposals	01/17/13
ITS Board Presentation	02/21/13
Vendor Demos	TBD
Contract Negotiation	TBD
Proposed Project Implementation Start-up	03/01/13
Project Go-Live Deadline	05/31/13

5. **Statement of Understanding**

- 5.1 Vendors may request additional information or clarifications to this RFP using the following procedure:
- 5.1.1 Vendors must clearly identify the specified paragraph(s) in the RFP that is in question.
  - 5.1.2 Vendor must deliver a written document to Curtis Ritchey at ITS by December 21, 2012 at 3:00 p.m. Central Time. This document may be delivered by hand, mail, email, or fax. Address information is given on page one of this RFP. The fax number is (601) 713-6380. **ITS WILL NOT BE RESPONSIBLE FOR DELAYS IN THE DELIVERY OF QUESTION DOCUMENTS.** It is solely the responsibility of the Vendor that the clarification document reaches **ITS** on time. Vendors may contact Curtis Ritchey to verify the receipt of their document. Documents received after the deadline will be rejected.
- 5.2 All questions will be compiled and answered, and a written document containing all questions submitted and corresponding answers will be posted on the **ITS** web site by close of business on January 4, 2013.

5.3 UMMC recognizes the expertise provided by many Vendors and encourages creativity in your proposal. Vendors are encouraged to submit cost-saving/value-added suggestions. Please indicate clearly what is being proposed and how it will benefit UMMC.

## 6. **Technical/Functional, Support, and Vendor Qualification Requirements**

The requirements for this project are incorporated into a table included in this RFP as Attachment B, Managed Document Output Requirements. Vendor must refer to that Attachment and formulate responses to that portion of the proposal as directed.

## 7. **Cost Proposal**

7.1 The Vendor must propose a fixed yearly amount divisible by 12 for all services requested in this RFP. The fixed price proposal must be submitted using the table in Section VIII, *Cost Information Submission*.

7.2 The Vendor must include and complete all parts of the cost proposal, Section VIII, *Cost Information Submission*, in a clear and accurate manner.

## 8. **Additional Requirements**

8.1 ITS acknowledges that the specifications within this RFP are not exhaustive. Rather, they reflect the known requirements that must be met by the proposed system. Vendors must specify, here, what additional components may be needed and are proposed in order to complete each configuration.

## 9. **Scoring Methodology**

9.1 An Evaluation Team composed of UMMC and ITS staff will review and evaluate all proposals. All information provided by the Vendors, as well as any other information available to evaluation team, will be used to evaluate the proposals.

9.1.1 Each category included in the scoring mechanism is assigned a weight between one and 100.

9.1.2 The sum of all categories, other than Value-Add, equals 100 possible points.

9.1.3 Value-Add is defined as product(s) or service(s), exclusive of the stated functional and technical requirements and provided to the State at no additional charge, which, in the sole judgment of the State, provide both benefit and value to the State significant enough to distinguish the proposal and merit the award of additional points. A Value-Add rating between 0 and 5 may be assigned based on the

assessment of the evaluation team. These points will be added to the total score.

9.1.4 For the evaluation of this RFP, the Evaluation Team will use the following categories and possible points:

Category	Possible Points
Non-Cost Categories:	
Vendor Requirements	10
Cost & Environmental Impact Reduction	5
Contract Management	5
Expected Print Volume (Informational only)	-
Maintenance	5
Replacement	10
Replacement Device Compatibility	10
Reporting	5
Specific Terms	15
<b>Total Non-Cost Points</b>	<b>65</b>
Cost	35
<b>Total Base Points</b>	<b>100</b>
Value Add	5
<b>Maximum Possible Points</b>	<b>105</b>

9.2 The evaluation will be conducted in four stages as follows:

9.2.1 Stage 1 – Selection of Responsive/Valid Proposals – Each proposal will be reviewed to determine if it is sufficiently responsive to the RFP requirements to permit a complete evaluation. A responsive proposal must comply with the instructions stated in this RFP with regard to content, organization/format, Vendor experience, number of copies, bond requirement, timely delivery, and must be responsive to all mandatory requirements. No evaluation points will be awarded in this stage. Failure to submit a complete proposal may result in rejection of the proposal.

9.2.2 Stage 2 – Non-cost Evaluation (all requirements excluding cost)

9.2.2.1 Non-cost categories and possible point values are as follows:

<b>Non-Cost Categories</b>	<b>Possible Points</b>
Vendor Requirements	10
Cost & Environmental Impact Reduction	5
Contract Management	5
Expected Print Volume (Informational only)	-
Maintenance	5
Replacement	10
Replacement Device Compatibility	10
Reporting	5
Specific Terms	15
<b>Maximum Possible Points</b>	<b>65</b>

9.2.2.2 Proposals meeting fewer than 80% of the requirements in the non-cost categories may be eliminated from further consideration.

9.2.2.3 ITS scores the non-cost categories on a 10-point scale, with 9 points for meeting the requirement. The ‘Meets Specs’ score for each category is 90% of the total points allocated for that category. For example, the ‘Vendor Requirements’ category was allocated 10 points; a proposal that fully met all requirements in that section would have scored 9 points. The additional 10% is used for a proposal that exceeds the requirement for an item in a way that provides additional benefits to the state.

### 9.3 Stage 3 – Cost Evaluation

9.3.1 Points will be assigned using the following formula:

$$(1 - ((B - A) / A)) * n$$

Where:

A = Total lifecycle cost of lowest valid proposal

B = Total lifecycle cost of proposal being scored

n = Maximum number of points allocated to cost for acquisition

9.3.2 Cost categories and maximum point values are as follows:

<b>Cost Category</b>	<b>Possible Points</b>
Lifecycle Cost	35
<b>Maximum Possible Points</b>	<b>35</b>

9.4 Stage 4 – Selection of the successful Vendor

9.4.1 On-site Demonstrations and Interviews

9.4.1.1 At the discretion of the State, evaluators may request interviews, on-site presentations, demonstrations or discussions with any and all Vendors for the purpose of system overview and/or clarification or amplification of information presented in any part of the proposal.

9.4.1.2 If requested, Vendors must be prepared to make on-site demonstrations of system functionality and/or proposal clarifications to the evaluation team and its affiliates within seven calendar days of notification. Each presentation must be made by the project manager being proposed by the Vendor to oversee implementation of this project.

9.4.1.3 Proposed key team members must be present at the on-site demonstration. The evaluation team reserves the right to interview the proposed key team members during this onsite visit.

9.4.1.4 Although on-site demonstrations may be requested, the demonstration will not be allowed in lieu of a written proposal.

9.4.2 Site Visits

9.4.2.1 At the State’s option, Vendors that remain within a competitive range must be prepared to provide a reference site within seven calendar days of notification. If possible, the reference site should be in the Southeastern region of the United States. Vendor must list potential reference sites in the proposal.

9.5 Final Quantitative Evaluation - Following any requested presentations, demonstrations, and/or site visits, the Evaluation Team will re-evaluate any technical/functional scores as necessary. The technical/functional and cost scores will then be combined to determine the Vendor’s final score.

**SECTION VIII**  
**COST INFORMATION SUBMISSION**

Vendors must propose a summary of all applicable project costs in the matrix that follows. The matrix must be supplemented by a cost itemization fully detailing the basis of each cost category. The level of detail must address the following elements as applicable: item, description, quantity, retail, discount, extension, and deliverable. Any cost not listed in this section may result in the Vendor providing those products or services at no charge to the State or face disqualification.

<b>Year</b>	<b>Cost</b>
Year 1 Total Cost	
Year 2 Total Cost	
Year 3 Total Cost	
Year 4 Total Cost	
Year 5 Total Cost	
Per Call Cost for Critical Care After Hours Service Calls	

## **SECTION IX REFERENCES**

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

### **1. References**

- 1.1 The Vendor must provide at least three (3) references consisting of Vendor accounts that the State may contact. Required information includes customer contact name, address, telephone number, email address, and engagement starting and ending dates. Forms for providing reference information are included later in this RFP section. 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.
- 1.2 Any of the following may subject the Vendor's proposal to being rated unfavorably relative to these criteria or removed from further consideration, at the State's sole discretion:
  - 1.2.1 Failure to provide reference information in the manner described;
  - 1.2.2 Inability of the State to substantiate minimum experience or other requirements from the references provided;
  - 1.2.3 Non-responsiveness of references to the State's attempts to contact them; or
  - 1.2.4 Unfavorable references that raise serious concerns about material risks to the State in contracting with the Vendor for the proposed products or services.
- 1.3 References should be based on the following profiles and be able to substantiate the following information from both management and technical viewpoints:
  - 1.3.1 The reference installation must be for a project similar in scope and size to the project for which this RFP is issued;
  - 1.3.2 The reference installation must have been operational for at least six (6) months.
- 1.4 The State reserves the right to request information about the Vendor from any previous customer of the Vendor of whom the State is aware, including the procuring agency and/or other agencies or institutions of the State, even if that customer is not included in the Vendor's list of references, and to utilize such information in the evaluation of the Vendor's proposal.

- 1.5 Unless otherwise indicated in the Scoring Methodology in Section VII, reference information available to the State will be used as follows:
  - 1.5.1 As documentation supporting mandatory experience requirements for companies, products, and/or individuals, as required in this RFP;
  - 1.5.2 To confirm the capabilities and quality of a Vendor, product, or individual for the proposal deemed lowest and best, prior to finalizing the award.
- 1.6 The State reserves the right to forego reference checking when, at the State's sole discretion, the evaluation team determines that the capabilities of the recommended Vendor are known to the State.

## **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 three (3) 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.

Unless otherwise noted, the requirements found in the References section may be met through a combination of Vendor and subcontractor references and experience. Vendor's proposal should clearly indicate any mandatory experience requirements met by subcontractors. NOTE: The State reserves the right to eliminate from further consideration proposals in which the prime Vendor does not, in the State's sole opinion, provide substantive value or investment in the total solution proposed. (i.e. the State does not typically accept proposals in which the prime Vendor is only a brokering agent.)

## **REFERENCE FORM**

### **Complete three (3) 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:

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**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 three (3) 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**. The inclusion of this contract does not preclude **ITS** from, at its sole discretion, negotiating additional terms and conditions with the selected Vendor(s) specific to the projects covered by this RFP.

If Vendor cannot comply with any term or condition of this Standard Contract, Vendor must list and explain each specific exception on the *Proposal Exception Summary Form* included in Section V.

**PROJECT NUMBER 39775  
PROFESSIONAL SERVICES AGREEMENT  
BETWEEN  
  
AND  
MISSISSIPPI DEPARTMENT OF INFORMATION TECHNOLOGY SERVICES  
AS CONTRACTING AGENT FOR THE  
UNIVERSITY OF MISSISSIPPI MEDICAL CENTER**

This Professional Services Agreement (hereinafter referred to as “Agreement”) is entered into by and between , a corporation having its principal place of business at (hereinafter referred to as “Contractor”), and 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 University of Mississippi Medical Center located at (hereinafter referred to as “Customer”). ITS and Customer are sometimes collectively referred to herein as “State”.

**WHEREAS**, Customer, pursuant to Request for Proposals (“RFP”) No. requested proposals for the acquisition of , and

**WHEREAS**, Contractor was the successful proposer in an open, fair and competitive procurement process to provide the services described herein;

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

**ARTICLE 1 PERIOD OF PERFORMANCE**

**1.1** Unless this Agreement is extended by mutual agreement or terminated as prescribed elsewhere herein, this Agreement shall begin on the date it is signed by all parties and shall continue until the close of business on May 31, 2016. At the end of the initial term, this Agreement may, upon the written agreement of the parties, be renewed for an additional term, the length of which will be agreed upon by the parties. Under no circumstances, however, shall

this Agreement be renewed beyond May 31, 2018. Sixty (60) days prior to the expiration of the initial term or any renewal term of this Agreement, Contractor shall notify Customer and ITS of the impending expiration and Customer shall have thirty (30) days in which to notify Contractor of its intention to either renew or cancel the Agreement.

**1.2** This Agreement will become a binding obligation on the State only upon the issuance of a valid purchase order by the Customer following contract execution and the issuance by ITS of the CP-1 Acquisition Approval Document.

## **ARTICLE 2 SCOPE OF SERVICES**

Contractor shall assign **INSERT NAME** to assist Customer in scheduled preventative maintenance, daily break-fix issues, and other managed document output services as specified in RFP No. 3703 and Contractor's proposal, as accepted by Customer, in response thereto, which are both incorporated herein by reference. It is understood by the Contractor that the individuals assigned to perform such services shall work under the direction of Customer's Director of IT Contracts Administration, Michael Davis, or his designee, whose responsibilities include assigning, directing and monitoring the daily work and assessing the quality of the work in accordance with the Warranty Article herein. The parties understand and agree that while the usual work hours will be 8:00 A.M. to 5:00 P.M. (Central Time) Monday through Friday, occasionally they may be required to work outside of these hours. Contractor shall meet the service level agreements and provide the managed document output services as specified in RFP No. 3703 and Contractor's proposal, as accepted by Customer, in response thereto.

## **ARTICLE 3 CONSIDERATION AND METHOD OF PAYMENT**

**3.1** As consideration for the performance of this Agreement, Customer shall pay Contractor as referenced in Exhibit A, which is attached hereto and incorporated herein by reference. It is understood by the parties that travel, subsistence and any related project expenses are included in this hourly rate. No additional costs will be added to the monthly invoices for such expenses. It is expressly understood and agreed that in no event will the total compensation to be paid hereunder exceed the specified sum of . Contractor shall keep daily records of the actual number of hours worked and of the tasks performed and shall immediately supply such records to Customer upon request.

**3.2** Contractor shall submit an invoice monthly with the appropriate documentation to Customer for any month in which services are rendered. Upon the expiration of this Agreement, Contractor shall submit the final invoice with appropriate documentation to Customer for payment for the services performed during the final month of this Agreement. Customer agrees to make payment in accordance with Mississippi law on "Timely Payments for Purchases by Public Bodies", Section 31-7-301, et seq. of the 1972 Mississippi Code Annotated, as amended, which generally provides for payment of undisputed amounts by Customer within forty-five (45) days of receipt of the invoice. Contractor understands and agrees that Customer is exempt from the payment of taxes. All payments shall be in United States currency.

**3.3** Acceptance by the Contractor of the last payment from the Customer shall operate as a release of all claims against the State by the Contractor and any subcontractors or other persons

supplying labor or materials used in the performance of the work under this Agreement.

#### **ARTICLE 4 WARRANTIES**

**4.1** The Contractor represents and warrants that its services hereunder shall be performed by competent personnel and shall be of professional quality consistent with generally accepted industry standards for the performance of such services and shall comply in all respects with the requirements of this Agreement. For any breach of this warranty, the Customer may, at its option, either terminate this Agreement immediately pursuant to the termination article herein, or require Contractor to provide replacement personnel satisfactory to Customer within thirty (30) calendar days of Contractor's receipt of notification from Customer. Whether or not the departing personnel are to continue working while Contractor attempts to find replacement personnel is at the sole discretion of the Customer. If Contractor is notified within the first eight (8) hours of assignment that the person is unsatisfactory, Contractor will not charge Customer for those hours; otherwise, Customer shall pay for all actual hours worked prior to Customer's notification of replacement request to Contractor.

**4.2** If applicable under the given circumstances, Contractor 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. Contractor 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. Contractor 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. Contractor understands and agrees that any breach of these warranties may subject Contractor 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 Contractor 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, Contractor would also be liable for any additional costs incurred by the State due to contract cancellation or loss of license or permit.

**4.3** Contractor represents and warrants that no official or employee of Customer or of ITS, and no other public official of the State of Mississippi who exercises any functions or responsibilities in the review or approval of the undertaking or carrying out of the project shall, prior to the completion of said project, voluntarily acquire any personal interest, direct or indirect, in this Agreement. The Contractor warrants that it has removed any material conflict of interest prior to the signing of this Agreement, and that it shall not acquire any interest, direct or indirect, which would conflict in any manner or degree with the performance of its

responsibilities under this Agreement. The Contractor also warrants that in the performance of this Agreement no person having any such known interests shall be employed.

**4.4** The Contractor represents and warrants that no elected or appointed officer or other employee of the State of Mississippi, nor any member of or delegate to Congress has or shall benefit financially or materially from this Agreement. No individual employed by the State of Mississippi shall be admitted to any share or part of the Agreement or to any benefit that may arise therefrom. The State of Mississippi may, by written notice to the Contractor, terminate the right of the Contractor to proceed under this Agreement if it is found, after notice and hearing by the ITS Executive Director or his/her designee, that gratuities in the form of entertainment, gifts, jobs, or otherwise were offered or given by the Contractor to any officer or employee of the State of Mississippi with a view toward securing this Agreement or securing favorable treatment with respect to the award, or amending or making of any determinations with respect to the performing of such contract, provided that the existence of the facts upon which the ITS Executive Director makes such findings shall be in issue and may be reviewed in any competent court. In the event this Agreement is terminated under this article, the State of Mississippi shall be entitled to pursue the same remedies against the Contractor as it would pursue in the event of a breach of contract by the Contractor, including punitive damages, in addition to any other damages to which it may be entitled at law or in equity.

#### **ARTICLE 5 EMPLOYMENT STATUS**

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

**5.2** Contractor represents that it is qualified to perform the duties to be performed under this Agreement and that it has, or will secure, if needed, at its own expense, applicable personnel who shall be qualified to perform the duties required under this Agreement. Such personnel shall not be deemed in any way, directly or indirectly, expressly or by implication, to be employees of Customer.

**5.3** Any person assigned by Contractor to perform the services hereunder shall be the employee of Contractor, who shall have the sole right to hire and discharge its employee. Customer may, however, direct Contractor to replace any of its employees under this Agreement.

**5.4** Contractor 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 Contractor nor employees of Contractor are entitled to state retirement or leave benefits.

**5.5** It is further understood that the consideration expressed herein constitutes full and complete compensation for all services and performances hereunder, and that any sum due and payable to Contractor shall be paid as a gross sum with no withholdings or deductions being made by Customer for any purpose from said contract sum, except as permitted herein in the article titled "Termination".

## **ARTICLE 6 BEHAVIOR OF EMPLOYEES/SUBCONTRACTORS**

Contractor will be responsible for the behavior of all its employees and subcontractors while on the premises of any Customer 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, patients, and/or student body, will be asked to leave the premises and may be suspended from further work on the premises. All Contractor employees and subcontractors who will be working at such locations shall be covered by Contractor's comprehensive general liability insurance policy.

## **ARTICLE 7 MODIFICATION OR RENEGOTIATION**

This Agreement 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 Agreement if federal and/or state revisions of any applicable laws or regulations make changes in this Agreement necessary.

## **ARTICLE 8 AUTHORITY, ASSIGNMENT AND SUBCONTRACTS**

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

**8.2** Neither party may assign or otherwise transfer this 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. This Agreement shall be binding upon the parties' respective successors and assigns.

**8.3** Contractor must obtain the written approval of Customer before subcontracting any portion of this Agreement. No such approval by Customer of any subcontract shall be deemed in any way to provide for the incurrence of any obligation of Customer in addition to the total fixed price agreed upon in this Agreement. All subcontracts shall incorporate the terms of this Agreement and shall be subject to the terms and conditions of this Agreement and to any conditions of approval that Customer may deem necessary.

**8.4** Contractor represents and warrants that any subcontract agreement Contractor 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 Customer, and that the subcontractor acknowledges that no privity of contract exists between the Customer and the subcontractor and that the Contractor is solely liable for any and all payments which may be due to the subcontractor pursuant to its subcontract agreement with the Contractor. The Contractor shall indemnify and hold harmless the State from and against any and all claims, demands, liabilities, suits, actions, damages, losses, costs and expenses of every kind and nature whatsoever arising as a result of Contractor's failure to pay any and all amounts due by Contractor to any

subcontractor, materialman, laborer or the like.

**8.5** All subcontractors shall be bound by any negotiation, arbitration, appeal, adjudication or settlement of any dispute between the Contractor and the Customer, where such dispute affects the subcontract.

#### **ARTICLE 9 AVAILABILITY OF FUNDS**

It is expressly understood and agreed that the obligation of Customer to proceed under this Agreement 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 Agreement. If the funds anticipated for the fulfillment of this Agreement are 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 Customer for the payments or performance due under this Agreement, Customer shall have the right to immediately terminate this Agreement, without damage, penalty, cost or expense to Customer of any kind whatsoever. The effective date of termination shall be as specified in the notice of termination. Customer shall have the sole right to determine whether funds are available for the payments or performances due under this Agreement.

#### **ARTICLE 10 TERMINATION**

**10.1** Notwithstanding any other provision of this Agreement to the contrary, this Agreement may be terminated, in whole or in part, as follows: (a) upon the mutual, written agreement of the parties; (b) If either party fails to comply with the terms of this Agreement, the non-defaulting party may terminate the Agreement upon the giving of thirty (30) days written notice unless the breach is cured within said thirty (30) day period; (c) Customer may terminate the Agreement in whole or in part without the assessment of any penalties upon thirty (30) days written notice to Contractor if Contractor becomes the subject of bankruptcy, reorganization, liquidation or receivership proceedings, whether voluntary or involuntary; (d) Customer may terminate this Agreement immediately as outlined in the Warranty Article herein, or (e) Customer may terminate the Agreement for any reason without the assessment of any penalties after giving thirty (30) days written notice specifying the effective date thereof to Contractor. The provisions of this Article do not limit either party's right to pursue any other remedy available at law or in equity.

**10.2** Notwithstanding the above, Contractor shall not be relieved of liability to Customer for damages sustained by Customer by virtue of any breach of this Agreement by Contractor, and Customer may withhold any payments to Contractor for the purpose of set off until such time as the exact amount of damages due Customer from Contractor are determined.

#### **ARTICLE 11 GOVERNING LAW**

This Agreement 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. Contractor expressly agrees that under no circumstances shall Customer be obligated to pay an attorney's fee, prejudgment interest or the cost of legal action to Contractor.

Further, nothing in this Agreement shall affect any statutory rights Customer may have that cannot be waived or limited by contract.

#### **ARTICLE 12 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 Agreement. A waiver by the State, 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 the State.

#### **ARTICLE 13 SEVERABILITY**

If any term or provision of this 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 this Agreement shall be valid and enforceable to the fullest extent permitted by law provided that the State's purpose for entering into this Agreement can be fully achieved by the remaining portions of the Agreement that have not been severed.

#### **ARTICLE 14 CAPTIONS**

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

#### **ARTICLE 15 HOLD HARMLESS**

To the fullest extent allowed by law, Contractor shall indemnify, defend, save and hold harmless, protect and exonerate Customer, 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 Contractor and/or its partners, principals, agents, employees or subcontractors in the performance of or failure to perform this Agreement.

#### **ARTICLE 16 THIRD PARTY ACTION NOTIFICATION**

Contractor shall notify Customer in writing within five (5) business days of Contractor 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 Contractor or Customer by any entity that may result in litigation related in any way to this Agreement and/or which may affect the Contractor's performance under this Agreement. Failure of the Contractor to provide such written notice to Customer shall be considered a material breach of this Agreement and the Customer 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 17 AUTHORITY TO CONTRACT**

Contractor warrants that it is a validly organized business with valid authority to enter into this Agreement; that entry into and performance under this 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 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 this Agreement.

#### **ARTICLE 18 NOTICE**

Any notice required or permitted to be given under this Agreement shall be in writing and personally delivered or sent by electronic means 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 business address listed herein. ITS' address for notice is: Craig P. Orgeron, Ph.D., Executive Director, Mississippi Department of Information Technology Services, 3771 Eastwood Drive, Jackson, Mississippi 39211. Customer's address for notice is: . The Contractor's address for notice is: . 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 19 RECORD RETENTION AND ACCESS TO RECORDS**

Contractor 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 Agreement. The Customer, ITS, any state or federal agency authorized to audit Customer, and/or any of their duly authorized representatives, shall have unimpeded, prompt access to this Agreement and to any of the Contractor's proposals, books, documents, papers and/or records that are pertinent to this Agreement to make audits, copies, examinations, excerpts and transcriptions at the State's or Contractor's office as applicable where such records are kept during normal business hours. All records relating to this Agreement shall be retained by the Contractor for three (3) years from the date of receipt of final payment under this Agreement. 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.

#### **ARTICLE 20 INSURANCE**

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

#### **ARTICLE 21 DISPUTES**

Any dispute concerning a question of fact under this Agreement which is not disposed of by agreement of the Contractor and Customer, shall be decided by the Executive Director of ITS or his/her designee. This decision shall be reduced to writing and a copy thereof mailed or furnished to the parties. Disagreement with such decision by either party shall not constitute a breach under the terms of this Agreement. Such disagreeing party shall be entitled to seek such other rights and remedies it may have at law or in equity.

## **ARTICLE 22 COMPLIANCE WITH LAWS**

Contractor shall comply with, and all activities under this Agreement shall be subject to, all Customer 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, Contractor shall not discriminate against any employee nor shall any party be subject to discrimination in the performance of this Agreement because of race, creed, color, sex, age, national origin or disability.

## **ARTICLE 23 CONFLICT OF INTEREST**

Contractor shall notify the Customer of any potential conflict of interest resulting from the representation of or service to other clients. If such conflict cannot be resolved to the Customer's satisfaction, the Customer reserves the right to terminate this Agreement.

## **ARTICLE 24 SOVEREIGN IMMUNITY**

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

## **ARTICLE 25 CONFIDENTIAL INFORMATION**

**25.1** Contractor shall treat all Customer data and information to which it has access by its performance under this Agreement as confidential and shall not disclose such data or information to a third party without specific written consent of Customer. In the event that Contractor 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, Contractor shall promptly inform Customer 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 this Agreement and shall continue in full force and effect and shall be binding upon the Contractor and its agents, employees, successors, assigns, subcontractors or any party or entity claiming an interest in this Agreement on behalf of, or under the rights of the Contractor following any termination or completion of this Agreement.

**25.2** Upon termination of this Agreement or upon demand therefore, Contractor agrees to promptly return to Customer all confidential information of the Customer, including all copies thereof in any form, and to certify to the Customer in writing that it has not retained any copies thereof.

**25.3** With the exception of any attached exhibits which are labeled as "confidential", the parties understand and agree that this Agreement, including any amendments and/or change orders thereto, does not constitute confidential information, and may be reproduced and distributed by the State without notification to Contractor. ITS will provide third party notice to Contractor of any requests received by ITS for any such confidential exhibits so as to allow Contractor the opportunity to protect the information by court order as outlined in ITS Public Records Procedures.

**25.4 Protected Health Information ('PHI'):** To the extent required, Customer and

Contractor intend to comply with the applicable provisions of the HIPAA Privacy Rule and Security Regulations (45 CFR Parts 160, 162 and 164) (“Privacy Rule” and “Security Regulations”, individually; or “Privacy and Security Regulations”, collectively) and the applicable provisions of the Health Information Technology for Economic and Clinical Health Act, Title XIII of the American Recovery and Reinvestment Act of 2009, Pub. L. No. 111-5 (the “HITECH Act”) as further defined in the Business Associate Addendum, when applicable attached hereto as Exhibit B, or as executed by the parties separate from this Agreement, as the case may be.

#### **ARTICLE 26 EFFECT OF SIGNATURE**

Each person signing this Agreement represents that he or she has read the Agreement in its entirety, understands its terms, is duly authorized to execute this Agreement on behalf of the parties and agrees to be bound by the terms contained herein. Accordingly, this Agreement shall not be construed or interpreted in favor of or against the State or the Contractor on the basis of draftsmanship or preparation hereof.

#### **ARTICLE 27 OWNERSHIP OF DOCUMENTS AND WORK PRODUCTS**

All data, electronic or otherwise, collected by Contractor and all documents, notes, programs, data bases (and all applications thereof), files, reports, studies, and/or other material collected and prepared by Contractor in connection with this Agreement, whether completed or in progress, shall be the property of Customer upon completion of this Agreement or upon termination of this Agreement. Customer hereby reserves all rights to the databases and all applications thereof and to any and all information and/or materials prepared in connection with this Agreement. Contractor is prohibited from use of the above described information and/or materials without the express written approval of Customer.

#### **ARTICLE 28 NON-SOLICITATION OF EMPLOYEES**

Contractor agrees not to employ or to solicit for employment, directly or indirectly, any of the Customer’s employees until at least one (1) year after the expiration/termination of this Agreement unless mutually agreed to the contrary in writing by the Customer and the Contractor 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 29 ENTIRE AGREEMENT**

**29.1** This Contract 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 thereto. The RFP No. and Contractor’s Proposal in response to RFP No. are hereby incorporated into and made a part of this Contract.

**29.2** The Contract made by and between the parties hereto shall consist of, and precedence is hereby established by the order of the following:

- A.** This Agreement signed by the parties hereto;
- B.** Any exhibits attached to this Agreement;

- C. RFP No. and written addenda, and
- D. Contractor's Proposal, as accepted by Customer, in response to RFP No. .

**29.3** The intent of the above listed documents is to include all items necessary for the proper execution and completion of the services by the Contractor. 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. This Agreement") and the lowest document is listed last ("D. Contractor's Proposal").

#### **ARTICLE 30 STATE PROPERTY**

Contractor shall be responsible for the proper custody of any Customer-owned property furnished for Contractor's use in connection with work performed pursuant to this Agreement. Contractor shall reimburse the Customer for any loss or damage, normal wear and tear excepted.

#### **ARTICLE 31 SURVIVAL**

Articles 4, 11, 15, 19, 24, 25, 27, 28, and all other articles which, by their express terms so survive or which should so reasonably survive, shall survive any termination or expiration of this Agreement.

#### **ARTICLE 32 DEBARMENT AND SUSPENSION CERTIFICATION**

Contractor 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 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 Agreement, had one or more public transaction (federal, state or local) terminated for cause or default.

#### **ARTICLE 33 SPECIAL TERMS AND CONDITIONS**

It is understood and agreed by the parties to this Agreement that there are no special terms and conditions.

**ARTICLE 34 COMPLIANCE WITH ENTERPRISE SECURITY POLICY**

Contractor and Customer understand and agree that all products and services provided by Contractor under this 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 Agreement and require the Contractor 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 35 STATUTORY AUTHORITY**

By virtue of Section 25-53-21 of the Mississippi Code Annotated, as amended, the executive director of ITS is the purchasing and contracting agent for the State of Mississippi in the negotiation and execution of all contracts for the acquisition of information technology equipment, software and services. The parties understand and agree that ITS as contracting agent is not responsible or liable for the performance or non-performance of any of Customer's or Contractor's contractual obligations, financial or otherwise, contained within this Agreement.

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

**State of Mississippi, Department of  
Information Technology Services, on  
behalf of University of Mississippi Medical  
Center**

**By:** \_\_\_\_\_  
**Authorized Signature**

**By:** \_\_\_\_\_  
**Authorized Signature**

**Printed Name: Craig P. Orgeron, Ph.D.**

**Printed Name:** \_\_\_\_\_

**Title: Executive Director**

**Title:** \_\_\_\_\_

**Date:** \_\_\_\_\_

**Date:** \_\_\_\_\_

**EXHIBIT A**  
**Payment Schedule**

**EXHIBIT B  
FORM FOR  
BUSINESS ASSOCIATE ADDENDUM**

**ADDENDUM**

Addendum No.: \_\_\_\_\_  
BAA

**BACKGROUND**

**WHEREAS,** The University of Mississippi Medical Center (“UMMC”) and \_\_\_\_\_ (“Vendor”) are parties to that certain Professional Services Agreement dated \_\_\_\_\_, \_\_\_\_\_, (the “Agreement”) pursuant to which Vendor provides certain services to UMMC and, in connection with those services, UMMC discloses to Vendor certain information (“Protected Health Information” or “PHI”) that is subject to protection under the Health Insurance Portability and Accountability Act of 1996, (as may be now or hereafter amended or modified, “HIPAA”). Vendor acknowledges that as a Business Associate, it is responsible to comply with the HIPAA Security and Privacy regulations, pursuant to Subtitle D of the Health Information Technology for Economic and Clinical Health Act (“HITECH”), including Sections 164.308, 164.310, 164.312, and 164.316 of title 45 of the Code of Federal Regulations, effective upon the applicable compliance dates set forth in HITECH § 13423 (the “Effective Time”); and

**WHEREAS,** Vendor, as a recipient of protected information from UMMC, is a “Business Associate” as that term is defined in HIPAA and regulations promulgated by the U.S. Department of Health and Human Services to implement certain provisions of HIPAA (herein “HIPAA Regulations”); and

**WHEREAS,** pursuant to the HIPAA regulations, all Business Associates of entities such as UMMC must agree in writing to certain mandatory provisions regarding the Use and Disclosure of individually identifiable health information; and

**WHEREAS,** the purpose of this Addendum is to satisfy the requirements of the HIPAA and HITECH Regulations.

**NOW, THEREFORE,** in consideration of the foregoing and of the desire of UMMC and Vendor to continue providing or receiving services under the Agreement, the parties agree as follows effective as of the Effective Time:

1. Unless otherwise provided in this Addendum, capitalized terms have the same meaning as set forth in the HIPAA Regulations. The term “UMMC” shall further include any affiliate of the UMMC, and “Administrative Safeguards” shall have the same meaning as the term

“administrative safeguards” as defined in HIPAA with the exception that it shall apply to the management of the conduct of Vendor’s workforce, rather than UMMC’s workforce, in relation to the protection of that information.

2. Vendor specifically agrees that it will comply in all material respects with HIPAA when Using or Disclosing PHI received by Vendor from or on behalf of UMMC, including:

a. not Use or further Disclose PHI other than as permitted or required by the Agreement or as required by law;

b. use appropriate safeguards to prevent Use or Disclosure of PHI other than as provided for by the Agreement;

c. report to UMMC any use or disclosure of the PHI not provided for by the Agreement of which Vendor becomes aware;

d. ensure that any agents, including a subcontractor, to whom it provides PHI received from, or created or received by Vendor on behalf of, UMMC agrees in writing to the same restrictions and conditions that apply to the Vendor with respect to such PHI and Vendor will identify all such agents and subcontractors to UMMC;

e. as required under and within the period of time permitted under 45 C.F.R. §164.524, Vendor shall permit any individual whose PHI is maintained by Vendor to have access to and to obtain a copy of his or her PHI, in the format requested unless it is not readily producible in such format, in which case it shall be produced in hard copy format. The foregoing shall be applicable only if the records of Vendor are considered a Designated Record Set at the time of the request. Vendor may charge a reasonable, cost-based fee as permitted under 45 C.F.R., §164.524 (e)(4);

f. for so long as PHI of an individual is maintained in a Designated Record Set maintained for UMMC, grant an individual the right to amend his or her PHI and incorporate any amendments to the PHI in accordance with 45 C.F.R. §164.526;

g. make available the information required to provide an accounting of Disclosure in accordance with 45 C.F.R. §164.528. Such an accounting shall provide:

- The date of each Disclosure
- The name and address of the organization or person to whom the Protected
- Health Information was Disclosed;
- A brief description of the information Disclosed;
- Disclosures, other than those made at the request of the Individual, the purpose for which the information was Disclosed or a copy of the request or authorization for Disclosure.

Vendor will provide the above accounting to UMMC as promptly as possible, but in any event no later than thirty (30) days after UMMC's request therefore.

h. make its internal practices, books, and records relating to the Use and Disclosure of PHI received from, or created or received by Vendor on behalf of UMMC available to the Secretary of the U.S. Department of Health and Human Services for purposes of determining the UMMC's compliance with HIPAA; and

i. at termination of the Agreement, if feasible, return or destroy all PHI received from, or created or received by Vendor on behalf of UMMC that the Vendor still maintains in any form and retain no copies of such information or, if such return is not feasible, extend the protections of the Agreement to make the return or destruction of the information feasible;

j. use reasonable commercial efforts to mitigate any harmful effect that is known to Vendor of a Use or Disclosure of PHI by Vendor in violation of the requirements of this Addendum;

k. implement Administrative Safeguards, Physical Safeguards, and Technical Safeguards (the "Safeguards") in accordance with HIPAA that reasonably and appropriately protect the Confidentiality, Integrity, and Availability of Electronic Protected Health Information that it creates, receives, maintains, or transmits on behalf of UMMC, as required by 45 C.F.R. Part 164 Subpart C;

l. ensure that any agent and subcontractor to whom Vendor provides Electronic Protected Health Information agrees to implement reasonable and appropriate safeguards to protect Electronic PHI;

m. make its policies, procedures, and documentation required by the Security Rule relating to the Safeguards available to the Secretary of the Department of Health and Human Services for purposes of determining UMMC's compliance with the Security Rule;

n. request and Use or Disclose only the Minimum Necessary amount of Protected Health Information to serve the intended purposes of the Agreement;

o. Vendor will not export PHI, nor permit subcontractors or agents to export PHI beyond the borders of the United States of America;

p. Vendor shall report promptly to UMMC any successful Security Incident of which Vendor becomes aware; provided, however, that with respect to attempted unauthorized access, Use or Disclosure, modification, or destruction of information or interference with system operations in an information system affecting electronic PHI, such report to UMMC will be made available upon request;

q. upon the Effective Time, if Vendor accesses, maintains, retains, modifies, records, stores, destroys, or otherwise holds, Uses or Discloses Unsecured Protected Health Information (as defined by HITECH Sec. 4402(h)(1)), it shall, following the discovery of a breach of such information, promptly notify UMMC of such breach, but in any event no later than fifteen (15) days of discovery. Such notice shall include the identification of each individual whose Unsecured PHI has been or is reasonably believed by Vendor to have been accessed, acquired, or Disclosed during such breach.

3. Vendor, in its capacity as Business Associate to UMMC, shall be permitted to Use and Disclose PHI in a manner that would not violate the requirements of the HIPAA Regulations as follows:

- i. for the proper management and administration of Vendor;
- ii. to carry out the legal responsibilities of Vendor; and
- iii. to provide data aggregation services relating to the health care operations of UMMC

4. Vendor and UMMC agree that UMMC is authorized to terminate the Agreement if UMMC determines that Vendor has violated a material term of this Addendum in accordance with the terms of the Agreement.

5. Vendor will defend and indemnify UMMC from and against any and all claims, damages, liabilities, losses and expenses (including reasonable attorney's fees) based upon or arising out of Vendor's alleged or actual improper Use or Disclosure of PHI. If UMMC requires, Vendor shall obtain and maintain insurance coverage (if available) against Vendor's improper Use and Disclosures of PHI. Any insurance coverage shall name UMMC as an additional insured. Promptly following UMMC's written request, Vendor shall deliver to UMMC a certificate evidencing UMMC's maintenance of such insurance. The foregoing provisions of this Section 5 shall survive termination or expiration of the Agreement.

6. Except as modified herein, the terms of the Agreement remain in full force and effect.

**IN WITNESS WHEREOF**, UMMC and Vendor have executed this Addendum as of the day and year first written above by their duly authorized representatives.

**University of Mississippi Medical Center**

**Vendor:**\_\_\_\_\_

**By:** \_\_\_\_\_  
**Authorized Signature**

**By:** \_\_\_\_\_  
**Authorized Signature**

**Printed Name:** \_\_\_\_\_

**Printed Name:** \_\_\_\_\_

**Title:** \_\_\_\_\_

**Title:** \_\_\_\_\_

**Date:** \_\_\_\_\_

**Date:** \_\_\_\_\_

**ATTACHMENT B  
MANAGED DOCUMENT OUTPUT REQUIREMENTS**

For each Requirement/Item Number, the Vendor must respond with the appropriate response in the Vendor Response column per Section VII Technical Specifications, Item 1. Additionally, Vendor must detail, in the Required Explanation column, the manner in which the proposed solution addresses each requirement.

Vendor must list and explain each specific exception on the *Proposal Exception Summary Form* included in Section V. **Vendors are specifically disallowed from taking exception to mandatory requirements, and proposals that do not meet all mandatory requirements are subject to immediate disqualification, at the sole discretion of the State.**

Category	Item #	Mandatory	Requirement	Vendor Response	Required Explanation
<b>Vendor Requirements</b>	1.1		The Vendor must provide a description of his organization with sufficient information to substantiate proven expertise in the products and services being requested in this RFP.		
	1.2		The Vendor must disclose any company restructurings, mergers, and acquisitions over the past three (3) years.		
	1.3		The Vendor must specify the location of the organization's principal office and the number of executive and professional personnel employed at this office.		

<b>Category</b>	<b>Item #</b>	<b>Mandatory</b>	<b>Requirement</b>	<b>Vendor Response</b>	<b>Required Explanation</b>
	1.4		The Vendor must state the number of years the Vendor has been providing the products and services being proposed.		
	1.5		The Vendor must specify the organization's size in terms of the number of full-time employees, the number of contract personnel used at any one time, the number of offices and their locations, and structure (for example, state, national, or international organization).		
	1.6		The Vendor must provide the name and the state of incorporation of the organization, if incorporated.		
	1.7		The Vendor must indicate the number of implementations the company has performed for state/federal government entities which perform similar functions in their respective state/area/province as are required by this RFP.		

Category	Item #	Mandatory	Requirement	Vendor Response	Required Explanation
	1.8		The Vendor must describe the products and services being provided and the stage of development of those products and services.		
	1.9		The Vendor must provide a copy of their company's most recent annual report, including consolidated balance sheets and related statements of income, stockholders' or partners' equity and changes in financial position, for each of the three (3) fiscal years preceding the end of the most recent fiscal year. The financial information listed above should be compiled, reviewed, and/or audited by a Certified Public Accountant.		
	1.10		Vendor must provide an organizational chart identifying all personnel proposed for this project.		

Category	Item #	Mandatory	Requirement	Vendor Response	Required Explanation
	1.11		Vendor must provide a resume for each of their staff members participating on this project. Resumes must reflect qualifications and recent experience relevant to the scope of the work indicated in this RFP. Resumes must include at least three (3) references that can be directly contacted to verify the individual's qualifications and experience.		
	1.12		Vendor must ensure that each staff member assigned to this project has the ability to communicate clearly in the English language both verbally and in written form.		
	1.13		Managed Document Output Services must be one of the Vendor's key lines of business.		
	1.14		Vendor must presently support Managed Document Output Services to an active customer base having operations on the scale of UMMC.		

<b>Category</b>	<b>Item #</b>	<b>Mandatory</b>	<b>Requirement</b>	<b>Vendor Response</b>	<b>Required Explanation</b>
	1.15		Vendor must employ staff currently trained, experienced and actively engaged in Managed Document Output Support of comparable customer accounts.		
	1.16		A certificate of insurance acceptable to UMMC shall be issued as evidence that policies providing the required coverage, conditions, and limits are in full effect. These certificates shall also encompass any renewals or changes in policies, insurance companies, or indemnifications.		
	1.16.1		Copies of the certificate of insurance shall be kept on file in the UMMC Purchasing Department and should be available for review at any time both onsite and within the general offices of the Vendor.		
	1.17		Vendor must provide examples of where they have experience managing and maintaining fleets of office		

Category	Item #	Mandatory	Requirement	Vendor Response	Required Explanation
			equipment in a hospital, medical, research and education environment.		
	1.18		Vendor must provide examples of where they have worked with EPIC (Epic Systems Corporation) Health Informatics in one of their current contracts.		
<b>Cost &amp; Environmental Impact Reduction</b>	2.1		Preference will be given to Vendors who offer a reduced cost to the University during the duration of this contract due to replacement of UMMC owned and Vendor maintained equipment with leased and Vendor owned and maintained equipment.		
	2.2		Preference will be given to Vendors who offer year over year savings for the approximately 2,556 devices used in the fleet of UMMC owned and/or Vendor owned equipment units. During each year some of the number of non-compliant devices will be replaced and should allow for year over year cost savings as		

Category	Item #	Mandatory	Requirement	Vendor Response	Required Explanation
			a result.		
	2.3		Preference will be given to Vendors who offer "Green" machinery and toner devices that are refurbished or recycled in the performance of this project.		
<b>Contract Management</b>	3.1	M	Vendor must be able to provide an Account Manager / Project Manager dedicated to UMMC to conduct needs assessment discussions within the departments, process quotes and coordinate delivery with the UMMC Service Desk. This Manager must act as the liaison between the Vendor and UMMC. This manager will also provide or coordinate all dedicated or ongoing training for MFP deliveries where required.		
	3.2		Vendor's consultants must be able to train staff on operation of all office equipment.		

Category	Item #	Mandatory	Requirement	Vendor Response	Required Explanation
	3.3		Vendor must consent to use the UMMC Help Desk system (currently LANDesk) for tracking service requests.		
	3.4	M	Vendor must meet SLA's (Service Level Agreements) of 4-hour response time for service calls based on normal business hours of 8:00 am to 5:00 pm Monday – Friday. Critical Care normal and Critical Care after-hours requests must meet SLA of a 3-hour response time.		
	3.4.1	M	Vendor must propose a fixed "per call" price for Critical Care after-hours service requests in Section VIII, <i>Cost Information Submission</i> .		
	3.4.2		After hours service calls will be billed in addition to the fixed price contract agreement.		

Category	Item #	Mandatory	Requirement	Vendor Response	Required Explanation
	3.5	M	Vendor must agree to provide loaner devices on an "as-needed" basis for service-related issues that may arise which cannot be resolved within a forty-eight (48) hour timeframe, and for emergency needs or special requests (such as audits, short term conferences, etc.).		
	3.5.1	M	Loaner devices provided on an "as-needed" basis must be included in the fixed price contract agreement.		
	3.6		Vendor must make recommendations concerning the acquisition, retirement and/or relocation of existing document output assets.		
	3.7		Vendor must fully network-integrate, implement and deploy Vendor-provided document output devices into the current UMMC operating environment, including on-site installation and configuration of all equipment.		

<b>Category</b>	<b>Item #</b>	<b>Mandatory</b>	<b>Requirement</b>	<b>Vendor Response</b>	<b>Required Explanation</b>
	3.8		Vendor must perform a detailed initial validation survey to confirm, validate, and fine-tune the distribution of the proposed devices on all UMMC locations listed in Section VII Item 3.		
	3.9		Vendor must develop and maintain a document output device implementation model based on the detailed initial validation survey and the concept of shared devices.		
	3.10		Vendor must manage the entire project, including installation, maintenance, invoicing and verification of use.		
	3.11		Vendor must assist in establishing and maintaining best practice policies for utilization, migration services for installation, configuration, and training.		
	3.12		Vendor must provide staff and services for active monitoring, attendance, operation, and on-site maintenance of all		

Category	Item #	Mandatory	Requirement	Vendor Response	Required Explanation
			installed resources and other services necessary for providing the proposed services on an ongoing basis.		
	3.13		Vendor must cover for all installed resources under an on-site warranty with the written assurance that the on-site warranty costs will not increase over the term of the agreement.		
	3.14	M	Vendor must provide all consumables, except paper, to support the installed resources, and offer next day delivery of supplies before 8:00 AM.		
	3.15		Vendor must provide a means to fully monitor and control all devices under contract and their related resources.		
	3.16		Vendor must provide additional hardware/software assets required to support the Vendor-provided document output devices at UMMC.		

Category	Item #	Mandatory	Requirement	Vendor Response	Required Explanation
	3.17		Vendor must provide a project manager and three (3) consultants employed on a full time basis in the local marketplace to assist UMMC with managed document output services for the full term of the Agreement. The integration requirements include, but are not limited to EPIC, Lawson, Pharos and Standard Register.		
	3.18		Vendor must provide complete technical and user documentation for all installed hardware and software resources.		
	3.19		Vendor must provide detailed operational procedures for all tasks to be performed by UMMC IS (Information Systems) System Administrators.		
	3.20		Vendor must replace resources when those resources no longer incorporate current technology.		

Category	Item #	Mandatory	Requirement	Vendor Response	Required Explanation
	3.21		Vendor must cover the cost of de-installation, packaging, shipping, insurance and other related costs of returning the outsourced equipment at the end of the term, under the circumstances of a technical refreshment of any device, or at the termination of the Agreement.		
	3.21.1	M	Vendor must ensure all hard drives and other permanent memory in decommissioned devices are erased before disposing of them.		
	3.22		Administrator should have the capability of setting up frequently used User Settings on one device and automatically pushing out those settings to other devices on the network.		
<b>Expected Print Volume</b>	4.1		Current monthly print volume for UMMC is 5.3 million black and white pages, 462,000 color pages and is expected to increase approximately 10% per year over the life of the agreement.		

Category	Item #	Mandatory	Requirement	Vendor Response	Required Explanation
Maintenance	5.1	M	<p>Vendor must be able to provide maintenance for the existing approximately 1,600 UMMC owned and Vendor supported equipment devices upon the starting date of the agreement. Of these covered devices, approximately 1013 of them are networked devices, primarily Black and White Laser jet type printers. That leaves 587 devices that are covered by the service contact, but are not networked. The awarded Vendor will be provided approximately sixty (60) days after the day of contract execution to evaluate, assess needs and provide for maintenance supplies and equipment owned by UMMC. Vendor has the option to replace as designated these devices with appropriate and approved devices in lieu of providing maintenance for the non-compliance devices.</p>		

Category	Item #	Mandatory	Requirement	Vendor Response	Required Explanation
	5.2		Vendor must be able to electronically monitor all network connected office equipment which includes performance/offline messages and paper usage counts.		
	5.3		Vendor must be able to develop and implement a "best practices" equipment placement plan for all future office equipment placements and assist with streamlining equipment offerings available to departments within UMMC.		
<b>Replacement</b>	6.1	M	Vendor must be able to provide replacements for approximately 569 leased and Vendor provided copier/scanner/fax/printer units within 60 days of the starting day of the executed Agreement.		
	6.2	M	Vendor must be able to provide replacements for approximately 387 leased and Vendor provided networked printer units within 60 days of the starting day of the		

Category	Item #	Mandatory	Requirement	Vendor Response	Required Explanation
			executed Agreement..		
	6.3	M	In an effort to reduce UMMC's current deployment of single function printer devices, Vendor must agree to replace two hundred-fifty (250) single function printer devices in year one (1), two hundred (250) single function printer devices in year two (2) and the remainder in year three (3) with no increase to the monthly payment. UMMC assumes that all non-compliant UMMC owned and Vendor maintained devices will be replaced prior to the end of the three year (thirty six month) contract period.		
	6.4	M	Vendor must also be able to provide UMMC with like for like replacements for the remaining copiers currently leased from competitors (those that are not currently serviced by existing Vendor) at no additional charge as the		

Category	Item #	Mandatory	Requirement	Vendor Response	Required Explanation
			contracts for those units expire. All units provided must be of equal speed, attachments and functionality as the competitive unit being replaced.		
	6.5		Vendor is responsible for coordinating replacement of copiers with a member of the UMMC Department of Information Systems (DIS) to ensure that document services will not be interrupted.		
	6.6		Once approved through UMMC DIS, Vendor will be responsible for notifying all departments of upcoming equipment deliveries and for scheduling with departmental personnel.		
	6.7		During the term of the contract Vendor must agree that if any unit provided is not operating to the satisfaction of the UMMC departmental personnel or the UMMC Service Desk that said Vendor will replace the unit with a like for like replacement unit		

Category	Item #	Mandatory	Requirement	Vendor Response	Required Explanation
			at no charge to UMMC.		
	6.8		Vendor must be able to provide all configuration, installation and print verification for all pieces of office equipment. UMMC will provide a live network connection, standard network cable of appropriate length to connect the device to the network connection, live power outlets as required for office equipment and appropriate network addressing for each device.		
	6.9		The Vendor will be responsible for assisting with the connection of the devices to any and all UMMC networks under the direction of UMMC's Information Services Department. Upon completion of each network installation, Vendor will also be responsible for testing print functionality and scan functionality.		

Category	Item #	Mandatory	Requirement	Vendor Response	Required Explanation
<b>Replacement Device Compatibility</b>	7.1		See Appendices 1 and 2 for a complete list of current devices.		
	7.2		Non-compliant devices would include non-networkable dedicated printer devices that are used for only one person, one desk, or one computer.		
	7.3	M	<p>UMMC has spent more than 400 hours testing printers with regards to the functionality required for printing in EPIC and Laserbrand Wrist bands, MFG # PLS-102W.</p> <p>UMMC have identified the following printers as meeting their requirements:</p> <ul style="list-style-type: none"> <li>• HP 4350 – must have 2 Trays</li> <li>• HP4345 MFP – must have 2 Trays</li> <li>• HP 4200 – must have 2 Trays</li> <li>• HP 4015 – must have 2 Trays</li> <li>• HP 4515 – must have 2 Trays</li> </ul>		

Category	Item #	Mandatory	Requirement	Vendor Response	Required Explanation
			<ul style="list-style-type: none"> <li>• HP 3800 – must have 2 Trays</li> </ul> <p>Further, UMMC has identified printers that will NOT meet their requirements. These printers are listed in Appendix 3.</p> <p>If any printers other than those listed as acceptable are included in Vendor's proposal, UMMC may require a mandatory demo prior to award followed by a proof-of-concept trial period prior to acceptance.</p>		
	7.4		Replacement devices should include area specific devices that meet the criteria set forth in this RFP, and serve multiple computers, desks or areas.		
	7.5		Each replacement device must completely meet or exceed the specifications of the device it is replacing that is currently in use.		

Category	Item #	Mandatory	Requirement	Vendor Response	Required Explanation
	7.6	M	All devices must comply with OSHA Standard 1910.95 for noise in the workplace.		
	7.7	M	All printers, multifunction devices or copiers must be network capable devices with standard 10/100Base-T (or better) Ethernet interfaces and RJ-45 connectors. No standalone printers will be accepted.		
	7.8	M	All printers must be PCL5, 5e and 6 compatible.		
	7.9		Devices proposed must effectively use standard 20# bond paper.		
	7.10		In addition to standard 20# bond paper proposed devices should also support a range of paper of various weights, sizes and finishes appropriate to the device point of use.		
	7.10.1		Vendor must state by proposed devices the range of paper weights, sizes and finishes.		

Category	Item #	Mandatory	Requirement	Vendor Response	Required Explanation
	7.11		Replacement devices must have an electronic print meter that can be easily accessed for viewing and be capable of being read remotely via the network.		
	7.12		Replacement devices must print minimally at 600 X 600 dpi resolution.		
	7.13		Replacement devices must provide Automatic Image Rotation or Automatic Image Orientation at all print resolutions.		
	7.14		Replacement devices must have console displays that signal to the operator the need to add paper, toner, and preventative maintenance, occurrence of paper jams or service requirements.		
	7.15		Replacement multifunction devices must provide for dual side scanning. Automatic reverse document feeders are acceptable.		
	7.16		Replacement devices must copy or print to within 3/16"		

Category	Item #	Mandatory	Requirement	Vendor Response	Required Explanation
			of the leading edge of the paper and to within 1/8" of the remaining edges.		
	7.17		Replacement devices must have job recall/reprint capability.		
	7.18		Replacement devices must have print/copy priority selection.		
	7.19		An operator's manual must be provided for every replacement device.		
	7.20		Replacement devices with scanners must provide for scanning and faxing at 600 x 600 dpi resolution or better.		
	7.21		Replacement printers must be capable of being retrofitted with fax and scan capabilities.		
	7.22		Replacement multifunction devices should be capable of forwarding incoming faxes to an email destination or to another fax number based on user specified conditions.		
	7.23		Replacement multifunction devices must be able to provide scan-to-email		

Category	Item #	Mandatory	Requirement	Vendor Response	Required Explanation
			functionality.		
	7.24		Vendor must state how their equipment will provide confidential sending and receiving and to explain what enhanced security features their devices offer.		
	7.25		Replacement devices must be equipped with standard 10/100Base-T Ethernet (or better) interfaces to allow for remote management and sharing of information even for devices without printing capability.		
	7.26		Replacement devices must also offer an easily accessible USB interface to enable direct attachment of a laptop for printing.		
	7.27		Network print drivers for replacement devices must offer the capability to send secured print jobs.		

Category	Item #	Mandatory	Requirement	Vendor Response	Required Explanation
	7.28		Network print drivers for replacement devices must offer the capability to send jobs to be stored on the device's memory for future retrieval.		
	7.29		Network print drivers for replacement devices must offer the capability to send priority print jobs.		
	7.30		Network print drivers for replacement devices must offer the capability to send pages from multiple applications to be combined and printed as a single print job.		
	7.31		Printer drivers must support Windows 2000 Workstation.		
	7.32		Printer drivers must support Windows 2000 Server.		
	7.33		Printer drivers must support Windows XP.		
	7.34		Printer drivers must support Windows 2003 Server.		
	7.35		Printer drivers must support Windows Vista.		
	7.36		Printer drivers must support		

Category	Item #	Mandatory	Requirement	Vendor Response	Required Explanation
			Windows 7.		
	7.37		Printer drivers must support Office 2010.		
	7.38		It is preferred but not mandatory that replacement devices can print directly to PDF, TIFF, Postscript and JPEG files without having the creating application available.		
	7.39		It is preferred but not mandatory the replacement multifunction devices offer encrypted PDF creation. This means all devices/software must be capable of creating documents requiring a password to open, view, or edit them.		
	7.40		It is preferred but not mandatory that replacement multifunction devices should offer an optional web access capability to allow direct retrieval and printing of information from the internet without using a PC.		
<b>Reporting</b>	8.1		Collection of printer use data and reporting by device serial		

Category	Item #	Mandatory	Requirement	Vendor Response	Required Explanation
			number in spreadsheet format is required monthly.		
	8.2		Vendor must be able to provide monthly performance reporting and attend a monthly performance review with UMMC designees.		
<b>Specific Terms</b>	9.1	M	Vendor must be able to provide all office equipment for UMMC which is defined in the RFP as printers, copiers/MFDs.		
	9.2		Vendor must have the ability to lease all equipment to UMMC for a 3 year term. All additions/subtractions from the fleet will be considered co-terminus and will end after a period of three (3) years from the start date of the executed Agreement.		
	9.3	M	Vendor must agree to provide UMMC with a single monthly invoice for services rendered under this agreement.		

Category	Item #	Mandatory	Requirement	Vendor Response	Required Explanation
	9.4	M	Vendor must agree to invoice UMMC per the terms described above. UMMC will not negotiate this item. Please provide in your response whether or not your company can accommodate this condition. Those who cannot will not be considered.		
	9.5		Vendor must be able to provide all "service" or "servicing" needs for labor, materials for adjustments, repairs and replacements as necessitated by normal equipment usage and new printer stock and toner must be warehoused within 10 miles of the UMMC main location at all times.		
	9.6		Vendor must provide Printer Change Orders and documentation for all requested replacements during the length of the Agreement. Separate change orders will not be issued for printer changes during the duration of the thirty six (36) month		

Category	Item #	Mandatory	Requirement	Vendor Response	Required Explanation
			Agreement.		
	9.7		Vendor must present a monthly reconciliation of printer changes, printer change orders and replacements to a UMMC designee.		
	9.8		Vendor must be able to meet a three (3) business day turnaround time from the issuance of a Printer Change Order for delivery of all new Office Equipment requests.		
	9.9		Vendor must be able to provide a project manager and three (3) on-site full-time consulting resources for regularly scheduled preventative maintenance and daily break-fix issues as part of this contract Monday – Friday from 8:00 am to 5:00 pm. UMMC will provide office space, standard desks, phones and a 20 x 20 storage space with a locking door, storage cabinets and live		

<b>Category</b>	<b>Item #</b>	<b>Mandatory</b>	<b>Requirement</b>	<b>Vendor Response</b>	<b>Required Explanation</b>
			network drops for the period of the Agreement for the four consultants.		

**ATTACHMENT C**  
**LIST OF APPENDICES**

The following are the file names of the appendices:

- Appendix 1.xlsx – Listing of Current MFPs
- Appendix 2.xlsx - Listing of current printers
- Appendix 3.xlsx - Listing of MFP and Printer models that do NOT work with EPIC