REQUEST FOR BID # AA14-RH-4894

Description

BIDS ARE REQUESTED TO PROVIDE THE CONTRACT: WEBSITE DESIGN AND THE DEVELOPMENT OF A NETWORK OF SITES FOR THE COLLEGE OF HUMANITIES & FINE ARTS PER THE ATTACHED SPECIFICATIONS OR APPROVED EQUAL FOR THE BID OPENING ON FEBRUARY 11, 2014@ 1:00 P.M. EST

Contract Term: Date of the award through August 4, 2014


PLEASE DIRECT ANY QUESTIONS REGARDING THIS RFB TO: ROSEMARY A. HASSAY @ procurement@admin.umass.edu

IMPORTANT INFORMATION

- It is the bidder’s responsibility to insure that their bid is received in its entirety by the University of Massachusetts, Procurement Department, 407 Goodell Building, 140 Hicks Way, Amherst, MA 01003-9334 by 1:00 PM on the bid opening date specified above. Bids received after the specified date/time or at a location other than what is listed in the RFB will be rejected and placed unopened in the bid file.
- Bids may be faxed provided that they are followed up by a hard copy with written signature within 5 days of the bid date. All faxed bids must be received by the Procurement fax by the date and time of the bid above. No electronic bids will be accepted.
- All prices are FOB Destination, delivery free of all charges to: University of Massachusetts Amherst at a location specified on a purchase order.
- Bidders must list their Taxpayer’s Identification Number here: ___ ___-____-____-____
- Bid may not be materially altered after the bids have been opened. Only the Director of Procurement can determine what a material alteration is.
- All prices must be submitted on a Net Basis. Unit price shall prevail in case of mathematical error. Payment 30 days.
- Bids on items that differ from specifications will be rejected at the discretion of the Director of Procurement. Proprietary names are quoted for informational purposes only and are not meant to limit competition. The right is reserved to accept the bid deemed best for the University.
- Exceptions to any terms and conditions contained herein or in the bid specifications, must be noted by bidder in bid. The Director of Procurement reserves the right to reject any bid that does not conform to the specifications.

Your signature below signifies that your company complies with the RFB.

Vendor Name: ____________________________________________

Address: ___________________________ City: ___________________________ State: _____ ZIP: ______

Telephone: _______________ FAX: _______________ E-Mail Address: ___________________________

Name of Person Submitting Bid: ____________________________________________

Authorized Signature: ____________________________________________

R# 46614810
The College of Humanities and Fine Arts at the University of Massachusetts Amherst is seeking bids from qualified vendors to provide the services of Website Design and Development of a Network of Sites per the following specifications or approved equal.

**Section I. INTRODUCTION:**

- RFB release date to vendors: January 16, 2014
- Questions due from vendors: February 4, 2014 @ 2:00 pm EST
- Answers/official addendum released: February 6, 2014 @ 5:00 pm EST
- Deadline for submission of bids: February 11, 2014 @ 1:00 pm EST
- Notification to vendors for on-campus interview (if needed): February 17, 2014 through February 21, 2014
- Vendor Interviews (if needed): February 24, 2014 through February 28, 2014
- Notification of Award of RFB: On or before March 4, 2014
- Start of Project: To be determined by the department
- Finalized Website Network: June 1, 2014
- Website Launch: August 4, 2014

**University of Massachusetts Information and Background**

The University of Massachusetts Amherst, the flagship campus of the UMass system, is one of the nation’s top public research universities with 25,000 students studying in the scenic Pioneer Valley of Western Massachusetts, 90-miles from Boston and 175 miles from New York City. UMass Amherst offers 114 undergraduate degree programs (including six (6) associate degrees) as well as 73 masters and 51 doctoral programs. In recent decades, it has achieved a growing reputation for excellence in an increasing number of disciplines, for the breadth of its academic offerings and for the expansion of its roles in education, research and public service.

The annual impact of UMass Amherst on economic activity in Massachusetts is more than $1.4 billion. The Amherst campus has more than 238,000 living alumni and more than 120,000 of them live in the Commonwealth.

Sponsored research awards totaled $140.7 million in fiscal 2011, providing a major stimulus for the Massachusetts economy.

The University is committed to educational excellence and improving the quality of life. The University has an ethical responsibility to reflect cultural sensibilities and maintain the highest moral standards. The successful vendor must represent the University’s philosophy in its programming, staffing and operations.

The University has just completed a year-long project, working with an outside agency and employing best case practices, doing extensive quantitative research to develop positioning, core messages and resulting creative to advance the identity and perceptions of the University of Massachusetts Amherst.
The College of Humanities and Fine Arts (HFA) is the creative and cultural heart of the University of Massachusetts Amherst campus, which in turn positions itself as “the leader of the public higher education system of the Commonwealth of Massachusetts”. HFA prepares students to be citizens in a rapidly changing world by challenging them to think creatively, express themselves well, and engage thoughtfully with others. Our students work closely with faculty mentors to explore human history, experience world cultures, create art and master important fields of thought. Their ability to process, analyze, reflect, and bring their creative spirit to bear in shaping new realities will ensure that today’s liberal arts students become tomorrow’s leaders.

With these responsibilities in mind, our research and academics are held to high standards of excellence. As the seat of both visual art and the written word at UMass, it is imperative that the communications collateral (utilizing both writing and design) generated by the college meets these standards. The HFA website network is central to our communications strategy and currently does not reflect the excellence of our academics and research.

Existing Communications Capacity

The College of Humanities and Fine Arts currently employs a Director of Marketing and Communications who produces and administers communications, advertising and design for day-to-day operations of HFA. The college is in the process of hiring a full-time web developer to support maintenance needs of our department. The oversight of these employees is the responsibility of the Dean of the College of Humanities and Fine Arts. The materials produced by HFA include information kits and promotional materials, eNewsletters, event and campaign collateral, management of website function and content, social media management, media relations and advertising.

HFA will continue these communications practices to promote events, programming and college news over the term of this contract.

It is imperative for the awarded vendor to work collaboratively and easily with the in-house UMass Marketing and Communications staff. Existing communications programs and personnel will need to be considered and engaged in the evolution of visual identity and web-site design.

Communications Environment (External)

Interest in this project is high among our affiliated departments. Engaged stakeholders are passionate about conveying accurate information using accessible design. Review and approval by the Dean of the College of Humanities and Fine Arts for website design is required.

Section II – SCOPE OF WORK:

Project Description

The College of Humanities and Fine Arts at the University of Massachusetts Amherst seeks to work with technology and design partner(s) to improve, redesign and enhance the college’s website located at: http://www.umass.edu/hfa as well as develop five (5) templates that can be utilized by affiliated departments and programs. This request for bids (RFB) sets forth the conditions needed to effectively complete this project.

The HFA website is a key tool used for distributing information to a multitude of stakeholders. The site and its affiliated pages are designed to help recruit prospective students, maintain connections with an active alumni base and develop and sustain partnerships with community members. The site is also designed to inform students, faculty, staff and administration on campus about degree requirements, news and events, research findings and other critical information related to HFA.

As the website is lynchpin of the school’s communication efforts, HFA recognizes the need to enhance the site’s functionality to better serve its users and to streamline navigation; to increase efficiencies and ease of use; and to better provide information and content to its user base.
The revised website must be developed using Drupal, hosted on www.umass.edu web servers and meet all campus policies and procedures for Drupal development. The winning bidder will further be expected to work with HFA, University Relations and the Office of Information Technology (OIT) to ensure the application is appropriately branded and utilizes University-supported Drupal modules, themes and roles.

**Scope of Work**

The HFA website redesign consists of several major components:

- Development of a visual theme to carry throughout the website and affiliated pages
- Development of icons representational of arts and humanities disciplines
- Consistent global navigation for entire site
- A redesigned home page
- Redesign for HFA site second-tier and third-tier “sub-pages”
- Five (5) template designs for future departmental site updates
- Responsive design

### I. New Global Navigation

**A. Overview of Component:**

The current HFA site lacks an intuitive, easy-to-use, and responsive global navigation system. Users often must follow multiple links to get to important information. The navigation system is not consistent within the HFA parent and individual departmental sites.

**B. Overview of Changes:**

A streamlined, accessible, and responsive navigation system is the most vital component of the HFA site redesign. The new global navigation system should be intuitive, easy-to-use, consistent throughout the site and require minimal use of multiple “sub-tiered” pages. The navigation system should also serve the institutional purposes of UMass Amherst and HFA.

For examples of similar institution site, see Appendix A.

### II. HFA Site

**A. Overview of Component:**

The HFA site serves as the gateway for all users and stakeholders, sets forth the school’s mission, goals and message, and establishes the HFA brand. It provides conduits for information to current and prospective students, faculty and staff, alumni, community partners and visitors to the site. The page provides information on current news and events and links to other important areas of the site.

**B. Overview of Changes:**

Changes in this area need to focus on streamlining the navigation and making it more intuitive and providing a visually interesting and dynamic page design.

The home page will contain:

- Global menu/navigation system redesign
- HFA and University themes and branding; including but not limited to HFA wordmark, UMass wordmark and UMass colors
- Dynamic content banner design featuring images and college news or highlights
- Search engine for the UMass Amherst website (per current functionality)
- Contact information or forms
- UMass Google Analytics code (provided by UMass) for site traffic measurements
- Links for multimedia (video, photo galleries), social media (Facebook), and donors (UMass Development Office).
III. Second and Third-Tier “Sub-Pages”

A. **Overview of Component**
These sublevels contain the majority of the information as it pertains to specific categories within HFA. These pages fulfill specific goals and/or are intended for specific target audiences. Examples include: “Academics”, “Research”, and “News & Events”.

B. **Overview of Changes**
Changes in this area focus on streamlining the navigation and making it more intuitive and providing a more visually interesting and dynamic site design.

The second and third-tier sub-pages will contain:

- Global menu/navigation system redesign
- Tabbed navigation or other design considerations to eliminate or reduce lengthy web pages that require considerable scrolling
- Template design to allow for relatively simple substitution of current, edited or newly created content, as well as to provide an easy-to-use system for future content creation and maintenance
- UMass Google Analytics code (provided by UMass) for site traffic measurements.

IV. Template Designs for Future Departmental Site-Updates

A. **Overview of Component**
HFA is comprised of fourteen (14) departments: Afro-American Studies; Architecture & Design; Art History; Classics; English; History; Judaic & Near Eastern Studies; Languages, Literatures & Cultures; Linguistics; Music & Dance; Philosophy; Studio Art; Theater; and Women, Gender & Sexuality Studies. The Department sites serve as the gateway for constituent users and stakeholders, and serve as key components of the college’s mission, goals, message and brand. The individual departmental and program sites provide information on current news and events, degree requirements and programs, and important fields of research.

B. **Overview of Changes**
A complete redesign of the individual department sites is NOT a part of the scope of this work.

However, in its efforts to enhance the HFA site’s functionality and to streamline navigation; to increase efficiencies and ease of use; and to better provide information and content to its user base, HFA recognizes that individual departmental sites need to maintain a consistent navigational system and look to the HFA “parent” site. Thus, we are looking for five (5) individual template designs for departments as follows:

- One (1) Performing Arts Department template
- One (1) Visual Arts Department template
- One (1) Humanities Department template
- Two (2) program templates

Department templates should have a distinctive design yet retain consistent navigation and branding with the overall site, allow for a relatively simple overhaul of content and provide ease of use for future content creation and maintenance.

The departmental template designs will contain:

- Global menu/navigation system redesign
- Tabbed navigation or other design considerations, to eliminate or reduce lengthy web pages that require considerable scrolling
• In addition to HFA and University themes/branding, departmental/program templates should include a complimentary design yet retain consistent navigation and HFA/University branding with the overall site.
• Template design should allow for relatively simple overhaul of content, limited customization, as well as provide an easy-to-use system for future content creation and maintenance.
• UMass Google Analytics code (provided by UMass) for site traffic measurements.

V. Training

A. Overview of Component
Content development is NOT a part of the scope of this work.

As such, training for the HFA communications staff is critical component of this contract. HFA staff will be responsible for creating new content, as well as editing, updating and maintaining existing content. Therefore, before the redesigned site goes “live”, the vendor shall provide hands-on training and prepare instructional materials necessary for HFA staff and personnel to manage and maintain the site. Please include costs for the recommended number of training hours needed.

The training component should consist of:

• Training (please include costs for the recommended number of training hours needed) for HFA staff prior to “going live”.
• A set of “instructions materials” designed specifically for the HFA home site and each of the templates, which can be used as reference and training materials for current and future personnel.

Section III – SUBMISSION REQUIREMENTS:

Project Approach and Personnel

• Outline the approach your agency would follow to address HFA needs given the project outlined in this request for bids.
• Summarize the resources you would assign to our relationship.
• Provide a list of personnel and/or partners the firm will have working on this engagement, their credentials and experience
• References: List a minimum of three (3) customers with similar requirements as those of the University of Massachusetts Amherst whom the University may contact for reference purposes, including the company name, contact person, telephone number, address and brief description of business done with the company within the past year.

The Request for Bids responses must include:

• Cover Letter
• Links to Drupal websites you have developed
• Proposal including approach to the project requirements
• Description of the agency (including years in business, awards, etc.)
• List of relevant personnel with CV’s.
• Examples of comparable work.
• References
• Fee Schedule
• Any other attachments the agency may deem useful to HFA’s selection process.

Use of the University of Massachusetts Logo:

The successful bidder shall be granted limited use of the University of Massachusetts Amherst logo for the sole purpose of the program outlined in this document. All uses of the logo and name of the University are subject to prior written approval by the University Trademark and Licensing Office. All mailings using the name and logo shall be submitted to a representative of the University Trademark and Licensing Office prior to its printing, using the following mailing address: Trademark and Licensing
Office, Room 225A Campus Center, University of Massachusetts, Amherst, MA 01003. The University shall not be held responsible for any costs relating to reprinting if this provision is not fulfilled. The University reserves the right to disapprove and prevent the distribution of any literature or publication bearing the marks of the University that does not meet the standards of quality and propriety. The Trademark and Licensing Office agrees to respond within seven days of the receipt of the submission and approval shall not be unreasonably withheld. The bidder agrees that its use of the University Logos, Marks and/or Names shall insure to the benefit of the University and that the Licensee shall not acquire any rights in the University Logos, Marks and/or Names by virtue of the use of the Logos, Marks and/or Names under this Agreement. This Agreement and any rights to use the University's Logos, Names and/or Marks granted by this Agreement are specific to the successful bidder and may not be assigned, sub-licensed or encumbered without prior express written consent of University Trademark and Licensing Office.

**Administrative Guidance:**

The information provided herein is intended to assist vendors in the preparation of bids necessary to respond to this RFB. The RFB is designed to provide interested vendors with sufficient basic information to submit bids meeting minimum requirements required by the University, but is not intended to limit a bid’s content or to exclude any relevant or essential data. Vendors are at liberty and are encouraged to expand upon the specifications to give additional evidence of their ability to provide the services requested in this RFB.

**Instructions:**

This bid contains the instructions governing the bid to be submitted and the materials to be included therein; requirements which must be met to be eligible for consideration and other requirements to be met by each bidder. Bids must be complete. Any persons, firms, corporations or association(s) submitting a bid shall be deemed to have read and understood all terms, conditions and requirements of the bid.

**Time for Evaluation:**

All bids shall remain valid for ninety (90) days from the bid opening date. Bids requesting less than sixty (60) calendars day’s acceptance time from the bid date will not be considered.

**Bid Evaluation and Invitation to Present:**

A Selection Committee representing the University will review the bids and select the vendor bids whose services, availability, references and cost that has the most appeal to the University based on the criteria listed in the RFB. The University may elect to select at least two (2) vendors that will be invited to the Amherst Campus to make a formal presentation to the Selection Committee. If required, the invitation will be extended within five (5) days after the bid opening date. The vendor’s failure to make such a timely presentation may be grounds for rejection of the bid, at the option of the University.

The award will be made to the vendor who, in the opinion of the Selection Committee, offers the best overall package. The evaluation will include, but not necessarily be limited to the following criteria. Record of demonstrated ability to successfully execute the services as specified in the bid specifications:

- Conformance with bid specifications / Plan to meet the overall aims of this RFB
- Cost to the University
- Experience - proven success in the higher education
- Qualifications - Access and utilization of industry standard media research and resource tools

The bids will be evaluated based on a point system. The criteria and their assigned points will be placed in a sealed envelope in the bid file prior to the bid opening date and time for use by the Selection Committee during the award process.

A purchase order will be issued to the successful bidder after analysis of the bids.

A campus map can be located by accessing: [http://www.umass.edu/visitorsctr/downloads/campusmap.pdf](http://www.umass.edu/visitorsctr/downloads/campusmap.pdf)
Contract Term:

This contract shall commence from the date of the award through August 4, 2014.

Contract for Services:

The selected vendor(s) will be required to enter into the standard University Contract for Services. The successful vendor must sign the standard University Contract for Services and agree to all Terms and Conditions listed. A copy of the University Contract for Services can be viewed at: [http://www.umass.edu/procurement/Fill-In_Forms/Word%20Source%20Files/CFSL/CFS_Long_May2010_enabled.pdf](http://www.umass.edu/procurement/Fill-In_Forms/Word%20Source%20Files/CFSL/CFS_Long_May2010_enabled.pdf).

Respondents must indicate in their response if they are not willing to sign the Contract for Services without exception. Any vendor indicating that they are not willing to sign the University Contract for Services may be eliminated from the process either during the review process or during the final contract negotiation process at the discretion of the University.

Submit as part of your Bid Response – Appendix A – any proposed Amendments to the University’s Contract for Services and the proposed Scope of Services to be included as an Amendment to this Agreement.

Insurance and Liability:

The awarded vendor shall purchase and maintain at its sole cost and expense throughout the term of this Agreement adequate insurance coverage necessary for the performance of the work under the Contract. Such insurance should include but not be limited to the following types and amounts of coverage:

a. The following minimum insurance coverage is required.
   
i) Workers’ Compensation Insurance in compliance with applicable federal and state laws, including Employers Liability Insurance with limits of at least one million dollars ($1,000,000) per occurrence.
   
ii) Automobile Liability Insurance covering owned, non-owned, and hired vehicles with combined limits for bodily injury and property damage of at least one million dollars ($1,000,000) per accident. The policy must be endorsed to include the University as an additional insured.
   
iii) Commercial General Liability Insurance including products and completed operations liability, and contractual liability coverage specifically covering this Agreement, written on an occurrence form, with combined limits for bodily injury, personal injury, and property damage of at least one million dollars ($1,000,000) per occurrence and three million dollars ($3,000,000) per aggregate. The policy must be endorsed to include the University as an additional insured.

b. All insurance maintained by the Contractor pursuant to this Agreement shall be written by insurance companies licensed to do business in the Commonwealth of Massachusetts. If the Contractor determines that any such insurance needs to be placed with surplus lines carriers not licensed by the Commonwealth of Massachusetts, written permission from the University is required. All insurance companies to be used by the Contractor must have a Best’s Rating of not less than A- and be reasonably acceptable to the University.

c. If requested by the University in writing, the Contractor shall furnish certified copies of the aforementioned policies to the University’s designated representative.

d. All insurance maintained by the Contractor shall provide that insurance for the benefit of the University shall be primary and the University’s own insurance shall be non-contributing. The Contractor shall provide the University with certificates of insurance evidencing the above referenced insurance policies within ten (10) days of the execution of this Agreement.

e. The certificates shall contain an unequivocal provision that the University shall be given thirty (30) days prior written notice of cancellation, material change, or non-renewal of the coverage.
f. Contractor shall cause its subcontractors to purchase, carry, and maintain all insurance coverage and coverage limits that Section requires Contractor to have.

g. Contractor’s and/or Contractor’s subcontractor’s failure to provide or to continue in full force the insurance that this section requires shall be a material breach of this Agreement and may, at the sole determination of the University, result in termination of this Agreement for cause.

**Special Note:** If you are submitting a bid on an “approved equal” all detailed information on the product must be included within the bid. Failure to include this information may disqualify the bid.

**“Or Approved Equal” Specifications:**

Any reference to brand names and numbers in this solicitation is descriptive, but not restrictive, unless otherwise specified. Offers on equivalent items meeting the standards of quality thereby indicated will be considered, unless otherwise specified, providing the offer clearly describes the article offered and how it differs from the referenced brands. **Unless the respondent specified otherwise, it is understood that the respondent is offering a referenced brand item as specified in the solicitation.** The University will determine whether a substitute offer is equivalent to and meets the standards of quality indicated by the brand name referenced; and the University may require a respondent offering a substitute to supply additional descriptive material and a sample.

If items requested have quality guidelines of brand name or equal; the items offered must be equal to or better than the brands and model numbers specified as determined by the University of Massachusetts. The use of brand names in this solicitation are for the purpose of describing the standard of quality, performance and characteristics desired and is not intended to limit or restrict competition. Substantially equivalent products to those designated may be considered for award. “Or Equal” submissions will not be rejected because of minor differences in design, construction or features that do not affect the suitability of the product for its intended use.

**Cancellation for Cause:**

Any purchase agreement or contract arising from this solicitation will be subject to cancellation by the University of Massachusetts upon written notice and without penalty to the University of Massachusetts if, in the opinion of the University of Massachusetts, the quality, delivery schedule, specifications, terms, conditions, and other service requirements are not maintained as originally stated and accepted by the vendor.

The University shall have the immediate right to cancel the agreement for vendor’s material default of any conditions and specifications outlined in this agreement. If in the opinion of the University the vendor’s breach is curable, the University shall provide written notice of setting forth the nature of the default, and if the vendor remedies its default within thirty (30) days, the University will allow the vendor to complete the remedy action. The University reserves the right to cancel the contract for cause or convenience within a forty-five (45) day notice without penalty or charges of any kind including, but not limited to, any equipment and/or resources provided by the vendor.

**Obligations in Event of Termination:**

1. Upon termination of this Contract, all finished or unfinished documents, data, studies and reports prepared by the Contractor pursuant to this Contract, shall become the property of the University.

2. Upon termination of this Contract, without cause, the University shall promptly pay the Contractor for all services performed to the effective date of termination, subject to offset of sums due the Contractor against sums owed by the Contractor to the University, and provided Contractor is not in default of this Contract and Contractor submits to the University a properly completed invoice, with supporting documentation covering such services, no later than thirty (30) calendar days after the effective date of termination.
**Order Placement:**

The University will place orders with a University Purchase Order or the University Procard Credit Card.

**Payment:**

The University’s payment terms are net thirty (30) days from the date of receipt of contractor’s invoice, with late penalty interest assessable at rates established by the Commonwealth after 45 days in accordance with Massachusetts General Laws Ch. 29 §29C and with Commonwealth regulation 815 C.M.R. 4.00.

Invoices submitted to the University by the successful bidder for services provided under the contract will be itemized and priced out by the successful bidder in accordance with the figures contained in the bidder’s response to this RFB. **Therefore, bids must be all inclusive. All payments shall be made in arrears, after services have been rendered to the satisfaction of the University.**

**Governing Law:**

This agreement shall be governed by and construed in accordance with the laws of the Commonwealth of Massachusetts.

**Massachusetts Public Records Law / Public Information:**

All bids and related documents submitted in response to this RFB are subject to the Massachusetts Public Records Law, M.G.L. Chapter 66, and Section 10 and to M.G.L. Chapter 4, Section 7, Subsection 26, regarding public access to such documents. Statements in the bid response that are inconsistent with those statutes will be disregarded.

When submitting a request for public access to such documents please submit this request in writing to: procurement@admin.umass.edu referencing “Public Records Request” in the header along with the RFB# and the details of the public records request.

**Confidentiality / Privacy:**

Once the bids have opened they become public information. Proprietary data, properly identified by the vendor, will be held in strictest confidence where there is no violation of public disclosure laws in compliance with the Public Information Act. Vendors must mark or identify in their bid response, area that they request be held confidential and the University shall take all such requests under advisement but offers no guarantees that information will be considered as such.

The vendor shall comply with all applicable state and federal laws and regulations relating to confidentiality and privacy. In addition, in the performance of this Contract, the vendor may acquire or have access to “personal data” and become a “holder” of such personal data (as defined in Mass. General Laws Ch. 66A) or personal information (as defined in Mass. Gen. Laws Ch. 93H). Personal data and personal information shall be deemed to be “Personal Information”. The vendor shall implement feasible safeguards to restrict access and ensure the security, confidentiality and integrity of all Personal Information owned, controlled, stored or maintained by University and provided to or accessed by the vendor in the performance of services irrespective of the medium in which it is held. The vendor agrees that it shall inform each of its employees, servants or agents, having involvement with Personal Information of the laws and regulations relating to confidentiality and privacy.

**Publicity / Release of Information:**

The vendor shall not issue any press release, promotional or marketing materials or other public announcement regarding this Contract or the relationship between Parties without the University’s prior written consent. The content of any such press release, promotional or marketing materials, or other public announcement issued by the vendor shall be subject to the prior review and approval of the University.
Assignment and Delegation:

The vendor shall not assign or in any way transfer any interest in the Contract without the prior written consent of the University, nor shall the vendor subcontract any service without the prior written approval of the University. Failure to obtain written permission will constitute a breach of contract. Any purported assignment of rights or delegation of performance in violation of this Section is VOID.

Certification:

Contractor certifies under the pains and penalties of perjury that pursuant to Mass. Gen. Laws ch.62C, §49A, that the contractor has filed all state tax returns, paid all taxes and complied with all applicable laws relating to taxes; and that pursuant to Mass. Gen. Laws ch.151A, §19A(b), has complied with all laws of the Commonwealth relating to contributions and payment in lieu of contributions to the Employment Security System; and with all laws of the Commonwealth relating to Worker's Compensation, ch.152. Pursuant to federal law, contractor shall verify the immigration status of all workers assigned to the contract without engaging in unlawful discrimination; and contractor shall not knowingly or recklessly alter, falsify, or accept altered or falsified documents from any such worker.

Independent Contractor Status:

The contractor is an independent contractor and not an employee or agent of the University. No act or direction of the University shall be deemed to create an employer/employee or joint employer relationship. The University shall not be obligated under any contract, subcontract, or other commitment made by the contractor.

Certification of Non-Collusion:

Pursuant to Massachusetts General Law, Chapter 7, Section 22 (20), the bidder certifies under penalties of perjury that their bid is in all respects bonafide, fair and made without collusion or fraud with any person, joint venture, partnership, corporation or other business or legal entity.

Conflict of Interest:

The vendor acknowledges that it may be subject to the Massachusetts Conflict of Interest statute, Massachusetts General Laws Ch. 268A and to that extent; the vendor agrees to comply with all requirements of the statute in the performance of this Contract.

Compliance with Laws and Regulations:

The contractor shall observe and obey all laws, ordinances, regulations, and rules of the Federal Government, the Commonwealth of Massachusetts, local municipalities, and the University of Massachusetts Amherst which may be applicable to its operation herein, and shall, at its own cost, obtain and maintain all permits and licenses necessary of and to its operation.

Scheduling and Coordination:

The Contractor shall keep himself fully informed of all existing and future State and Federal Laws, municipal ordinances and regulations in any manner affecting those engaged or employed in the work of this Contract.

The Contractor shall take all precautions for preventing injuries to persons and property in or about the work. The Contractor shall neither permit nor allow smoking where it creates a hazard nor the introduction or use of spirituous or intoxicating liquors upon or about the work embraced in this Contract or upon any grounds occupied by him.

Protection of Lives and Health:

The vendor shall comply with all laws, ordinances, rules, orders and regulations; National, State or local laws, rules, orders, regulations and codes in the work under this contract.
The vendor shall comply with all Federal, State and local laws, ordinances, rules, orders, regulations and codes regarding the transporting, handling, removal and disposal of all regulated materials required for the work covered under this contract and shall be responsible for all associated fees and/or charges.

The vendor shall take all precautions for preventing injuries to persons and property in or about the work site. The vendor shall not permit smoking by employees in any State Building. The vendor shall not allow the use of intoxicating beverages upon or about the work site. The vendor shall not allow the use of non-prescription controlled substance drugs upon or about the work site.

The vendor will be responsible to the University for the acts and omissions of all persons directly or indirectly employed by him in connection with the work.

Should the University deem that the Contractor is not abiding by the provisions of this section or that a serious unsafe condition exists which threatens the health, lives, safety or property of the University community, an immediate suspension of operations may be ordered until such unsafe acts or conditions are corrected.

The vendors’ failure to comply with any of the requirements of this section shall be cause for immediate termination of this contract.

**Tobacco-Free – University of Massachusetts Amherst Policy:**

The University of Massachusetts Amherst shall prohibit tobacco use starting July 1, 2013.

For the purpose of this policy, “tobacco” refers to any and all tobacco products, whether inhaled or ingested, as well as electronic cigarettes. The use of tobacco products shall be prohibited everywhere on campus, inside buildings and throughout the grounds. This policy applies to everyone and anyone on campus, including staff, faculty, contractors and visitors.

a. The use of tobacco will be prohibited in all buildings and vehicles owned or leased by UMass Amherst, regardless of location.

b. The use of tobacco will also be prohibited on all University grounds and in any outdoor area controlled by the University. This includes all University land, parking lots and parking ramps, athletic fields, tennis courts and recreational areas.

c. The use of tobacco will be prohibited inside any vehicle located on University grounds.

d. When any person enters the grounds of the University, any smoking material shall be extinguished and disposed of in an appropriate receptacle at the perimeter of the grounds of the University.

**Affirmative Action, Equal Opportunity Employer:**

The University of Massachusetts is an Affirmative Action, Equal Opportunity Employer and as such prohibits discrimination on the basis of race, color, religion, creed, sex, age, marital status, national origin, mental or physical disability, political belief or affiliation, veteran status, sexual orientation, gender identity and expression, genetic information and any other class of individuals protected from discrimination under state or federal law in any aspect of the admission or treatment of students or in employment.

The successful vendor shall not discriminate against any qualified employee or applicant for employment because of race, color, national origin, ancestry, age, sex, religion, physical or mental handicap or sexual orientation. The vendor agrees to comply with all applicable Federal and State statutes, rules and regulations prohibiting discrimination in employment including but not limited to: Title VII of the Civil Rights Act of 1964; the Age Discrimination in Employment Act of 1967; Section 504 of the Rehabilitation Act of 1973; the American with Disabilities Act of 1900; and the Massachusetts General Law, Chapter 151B.
**Minority-Owned Business Enterprises (MBE) or Woman-Owned Business Enterprises (WBE):**

Minority-Owned Business Enterprises (MBE) or Woman-Owned Business Enterprises (WBE) is strongly encouraged to submit proposals in response to the RFP. For the purposes of this RFP the term MBE or WBE shall mean a consultant who is certified as a minority business enterprise by the Massachusetts State Office of Minority and Women-Owned Business Assistance (SOMWBA), and who is still certified at the time the respondent’s qualifications are submitted.

All minority owned businesses are encouraged to apply for SOMWBA certification. For further information on SOMWBA qualifications, or access to SOMWBA vendor lists, contact the State Office of Minority and Women-Owned Business Assistance / Supplier Diversity Office (SDO) at (617)502-8831 or go to [http://www.somwba.state.ma.us/](http://www.somwba.state.ma.us/) or E-mail: [wsdo@state.umass.edu](mailto:wsdo@state.umass.edu) for more information.

**Rehabilitation Compliance:**

In accordance with Section 504 of the Rehabilitation Act of 1973 and the implementing regulations of that Federal Act (45 CFR 84), the University of Massachusetts / Amherst does not discriminate on the basis of handicap in admission or access to, or treatment of employment in the programs and activities which the University operates. Inquiries concerning compliance with the regulations stated in the Federal Act should be directed to the Chancellor’s Office; Whitmore Building; Amherst, MA 01003 Phone: 413-545-2004.

**Recordkeeping, Audit and Inspection of Records:**

The contractor shall maintain books, records and other compilations of data pertaining to the requirements of the Contract to the extent and in such detail as shall properly substantiate claims for payment under the Contract. All such records shall be kept for a period of six (6) years or for such longer period as is specified herein. All retention periods start on the first day after final payment under this Contract. If any litigation, claim, negotiation, audit or other action involving the records is commenced prior to the expiration of the applicable retention period, all records shall be retained until completion of the action and resolution of all issues resulting therefrom, or until the end of the applicable retention period, whichever is later. The Governor, the Secretary of Administration and Finance, the State Comptroller, the State Auditor, the Attorney General, the Federal grantor agency (if any), the University, or any of their duly authorized representatives or designees shall have the right at reasonable times and upon reasonable notice, to examine and copy, at reasonable expense, the books, records, and other compilations of data of the contractor which pertain to the provisions and requirements of this Contract. Such access shall include on-site audits, review, and copying of records.

Contractors providing services over $10,000 within a twelve (12) month period to the University hereby consent to grant the Federal Controller General or HHS or their agents access to the Contractor’s books, documents or records as per the Omnibus Reconciliation Act of 1980.

**Political Activity Prohibited – Anti Boycott Warranty:**

The contractor may not use any Contract funds and none of the services to be provided by the contractor may be used for any partisan political activity or to further the election or defeat of any candidate for public office. During the term of this Contract, neither the contractor nor any controlled group, within the meaning of §993 (a) (3) of the Internal Revenue Code, as amended, shall participate in or cooperate with any international boycott, as defined in §999(b) (3) and (4) of the Internal Revenue Code of 1986, as amended; nor shall either engage in conduct declared to be unlawful by Mass Gen. Laws Ch.151E §2.

**Nuisances Prohibited:**

The committing of any nuisance on the land of the Commonwealth and adjacent property shall be rigorously prohibited and adequate steps taken to prevent it.

**Entering University Buildings:**

The Contractor and his employees are prohibited from entering, using or being in any University building except for authorized business. Toilet facilities will be designated by the respective ordering department.
Parking Regulations and Use of Walkways:

All contractors’ vehicles and those of its employees working on those projects not involving contract limit lines shall be charged a fee for on-campus parking. On campus registration at the Parking Office shall be the responsibility of the Contractor. Unregistered vehicles not parked at a parking meter or in the Campus Center Garage are subject to a parking violation ticket and/or towing off-campus. Contractors are cautioned that parking regulations are strictly enforced by campus police. All costs, including fines and towing fees are the responsibility of the Contractor.

Vehicular traffic and parking on campus walkways, lawns and gardens is restricted. It shall be the responsibility of the Contractor(s) to request the proper permits from the Parking Office. All costs will be borne by the contractor. Unauthorized vehicles will be ticketed and towed.

Choice of Law:

The laws of the Commonwealth of Massachusetts, without giving effect to its conflicts of law principles, govern all matters arising out of or relating to this Contract and all of the transactions it contemplates, including, without limitation, its validity, interpretation, construction, performance and enforcement. The contractor agrees to bring any federal or state legal proceedings arising under this Contract in which the Commonwealth or the University is a party, in a court of competent jurisdiction within the Commonwealth of Massachusetts. This paragraph shall not be construed to limit any other legal rights of the Parties.

Indemnification of the University:

The contractor shall defend, indemnify, and hold harmless the Commonwealth, the University, its Trustees, Officers, servants, and employees from and against any and all claims, liability, losses, third party claims, damages, costs, or expenses (including attorneys’ and experts’ fees) arising out of or resulting from the performance of the services performed by the contractor, its agents, servants, employees, or subcontractors under this Contract, provided that any such claims, liability, losses, third party claims, damages, costs, or expenses are attributable to bodily injury, personal injury, pecuniary injury, damage to real or tangible personal property, resulting therefrom and caused in whole or in part by any intentional or negligent acts or omissions of the contractor, its employees, servants, agents, or subcontractors. The foregoing express obligation of indemnification shall not be construed to negate or abridge any other obligation of indemnification running to the Commonwealth and/or the University that would otherwise exist. The University shall give the contractor prompt and timely notice of any claims, threatened or made, or any law suit instituted against it which could result in a claim for indemnification hereunder. The extent of this Contract of indemnification shall not be limited by any obligation or any term or condition of any insurance policy. The obligations set forth above shall survive the expiration or termination of this Contract.

Tax Exempt Status:

The University is exempt from federal excise, state, and local taxes; therefore, sales to the University are exempt from Massachusetts sales and use taxes. If the University should become subject to any such taxes during the term of this Contract, the University shall reimburse the contractor for any cost or expense incurred. Any other taxes imposed on the contractor on account of this Contract shall be borne solely by the contractor.

W-9:

The successful bidder will be required to provide an original signed W-9 form to the University if they are not already a recognized University vendor. A copy of this form can be accessed at: https://www.umass.edu/procurement/Fill-in_Forms/UMW9_Amh_fill-in.pdf.

Certification of Tax Status:

Pursuant to Massachusetts General Law, Chapter 62C, Section 49A, the bidder certifies under penalties of perjury that to the best of the bidder’s knowledge and belief, they have files all state tax returns and paid all state taxes required by law.
**Sustainability:**

The University of Massachusetts signed the President's Climate commitment in 2007. See link for more information: [www.presidentsclimatecommitment.org](http://www.presidentsclimatecommitment.org). The University is committed to reducing the adverse environmental impact of our purchasing decisions; we are committed to buy goods and services from manufacturers and suppliers who share our environmental concern and commitment. We encourage proposals to include economical and environmentally friendly products and service options which serve to minimize waste, reduce excess packaging, recycle, reduce, reuse, prevent pollution and/or offer resource efficiency. It is our goal to maximize environmental responsibility on the UMass Campuses. Please propose details on how your company can support our initiative to provide sustainable products and services to our end-users.

- Describe the tools and resources that are available to our campuses.
- Describe what initiatives your company has implemented and is working on.
- Are green and recycled products clearly identified on your web ordering system so users can easily recognize them when ordering?

The University recommends that vendors use recycled paper and double-sided copying for production of all printed and photocopied documents.

**Data Security and Breach Notification:**

The vendor shall protect data and information provided by the University to Vendor (“University Data”) to commercially acceptable standards and no less rigorously than it protects its own confidential information.

The vendor shall develop, implement, maintain and use appropriate administrative, technical, and physical security measures to preserve the confidentiality, integrity, and availability of University data.

The Vendor will not provide any University data to and sub-contractor or agent without the prior express written permission of the University or as otherwise provided under the agreement.

The Vendor shall retain any University data only as long as needed for the specified purpose and to securely dispose of any University data when there is no longer a business need to retain that data.

The Vendor agrees to notify the University immediately if any breach of the security, confidentiality or integrity of University data occurs; assist the University in any subsequent investigation and notification processes; and to otherwise comply with all applicable Massachusetts and federal laws and regulations regarding data security and breach notifications, such as M.G.L. c. 93H and Health Information Technology for Economic and Clinical Health Act (HITECH Act).

**PCI-DSS (Payment Card Industry-Data Security Standard):**

Service Providers and third-party providers and the “UMASSS merchant” represent and warrant to the other party that it is Payment Card Industry Data Security Standard (PCI-DSS) compliant and shall remain compliant during the term of the Agreement. In the case of a third-party application, the applications will be listed as PA DSS compliant at the time of implementation by the University. In either situation, should either party become non-compliant during the term, the non-compliant party shall promptly notify the other party of its non-compliance status. Both parties are responsible for the security of the cardholder data that is in such party’s control or possession, as mandated by PCI DSS in the performance of their individual and mutual responsibilities under this Agreement.

Service Providers must be listed on the Visa Global List of PCI DSS Validated Service Providers. Third-party applications Must be listed on the PCI Security Standards Council List of Validated Payment Applications (PA-DSS). Should the Service Provider or Third Party Application not be listed, a letter from a Qualified Security Assessor stating compliance must be submitted.

**Receipt of RFB from a Source Other than Issuing Office – WARNING:**

Prospective bidders who have received this document from a source other than the Issuing Office should be aware that all official documents, including amendments, are posted on the University of Massachusetts Amherst Procurement web-site at: [http://www.umass.edu/procurement/bidsopen](http://www.umass.edu/procurement/bidsopen). Bidders assume complete responsibility for obtaining all amendments, and will be
bound by the terms of all amendments, even in the event that they do not receive direct communications from the Issuing Office prior to the closing date. It is the vendor’s responsibility to check the University of Massachusetts Amherst Procurement web-site.

**Future Expansion: University of Massachusetts:**

The University of Massachusetts is consisted of five (5) campuses which include: Amherst, Boston, Dartmouth, Lowell and Worcester. The University may have other departments or campuses that would be interested in utilizing the services proposed under this RFB within the contract time frames as defined in the RFB. If another department or campus wishes to utilize this option, that department or campus will issue a separate Purchase Order and a separate University Contract for Services to cover the desired services.

**Submission of a Bid:**

Submission of a bid indicates that the bidder has read, completely understands and agrees with this Request for Bid document. If the bidder takes exception to any of the contract terms and conditions contained herein, the bidder shall so note it as an exception in this Bid Response, referencing the section and item number and giving a complete explanation for the exception. The University reserves the right to use any such exception as grounds for rejection of the bid.

The University reserves the right to require additional information from vendors and to conduct necessary investigation to determine responsibility of vendors or to determine accuracy of the information furnished in the bid response.

**Bidder’s Exception to Terms and Conditions:**

If the bidder takes exception to any of the terms and conditions contained herein, the vendor shall so note it in its bid response, referencing the section and giving a complete explanation for the exception. Exceptions in the RFB may be grounds for rejection of the vendor’s bid at the sole discretion of the University.

**Withdrawal of Bid:**

Bid offers may be withdrawn at any time prior to the bid opening date but no respondent may withdraw a bid after its bid has been opened and read.

**Bid Signature:**

The bid response shall be signed by an officer who is authorized to make such commitments for the vendor. The signature signifies that the company complies with all terms and conditions set forth in the request for bid.

**Bid Opening Time and Date:**

Bidders shall deliver ten (10) original copies of their bid response and one (1) electronic copy in its entirety including all requested samples and/or supporting documentation as required in the bid specifications to the following address by **February 11, 2014 at 1:00 pm, EST** at which time the bids will be opened and publicly read. Bids shall be clearly marked and addressed to:

| University of Massachusetts  |
| Procurement Department       |
| 407 Goodell Building; 140 Hicks Way |
| Amherst, MA 01003            |
| Fax 413-545-1643             |
| Attention: RFB AA14-RH-4894  |

The University is not responsible for any expenses that may be incurred by any bidder to prepare or submit bids.

Each bidder is solely responsible for the accuracy and completeness of its bid. Errors or omissions may be grounds for rejection, or may be interpreted in favor of the University. The University will not increase the purchase order to the successful vendor for omissions or oversights not due to the fault of the University or its agents. All changes must be approved in writing.
It is the sole responsibility of the bidder to insure that its bid is delivered to the Procurement Department in its entirety by the due date and time. Late bids or bids delivered to an incorrect location will not be considered, and will be placed, unopened, in the bid file. Faxed bids will be accepted, provided the original is received within 5 working days after bid deadline submission date.

Only bids that are received by the bid opening date and time will be considered.

The UNIVERSITY reserves the right to reject any or all bids, wholly or in part and the right in its sole discretion, to accept the bid which it considers most favorable to the University’s interest and the right to waive any minor irregularities in the bids when such a procedure is reasonable in its best interest.

**Bid Results and the Right to Split Awards:**

Bid results will not be automatically transmitted to every bidder. It is the bidder’s responsibility to contact the Procurement Department to review the bid results and award.

The University reserves the right to split awards, if deemed by the Director of Procurement to be in the best interest of the University. If a split award is unacceptable to the bidder, it must be so stated in the bid response.

**Inquiries Received After Specified Bid Opening Date and Time:**

Inquiries received after the specified date and time will be date stamped and put unopened in the bid file. Any bid received after the specified date and time will not be considered in the bid response review.

If, at the time of the scheduled bid opening the University of Massachusetts Amherst is closed due to inclement weather or another unforeseeable event, the bid opening will be extended until 1:00 pm on the next normal business day. Bids will be accepted until that date and time.

*No electronic bids will be accepted.*

Any samples and/or supporting documentation that is required in the bid specifications must be delivered at the time of bid opening.

All questions from prospective vendors regarding this Request for Bid shall be referred to the Purchasing Manager in the Procurement Department by email or fax only, February 4, 2014 at 2:00 PM.

*No telephone calls will be entertained.*

Inquiries received after the specified date and time will not be accepted. The University will E-Mail its response to all questions to all bidders of record by formal addendum February 6, 2014. The contact information for this individual is:

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<th>University of Massachusetts Amherst</th>
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<tr>
<td>Rosemary A. Hassay, Purchasing Manager</td>
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<tr>
<td>Fax: (413) 545-1643</td>
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<tr>
<td>Email: <a href="mailto:procurement@admin.umass.edu">procurement@admin.umass.edu</a></td>
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The University will extend the due date by written addendum if such information significantly amends this request for bid or makes compliance with the original proposed due date impractical. The University of Massachusetts is an Affirmative Action, Equal Opportunity Employer.
List three (3) customers with similar requirements as those of the University of Massachusetts Amherst whom the University may contact for reference purposes, including the company name, contact person, telephone number, address and brief description of business done with the company within the past year. By submitting this information the vendor authorizes the University of Massachusetts Amherst to contact these clients for the purposes consistent with the review of this bid.

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Your signature below signifies that your company complies with the RFB.

Vendor Name: ____________________________________________________________

Address: ___________________________ City: ___________________________ State: _____ ZIP: ______
Telephone: ______________________ FAX: ______________________ E-Mail Address: ______________________

Name of Person Submitting Bid: ____________________________________________

Authorized Signature: ____________________________________________________