

**Request for Quotes – Personal Services**

RFQ for Transcript Delivery

**(PCS# 262000-0007-RFQ)**

**Closing Date and Time:** January 27, 2014 12:00pm

**Contact:** Jim Bouse

**Fax:** 541-346-6682

**Email:** jbouse@uoregon.edu

**Department:** Office of the Registrar

**Address:** 5257 University of Oregon, Eugene, OR 97403-5257

**Submittal Instructions:** Enter the requested information onthe Request for Quotes (RFQ) form, print and sign it. Prepare your complete response, including the RFQ form and any additional documents. Submit the complete response via email, facsimile or US mail to the department contact noted above.

**General Information:** The State Board of Higher Education acting by and through the University of Oregon on behalf of the Office of the Registrar (“University”) is issuing this RFQ for the procurement of personal services as described in this RFQ. Use this form to submit your signed quote pursuant to the submittal instructions by the Closing Date and Time shown above. Additional documents may be included as part of the response, provide all documents in Word format. If you do not use this form your quote may be deemed non-responsive. **If you do not sign this Request for Quotes form or submit it to University by the Closing Date and Time, your quote will be deemed non-responsive and will not be considered for award**.

By providing a quote in response to this RFQ, Contractor agrees to the terms and conditions contained in this RFQ and further agrees to the Personal Services Contract Standard Contract Provisions found at <http://pcs.uoregon.edu/content/forms>. Any contract resulting from this RFQ will be subject to the Personal Services Contract Standard Contract Provisions. Quotes submitted that contain any exceptions or modification to the terms and conditions contained in this RFQ or the Personal Services Contract Standard Contract Provisions, may be deemed non-responsive by University in its sole discretion. If modifications to the Personal Services Contract Standard Contract Provisions are requested the sections and specific modifications must be provided. Separate terms to replace the Personal Services Contract Standard Contract Provisions in its entirety will not be considered.

Quotes submitted in response to this RFQ will be retained by the University for the required retention period and made a part of the file or record that will be open to public inspection. If a response contains any information that is considered a “trade secret” under ORS 192.501(2), mark each page containing such information with the following legend: “TRADE SECRET”. The Oregon public records law exempts from disclosure only bona fide trade secrets, and the exemption from disclosure applies “unless the public interest requires disclosure in the particular instance.” Non-disclosure of documents or any portion thereof or information contained therein may depend on official or judicial determinations made pursuant to law. An entire response to this RFQ marked as “trade secret” is unacceptable, and all parts of such quote will be deemed available for public disclosure.

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**Anticipated Term:**

[x]  If checked, it is anticipated that the term of the contract awarded under this RFQ, will be for a 3 year(s) initial term, with the option, in University’s discretion, to extend the contract for 3 additional 1 year period(s), for a total possible contract term of 6 years.

[ ]  If checked, it is anticipated that the contract awarded under this RFQ, will terminate upon completion of the work contemplated herein.

**Scope of Work:**

Contractor to provide services, including but not limited to the following:

1. Provide a comprehensive service that allows University of Oregon to deliver authenticated, secure transcripts and other documents via PDF.
2. Be able to work with the University of Oregon (UO) which will maintain its own transcript/document ordering system.
3. Contractor must be able to securely accept a transcript/document output from UO and apply it to a PDF template that allows UO branding.
4. The accepted transcript/document output must also be able to provide, at minimum, the requestor identity and the recipient destination email address.
5. The resultant PDF document must be secure (certified and protected from tampering) to maintain its authenticity. Provide the certificate authority.
6. Provide the option for UO to exercise document rights management (DRM) such as setting document expiration, recalling a document, controlling print, etc.
7. Provide a comprehensive administration interface for UO personnel that will:
	1. Allow monitoring of orders and searching for orders.
		1. Provide capability for UO resending of transcript delivery notifications.
		2. Provide capability for UO to control number of document downloads per order and to reset the download counter.
	2. Allow creation and administration of UO groups and users, as well as setting access levels for the same.
	3. View billing statements.
	4. Support; online ability to:
		1. Submit support tickets
		2. View and/or download, system documentation
		3. Review knowledgebase, extensive FAQ’s, and/or “help” system.
	5. Provide analytics or reports such as, but not limited to:
		1. Order Volumes
		2. Order status
		3. Types of documents ordered.
	6. Direct UO control to change:
		1. Ordering site (if ever used) information, graphics and other branding elements.
		2. Any email notification language and branding elements.
		3. Any PDF templates used for transcripts.
8. Provide a list of any planned maintenance windows.
9. Provide the expected level or percentage of system availability.
10. Must implement a fully operational service within 90 days of contract execution.
11. The delivery or fulfillment system must provide a secure method to deliver the certified PDF transcript/document.
	1. **(OPTIONAL)** UO prefers a two email delivery method.  One email to deliver a URL and a second to deliver a password used to login to a secure URL containing the secure document for delivery/download.

**Qualifications:**

University is seeking Contractor with the following required qualifications:

1. Ability to perform all of the items specified in the above Scope of Work.
2. Demonstrated ability to successfully implement and operate the described system and services with at least three large (20,000 +) public and/or private four year universities.

 **Submittals:**

Contractor must submit the following information:

1. Completed and Signed Representations, Certifications, and Acknowledgements (See Exhibit A)
2. Completed Contractor’s Proposed Statement of Work (SOW) Details (See Exhibit B)
3. A list of all costs associated with the service provided.  These costs may include, but are not limited to:
	1. Setup
	2. Yearly maintenance
	3. Per transaction fee
	4. Value added options fees and list of fee per option.
	5. Any additional costs or fees
4. Include a matrix of costs if costs differ based on length of agreement.  If so, provide costs for 1 year, two year, three year, four year, five year and six year agreements if Contractor provides those options.
5. List the transactional billing cycle, i.e. monthly, quarterly, etc.
6. List higher education institution references from at least three large (20,000 plus students) ,four year institutions. Include reference contact information. University reserves the right to contact references prior to making an award decision.
7. List the certificate authority used for secure documents and contact information.
8. Describe your Support and Service Level Agreements (SLA’s) and your methods for measuring Support and Service Levels. Describe how you meet these Support and Service levels.
9. Provide your company’s policy or standard contractual language regarding FERPA compliance, data privacy, data and document ownership.
10. Provide an estimated timeline for implementing the fully operational service.
11. Provide sufficient evidence of financial capability to meet the responsibilities to perform the contract which may include balance sheets, income statements, financial statements, independent financial compilation/review or other financial information whereby University can determine your credit rating or financial capability. Additionally, please list any pending or known potential litigation or actions that may affect your financial capability. It will be at University’s sole discretion to determine if evidence submitted is sufficient to determine financial capability. University reserves the right to request further information as needed for clarification purposes. Please see page 1 of this RFQ for instructions on marking material as “TRADE SECRET” if necessary and applicable.

[x]  **Insurance Requirements:** If checked, the specified insurance is required for any contract resulting from this RFQ. See Attachment D included in this RFQ, Personal Services Contract Insurance Requirements.

[ ]  **Additional Terms and Conditions:** If checked, this quote is subject to the following additional University terms and conditions:

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EXHIBIT A

RFQ for Transcript Delivery

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**Representations, Certifications, and Acknowledgements**

***(Contractor MUST Complete Grey Shaded Areas and Submit with Quote by Closing Date and Time.)***

Contractor:

Address:       Email:

Phone:       Fax:

**Please indicate your Minority Women or Emerging Small Business (MWESB) Status:**

Women Owned [ ]  Self Report [ ] State Certified #

Minority Owned [ ]  Self Report [ ] State Certified #

Emerging Small Business [ ]  Self Report [ ]  State Certified #

None of the Above [ ]

**Representations and Warranties.** By submitting this quote in response to this RFQ, Contractor represents and warrants that:

1. **Prices quoted shall be firm for three months from the Closing Date and Time**.

2. Contractor has the power and authority to enter into and perform the contract awarded as a result of this RFQ.

3. The individual signing for Contractor is authorized to execute this quote on behalf of Contractor.

4. Contractor is an independent contractor and not an employee, partner, or agent of University.

5. Contractor’s name, as it appears in this quote, is Contractor’s legal name, as it will appear in the Contractor’s W-9, and if Contractor is an entity rather than an individual that the entity named in this quote is validly-existing and in good standing.

6. Contractor has not discriminated against Historically Underrepresented Businesses (defined in OAR 580-061-0010) in obtaining any required subcontracts.

7. No officer, agent or employee of University has participated on behalf of University in preparation of the quote, that the quote is made in good faith, without fraud, collusion, or connection of any kind with any other responder for the same work, and that the Contractor is competing solely on Contractor’s own behalf without connection with, or obligation to any undisclosed person or firm.

Signature: Date:

Print Name:

[ ] No Quote. Date Contacted:       Reason:

EXHIBIT B

RFQ for Transcript Delivery (PCS# 262000-0007-RFQ)

**Contractor’s Proposed Statement of Work (SOW) Details**

**To streamline the quote and contracting review process, fill in the SOW details below.**

**Contractor Full Legal Name:**

**Contract Term:**

**Proposed Start Date:**

**Proposed End Date:**

**Price Quote for Services: [ ]** Fixed Fee:       **[ ]** Variable Fee – Define Structure (ie. Rate per hour or per deliverable):

**Maximum Not to Exceed: $**

**Deliverables:** Contractor will provide to University the following deliverables:

|  |  |  |
| --- | --- | --- |
| **No.** | **Requirement** | **Response** |
| 1. | Provide a comprehensive service that allows University of Oregon to deliver authenticated, secure transcripts and other documents via PDF. |   |
| 2. | Be able to work with the University of Oregon (UO) which will maintain its own transcript/document ordering system. |   |
| 3. | Contractor must be able to securely accept a transcript/document output from UO and apply it to a PDF template that allows UO branding. |   |
| 4. | The accepted transcript/document output must also be able to provide, at minimum, the requestor identity and the recipient destination email address. |   |
| 5. | The resultant PDF document must be secure (certified and protected from tampering) to maintain its authenticity. Provide the certificate authority. |   |
| 6. | Provide the option for UO to exercise document rights management (DRM) such as setting document expiration, recalling a document, controlling print, etc. |   |
| 7. | Provide a comprehensive administration interface. |   |
| 8. | Provide a list of any planned maintenance windows. |   |
| 9. | Provide the expected level or percentage of system availability. |   |
| 10. | Must implement a fully operational service within 90 days of contract execution. |   |
| 11. | The delivery or fulfillment system must provide a secure method to deliver the certified PDF transcript/document. |   |
| 11a. | **(OPTIONAL)** UO prefers a two email delivery method.  One email to deliver a URL and a second to deliver a password used to login to a secure URL containing the secure document for delivery/download. |   |

**Additional Expenses:**

**ATTACHMENT D**

**PERSONAL SERVICES CONTRACT INSURANCE REQUIREMENTS**

**(Only complete when insurance is required)**

**During the term of this Contract, Contractor will maintain in full force at Contractor’s own expense the insurance indicated below and fulfill the following requirements:**

**1.** **General Liability Insurance [x]  Required by University [ ]  Not Required by University**

Contractor will obtain comprehensive general liability insurance with a broad form CGL endorsement or broad form commercial general liability insurance, with a minimum combined single limit of not less than [x]  $1,000,000 for each occurrence and $2,000,000 aggregate or [ ]  $2,000,000 for each occurrence and $5,000,000 aggregate covering bodily injury and property damage, and will include personal and advertising injury liability, products liability, and contractual liability coverage for the indemnity provided under this Contract. It will provide that University and officers and employees are additional insureds but only with respect to the Contractor's services to be provided under this Contract(*See* Paragraph #4 of this Attachment).

**2.** **Commercial Auto Liability Insurance: [ ]  Required by University [x]  Not Required by University**

Commercial automobile liability insurance with a minimum combined single limit of $1,000,000 for each accident and $2,000,000 aggregate for bodily injury and property damage, including coverage for owned, hired and non-owned vehicles, as applicable.

**3.** **Professional Liability Insurance:[ ]  Required by University** **[x]  Not Required by University**

Examples to consider: attorney, physician, dentist, counselor, architects, etc. Professional Liability insurance with a combined single limit, or the equivalent, of not less than [ ]  $1,000,000 per occurrence and $2,000,000 aggregate or [ ]  $2,000,000 per occurrence and $5,000,000 aggregate. This is to cover damages caused by error, omission, or negligent acts related to the professional services to be provided under this Contract. If this insurance is arranged on a “claims made” basis, “tail” coverage will be required at the completion of this Contract for a duration of 24 months. Only a certificate is required.

**If in the presence of minors: [ ]  Required by University** **[x]  Not required by University**

In addition to the above professional liability insurance requirements, above, Contractor’s professional liability insurance policy will contain provisions for coverage of allegations of corporal punishment, sexual abuse, and molestation.

**4. Insurance; Certificates of Insurance and Endorsements.**

Contractor will obtain insurance policies issued by an insurance company authorized to do business in the State of Oregon with a minimum financial rating of an AM Best rating of A- or higher. Contractor’s liability insurance, except for professional liability insurance, will be arranged on an “occurrence” basis. The Contractor will be financially responsible for all pertinent deductibles, self-insured retentions and/or self-insurance.

Upon request by University, Contractor must provide to University a Certificate of Insurance from the insuring company evidencing insurance coverage required by this Contract. The “Description of Operations” must include (using the following exact language) the “**State Board of Higher Education acting by and through the University of Oregon, their officers and employees”** as additional insured. The certificate will provide that the insurance company will give a 30-days’ written notice to University if the insurance is cancelled or materially changed.

Upon request by University, Contractor will provide to University an endorsement from the insuring company, naming (using the following exact language) the “**State Board of Higher Education acting by and through the University of Oregon, their officers and employees”** as additional insured. If requested, complete copies of insurance policies will be provided to University.

**5. Notice of cancellation or change.** Contractor will not cancel, materially change, reduce limits, or fail to renew the insurance coverage(s) without 30-days' written notice from the Contractor or insurer(s) to University, Contract Manager at the following address: 720 E. 13th Avenue, Suite 302, Eugene, OR 97401.