

**Northern Kentucky University
Procurement Services
RFP NKU-40-2021**

Request for Proposal

**Comprehensive Virtual/Digital Community Experience
through an online platform inclusive of mentorship,
career and community connections.**



June 30, 2021

Proposal NO: NKU-40-2021
Issue Date: 06/30/2021
Purchasing Officer: Blaine Gilmore
Phone: 859.572.5171

RETURN ORIGINAL COPY OF PROPOSAL TO:

**Northern Kentucky University
 Procurement Services
 1 Nunn Drive
 617 Lucas Administrative Center
 Highland Heights, KY 41099**

IMPORTANT: PROPOSALS MUST BE RECEIVED BY: 7/20/2021 BEFORE 2:00 P.M. HIGHLAND HEIGHTS, KY time.

NOTICE OF REQUIREMENTS

1. The University's General Terms and Conditions and Instructions to Bidders, viewable at <http://procurement.nku.edu/policies/terms-and-conditions.html>, apply to this Request for Proposal.
2. Contracts resulting from this RFP must be governed by and in accordance with the laws of the Commonwealth of Kentucky.
3. Any agreement or collusion among Offerors or prospective Offerors, which restrains, tends to restrain, or is reasonably calculated to restrain competition by agreement to bid at a fixed price or to refrain from offering, or otherwise, is prohibited.
4. Any person who violates any provisions of KRS 45A.325 shall be guilty of a felony and shall be punished by a fine of not less than five thousand dollars nor more than ten thousand dollars, or be imprisoned not less than one year nor more than five years, or both such fine and imprisonment. Any firm, corporation, or association who violates any of the provisions of KRS 45A.325 shall, upon conviction, may be fined not less than ten thousand dollars or more than twenty thousand dollars.

AUTHENTICATION OF BID AND STATEMENT OF NON-COLLUSION AND NON-CONFLICT OF INTEREST

I hereby swear (or affirm) under the penalty for false swearing as provided by KRS 523.040:

1. That I am the offeror (if the offeror is an individual), a partner, (if the offeror is a partnership), or an officer or employee of the bidding corporation having authority to sign on its behalf (if the offeror is a corporation);
2. That the attached proposal has been arrived at by the offeror independently and has been submitted without collusion with, and without any agreement, understanding or planned common course of action with, any other Contractor of materials, supplies, equipment or services described in the Request for Proposal, designed to limit independent bidding or competition;
3. That the contents of the proposal have not been communicated by the offeror or its employees or agents to any person not an employee or agent of the offeror or its surety on any bond furnished with the proposal and will not be communicated to any such person prior to the official closing of the RFP;
4. That the offeror is legally entitled to enter into contracts with the Northern Kentucky University and is not in violation of any prohibited conflict of interest, including those prohibited by the provisions of KRS 45A.330 to .340, 164.390, and
5. That the Offeror, and its affiliates, are duly registered with the Kentucky Department of Revenue to collect and remit the sale and use tax imposed by Chapter 139 to the extent required by Kentucky law and will remain registered for the duration of any contract award
6. That I have fully informed myself regarding the accuracy of the statement made above.

SWORN STATEMENT OF COMPLIANCE WITH FINANCE LAWS

In accordance with KRS45A.110 (2), the undersigned hereby swears under penalty of perjury that he/she has not knowingly violated any provision of the campaign finance laws of the Commonwealth of Kentucky and that the award of a contract to a bidder will not violate any provision of the campaign finance laws of the Commonwealth of Kentucky.

CONTRACTOR REPORT OF PRIOR VIOLATIONS OF KRS CHAPTERS 136, 139, 141, 337, 338, 341 & 342

The Contractor by signing and submitting a proposal agrees as required by 45A.485 to submit final determinations of any violations of the provisions of KRS Chapters 136, 139, 141, 337, 338, 341 and 342 that have occurred in the previous five (5) years prior to the award of a contract and agrees to remain in continuous compliance with the provisions of the statutes during the duration of any contract that may be established.

Final determinations of violations of these statutes must be provided to the University by the successful Contractor prior to the award of a contract.

CERTIFICATION OF NON-SEGREGATED FACILITIES

The Contractor, by submitting a proposal, certifies that he/she is in compliance with the Code of Federal Regulations, No. 41 CFR 60-1.8(b) that prohibits the maintaining of segregated facilities.

SIGNATURE REQUIRED: This proposal cannot be considered valid unless signed and dated by an authorized agent of the offeror. Type or print the signatory's name, title, address, phone number and fax number in the spaces provided. Offers signed by an agent are to be accompanied by evidence of his/her authority unless such evidence has been previously furnished to the issuing office. Your signature is acceptance to the Terms and conditions above.

DELIVERY TIME:	NAME OF COMPANY:	DUNS #
PROPOSAL FIRM THROUGH:	ADDRESS:	Phone/Fax:
PAYMENT TERMS:	CITY, STATE & ZIP CODE:	E-MAIL:
SHIPPING TERMS: F.O.B. DESTINATION - PREPAID AND ALLOWED	TYPED OR PRINTED NAME:	WEB ADDRESS:
FEDERAL EMPLOYER ID NO.:	SIGNATURE:	DATE:

Contents

Contract Document	# of Pages
NOTICE OF ADVERTISEMENT	1
SPECIAL CONDITIONS	2
PROPOSAL INSTRUCTIONS	14
GENERAL TERMS & CONDITIONS AND INSTRUCTIONS TO PROPOSERS	(LINKED BELOW)
ADDENDA	(ISSUED AS REQUIRED)

General Terms and Conditions and Instructions to Proposers:

<http://procurement.nku.edu/policies/terms-and-conditions.html>

NOTICE OF ADVERTISEMENT**BRIEF SCOPE OF WORK:**

It is the intent of Northern Kentucky University to enter into a contract with the successful responsive and responsible bidder to provide a single, unified platform to scale mentoring experiences for students, and to provide rich engagement opportunities for alumni. It is critical that NKU provide a seamless user experience, ensure a streamlined software solution that spans the life cycle of the student, and provide a variety of engagement and mentoring opportunities in one place.

PROJECT TIMETABLE:

Request for Proposal Issued	June 30, 2021
Last Date for Questions	July 14, 2021 at 2:00 pm
Response/Addenda Issued By	July 16, 2021 at 2:00 pm
RFPS DUE	July 20, 2021 at 2:00 pm

SUBMITTAL OF PROPOSAL:

Proposals must be submitted electronically.

Note: We are asking that all bids be submitted electronically to purchasing@nku.edu and vasquezh1@nku.edu, by the time and date specified.

Either a PDF or a link such as DropBox, Microsoft One Drive, Google Drive, etc. is acceptable. Bids received after the closing date and time will not be considered.

Holly C Vasquez

Manager, Procurement Services
Lucas Administrative Center, Suite 617
1 Nunn Drive
Northern Kentucky University
Highland Heights, KY 41099
Phone: 859-572-5171

RFP NKU-40-2020- Digital Community Experience

SPECIAL CONDITIONS

GENERAL TERMS AND CONDITIONS TO PROPOSERS:

The general terms and conditions linked below shall be applicable to this Bid and take precedence over any Contractor terms and conditions:

<http://procurement.nku.edu/policies/terms-and-conditions.html>

PARKING PERMITS:

Contractor must obtain parking permits for all vehicles that will be parked on campus. Permits can be obtained at the welcome center for \$28.75/month.

<http://parking.nku.edu/rules/guidelines.html>

GOVERNING LAW:

Proposers shall conform to and observe all laws, ordinances, rules and regulations of the United States of America, Commonwealth of Kentucky, and all other local governments, public authorities, boards or offices relating to the Project Site or the improvements upon same, or the use thereof, and will not permit the same to be used for any illegal or immoral purposes, business or occupation. The resulting Contract shall be governed by Kentucky Law and any claim relating to this Contract shall only be brought in the Franklin Circuit Court in Accordance with KRS 45A-245.

PAYMENT AND PERFORMANCE BONDS

Any project(s) arising out of this Request for Proposal is/are subject to the provisions of KRS 45A.190. All proposals shall take in to consideration any costs associated with bonding pursuant to this statute.

TOBACCO FREE CAMPUS

Effective January 1st, 2014, NKU will be a tobacco free campus. The use of all tobacco products shall be prohibited in all campus buildings and outside areas on campus.

STATUTORY AUTHORITY

Selection of firms to provide professional services to Northern Kentucky University are governed by the provisions of the Kentucky Revised Statutes, KRS 45A.085, <http://www.lrc.ky.gov/KRS/045A00/085.PDF>

FOREIGN CORPORATIONS

Foreign corporations are defined as corporations that are organized under laws other than the laws of the commonwealth of Kentucky. Foreign corporations doing business within the commonwealth of Kentucky are required to be registered with the Secretary of State, New Capitol Building, Frankfort, Kentucky and must be in good standing.

The Foreign Corporate Proposer, if not registered with the Secretary of State at the time of the bid submittal, shall be required to become registered and be declared in good standing prior to the issuance or receipt of a contract.

DOMESTIC CORPORATIONS

Domestic corporations are required to be in good standing

OCCUPATIONAL LICENSE

Northern Kentucky University was annexed by the city of Highland Heights in 2008. All contractors performing work for NKU must possess a Campbell County Occupational License and a city of Highland Heights Occupational License (administered by Campbell County) and must also pay applicable payroll taxes.

PERSONAL SERVICE CONTRACTS

This RFP is for consulting or other personal services. Kentucky law requires a Personal Services Contract to be signed by the vendor and filed with the Legislative Research Commission in Frankfort prior to any work beginning. KRS 45A.690 defines a Personal Service Contract as “an agreement whereby an individual, firm, partnership, or corporation is to perform certain services requiring professional skill or professional judgment for a specified period of time at a price agreed upon.” After Determination but prior to award, a Personal Services Contract will be sent to the winning offeror for signature. Please be sure to sign and return the original contract promptly to Northern Kentucky University. A Notice of Award will not be issued until the signed Personal Services Contract has been received by Procurement Services and filed with the Legislative Research Commission in Frankfort, KY.

Regarding Personal Service Contract Invoicing

House Bill 387 has now amended Kentucky Revised Statute 45A.695(10)(A) with the following language, “No payment shall be made on any personal service contract unless the individual, firm, partnership, or corporation awarded the personal service contract submits its invoice for payment on a form established by the committee”. The Personal Service Contract Invoice Form shall be used for this purpose and for your convenience we have added fields so that it can be filled in online and printed. This form can be located on Northern Kentucky University’s Procurement Services website at:

http://procurement.nku.edu/departamental_forms/PSC_INVOICE_FORM.pdf

METHOD OF AWARD

The award will be made to the responsive and responsible bidder offering the best value to Northern Kentucky University in accordance with KRS 45A.085.

UNIVERSITY REPRESENTATIVE

A staff member of the University shall act as the University contact, during the life of the contract, and be the primary coordinator and liaison between the University and the Contractor.

TIME FOR ACCEPTANCE

Each Bid shall state that it is a firm offer, which may be accepted within a period of 60 days. Although the contract is expected to be awarded prior to that time, the 60-day period is requested to allow for unforeseen delays.

CANCELLATION

The resulting contract, from this Request for Proposal may be cancelled by the University, for non-compliance with the terms and conditions of any part of the agreement.

THE CONTRACT

By submitting a Proposal, the offeror acknowledges that it has read this REQUEST FOR PROPOSAL, understands it and agrees to be bound by its requirements, terms and conditions, and further agrees that the resulting contract will consist of this RFP, any duly issued addenda and the bidder's response will be the complete and exclusive statement of the agreement between the parties. The resulting contract unless otherwise provided herein, can only be modified in writing signed by the selected offeror and NKU. NKU reserves the right to disqualify any Proposals which take exception to the terms and conditions, including but not limited to, standards, specifications, and requirements as specified in this Request for Proposal.

PERMITS (if applicable)

The Contractor shall obtain all permits necessary for any or all parts of the work from the authorities governing such work. The Contractor shall procure building permits, when required but no fee shall be applicable on projects for the Commonwealth. Evidence that such permits have been issued shall be furnished to the Owner before beginning work.

PREPARATION AND SUBMISSION OF PROPOSALS

Proposals shall be prepared one sided on 8-1/2" x 11" paper. The text type size shall not be less than a 12 point font. The proposals shall be indexed and all pages sequentially numbered throughout, or by section.

Elaborate graphics and expensive paper and bindings are not necessary, nor encouraged. Neatness, clarity and completeness are what are desired. All text and exhibits should be succinct and relevant to the RFP requirements.

EXMINATION OF PROPOSAL DOCUMENTS

By submitting a proposal, the Offeror represents that it has thoroughly examined and become familiar with the work required under this RFP and that it is capable of performing quality work to achieve the University's objectives.

PROPOSAL EVALUATION PROCESS

Proposals will be evaluated by a committee of University employees selected for the specific purpose of evaluating submitted proposals. This committee will determine each offeror's responsiveness to the RFP requirements. A proposal shall be determined unresponsive if required information is missing or the proposal deviates from requirements stated herein. The committee will evaluate all proposals objectively and uniformly on the basis of submission requirements, demonstrated ability to perform and the methodology proposed to achieve a successful maintenance program. The technical evaluation of the proposals will be by University personnel selected specifically for this evaluation process. The University will then enter into final negotiations to select the finalist and award a Contract.

CONFIDENTIALITY

In accordance with KRS 45A.085 Competitive Negotiation, all proposals received or information derived there from remain confidential until a contract is awarded or all proposals are rejected.

ADDENDA/CLARIFICATIONS

Any University changes to this RFP will be made by written addendum. Verbal modifications will not be binding.

Questions or comments regarding this RFP must be in writing and must be received in Procurement Services no later than 2:00pm on July 14, 2021.

CONTACT PERSONNEL

Respondents to this solicitation shall NOT talk to, call, or email anyone at the University about the project, except for the designated University spokesperson as identified herein.

For questions concerning the method of procurement, method of evaluation and general proposal requirements, the proposer's sole point of contact for this proposal is:

Holly Vasquez
Manager, Procurement Services,
Northern Kentucky University
Lucas Administrative Center, 617
Highland Heights, KY 41099
Phone: 859.572.5171
FAX: 859.572.6995
E-mail: vasquezh1@nku.edu

All requests for technical information shall be submitted in writing to Holly C Vasquez prior to the deadline for submission of questions as detailed in the Notice of RFP Opportunity.

Questions regarding the RFP process may be submitted at any time.

All material clarifications will be issued by Procurement Services by written addenda.

CONTRACT AWARD

Issuance of this RFP and receipt of proposals does not commit the University to award a contract. The contract will be awarded to the firm whose offer best meets RFP specifications, and other facts considered. The University reserves the right to postpone opening for its own convenience, to accept or reject any or all proposals received in response to this RFP, to negotiate with other than selected bidder should negotiations with selected firm be terminated, to negotiate with more than one bidder simultaneously, to cancel all or part of this RFP and to waive any technicalities.

METHOD OF AWARD

It is the intent of Northern Kentucky University to award a contract to the qualified Firm whose offer, conforming to the conditions and requirements of the RFP, is determined to be the most advantageous to the University, cost and other factors considered.

Proposals will be evaluated strictly in accordance with the requirements set forth in this solicitation, including any addenda that are issued. The University will evaluate proposals as submitted and may not notify Firms of deficiencies in their responses.

Proposals must contain responses to each of the criteria listed above in sections of this RFP even if the Firms response cannot satisfy those criteria. A proposal may be rejected if it is conditional or incomplete in the judgment of the University.

GOVERNING LAW

Contractor shall conform to and observe all laws, ordinances, rules and regulations of the United States of America, Commonwealth of Kentucky, and all other local governments, public authorities, boards or offices. This Agreement shall be governed by Kentucky Law and any claim relating to this contract shall only be brought in Franklin Circuit Court, sitting without jury.

TERMINATION FOR CONVENIENCE

Northern Kentucky University reserves the right to terminate the resulting contract without cause with a 30 day written notice. Upon receipt by the Contractor of "notice of termination" the Contractor shall discontinue all services with respect to the applicable contract. The cost of any agreed upon services provided by the Contractor will be calculated at the agreed upon rate prior to "notice of termination" and a fixed fee contract will be pro-rated (as appropriate).

REQUIRED SUBMISSIONS

These instructions describe the required format for the Proposal. Proposers may include any additional information deemed pertinent. An identifiable tab sheet must precede each Section for easy reference. All pages, except pre-printed technical inserts, shall be sequentially numbered.

Proposals must address each of the requirements listed below in the same order as listed to be considered responsive. Proposals should reference each identified requirement explaining how the proposer's solution meets the specified requirement.

Narratives should provide a concise description of capabilities to satisfy the requirements of this Request for Proposal.

Emphasis should be on clarity brevity and completeness of response.

All materials submitted in response to this Request for Proposal will become the property of NKU and will not be remitted.

INTRODUCTION

A. A BRIEF DESCRIPTION OF THE UNIVERSITY

Northern Kentucky University (NKU) is a public university founded in 1968, located in Highland Heights, Kentucky, and part of the Cincinnati Metropolitan Region. It serves 14,500 students, of which about 85% are undergraduates. Students come from 40 states and 54 countries. NKU offers 90 bachelor's degrees, two associate degrees, 24 graduate programs, one Juris Doctor, a Doctor of Education in Educational Leadership and a Doctor of Nursing Practice degree as well as 17 Division I Athletic teams.

The university is served by more than 2,600 employees and over 75,000 alumni, NKU is known for its public engagement work and has close ties to the business, government, and non-profit entities in the region as well as to the region's P-12 and post-secondary schools.

Our Mission

Northern Kentucky University delivers innovative, student-centered education and engages in impactful scholarly and creative endeavors, all of which empower our graduates to have fulfilling careers and meaningful lives while contributing to the economic, civic, and social vitality of the region.

Our Vision

NKU will be nationally recognized for being a student-ready, regionally-engaged university that empowers diverse learners for economic and social mobility.

Our Core Values

We will promote a culture that fosters and celebrates excellence in all that we do.

- We will engage in honest, fair, and ethical behavior with integrity at the heart of every decision and action.
- We will foster a community of belonging by embracing equity, diversity, and inclusiveness.
- We will approach our work—how we teach, engage and serve—with creativity and innovation.
- We will maintain a climate of collegiality built on respect and characterized by open communication and shared responsibility.

Through our [Success by Design strategic framework](#), NKU is committed to advancing student success aligned with the needs of the region through providing access to all individuals seeking higher education, removing barriers to help students complete their higher education goals, and preparing students for productive careers and community engagement.

B. OBJECTIVES

Northern Kentucky University seeks a single, unified platform to scale mentoring experiences for students, and to provide rich engagement opportunities for alumni. It is critical that NKU provide a seamless user experience, ensure a streamlined software solution, and provide a variety of engagement and mentoring opportunities in one place. An online platform that spans the life of the student beginning with admission through life after graduation will allow the University to build relationships with students from the time they are admitted to create a sense of belonging, provide an avenue to connects students & alumni, identifies where alumni are living & working & allows students to network & find mentors to prepare them for meaningful lives and fulfilling careers.

The Alumni Association is committed to supporting the three pillars of access, completion and career readiness and community engagement. As part of their strategic plan, they saw the need to create a more intentional connection between students and alumni to help support students through their college years and prepare them for life after college. One of their key priorities is strengthening the university's alumni network and connecting alumni with students to provide experiential learning opportunities, positive career outcomes, and purposeful engagement. The perfect platform will be supporting more than just a mentoring program. It will also provide the opportunity for long term engagement and building affinity for the university that spans the life of the student - beginning with admission through life after graduation.

With following goals to be achieved:

1. A single, unified mentoring platform that spans the life of the student beginning with admission through life after graduation.
2. Provide valuable mentoring experiences for students to network & find mentors to prepare them for meaningful lives and fulfilling careers.
3. Provide opportunities for ongoing formal peer mentoring throughout the student's first year
4. To provide rich engagement opportunities for our alumni and students to connect, with each other and the University leading to help drive enrollment, graduate rates, career outcomes, and endowment.
5. A seamless user experience for both the student and alumni.
6. Creating opportunities to support students through the enrollment process with advice from their peers, student leaders, faculty and advisors.
7. Intentionally connecting the new students to their incoming classmates and student support services to help begin to build relationships prior to arriving on campus.
8. Providing professional development and career preparation connections throughout their college experience and beyond.
9. Creating meaningful interactions and develop mentoring relationships between alumni and students, students to students, as well as alumni and alumni.
10. Identifying where our alumni are living and working to continue to provide lifelong learning, and volunteer opportunities.
11. Developing supportive relationships with alumni and students will influence and even double, graduates' perception that their education was worth the cost (Source: Gallup-Purdue Index 2015 Report)
12. Fostering a greater sense of affinity to the University, will lead to increased participation rates and a culture of giving back.

C. Services to be Provided

1. A single platform from Enrollment to Endowment
2. Engage constituents at every stage of their relationship with NKU
3. Consistent, streamlined experience for the entire student journey
4. Flash connections and structured connections to maximize impact/scale
5. Formal Mentoring Programs
6. Provide opportunities for ongoing formal peer mentoring throughout the student's first year
7. Tools to support the growth, management, and tracking of the formal mentoring program
8. Industry expert to fully-manage the mentoring program, start to finish and provide support to university staff who are managing the relationships (student/student, alumni/student, and alumni/alumni).
9. A robust and easy to access online Alumni Business Directory
10. Space for Alumni to be able to advertise their business, special Alumni deals, etc.
11. Able to provide deep data insights on alumni interests and engagement levels
12. Trackable, digital, and dynamic pathways for guiding students to complete required tasks related to admissions, orientation, career goals and more
13. Job Referral Board that can provide seamless connection to Handshake
14. Additional (outside of mentorship program) opportunities for Alumni to easily stay engaged and give back to the university
15. In-person and virtual events in one place w/ integrated user experience

16. The system must offer a host of mentoring options from informal interviews to more structured programming
17. Ability to customize and offer algorithmic matches for hundreds of pairings in seconds
18. Triggered Notifications to notify the user of a match, messages, updated information, etc.
19. User friendly and flexible system for setting up trigger-based emails for multiple purposes of engagement
20. Safety measures in place to report inappropriate and uncomfortable interactions.

D. Technical Environment Background Information

The system will be branded, intuitive, secure, and user-friendly while meeting our key requirements:

1. Flexible enough to meet the needs of students at all stages of their university lifecycle from student to alumni
2. Facilitates mutually-meaningful connections and offers robust profile searching tools
3. Built-in coaching that supports career preparedness and best practices
4. Search and filtering capabilities for potential students at any stage in the enrollment process to easily surface relevant contacts, content, and events
5. An adaptive system with the ability to opt into multiple types of mentoring - both Formal and Informal
6. Email and SMS notifications to ensure student messages and requests are responded to in a timely manner
7. Customized branding and built-in email marketing that supports NKU's efforts to enhance institutional prestige
8. Robust analytics and reporting capabilities to monitor interactions, measure efficacy of engagement, and gather insights to drive program improvements and strategy
9. Provide accessibility of a variety of engagement options that will serve multiple stakeholders, including but not limited to students, alumni, staff, faculty, and parents
10. Leverages gamification principles to drive recurring student and alumni engagement
11. Affinity and Industry Groups for alumni to engage with like-minded students and professionals
12. Integrates seamlessly with other NKU systems, including Slate, Raisers Edge, and Handshake
13. Robust data capture, reporting, and analytics

E. Elements of the Proposal

BUSINESS PROFILE

- Provide any relevant information about your company:
 - Background
 - Overview of the firm's experience (sufficiently detailed to be evaluated) including the number of years in business
 - Brief description of your firm, including the breadth and depth of services offered (even if outside the scope of this RFP)
 - Mission statement or corporate vision/values statement
 - Business model
 - Size of the firm, including the number of staff
 - Organizational chart
 - Areas of expertise
 - Local, regional, national or international

IMPLEMENTATION

- Please describe your company's approach and methodology to mentorship and building meaningful connections between students and alumni.
- Please provide a copy of a report completed for a mentorship program of a similar size and scope involving both student and alumni connections. Implementation details, effectiveness and the results of the engagement must be included. Confidential information may be redacted where necessary. Please provide a sample training packet to train mentors and prepare the mentees.

- Please state any assumptions that your company has made that may significantly affect this proposal. These assumptions may relate to anything that is not explicitly mentioned. For example, any assumptions related to the timing of implementation, the involvement of NKU personnel, or technological issues that were not expressly mentioned in the RFP document.

DELIVERABLES

- Confirm your company will be able to deliver all of the requirements in the RFP successfully. If not, please detail any discrepancies.

CUSTOMER SERVICE

- Confirm your company will have dedicated staff assigned to the complete fundraising project and identify the roles of those involved.
- Describe your customer service structure, including hours of operation, off-hours emergency procedure, response time and service levels.

ADA COMPLIANCE

- Describe how the services are ADA compliant and where they are not. Describe the company methodology to test for ADA compliance within the application and the materials delivered. Provide the most current Voluntary Product Accessibility Template (VPAT).

PAYMENTS & INVOICING

- Invoicing must be itemized based on the statement of work detailing the individual cost components of the goods and services. Please itemize any additional charges or non-reoccurring expenses.
- Provide the name(s) and contact information for accounts payable clarifications.

LEGAL ACTIONS & SAFETY VIOLATIONS

- Disclose any claims or lawsuits that have occurred in the last five years against your company. Specifically, describe any actions related to failure to perform, breach of contract, satisfaction of warranty claims or license violations or right to use. If there are none, please state.
- Disclose any claims or safety violation(s) that have occurred in the last five years against your company. Specifically, describe the violation(s) any actions taken to correct the violations or claim. If there are none, please state.

SECURITY

- Provide an overall description of the systems and the organization's information security. Include how NKU data is protected on-premises, in the cloud and during transport. Include what security protocols are used, physical security measures, regulatory compliance, location of off-premises data centers and 3rd party hosting vendors (if applicable). Include the vendor incident management plan in the event of a data breach.
- Security Breach-Upon becoming aware of a Security Breach, or of circumstances that are reasonably understood to suggest a likely Security Breach, Selected Firm/Vendor will timely notify the University consistent with applicable state or federal laws, thoroughly investigate the incident, and cooperate fully with the University's investigation of and response to the incident. Except as otherwise required by law, the selected Firm/Vendor will not provide notice of the incident directly to individuals whose Personally Identifiable Information was involved, regulatory agencies, or other entities, without prior written permission from the University. The University reserves the right to write and share this communication on behalf of the firm/vendor.

DATA OWNERSHIP AND PRIVACY

- Provide a statement of data ownership for all data entered or transferred to the system. All 3rd party

vendors must be identified, which would have access to NKU specific user data. Provide applicable privacy statements. Provide a statement of how the user data may be transferred back to NKU once the system is no longer used.

REFERENCES

- Provide three references and contact information to verify direct bidder experience in a solution development of a similar size and complexity to NKU. Complete and submit (References). One of the references should be from a client of whom you are no longer on contract.

F. COST

In this section, provide complete pricing.

Provide a comprehensive three-year Total Cost of Partnership matrix. The cost estimate should be itemized and should include project personnel and the number of estimated hours for each. Include pricing for the following:

- Implementation costs, including estimates of required hardware/software and training
- Formal Mentorship Management costs with details of number of students/alumni served
- Breakdown of additional costs related to creation of affinity groups and number students/alumni served.
- Breakdown of additional costs of other options provided such as Alumni Owned Business Directory, Events, Job board, etc.
- Support services and consultation available during the contractual period
- Disclosure of any annual maintenance escalation rates
- Disclosure of any variable costs and estimates
- Payment terms and schedule
- Identify other expenses that most effectively could/should be incurred by your firm and be reimbursed by the university.
- Provide an option for renewing the proposed services on an annual basis for up to two additional years.

G. Proposal Evaluation Process

A University Evaluation Committee will evaluate qualified proposals according to the following evaluation criteria. Vendors are responsible for reviewing the criteria below and providing appropriate and sufficient information within the proposal to enable the University Evaluation Committee to assess the proposal. Based on this evaluation, the University Evaluation Committee may recommend a short list of vendors for either an on-site, telephone, or web-based presentation regarding their proposal (format to be determined by the evaluation committee). Vendors may be asked to present on only a portion of the proposal as they may no longer be under consideration for the entire RFP.

I. Evaluation Criteria

Proposals will be evaluated based on the following criteria, listed in priority order:

- Scope of services/projects of similar nature, size, complexity, and resources available.
- Past effectiveness as indicated in the proposal and by references
- Cost effectiveness/ROI

H. Presentations

The search/selection committee will determine if presentations will be needed after reviewing written proposals. The presentations will be conducted virtually .

REFERENCES

Bidder Qualifications: The bidder is required to submit a list of completed projects where he has performed similar work to that specified herein.

Organization: _____

Contact Name: _____

Phone Number: _____

Date Work Completed: _____ **Value of Contract:** _____

Project Manager assigned to this project: _____

Brief Project Description: _____

Organization: _____

Contact Name: _____

Phone Number: _____

Date Work Completed: _____ **Value of Contract:** _____

Project Manager assigned to this project: _____

Brief Project Description: _____

Organization: _____

Contact Name: _____

Phone Number: _____

Date Work Completed: _____ **Value of Contract:** _____

Project Manager assigned to this project: _____

Brief Project Description: _____

PROPOSED PROJECT SCHEDULE:

Please include as part of your "Form of Proposal" a one-page project schedule assuming that a contract is awarded immediately after RFP opening