**Request for Proposals (RFP)**

**Version 4.34**

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| **Title** | RFP 3747072 - Library Repository Service |
| **Solicitation #** | 3747072-Roberts |
| **Publication Date** | April 2, 2024 |
| **Due Date** | April 29, 2024 at 2:00 PM EST |

**Respondent’s Information:**

|  |  |
| --- | --- |
| **Company Name** |  |
| **Representative’s Name** |  |
| **Representative’s Email** |  |
| **Representative’s Phone #** |  |

**Section A: Introduction and Basic Information**

1. **Purpose and Scope**:

The University of Tennessee Libraries (Libraries) seeks a vendor-supported, hosted repository service to replace its bepress Digital Commons-hosted institutional repository platform, TRACE (Tennessee Research and Creative Exchange) <https://trace.tennessee.edu/>.

The repository platform must be based on an open source repository solution and hosted and supported by the vendor. The project will include migration of all digital objects (the primary file, supplemental files / bitstreams / related binary files, embargo and access restrictions, technical metadata, descriptive metadata, licenses) to the new repository platform.

TRACE currently houses approximately 35,000 works that total 0.5 TB in size. On an annual basis, around 5,000 new items are added to the repository, while approximately 1.3 million items are downloaded each year.

The University of Tennessee is the state’s land grant, higher education institution and flagship public university. The Knoxville campus of the University of Tennessee enrollment for 2022 was 33,805 (27,039 undergraduate and 6766 graduate students). There are 1600 full time instructional faculty, and 4989 total faculty and staff on the Knoxville campus. Included among the entities that comprise the Knoxville campus are the Institute of Agriculture, Space Institute (Tullahoma), the College of Veterinary Medicine, College of Law, the College of Social Work (Knoxville and Nashville), and the UT Oak Ridge Innovation Institute.

The University of Tennessee Libraries consist of the John C. Hodges Library, Pendergrass Agriculture & Veterinary Medicine Library, and the George F. DeVine Music Library. The University Libraries employ 140 faculty and staff, and the overall operating budget of the Libraries is $32 million.

The Libraries will evaluate Vendor characteristics, Platform functionality, References, and Platform Demonstration to select the best overall solution. The Vendor must supply in the response to this Request for Proposal answers to each item identified below.

1. **Communications**:

The following University office is managing this solicitation:

The University of Tennessee

Office of Procurement Services

505 Summer Place- UT Tower #1044

Knoxville, TN 37902

Regarding the subject matter of this solicitation, respondents may only communicate with staff members of the University’s Office of Procurement Services. The primary contact person for this solicitation is listed below:

Solicitation Coordinator:

Name: BJ Roberts

Title: Strategic Sourcing Manager

Email: [broberts@tennessee.edu](mailto:broberts@tennessee.edu)

Phone: 865-974-2569

If a respondent contacts anyone except the University’s staff members listed above, the University may disqualify the respondent.

1. **Terms and Conditions**: By responding to this solicitation, the respondent agrees to the University’s purchasing terms and conditions, which are attached in Schedule 1.
2. **Term**:
   1. The initial term of contracts resulting from this solicitation will be from July 1, 2024 to June 30, 2029
   2. The University and winning respondents may renew for up to five additional year(s), upon mutual agreement.
3. **Number of Awards**: The University intends to award this solicitation to one respondent, unless the University deems it to be in its best interest to award to more respondents. The University retains sole discretion over this decision. The University may cancel this solicitation at any time for any reason. The University’s decision to cancel the solicitation is within the University’s sole discretion.
4. **Extension of the Award**: Any organization (third-party entity) may purchase under this agreement, including other universities, local government agencies, and state-government agencies (located in any state within the United States). The third-party entity may negotiate its own terms with the supplier.
5. **No Pre-Proposal Conference:** The University will not hold a pre-proposal conference for this solicitation.
6. **Schedule**: Note the University reserves the right to change these dates. All times are quoted in Eastern Time.

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| Publication Date | April 2, 2024 |
| Mandatory Pre-Proposal Conference | NA |
| Deadline for Questions | April 24, 2024 |
| Bidder Submission Due Date | April 29, 2024 @ 2:00 PM EST |
| Site visit | NA |

**Section B: Instructions and Evaluation Criteria**

1. **Proposal Submission**:

Respondent must enter their responses in the Word document and proposals must be submitted electronically through the University’s electronic procurement system in accordance with these directions:

1. Respondents must not include any cost information in the Technical Proposal.
2. Respondent’s proposed cost must remain firm for a period of at least 120 days from the University’s notice of intent to award.
3. The University will not accept late bids.
4. **Withdrawal of Proposals**: Respondent may withdraw its submitted proposal by sending a written request via email to the Solicitation Coordinator before the submission deadline. Proposals may be withdrawn and resubmitted in the same manner, if done prior to the submission deadline. The University will not consider withdrawals or modifications offered in any other manner.
5. **Presentations**: The University may invite some, or all, respondents to provide presentations (whether online or in person). If the University invites some, but not all, of the respondents, the University will not score the cost proposals for the non-invited respondents.
6. **Questions**: Up to the deadline for questions, respondents may ask the Office of Procurement Services questions in writing via email to the email address listed above in the “Communications” subsection. In the event that a respondent communicates with the Office of Procurement Services verbally, the respondent understands that verbal communication is non-binding, and respondent further acknowledges the only official communication about this solicitation is written communication. Respondent understands that it must not rely on verbal communications with the University.
7. **Scores**:

The University will use the following scoring criteria:

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| **Evaluation Criteria** | **Maximum Points Available** |
| Technical Proposal | 700 |
| Cost Proposal | ≥300 |
| **Total Points** | **1,000** |

1. **Notice of Intent to Award**: After the evaluation process is completed, the University will issue a formal notice of intent to award notifying all respondents of the identity of the winning respondents.

**Section C: Technical Response**

**Instructions:** For Respondent’s technical proposal, use this Word document to provide the required information. Respondents must complete each item in order. The University may disqualify incomplete proposals.

1. **Mandatory Requirements:** The University will review the mandatory requirements to determine if they have been met.
2. **VPN Access**: Supplier must use University's virtual private network (VPN), Pulse Secure, when remotely connecting to University's systems or accessing University data.
3. **Account Access**: Supplier will make reasonable efforts to ensure that its employees do not share user-specific login credentials
4. **Access Device Protections**: All security controls initiated to protect devices that connect to University systems or access University data must adhere to a cybersecurity industry standard, such as the Center for Internet Security, ISO 27001, NIST SP 800-53, or the NIST Cybersecurity Framework. For example, these devices must meet the following standards:
   1. Up-to-date antivirus, malware detection, and endpoint detection and response (EDR);
   2. Updated software and operating system with all current security patches;
   3. Must be a corporate-managed machine used by a single individual with login and screen timeout (no longer than 30 minutes) capabilities enabled.
   4. Other controls will be added based on the sensitivity of the data and/or the criticality of the system. These will be negotiated with the supplier upon acceptance of the Statement of Work.
5. **Statements of Work**: University and Supplier will document all work that Supplier will perform in written statements of work (SOW). Supplier must not perform work unless University directs Supplier to perform the work in SOWs. SOWs are not effective unless both parties have signed the applicable SOW.
6. **Sensitive Data Exchange**: All exchange of sensitive data must be processed through a secure method, that the University approves. University and Supplier will state the secure method in applicable SOWs.
7. **Auditing**: University may audit and monitor Supplier's connection to University systems or accessing University data.
8. **Subcontractors**: If Supplier will utilize subcontractors for any work that University authorizes, Supplier will make its subcontractors aware of the terms of this agreement and will ensure that its subcontractors comply with the terms of this agreement. Supplier must disclose whether subcontractors will perform any work for University in applicable SOWs.
9. **Rights and License in and to UT Data**: When accessing University systems and data, all rights including, all intellectual property rights, in and to University data remain University's exclusive property, and University hereby grants Supplier a limited, nonexclusive license to use these data as provided in this agreement solely for the purpose of performing its obligations. This agreement does not give a party any rights, implied or otherwise, to the other's data, content, or intellectual property, except as expressly stated in the agreement. If Supplier will use third parties to fulfill its obligations under this agreement, Supplier must first obtain the University's permission before transferring University data to any third parties.
10. **Intellectual Property Rights and Disclosure**:
    1. Unless University agrees otherwise in writing, Supplier will not disclose to any third party any materials that Supplier creates for UTSA under this agreement.
    2. Supplier states that University will own all rights, title, and interest in any and all intellectual property rights the University creates in the performance or otherwise arising from this agreement and will have full ownership and beneficial use it, free and clear of claims of any nature by any third party including, without limitation, copyright or patent infringement claims. Supplier hereby assigns all rights, title, and interest in any and all intellectual property created in the performance or otherwise arising from this agreement and will execute any future assignments or other documents needed for the University to document, register, or otherwise perfect such rights.
11. **Data Privacy**:

Supplier will use University data only for the purpose of fulfilling its duties under this agreement and will not share such data with or disclose it to any third party without the prior written consent of University, except as required by this agreement or as otherwise required by law.

* 1. Supplier will not store University data on servers located outside of the United States, unless the University agrees in writing that Supplier may store University data outside of the United States.
  2. Supplier will provide access to University data only to its employees and subcontractors who need to access the data to fulfill Supplier's obligations under this agreement. Supplier shall ensure that employees who perform work under this agreement have read, understood, and received appropriate instruction as to how to comply with the data protection provisions of this agreement.

1. **Data Authenticity and Integrity**: Supplier will take reasonable measures, including audit trails, to protect the confidentiality, integrity, and availability of the University's data against deterioration or degradation of data quality and authenticity. Supplier shall ensure that University data is preserved, maintained, and accessible throughout their lifecycle, including converting and migrating electronic data as often as necessary so that information is not lost due to hardware, software, or media obsolescence or deterioration.
2. **Pro forma Invoices:** Please include a copy of your pro forma invoice. Please provide enough sample descriptions in the pro forma invoice for the university to be able to tailor its purchase order or contract to match the descriptions that will appear on your invoices.
3. **Insurance Requirements:**

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This insurance may be written on a claims-made basis, but in the event that coverage is cancelled or non-renewed, the Contractor shall purchase an extending reporting or “tail coverage” of at least two (2) years after the term.

The following language should be included in the Description of Operations section of the COI:

The University of Tennessee, its Board of Trustees, officers, employees, agents, and volunteers are named as Additional Insureds with respect to the General and Automobile Liability policies. A Waiver of Subrogation applies to Workers’ Compensation, General Liability, Automobile Liability, Cyber Liability, and Crime policies as evidenced on this certificate of insurance. All insurance policies above are primary and non-contributory to any other insurance available to the Certificate Holder. A thirty-day notice of cancellation is required.

Certificate holder should be listed as:

University of Tennessee

ATTN: Office of Risk Management

505 Summer Place – UTT 1048C

Knoxville, TN 37902

Email: riskmanagement@tennessee.edu

1. **Contractor’s License:** (if applicable) A copy of the valid Tennessee Contractor’s License must be submitted with the bid as a separate document.
2. **Drug-Free Workplace Affidavit:** NA
3. **Background Checks:** NA
4. **Software**:
   1. Cloud-based: If proposed solution is offered as a cloud-based software solution, you must have a robust security and business continuity program for your software product.  Acceptable current third-party audits and certifications include SOC 2 (System and Organization Controls), ISO27001, or GIAC Critical Controls Certification (GCCC).  In your response, please indicate which certification you have.  If you do not have one of these certifications, you must complete a HECVAT questionnaire.
   2. On-premise: If proposed solution is offered as on on-premise, locally hosted platform, describe technical requirements and the technical environment for the use of your software. Provide the minimum hardware and software specifications for networking and security, server, database and client that are required to install and run the application. Specify any physical requirements, including space needs, UPSs, electrical power, cooling, etc.  Include specifically which application requires or is recommended to run on a separate database (e.g. online reporting, dashboards, reporting).  Include other third-party licensing requirements.  Include all requirements for a virtual server environment.  Include all requirements for backup recommendations
5. **Technology Resources**: If the proposed solution is software or another technology resource that will be used by the University’s students, or members of the general public (such as walk-in library patrons), respondents must provide a VPAT2, or a VPAT respondent does not have a VPAT2. See this website for more details: <https://www.section508.gov/sell/vpat>

1. **General Information**
2. Detail the name, e-mail address, mailing address, and telephone number of the person the University will contact regarding the response.

Response:

1. Detail the number of years the Respondent has been in business and how long Respondent has provided the goods or services required by this solicitation.

Response:

1. Describe the Respondent’s number of employees, client base, and location of offices.

Response:

1. Provide at least 3 references, Minimum of 3 references, 2 of which must be from customers with repositories comparable to TRACE in terms of size and item composition. Include, at a minimum, the following: business name; contact name; phone number; email address; and brief description of the scope, length, volume and status of the business relationship.

Response:

1. Provide a statement explaining any mergers, acquisitions, or change of control of the Respondent within the last 10 years. Provide a statement explaining any planned mergers, acquisitions, or changes of control.

Response:

1. Provide a brief, descriptive statement detailing evidence of the Respondent’s ability to deliver the goods or services sought under this solicitation (prior experience, training, certifications, resources, program and quality management systems, etc.).

Response:

1. Provide a list of the names of key people who the Respondent will assign to meet the Respondent’s requirements under this solicitation. Include a resume for each of the people listed.

Response:

1. Describe if Respondent will need to subcontract any work required by this solicitation.

Response:

1. Provide documentation of the Respondent’s commitment to diversity and indicate if Respondent is registered with the Governor’s Office of Diversity Business Enterprise (Go-DBE). Please visit the Go-DBE website at for more information. <https://www.tn.gov/generalservices/procurement/central-procurement-office--cpo-/governor-s-office-of-diversity-business-enterprise--godbe--/godbe-certification-overview.html>

Response:

1. Describe Respondent’s current contracts with the University, the state of Tennessee, Tennessee Board of Regents schools, or other colleges or universities within the state of Tennessee. Describe any such contracts within the previous 5-year period.

Response:

1. Describe any current or pending litigation against Respondent. Disclose any past criminal offenses, civil proceedings, debarments, or suspensions involving Respondent’s officers or directors, or individuals Respondent will assign to meet the Respondent’s requirements under this solicitation.

Response:

1. Describe how the university’s departments will order from respondent and how respondent will ensure the university’s departments will obtain the correct negotiated pricing. If respondent will require the university to sign a statement of work (SOW), order form, work order, or order confirmation, please describe the process and provide examples of what the form will look like.

Response:

1. Describe how the university will audit respondent’s pricing. For example, if respondent will offer category discounts, the university must be able to determine what category a particular item or service falls under in order to ensure the discount is correct.

Response:

1. **Technical Specifications:** 
   1. Repository Platform and Vendor Characteristics
      1. Reputation of Vendor in support of code or other contributions such as financial support to open source community.
      2. Repository platform must be based on an open source repository platform.
      3. Code base, without customizations, must be publicly and freely available at no cost for download and local installation.
      4. List what version(s) of the Repository Platform the Vendor supports.
   2. Users and Repository Administration
      1. Support the following user types/roles:
         1. Anonymous users - unauthenticated users can access and download works that have no restrictions
         2. Submitter - authenticated user; can submit works to one or more collections
         3. Collection administrator/Editor - can add/remove submitters to a collection; can approve and publish/reject submissions; can edit item metadata; can withdraw items from public view
         4. Repository administrator - can perform all functions of the collection administrator for the entire repository; can add new collections.
      2. Supports assigning users multiple roles in the system with different permissions.
      3. Email notifications are sent to appropriate users at each stage of submitter workflow.
      4. Personalized system access for registered users and segregated submission workspace:
         1. View pending submissions
         2. View approved submissions
      5. Define multiple collections within the repository
      6. Works can belong to more than one collection
      7. Ability to view and access files of the work that are not restricted to the user from the show page
      8. Able to present audio visual files through progressive download or streaming and associate multiple closed caption or subtitle files
      9. Customizable header/footer and styling to conform to UT brand guidelines (<https://brand.utk.edu/>)
      10. Ability to display a thumbnail image representing a work in search results, item lists, and the object record
      11. Ability to customize the look and feel of individual collections
   3. Use statistics, reporting, technical support, and user documentation
      1. Please explain what usage and statistics information is captured and the reporting capability of the Repository
      2. Describe how the Libraries will report issues or make requests
      3. Describe how the Libraries will be notified of new repository releases, and how they will be previewed, tested, and scheduled
      4. Provide metrics on past reliability and uptime and on infrastructure for disaster recovery
      5. Describe what user documentation and training materials you have available.
   4. Embargo and Access Controls
      1. Limit access to a work or specific files by user type and role
      2. Ability to apply and manage via the frontend/GUI embargoes and other access controls to any part of a work (supplemental files/bitstreams) in addition to the primary datastream/file
      3. Ability to set an embargo date for as long as necessary (e.g., 1 month, 3 days, 6 years)
      4. Ability to restrict access to a particular file without applying the restriction to the entire work
      5. Ability to withdraw and tombstone objects in line with [DataCite’s Best Practices for Tombstone Pages](https://support.datacite.org/docs/tombstone-pages)
      6. Ability to limit the permissions of a user to specific collection(s) or series
      7. Supports CAS or Shibboleth for authentication and single sign on
   5. Uploading / Ingesting and Workflows
      1. Please define any file size upload restrictions via web form or batch ingest
      2. Ability to batch upload objects using CSV or similar method, including objects with many files via the GUI
      3. Workflows for submission, review, and publication: submit->review->accept/reject->publish
      4. Ability to support a repository 1 TB in size
   6. Indexing, Search, and Metadata
      1. Advanced search and combine multiple fields
      2. Provides facets for narrowing search results
      3. Ability to index and include in search results the full text of PDFs and other text/xml files
      4. [Meets inclusion guidelines for indexing in Google Scholar](https://scholar.google.com/intl/en/scholar/inclusion.html#:~:text=To%20be%20considered%20for%20inclusion,meet%20the%20two%20basic%20criteria.&text=The%20content%20hosted%20on%20your,post%2Dprints%2C%20or%20abstracts.)
      5. Ability to create metadata on upload via a web form
      6. Ability to store elements such as creators, thesis advisors, and committee members and have them available in a standardized way in the OAI-PMH response and descriptive metadata file for preservation
      7. Ability to export metadata in a variety of standard formats
      8. Ability to edit metadata via a GUI for an existing object
      9. Ability to batch edit metadata via a GUI for existing objects
      10. Ability to include hyperlinks in metadata that can link to either an external site or to another item in the repository
      11. Ability to modify or suggest modifications to robots.txt
   7. Preservation
      1. Packages all parts of a work (the primary file, supplemental files / bitstreams / related binary files, embargo and access restrictions, technical metadata, descriptive metadata, licenses) for any preservation activities (export, archiving in other systems)
      2. Ability to easily package and export the entire work (the primary file, supplemental files / bitstreams / related binary files, embargo and access restrictions, technical metadata, descriptive metadata, licenses)
      3. Ability to upload and store any binary file type
      4. Generates a checksum for files, stores it in technical metadata, and leverages it in bitstream checking activities.
      5. Ability to have an easy migration path for moving works and files to another system
      6. Generates persistent document identification/Mechanism for creating permanent links to individual records (CNRI Handles, DOIs)
      7. Automatically creates an audit trail of changes made to a work or its files
      8. Performs regular bitstream checking of works and files
   8. Interoperability
      1. Includes an OAI-PMH endpoint for metadata sharing
      2. Includes a REST-ful API for interacting with the object in a programmatic way
      3. Ability to allow automatic deposits via the SWORD protocol
      4. Ability to populate the repository from objects in an ORCID profile
      5. Ability to populate an ORCID profile from objects in the repository
      6. Ability to assign a license from Creative Commons and have it display alongside the object in the repository
      7. Supports DataCite or Crossref for DOI minting
   9. Migration
      1. Ability to losslessly support migration of objects into the repository. A representative sample dataset will be provided to the vendor
      2. Based on the sample dataset, describe in detail any data or policies that cannot be accommodated by the repository
      3. Outline a plan for migrating all objects and metadata from UT’s Digital Commons instance to the new platform
   10. Minimum qualifications: What minimum qualifications must the supplier have?
       1. Experience with indexing in Google Scholar.
       2. Demonstrated track record hosting open source repositories.
       3. Experience migrating content from one institutional repository platform to another.
       4. Provide a completed [HECVAT questionnaire](https://www.ren-isac.net/public-resources/hecvat.html).

Vendors that are invited to provide a demonstration will includes:

* Create a collection and assign roles
* Submit a work to the collection via a web form
* Batch upload works to the collection
* Batch modify metadata for a set of works
* Restrict access by user group and by applying an embargo
* Withdraw a work
* All user roles and their capabilities
* Add an audiovisual work with a corresponding closed caption or subtitle file
* Demonstration of how communities, subcommunities, collections, and works fit together

**Section D: Cost Proposal**

The cost proposal must be in US dollars and must include all possible costs to the University (including shipping, installation, or other costs). If your costs will vary based on the University’s utilization, you must provide this information in your cost response. Respondents must also state how Respondent will calculate each cost. The University will not be responsible for paying any costs that the winning Respondent fails to disclose.

The proposal with the lowest price gets the total maximum points. Procurement Services will calculate the costs scores based on the following formula:

1. **Cost Format:** Please use the spreadsheet (rfp\_3747072 \_cost proposal\_spreadsheet.xlsx) attached to the bid solicitation to submit cost proposal.
2. **Price Increases**:

In cost proposals where the respondent quotes an annual price increase as an “up-to” amount or percentage, the University will use the highest amount or highest percentage to score the cost proposal.

**Schedule 1 Purchasing Terms & Conditions version 4.2**

**TERMS THAT GOVERN THE BID SOLICITATION PROCESS**

By submitting a bid, the respondent agrees to the following terms and conditions that govern the bid solicitation process:

1. **Submitting Bids:** All respondents must submit their responses electronically, unless the University specifies otherwise.  It is the respondent’s responsibility to ensure that its bid is submitted in the University’s electronic software purchasing system before the applicable deadline. Assistance for submitting bids can be obtained through our third party provider ESM Solutions’ Customer Support at 1-877-969-7246 or at [info@esmsolutions.com](mailto:info@esmsolutions.com) during normal business hours.  It is the respondent’s responsibility to learn how to use the system. Respondents must submit all applicable and required documents with their bid. A respondent may not submit additional or supplemental documents or amend its bid after the bid deadline. Also, bids not received by the University in the manner specified and by the time specified will not be considered.
2. **Bid Preparation Costs**: The University will not pay any costs in the preparation or submission of a bid. Respondent is responsible for its preparation costs.
3. **Assistance to Respondents with a Disability**: In the event that a respondent has a disability, the University will make reasonable accommodation to allow them to participate, provided that the individual requesting assistance contacts the Solicitation Coordinator no later than 10 days before the response deadline.
4. **Questions/Interpretations:** If any respondents find discrepancies in, or omissions from, the University’s solicitation documents, or be in doubt as to their meaning, the respondent must notify Procurement Services in writing (email is acceptable) no later than 5 business days prior to the bid response deadline.  Procurement Services will reply to respondent’s inquiries via written addendum and will publish this addendum with the bid documents to all prospective bidders, unless Procurement Services exercises its discretion to reply only to the respondent. It is the respondent’s responsibility to ensure that Procurement Services has received respondent’s questions, and to check the electronic bidding system to see if Procurement Services has issued any amendments or addenda.
5. **Time of Acceptance:** If a respondent fails to state a time within which a bid must be accepted, respondent acknowledges that its proposal shall remain valid for 120 calendar-days beyond the bid opening date, or until 30 days after the date that any protest is resolved, whichever is longer, and the University may accept the proposal at any time within that time period.
6. **Authority to Bind:** Respondent’s representative states that they have authority to respond to the University’s bid on behalf of respondent.
7. **Confidentiality:** The University will not sign non-disclosure or confidentiality agreements related to respondent’s response to any bid.  Tennessee law limits the University’s ability to withhold records from public disclosure.  Respondents should assume that all documentation, including pricing, submitted to the University will be subject to public disclosure.  The University hereby notifies all respondents that placing confidentiality notices on documents submitted to the University does not make the documents confidential under Tennessee law.  The University will not be bound by such notices.  Moreover, the University will not agree to provide advanced notice of any public disclosure or agree to assist the respondent to limit disclosure.
8. **Brand Names/Alternative Products:** Unless specified “No Substitutes,” any catalog brand name or manufacturer’s reference used in the bid is descriptive only, not restrictive, and used to indicate the type and quality desired. Bids on brands of like nature and quality will be considered. If bidding on other than the referenced specifications the bid must show the manufacturer, brand or trade name, and other descriptions, and should include the manufacturer’s illustration and complete description of the products offered. If the respondent fails to submit the required documentation, the bid may be rejected. The University may determine whether a substitute offered is equivalent to and meets the standards of the item specified. The University may require the respondent to supply additional descriptive material. The respondent guarantees that the product offered will meet or exceed specifications identified in the bid invitation. If the respondent takes no exception to the specifications or referenced data in the bid, respondent will be required to furnish the product according to the brand, names, numbers, etc., as specified in the invitation for bid document.
9. **Tax Exemption:** The University is exempt from federal excise taxes and from state sales taxes on purchases of tangible personal property. Copies of the appropriate exemption documentation will be provided upon request and these taxes should not be included in the respondent’s bid prices.
10. **Indemnification:** Respondent shall hold and save the University, its trustees, officers, agents, and employees harmless from any claims, damages and actions of any nature arising from respondent’s bid or arising from the use of any materials, goods or services furnished by the respondent, provided that such liability is not attributable to negligence on the part of the user or failure of the user to use the item in the manner outlined by the respondent in descriptive literature or specification submitted with the respondent’s bid.  Respondent’s indemnification obligation shall include, but not be limited to, any claim of patent, copyright, or other intellectual property infringement asserted against the University based upon respondent’s bid or any materials, goods or services furnished by the respondent.
11. **University’s Liability:** The University’s liability shall be governed by the Tennessee Claims Commission Act. The University will not enter into any agreement which contains a clause requiring the University to indemnify, hold harmless, or defend any party. Also, the University will not enter into any agreement which contains a clause limiting its remedies against any party.
12. **Authorized Dealer:** Respondent must be an authorized dealer of any goods or services sold to the University. If requested, the respondent must provide an authorization letter from the original equipment manufacturer. Failure to do so may result in the bid being disqualified or the award being canceled.
13. **Sales Data:** Upon request, the respondent agrees to furnish the University a summary of sales made under the agreement. This data may include: delivery date, department name, invoice date, invoice number, item description, list price, method of payment, net price, order date, order method, quote number and manufacturer part number. The University may terminate the award if this information is not provided in a reasonable time period.
14. **Irrevocable Waiver:** By responding to the solicitation, respondent hereby irrevocably waives any claims against the University’s trustees, officers, employees and former employees. Respondent also agrees not to sue University employees in their individual capacity. This waiver applies to respondent and their successors, heirs and assigns. The University and the respondent state that this clause is material to this bid.
15. **Collusion, Conflict of Interest and Debarment :** When submitting a bid, the respondent certifies the following:
    1. The respondent prepared and arrived at its bid independently and there was not any collusion between respondents. The respondent agrees not to discuss or reveal its bid to anyone until after the award is made.
    2. No funds resulting from this award will be paid either directly or indirectly to any University employees, their spouses or dependent children. This prohibition applies for up to six months after they terminate their employment with the University.
    3. All potential conflicts of interests will be disclosed in the bid response including if any owners of respondent are related to any University employee, their spouse, or dependent children.
    4. The respondent is not presently debarred, proposed to be debarred, suspended, or declared ineligible for covered transactions by any federal agency or department.

If the University determines that the respondent failed to disclose or incorrectly disclosed information related to any of the four statements listed above, the University may consider any such actions to be grounds for response rejection or award termination, regardless of the time of detection

1. **Equipment:** Unless the University states otherwise in its specifications, all bidders must quote prices for new equipment.  If a Respondent fails to quote prices for new equipment and the University accepts the order, Respondent will be liable for providing the University with new equipment at no extra costs to the University.  If the University’s specifications allow for used equipment, Respondent must list the equipment’s date of manufacture, number of previous owners, condition, maintenance and repair history, and any other relevant information.  University may inspect any used equipment before purchasing the used equipment.

**TERMS THAT GOVERN THE BID EVALUATION PROCESS**

By submitting a bid, the respondent agrees to the following terms and conditions that govern the University’s evaluation of respondents’ bids:

1. **Acceptance and Rejection of Bids:** The University may accept or reject any bids when, in its opinion, such action is in the best interests of the University. In such circumstances, the University may re-solicit bids or to continue with the current supplier for these services. The University may also waive minor variances or immaterial defects in a response. The University may also accept any item in the bid, unless otherwise specified by the Respondent.
2. **Discretion:** All decisions regarding a bid, including the award, are within the University’s sole discretion. The University may award to respondent other than the highest scoring or lowest costs. For clarity, as used in these Purchasing Terms and Conditions the word “may” means “sole discretion.”
3. **Award**: This solicitation does not commit the university to make an award or to procure or contract for the goods or services described in this solicitation. The University reserves the right to negotiate terms and alter the specifications with the lowest cost respondent or highest point scoring respondent, however, if the University and respondent are unable to reach mutually agreeable terms and conditions, the University reserves the right to reject the bid and negotiate terms of an agreement with the next low cost respondent or next highest point scoring respondent. If the agreement with the successful respondent is terminated for any reason prior to the agreement termination date, the University may elect to substitute the next lowest cost respondent or the next highest point scoring respondent, if they are willing to honor the prices in their initial proposal. A Purchasing Department of the University of Tennessee is the only office authorized to award a purchase order or contract for the required services.
4. **Multiple Awards:** The University may award this solicitation to multiple respondents.
5. **Inspection of the Bid File:**  The bid file becomes public record after the issuance of the intent to award.
6. **Protest Procedure:** Any respondent wishing to protest a decision must do so in accordance with the University’s procurement policy (<http://policy.tennessee.edu/fiscal_policy/fi0405/>). The parties shall make reasonable efforts to resolve any dispute before filing any formal legal action.

**TERMS THAT GOVERN THE AWARD**

The terms below govern any purchase order that the University issues, unless the University includes different terms with its purchase order.  The terms attached to any University purchase order entirely replace the terms below.

1. **Additional Goods or Services:** The parties may mutually agree to add additional goods or services from Supplier
2. **Termination**:
   1. For Cause: If Supplier materially breaches this agreement, University may terminate this agreement immediately.
   2. Unrestricted Right: Either party may terminate this agreement for any reason by giving the other party at least 30 days’ prior notice.
   3. Work: If University terminates this agreement, upon receipt of University’s notice of termination, Supplier shall immediately stop all work under this agreement.
3. **Delivery**:
   1. Title: The University takes title to the goods upon University’s physical receipt of goods.
   2. Damages: Supplier is responsible for all damages that occur during shipment, regardless of cause, until the University takes title to the goods. The University may inspect the goods at any time from the point that University takes title to 4 business days later. Within the 4 business day period, the University may reject any goods without penalty by providing Supplier notice.
4. **Payment:**
   1. **Invoicing:** Unless stated otherwise, the University initiates payment for materials or services upon receipt of all goods and services and receipt of an original, itemized invoice that reflects accurate contract prices.  Invoices failing to itemize the order, reference the purchase order, or are undated may cause a delay in payment or rejection of the invoice.
   2. **Late Payment: University’s payment will not be considered late unless University pays later than 45 calendar days after receiving Supplier’s invoice.**
5. **Non-Exclusivity:** The University will promote the use of any established agreement; however, the University does not guarantee that all purchases for the products and/or services available under any award will be made exclusively from the supplier. Also, an award does not obligate the University to make any purchases from the awarded respondent and the University may elect to award contracts or purchase orders for like products or services to multiple suppliers.
6. **Assignment:** This agreement is personal to Supplier.  Accordingly, Supplier may not assign any rights or delegate any duties under this agreement.
7. **Records; Audit**:
   1. Records: Supplier shall maintain records for all expenses for which Supplier invoices the University under this agreement. Supplier shall maintain its records for at least 3 years, and shall maintain its records in accordance with generally accepted accounting principles.
   2. Audit: During the term of this agreement and for 3 years after the last payment from the University to Supplier under this agreement, the State of Tennessee Comptroller or the University’s internal audit, or both, may audit Supplier’s records that relate to this agreement.
   3. Assistance: Supplier shall provide the University with any documentation, access to information, or other assistance necessary for the University to ensure that Supplier complies with its obligations under this agreement.
8. **PaymentWorks:** Supplier must register as a vendor with the University’s vendor management system, PaymentWorks.
9. **Supplier Adherence to Agreement:** Supplier may only sell goods or services listed in the University’s purchase order. If respondent sells items not listed in the University’s purchase order, the University may terminate the purchase order immediately and without advanced notice.
10. **No Third-Party Beneficiaries:** There are no third-party beneficiaries to this agreement.
11. **Iran Divestment Act:** The requirements of Tenn. Code Ann. § 12-12-101 et. seq., addressing contracting with persons as defined at T.C.A. §12-12-103(5) that engage in investment activities in Iran, are a material provision of this agreement. Supplier hereby certifies, under penalty of perjury, that to the best of its knowledge and belief that it is not on the list created pursuant to Tenn. Code Ann. § 12-12-106.
12. **Anti-Israel Boycott**: In compliance with Senate Bill 1993 which amends Title 12, Chapter 4, Part 1 to add that Supplier hereby states that it is not currently engaged in, and will not for the duration of this Agreement engage in, a boycott of Israel.
13. **Illegal Immigrants: In compliance with the requirements of Tenn. Code Ann. § 12-3-309, Supplier hereby attests that it shall not knowingly utilize the services of an illegal immigrant in the United States in the performance of this agreement and shall not knowingly utilize the services of any subcontractor who will utilize the services of an illegal immigrant in the United States in the performance of this agreement.**
14. **Tennessee Department of Revenue:** In compliance with the requirements of Tenn. Code Ann. § 12-3-306, the Supplier hereby attests that it has registered with the State of Tennessee’s Department of Revenue for the collection of Tennessee sales and use tax. This registration requirement is a material requirement of this agreement.
15. **Governing Law:** The laws of the state of Tennessee, without giving effect to its principles of conflicts of law, govern this agreement. The University’s liability will be governed by the Tennessee Claims Commission Act.
16. **Self-Insurance**: The University is self-insured under the Tennessee Claims Commission Act, Tenn. Code Ann. §§ 9-8-301 et seq., which covers certain tort liability for actual damages of up to $300,000 per claimant and $1,000,000 per occurrence.
17. **Severability**: The parties intend as follows:
    1. that if any provision of this agreement is held to be unenforceable, then that provision will be modified to the minimum extent necessary to make it enforceable, unless that modification is not permitted by law, in which case that provision will be disregarded;
    2. that if an unenforceable provision is modified or disregarded in accordance with this section, then the rest of the agreement will remain in effect as written; and
    3. that any unenforceable provision will remain as written in any circumstances other than those in which the provision is held to be unenforceable.
18. **No Automatic Renewal**: Any terms included in Supplier’s documentation that attempt to renew the agreement automatically do not apply to the University.
19. **Force Majeure**: Neither party’s delay or failure to perform any provision of this agreement, as result of circumstances beyond its control (including, without limitation, war, strikes, floods, governmental restrictions, power, telecommunications or Internet failures, or damage to or destruction of any network facilities) will be deemed a breach of this agreement.
20. **Use of University Intellectual Property**: Except as allowed in this section, Supplier shall not use the University’s name, marks, logos, or any other University-owned intellectual property for any reason, without the written consent of an authorized official of the University. During the term of this agreement, Supplier may list the University’s name in Supplier’s list of clients.
21. **Modification; Waiver**:
    1. Modification:
       1. No amendment of an agreement will be effective unless: (1) it is in writing; (2) it is signed by authorized officials of both parties; and (3) it specifically references this agreement.
       2. Only the University’s authorized officials have the authority to bind the University.
    2. Waiver: No waiver of satisfaction of a condition or failure to comply with an obligation under this agreement will be effective unless it is in writing and signed by the party granting the waiver, and no such waiver will constitute a waiver of satisfaction of any other condition or failure to comply with any other obligation.
22. **Entire Agreement**: This agreement constitutes the entire understanding between the parties with respect to the subject matter of this agreement and supersedes all other agreements, whether written or oral, between the parties. In the event that Supplier maintains terms and conditions on its website, software, invoices, etc., such terms and conditions do not apply to the University.
23. **Debarment**: Supplier hereby attests that the following are true statements:
    1. Supplier is not currently debarred by the U.S. federal government.
    2. Supplier is not currently suspended by the U.S. federal government.
    3. Supplier is not currently named as an “excluded” supplier by the U.S. federal government
    4. Supplier must notify University within 2 business days if Supplier is debarred by any organization in the United States
24. **Fraudulent Orders**: Supplier is solely responsible for ensuring that Supplier fulfills only legitimate orders. The University is not responsible for any fraudulent orders (for purposes of this agreement, “fraudulent orders” means any order that is not: (a) made by the University, or (b) for the University’s official use.
25. **Compliance**:
    1. Conflicts of Interest:
       1. Supplier states that no part of the Supplier’s compensation will be paid directly or indirectly to an employee or official of the State of Tennessee as wages, compensation, or gifts in exchange for acting as an officer, agent, employee, subcontractor, or consultant to the Supplier in connection with any work contemplated or performed under this Agreement.
       2. Supplier states that this Agreement is immediately void if the Supplier is, or within the past 6 months has been, an employee of the State of Tennessee or if the Supplier is an entity in which a controlling interest is held by an individual who is, or within the past 6 months has been, an employee of the State of Tennessee.
26. **Background Checks, Premise Rules and Conduct:** 
    1. Background Checks:
       1. General Obligation: Supplier will not knowingly assign any individual to provide services to University if the individual has a history of criminal conduct. For proposes of this agreement, “criminal conduct” means (a) that the person is listed on any state’s sexual offender registry; (b) that person is listed on the Tennessee Abuse Registry, or (c) that the person has been convicted of a felony in any state.
       2. Prompt Background Checks: If the University requests, Supplier must perform a comprehensive criminal background check on any Supplier employee or sub-contractor.
    2. Premises Rules: When Supplier is physically present on University property, Supplier shall make reasonable efforts to cause its employees and permitted sub-contractors to become aware of, and act in full compliance with, University’s rules, policies, and procedures (collectively referred to as “rules.”). For example, Supplier shall ensure that it complies with the University’s applicable rules regarding safety, smoking, noise, access restrictions, parking, security, and consideration for minors (students and University visitors under age 18).
    3. Conduct: Supplier will make reasonable efforts to ensure that Supplier’s employees and sub-contractors will conduct themselves in a professional manner while on University property, and while interacting with University employees, students, or visitors. Supplier must report, within 24 hours, to the University’s Office of Procurement Services any complaints about Supplier’s employees or sub-contractors engaging in the following behavior: sexually suggestive or harassing behavior; unwanted physical touching; unwanted photographs; alcohol use; illegal drug use; or physical manifestations of alcohol or drug use (e.g. Supplier’s employee emits smells that indicate that the individual consumed alcohol recently)**.**