



## **STATE OF NORTH CAROLINA**

**East Carolina University**

**Request for Proposal #: 56-1906PDRFP**

**Tele-fund Outreach**

**Date of Issue: 9/26/2018**

**Proposal Opening Date: 10/17/2018**

**At 3:00 PM EST**

Direct all inquiries concerning this RFP to:

Phil DePalma

Associate Director

Email: [depalmap@ecu.edu](mailto:depalmap@ecu.edu)

Phone: 252-328-6047



## STATE OF NORTH CAROLINA

### Request for Proposal #

**56-1906PDRFP**

For internal State agency processing, including tabulation of proposals in the Interactive Purchasing System (IPS), please provide your company's Federal Employer Identification Number or alternate identification number (e.g. Social Security Number). Pursuant to North Carolina General Statute 132-1.10(b) this identification number shall not be released to the public. **This page will be removed and kept confidential**, before the procurement file is made available for public inspection.

**This page is to be filled out and returned with your proposal.  
Failure to do so may subject your proposal to rejection.**


**ID Number:**

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Federal ID Number or Social Security Number

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Vendor Name

 <b>STATE OF NORTH CAROLINA</b> <b>East Carolina University</b>	
<b>Refer ALL Inquiries regarding this RFP to:</b> <b>Phil DePalma</b> <b>200 E. First St.</b> <b>Greenville, NC 27858</b> <b>252-328-6047</b> <b>depalmap@ecu.edu</b>	<b>Request for Proposal # 56-1906PDRFP</b>
	<b>Proposals will be publicly opened: 10/12/2018</b>
	<b>Contract Type: Open Market</b>
	<b>Commodity No. and Description: Tele-Fund Outreach</b>
	<b>Using Agency: East Carolina University</b>
	<b>Requisition No: N/A</b>

**EXECUTION**

In compliance with this Request for Proposals, and subject to all the conditions herein, the undersigned Vendor offers and agrees to furnish and deliver any or all items upon which prices are bid, at the prices set opposite each item within the time specified herein. By executing this proposal, the undersigned Vendor certifies that this proposal is submitted competitively and without collusion (G.S. 143-54), that none of its officers, directors, or owners of an unincorporated business entity has been convicted of any violations of Chapter 78A of the General Statutes, the Securities Act of 1933, or the Securities Exchange Act of 1934 (G.S. 143-59.2), and that it is not an ineligible Vendor as set forth in G.S. 143-59.1. False certification is a Class I felony. Furthermore by executing this proposal, the undersigned certifies to the best of Vendor's knowledge and belief, that it and its principals are not presently debarred, suspended, proposed for debarment, declared ineligible or voluntarily excluded from covered transactions by any Federal or State department or agency. As required by G.S. §143-48.5, the undersigned Vendor certifies that it, and each of its sub-Contractors for any Contract awarded as a result of this RFP, complies with the requirements of Article 2 of Chapter 64 of the NC General Statutes, including the requirement for each employer with more than 25 employees in North Carolina to verify the work authorization of its employees through the federal E-Verify system. G.S. 133-32 and Executive Order 24 (2009) prohibit the offer to, or acceptance by, any State Employee associated with the preparing plans, specifications, estimates for public Contract; or awarding or administering public Contracts; or inspecting or supervising delivery of the public Contract of any gift from anyone with a Contract with the State, or from any person seeking to do business with the State. By execution of this response to the RFP, the undersigned certifies, for your entire organization and its employees or agents, that you are not aware that any such gift has been offered, accepted, or promised by any employees of your organization.

**Failure to execute/sign proposal prior to submittal shall render proposal invalid and it WILL BE REJECTED. Late proposals cannot be accepted.**

VENDOR:		
STREET ADDRESS:	P.O. BOX:	ZIP:
CITY & STATE & ZIP:	TELEPHONE NUMBER:	TOLL FREE TEL. NO:
PRINCIPAL PLACE OF BUSINESS ADDRESS IF DIFFERENT FROM ABOVE (SEE INSTRUCTIONS TO VENDORS ITEM #10):		
PRINT NAME & TITLE OF PERSON SIGNING ON BEHALF OF VENDOR:	FAX NUMBER:	
VENDOR'S AUTHORIZED SIGNATURE:	DATE:	E-MAIL:

Offer valid for at least 60 days from date of proposal opening, unless otherwise stated here: \_\_\_\_\_ days. After this time, any withdrawal of offer shall be made in writing, effective upon receipt by the agency issuing this RFP.

**ACCEPTANCE OF PROPOSAL**

If any or all parts of this proposal are accepted by the State of North Carolina, an authorized representative of East Carolina University shall affix his/her signature hereto and this document and all provisions of this Request For Proposal along with the Vendor proposal response and the written results of any negotiations shall then constitute the written agreement between the parties. A copy of this acceptance will be forwarded to the successful Vendor(s).

<p><b>FOR STATE USE ONLY:</b> Offer accepted and Contract awarded this ____ day of _____, 20 ____, as indicated on the attached certification, by _____ (Authorized Representative of East Carolina University).</p>
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## Table of Contents

1.0	PURPOSE AND BACKGROUND .....	4
2.0	GENERAL INFORMATION .....	5
2.1	REQUEST FOR PROPOSAL DOCUMENT .....	5
2.2	NOTICE TO VENDORS REGARDING RFP TERMS AND CONDITIONS.....	5
2.3	URGED AND CAUTIONED PRE-PROPOSAL CONFERENCE/SITE VISIT.....	6
2.4	PROPOSAL QUESTIONS.....	6
2.5	PROPOSAL SUBMITTAL.....	7
2.6	PROPOSAL CONTENTS .....	8
2.7	DEFINITIONS, ACRONYMS, AND ABBREVIATIONS.....	8
3.0	METHOD OF AWARD AND PROPOSAL EVALUATION PROCESS .....	9
3.1	METHOD OF AWARD .....	9
3.2	CONFIDENTIALITY & PROHIBITED COMMUNICATIONS DURING EVALUATION ....	9
3.3	PROPOSAL EVALUATION PROCESS .....	9
3.4	EVALUATION CRITERIA .....	10
3.5	PERFORMANCE OUTSIDE THE UNITED STATES.....	11
3.6	INTERPRETATION OF TERMS AND PHRASES .....	11
3.7	USE OF PRIMARY AGREEMENT BY THIRD PARTIES.....	12
4.0	REQUIREMENTS.....	12
4.1	CONTRACT TERM.....	12
4.2	PRICING.....	12
4.3	INVOICES .....	12
4.4	PAYMENT TERMS.....	13
4.5	FINANCIAL CONDITION.....	13
4.6	VENDOR EXPERIENCE .....	13
4.7	REFERENCES .....	13
4.8	BACKGROUND CHECKS .....	13
4.9	PERSONNEL.....	14
4.10	VENDOR’S REPRESENTATIONS .....	14
5.0	SCOPE OF WORK.....	15
5.1	THIS SECTION INTENTIONALLY LEFT BLANK.....	16
5.2	THIS SECTION INTENTIONALLY LEFT BLANK.....	16
5.3	THIS SECTION INTENTIONALLY LEFT BLANK.....	16
5.4	PROJECT ORGANIZATION .....	16
5.5	TECHNICAL APPROACH .....	16
5.6	ACCEPTANCE OF WORK.....	16
5.7	THIS SECTION INTENTIONALLY LEFT BLANK.....	16

5.8 THIS SECTION INTENTIONALLY LEFT BLANK ..... 16

5.9 THIS SECTION INTENTIONALLY LEFT BLANK ..... 16

5.10 THIS SECTION INTENTIONALLY LEFT BLANK ..... 16

5.11 THIS SECTION INTENTIONALLY LEFT BLANK ..... 16

6.0 CONTRACT ADMINISTRATION .....16

6.1 PROJECT MANAGER AND CUSTOMER SERVICE ..... 16

6.2 POST AWARD MANAGEMENT REVIEW MEETINGS ..... 16

6.3 CONTINUOUS IMPROVEMENT ..... 17

6.4 PERIODIC STATUS REPORTS/MEETING..... 17

6.5 DISPUTE RESOLUTION ..... 17

6.6 CONTRACT CHANGES ..... 17

ATTACHMENT A: INSTRUCTIONS TO VENDORS .....18

ATTACHMENT B: NORTH CAROLINA GENERAL CONTRACT TERMS & CONDITIONS ..21

ATTACHMENT C: LOCATION OF WORKERS UTILIZED BY VENDOR .....25

ATTACHMENT D: CERTIFICATION OF FINANCIAL CONDITION.....26

ATTACHMENT E: EAST CAROLINA UNIVERSITY TERMS AND CONDITIONS .....27

ATTACHMENT F: EAST CAROLINA UNIVERSITY COMPLIANCE STANDARDS .....28

ATTACHMENT G: EAST CAROLINA UNIVERSITY DATA SECURITY STANDARDS .....29

ATTACHMENT H: EAST CAROLINA UNIVERSITY QUESTIONNAIRE .....30

ATTACHMENT I: VENDOR CONDUCT ON CAMPUS.....31

**ABOUT EAST CAROLINA UNIVERSITY**

East Carolina University is a nationally-recognized, public research university located in Greenville, North Carolina. In North

Carolina, all public educational institutions that grant baccalaureate degrees are part of The University of North Carolina. Of the sixteen constituent institutions of the multi-campus state university, East Carolina University is the third largest. Founded in 1907 as a teacher's training school, ECU is now a diverse community both in demographics and career-preparation options, leading the way in education, innovation, health care and community service. ECU is one of only 40 institutions classified as both a Community Engagement Institution by the Carnegie Foundation and designated as an Innovation and Economic Prosperity University by the Association of Public and Land-grant Universities.

ECU boasts nearly 29,000 students and more than 165,000 living alumni. ECU has a vast campus set within one of the largest suburban areas within Eastern North Carolina. Campus is divided between east and west — with east campus serving as the “main” or traditional campus and west campus housing the health sciences areas of study. Additionally, ECU has eight dental clinics outside of Greenville and operates UNC Coastal Studies Institute on the NC outer banks. East Carolina offers more than 200 degree and certificate programs, with nationally-recognized degrees in education, business, engineering, and nursing. ECU's distance education program is the largest in North Carolina offering online and correspondence courses for students who cannot come to campus or choose to take classes in alternative formats. ECU was named “Best Bang for the Buck” by Washington Monthly magazine several years in a row — a ranking based on the net price of attendance, the university's graduation rate, and whether students go on to earn enough to pay off their loans.

East Carolina is the only institution in the state with degrees in medicine, dentistry, and engineering. Couple that with NCAA Division I athletics and a college of business and its academic peers live outside of the state of North Carolina. The campus libraries, museums, galleries, and performance spaces are rich cultural resources for Eastern North Carolina. Known as the Pirates, ECU athletic teams are part of the American Athletic Conference. An “Undaunted” and highly enthusiastic cohort of athletic fans and supporters make up what is commonly referred to as the Pirate Nation. On game days, Greenville is booming with alumni, fans, and general ECU supporters dressed in their best purple and gold. A fall Saturday spent in Dowdy-Ficklen Stadium has been listed as one of the best game day experiences in the nation.

In 2016, ECU underwent a transition in administration selecting its 11<sup>th</sup> chancellor, Dr. Cecil P. Staton. Dr. Staton brought with him high expectations for the university. Within his first few months, Chancellor Staton expressed a clear vision for what he wanted ECU to achieve, setting goals to double ECU's research enterprise and nearly triple the amount of study abroad activities. General scholarship support is also a top funding priority.

It is under this vision while expanding ECU's student excellence, research enterprise, regional impact, and global perspective that ECU, through the leadership of the Division of University Advancement, is in the silent phase of a comprehensive campaign to raise \$500 million to fund the ideas, people, and facilities that will allow ECU to reach its goals. The Office of Annual Giving, housed within University Advancement, seeks a Telefund (phonathon) partner to assist in obtaining a portion of its annual \$2 million goal within the campaign.

The Division of University Advancement represents the fundraising arm of East Carolina University through two foundations: the ECU Foundation and the ECU Medical & Health Sciences Foundation. At the same time, the ECU Alumni Association nurtures a connection between ECU and its graduates, whose support of the university is vital. The ECU Educational Foundation (Pirate Club), focused on athletic fundraising, exists outside of the division but works closely with the division in joint solicitations and has an integral part of the comprehensive campaign. Private support of ECU through these foundations provides resources that state support cannot, such as student scholarships, state-of-the-art equipment, programs that enrich the educational experience of all East Carolina students, and enhancements to our athletics facilities.

## **1.0 PURPOSE AND BACKGROUND**

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### **PURPOSE**

The Division of University Advancement at ECU seeks a partnership with a comprehensive, experienced fundraising management company with special emphasis on phone outreach for the purpose of assisting the Office of Annual Giving with phone solicitation to various donor and non-donor segments to secure charitable gifts for the ECU Foundation, ECU Medical & Health Sciences Foundation, and ECU Alumni Association.

ECU seeks to explore potential partnerships that will utilize phone outreach to renew annual gifts from donor populations and segments mentioned above, with specific focus on increased gift amounts, ROI, efficiency, alumni participation, and fulfillment to funds previously supported by donors and college priority funds or scholarship support by non-donors.

**CURRENT ANNUAL GIVING RESOURCES FOR TELEFUND BACKGROUND**

The Office of Annual Giving is comprised of a three (3) person staff: director, assistant director, and data specialist, is overseen by an associate vice chancellor for development, and assisted through a shared administrative assistant. This office is responsible for raising approximately \$2 million annually through multi-channel outreach, including:

- Direct mail
- Phone
- Online giving/email
- Social media
- Crowdfunding

Populations solicited by Annual Giving include:

- Alumni
  - Donors and non-donors
- Faculty & Staff
  - Donors and non-donors
- Parents
  - Donors and non-donors
- Friends
  - Donors

Donor segments include and are defined at ECU as:

- LYBUNTs (*gave in the previous fiscal year*)
- SYBUNTs (*2-5 years since last gift*)
- Lapsed (*6-10 years since last gift*)
- Non-donors (*no gift on record or more than 10 years since last gift*)

Previously, ECU partnered to fully outsource its phone program with a non-profit and association telephilanthropy company, was a master site with a nationally-known higher education fundraising management firm, and conducted an in-house calling program. At this time and with limited staffing and financial resources, it is unlikely ECU will return to a fully in-house program.

Proposals shall be submitted in accordance with the terms and conditions of this RFP and any addenda issued hereto.

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## **2.0 GENERAL INFORMATION**

### **2.1 REQUEST FOR PROPOSAL DOCUMENT**

The RFP is comprised of the base RFP document, any attachments, and any addenda released before Contract award. All attachments and addenda released for this RFP in advance of any Contract award are incorporated herein by reference.

### **2.2 NOTICE TO VENDORS REGARDING RFP TERMS AND CONDITIONS**

It shall be the Vendor’s responsibility to read the Instructions, the State’s terms and conditions, all relevant exhibits and attachments, and any other components made a part of this RFP, and comply with all requirements and specifications herein. Vendors also are responsible for obtaining and complying with all Addenda and other changes that may be issued in connection with this RFP.

If Vendors have questions, issues, or exceptions regarding any term, condition, or other component within this RFP, those must be submitted as questions in accordance with in the instructions in Section 2.6 PROPOSAL QUESTIONS. If the State determines that any changes will be made as a result of the questions asked, then such decisions will be communicated in the form of an RFP addendum. The State may also elect to leave open the

possibility for later negotiation and amendment of specific provisions of the Contract that have been addressed during the question and answer period. Other than through this process, the State rejects and will not be required to evaluate or consider any additional or modified terms and conditions submitted with Vendor’s proposal. This applies to any language appearing in or attached to the document as part of the Vendor’s proposal that purports to vary any terms and conditions or Vendors’ instructions herein or to render the proposal non-binding or subject to further negotiation. Vendor’s proposal shall constitute a firm offer. **By execution and delivery of this RFP Response, the Vendor agrees that any additional or modified terms and conditions, whether submitted purposely or inadvertently, shall have no force or effect, and will be disregarded. Noncompliance with, or any attempt to alter or delete, this paragraph shall constitute sufficient grounds to reject Vendor’s proposal as nonresponsive.**

If a Vendor desires modification of the terms and conditions of this solicitation, it is urged and cautioned to inquire during the question period, in accordance with the instructions in this RFP, about whether specific language proposed as a modification is acceptable to or will be considered by the State. Identification of objections or exceptions to the State’s terms and conditions in the proposal itself shall not be allowed and shall be disregarded or the proposal RFP.

**2.3 URGED AND CAUTIONED PRE-PROPOSAL CONFERENCE/SITE VISIT.**

Instructions: Vendor representatives **maybe** URGED and CAUTIONED to visit the site and apprise themselves of the conditions and requirements which will affect the performance of the work called for by this Request for Proposal. If East Carolina University determines a non-mandatory site visit is required it will be communicated on the North Carolina Interactive Purchasing System (<https://www.ips.state.nc.us/IPS/Default.aspx>) via an amendment to the RFP. Submission of a proposal shall constitute sufficient evidence of this compliance and no allowance will be made for unreported conditions which a prudent Vendor would recognize as affecting the performance of the work called for in this proposal.

Vendor is cautioned that any information released to attendees during the site visit, other than that involving the physical aspects of the facility referenced above, and which conflicts with, supersedes, or adds to requirements in this Request for Proposal, must be confirmed by written addendum before it can be considered to be a part of this proposal.

**2.4 PROPOSAL QUESTIONS**

Upon review of the RFP documents, Vendors may have questions to clarify or interpret the RFP in order to submit the best proposal possible. To accommodate the Proposal Questions process, **Vendors shall submit such questions NO LATER THAN 10/10/2017**

Written questions shall be e-mailed to [depalmap@ecu.edu](mailto:depalmap@ecu.edu) by the date and time specified above. Vendors should enter “RFP # **56-1906PDRFP** Questions” as the subject for the email. Questions submittals should include a reference to the applicable RFP section and be submitted in a format shown below:

Reference	Vendor Question
RFP Section, Page Number	Vendor question...?

Questions received prior to the submission deadline date, the State’s response, and any additional terms deemed necessary by the State will be posted in the form of an addendum to the Interactive Purchasing System (IPS), <http://www.ips.state.nc.us>, and shall become an Addendum to this RFP. No information, instruction or advice provided orally or informally by any State personnel, whether made in response to a question or otherwise in connection with this RFP, shall be considered authoritative or binding. Vendors shall rely *only* on written material contained in an Addendum to this RFP.



## 2.5 PROPOSAL SUBMITTAL

Sealed proposals, subject to the conditions made a part hereof and the receipt requirements described below, shall be received at the address indicated in the table below, for furnishing and delivering those items or services as described herein.

Mailing address for delivery of proposal via US Postal Service	Office Address of delivery by any other method (special delivery, overnight, or any other carrier)
<p><i>PROPOSAL NUMBER: 56-1906PDRFP</i>                      Materials Management                      200 East First Street                      East Carolina University                      Greenville, NC 27858-4353</p>	<p><i>PROPOSAL NUMBER: 56-1906PDRFP</i>                      Materials Management                      200 East First Street                      East Carolina University                      Greenville, NC 27858-4353</p>

**IMPORTANT NOTE:** All proposals shall be physically delivered to the office address listed above on or before the proposal deadline in order to be considered timely, regardless of the method of delivery. **This is an absolute requirement.** All risk of late arrival due to unanticipated delay—whether delivered by hand, U.S. Postal Service, courier or other delivery service is entirely on the Vendor. It is the sole responsibility of the Vendor to have the proposal physically in this Office by the specified time and date of opening. The time of delivery will be marked on each proposal when received, and any proposal received after the proposal submission deadline will be rejected. Sealed proposals, subject to the conditions made a part hereof, will be received at the address indicated in the table in this Section, for furnishing and delivering the commodity as described herein.

Note that the U.S. Postal Service generally does not deliver mail to specified street address but to the State’s Mail Service Center. Vendors are cautioned that proposals sent via U.S. Mail, including Express Mail, may not be delivered by the Mail Service Center to the agency’s purchasing office on the due date in time to meet the proposal deadline. All Vendors are urged to take the possibility of delay into account when submitting a proposal. **Attempts to submit a proposal via facsimile (FAX) machine, telephone or electronic means, including but not limited to e-mail, in response to this RFP shall NOT be accepted.**

- a) Submit **Two (2) signed, original executed** proposal responses , *Four (4)* of photocopies, *One (1)* un-redacted electronic copies on CD, DVD or flash drive and, if required, *One (1)* redacted electronic (Proprietary and Confidential Information Excluded) copies on CD, DVD or flash drive of your proposal simultaneously to the address identified in the table above.
- b) Submit your proposal in a sealed package. Clearly mark each package with: (1) Vendor name; (2) the RFP number; and (3) the due date. Address the package(s) for delivery as shown in the table above. If Vendor is submitting more than one (1) proposal, each proposal shall be submitted in separate sealed envelopes and marked accordingly. For delivery purposes, separate sealed envelopes from a single Vendor may be included in the same outer package. Proposals are subject to rejection unless submitted with the information above included on the outside of the sealed proposal package.
- c) The electronic copies of your proposal must be provided on separate read-only CD’s, DVD’s or flash drives. The files on the discs **shall NOT** be password protected, shall be in .PDF or .XLS format, and shall be capable of being copied to other media including readable in Microsoft Word and/or Microsoft Excel.

Disc One must contain the entire Technical and Cost Proposal including any proprietary information and have the following label affixed to the disc: 1) Vendor name; (2) the RFP number; (3) the due date; and (4) the words “Disc One - Technical and Cost Proposal Non-Redacted”.

## 2.6 PROPOSAL CONTENTS

Vendors shall populate all attachments of this RFP that require the Vendor to provide information and include an authorized signature where requested. Vendor RFP responses shall include the following items and those attachments should be arranged in the following order:

- a) Cover Letter
- b) Title Page: Include the company name, address, phone number and authorized representative along with the Proposal Number.
- c) Completed and signed version of EXECUTION PAGES, along with the body of the RFP (pages numbered (1-17), and signed receipt pages of any addenda released in conjunction with this RFP (if required to be returned).
- d) ATTACHMENT A: INSTRUCTIONS TO VENDORS
- e) ATTACHMENT B: NORTH CAROLINA GENERAL CONTRACT TERMS AND CONDITIONS
- f) Completed and signed version of ATTACHMENT C: LOCATION OF WORKERS UTILIZED BY VENDOR
- g) Completed and signed version of ATTACHMENT D: CERTIFICATION OF FINANCIAL CONDITION
- h) SEPARATE DOCUMENT (NOT INCLUDED IN THE PROPOSAL ITSELF): If necessary, a list of Vendor issues or proposed alternative language concerning State Terms and Conditions (see Section 2.2 NOTICE TO VENDORS REGARDING TERMS AND CONDITIONS for additional information).

## 2.7 DEFINITIONS, ACRONYMS, AND ABBREVIATIONS

- a) **BAFO:** Best and Final Offer, submitted by a vendor to alter its initial offer, made in response to a request by the issuing agency.
- b) **BUYER:** The employee of the State or Other Eligible Entity that places an order with the Vendor.
- c) **COMMUNITY COLLEGE:** Any of the fifty-eight (58) public North Carolina Community Colleges.
- d) **CONTRACT LEAD:** Representative of East Carolina University who corresponds with potential Vendors in order to identify and contract with that Vendor providing the greatest benefit to the State and who will administer this contract for the State.
- e) **E-PROCUREMENT SERVICES:** The program, system, and associated services through which the State conducts electronic procurement.
- f) **FOB-DESTINATION:** Title changes hand from Vendor to purchaser at the destination point of the shipment; Vendor owns commodity in transit and files any claims, and Vendor pays all freight and any related transportation charges. A solicitation may request Vendors to separately identify freight charges in their proposal, but no amount or charge not included as part of the total proposal price will be paid.
- g) **LOT:** A grouping of similar products within this RFP.
- h) **ON-TIME DELIVERY:** The delivery of all items within a single order to the receiving point designated by the ordering entity within the delivery time required.
- i) **QUALIFIED PROPOSAL:** A responsive proposal submitted by a responsible Vendor.
- j) **RFP:** Request for Proposal
- k) **STATE:** The State of North Carolina, including any of its sub-units recognized under North Carolina law.
- l) **STATE AGENCY:** Any of the more than 400 sub-units within the executive branch of the State, including its departments, boards, commissions, institutions of higher education and other institutions.
- m) **VENDOR:** Supplier, bidder, proposer, company, firm, corporation, partnership, individual or other entity submitting a response to a Request for Proposal.

## 3.0 METHOD OF AWARD AND PROPOSAL EVALUATION PROCESS

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### 3.1 METHOD OF AWARD

All qualified proposals will be evaluated and awards will be made to the Vendor(s) meeting the RFP requirements and achieving the highest and Best Value final evaluation, based on the criteria described below in section 3.4.

The State reserves the right to waive any minor informality or technicality in proposals received.

### 3.2 CONFIDENTIALITY & PROHIBITED COMMUNICATIONS DURING EVALUATION

During the evaluation period—from the date proposals are opened through the date the contract is awarded—each Vendor submitting a proposal (including its representatives, sub-contractors and/or suppliers) is prohibited from having any communications with any person inside or outside the using agency, issuing agency, other government agency office, or body (including the purchaser named above, department secretary, agency head, members of the general assembly and/or governor's office), or private entity, if the communication refers to the content of Vendor's proposal or qualifications, the contents of another Vendor's proposal, another Vendor's qualifications or ability to perform the contract, and/or the transmittal of any other communication of information that could be reasonably considered to have the effect of directly or indirectly influencing the evaluation of proposals and/or the award of the contract. A Vendor not in compliance with this provision shall be disqualified from contract award, unless it is determined in the State's discretion that the communication was harmless, that it was made without intent to influence and that the best interest of the State would not be served by the disqualification. A Vendor's proposal may be disqualified if its sub-contractor and supplier engage in any of the foregoing communications during the time that the procurement is active (i.e., the issuance date of the procurement to the date of contract award). Only those discussions, communications or transmittals of information authorized or initiated by the issuing agency for this RFP or general inquiries directed to the purchaser regarding requirements of the RFP (prior to proposal submission) or the status of the contract award (after submission) are excepted from this provision.

### 3.3 PROPOSAL EVALUATION PROCESS

The State shall review all Vendor responses to this RFP to confirm that they meet the specifications and requirements of the RFP. The State reserves the right to waive any minor informality or technicality in proposals received.

#### **The State will conduct a One-Step evaluation of Proposals:**

Proposals will be received from each responsive Vendor in a sealed envelope or package.

All proposals must be received by the issuing agency not later than the date and time specified on the cover sheet of this RFP.

At that date and time the package containing the proposals from each responding firm will be opened publicly and the name of the Vendor and total cost offered will be announced. Interested parties are cautioned that these costs and their components are subject to further evaluation for completeness and correctness and therefore may not be an exact indicator of a Vendor's pricing position.

At their option, the evaluators may request oral presentations or discussion with any or all Vendors for the purpose of clarification or to amplify the materials presented in any part of the proposal. Vendors are cautioned, however, that the evaluators are not required to request presentations or other clarification—and often do not; therefore, all proposals should be complete and reflect the most favorable terms available from the Vendor.

Proposals will generally be evaluated according to completeness, content, and experience with similar projects, ability of the Vendor and its staff, and cost. Specific evaluation criteria are listed in 3.4 EVALUATION CRITERIA, below.

Vendors are cautioned that this is a request for offers, not an offer or request to contract, and the State reserves the unqualified right to reject any and all offers at any time if such rejection is deemed to be in the best interest of the State.

### 3.4 EVALUATION CRITERIA

All qualified proposals will be evaluated and award made based on the Best Value Procurements (GS143-135.9) on considering the following criteria, to result in an award most advantageous to the State:

All qualified proposals will be evaluated by a committee and an award will be made to the Vendor meeting the RFP requirements and achieving the highest and Best Value final evaluation, based on the Scope of Work and Evaluation Criteria described below. This will ultimately represent the Best Value Procurement to the State of North Carolina and East Carolina University for the purpose of Telefund outreach.

While the intent of this RFP is to award a Contract to a single Vendor, the State reserves the right to cancel this RFP in its entirety without awarding a Contract, if it is considered to be most advantageous to the State to do so.

The State reserves the right to waive any minor informality or technicality in proposals received.

#### EVALUATION CRITERIA

An award of bid will be based on the overall most advantageous response that meets the needs of North Carolina and East Carolina University as determined by consideration of:

- Benefits to ECU of partnership with Vendor
- Minimum of ten (10) years' experience in phonathon outreach and management services
  - With a demonstrated track record of success in exceptional phonathon and customer service (to client and alumni/donors) at a reasonable cost
- List of top 3-5 universities similar in scope and size to ECU that are or have been clients within the last three (3) years, taking in to account:
  - Large, public institution
  - Research driven
  - Doctoral-degree granting
  - Medical school
  - Division I athletics
- Available phonathon/Telefund options, which should include:
  - Off-site outreach
  - On-site managed outreach
  - Hybrid option of off-site and on-site outreach
- Proof of PCI DSS Compliance as it relates to services provided
- Proof as a TouchNet Ready Partner and/or successful integration with First Data's Global Gateway API (Payeezy)
- Data integration capabilities for import/export for calling lists, pledges, gifts, etc., including technology supported (file-based transfers, API's, etc.) and list of data fields available to be imported/exported (transaction details, etc.)
- Non-production platforms available for testing/development
- Data security controls in place (physical security, disaster recovery, data backups) and any frameworks followed for data security (NIST, ISO, etc.)
- Call centers and data center operations located in the United States
- Data reporting capabilities and tools for daily/nightly/weekly/monthly calling results, including, but not limited to:
  - Gifts
  - Pledges
  - Pledge rate
  - Fulfillment rate
  - Retention
  - Reactivation

- Acquisition
- Bad data
- Bad number
- Wrong number
- Wrong person, etc.
- Ability to integrate with Agilon ONE
- Data append and assessment services
- At least two (2) examples of client success from institutions similar in scope to ECU with focus on increased gift amounts, ROI, efficiency, alumni participation, fulfillment rate, and increased acquisition
- At least two (2) references from universities similar to ECU

All proposals will be reviewed by an Evaluation Committee. Companies that meet details outlined within the above Scope of Work and Evaluation Criteria and are deemed of Best Value to the State and may be asked to visit ECU, at their own expense, to present their proposed phonathon/Telefund options to the Committee. Upon completion of all presentations, the Evaluation Committee will further assess each Vendor to result in an award most advantageous to the State, ECU, and the Division of University Advancement.

Should the Committee not find a Vendor of Best Value after all presentations are complete, the State reserves the right to cancel this RFP in its entirety without awarding a Contract.

### **3.5 PERFORMANCE OUTSIDE THE UNITED STATES**

Vendor shall complete ATTACHMENT D: LOCATION OF WORKERS UTILIZED BY VENDOR. In addition to any other evaluation criteria identified in this RFP, the State may also consider, for purposes of evaluating proposed or actual contract performance outside of the United States, how that performance may affect the following factors to ensure that any award will be in the best interest of the State:

- Total cost to the State
- Level of quality provided by the Vendor
- Process and performance capability across multiple jurisdictions
- Protection of the State's information and intellectual property
- Availability of pertinent skills
- Ability to understand the State's business requirements and internal operational culture
- Particular risk factors such as the security of the State's information technology
- Relations with citizens and employees
- Contract enforcement jurisdictional issues

### **3.6 INTERPRETATION OF TERMS AND PHRASES**

This Request for Proposal serves two functions: (1) to advise potential Vendors of the parameters of the solution being sought by the Department; and (2) to provide (together with other specified documents) the terms of the Contract resulting from this procurement. As such, all terms in the Request for Proposal shall be enforceable as contract terms in accordance with the General Contract Terms and Conditions. The use of phrases such as "shall," "must," and "requirements" are intended to create enforceable contract conditions. In determining whether proposals should be evaluated or rejected, the Department will take into consideration the degree to which Vendors have proposed or failed to propose solutions that will satisfy the Department's needs as described in the Request for Proposal. Except as specifically stated in the Request for Proposal, no one requirement shall automatically disqualify a Vendor from consideration. However, failure to comply with any single requirement may result in the Department exercising its discretion to reject a proposal in its entirety.

### 3.7 USE OF PRIMARY AGREEMENT BY THIRD PARTIES

It is the intent of this Agreement to allow for cooperative procurement strictly to those entities within the University of North Carolina. Accordingly, within the University of North Carolina, any constituent institution may access the Sub-Agreement.

Participation in this cooperative procurement is strictly voluntary. If authorized by \_\_\_\_\_(vendor name), and agreed to in writing by the University, this Agreement may extend to the entities indicated above to purchase at fees in accordance with the Agreement. \_\_\_\_\_(vendor name) will notify the University in writing of any such entities accessing the Agreement. No modification of this Agreement or execution of a separate agreement is required by a third party in order to participate.

\_\_\_\_\_(vendor name) will provide semi-annual usage reports for all entities accessing this Sub-Agreement. Participating entities will be bound by the MA and this Agreement; will place their own orders directly with \_\_\_\_\_(vendor name); and will fully and independently administer their use of the Agreement to include contractual disputes, invoicing and payments without direct administration from the University. The University will not be held liable for any costs or damages incurred by any other participating entity as a result of any authorization by \_\_\_\_\_(vendor name) to extend the Agreement. It is understood and agreed that the University is not responsible for the acts or omissions of any entity, and will not be considered in default of the Agreement. Use of this Agreement does not preclude any participating entity from using other agreements or competitive processes as the need may be.

## 4.0 REQUIREMENTS

This section lists the requirements related to this RFP. By submitting a proposal the Vendor agrees to meet all stated requirements in this Section as well as any other specifications, requirements and terms and conditions stated in this RFP. If a Vendor is unclear about a requirement or specification or believes a change to a requirement would allow for the State to receive a better proposal, the Vendor is urged and cautioned to submit these items in the form of a question during the question and answer period in accordance with Section 2.4.

### 4.1 CONTRACT TERM

The Contract shall have an initial term of one (1) year, beginning on the date of contract award (the "Effective Date"). ECU will have two (2) one (1) year renewal options.

### 4.2 PRICING

Proposal price shall constitute the total cost to Buyer for complete performance in accordance with the requirements and specifications herein, including all applicable charges handling, administrative and other similar fees. Vendor shall not invoice for any amounts not specifically allowed for in this RFP. Attach Proposal to response.

### 4.3 INVOICES

- a) The Vendor must submit one monthly invoice within fifteen (15) calendar days following the end of each month in which work was performed.
- b) Official Invoices must be submitted to address referenced on subsequent Purchase Order and a Courtesy Copy Invoice to the identified ECU Project Manager.
- c) Courtesy Copy Invoices must be submitted to the ECU Project Manager in hard copy on the Contractor's official letterhead stationery and must be identified by a unique invoice number. All invoice backup reports and spreadsheets must be provided in electronic format.
- d) Invoices must bear the correct purchase order number to ensure prompt payment. The Vendor's failure to include the correct purchase order number may cause delay in payment.

- e) Invoices must include an accurate description of the work for which the invoice is being submitted, the invoice date, the period of time covered, the amount of fees due to the Vendor and the original signature of the Vendor's project manager.

**4.4 PAYMENT TERMS**

- a) The Vendor will be compensated at the rates quoted in the Vendor's Cost Proposal.
- b) The Vendor will be paid net thirty (30) calendar days after the Vendor's invoice is approved by the State.

**4.5 FINANCIAL CONDITION**

Each Vendor shall certify it is financially stable by completing the ATTACHMENT D: CERTIFICATION OF FINANCIAL CONDITION. The State is requiring this certification to minimize potential issues from Contracting with a Vendor that is financially unstable. From the date of the Certification to the expiration of the Contract, the Vendor shall notify the State within thirty (30) days of any occurrence or condition that materially alters the truth of any statement made in this Certification.

**4.6 VENDOR EXPERIENCE**

In its Proposal, Vendor shall demonstrate experience with public and/or private sector clients with similar or greater size and complexity to East Carolina University, and as describe in scope of work in section 5.0. Vendor shall provide information as to the qualifications and experience of all executive, managerial, legal, and professional personnel to be assigned to this project, including resumes citing experience with similar projects and the responsibilities to be assigned to each person.

**4.7 REFERENCES**

Vendors shall provide at least three (3) references for which your company has provided services of similar size and scope to that proposed herein. ECU shall contact these users to determine the services provided are substantially similar in scope to those proposed herein and Vendor's performance has been satisfactory. The information obtained shall be considered in the evaluation of the proposal.

COMPANY NAME	CONTACT NAME	TELEPHONE NUMBER

**4.8 BACKGROUND CHECKS**

Vendor and its personnel are required to provide or undergo background checks at Vendor's expense prior to beginning work with the State. As part of Vendor background the details below must be provided to the State:

- (1) Any **criminal felony conviction**, or conviction of any crime involving moral turpitude, including, but not limited to fraud, misappropriation or deception, of Vendor, its officers or directors, or any of its employees or other personnel to provide services on this project, of which Vendor has knowledge or a statement that it is aware of none;

- (2) Any **criminal investigation** for any offense involving moral turpitude, including, but not limited to fraud, misappropriation, falsification or deception pending against Vendor of which it has knowledge or a statement it is aware of none;
- (3) Any **regulatory sanctions** levied against Vendor or any of its officers, directors or its professional employees expected to provide services on this project by any state or federal regulatory agencies within the past three years or a statement that there are none. As used herein, the term "regulatory sanctions" includes the revocation or suspension of any license or certification, the levying of any monetary penalties or fines, and the issuance of any written warnings;
- (4) Any **regulatory investigations** pending against Vendor or any of its officers, directors or its professional employees expected to provide services on this project by any state or federal regulatory agencies of which Vendor has knowledge or a statement that there are none.
- (5) Any **civil litigation**, arbitration, proceeding, or judgments pending against Vendor during the three (3) years preceding submission of its proposal herein or a statement that there are none.

Vendor's responses to these requests shall be considered to be continuing representations, and Vendor's failure to notify the State within thirty (30) days of any criminal litigation, investigation or proceeding involving Vendor or its then current officers, directors or persons providing services under this contract during its term shall constitute a material breach of contract. The provisions of this paragraph shall also apply to any subcontractor utilized by Vendor to perform services under this contract.

#### **4.9 PERSONNEL**

Vendor shall not substitute key personnel assigned to the performance of this Contract without prior written approval by the Contract Lead. Vendor shall notify the Contract Lead of any desired substitution, including the name(s) and references of Vendor's recommended substitute personnel. The State will approve or disapprove the requested substitution in a timely manner. The State may, in its sole discretion, terminate the services of any person providing services under this Contract. Upon such termination, the State may request acceptable substitute personnel or terminate the contract services provided by such personnel.

#### **4.10 VENDOR'S REPRESENTATIONS**

- a) Vendor warrants that qualified personnel shall provide services under this Contract in a professional manner. "Professional manner" means that the personnel performing the services will possess the skill and competence consistent with the prevailing business standards in the industry. Vendor agrees that it will not enter any agreement with a third party that may abridge any rights of the State under this Contract. Vendor will serve as the prime contractor under this Contract and shall be responsible for the performance and payment of all subcontractor(s) that may be approved by the State. Names of any third party vendors or subcontractors of Vendor may appear for purposes of convenience in Contract documents; and shall not limit Vendor's obligations hereunder. Vendor will retain executive representation for functional and technical expertise as needed in order to incorporate any work by third party subcontractor(s).
- b) If any services, deliverables, functions, or responsibilities not specifically described in this Contract are required for Vendor's proper performance, provision and delivery of the service and deliverables under this Contract, or are an inherent part of or necessary sub-task included within such service, they will be deemed to be implied by and included within the scope of the contract to the same extent and in the same manner as if specifically described in the contract. Unless otherwise expressly provided herein, Vendor will furnish all of its own necessary management, supervision, labor, facilities, furniture, computer and telecommunications equipment, software, supplies and materials necessary for the Vendor to provide and deliver the Services and Deliverables.
- c) Vendor warrants that it has the financial capacity to perform and to continue perform its obligations under the contract; that Vendor has no constructive or actual knowledge of an actual or potential legal proceeding



being brought against Vendor that could materially adversely affect performance of this Contract; and that entering into this Contract is not prohibited by any contract, or order by any court of competent jurisdiction.

## 5.0 SCOPE OF WORK

It is the intent of ECU to solicit proposals from higher education fundraising companies with a minimum of ten (10) years' experience in phonathon outreach and management services with a demonstrated track record of success in exceptional phonathon services at a reasonable cost. Vendors should have experience working with clients similar to ECU in that they are large public, research-driven institutions with Division I athletics, are doctoral-degree granting, and have a medical school. Additionally, all responding firms must be located within the United States, including their call centers and data center operations.

Response to the RFP should include detailed information on the following:

- Company Profile
- Benefits to ECU of partnership with company
- Outline of firm's phonathon options, which should include:
  - Off-site outreach
  - On-site managed outreach
  - Hybrid option of off-site and on-site outreach
- Detailed elements contained within phonathon options, such as staffing, data management, calling structure, training, script writing, email messaging, etc.
- Estimated timeline of implementation for each phonathon option
- PCI DSS compliance statement
- List of approved commerce/payment processors
- Data Integration capabilities for import/export for calling lists, pledges, gifts, etc., including technology supported (file-based transfers, API's, etc.) and list of data fields available to be imported/exported (transaction details, etc.). Non-production platforms available for testing/development.
- Data security controls in place (physical security, disaster recovery, data backups) and any frameworks followed for data security (NIST, ISO, etc.)
- Data reporting capabilities and tools
- Expectations of ECU as a client
- Expectations of company as a phonathon partner with ECU
- At least two (2) examples of client success from institutions similar in scope to ECU with focus on increased gift amounts, ROI, efficiency, alumni participation, fulfillment rate, and increased acquisition
- References

### **IMPLEMENTATION TIMELINE**

Phase I – Request for Proposal

Expected duration: 3 weeks

Phase II – Evaluation of Proposals & Presentations; Selection of Vendor

Expected duration: 2-3 weeks

Phase III – Analysis & Assessment of ECU's Telefund Program

Expected duration: 1-2 weeks

Phase IV – Data Management & Operational Setup

Expected duration: 2-4 weeks

Phase V – Execution of Campaign

Expected duration: ongoing, dependent upon phonathon option selected

### **PERIOD OF PERFORMANCE**

The initial term of the contract(s) awarded as a result of this RFP shall be for a period of one (1) year following the date of the award. The university reserves the option to renew a resultant contract if such renewal is mutually agreed to and found to be in the best interest of the university. Renewal options will be exercised in one (1) year increments and in accordance with university and system regulations.

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**5.4 PROJECT ORGANIZATION**

Vendor shall describe the organizational and operational structure it proposes to utilize for the work described in this RFP, and identify the responsibilities to be assigned to each person Vendor proposes to staff the work..

**5.5 TECHNICAL APPROACH**

Vendor's proposal shall include, in narrative, outline, and/or graph form the Vendor's approach to accomplishing the tasks outlined in the Scope of Work section of this RFP. A description of each task and deliverable and the schedule for accomplishing each shall be included.

**5.6 ACCEPTANCE OF WORK**

In the event acceptance criteria for any work or deliverables is not described in contract documents or work orders hereunder, the State shall have the obligation to notify Vendor, in writing ten (10) calendar days following completion of such work or deliverable described in the Contract that it is not acceptable. The notice shall specify in reasonable detail the reason(s) it is unacceptable. Acceptance by the State shall not be unreasonably withheld; but may be conditioned or delayed as required for reasonable review, evaluation, installation or testing, as applicable of the work or deliverable. Final acceptance is expressly conditioned upon completion of all applicable assessment procedures. Should the work or deliverables fail to meet any requirements, acceptance criteria or otherwise fail to conform to the contract, the State may exercise any and all rights hereunder, including, for deliverables, such rights provided by the Uniform Commercial Code as adopted in North Carolina.

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**6.0 CONTRACT ADMINISTRATION**

**6.1 PROJECT MANAGER AND CUSTOMER SERVICE**

The Vendor shall designate and make available to the State a project manager. The project manager shall be the State's point of contact for contract related issues and issues concerning performance, progress review, scheduling and service.

**6.2 POST AWARD MANAGEMENT REVIEW MEETINGS**

The Vendor, at the request of the East Carolina University, shall meet periodically for Project Review meetings. The purpose of these meetings will be to review project progress reports, discuss Vendor and State performance,

address outstanding issues, review problem resolution, provide direction, evaluate continuous improvement and cost saving ideas, and discuss any other pertinent topics.

### **6.3 CONTINUOUS IMPROVEMENT**

The State encourages the Vendor to identify opportunities to reduce the total cost the State. A continuous improvement effort consisting of various ideas to enhance business efficiencies will be discussed at the periodic Business Review Meetings.

### **6.4 PERIODIC STATUS REPORTS/MEETING**

East Carolina University and the Vendor shall mutually agree upon the frequency and structure of the periodic status reports/meeting.

### **6.5 DISPUTE RESOLUTION**

The parties agree that it is in their mutual interest to resolve disputes informally. A claim by the Vendor shall be submitted in writing to the State's Contract Lead for resolution. A claim by the State shall be submitted in writing to the Vendor's Project Manager for resolution. The Parties shall negotiate in good faith and use all reasonable efforts to resolve such dispute(s). During the time the Parties are attempting to resolve any dispute, each shall proceed diligently to perform their respective duties and responsibilities under this Contract. If a dispute cannot be resolved between the Parties within thirty (30) days after delivery of notice, either Party may elect to exercise any other remedies available under this Contract, or at law. This term shall not constitute an agreement by either party to mediate or arbitrate any dispute.

### **6.6 CONTRACT CHANGES**

Contract changes, if any, over the life of the contract shall be implemented by contract amendments agreed to in writing by the State and Vendor.

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**Attachments to this RFP begin on the next page.**

**ATTACHMENT A: INSTRUCTIONS TO VENDORS**

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1. **READ, REVIEW AND COMPLY:** It shall be the Vendor's responsibility to read this entire document, review all enclosures and attachments, and any addenda thereto, and comply with all requirements specified herein, regardless of whether appearing in these Instructions to Vendors or elsewhere in this RFP document.
2. **LATE PROPOSALS:** Late proposals, regardless of cause, will not be opened or considered, and will automatically be disqualified from further consideration. It shall be the Vendor's sole responsibility to ensure delivery at the designated office by the designated time.
3. **ACCEPTANCE AND REJECTION:** The State reserves the right to reject any and all proposals, to waive any informality in proposals and, unless otherwise specified by the Vendor, to accept any item in the proposal. If either a unit price or an extended price is obviously in error and the other is obviously correct, the incorrect price will be disregarded.
4. **BASIS FOR REJECTION:** Pursuant to 01 NCAC 05B .0501, the State reserves the right to reject any and all offers, in whole or in part, by deeming the offer unsatisfactory as to quality or quantity, delivery, price or service offered, non-compliance with the requirements or intent of this solicitation, lack of competitiveness, error(s) in specifications or indications that revision would be advantageous to the State, cancellation or other changes in the intended project or any other determination that the proposed requirement is no longer needed, limitation or lack of available funds, circumstances that prevent determination of the best offer, or any other determination that rejection would be in the best interest of the State.
5. **EXECUTION:** Failure to sign EXECUTION PAGE in the indicated space will render proposal non-responsive, and it shall be rejected.
6. **ORDER OF PRECEDENCE:** In cases of conflict between specific provisions in this solicitation or those in any resulting contract, the order of precedence shall be (high to low) (1) any special terms and conditions specific to this RFP, including any negotiated terms; (2) requirements and specifications in Sections 4, 5 and 6 of this RFP; (3) North Carolina General Contract Terms and Conditions in ATTACHMENT B: NORTH CAROLINA GENERAL CONTRACT TERMS AND CONDITIONS; (4) Instructions in ATTACHMENT A: INSTRUCTIONS TO VENDORS; and (5) Vendor's Proposal.
7. **INFORMATION AND DESCRIPTIVE LITERATURE:** Vendor shall furnish all information requested and in the spaces provided in this document. Further, if required elsewhere in this proposal, each Vendor must submit with their proposal sketches, descriptive literature and/or complete specifications covering the products offered. Reference to literature submitted with a previous proposal or available elsewhere will not satisfy this provision. Proposals that do not comply with these requirements shall be subject to rejection without further consideration.
8. **SUSTAINABILITY:** To support the sustainability efforts of the State of North Carolina we solicit your cooperation in this effort. Pursuant to Executive Order 156 (1999), it is desirable that all responses meet the following:
  - All copies of the proposal are printed double sided.
  - All submittals and copies are printed on recycled paper with a minimum post-consumer content of 30%.
  - Unless absolutely necessary, all proposals and copies should minimize or eliminate use of non-recyclable or non-reusable materials such as plastic report covers, plastic dividers, vinyl sleeves, and GBC binding. Three-ringed binders, glued materials, paper clips, and staples are acceptable.
  - Materials should be submitted in a format which allows for easy removal, filing and/or recycling of paper and binder materials. Use of oversized paper is strongly discouraged unless necessary for clarity or legibility.
9. **HISTORICALLY UNDERUTILIZED BUSINESSES:** Pursuant to General Statute §143-48 and Executive Order #150 (1999), the State invites and encourages participation in this procurement process by businesses owned by minorities, women, disabled, disabled business enterprises and non-profit work centers for the blind and severely disabled.

10. **RECIPROCAL PREFERENCE:** G.S. §143-59 establishes a reciprocal preference requirement to discourage other states from favoring their own resident Vendors by applying a percentage increase to the price of any proposal from a North Carolina resident Vendor. The "Principal Place of Business" is defined as that principal place from which the trade or business of the Vendor is directed or managed.
11. **CONFIDENTIAL INFORMATION:** To the extent permitted by applicable statutes and rules, the State will maintain confidential trade secrets that the Vendor does not wish disclosed. As a condition to confidential treatment, each page containing trade secret information shall be identified in boldface at the top and bottom as "CONFIDENTIAL" by the Vendor, with specific trade secret information enclosed in boxes or similar indication. Cost information shall not be deemed confidential under any circumstances. Regardless of what a Vendor may label as a trade secret, the determination whether it is or is not entitled to protection will be determined in accordance with G.S. §132-1.2. Any material labeled as confidential constitutes a representation by the Vendor that it has made a reasonable effort in good faith to determine that such material is, in fact, a trade secret under G.S. §132-1.2. Vendors are urged and cautioned to limit the marking of information as a trade secret or as confidential so far as is possible.
12. **PROTEST PROCEDURES:** When a Vendor wishes to protest a Contract resulting from this solicitation that is awarded by the Division of Purchase and Contract, or awarded by an agency in an awarded amount of at least \$25,000, a Vendor shall submit a written request addressed to the State Purchasing Officer at Purchase and Contract, 1305 Mail Service Center, Raleigh, NC 27699-1305. A protest request related to an award amount of less than \$25,000 shall be sent to the purchasing officer of the agency that issued the award. The protest request must be received in the proper office within thirty (30) consecutive calendar days from the date of the Contract award. Protest letters **shall** contain specific grounds and reasons for the protest, how the protesting party was harmed by the award made and any documentation providing support for the protesting party's claims. **Note:** Contract award notices are sent only to the Vendor actually awarded the Contract, and not to every person or firm responding to a solicitation. Proposal status and Award notices are posted on the Internet at <https://www.ips.state.nc.us/ips/>. All protests will be handled pursuant to the North Carolina Administrative Code, 01 NCAC 05B .1519.
13. **MISCELLANEOUS:** Masculine pronouns shall be read to include feminine pronouns, and the singular of any word or phrase shall be read to include the plural and vice versa.
14. **COMMUNICATIONS BY VENDORS:** In submitting its proposal, the Vendor agrees not to discuss or otherwise reveal the contents of its proposal to any source, government or private, outside of the using or issuing agency until after the award of the Contract or cancellation of this RFP. All Vendors are forbidden from having any communications with the using or issuing agency, or any other representative of the State concerning the solicitation, during the evaluation of the proposals (i.e., after the public opening of the proposals and before the award of the Contract), unless the State directly contacts the Vendor(s) for purposes of seeking clarification or another reason permitted by the solicitation. A Vendor shall not: (a) transmit to the issuing and/or using agency any information commenting on the ability or qualifications of any other Vendor to provide the advertised good, equipment, commodity; (b) identify defects, errors and/or omissions in any other Vendor's proposal and/or prices at any time during the procurement process; and/or (c) engage in or attempt any other communication or conduct that could influence the evaluation and/or award of the Contract that is the subject of this RFP. Vendors not in compliance with this provision may be disqualified, at the option of the State, from the Contract award. Only those communications with the using agency or issuing agency authorized by this RFP are permitted.
15. **TABULATIONS:** Proposal tabulations can be electronically retrieved at the Interactive Purchasing System (IPS), <https://www.ips.state.nc.us/ips/BidNumberSearch>. Click on the IPS BIDS icon, click on Search for Bid, enter the proposal number, and then search. Tabulations will normally be available at this web site not later than one working day after the proposal opening. Lengthy or complex tabulations may be summarized, with other details not made available on IPS, and requests for additional details or information concerning such tabulations cannot be honored.
16. **VENDOR REGISTRATION AND SOLICITATION NOTIFICATION SYSTEM:** The North Carolina electronic Vendor Portal (eVP) allows Vendors to electronically register free with the State to receive electronic notification of current procurement opportunities for goods and services of potential interests to them available on the Interactive Purchasing System, as well as notifications of status changes to those solicitations. Online registration and other purchasing information is available at the following website <https://www.ips.state.nc.us/>.
17. **WITHDRAWAL OF PROPOSAL:** a Proposal may be withdrawn only in writing and actually received by the office

issuing the RFP prior to the time for the opening of Proposals identified on the cover page of this RFP (or such later date included in an Addendum to the RFP). A withdrawal request must be on Vendor's letterhead and signed by an official of the Vendor authorized to make such request. Any withdrawal request made after the opening of Proposals shall be allowed only for good cause shown and in the sole discretion of the Division of Purchase and Contract.

- 18. INFORMAL COMMENTS:** The State shall not be bound by informal explanations, instructions or information given at any time by anyone on behalf of the State during the competitive process or after award. The State is bound only by information provided in this RFP and in formal Addenda issued through IPS.
- 19. COST FOR PROPOSAL PREPARATION:** Any costs incurred by Vendor in preparing or submitting offers are the Vendor's sole responsibility; the State of North Carolina will not reimburse any Vendor for any costs incurred prior to award.
- 20. VENDOR'S REPRESENTATIVE:** Each Vendor shall submit with its proposal the name, address, and telephone number of the person(s) with authority to bind the firm and answer questions or provide clarification concerning the firm's proposal.
- 21. SUBCONTRACTING:** Unless expressly prohibited, a Vendor may propose to subcontract portions of the work to identified subcontractor(s), provided that its proposal clearly describe what work it plans to subcontract and that Vendor includes in its proposal all information regarding employees, business experience, and other information for each proposed subcontractor that is required to be provided for Vendor itself.
- 22. INSPECTION AT VENDOR'S SITE:** The State reserves the right to inspect, at a reasonable time, the equipment/item, plant or other facilities of a prospective Vendor prior to Contract award, and during the Contract term as necessary for the State determination that such equipment/item, plant or other facilities conform with the specifications/requirements and are adequate and suitable for the proper and effective performance of the Contract.

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**ATTACHMENT B: NORTH CAROLINA GENERAL CONTRACT TERMS & CONDITIONS**

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1. **PERFORMANCE AND DEFAULT:** If, through any cause, Vendor shall fail to fulfill in timely and proper manner the obligations under this contract, the State shall have the right to terminate this contract by giving written notice to the Vendor and specifying the effective date thereof. In that event, all finished or unfinished deliverable items under this contract prepared by the Vendor shall, at the option of the State, become its property, and the Vendor shall be entitled to receive just and equitable compensation for any acceptable work completed on such materials. Notwithstanding, Vendor shall not be relieved of liability to the State for damages sustained by the State by virtue of any breach of this contract, and the State may withhold any payment due the Vendor for the purpose of setoff until such time as the exact amount of damages due the State from such breach can be determined. The State reserves the right to require at any time a performance bond or other acceptable alternative performance guarantees from a Vendor without expense to the State.

In case of default by the Vendor, the State may procure the goods and services necessary to complete performance hereunder from other sources and hold the Vendor responsible for any excess cost occasioned thereby. In addition, in the event of default by the Vendor under this contract, or upon the Vendor filing a petition for bankruptcy or the entering of a judgment of bankruptcy by or against the Vendor, the State may immediately cease doing business with the Vendor, immediately terminate this contract for cause, and may act to debar the Vendor from doing future business with the State.

2. **GOVERNMENTAL RESTRICTIONS:** In the event any Governmental restrictions are imposed which necessitate alteration of the material, quality, workmanship or performance of the goods or services offered prior to their delivery, it shall be the responsibility of the Vendor to notify, in writing, the Contract Lead at once, indicating the specific regulation which required such alterations. The State reserves the right to accept any such alterations, including any price adjustments occasioned thereby, or to cancel the Contract.
3. **AVAILABILITY OF FUNDS:** Any and all payments to the Vendor shall be dependent upon and subject to the availability of funds to the agency for the purpose set forth in this contract.
4. **TAXES:** Any applicable taxes shall be invoiced as a separate item.
- a. G.S. §143-59.1 bars the Secretary of Administration from entering into Contracts with Vendors if the Vendor or its affiliates meet one of the conditions of G. S. §105-164.8(b) and refuses to collect use tax on sales of tangible personal property to purchasers in North Carolina. Conditions under G. S. §105-164.8(b) include: (1) Maintenance of a retail establishment or office, (2) Presence of representatives in the State that solicit sales or transact business on behalf of the Vendor and (3) Systematic exploitation of the market by media-assisted, media-facilitated, or media-solicited means. By execution of the proposal document the Vendor certifies that it and all of its affiliates, (if it has affiliates), collect(s) the appropriate taxes.
  - b. All agencies participating in this Contract are exempt from Federal Taxes, such as excise and transportation. Exemption forms submitted by the Vendor will be executed and returned by the using agency.
  - c. Prices offered are not to include any personal property taxes, nor any sales or use tax (or fees) unless required by the North Carolina Department of Revenue.

5. **SITUS:** The place of this Contract, its situs and forum, shall be North Carolina, where all matters, whether sounding in Contract or tort, relating to its validity, construction, interpretation and enforcement shall be determined.
6. **GOVERNING LAWS:** This Contract is made under and shall be governed, construed and enforced in accordance with the laws of the State of North Carolina, without regard to its conflict of laws rules.
7. **PAYMENT TERMS:** Payment terms are Net not later than 30 days after receipt of correct invoice or acceptance

of goods, whichever is later. The using agency is responsible for all payments to the Vendor under the Contract. Payment by some agencies may be made by procurement card, if the Vendor accepts that card (Visa, MasterCard, etc.) from other customers, and it shall be accepted by the Vendor for payment under the same terms and conditions as any other method of payment accepted by the Vendor. If payment is made by procurement card, then payment may be processed immediately by the Vendor.

- 8. **AFFIRMATIVE ACTION:** The Vendor will take affirmative action in complying with all Federal and State requirements concerning fair employment and employment of people with disabilities, and concerning the treatment of all employees without regard to discrimination by reason of race, color, religion, sex, national origin or disability.
- 9. **INTELLECTUAL PROPERTY INDEMNITY:** Vendor shall hold and save the State, its officers, agents and employees, harmless from liability of any kind, including costs and expenses, resulting from infringement of the rights of any third party in any copyrighted material, patented or unpatented invention, articles, device or appliance delivered in connection with this contract.
- 10. **ADVERTISING:** Vendor agrees not to use the existence of this Contract or the name of the State of North Carolina as part of any commercial advertising or marketing of products or services. A Vendor may inquire whether the State is willing to act as a reference by providing factual information directly to other prospective customers.
- 11. **ACCESS TO PERSONS AND RECORDS:** During and after the term hereof, the State Auditor and any using agency's internal auditors shall have access to persons and records related to this Contract to verify accounts and data affecting fees or performance under the Contract, as provided in G.S. §143-49(9).
- 12. **ASSIGNMENT:** No assignment of the Vendor's obligations nor the Vendor's right to receive payment hereunder shall be permitted.

However, upon written request approved by the issuing purchasing authority and solely as a convenience to the Vendor, the State may:

- a. Forward the Vendor's payment check directly to any person or entity designated by the Vendor, and
- b. Include any person or entity designated by Vendor as a joint payee on the Vendor's payment check.

In no event shall such approval and action obligate the State to anyone other than the Vendor and the Vendor shall remain responsible for fulfillment of all Contract obligations. Upon advance written request, the State may, in its unfettered discretion, approve an assignment to the surviving entity of a merger, acquisition or corporate reorganization, if made as part of the transfer of all or substantially all of the Vendor's assets. Any purported assignment made in violation of this provision shall be void and a material breach of this Contract.

13. **INSURANCE:**

**COVERAGE** - During the term of the Contract, the Vendor at its sole cost and expense shall provide commercial insurance of such type and with such terms and limits as may be reasonably associated with the Contract. As a minimum, the Vendor shall provide and maintain the following coverage and limits:

- a. **Worker's Compensation** - The Vendor shall provide and maintain Worker's Compensation Insurance, as required by the laws of North Carolina, as well as employer's liability coverage with minimum limits of \$500,000.00, covering all of Vendor's employees who are engaged in any work under the Contract. If any work is sub-contracted, the Vendor shall require the sub-Contractor to provide the same coverage for any of his employees engaged in any work under the Contract.
- b. **Commercial General Liability** - General Liability Coverage on a Comprehensive Broad Form on an occurrence basis in the minimum amount of \$1,000,000.00 Combined Single Limit. (Defense cost shall be in excess of the limit of liability.)



c. **Automobile** - Automobile Liability Insurance, to include liability coverage, covering all owned, hired and non-owned vehicles, used in connection with the Contract. The minimum combined single limit shall be \$250,000.00 bodily injury and property damage; \$250,000.00 uninsured/under insured motorist; and \$2,500.00 medical payment.

**REQUIREMENTS** - Providing and maintaining adequate insurance coverage is a material obligation of the Vendor and is of the essence of this Contract. All such insurance shall meet all laws of the State of North Carolina. Such insurance coverage shall be obtained from companies that are authorized to provide such coverage and that are authorized by the Commissioner of Insurance to do business in North Carolina. The Vendor shall at all times comply with the terms of such insurance policies, and all requirements of the insurer under any such insurance policies, except as they may conflict with existing North Carolina laws or this Contract. The limits of coverage under each insurance policy maintained by the Vendor shall not be interpreted as limiting the Vendor's liability and obligations under the Contract.

14. **GENERAL INDEMNITY:** The Vendor shall hold and save the State, its officers, agents, and employees, harmless from liability of any kind, including all claims and losses accruing or resulting to any other person, firm, or corporation furnishing or supplying work, services, materials, or supplies in connection with the performance of this Contract, and from any and all claims and losses accruing or resulting to any person, firm, or corporation that may be injured or damaged by the Vendor in the performance of this Contract and that are attributable to the negligence or intentionally tortious acts of the Vendor provided that the Vendor is notified in writing within 30 days that the State has knowledge of such claims. The Vendor represents and warrants that it shall make no claim of any kind or nature against the State's agents who are involved in the delivery or processing of Vendor goods or services to the State. The representation and warranty in the preceding sentence shall survive the termination or expiration of this Contract.
15. **INDEPENDENT CONTRACTOR:** Vendor shall be considered to be an independent contractor and as such shall be wholly responsible for the work to be performed and for the supervision of its employees. Vendor represents that it has, or will secure at its own expense, all personnel required in performing the services under this contract. Such employees shall not be employees of, or have any individual contractual relationship with the State.
16. **KEY PERSONNEL:** Vendor shall not substitute key personnel assigned to the performance of this contract without prior written approval by the State's assigned Contract Lead. The individuals designated as key personnel for purposes of this contract are those specified in the RFP and persons identified in Vendor's proposal.
17. **SUBCONTRACTING:** Work proposed to be performed under this contract by the Vendor or its employees shall not be subcontracted without prior written approval of the State's assigned Contract Administrator. Unless otherwise indicated, acceptance of a Vendor's proposal shall include approval to use the subcontractor(s) that have been specified therein in accordance with paragraph 20 of Attachment A: Instructions to Vendor.
18. **TERMINATION FOR CONVENIENCE:** The State may terminate this contract at any time by providing \_\_\_ days' notice in writing from the State to the Vendor. In that event, all finished or unfinished deliverable items prepared by the Vendor under this contract shall, at the option of the State, become its property. If the contract is terminated by the State as provided in this section, the State shall pay for services satisfactorily completed by the Vendor, less any payment or compensation previously made.
19. **CONFIDENTIALITY:** Any State information, data, instruments, documents, studies or reports given to or prepared or assembled by or provided to the Vendor under this contract shall be kept as confidential, used only for the purpose(s) required to perform this contract and not divulged or made available to any individual or organization without the prior written approval of the State.
20. **CARE OF PROPERTY:** The Vendor agrees that it shall be responsible for the proper custody and care of any property furnished it by the State for use in connection with the performance of this contract or purchased by or for the State for this contract, and Vendor will reimburse the State for loss or damage of such property while in Vendor's custody.
21. **PROPERTY RIGHTS:** All deliverable items and materials produced for or as a result of this contract shall be an

become the property of the State, and Vendor hereby assigns all ownership rights in such deliverables, including all intellectual property rights, to the State; provided, however, that as to any preexisting works imbedded in such deliverables, Vendor hereby grants the State a fully-paid, perpetual license to copy, distribute and adapt the preexisting works.

**22. OUTSOURCING:** Any Vendor or subcontractor providing call or contact center services to the State of North Carolina shall disclose to inbound callers the location from which the call or contact center services are being provided.

If, after award of a contract, the contractor wishes to relocate or outsource any portion of the work to a location outside the United States, or to contract with a subcontractor for the performance of any work, which subcontractor and nature of the work has not previously been disclosed to the State in writing, prior written approval must be obtained from the State agency responsible for the contract.

Vendor shall give notice to the using agency of any relocation of the Vendor, employees of the Vendor, subcontractors of the Vendor, or other persons performing services under a State contract to a location outside of the United States.

**23. COMPLIANCE WITH LAWS:** Vendor shall comply with all laws, ordinances, codes, rules, regulations, and licensing requirements that are applicable to the conduct of its business and its performance in accordance with this contract, including those of federal, state, and local agencies having jurisdiction and/or authority.

**24. ENTIRE AGREEMENT:** This RFP and any documents incorporated specifically by reference represent the entire agreement between the parties and supersede all prior oral or written statements or agreements. This RFP, any addenda thereto, and the Vendor's proposal are incorporated herein by reference as though set forth verbatim.

All promises, requirements, terms, conditions, provisions, representations, guarantees, and warranties contained herein shall survive the contract expiration or termination date unless specifically provided otherwise herein, or unless superseded by applicable Federal or State statutes of limitation.

**25. AMENDMENTS:** This contract may be amended only by a written amendment duly executed by the State and the Vendor. The NC Division of Purchase and Contract shall give prior approval to any amendment to a contract awarded through that office.

**26. WAIVER:** The failure to enforce or the waiver by the State of any right or an event of breach or default on one occasion or instance shall not constitute the waiver of such right, breach or default on any subsequent occasion or instance.

**27. FORCE MAJEURE:** Neither party shall be deemed to be in default of its obligations hereunder if and so long as it is prevented from performing such obligations as a result of events beyond its reasonable control, including without limitation, fire, power failures, any act of war, hostile foreign action, nuclear explosion, riot, strikes or failures or refusals to perform under subcontracts, civil insurrection, earthquake, hurricane, tornado, or other catastrophic natural event or act of God.

**28. SOVEREIGN IMMUNITY:** Notwithstanding any other term or provision in this contract, nothing herein is intended nor shall be interpreted as waiving any claim or defense based on the principle of sovereign immunity that otherwise would be available to the State under applicable law.

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**ATTACHMENT D: CERTIFICATION OF FINANCIAL CONDITION**

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Name of Vendor: \_\_\_\_\_

The undersigned hereby certifies that: [check all applicable boxes]

The Vendor is in sound financial condition and, if applicable, has received an unqualified audit opinion for the latest audit of its financial statements.

Date of latest audit: \_\_\_\_\_

The Vendor has no outstanding liabilities, including tax and judgment liens, to the Internal Revenue Service or any other government entity.

The Vendor is current in all amounts due for payments of federal and state taxes and required employment-related contributions and withholdings.

The Vendor is not the subject of any current litigation or findings of noncompliance under federal or state law.

The Vendor has not been the subject of any past or current litigation, findings in any past litigation, or findings of noncompliance under federal or state law that may impact in any way its ability to fulfill the requirements of this Contract.

He or she is authorized to make the foregoing statements on behalf of the Vendor.

**Note:** This is a continuing certification and Vendor shall notify the Contract Lead within 15 days of any material change to any of the representations made herein.

— If any one or more of the foregoing boxes is NOT checked, Vendor shall explain the reason in the space below:



\_\_\_\_\_  
Signature Date

\_\_\_\_\_  
Printed Name Title

**[This Certification must be signed by an individual authorized to speak for the Vendor]**

## **ATTACHMENT E: EAST CAROLINA UNIVERSITY TERMS AND CONDITIONS**

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1. **Licensing Practices:** Only CLC (Collegiate Licensing Company) licensed vendors may produce items featuring university trademarks. East Carolina University is required by law to control the use of its trademarks and control is maintained through allowing only officially licensed manufacturers to reproduce University trademarks. Any vendors wishing to be added to the list of approved vendors need to contact the Collegiate Licensing Company Inc. at [clc@clc.com](mailto:clc@clc.com) . East Carolina University also requires any new licensees who are sourcing products in Bangladesh to participate in the Accord on Fire and Building Safety in Bangladesh (Accord) and/or the Alliance for Bangladesh Worker Safety Alliance (Alliance) before being approved as a licensee.

2. **Parking:**

In the event of a mandatory pre-bid meeting/site visit, a parking permit may be acquired by contacting ECU Department of Parking and Transportation, located at 305 E. Tenth Street, Greenville, NC, at 252-328-6294 between the hours of 7:30AM to 4:30AM, Monday through Friday. Parking on campus is by permit only; however, an alternative option is meter parking for up to two hours at limited locations. Attendees who come by the Parking and Transportation Office and ask for a pre-bid permit will be sold a Departmental Guest Permit for \$1.00. Parking will be assigned in proximity to the pre-bid location.

Parking on Campus:

In the event you need to park on campus to fulfill your services to East Carolina University, please contact the Department of Parking and Transportation for policies, rules, and permit pricing information (<http://www.ecu.edu/cs-admin/parkingandtransportation/>).

Special Accommodations:

Individuals with disabilities, who require accommodations under the American with Disabilities Act (ADA), should contact the Department of Disabilities Support Services at 252-737-1016 prior to the meeting date.

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## **ATTACHMENT F: EAST CAROLINA UNIVERSITY COMPLIANCE STANDARDS**

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**Compliance/Change in Law.** By entering into this Agreement, the parties specifically intend to comply with all applicable laws, rules, and regulations, including but not limited to (i) the federal anti-kickback statute (42 U.S.C. 1320a-7(b)); and (ii) the Limitation on Certain Physician Referrals, also referred to as the “Stark Law” (42 U.S.C. 1395nn) and related safe harbor regulations. Accordingly, no part of any consideration paid hereunder is a prohibited payment for the recommending or arranging for the referral of business or the ordering of items or services; nor are the payments intended to induce illegal referrals of business. In the event that any part of this Agreement is determined to violate federal, state, or local laws, rules, or regulations, the parties agree to negotiate in good faith revisions to the provision or provisions which are in violation. In the event the parties are unable to agree to new or modified terms as required to bring the entire Agreement into compliance, either party may terminate this Agreement on sixty (60) days written notice to the other party.

**Debarment Certification.** By signing this Agreement, the Vendor hereby represents and warrants the following: (1) that the Vendor has not been debarred, excluded, suspended or otherwise determined to be ineligible to participate in federal health care programs (collectively, “Debarment” or “Debarred,” as applicable); and (2) that the Vendor agrees to immediately notify the Director of Compliance at Brody School of Medicine in the event that the Vendor (a) receives notice of action or threat of action with respect to its Debarment during the term of this Agreement; or (b) becomes Debarred. Upon receipt of such notice from the Vendor, this Agreement shall automatically terminate without further action or notice.

**Deficit Reduction Act Compliance.** To the extent it is required by 42 U.S.C. 1396a(a)(68), as it relates to the provision of services under this Agreement, Vendor adopts and acknowledges having received written policies of East Carolina University regarding compliance with the federal False Claims Act, 31 U.S.C.3729-3733, administrative remedies for false claims and statements, 31 U.S.C. Chapter 38, state laws pertaining to civil or criminal penalties for false claims and statements, and whistleblower protections under such federal and state false claims laws, as well as detailed information regarding East Carolina University’s policies and procedures for detecting and preventing fraud, waste, and abuse. <http://www.ecu.edu/cs-dhs/bsomcompliance/plan.cfm>

**Family Educational Rights and Privacy Act (FERPA) Compliance:** Vendor acknowledges that it is under the direct control of East Carolina University with respect to the use and maintenance of education records it may receive while performing under this Agreement. Vendor agrees to hold confidential (in accordance with state, federal laws and specifically as provided for under FERPA) all information (including any and all electronic files) it receives, and acknowledges that it is subject to and will comply with the re-disclosure requirements of 34 CFR 99.33(a) as it governs the use of education records provided by East Carolina University for performance of services under this Agreement. Vendor agrees it will redisclose personally identifiable information from an education record to another party only where necessary to perform services under this Agreement and only on the condition that the party to whom the information is redisclosed will not disclose the information to any other party without the prior written consent of the individual whose information is being disclosed. Vendor agrees that it will instruct those to whom personally identifiable information from an educational record is redisclosed that they may use the information only for the purpose the redisclosure was made. In addition, as it relates to the provision of services under this Agreement, Vendor acknowledges having received and adopts the written policies of East Carolina University regarding compliance with FERPA.

**Americans with Disabilities Act (ADA) Compliance:** Vendor shall provide its digital technology products in a manner which is accessible and shall comply with rapidly changing accessibility guidelines. Vendor has implemented product guidelines across all of its digital platforms in accordance with the Web Content Accessibility Guidelines 2.0 (WCAG 2) Level AA and with guidelines under Section 508 of the Rehabilitation Act of 1973, as amended (29 U.S.C 794d), and Offeror shall provide proof of its compliance as requested by the University. Contractor agrees to promptly respond to and resolve any complaint regarding accessibility of its products or services. Contractor further agrees to indemnify and hold harmless ECU from any claims arising out of its failure to comply with aforesaid requirements. Failure to comply with these requirements shall constitute a material breach and be grounds for termination of this Contract.

**HIPAA:** If the University provides the Vendor with personal identifiers as listed in N.C.G.S. 132-1.10 and in N.C.G.S. 14-133.20(b) or any other legally confidential information, Vendor hereby certifies that collection of this information from the University is necessary for the performance of Vendor’s duties and responsibilities on behalf of the University under this Agreement. Vendor further certifies that it shall maintain the confidential and exempt status of any social security number information, as required by N.C.G.S. 132-1.10(c)(1), and comply with 42 USC 1320(d) the HIPAA, (Health Information Portability and Accountability Act). Vendor shall not re-disclose personally identifiable information as directed by State and Federal laws. Failure to abide by legally applicable security measures and disclosure restrictions may result in the interruption, suspension and/or termination of the relationship with Vendor for a period of at least five (5) years from date of violation.

**ATTACHMENT G: EAST CAROLINA UNIVERSITY DATA SECURITY STANDARDS**

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- a) Care of Information: Vendor agrees to adhere to security industry best practices to safeguard and protect any data, documents, files, and other materials received from the State or the Agency during performance of any contractual obligation from disclosure, loss, destruction or erasure. When confidential information is shipped, the delivery shall be verified. All confidential information shall be encrypted when stored on portable devices or transmitted across wireless or public networks, including transmissions such as file transfer protocol (FTP) and electronic mail. Encryption algorithms for the transmission of confidential data must meet industry security standards. Upon the written request of State or, in any event, upon termination of the business relationship between the parties, Recipient shall surrender to State, return to State or destroy all materials in the possession, or under the reasonable control, of Recipient that contain Confidential Information, including any reports, analyses, memoranda and other materials that were prepared by Recipient, or its advisors, and that include or were based on the Confidential Information. Upon the return or destruction of such materials, Recipient agrees to certify, in writing, that all of the foregoing materials have been surrendered to the other party or destroyed in accordance with this Agreement.
- b) Vendor warrants that all its employees and any approved third party Vendors or subcontractors are subject to a non-disclosure and confidentiality agreement enforceable in North Carolina. Vendor will, upon request of the State, verify and produce true copies of any such agreements. Production of such agreements by Vendor may be made subject to applicable confidentiality, non-disclosure or privacy laws; provided that Vendor produces satisfactory evidence supporting exclusion of such agreements from disclosure under the N.C. Public Records laws in NCGS §132-1 et. seq. The State may, in its sole discretion, provide a non-disclosure and confidentiality agreement satisfactory to the State for Vendor's execution. The State may exercise its rights under this subparagraph as necessary or proper, in its discretion, to comply with applicable security regulations or statutes including, but not limited to 26 USC 6103 and IRS Publication 1075, (Tax Information Security Guidelines for Federal, State, and Local Agencies), HIPAA, 42 USC 1320(d) (Health Information Portability and Accountability Act), any implementing regulations in the Code of Federal Regulations, and any future regulations imposed upon East Carolina University pursuant to future statutory or regulatory requirements.
- c) Nondisclosure: Vendor agrees and specifically warrants that it, its officers, directors, principals and employees, and any subcontractors (collectively, "Representatives"), shall hold all information received during performance of this Contract in the strictest confidence and shall not disclose the same to any third party without the express written approval of the State. Vendor agrees to make no use of any Confidential Information except such use as is required in the evaluation of the potential and/or ongoing business transactions between the parties. Vendor limits access to any Confidential Information to those Representatives who (i) have a need-to-know such Confidential Information for the purpose of evaluating and conducting the business transaction (potential or otherwise) between the parties, (ii) have been advised of the confidential and proprietary nature of the Confidential Information and of the obligations set forth in this Agreement; and (iii) have agreed to be bound by the provisions hereof; and be responsible for any breach of this Agreement by its Representatives.
- d) Client Rights: Client shall have the right to review Vendor's audit reports and audit workpapers so that Client can formally ensure that controls are adequate. Client shall also have the right to review audit and consulting reports related to the appropriate and relevant controls. Client will use at least the same standard of care and security to maintain the confidentiality of the reports and workpapers that it uses to maintain the confidentiality of its own reports and workpapers. In no event may the standard of care and security be below that customary and reasonable under the circumstances. Client shall protect the confidentiality of audit reports and workpapers to the maximum extent permitted by the law.  
Client owns the rights to all data/records produced as part of this contract. All records created or produced in part or in whole are to be maintained for the duration of the contract, made available upon request, and removed upon written request and upon termination of the contract are to be turned over to the client. Client reserves the right to manage the data retention schedule of all data as part of this contract in accordance with the University's General Records Retention and Disposition Schedule (<http://www.ecu.edu/cs-lib/archives/gs1intro.cfm>) and vendor agrees to abide by written requests to remove client's data within 30 days of such requests.
- e) Security and Background Checks: The Agency reserves the right to conduct a security background check or otherwise approve any employee or agent provided by Vendor, and to refuse access to or require replacement of any such personnel for cause, including, but not limited to, technical or training qualifications, quality of work or change in security status or non-compliance with the Agency's security or other requirements.

**ATTACHMENT H: EAST CAROLINA UNIVERSITY QUESTIONNAIRE**

Please read and complete the items listed below. This page is to be completed and returned with your bid. Failure to do so may subject your bid to rejection.

**1. Historically Underutilized Businesses**

“Historically Underutilized Businesses (HUBs) consist of minority, women and disabled business firms that are at least fifty-one percent owned and operated by an individual(s) of the aforementioned categories. Also included in this category are disabled business enterprises and non-profit work centers for the blind and severely disabled.”  
<http://www.doa.state.nc.us/hub/default.aspx>

Are you a Historically Underutilized Business (i.e., minority, woman or disabled-owned business)? Yes \_\_\_\_\_  
No \_\_\_\_\_

If applicable, specify classification. \_\_\_\_\_

**2. HIPAA Compliance (Health Insurance Portability and Accountability Act)**

As part of your engagement, will you have access to any patient information for those patients of ECU Physicians or University Health Systems of Eastern Carolina? Yes \_\_\_\_\_ No \_\_\_\_\_

**3. FERPA Compliance (Family Educational Rights and Privacy Act)**

As part of your engagement, will you have access to any student education records or personal identifying information of students of East Carolina University? Yes \_\_\_\_\_ No \_\_\_\_\_

**4. Data Security**

As part of your engagement, will you have access to or be the recipient of any electronic data, documents, files, or other materials housed by East Carolina University? Yes \_\_\_\_\_ No \_\_\_\_\_

As part of your engagement, will you be hosting any electronic data, documents, files, or other materials for East Carolina University? Yes \_\_\_\_\_ No \_\_\_\_\_

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**ATTACHMENT I: VENDOR CONDUCT ON CAMPUS**

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Criminal Background: Contractor shall require all of its personnel servicing University’s properties under this RFP and subsequent contract to undergo a criminal background check for a period of no less than seven years prior to the date of hire. By assigning personnel to service University’s properties, Contractor warrants completion of a criminal background check for each employee assigned to service University properties that reflects no convictions of the following types of offenses: (1) larceny, petit theft, embezzlement, fraud, identity theft or other crimes of dishonesty, (2) any sex offenses and/or registration on a sex offender registry (of any state or the national sex offender registry), and/or (3) drug related offenses (possession, possession with the intent to sell or distribute). Contractor shall provide documentation on your letterhead that the background checks have been completed prior to starting the contract and during personnel changes. Contractor is required to keep the background checks on file through the duration of the contract. The University may, at any time during the contract, request copies of the background checks.

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**CONTRACT PROFESSIONAL CODE OF CONDUCT**

The Contractor agrees to be responsible for and provide general supervision of all their employees working under this contract. All personnel employed during the term of this agreement, either as direct employees of the Contractor or as sub-contract employees, shall conduct themselves in a professional manner at all times. Horseplay, foul language or behavior, which creates a nuisance for the University, is prohibited. Smoking or the use of tobacco is prohibited in University facilities. The possession of illegal drugs or substances including alcohol, or being under the influence of these substances shall be grounds for immediate removal from the property and contract cancellation. Weapons of any kind concealed or otherwise, are strictly prohibited.

The Contractor shall ascertain that all employees or subcontractors abide by the following rules:

1. All contractor employees shall schedule an appointment for **ANY** campus meetings or campus visits with the Project Office staff or **ANY** unescorted visits to University facilities within a minimum of five business days.
2. All contractor employees shall check-in with the Project Office prior to any unescorted campus meetings or visits. The reason for the visit and an itinerary shall be communicated to Dining Services staff.
3. All contractor employees shall wear “Visitor” identification badges when on campus.
4. All contractor employees shall identify themselves as a contractor and not as a representative of the University.
5. All contractor employees shall obey any restricted areas unless escorted by University staff.
6. All contractor employees shall use professional language when engaging with any University staff, faculty, or students. Harassing or obscene language will not be tolerated.
7. The University reserves the right to remove any Contractor employee who fails to abide by these or other reasonable rules established by the University in conjunction with this contract.

OFFEROR: \_\_\_\_\_

PRINTED NAME: \_\_\_\_\_

SIGNATURE: \_\_\_\_\_

DATE: \_\_\_\_\_

**THIS PAGE MUST BE SIGNED AND INCLUDED IN YOUR PROPOSAL.**

Unsigned proposals will not be considered