

<b>THE UNIVERSITY OF NORTH CAROLINA AT CHAPEL HILL</b>  3500 Administrative Office Building 104 Airport Drive Chapel Hill, NC 27599	Request for Proposals (RFP) No.: RFP013026KJM
	Title: Payment Plans Financial Services Platform
<b>Refer <u>ALL</u> inquiries regarding this RFP to:</b> Name: Kimberly Middleton Title: Software Category Manager Email Address: middletk@email.unc.edu	Issue Date: January 30, 2026
	Due Date and Time: March 13, 2026 at 12:00 PM Eastern Time (ET)

**OFFER**

The University of North Carolina at Chapel Hill (the "University") solicits offers for goods and/or services as described in this solicitation. All offers received shall be treated as offers to contract as defined in 9 NCAC 06A.0102(12).

**EXECUTION PAGE**

In compliance with this Request for Proposals, and subject to all of the terms and conditions herein, the undersigned offers and agrees to furnish any and all goods and/or services upon which prices are offered, at the price(s) offered herein, within the time specified herein.

**Failure to execute/sign offer prior to submittal shall render offer invalid. Late offers are not acceptable.**

OFFEROR:		
STREET ADDRESS:	P.O. BOX:	ZIP:
CITY, STATE & ZIP:	TELEPHONE NUMBER:	TOLL FREE TEL. NO
PRINT NAME & TITLE OF PERSON SIGNING:	FAX NUMBER:	
AUTHORIZED SIGNATURE:	DATE:	E-MAIL:

Offer valid for two hundred forty (240) days from date of offer opening unless otherwise stated here: \_\_\_\_ days

**ACCEPTANCE OF OFFER**

If any or all parts of this offer are accepted, an authorized representative of the University shall affix its signature hereto. Acceptance shall create a contract having an order of precedence as follows: special terms and conditions specific to the RFP, if any; requirements and specifications of the RFP; the University Information Technology (IT) Terms and Conditions; and the agreed portion of the awarded Vendor's offer (including any Best and Final Offer(s)). A copy of this acceptance will be forwarded to the awarded Vendor(s).

<p><b><u>FOR UNIVERSITY USE ONLY</u></b></p> Offer accepted and contract awarded this date _____, as indicated on attached certification, by _____ (Authorized representative of University).
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**THE UNIVERSITY OF NORTH CAROLINA  
AT CHAPEL HILL**

**Request for Proposals No.: RFP013026KJM**

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For internal processing, including tabulation of proposals, provide your company's electronic Vendor Portal (eVP) Number. Pursuant to G.S. 132-1.10(b) this identification number shall not be released to the public. **This page will be removed and shredded, or otherwise 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.**

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Vendor Name

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Vendor eVP Number

*Note: You must enter the supplier number assigned through the electronic Vendor Portal (eVP). If you do not have a vendor number, register at <https://evp.nc.gov>.*

*Electronic responses ONLY will be accepted for this solicitation.*

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## 1.0 ANTICIPATED PROCUREMENT SCHEDULE

The table below shows the intended schedule for this RFP. The University will make every effort to adhere to this schedule, but all dates and times are subject to change at the University's sole discretion. All times listed are in Eastern Time (ET).

Action	Responsibility	(no later than) Date and Time
RFP Issued	University	January 30, 2026
Written Questions Deadline	Vendors	February 13, 2026 at 12:00 PM ET
University's Response to Written Questions / RFP Addendum Issued	University	February 27, 2026
Offer Deadline	Vendors	March 13, 2026 at 12:00 PM ET
Selection of Finalists	University	April 3, 2026
Interviews, Oral Presentations, and/or Product Demonstrations	Finalists	Weeks of April 20 <sup>th</sup> and April 27 <sup>th</sup> , 2026
Security / Compliance Reviews	University	TBD
Contract Negotiations	University / Intended Awardee	TBD
Contract Award	University	TBD
Contract Effective Date	University	TBD

## 2.0 PURPOSE OF RFP

### 2.1 INTRODUCTION

The purpose of this RFP is to solicit Offers for a Payment Plans Financial Services Platform for The University of North Carolina at Chapel Hill (the "University"). The University is seeking an integrated solution to consolidate, manage and streamline installment payment plans for enrolled and non-enrolled students. The proposed system must support secure, user-friendly, and compliant financial services for diverse student populations and sponsors, while providing seamless integration with PeopleSoft and alignment with the University's technical, security, and accessibility standards. The objective of this procurement is to replace outdated, manual processes with a centralized platform that enhances operational efficiency, improves the user experience for students and staff, and supports robust reporting and account management capabilities.

### 2.2 AGENCY BACKGROUND

The University Cashier's Office, within the Division of Finance and Operations, provides the following services: billing and collecting tuition, fees and other charges, accepting and depositing departmental receipts, and servicing University-based student loans. The office plays a critical role in supporting the financial needs of students and ensuring the integrity of the University's revenue collection processes.

To meet evolving demands and support a diverse student population, the Cashier's Office seeks to modernize its financial systems and services. This procurement supports that goal by securing a comprehensive solution for installment plan management.

## **2.3 RFP DOCUMENT**

This 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.

## **2.4 INTERPRETATION OF TERMS AND PHRASES**

This RFP serves two functions: (1) to advise potential Vendors of the parameters of the solution being sought by the University; and (2) to provide (together with other specified documents) the terms and conditions of any contract(s) resulting from this solicitation. The use of phrases such as “shall,” “must,” and “requirements” are intended to create enforceable contract conditions. As used herein, phrases such as “reasonable”, “necessary”, or “proper” shall be interpreted solely by the University.

## **2.5 CONTRACT TERM**

A contract awarded pursuant to this RFP shall have an effective date as provided in either the Notice of Award or the resulting contract, as applicable (the “Effective Date”). The contract shall have an initial term of three (3) years from the Effective Date (the “Initial Term”), unless terminated earlier in accordance with the terms and conditions of the contract.

At the end of the Initial Term, the University shall have the option, at its sole discretion, to renew the contract on the same terms and conditions for up to seven (7) additional one (1)-year terms. The University will give the Vendor written notice of its intent to exercise each renewal option no later than sixty (60) days before the end of the contract’s then-current term.

In addition to any optional renewal terms, and with the Vendor’s concurrence, the University retains the option to extend the contract for one (1)-year periods after the last active term.

## **2.6 CONTRACT TYPE**

This RFP will establish a closed-ended contract between the awarded Vendor(s) (if any) and the University to furnish a pre-determined quantity of goods and/or services during a specified period of time.

The University reserves the right to make partial, progressive or multiple awards (a) where it is advantageous to award separately by line item(s), (b) where more than one Vendor is needed or desired to meet the contemplated specifications as to quantity, quality, delivery, service, or geographical areas, and (c) where other factors are deemed to be necessary or proper to the purchase in question.

Any resulting contract may be used by any other University department, office, school, etc. at their discretion.

## **2.7 UNC SYSTEM INSTITUTIONS**

Any resulting contract may be extended to any other University of North Carolina System (UNC System) institution (each an “Institution”) to allow Institution to purchase relevant products and services from Vendor at then-current prices in accordance with the terms and conditions of the contract. Use of the contract by another Institution shall be strictly voluntary.

Execution of a separate contract is not required to participate, unless an amendment to the terms of the contract is required by either the Institution or Vendor, in which case the resulting contract shall be between the Institution and Vendor. Other Institutions shall place their own orders directly with Vendor and shall fully and independently administer their use of the contract, including contractual disputes, invoicing, and payments, without any participation from the University.

The University shall not be responsible for any costs, damages, or other obligations incurred by any other Institution as a result of any use of the contract. It is understood and agreed that the University (a) is not responsible for the acts or omissions of any other Institution, and (b) will not be considered in default of the contract due to the acts or omissions of any other Institution, no matter the circumstances.

UNC System institutions currently include the following:

- Appalachian State University
- East Carolina University
- Elizabeth City State University
- Fayetteville State University
- North Carolina Agricultural and Technical State University
- North Carolina Central University
- North Carolina School of Science and Mathematics
- North Carolina State University
- University of North Carolina at Asheville
- University of North Carolina at Chapel Hill
- University of North Carolina at Charlotte
- University of North Carolina at Greensboro
- University of North Carolina at Pembroke
- University of North Carolina at Wilmington
- University of North Carolina School of the Arts
- University of North Carolina System Office
- Western Carolina University
- Winston-Salem State University

### **3.0 SCOPE OF WORK; REQUIREMENTS AND SPECIFICATIONS**

#### **3.1 SCOPE OF WORK**

The University is seeking Offers from qualified vendors to deliver a comprehensive, integrated payment plans system for enrolled and unenrolled students for the University Cashier's Office. The objective of this engagement is to streamline and modernize cashiering operations with a platform that is scalable, efficient, and capable of supporting both current requirements and anticipated institutional growth.

The selected solution must enable seamless integration with PeopleSoft, the University's Student Information System (SIS) and financial platform, and support the following core functional areas:

##### **3.1.1 PAYMENT PLANS FOR CURRENT STUDENTS**

Deliver functionality that supports the creation, approval, denial, parameter setting, management, and tracking of installment-based payment plans for currently enrolled students. The solution should include automated reminders, delinquency management tools, and reporting dashboards to facilitate monitoring and compliance.

##### **3.1.2 COLLECTIONS / PAYMENT PLANS FOR PAST DUE ACCOUNTS**

Deliver functionality equivalent to that required for current student payment plans (see above), adapted for past due accounts. The solution will allow authorized users to create, approve, deny, configure, customize, manage, and track installment arrangements for delinquent balances, and include automated reminders and delinquency management capabilities.

##### **3.1.3 REAL TIME DASHBOARDS**

Provide real-time dashboards and reporting functionality that enables University staff to effectively monitor participation levels and payment status.

##### **3.1.4 MARKETING MATERIALS**

Provide an integrated communication platform that supports University outreach and engagement. The solution should include functionality to distribute marketing materials, present available payment plan options, and deliver automated payment reminders to facilitate timely payments and ongoing participation.

The selected Vendor will also be expected to provide the following:

### **3.1.5 IMPLEMENTATION**

Vendor will provide implementation services. The scope of work shall include, but not be limited to, the following:

- i. Provide a comprehensive implementation plan and estimated timeline for full deployment, identifying key milestones and deliverables.
- ii. Define the human resource plan required for implementation, including roles and responsibilities for both the Vendor/partner and the University.
- iii. Configure and deploy key modules, features, and functionality in accordance with University requirements.
- iv. Maintain a consistent project meeting schedule with University stakeholders to ensure alignment, progress tracking, and issue resolution.
- v. Provide training and documentation enabling University personnel to effectively administer, maintain, and enhance the system post-go-live.

### **3.1.6 MAINTENANCE AND SUPPORT**

Vendor will provide ongoing technical support, system maintenance, and timely updates.

## **3.2 GENERAL REQUIREMENTS AND SPECIFICATIONS**

### **3.2.1 REQUIREMENTS**

Means, as used herein, a function, feature, or performance that the system must provide, or a condition that the Vendor must meet.

### **3.2.2 SPECIFICATIONS**

Means, as used herein, a description of the characteristics of the desired goods and/or services (e.g., a specification that documents the function and performance of a system or system component, or a service to be provided).

The apparent silence of the specifications as to any detail, or the apparent omission of detailed description concerning any point, shall be regarded as meaning that only the best commercial practice is to prevail and that only processes, configurations, materials and workmanship of the first quality may be used. Upon any notice of noncompliance provided by the University, Vendor shall supply proof of compliance with the specifications. Vendor must provide written notice of its intent to deliver alternate or substitute services, products, goods or other Deliverables. Alternate or substitute services, products, goods or Deliverables may be accepted or rejected in the sole discretion of the University; and any such alternates or substitutes must be accompanied by Vendor's certification and evidence satisfactory to the University that the function, characteristics, performance and endurance will be equal or superior to the original Deliverables specified.

### **3.2.3 SITE AND SYSTEM PREPARATION**

Vendors shall provide to the University complete site requirement specifications for the Deliverables, if any. These specifications shall ensure that the Deliverables to be installed or implemented shall operate properly and efficiently within the site and system environment. Any alterations or modifications in site preparation, which are directly attributable to incomplete or erroneous specifications provided by the Vendor, and which would involve additional expenses to the University, shall be made at the expense of the Vendor.

### **3.2.4 EQUIVALENT ITEMS**

Whenever a material, article or piece of equipment is identified in the specification(s) by reference to a manufacturer's or Vendor's name, trade name, catalog number or similar identifier, it is intended to establish a standard for determining substantial conformity during evaluation, unless otherwise specifically stated as a brand specific requirement (in which case, no substitute items will be allowed). Any material, article or piece of equipment of other manufacturers or Vendors shall perform to the standard of the item named. Equivalent offers must be accompanied by sufficient descriptive literature and/or specifications to provide for detailed comparison.

### **3.3 SECURITY AND COMPLIANCE REQUIREMENTS**

Personal Information is in scope for this project. Therefore, before a contract can be awarded, the Intended Awardee (or proposed solution, as applicable) must:

- 3.3.1** Provide a current SOC 2 Type II report (or a comparable third-party assessment), complete a questionnaire provided by the University, and submit accompanying documentation at any time upon request by the University.
- 3.3.2** Evidence PCI compliance by providing current PCI compliance documentation, including but not limited to relevant Self-Assessment Questionnaires, at any time upon request by the University.
- 3.3.3** Provide a Voluntary Product Accessibility Template (VPAT), or acceptable alternative, that details the solution's accessibility compliance.
- 3.3.4** Pass all ISO-required security risk assessment and planning reviews.
- 3.3.5** Pass all required compliance reviews (e.g., reviews conducted by the CERTIFI Committee, DAO, DGOG, IPO, etc.).
- 3.3.6** Meet the University's [Minimum Security Standard](#) for a High Protection Level system.

**NOTE:** Copies of PCI and security compliance documentation will not be requested until later phases of the RFP process. Vendor should not submit compliance documentation with its offer.

If (a) the Intended Awardee (or proposed solution, as applicable) cannot meet the requirements or does not pass the required reviews outlined above, or (b) contract negotiations fail for any reason whatsoever, then the University reserves the right to take any action available to it, including but not limited to the following: select another prospective vendor, cancel the solicitation and rebid it, cancel the solicitation and negotiate with a known source of supply.

### **3.4 BUSINESS AND TECHNICAL REQUIREMENTS**

The awarded Vendor / solution must meet the following additional requirements:

- 3.4.1** Integrate directly with PeopleSoft for data exchange related to student records, financial transactions, and reporting.
- 3.4.2** Integrate with Shibboleth (the University's Identity Provider) and SAML 2.0 (the University's authentication protocol).
- 3.4.3** Provide strict access controls to safeguard data, ensuring Personal Information is accessible only to authorized personnel, and maintain access logs to track who accessed the data and when.
- 3.4.4** Provide secure, encrypted data transfer methods (e.g., API, SFTP).

Vendor shall return with its offer a completed **ATTACHMENT I: Requirements Checklist**.

### **3.5 BUSINESS AND TECHNICAL SPECIFICATIONS**

Vendor shall detail in its Offer to what extent its proposed solution meets the following specifications:

#### **3.5.1 PAYMENT PLANS FOR CURRENT STUDENTS AND PAST DUE ACCOUNTS**

- 3.5.1.1 Comprehensive Payment Plan Functionality – Ability to create, manage, and track installment payment plans for current students and past due accounts, including automated notifications, reminders, and delinquency management tools.
- 3.5.1.2 Flexible Plan Configuration – Support for flexible configuration of plan terms, amounts, payment schedules, and account rebalancing.
- 3.5.1.3 Student Self-Service – Online self-service enrollment, payment processing, and plan adjustments for students.
- 3.5.1.4 Real-Time Data Integration – Seamless integration with student account data for real-time balance updates and payment reconciliation.
- 3.5.1.5 Authorized User Management – Management tools for authorized users to create, approve, deny, configure, manage, and track payments.

#### **3.5.2 USER EXPERIENCE**

- 3.5.2.1 Intuitive, Accessible Interface – Mobile-responsive, accessible interface for all user types.
- 3.5.2.2 Customizable Dashboards – Personalized, role-based dashboards for staff and students.
- 3.5.2.3 Role-Based Access Controls – Secure, role-based access to data and features.
- 3.5.2.4 Analytics and Feedback – Mechanisms to evaluate user satisfaction and system performance.
- 3.5.2.5 Communication – Platform for sending marketing materials, payment plan options, and reminders to incoming and past due students.

### **4.0 COST OF VENDOR'S OFFER**

#### **4.1 OFFER COSTS**

Offer price shall constitute the total cost to the University for complete performance in accordance with the requirements and specifications herein, including all applicable charges for handling, administrative, and other similar fees and expenses. Vendor shall not invoice for any amounts not specifically allowed for in this RFP. Vendor shall return with its offer a completed **ATTACHMENT D – Cost Form**.

#### **4.2 PAYMENT SCHEDULE**

If applicable, Vendor shall propose its itemized payment schedule based on the content of its offer. All payments must be based upon acceptance of one or more Deliverables.

### **5.0 EVALUATION**

#### **5.1 SOURCE SELECTION**

A trade-off method of source selection will be utilized in this procurement to allow the University to award this RFP to the Vendor providing the Best Value, while recognizing that Best Value may not result in an award to the Vendor offering the lowest price or highest technically qualified offer. By using this method, the overall ranking may be adjusted up or down when considered with, or traded-off against, other non-price factors.

### **5.1.1 EVALUATION PROCESS**

University employees will review all offers. All offers will be initially classified as being responsive or non-responsive. If an offer is found non-responsive, it will be rejected and will not be considered further. All Responsive Offers will be evaluated based on stated evaluation criteria.

### **5.1.2 SUBSTANTIAL CONFORMITY**

To be eligible for consideration, Vendor's offer must substantially conform to the specifications. Vendor's offer may be deemed to substantially conform to the specifications if it satisfies the purpose or objective of the business need, even without adhering to ALL of the specifications. Substantial conformity will be determined solely by the University. Offers that do not substantially conform may be rejected. Further, offers that are seriously deficient with regard to anyone (1) or more singular specification(s) may be rejected.

### **5.1.3 CLARIFICATIONS**

The evaluation committee may request clarifications from or open communications with any or all Vendors as allowed by 9 NCAC 06B.0307. However, the University may refuse to accept, in full or partially, the response to a clarification request given by any Vendor. Vendors are cautioned that the evaluators are not required to request clarifications; therefore, all offers should be complete and reflect the most favorable terms.

### **5.1.4 NO UNIVERSITY OBLIGATION**

Vendors are advised that the University is not obligated to ask for, or accept after the offer deadline, data that may be essential for a complete and thorough evaluation of the offer.

## **5.2 EVALUATION CRITERIA**

All Responsive Offers will be evaluated based on the following evaluation criteria (listed in order of importance):

### **a) Conformity to Scope of Work and Specifications**

The University will assess the degree to which each vendor's proposed solution conforms to the Scope of Work and specifications outlined in Section 3.0 of this RFP.

### **b) Integration and Technical Capabilities**

The University will assess each vendor's demonstrated ability to integrate its proposed solution with existing University systems, including PeopleSoft, Shibboleth, and SAML 2.0. Proposals must show technical compatibility with the University's infrastructure and adherence to industry standard security protocols and data governance frameworks. A strong proposal will provide assurance that the solution can operate effectively within the University's complex technology environment without requiring extensive customization or creating security vulnerabilities.

### **c) Total Cost of Ownership**

The University will assess the overall value and cost-effectiveness of each proposed solution. This evaluation will include a thorough review of all costs (e.g., licensing and/or subscription fees, implementation, training, and ongoing maintenance and support) to determine the total cost of ownership and long-term affordability of the solution.

### **d) Comparative Merit of the Offer**

The University will evaluate the relative strengths and weaknesses of each offer in comparison to competing proposals. This includes assessing the level of innovation demonstrated in the vendor's approach, the presence of any added value or differentiating features that set the proposal apart, and the overall flexibility and scalability of the proposed solution to meet current and future institutional needs.

**e) Implementation Plan and Schedule**

The University will evaluate the feasibility, clarity, and completeness of the proposed implementation plan, with particular attention to how well it aligns with University deadlines and operational needs. Proposals will be reviewed for the adequacy of resource allocation, the definition of key milestones, and the inclusion of realistic risk mitigation strategies. The implementation plan should demonstrate a clear understanding of project complexity and provide confidence in the vendor's ability to deliver the solution on time and within scope.

**f) Training and Documentation**

The University will evaluate each vendor's demonstrated ability to provide adequate training and documentation.

**g) Maintenance and Support**

The University will evaluate each vendor's demonstrated ability to provide ongoing maintenance and support.

**h) Vendor References and Relevant Experience**

The University will consider the quality and relevance of each vendor's references, placing particular emphasis on those from other higher education institutions with a similar scope and complexity. Proposals should include clear evidence of successful implementation of comparable platforms or services, demonstrating the vendor's experience, reliability, and capacity to deliver effective solutions in environments that closely mirror the University's operational and technical landscape.

**i) Vendor Past Performance**

The University will evaluate the track record of the vendor and key personnel in delivering similar solutions, with a focus on demonstrated experience, reliability, and successful project outcomes. Particular attention will be given to any documented history of failure to perform satisfactorily or instances of non-compliance with public procurement rules or contractual obligations within the state of North Carolina. A strong performance history will strengthen the vendor's proposal, while negative past performance may result in disqualification from consideration.

**j) Risk Assessment**

The University will conduct a comprehensive evaluation of potential risks associated with each Vendor's proposal, including financial stability, reliance on third-party providers, the proposed service delivery model, licensing terms, and the long-term viability and supportability of the solution. Scrutiny will be given to any dependencies that could compromise the continuity, security, or scalability of the system. Vendors must clearly identify potential risks and present robust, proactive mitigation strategies that demonstrate their preparedness to address challenges and ensure uninterrupted service, compliance, and long-term value to the University. Proposals lacking sufficient risk assessment or mitigation planning will be considered less competitive.

**5.3 INTERVIEWS, ORAL PRESENTATIONS, AND/OR PRODUCT DEMONSTRATIONS**

After all Responsive Offers have been evaluated, the University reserves the right to invite any number of Vendors for interviews and/or to provide oral presentations/product demonstrations to the University for purposes of further evaluation (the "Finalists"). The format and evaluation criteria for interviews, oral presentations, and/or product demonstrations will be provided to the Finalists at the time of invitation, and scheduling will be done on a first-come, first-served basis.

**5.4 BEST AND FINAL OFFER (BAFO)**

The University reserves the right to negotiate with one or more Vendor(s), and to request such Vendor(s) to submit a Best and Final Offer (BAFO) based on discussions and negotiations with the University.

## **5.5 POSSESSION AND REVIEW**

During the evaluation period and prior to award, possession of the offers and accompanying information is limited to personnel of the issuing agency, and to the committee responsible for participating in the evaluation. Vendors who attempt to gain this privileged information, or to influence the evaluation process (i.e. assist in evaluation) will be in violation of purchasing rules and their offer will not be further evaluated or considered.

After award of contract the complete bid file will be available to any interested persons with the exception of trade secrets, test information or similar proprietary information as provided by statute and rule. Any proprietary or confidential information which conforms to exclusions from public records as provided by N.C.G.S. §132-1.2 must be clearly marked as such in the offer when submitted. Under 1 NCAC 05B.0103, price information shall not be deemed confidential.

## **6.0 VENDOR INFORMATION AND INSTRUCTIONS**

### **6.1 GENERAL CONDITIONS OF OFFER**

#### **6.1.1 VENDOR RESPONSIBILITY**

It shall be the Vendor's responsibility to read this entire document, review all enclosures and attachments, and comply with all specifications, requirements and the University's intent as specified herein. Vendors are also responsible for obtaining and complying with all addenda and other changes that may be issued in connection with this RFP. If a Vendor discovers an inconsistency, error or omission in this RFP, the Vendor should request a clarification from the University's contact person.

The Vendor will be responsible for investigating and recommending the most effective and efficient solution. Consideration shall be given to the stability of the proposed configuration and the future direction of technology, confirming to the best of their ability that the recommended approach is not short lived. Several approaches may exist for hardware configurations, other products and any software. The Vendor must provide a justification for their proposed hardware, product and software solution(s) along with costs thereof. Vendors are encouraged to present explanations of benefits and merits of their proposed solutions together with any accompanying Services, maintenance, warranties, value added Services or other criteria identified herein.

#### **6.1.2 RIGHTS RESERVED**

While the University has every intention to award a contract as a result of this RFP, issuance of the RFP in no way constitutes a commitment by the University to award a contract. Upon determining that any of the following would be in its best interests, the University may:

- a) waive any formality, informality, or technicality;
- b) amend the solicitation;
- c) not award one or more line item(s);
- d) cancel or terminate this RFP;
- e) reject any or all offers received in response to this RFP;
- f) waive any undesirable, inconsequential, or inconsistent provisions of this RFP;
- g) if the response to this solicitation demonstrate a lack of competition, negotiate directly with one or more Vendors;
- h) not award, or if awarded, terminate any contract if the University determines adequate funds are not available; or
- i) if all offers are found non-responsive, determine whether Waiver of Competition criteria may be satisfied, and if so, negotiate with one or more known sources of supply.

### 6.1.3 SOLICITATION AMENDMENTS OR REVISIONS

Any and all amendments or revisions to this document shall be made by written addendum from the University. If either a unit price or extended price is obviously in error and the other is obviously correct, the incorrect price will be disregarded.

### 6.1.4 ORAL EXPLANATIONS

The University will not be bound by oral explanations or instructions given at any time during the RFP process or after award.

### 6.1.5 PROHIBITED COMMUNICATIONS

During the evaluation period (i.e., from the offer deadline through the date of contract award, if any), each Vendor submitting an offer (including its representatives, subcontractors and/or suppliers) is prohibited from having any communications with any person inside or outside of the University if the communication refers to the content of Vendor's offer or qualifications, the contents of another Vendor's offer, another Vendor's qualifications or ability to perform the contract, and/or the transmittal of any other communication or information that could reasonably be considered to have the effect of directly or indirectly influencing the evaluation of offers and/or the award of the contract. Any Vendor not in compliance with this provision shall be disqualified from contract award, unless it is determined in the University's sole discretion that the communication was harmless, that it was made without intent to influence and that the best interest of the University would not be served by the disqualification.

Only (a) those discussions, communications or transmittals of information authorized or initiated by the University regarding this RFP, or (b) general inquiries directed to the University's contact person named on the first page of this RFP regarding details of the RFP (prior to offer submission) or the status of contract award (after offer submission) are excepted from this provision.

### 6.1.6 AWARDS

The State of North Carolina has implemented the North Carolina electronic Vendor Portal (eVP) that allows the public to retrieve award notices and information on the Internet at <https://evp.nc.gov>. This information may not be available for several weeks or months depending upon the complexity of the acquisition and the length of time to complete the evaluation process.

### 6.1.7 PROTEST PROCEDURES

Protests of awards exceeding \$25,000 in value must be submitted to the University at the address given on the first page of this document. Protests must be received by the University within fifteen (15) calendar days from the date of the RFP award and provide specific reasons and any supporting documentation for the protest. **All protests are governed by 09 NCAC 06B .1102 and other applicable law, regulations, policies and procedures.**

## 6.2 GENERAL INSTRUCTIONS FOR VENDOR

### 6.2.1 QUESTIONS CONCERNING THE RFP

Written questions concerning this RFP will be received until February 13, 2026 at 12:00 PM Eastern Time (the "Written Questions Deadline"). Date and time of receipt shall be as indicated on the email received by the University; late submissions will not be accepted.

Written questions must be submitted to the contact person listed on Page One of this RFP via email. Please enter "RFP013026KJM Questions" as the subject for the message. Questions should be submitted in the following format:

REFERENCE	VENDOR QUESTION
RFP Section, Page Number	

## **6.2.2 ADDENDUM TO RFP**

If written questions are received prior to the Written Questions Deadline, an addendum comprising all such questions and responses to those questions, or any additional terms deemed necessary by the University, shall become an addendum to this RFP and will be provided via the eVP.

Critical updated information may be included in these addenda, if any. Therefore, it is important that all Vendors submitting an offer in response to this RFP periodically check the eVP for any and all addenda that may be issued prior to the offer deadline.

## **6.2.3 COSTS RELATED TO OFFER SUBMISSION**

Costs for developing and delivering an offer in response to this RFP and any subsequent interview, oral presentation, or product demonstration as requested by the University are entirely the responsibility of the Vendor. The University is not liable for any expense incurred by the Vendors in the preparation or presentation of their offers.

All materials submitted in response to this RFP become the property of the University and are to be appended to any formal documentation, which would further define or expand any contractual relationship between the University and the Vendor resulting from this RFP process.

## **6.2.4 ALTERNATE OFFERS**

Vendor may submit alternate offers for various levels of service or products meeting the RFP specifications. If Vendor chooses to respond with various service or product offerings, each offer must be for a specific set of services and products and at specific pricing. Vendors may also provide multiple offers for software or systems coupled with various support and maintenance options, provided, however, that all offers must substantially conform to the specifications.

Alternate offers must specifically identify the RFP specification(s) and advantage(s) addressed by the alternate offer. Any alternate offer(s) must be submitted as a separate file, clearly marked "Alternate Offer for 'name of Vendor'", and numbered sequentially with the first offer if separate offers are submitted.

Offers of alternate or non-equivalent goods and/or services must be supported by independent documentary verification that the offer substantially conforms to the goods and/or services specified in the RFP. Notwithstanding the foregoing, alternate offers may be rejected if not found to be substantially conforming at the sole discretion of the University.

## **6.2.5 MODIFICATIONS TO OFFER**

An offer may not be unilaterally modified by the Vendor after the offer deadline.

## **6.2.6 BASIS FOR REJECTION**

Pursuant to 9 NCAC 06B.0401, the University reserves the right to reject any or all offers, in whole or in part, based on the following:

- a) late offers;
- b) unsigned offers;
- c) the University's determination that the offer is unsatisfactory as to quantity, quality, delivery, price or service offered;
- d) the Vendor's failure to comply with the intent or conditions of the solicitation document;
- e) the lack of competitiveness due to collusion or due to the knowledge that reasonably available competition was not received;
- f) error(s) in specifications or indication that revision(s) would be to the University's advantage;

- g) cancellation of, or changes in, the intended project or other determination that the commodity or service is no longer needed;
- h) limitation or lack of available funds;
- i) circumstances that prevent determination of the lowest priced or highest qualified technically acceptable offer or the Best Value offer; or
- j) any determination that rejection would be in the best interest of the University.

#### **6.2.7 VENDOR REGISTRATION WITH THE SECRETARY OF STATE**

Vendors do not have to be registered with the NC Secretary of State to submit an offer; however, in order to receive an award/contract with the University, they must be registered. Registration can be completed at the following website: [https://www.sosnc.gov/divisions/business\\_registration](https://www.sosnc.gov/divisions/business_registration).

#### **6.2.8 VENDOR REGISTRATION AND SOLICITATION NOTIFICATION SYSTEM**

The North Carolina electronic Vendor Portal (eVP) allows Vendors to electronically register with the State of North Carolina to receive electronic notification of current procurement opportunities for goods and services available at the following website: <https://evp.nc.gov>. This RFP is available electronically on the eVP.

#### **6.2.9 VENDOR INFORMATION**

Vendor shall return with its offer a completed **ATTACHMENT C – Description of Offeror Form**.

#### **6.2.10 VENDOR REFERENCES**

Vendor shall return with its offer a list of references in accordance with **ATTACHMENT G – References**.

### **6.3 INSTRUCTIONS FOR OFFER SUBMISSION**

#### **6.3.1 GENERAL INSTRUCTIONS FOR OFFER**

Vendors are strongly encouraged to adhere to the following general instructions in order to bring clarity and order to the offer and subsequent evaluation process:

- a) Organize the offer in the exact order specified in Section 6.3.2 (Offer Organization) of this RFP. Each page should be numbered, and the offer should contain a table of contents.
- b) Provide complete and comprehensive responses with a corresponding emphasis on being concise and clear. Elaborate offers in the form of brochures or other presentations beyond that necessary to present a complete and effective offer are not desired.
- c) Clearly state your understanding of the problem(s) presented by this RFP including your proposed solution's ability to meet the specifications, including capabilities, features, and limitations, as described herein, and provide a cost offer.
- d) Supply all relevant and material information relating to the Vendor's organization, personnel, and experience that substantiates its qualifications and capabilities to perform the Services and/or provide the goods described in this RFP.
- e) Furnish all information requested; and if response spaces are provided in this RFP, the Vendor shall furnish said information in the spaces provided. Any references in an answer to another location in the RFP materials or offer shall have specific page numbers and sections stated in the reference. Further, if required elsewhere in this RFP, each Vendor must submit with its offer sketches, descriptive literature and/or complete specifications covering the products offered.

- f) Only information that is received in response to this RFP will be evaluated. References to information previously submitted or available via the internet will not suffice as a response to this solicitation.
- g) Any offer that does not adhere to these instructions may be rejected.

### **6.3.2 OFFER ORGANIZATION**

The offer should be organized and indexed in the following format and should contain, at a minimum, all listed items below.

- a) Completed and signed Execution Page
- b) Completed eVP Number form
- c) Completed and signed Requirements Checklist (Attachment I)
- d) Table of Contents
- e) Vendor response to business and technical requirements (reference Section 3.4 of this RFP)
- f) Vendor response to business and technical specifications (reference Section 3.5 of this RFP)
- g) Vendor response to Implementation and Maintenance and Support (reference Section 3.1 of this RFP)
- h) Voluntary Product Accessibility Template (VPAT), or acceptable alternative (reference Section 3.3 of this RFP)
- i) Completed Description of Offeror Form (Attachment C)
- j) Completed Cost Form (Attachment D)
- k) Signed Vendor Certification Form (Attachment E)
- l) Completed Location of Workers Utilized by Vendor Form (Attachment F)
- m) References (Attachment G)
- n) Completed and signed Certification of Financial Condition Form (Attachment H)
- o) Vendor Exceptions, if any (reference Section 7.3.1 of this RFP)
- p) Vendor Additional Terms and Conditions, if any (reference Section 7.3.2 of this RFP)
- q) Supporting material such as technical system documentation, training examples, etc.
- r) Vendor may attach other supporting materials that it feels may improve the quality of its response. These materials should be included as items in a separate appendix.

### **6.3.3 OFFER SUBMITTAL**

#### **Due Date and Time: March 13, 2026 at 12:00 PM Eastern Time**

Offers must be submitted (a) by the due date and time, (b) via the North Carolina electronic Vendor Portal (eVP), located at <https://evp.nc.gov>, and (c) with the Execution Page signed and dated by an official authorized to bind the Vendor's firm.

**IMPORTANT NOTE: It is the Vendor's sole responsibility to upload their signed offer to the eVP by the specified due date and time. Vendor shall bear the risk for late electronic submission due to unintended or unanticipated delay, including but not limited to internet issues, network issues, local power outages, or application issues.**

**Offers will be deemed non-responsive and will be rejected if any of the following are true:**

- a) Offer was submitted *after* the due date and time (i.e., late offers);
- b) Offer was *not* submitted via the eVP (e.g., offer was submitted via facsimile (FAX) machine, telephone, email, or in any hardcopy format); or
- c) Offer was *not* signed on the Execution Page by an official authorized to bind the Vendor's firm.

All file names should start with the Vendor's name first, in order to easily determine all the files to be included as part of the Vendor's response. For example, files should be named as follows: Vendor Name – your file name.

File contents SHALL NOT be password protected, file formats must be in .PDF, .JPEG, .DOC or .XLS format, and files shall be capable of being copied to other sources. Inability by the University to open the Vendor's files may result in the Vendor's offer being rejected.

If Vendor's offer contains any trade secrets (as defined in Attachment B, Section 17(c) (Protection of Vendor Trade Secrets under NC Public Records Act)), then the Vendor must provide one (1) signed, original electronic copy and one (1) redacted electronic copy.

Additional information can be found via the North Carolina eProcurement Vendor Training link: <https://eprocurement.nc.gov/training/vendor-training>.

Questions or issues related to using eVP should be directed to the North Carolina eProcurement Help Desk – reference the following link: <https://eprocurement.nc.gov/contact>.

#### **6.3.4 PUBLIC OPENING**

The name of each responding vendor will be announced at a public, virtual Zoom meeting to be held at 4:00 PM Eastern Time on March 13, 2026. Attendance is optional – please use the following information to join the meeting:

Meeting Link: <https://unc.zoom.us/j/99383385080?pwd=v2HXa4y92fWQETju6xou6BCDWIzeLR.1>

Meeting ID: 993 8338 5080

Passcode: 219320

#### **6.3.5 TABULATIONS**

All offers (except those that (a) have been previously withdrawn, or (b) are found to be non-responsive) will be tabulated. The tabulations shall be made public via the North Carolina electronic Vendor Portal (eVP), located at <https://evp.nc.gov>.

## **7.0 OTHER REQUIREMENTS AND SPECIAL TERMS**

### **7.1 VENDOR UTILIZATION OF WORKERS OUTSIDE THE UNITED STATES**

In accordance with N.C.G.S. §143B-1361(b), the Vendor must detail in its offer the manner in which it intends to utilize resources or workers located outside the United States. The University will evaluate the additional risks, costs, and other factors associated with such utilization.

Vendor shall return with its offer a completed **ATTACHMENT F – Location of Workers Utilized by Vendor Form**.

### **7.2 FINANCIAL STABILITY**

The Vendor shall provide evidence of financial stability by returning with its offer a completed **ATTACHMENT H – Certification of Financial Condition Form**.

## **7.3 VENDOR EXCEPTIONS; ADDITIONAL TERMS AND CONDITIONS**

### **7.3.1 EXCEPTIONS**

Any exceptions to the University's requirements, specifications, or terms and conditions may be presented in a separate section labeled "Vendor Exceptions". Include references to the corresponding requirements, specifications, or terms and conditions of the RFP, as applicable. Any exceptions shall be explained in detail.

Vendor shall not construe this paragraph as inviting exceptions or implying that any exception will be acceptable to the University; the University may exercise its discretion not to consider any or all proposed modifications. If Vendor materially deviates from the University's requirements, specifications, or terms and conditions, its offer may be rejected by the University. Furthermore, offers conditioned upon acceptance of Vendor exceptions may be rejected by the University.

### **7.3.2 ADDITIONAL TERMS AND CONDITIONS**

Vendor's terms and conditions for licensing and support of Vendor's proprietary assets may be considered by the University; therefore, Vendor should present its license and/or support agreements, if any, for review and evaluation by the University. Any such terms and conditions should be presented in a separate section labeled "Vendor Additional Terms and Conditions".

The terms and conditions of the Vendor's standard service, license, maintenance or other agreement(s) applicable to services, software and other products acquired under this RFP may apply to the extent such terms and conditions do not materially change the terms and conditions of this RFP. In the event of any conflict between the terms and conditions of this RFP and the Vendor's standard agreement(s), the terms and conditions of this RFP relating to audit and records, jurisdiction, choice of law, the remedy for intellectual property infringement and the exclusive remedies and limitation of liability in The University of North Carolina at Chapel Hill Terms and Conditions for Procurement of Information Technology Products, Software and Services herein shall apply in all cases and supersede any provisions contained in the Vendor's relevant standard agreement or any other agreement. The University shall not be obligated under any standard license and/or maintenance or other Vendor agreement(s) to indemnify or hold harmless the Vendor, its licensors, successors or assigns, nor arbitrate any dispute, nor pay late fees, penalties, legal fees or other similar costs.

### **7.3.3 NOTICE TO VENDORS REGARDING TERMS AND CONDITIONS**

Other than through the processes outlined in this Section 7.3, the University rejects and will not be required to evaluate or consider any additional or modified terms and conditions submitted with Vendor's offer. This applies to any language appearing in or attached to Vendor's offer that purports to vary any terms and conditions herein, or to render the offer non-binding or subject to further negotiation. Vendor's offer shall constitute a firm offer.

## **7.4 VENDOR'S REPRESENTATIONS**

### **7.4.1 QUALIFIED PERSONNEL**

Vendor represents and warrants to the University that qualified personnel will provide all services in a professional manner. "Professional manner" means that the personnel performing the service(s) will possess the skill and competence consistent with the prevailing business standards in the industry.

### **7.4.2 INTELLECTUAL PROPERTY**

Vendor represents and warrants to the University that (a) it has the right to provide the services and other Deliverables without violating or infringing any law, rule, regulation, copyright, patent, trade secret or other proprietary right of any third party, and (b) its services and other Deliverables are not

the subject of any actual or threatened actions arising from, or alleged under, any intellectual property rights of any third party.

#### **7.4.3 INHERENT SERVICES**

If any services or other Deliverables, functions, or responsibilities not specifically described in this RFP are (a) required for Vendor's proper performance, provision or delivery of the services or other Deliverables, or (b) an inherent part of or necessary sub-task included within the services, they will be deemed to be implied by and included within the scope of any resulting contract to the same extent and in the same manner as if specifically described in this RFP.

#### **7.4.4 VENDOR PERFORMANCE**

Vendor warrants that it has the financial capacity to perform and to continue to perform its obligations under any resulting 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 under any resulting contract; and that entering into any resulting contract is not prohibited by any other contract, or order by any court of competent jurisdiction.

### **7.5 PERSONNEL**

Vendor shall not substitute key personnel assigned to the performance of any resulting contract without prior written approval by the University. The individuals designated as key personnel for purposes of any resulting contract are those specified in the Vendor's offer. Any desired substitution shall be noticed to the University in writing accompanied by the names and references of Vendor's recommended substitute personnel. The University will approve or disapprove the requested substitution in a timely manner. The University may, in its sole discretion, terminate the services of any person providing services under any resulting contract. Upon such termination, the University may request acceptable substitute personnel or terminate the services provided by such personnel.

### **7.6 SECURITY AND BACKGROUND CHECKS**

Any personnel or agent of Vendor performing services under any contract arising from this RFP may be required to undergo a background check at the expense of the Vendor, if so requested by the University.

### **7.7 DISCLOSURE OF LITIGATION**

**7.7.1** The Vendor shall notify the University in its offer if it, or any of its subcontractors, or their officers, directors, or key personnel who may provide services under any contract awarded to the Vendor pursuant to this RFP, have ever been convicted of a felony, or any crime involving moral turpitude, including, but not limited to fraud, misappropriation or deception. The Vendor shall promptly notify the University of any criminal litigation, investigations or proceeding involving the Vendor or any subcontractor, or any of the foregoing entities' then current officers or directors, during the term of any contract awarded to the Vendor pursuant to this RFP.

**7.7.2** The Vendor shall notify the University in its offer, and promptly thereafter as otherwise applicable, of any civil litigation, arbitration, proceeding, or judgments against it or any of its subcontractors during the three (3) years preceding its offer, or which may occur during the term of any contract awarded to the Vendor pursuant to this RFP, that involve (1) services or goods similar to those provided pursuant to any contract and that involve a claim that may affect the viability or financial stability of the Vendor, (2) a claim or written allegation of fraud by the Vendor or any subcontractor hereunder, arising out of their business activities, or (3) a claim or written allegation that the Vendor or any subcontractor hereunder violated any federal, state or local statute, regulation or ordinance. Multiple lawsuits and or judgments against the Vendor or subcontractor shall be disclosed to the University to the extent that they affect the financial solvency and integrity of the Vendor or subcontractor.

**7.7.3** All notices under subsection A and B herein shall be provided in writing to the University within thirty (30) calendar days after the Vendor learns about any such criminal or civil matters. Details of

settlements which are prevented from disclosure by the terms of the settlement shall be annotated as such. Vendor may rely on good faith certifications of its subcontractors addressing the foregoing, which certifications shall be available for inspection at the option of the University.

## **7.8 CRIMINAL CONVICTION**

In the event the Vendor, an officer of the Vendor, or an owner of a 25% or greater share of the Vendor, is (a) convicted of a criminal offense incident to the application for or performance of a State, public, or private contract or subcontract; (b) convicted of a criminal offense including but not limited to any of the following: embezzlement, theft, forgery, bribery, falsification or destruction of records, receiving stolen property, attempting to influence a public employee to breach the ethical conduct standards for State of North Carolina employees; (c) convicted under State or federal antitrust statutes; or (d) convicted of any other criminal offense which in the sole discretion of the University reflects upon the Vendor's business integrity, such Vendor shall be prohibited from entering into a contract for goods or services with any department, institution or agency of the State.

## **7.9 ASSURANCES**

In the event that criminal or civil investigation, litigation, arbitration or other proceedings disclosed to the University pursuant to this Section, or of which the University otherwise becomes aware, during the term of any resulting contract, causes the University to be reasonably concerned about:

- a) the ability of the Vendor or its subcontractor(s) to continue to perform the contract in accordance with its terms and conditions, or
- b) whether the Vendor or its subcontractor(s), in performing services under the contract, is engaged in conduct which is similar in nature to conduct alleged in such investigation, litigation, arbitration or other proceedings, which conduct would constitute a breach of contract or violation of law, regulation or public policy, then the Vendor shall be required to provide the University all reasonable assurances requested by the University to demonstrate that the Vendor or its subcontractor(s): (i) will be able to continue to perform the contract in accordance with its terms and conditions, and (ii) will not, in performing services under the contract, engage in conduct which is similar in nature to the conduct alleged in any such litigation, arbitration or other proceedings.

## **7.10 CONFIDENTIALITY OF OFFERS**

All offers and any other RFP responses shall be made public as required by the NC Public Records Act and GS 143B-1350. Vendors may mark portions of offers as confidential or proprietary, after determining that such information is excepted from the NC Public Records Act, provided that such marking is clear and unambiguous and preferably at the top and bottom of each page containing confidential information. Standard restrictive legends appearing on every page of an offer are not sufficient and shall not be binding upon the University.

Certain University information is not public under the NC Public Records Act and other laws. Any such information which the University designates as confidential and makes available to the Vendor shall be protected by the Vendor from unauthorized use and disclosure. The Vendor shall not be required under the provisions of this section to keep confidential, (1) information generally available to the public, (2) information released by the University generally, or to the Vendor without restriction, (3) information independently developed or acquired by the Vendor or its personnel without reliance in any way on otherwise protected information of the University. Notwithstanding the foregoing restrictions, the Vendor and its personnel may use and disclose any information which it is otherwise required by law to disclose, but in each case only after the University has been so notified, and has had the opportunity, if possible, to obtain reasonable protection for such information in connection with such disclosure.

## **7.11 PROJECT MANAGEMENT**

All project management and coordination on behalf of the University shall be through a single point of contact designated as the University Project Manager. The Vendor shall designate a Vendor Project Manager who will provide a single point of contact for management and coordination of the Vendor's work. All work performed pursuant to any resulting contract shall be coordinated between the University Project Manager and the Vendor Project Manager.

## **7.12 MEETINGS**

The Vendor is required to meet with University personnel, or designated representatives, to resolve technical or contractual problems that may occur during the term of any resulting contract. Meetings will occur as problems arise and will be coordinated by the University. The Vendor will be given reasonable and sufficient notice of meeting dates, times, and locations. Face to face meetings are desired. However, at the Vendor's option and expense, a conference call meeting may be substituted.

## **7.13 RECYCLING AND SOURCE REDUCTION**

It is the policy of this University to encourage and promote the purchase of products with recycled content to the extent economically practicable, and to purchase items which are reusable, refillable, repairable, more durable, and less toxic to the extent that the purchase or use is practicable and cost-effective. We also encourage and promote using minimal packaging and the use of recycled/recyclable products in the packaging of goods purchased. However, no sacrifice in quality of packaging will be acceptable. The Vendor remains responsible for providing packaging that will protect the commodity and contain it for its intended use. Vendors are strongly urged to bring to the attention of the University those products or packaging they offer which have recycled content and that are recyclable.

## ATTACHMENT A: DEFINITIONS

- 1) **Best Value:** The selection of a vendor based on a determination of which proposal offers the best trade-off between price and performance, where quality is considered an integral performance factor. The award decision is made based on multiple factors, including: total cost of ownership, meaning the cost of acquiring, operating, maintaining, and supporting a product or service over its projected lifetime; the evaluated technical merit of the vendor's proposal; the vendor's past performance; and the evaluated probability of performing the requirements stated in the solicitation on time, with high quality, and in a manner that accomplishes the stated business objectives and maintains industry standards compliance.
- 2) **CERTIFI:** Compliant Electronic Receipt Transactions through Innovation and Financial Integrity.
- 3) **CERTIFI Committee:** University committee established to implement and manage the directives of the Payment Card Industry Security Standards Council, Nacha, and the electronic commerce requirements set forth by the North Carolina Office of the State Controller and the North Carolina State legislature.
- 4) **Deliverables:** Deliverables, as used herein, shall comprise all hardware, Vendor services, professional services, software and provided modifications to any software, and incidental materials, including but not limited to any goods, software, services, licenses, data, reports and documentation provided or created during the performance or provision of services hereunder.
- 5) **DAO:** The University's Digital Accessibility Office.
- 6) **DGOG:** The University's Data Governance Oversight Group.
- 7) **eVP:** The North Carolina electronic Vendor Portal (eVP), located at <https://evp.nc.gov>, is the State of North Carolina's system to connect vendors with state government organizations that purchase goods and services.
- 8) **Intended Awardee:** The Vendor meeting the RFP requirements and achieving the highest and best final evaluation, based on the criteria described in the RFP.
- 9) **IPO:** The University's Institutional Privacy Office.
- 10) **ISO:** The University's Information Security Office.
- 11) **PCI:** Payment card industry.
- 12) **Responsive Offer:** An offer that (a) was submitted in accordance with Section 6.3.3 (Offer Submittal), and (b) meets all of the requirements outlined in Attachment I (Requirements Checklist) of this RFP.
- 13) **Personal Information** is defined in Exhibit A (University Data Privacy and Security Addendum) to Attachment B (University Information Technology (IT) Terms and Conditions) to this RFP.
- 14) **Vendor:** Company, firm, corporation, partnership, individual, etc., submitting an offer in response to a solicitation.

# ATTACHMENT B: UNIVERSITY INFORMATION TECHNOLOGY (IT) TERMS AND CONDITIONS

## 1. DEFINITIONS. As used herein,

(a) "Agreement" means these University Information Technology (IT) Terms and Conditions and incorporating the University's Purchase Order and any Statement of Work executed by the Parties under this Agreement.

(b) "Documentation" means the user manuals and guides to operations issued by Vendor from time-to-time for the Software.

(c) "Parties" means the University and the Vendor (each, individually, a "Party").

(d) "Products" means all hardware, equipment, project materials, Software, data, goods, and documentation to be delivered hereunder to University by Vendor in accordance with the Solicitation Document and/or Purchase Order(s), as applicable.

(e) "Purchase Order" means the document used by the University to order Products and/or any type of Service provided by Vendor in sufficient detail to allow Vendor to accept and accurately fulfill the University's order, and including terms describing price, quantity, invoicing and delivery addresses, and purchasing agent contact information.

(f) "Services" means all services to be performed by Vendor for University under this Agreement, the Solicitation Document, and/or the Purchase Order(s), as applicable.

(g) "Software" means any software licensed or provided by Vendor to University in accordance with the Solicitation Document and/or Purchase Order(s), as applicable.

(h) "Solicitation Document" means the University's request for proposal, request for information, invitation for bid, and/or other solicitation document issued by the University to solicit offers for the Products and Services.

(i) "Statement of Work" means a document that defines, for each project under this Agreement, the (1) work activities to be performed by Vendor including any deliverables, (2) payment rates, (3) additional payment terms (if any), (4) Products and/or Services, (5) work schedule governing Vendor's provision of Services, and any other relevant information the Parties wish to include.

(j) "University" means The University of North Carolina at Chapel Hill and its successors and assigns.

(k) "Vendor" means the Party providing the Products and/or Services to the University under this Agreement, and its successors and assigns.

## 2. PAYMENT TERMS.

(a) *Terms.* All invoices shall be submitted to the University's Systems and Operations Department unless otherwise instructed on the face of the Purchase Order. Payment terms are net thirty (30) days after the University's receipt of a correct invoice or acceptance of the Products and Services, whichever is later. For Software purchases, the total license fee and the support and/or maintenance fee (provided the University subscribes or purchases such services) for the first year shall be invoiced upon delivery of the Software. The Software support and/or maintenance fee for subsequent years, if any, will be invoiced annually sixty (60) days prior to the anniversary date beginning each subsequent year.

(b) *Payment to third party.* Upon written request approved by the University and solely as a convenience to the Vendor, the University may: (i) forward the Vendor's payment check directly to any person or entity designated by the Vendor, and (ii) 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 University to anyone other than the Vendor and the Vendor shall remain responsible for fulfillment of all contract obligations.

**3. TAXES.** Any applicable taxes shall be invoiced as a separate item. Invoices shall not include North Carolina Sales & Use Tax. The University is exempt from North Carolina Sales & Use Tax for all qualifying purchases. The University's North Carolina Sales & Use Tax exemption number is 400028. The University shall not be responsible for income or property taxes which are responsibility of the Vendor.

**4. TRANSPORTATION OF PRODUCTS.** Transportation of Products shall be FOB Destination unless otherwise specified in the Solicitation Document or Purchase Order. Freight, handling, hazardous material charges, and distribution and installation charges shall be included in the total price of each item. Any additional charges shall not be honored for payment unless authorized in writing by the University. In cases where parties, other than the Vendor ship materials against this order, the shipper must be instructed to show the Purchase

Order number on all packages and shipping manifests to ensure proper identification and payment of invoices. A complete packing list must accompany each shipment.

## **5. STANDARDS.**

(a) *Manufacturing Requirements.* Manufactured items and/or fabricated assemblies comprising Products shall meet all requirements of the Occupational Safety and Health Act (OSHA), and State and federal requirements relating to clean air and water pollution, if applicable.

(b) *Energy Star Compliance.* All Products constituting electronic office equipment, including but not limited to, computers, monitors, printers, scanners, photocopy machines, and facsimile machines, shall be Energy Star compliant. If any of the Products do not satisfy Energy Star requirements, Vendor shall provide a justification statement explaining why the Products are not Energy Star compliant.

(c) *Quality Assurance.* Vendor will provide and maintain a quality assurance system or program that includes any Products and will tender to the University only those Products that have been inspected and found to conform to the requirements of this Agreement. All manufactured items and/or fabricated assemblies comprising Products are subject to operation, certification or inspection, and accessibility requirements as required by State or federal regulation.

(d) *Site Preparation.* Vendors shall provide the University complete site requirement specifications for the Products, to the extent applicable. These specifications shall ensure that the Products to be installed shall operate properly and efficiently within the site environment. Any subsequent alterations or modifications required to be made to the site which are directly attributable to incomplete or erroneous specifications provided by Vendor shall be made at the expense of Vendor.

(e) *Specifications.* The apparent silence of the specifications in the Solicitation Document as to any detail concerning the Products shall be regarded as meaning that only the best commercial practice is to prevail and only material and workmanship of the first quality may be used. Unless otherwise specified in the University's Solicitation Document, the Products shall be new and not refurbished, field-upgraded, previously opened, or otherwise used.

(f) *Information Security Compliance and Certifications.* At all times during the term of this Agreement, Vendor shall (1) comply with EXHIBIT A: UNIVERSITY DATA PRIVACY AND SECURITY ADDENDUM, attached and incorporated by reference; and (2) in the event Vendor is acting as a Service Provider as defined by the Payment Card Industry Data Security Standard (PCI-DSS), comply with the PCI-DSS and provide appropriate PCI attestation documentation.

**6. TRAVEL EXPENSES.** Unless otherwise agreed by the Parties, Vendor may be reimbursed for documented travel expenses arising under the performance of this Agreement at the out-of-state rates set forth in North Carolina General Statute §138-6; as amended from time to time. Vendor personnel whose travel expenses are to be paid or reimbursed by University funds are subject to University travel regulations, which are located at <https://finance.unc.edu/services/travel/>. Vendor agrees to use the lowest available airfare not requiring a weekend stay and to use the lowest available rate for rental vehicles, and to require employees to share rental vehicles whenever the Services to be provided reasonably allow. Unless otherwise agreed by the Parties, all Vendor-incurred travel expenses shall be billed on a monthly basis, shall be supported by receipt, and shall be paid by the University within thirty (30) days after invoice approval. Travel expenses exceeding the foregoing rates shall not be paid by the University unless otherwise agreed by the Parties. The University will reimburse travel allowances only for days on which the Vendor is required to be in North Carolina performing Services for which it is necessary to be on site under this Agreement.

**7. SUBCONTRACTING.** The Vendor may subcontract the performance of Services to third parties only with the prior written consent of the University. The Vendor remains solely responsible for the performance of its subcontractors. Subcontractors, if any, shall adhere to the same regulatory obligations and standards required of the Vendor under this Agreement.

**8. ASSIGNMENT.** This Agreement may not be assigned by either Party without the prior written consent of the other Party. In cases where the Vendor seeks to assign this Agreement prior to the University's written approval of an assignment, the Vendor assignor shall affirm in writing to the University that the assignee is fully capable of performing all obligations of the Vendor under this Agreement. In cases where vendors who have been awarded contracts are involved in corporate consolidations, acquisitions, or mergers, the University may, at its sole discretion, negotiate agreements for the transfer of contractual obligations and the continuance of contracts

within the framework of the new corporate structures.

**9. CARE OF PROPERTY.** Vendor agrees that it shall be responsible for the proper custody and care of any property furnished it for use in connection with the performance of this Agreement or purchased by it for this Agreement and will reimburse the University for loss of damage of such property.

**10. INDEPENDENT CONTRACTORS.** Vendor and its employees, officers and executives, and subcontractors, if any, shall be independent contractors and not employees or agents of the University. This Agreement shall not operate as a joint venture, partnership, trust, agency or any other business relationship.

**11. INSURANCE COVERAGE.**

(a) *Generally.* Vendor's insurance policies shall meet all laws of the State of North Carolina and shall be obtained from companies licensed or approved to do business in the State of North Carolina with an A.M. Best rating of not less than A-VII. The minimum coverage limitations indicated below shall not be interpreted as limiting Vendor's liability and obligations under this Agreement. University shall not be deemed or construed to have assessed the risk that may be applicable to Vendor. Vendor shall assess its own risks and, if it deems appropriate, maintain higher limits and broader coverages. University shall be listed as an additional insured. Vendor will provide thirty (30) days advance notice to University, either directly or through the insurer, of any cancellation or non-renewal of a policy. The insurance policies must be written on a primary basis and any insurance or self-insurance maintained by University shall be non-contributing.

(b) *Commercial General Liability.* Vendor, at its sole cost and expense, shall maintain Commercial General Liability (CGL) insurance (ISO form CG0001 or equivalent) with the following minimum limits of liability: (i) General Aggregate: \$2,000,000; (ii) Products/Completed Operations Aggregate: \$2,000,000; (iii) Personal/Advertising Injury: \$1,000,000; and (iv) Each Occurrence Limit: \$1,000,000. Umbrella or excess liability insurance may be used to meet the CGL coverage limit requirements.

(c) *Workers' Compensation Insurance.* Vendor, at its sole cost and expense, shall maintain Workers' Compensation Insurance in accordance with the limits and terms required by the laws of North Carolina, as well as Employers' Liability coverage with minimum limits of \$500,000, covering all of Vendor's employees who are engaged in any work under this Agreement. If any work is sublet, the Vendor shall require the subcontractor to provide the same coverage for any of his employees engaged in any work under this Agreement.

(d) *Automobile Liability Insurance.* Vendor, at its sole cost and expense, shall maintain Automobile Liability Insurance, to include liability coverage, covering all owned, non-owned, employee non-owned, leased, and hired vehicles used in connection with this Agreement. The minimum combined single limit shall be \$1,000,000 bodily injury and property damage per accident. Umbrella or excess liability insurance may be used to meet the Automobile Liability coverage limit requirements.

(e) *Professional Liability (Errors and Omissions Liability), including Cyber Liability.* Vendor, at its sole cost and expense, shall maintain Professional Liability insurance with the following minimum limits of liability: (i) \$1,000,000 per loss and (ii) \$1,000,000 per aggregate. This insurance shall provide coverage for: (A) liability arising from theft, dissemination, and/or use of Confidential Information; (B) network security liability arising from the unauthorized access to, use of, or tampering with computer systems; and (C) liability arising from the introduction of a computer virus into, or otherwise causing damage to a computer system, network or similar related property. If professional liability insurance is written on a claims-made basis, Vendor warrants that any retroactive date under the policy shall precede the effective date of this Agreement and that either continuous coverage will be maintained or an extended discovery period will be exercised for a period of two (2) years beginning at the time work under this Agreement is completed. If such insurance is maintained on an occurrence form basis, Vendor shall maintain such insurance for an additional period of one (1) year following termination of the Agreement. If such insurance is maintained on a claims-made basis, Vendor shall maintain such insurance for an additional period of three (3) years following termination of the Agreement.

**12. AVAILABILITY OF FUNDS.** Any and all payments to the Vendor are contingent upon and subject to the availability of funds to the University for the purpose set forth in this Agreement.

**13. INDEMNIFICATION AGREEMENT.** Vendor shall indemnify, defend and hold harmless the University, its trustees, officers, employees and agents (collectively, "Indemnitees") from and against any and all damages, costs, liabilities, losses and expenses incurred by Indemnitees arising from or related to (i) the Products delivered or the Services performed by Vendor; (ii) a breach of this Agreement by Vendor; or (iii) any misconduct or acts of negligence by Vendor. Vendor shall pay all royalties and license fees for third party Products it provides to

the University under this Agreement. Vendor shall indemnify, defend and hold harmless University from and against any claim asserted against University alleging that the Products or Services or the use of the Products or Services by University constitutes a misappropriation of any proprietary or trade secret information or an infringement of any patent, copyright, trademark or other intellectual property right.

**14. TERMINATION FOR CONVENIENCE.** The University may terminate this Agreement at any time by giving thirty (30) days prior notice in writing to the Vendor. In the event the Agreement is terminated for the convenience of the University, the University will pay for all documented Services performed and Products delivered in conformance with the Agreement up to the date of termination.

**15. DEFAULT; TERMINATION FOR CAUSE.**

(a) If either Party fails to meet any material requirement of this Agreement, notice of the failure or default is provided to the defaulting Party by the non-defaulting Party, and the failure is not cured within thirty (30) calendar days of the defaulting Party's receipt of the notice of default, then the non-defaulting Party may terminate this Agreement for cause and pursue any rights or remedies provided by law or under this Agreement.

(b) Pursuant to the North Carolina Administrative Code, in the event Vendor defaults under a contract with the University, the University may procure replacement goods and services on the open market and charge Vendor for any additional costs occasioned thereby, and the University may initiate proceedings with the State of North Carolina to de-bar Vendor from doing future business with agencies of the State of North Carolina. (See NCAC Title I, Chapter 5B.1520).

(c) Vendor shall be in default if it submitted a certification for price-matching preference under Executive Order #50 and G.S. § 143-59 that was false and/or contained materially misleading or inaccurate information, and/or Vendor failed to provide information and documentation requested by the University to substantiate Vendor's certification. The State of North Carolina may take action against Vendor under the False Claims Act, G.S. § 1-605 through 1-617, inclusive, for submitting a false certification for the price-matching preference under Executive Order #50 (including but not limited to treble damages and civil penalties).

**16. 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, riot, strikes, civil insurrection, acts of public officials, earthquake, hurricane, tornado, or other catastrophic natural event or act of God.

**17. CONFIDENTIALITY; CARE OF INFORMATION.**

(a) *Confidentiality.* Confidential Information means (1) Personal Information, as that term is defined in EXHIBIT A; and (2) any information, content, files, data, documents, studies, and reports (A) given to Vendor by or on behalf of the University; (B) uploaded to any Vendor system or to any Vendor Software by or on behalf of the University; and (C) prepared or assembled by the Vendor under this Agreement. All Confidential Information shall be kept as confidential and not divulged or made available to any individual or organization without the prior written approval of the University.

(b) *Response to Third-party Requests for Confidential Information.* If Vendor is served with a subpoena related to Confidential Information, then, unless prohibited by law, Vendor will provide prior notice of such subpoena to the University to allow the University an opportunity to seek injunctive relief before disclosure of the information.

(c) *Protection of Vendor Trade Secrets under NC Public Records Act.* The University will maintain the confidentiality of Vendor's "trade secrets", in accordance with N.C. Gen. Stat. § 132-1, et. seq. (the "NC Public Records Act"). "Trade Secrets" means, as defined in North Carolina General Statute § 66-152, "business or technical information, including but not limited to a formula, pattern, program, device, compilation of information, method, technique, or process that derives independent actual or potential commercial value from (i) not being generally known or readily ascertainable through independent development or reverse engineering by persons who can obtain economic value from its disclosure or use, and (ii) is the subject of efforts that are reasonable under the circumstances to maintain its secrecy." Vendor shall designate the portions of the materials it delivers to the University that meet the definition of Trade Secret or that otherwise are exempt from disclosure under the NC Public Records Act at Chapter 132 of the North Carolina General Statutes, by printing "CONFIDENTIAL" in boldface at the top and bottom of the applicable pages or sections. Further, in accordance with North Carolina Administrative Code, price information shall not be deemed confidential (09 NCAC 06B .1001). In spite of what is labeled as confidential, the determination as to whether the information is subject to disclosure shall be

determined by North Carolina law.

(d) *Grant of Limited Right to Use University Data.* Subject to the terms and conditions of this Agreement, University grants to Vendor a non-exclusive, non-transferable, limited right to use Confidential Information or other University data received or accessed by Vendor solely to perform its obligations under this Agreement. All right, title and interest in the data shall remain with the University or end users, as applicable. Vendor may not access and/or duplicate the data for any reason other than to perform its obligations under this Agreement.

(e) *Limitations on Use of University Data.* Vendor shall not collect, mine, save, disclose, or otherwise use any Confidential Information or University data for any purpose other than to perform its obligations under this Agreement.

(f) *FERPA Acknowledgement.* Vendor will maintain all educational records and information concerning students enrolled in University's programs (the "Educational Records") in a manner consistent with University's internal policies, the federal Family Educational Rights and Privacy Act ("FERPA") and other applicable laws and regulations. To the extent that University provides Vendor with any Educational Records that contain Personal Information, as that term is defined in EXHIBIT A, the University hereby designates Vendor as a school official with a legitimate educational interest in using such Educational Records, and Vendor agrees to use such information only for the purpose of fulfilling obligations under this Agreement. All Educational Records will remain the property of University and part of University Confidential Information. To the extent Vendor accesses the Educational Records, including through the use of subcontractors, Vendor acknowledges that such access shall be in compliance with the terms of FERPA; the University's FERPA policy, which is located at: [Article - Policies and Procedures Under...](#); other Applicable Data Privacy and Security Laws, and this Agreement, and it is Vendor's contractual obligation to ensure that any such subcontractors also comply with the same. Except as permitted under this Agreement, Vendor (including any subcontractors used by Vendor) will not disclose University Confidential Information or data except as (i) explicitly allowed under this Agreement or (ii) required by judicial order, or by a lawfully issued subpoena, provided, however, that Vendor must first provide University with reasonable notice and an opportunity to object or otherwise protect the University's Confidential Information and data at issue from being so disclosed.

**18. IMPLEMENTATION; CONFLICTS/INCONSISTENCIES.** This Agreement shall be implemented by a University Purchase Order. For purposes of construing a transaction as an integrated contract, the following shall be considered a single transaction and a legal and binding contract: (i) the University Purchase Order(s); (ii) any signed Statement of Work or other document directly related to this Agreement that has been signed by authorized representatives of both Parties; (iii) the Solicitation Document; (iv) this Agreement; and (v) Vendor's technical and cost proposals submitted in response to the Solicitation Document. In the event of a conflict or inconsistency between these contract documents, the order of precedence shall be the order listed above, where clause "(i)" receives the highest priority and clause "(v)" receives the lowest priority.

**19. AMENDMENTS/CONTRACT AUTHORIZATION.**

(a) This Agreement may not be amended orally or by performance. Any amendment, in order to be effective, must be made in written form and signed by duly authorized representatives of the University and Vendor in accordance with this section.

(b) This Agreement is made subject to the shipment of quantities, qualities, and prices indicated on the Purchase Order and all conditions and instructions on the Purchase Order or the Solicitation Document, as applicable. Any changes made to this Agreement or Purchase Order proposed by the Vendor are hereby rejected unless accepted in writing by the University's Purchasing Services Department or the Vice Chancellor for Finance and Administration. The University shall not be responsible for services or products delivered without a Purchase Order or authorization from the University's Purchasing Services Department. In order to be effective, contracts for University purchases of goods or services exceeding \$5,000 must be signed by a duly authorized officer of the University's Purchasing Services Department, or the University's Vice Chancellor for Finance and Administration or his/her delegate.

**20. ADVERTISING.** Vendor shall not use the existence of this Agreement or the name, logo, images or trademarks of the University of North Carolina at Chapel Hill as a part of any marketing or commercial advertising without prior written approval of the University. Requests to use the University's name, logo, images or trademarks should be directed to the University's Office of Trademarks and Licensing (<https://licensing.unc.edu/>).

**21. EXPORT CONTROL CLASSIFICATION.** Vendor shall not transfer or disclose to the University any

equipment, information, substance or material that is controlled under the federal government's Export Administration Regulations (15 C.F.R. 730-774) or International Traffic in Arms Regulations (22 C.F.R. 120-130) (collectively, any "Export Controlled Material") without first informing the University of the Export Controlled Material's Export Control Classification Number ("ECCN"), or other applicable export control designation.

**22. NONDISCRIMINATION.** Vendor shall abide by the requirements of 41 CFR 60-1.4(a), 60-300.5(a), and 60-741.5(a). These regulations prohibit discrimination against qualified individuals based on their status as protected veterans or individuals with disabilities, and prohibit discrimination against all individuals based on their race, color, religion, sex, sexual orientation, gender identity, national origin, or appropriate inquiries regarding compensation. Vendor will take affirmative action to employ and advance in employment individuals without regard to race, color, religion, sex, national origin, protected veteran status, disability, or appropriate inquiries regarding compensation.

**23. NOTICES.** Any notices required under this Agreement should be delivered to the contract administrator for each Party. Unless otherwise specified in the Solicitation Document, any notices shall be delivered in writing by U.S. Mail, commercial courier or by hand.

**24. COMPLIANCE WITH LAWS.** Each Party shall comply with all laws, ordinances, codes, rules, regulations, and licensing requirements that are applicable to its operations, including those of federal, state, and local agencies having jurisdiction and/or authority.

**25. GOVERNING LAW AND VENUE.** This Agreement is made under and shall be governed and construed in accordance with the laws of the State of North Carolina. In the event the parties are unable to resolve any dispute relating to this Agreement, the exclusive venue for any judicial action or proceeding arising out of or relating to this Agreement shall be the state or federal courts located in the State of North Carolina.

**26. SEVERABILITY.** In the event that a court of competent jurisdiction holds that a provision or requirement of this Agreement violates any applicable law, each such provision or requirement shall be enforced only to the extent it is not in violation of law or is not otherwise unenforceable and all other provisions and requirements of this Agreement shall remain in full force and effect. All promises, requirements, terms, conditions, provisions, representations, guarantees and warranties contained herein shall survive the expiration or termination date unless specifically provided otherwise herein, or unless superseded by applicable federal or State statute, including statutes of repose or limitation.

**27. PROJECT BUDGET REPORTING.** Vendor shall prepare a project budget plan for its Services ("Project Budget Plan") and shall regularly update and maintain such plan to reflect mutually agreed changes thereto. The initial and each subsequent version of the Project Budget Plan shall be submitted to the University project manager for her or his written approval. The Project Budget Plan shall include variances between the original (and not adjusted unless specified by University) Project Budget Plan and actual costs. Vendor shall immediately notify the University project manager in writing of any variance greater than five percent (5%) between costs as budgeted in the Project Budget Plan and as actually incurred.

**28. TIME SHEETS.** On a weekly basis, Vendor shall provide University time sheets for all Vendor personnel and contractors that performed billable Services during the immediately preceding week. All such time sheets shall be in form and detail acceptable to University and shall include a reasonably detailed description of the Services performed, including the date, hours worked and related expenses incurred, and a reference to the applicable Purchase Order number, and shall be signed by both the applicable Vendor employee (or contractor) and the Vendor project manager.

**29. INVOICES.** On a monthly basis, Vendor shall issue invoices for Services performed during the immediately preceding month. Each invoice shall include a summary of charges (by person by hour) that pertain to the Services being billed under such invoice and shall otherwise be in a form and detail acceptable to University. Invoices shall not include fees for greater than forty (40) hours per week for any Vendor employee or contractor unless such time over forty (40) hours was approved in writing by University. By submitting an invoice, Vendor certifies that the amount billed is accurate with respect to the fees, charges and expenses set forth therein.

**30. OWNERSHIP OF WORK PRODUCT.** Unless otherwise agreed in writing by the Parties, deliverables developed or prepared specifically for the University hereunder (the "Deliverables") shall be deemed "works made for hire" under the federal copyright laws. Vendor hereby assigns to the University any and all rights, title and interest, including, without limitation, copyrights, trade secrets and proprietary rights to the Deliverables. To the extent the Deliverables include data, modules, components, designs, utilities, subsets, objects, processes,

tools, models and specifications ("Technical Elements") owned or developed by Vendor prior to, or independently from, its engagement hereunder, Vendor retains ownership of such Technical Elements and Vendor hereby grants to the University a perpetual, worldwide, fully paid-up limited license to use such Technical Elements for University related purposes.

**31. QUALIFIED PERSONNEL; INTERVIEWS.** Vendor shall ensure that qualified personnel of the Vendor will provide the Services under this Agreement 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 information technology industry. Prior to Vendor commencing the provision of the Services, upon the University's request, the University shall have the opportunity to review resumes and conduct interviews of the personnel who Vendor proposes to deploy to provide the Services to the University. If the University is not satisfied with the proposed personnel, the University may request acceptable substitute personnel to be provided by Vendor.

**32. KEY PERSONNEL.** Vendor shall not substitute key personnel assigned to the performance of this Agreement without prior written approval by the University's designated contract administrator. Any desired substitution shall be noticed to the University's contract administrator accompanied by the names and references of Vendor's recommended substitute personnel. The University will approve or disapprove the requested substitution in a timely manner. The University may, in its sole discretion, terminate the services of any person providing services under this Agreement. Upon such termination, the University may request acceptable substitute personnel to be provided by Vendor.

**33. ACCEPTANCE CRITERIA.** Acceptance testing is required for the Products and Services. In the event acceptance of the Products and Services is not described in the Solicitation Documents or a Statement of Work, the University may define such processes and procedures as may be necessary or proper, in its opinion and discretion, to ensure the Products and Services' compliance with the University's specifications set forth in the Solicitation Document. The University shall notify Vendor in writing within fifteen (15) calendar days following University's discovery that the Products and Services are non-conforming and are unacceptable. Products and Services that fail to comply with specifications set forth in the Solicitation Document may be rejected upon the initial acceptance testing or at any later time if the defects associated with the Products and Services were not reasonably ascertainable at the time of the initial acceptance testing. The notice shall specify in reasonable detail the ways in which the Products and Services are non-conforming. If Vendor fails to promptly cure the defect or re-perform the Services, the University may deem the Vendor in default of this Agreement and may pursue any rights and remedies available to University.

**34. UNANTICIPATED TASKS.** In the event that additional billable work must be performed that was wholly unanticipated, and that is not specified in the Purchase Order(s), but which in the opinion of both Parties is necessary to the successful accomplishment of the contracted scope of work, Vendor shall prepare a work authorization to be submitted to the University's project manager and to the University's Department of Procurement Services. All work authorizations must be written and signed by Vendor and an authorized representative in the University's Department of Procurement Services prior to Vendor beginning any such additional billable work.

**35. WITHHOLDING.** The University shall withhold \_\_\_\_\_ percent (\_\_\_\_%) of the total undisputed amount due and payable under each invoice, excluding amounts attributable to expenses for Services performed by the Vendor. The withheld amount will be paid to Vendor, in whole or in part subject to any applicable delay penalties, upon Vendor's delivery of the project deliverables, as defined in the Statement of Work, and University's acceptance of the same ("Project Completion").

**36. DELAY PENALTIES.** If Vendor's failure to perform its obligations in a timely manner results in the Project Completion not being achieved by the Project Completion deadline date, the Vendor shall forfeit a percentage of the total Service fees withheld by the University as set forth above in an amount equal to \_\_\_\_\_ percent (\_\_\_\_%) of the total project Service fees withheld for every five (5) business days that Project Completion is delayed.

**37. KNOWLEDGE SHARING.** As part of the Services provided by Vendor, Vendor shall provide University with Know-How with respect to the functions, features, operation, configuration and support and maintenance of the Software or other Products provided by Vendor to enable University to become reasonably self-reliant with respect to the day-to-day operation and support and maintenance of such Products or Software. "Know-How" means concepts, techniques, information, reports, programs, program materials, documentation, diagrams, notes,

outlines, flow charts, user interfaces, technology, formulas, processes and algorithms that are used to effectively use, implement, support and/or maintain the Software or other Products installed or provided by Vendor.

**38. SOFTWARE AVAILABILITY GUARANTEE.**

(a) *Availability Guarantee.* Vendor’s objective is to make the Vendor’s Software available to the University twenty-four hours a day, seven days a week, except for scheduled maintenance. In addition, Vendor guarantees that the University will be able to access Vendor’s Software ninety-nine percent (99.99%) of the time (excluding scheduled maintenance) in any given month (“Availability Guarantee”).

(b) *Remedy.* In the event that the University’s access to Vendor Software hereunder falls below the Availability Guarantee, and such unavailability is not due to Vendor’s scheduled maintenance or to events of force majeure, Vendor will grant to the University a credit based on a sliding scale, as set forth in the table below, ranging from twenty percent (20%) to one-hundred percent (100%) of one-twelfth of the annual Software license fees for any single month in which the Availability Guarantee is not satisfied. Scheduled maintenance shall not be counted in the calculation of any Credit. All credits shall be calculated based on the total hours in a particular month. For purposes of calculating credits, Vendor shall provide the University with a monthly report of uptime for the Service. The University must submit a request for a credit within sixty (60) days of receipt of uptime report from Vendor. Vendor is not required to honor requests for credits submitted after the sixty (60) day period. Any period of unavailability shall be counted from the time such unavailability commences until such time that access is restored.

Software Access during Applicable Month (excluding Scheduled Maintenance and Events of Force Majeure)	Credit for such month
Greater than or equal to 99.99%	0%
Less than 99.99% but greater than or equal to 98%	20%
Less than 98% but greater than or equal to 97%	29%
Less than 97% but greater than or equal to 96%	38%
Less than 96% but greater than or equal to 95%	47%
Less than 95% but greater than or equal to 94%	56%
Less than 94% but greater than or equal to 93%	65%
Less than 93% but greater than or equal to 92%	74%
Less than 92% but greater than or equal to 91%	83%
Less than 91% but greater than or equal to 90%	92%
Less than 90%	100%

(c) *Scheduled Maintenance.* The University acknowledges and agrees that Vendor will, from time to time, need to perform routine maintenance or repair, and that during such periods of maintenance or repair, Vendor’s Software may not be available for the University’s use. Vendor’s objective is to minimize the duration of any such unavailability and will endeavor to perform routine maintenance outside of normal business hours. Vendor publishes planned maintenance windows and will use best efforts to provide the University fourteen (14) days notice before the pre-scheduled four hour monthly maintenance windows that take place outside of normal business hours. In other rare events, and to the extent possible, Vendor will provide the University at least twenty-four (24) hours advance notice of down-time for emergency maintenance that could include updates to security systems.

**39. HOSTING FACILITY.**

(a) *Location(s) of Hosting Facilities.* Vendor certifies that for the duration of this Agreement, all Hosting Facilities at which University Data will be stored are located within the United States, unless otherwise agreed in a document signed by duly authorized officers of each of the Parties.

(b) *Increases in Hosted Services Fees.* Increases in Vendor’s annual fees for hosted Services shall not exceed three percent (3%) above the fees for the previous year. In no event shall the fee for hosted Services paid by University exceed Vendor’s then-current fee for hosted Services charged to any of its similarly-situated customers.

**40. BACKUP AND RETRIEVAL.** Vendor will perform incremental back-ups daily and full backups weekly. Vendor utilizes a secondary site for purposes of disaster recovery. Vendor's client systems are replicated to the secondary site. In the event the primary production site becomes inaccessible, Vendor will commence a recovery utilizing the secondary site within four (4) hours. Full data tapes, magnetic discs and/or other optical media will be encrypted and stored off-site in a secured vault. Offsite storage of back up media shall take place at least weekly.

**41. GRANT OF ACCESS AND USE OF UNIVERSITY DATA.** For purposes of this section, "University Data" means all University content, data, and other information provided by the University and stored, accessed or managed using the Software. The University grants to Vendor a non-exclusive, non-transferable, limited right to use University Data contained on Vendor's servers at its hosting facilities solely to the extent required to solve technical support problems or to perform maintenance services under this Agreement. All right, title and interest in University Data shall remain with the University. Vendor may not access and/or duplicate University Data for any reason other than those stated herein without the prior written consent of the University.

**42. TRANSITION SERVICES; DESTRUCTION OF UNIVERSITY DATA.**

(a) *Transition Services.* Upon the expiration or termination of the Agreement for any reason, the University shall have the right, upon its request, to receive from Vendor for up to six (6) months all services reasonably necessary to effectuate an orderly transition to a successor vendor, including assistance in transferring University Data to an industry-standard or other format requested by the University. Any fees charged by Vendor for such services should be at reasonable, fair market rates.

(b) *Destruction of University Data.* Upon the expiration or termination of the Agreement, Vendor shall ask University in writing whether University wishes to exercise the transition services described in the subsection above, or whether University wishes for Vendor to destroy the University Data in Vendor's possession. If University responds that it wishes to exercise transition services, then Vendor shall not destroy the University Data until the completion of the transition services. If University notifies Vendor that it wishes for Vendor to destroy the University Data, or if University does not respond to Vendor's written inquiry within thirty (30) days of its receipt of the inquiry, or otherwise upon University's written request, Vendor shall promptly destroy all University Data it possesses in any form and provide University a written attestation to the destruction of the University Data, specifying when it was destroyed and by what methods under NIST SP800-88 or other previously agreed upon destruction method.

**43. SOFTWARE LICENSE GRANT.** This section recites the scope of license granted, if not superseded by a separate licensing agreement, as follows:

(a) *License Grant.* Vendor grants to the University a non-exclusive, worldwide license to use the Software. This license shall be perpetual, unless terminated as provided herein. Such license permits University to: (i) use the Software in object code format; (ii) use the Documentation; (iii) transfer and operate the Software on a different operating system and/or on different hardware; (iv) install and make copies of the Software for testing, disaster recovery, disaster recovery testing, backup, training and education, development and archival purposes; (v) reproduce and/or incorporate all or any portion of the Documentation into University-developed training and education materials; and (vi) upon receipt of Vendor's prior written approval, such approval not to be unreasonably withheld, modify and adapt the Software to interface and/or integrate the Software with third-party software products.

(b) *Third Party Implementation Services.* University without having to pay any special fees has the right to permit third-party services provider to access and use the Software for purposes of assisting with the implementation.

(c) *Upgrades.* The University's license includes the right to upgrades, updates, maintenance releases or other enhancements or modifications made generally available to Vendor's licensees without a separate maintenance or support agreement (i.e., "minor upgrades" typically represented by an increased number to the right of the decimal point in the Software version number). Vendor's right to a new license for new version releases of the Software (typically represented by an increased number to left side of the decimal) shall not be abridged by the foregoing.

**44. MAINTENANCE/SUPPORT SERVICES.** Unless otherwise provided in the University's Solicitation Document or in an attachment hereto, for the first year and all subsequent years during the term of this Agreement, Vendor agrees to provide the following services for the current version and one previous version of

the Software, commencing upon delivery of the Software:

(a) *Error Correction.* Upon notice by University of a problem with the Software (which problem can be verified), Vendor shall use reasonable efforts to correct or provide a working solution for the problem. The University shall comply with all reasonable instructions or requests of Vendor in attempts to correct an error or defect in the software program. Vendor and the University shall act promptly and in a reasonably timely manner in communicating error or problem logs, other related information, proposed solutions or workarounds, and any action as may be necessary or proper to obtain or effect maintenance services under this section.

(b) *Notice.* Vendor shall notify the University of any material errors or defects in the Software known or made known to Vendor from any source during the term of this Agreement that could cause the production of inaccurate or materially incorrect results. Vendor shall initiate actions as may be commercially necessary or proper to effect corrections of any such errors or defects.

(c) *Updates.* Vendor shall provide to the University at no additional charge all new releases and bug fixes for the Software developed or published by Vendor and made generally available to its other customers at no additional charge. All such updates shall be a part of the Software and, as such, shall be governed by the provisions of this Agreement.

(d) *Telephone Assistance.* Vendor shall provide the University with telephone access to technical support engineers for assistance in the proper installation and use of the Software, and to report and resolve software problems during normal business hours. Vendor shall promptly respond to University telephone requests for Software program maintenance service.

(e) *Support and Maintenance Fees.* Increases in Vendor's annual support and maintenance fees shall not exceed three percent (3%) over the support and maintenance fees for the previous year. In no event shall the support and maintenance fee rate paid by University exceed Vendor's then-current support and maintenance rate charged to any of its similarly-situated customers. If the University fails to pay or chooses not to pay for support and maintenance services for the Software, the University may continue to use the Software pursuant to the license granted hereunder, but will not be entitled to receive routine support and maintenance services for such Software.

**45. ESCROW OF CODE.** Vendor has established an Escrow Agreement ("Escrow Agreement") for the Software with a third party escrow agent acceptable to the University. Within thirty days from the effective date of this Agreement, Vendor will add the University as a beneficiary to such Escrow Agreement. In the event (i) this Agreement is terminated due to insolvency or the filing of involuntary bankruptcy proceedings pursuant to Chapter 7 of the U.S. Bankruptcy Code and (ii) Vendor no longer offers support or maintenance services for the Software (both (i) and (ii) constituting the release condition ("Release Condition") under the Escrow Agreement), the Software code deposited in accordance with the Escrow Agreement (the "Deposit Materials") shall be delivered to the University and the University shall be granted a license to use the Deposit Materials solely to repair, maintain and support the Software licensed to University pursuant to this Agreement. The license to the Deposit Materials under this section shall terminate upon the termination or cure of the Release Condition.

**46. PROTECTION AGAINST SOFTWARE MIGRATION.** If within five (5) years of the effective date of this Agreement, Vendor ceases providing support and maintenance for the Software and begins marketing a successor software product to the Software, then Vendor shall provide University with an option to purchase the successor software with credits equal to the one hundred percent (100%) of all fees paid by University to Vendor for the Software and Vendor shall provide software implementation services to University at a discounted rate of forty percent (40%) off Vendor's then applicable services rates.

**47. PROTECTION AGAINST REDUCTIONS IN SOFTWARE FUNCTIONALITY.** If Vendor eliminates any Software functionality in any future releases or versions of the Software, then at no cost or expense to University, Vendor shall either: (a) provide to University through another Vendor product substantially equivalent replacement Software functionality that is reasonably acceptable to University; or (b) modify, adjust or customize the Software for University's use so that the applicable functionality remains available to University.

**48. WARRANTY TERMS.**

(a) If the Vendor is not the manufacturer of the Products, Vendor represents and warrants to the University that it has been designated by the manufacturer as an authorized reseller of the Products and any manufacturer warranties will pass from the manufacturer through the Vendor and inure to the benefit of the University. In the event such manufacturer warranties fail to pass through the Vendor and inure to the benefit of the University,

the Vendor shall pay, indemnify and hold the University harmless from all losses, damages and expenses resulting from such failure.

(b) If Vendor is the manufacturer of the Products:

(i) Vendor represents and warrants to University that for a period of ninety (90) days from the date of installation ("Warranty Period") the Products shall perform in good working order in accordance with industry practices and standards and meets the specifications set forth in the Solicitation Document. Following receipt of written notice thereof, Vendor promptly shall respond to any failure to comply with the representations and warranties in this subsection, and Vendor promptly shall repair, replace or correct the Products at Vendor's sole cost and expense. The remedies set forth in this section shall be in addition to any other rights and remedies that may be available to University.

(ii) Vendor represents and warrants to University that, to the best of its knowledge: (1) the licensed Products and associated materials do not infringe any intellectual property rights of any third party; (2) there are no actual or threatened actions arising from, or alleged under, any intellectual property rights of any third party; (3) the Software and associated materials do not contain any surreptitious programming codes, viruses, Trojan Horses, "back doors" or other means to facilitate or allow unauthorized access to the University's information systems; and (4) the Software and associated materials do not contain any timer, counter, lock or similar device (other than security features specifically approved by Customer in the Specifications) that inhibits or in any way limits the Software's ability to operate.

(iii) The Vendor represents and warrants to the University that any Product which performs any date and/or time data recognition functionality, calculation or sequencing will provide accurate date/time data and leap year calculations. This warranty shall survive termination or expiration of the Agreement.

(iv) Vendor represents and warrants to University that the Software demonstrated to University, to the extent applicable, during Vendor's on-campus demonstrations: (1) represents a generally available version of the Software; and (2) was configured but not otherwise modified by Vendor or otherwise manipulated in any way to display features or functions that do not exist in a generally available version of the Software as of the date of the Vendor's demonstrations.

(v) Vendor represents and warrants to University that the Products and Services meet the accessibility requirements (to the extent applicable) outlined in Title II of the Americans with Disabilities Act ([28 CFR Part 35 Subpart H](#)), and the best practices outlined in the [W3C Web Accessibility Initiative](#).

**49. ACCESS TO PERSONS AND RECORDS.** During the relevant period required for retention of records by State law (N.C. Gen. Stat. §§ 121-5 and 132-1 et seq.), the State Auditor, the University's internal auditors, and the Joint Legislative Commission on Governmental Operations and legislative employees whose primary responsibility is to provide professional or administrative services to the Commission shall have access to persons and records related to this Agreement to verify accounts and data affecting fees or performance under this Agreement, as provided in N.C. Gen. Stat. § 143-49(9), § 147-64.7. However, if any audit, litigation, or other action arising out of or related in any way to this Agreement is commenced before the end of the retention of records period, the records shall be retained for one (1) year after all issues arising out of the action are finally resolved or until the end of the record retentions period, whichever is later.

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

## EXHIBIT A: UNIVERSITY DATA PRIVACY AND SECURITY ADDENDUM

### I. DEFINITIONS

The following terms will have the assigned definitions for purposes of this Exhibit A. Capitalized terms not defined in this Exhibit A shall retain the definition assigned to it in the Agreement. Any conflicts between definitions in this Exhibit A (University Data Privacy and Security Addendum), Appendix A (University Security Program Requirements) to Exhibit A, attached and incorporated by reference, and any other definitions in the Agreement, including any attachment, exhibit, or schedule, shall be resolved by the following order of precedence, with (1) having the highest priority and (3) having the lowest priority: (1) this Exhibit A; (2) Appendix A; and (3) the Agreement.

(a) “Addendum” means the University Data Privacy and Security Addendum at Exhibit A and Appendix A (University Security Program Requirements) to Exhibit A, which is attached and incorporated by reference.

(b) “Agreement” means the University Information Technology (IT) Terms and Conditions to which this Exhibit A is attached and incorporated by reference.

(c) “Applicable Data Privacy and Security Laws” means all laws, regulations, legal obligations, and other requirements, each as updated from time to time and as applicable to the Personal Information and the applicable Party, that limit, restrict or otherwise govern the Parties’ collection, use, disclosure, security, storage, protection, and processing of Personal Information. Personal Information that is protected includes, but is not limited to, any of the following: (i) “personal information” under the North Carolina Identity Theft Protection Act, (ii) “personnel information” under the North Carolina Human Resources Act; (iii) student “education records” under the Family Educational Rights and Privacy Act (FERPA); (iv) “customer record information” under the Gramm Leach Bliley Act (GLBA); and (v) “cardholder data” as defined by the Payment Card Industry Data Security Standard (PCI-DSS).

(d) “Breach” means the unauthorized acquisition, access, use, or disclosure of Personal Information in a manner not permitted under Applicable Data Privacy and Security Laws, and which compromises the security or privacy of Personal Information.

(e) “Confidential Information” means the definition in the Agreement.

(f) “Controller” means the individual, organization, entity, or Person, alone or jointly, who determines the purposes for which and the means by which Personal Information is Processed.

(g) “Date of Discovery” means the date that any Vendor Workforce member knows or should have known (by reasonable diligence) that a Security Incident, or any actual or suspected Breach has occurred.

(h) “De-Identify” means the removal of or process of removing direct or indirect identifiers from Personal Information so that the resulting data set can no longer be used to identify an Individual and there is no reasonable basis to believe it can be used to identify an Individual.

(i) “Disclosure” means the release, transfer, provision of access to, or divulging in any manner of information outside the entity holding the information.

(j) “Individual” means the identifiable or natural person who is the subject of the Personal Information.

(k) “Person” means a natural individual, proprietorship, partnership, corporation, limited liability company of any kind, organization, Affiliate, and any government agency, body or authority.

(l) “Personal Information” means any information controlled, and provided by or on behalf of the University pursuant to the Agreement (a) that directly or indirectly identifies, or when used in combination with other information may identify, relates to, describes, or is capable of being associated with an individual; (b) is otherwise defined as personal data, personal information, personally identifiable information, or other similar

term for individually identifiable information under Applicable Data Privacy and Security Laws; or (c) when associated or linked with other Personal Information, identifies an individual. Personal Information can be in any media or format, including computerized or electronic records as well as paper-based documents and files. Personal Information does not include personal information or personally identifiable information publicly available to Vendor or provided to Vendor by a third party.

(m) “Process” (or derivatives thereof, such as “Processing”) means any operation or set of operations which is performed, whether or not by automatic means, such as collection, viewing, accessing, recording, organization, storage, adaptation or alteration, retrieval, consultation, use, disclosure by transmission, dissemination or otherwise making available, alignment or combination, blocking or dispersed erasure or destruction.

(n) “Processor” means the individual, organization, entity, or Person who Processes Personal Information on behalf of the Controller.

(o) “Required By Law” means a mandate contained in law that compels an entity to make a use or disclosure of Personal Information and that is enforceable in a court of law. Required By Law includes, but is not limited to, court orders and court-ordered warrants; subpoenas or summons issued by a court, grand jury, a governmental or tribal inspector general, or an administrative body authorized to require the production of information; a civil or an authorized investigative demand; Medicare conditions of participation with respect to health care providers participating in the program; and statutes or regulations that require the production of information, including statutes or regulations that require such information if payment is sought under a government program providing public benefits.

(p) “Security Incident” means the unauthorized access, use, disclosure, modification, or destruction of information or interference with system operations in an information system.

(q) “Subcontractor” means the individual, organization, entity, or Person to whom a Party delegates a function, activity, or service, other than in the capacity of a member of the workforce of such Party.

(r) “Subprocessor” means a third-party individual, organization, entity, or Person engaged by a Processor who will have access to or Process Personal Information from a Controller.

(s) “Use” means, the sharing, employment, application, utilization, examination, or analysis of Personal Information within an entity that maintains such information.

(t) “Workforce” means all individuals working on behalf of Vendor, whether paid or unpaid, who support Vendor and access the University Information Systems and/or otherwise receive, use or disclose Confidential Information.

## II. PERMITTED USES AND DISCLOSURES OF CONFIDENTIAL INFORMATION

(a) Vendor may Use or Disclose Confidential Information as necessary to carry out its activities in support of the University pursuant to the terms of the Agreement or as Required By Law and may Use or Disclose or Process Confidential Information so long as any such Use or Disclosure or Processing of Confidential Information complies with Applicable Data Privacy and Security Laws.

(b) Vendor shall not, without the prior written consent of the University, Disclose any Confidential Information on the basis that such Disclosure is Required By Law without first notifying the University so that the University shall have an opportunity to object to the Disclosure and to seek appropriate relief unless immediate Disclosure is Required By Law. If Vendor is legally required by Applicable Data Privacy and Security Laws to Process Confidential Information other than as instructed by the University, Vendor shall notify the University before such Processing occurs, unless the Applicable Data Privacy and Security Laws requiring such Processing prohibits Vendor from doing so on an important ground of public interest, in which case Vendor will notify the University as soon as that law permits Vendor to do so.

### III. LIMITATIONS ON USE AND DISCLOSURE OF CONFIDENTIAL INFORMATION

(a) Vendor shall not Use or Disclose Confidential Information other than as permitted or required by this Addendum or as Required By Law.

(b) All Uses and Disclosures of Confidential Information by Vendor are subject to the data minimization principles of the Fair Information Privacy Principles (FIPPs) and Applicable Data Privacy and Security Laws.

(c) Where Personal Information is transferred from one Party to another, the Parties shall Process the Personal Information in accordance with any additional provisions that are required by Applicable Data Privacy and Security Laws related to the transfer where the Party that is the recipient of the transfer acts as a Processor of that Personal Information.

(d) Vendor may not De-Identify Personal Information it receives from the University and use it for any purpose unrelated to the activities it performs in support of the University, in accordance with the Agreement.

### IV. AVAILABILITY OF PERSONAL INFORMATION, INDIVIDUAL RIGHTS

(a) Access to Personal Information. Within five (5) calendar days of a request by the University for access to Personal Information about an Individual, Vendor shall make available to the University such Personal Information for so long as such information is maintained by Vendor or any Vendor Subcontractor and/or Subprocessor.

(b) Correction of Personal Information. Within five (5) calendar days of receipt of a request from the University to edit or update incorrect Personal Information about an Individual, Vendor shall provide such information to the University for correction and incorporate any such edits or corrections into the Personal Information for so long as such information is maintained by Vendor or any Vendor Subcontractor and/or Subprocessor.

(c) Process Restrictions of Personal Information. Within five (5) calendar days of receipt of a request from the University to Process restrictions of Personal Information about an Individual, Vendor shall provide such information to the University and provide adequate assurances in writing that such Process restrictions will remain in place for the Personal Information for so long as such information is maintained by Vendor or any Vendor Subcontractor and/or Subprocessor.

(d) Deletion of Personal Information. Within five (5) calendar days of receipt of a request from the University to delete Personal Information about an Individual, Vendor shall provide adequate assurances in writing to the University that deletion of the Personal Information has been completed and that no Personal Information for the Individual is maintained by Vendor or any Vendor Subcontractor and/or Subprocessor.

### V. PRIVACY, SECURITY, AND THIRD-PARTY REQUIREMENTS

(a) Vendor will implement appropriate safeguards to prevent Use or Disclosure of Confidential Information other than as permitted in this Addendum consistent with the University's policies regarding privacy and security requirements outlined in **Appendix A** which is incorporated into this Addendum by reference.

(b) Vendor shall implement and maintain a comprehensive information security program that meets best industry standards and complies with Applicable Data Privacy and Security Laws to protect Confidential Information against accidental, unauthorized, or unlawful Processing and shall have documented those measures in a written information security program. Without limiting the foregoing, such safeguards shall conform, at a minimum, to the requirements outlined in **Appendix A**.

(c) Vendor agrees to provide Privacy and Security Training and educate Vendor Workforce on the University's privacy and security policy requirements who support the activities offered to the University under the Agreement. A record of all such training will be kept by Vendor and provided upon request to the University pursuant to Section V(b) herein. Such training will be required of Vendor's Workforce periodically, but no less

than annually. All new Vendor Workforce members who perform activities in support of the University pursuant to the Agreement shall complete the Privacy and Security Training prior to any work supporting the University.

(d) Vendor agrees to ensure that its agents, including any Subcontractors and/or Subprocessors, that create, receive, maintain or transmit Confidential Information on behalf of Vendor agree in writing to the same (or greater) restrictions and conditions that apply to Vendor, outlined in **Appendix A**, with respect to such information, and agree to implement reasonable and appropriate safeguards to protect any of such information that is Confidential Information. Vendor agrees to enter into written agreements with any Subcontractors and/or Subprocessors in accordance with the requirements of Applicable Data Privacy and Security Laws. Before allowing any Subcontractor and/or Subprocessor or their agent that is not organized under the laws of any state within the United States ("Foreign Subcontractor") to use or disclose, or have access to, Confidential Information, Vendor shall obtain the prior written consent of the University to the use of such Foreign Subcontractor, which consent may be withheld in the University's sole discretion.

(e) Vendor agrees to take reasonable steps to ensure that the actions or omissions of Vendor Workforce members do not cause Vendor to breach the terms of this Addendum.

#### VI. AVAILABILITY OF BOOKS AND RECORDS; AUDITS

Vendor shall permit the University (or an independent inspection company designated by the University), in its discretion, to conduct an audit of Vendor's compliance with this Addendum, outlined in **Appendix A** and/or Applicable Data Privacy and Security Laws. Such audit may consist of a series of inquiries that require written responses. Vendor shall promptly and completely respond to the University's requests for information in support of the audit, which shall not be conducted more than once annually except in cases of an actual or reasonably suspected Security Incident or reasonably suspected noncompliance with this Addendum, and/or Applicable Data Privacy and Security Laws. Each Party shall bear its own costs associated with the audit. Vendor also agrees, if requested, to certify its compliance with this Addendum in writing within fifteen (15) business days.

#### VII. REPORTING TO THE UNIVERSITY

(a) Vendor shall report to the University any Use or Disclosure of Confidential Information that is not in compliance with the terms of this Addendum, as well as any Security Incident and any Breach, of which it becomes aware, without unreasonable delay, and in no event later than one (1) business day of such Date of Discovery (or any shorter period required by Applicable Data Privacy and Security Laws). Such notification shall, at a minimum, contain: (i) a brief description of what happened, including the date of the Security Incident or actual or suspected Breach and the Date of Discovery, if known; (ii) a description of the types of Confidential Information that were involved (such as full name, address, date of birth, social security number); (iii) any steps Individuals should take to protect themselves from potential harm; (iv) a brief description of what Vendor is doing to investigate, mitigate harm to Individuals and protect against further Breaches; (v) to the extent possible, the identification of each Individual whose Personal Information has been, or is reasonably believed by Vendor to have been, accessed, acquired, used, or disclosed during the Security Incident or Breach.

(b) Unless prohibited from doing so by applicable law or by a court order, without unreasonable delay, Vendor will notify the University in writing of any request by any governmental entity, or its designee, to review Vendor's compliance with law or this Addendum, to pursue a complaint, or to conduct an audit or assessment of any kind, if such review, complaint, audit, or assessment pertains to the Agreement or this Addendum.

#### VIII. MITIGATION, COOPERATION, INDEMNIFICATION, AND INSURANCE

(a) Vendor agrees to mitigate any harmful effect that is known to Vendor of a Use or Disclosure of Personal Information by Vendor in violation of the requirements of this Addendum, as well as to provide complete cooperation to the University should the University elect to review or investigate such noncompliance or Security Incident. Vendor shall cooperate in the University's Breach analysis and/or risk assessment, if requested. Furthermore, Vendor shall cooperate with the University in the event that the University determines that any third parties must be notified of a Breach, provided that Vendor shall not provide any such notification except at the direction of the University.

(b) Notwithstanding other provisions of this Addendum or the Agreement, and at its sole expense, Vendor shall be liable under this Addendum for damages caused by the negligence or willful misconduct of Vendor's Workforce members or Vendor's directors, Subcontractors, Subprocessors, or agents. Damages include, but are not limited to, reasonable and actual costs that the University incurs as a result of a violation of this Addendum, including but not limited to any Security Incident or Breach, including but not limited to the administrative cost of notices, print and mailing costs, call center services, forensics services, costs associated with investigating and responding to investigations and inquiries related to the Security Incident or Breach from federal and state regulatory authorities and others, and the costs to obtain two (2) years of credit monitoring services and identity theft insurance for the subjects of any Personal Information that has or have been compromised, when the violation of this Addendum is caused by the negligence or misconduct of Vendor's Workforce members, directors, Subcontractors, Subprocessors, or agents. The remedies set forth herein shall be in addition to any other remedies available to the University at law or in equity, set forth in the Agreement.

(c) To the extent Vendor has limited its liability under the terms of the Agreement, whether with a maximum recovery for direct damages or a disclaimer against any consequential, indirect, or punitive damages, or other such limitations, all limitations shall exclude any damages to the University arising from Vendor's breach of its obligations under this Addendum, Applicable Data Privacy and Security Laws, or relating to its Use, Disclosure, or safeguarding of Personal Information.

(d) In addition to all other insurance requirements in the Agreement, Vendor agrees to obtain and maintain at all times during which it maintains Personal Information subject to the Agreement and/or this Addendum, privacy and cyber liability insurance coverage in amounts no less than one million dollars (\$1,000,000.00 USD) per occurrence and annual aggregate, to include at a minimum coverage for claims (including but not limited to third party tort claims), civil monetary fines, and other penalties insurable by law. At a minimum, this insurance shall cover claims involving privacy violations, information theft, damage to or destruction of electronic information, intentional and/or unintentional release of private information, alteration of electronic information, extortion and network security, data restoration, event response and network interruption. Vendor shall provide certificates of insurance to the University upon request.

#### IX. TERMINATION

(a) This Addendum shall be effective as of the Effective Date and shall terminate upon the earlier of (i) the expiration or termination of the Agreement for any reason, or (ii) the termination of this Addendum by the University for cause as provided herein.

(b) Notwithstanding anything in this Addendum or the Agreement to the contrary, the University shall have the right to terminate the Addendum immediately for cause if the University determines that Vendor has violated any material term of this Addendum.

(c) At termination of this Addendum, the Agreement (or any similar documentation of the business relationship of the Parties), or upon request of Vendor, whichever occurs first, if feasible, Vendor will return (in a manner or process approved by both Parties) or destroy all Personal Information received from the University pursuant to the Agreement that Vendor still maintains in any form and retain no copies of such information. The destruction shall be certified in writing by Vendor to the University. If such return or destruction is not feasible, Vendor will (i) retain only that Personal Information necessary under the circumstances; (ii) return or destroy the remaining Personal Information that Vendor still maintains in any form; (iii) extend the protections of this Addendum to the retained Personal Information; (iv) limit further Uses and Disclosures to those purposes that make the return or destruction of the Personal Information not feasible; and (v) return or destroy the retained Personal Information when it is no longer needed by Vendor. This paragraph shall survive the termination of this Addendum and shall apply to Personal Information received from the University pursuant to the Agreement received by Vendor, its Subcontractors, Subprocessors, or agents.

X. MISCELLANEOUS

(a) Third Party Rights. The Parties to this Addendum do not intend to create any rights in any third parties.

(b) Survival. The obligations of Vendor under this Addendum shall survive the expiration, termination, or cancellation of this Addendum, the Agreement and/or the business relationship of the Parties, and shall continue to bind Vendor, its agents, employees, contractors, Subcontractors, Subprocessors, successors, and assigns as set forth herein.

(c) Injunctions. the University and Vendor agree that any violation of the provisions of this Addendum will cause irreparable harm to the University. Accordingly, in addition to any other remedies available to the University at law, in equity, under the Agreement, or under this Addendum, in the event of any violation of any of the provisions of this Addendum, or any explicit threat thereof, the University shall be entitled to an injunction or other decree of specific performance with respect to such violation(s) or explicit threat thereof.

(d) Amendment. This Addendum may not be amended or modified orally or by performance. It may be amended or modified only in a writing signed by the Parties. In the event that any provision of this Addendum is held by a court of competent jurisdiction to be invalid or unenforceable, the remainder of the provisions of this Addendum will remain in full force and effect. In addition, in the event a Party believes in good faith that any provision of this Addendum fails to comply with the then-current requirements of the Applicable Data Privacy and Security Laws, such Party shall notify the other Party in writing. For a period of up to thirty (30) days, the Parties shall address in good faith such concern and amend the terms of this Addendum, if necessary to bring it into compliance. If, after such thirty-day period, a Party believes in good faith that the Addendum fails to comply with Applicable Data Privacy and Security Laws, then either Party has the right to terminate upon written notice to the other Party.

(e) Conflicts. The Parties agree that, in the event that any documentation of the Agreement contains provisions relating to the Use or Disclosure of Personal Information that are more restrictive than the provisions of this Addendum, the more restrictive provisions will control. The provisions of this Addendum are intended to establish the minimum requirements regarding Vendor's Use and Disclosure of Personal Information.

(f) Notices. Any notices permitted or required hereunder shall be made in writing as provided in the Agreement.

## APPENDIX A: UNIVERSITY SECURITY PROGRAM REQUIREMENTS

Vendor represents, warrants, covenants, and agrees that, with respect to Confidential Information including but not limited to Personal Information, Vendor has adopted, implemented, and maintains (and shall ensure that its employees, contractors and agents adopt, implement and maintain) the security controls as described below (“Security Controls”), to: (1) ensure the confidentiality, integrity, and availability of all Confidential Information Vendor accesses, creates, receives, processes, maintains, or transmits on the University’s behalf; (2) protect against any reasonably anticipated threats or hazards to the security or integrity of such information; (3) protect against any reasonably anticipated uses or disclosures of such information that are not permitted by Applicable Data Privacy and Security Laws and the Agreement and the Data Privacy and Security Addendum; and (4) ensure compliance by its Workforce, including its contractors and agents.

- 1. Maintain a formal information security program following an industry-recognized security framework with a named individual responsible for its overall execution.** Vendor will implement and maintain a comprehensive information security program that meets best industry standards and complies with Applicable Data Privacy and Security Laws to protect Personal Information against accidental, unauthorized or unlawful Processing and shall have documented those measures in a written information security program. Vendor’s information security program must have executive support and be defined based on the characteristics of its business. It must include documented security plans, policies, and procedures designed to protect the confidentiality, integrity, and availability of its information assets. Vendor maintains staffing and technical resources at an appropriate level to ensure the information security program’s plans, policies, procedures, ongoing operations, monitoring, and continuous improvement. Without limiting the foregoing, at a minimum, Vendor’s security program safeguards shall conform to an industry-recognized security program framework, such as the International Organization for Standardization’s 27000 standards, NIST Cybersecurity Framework version 1.1 or 2.0, the Control Objectives for Information and related Technology (COBIT), CIS Critical Security Controls, and HITRUST CSF. At least thirty (30) days before executing the Agreement, Vendor shall provide to the University the name of the industry-recognized security program framework it follows and supporting documentation evidencing its compliance with such industry-recognized framework. For the avoidance of doubt, the University may not, in its sole discretion, execute the Agreement until such time Vendor provides this information.
- 2. Periodically conduct an independent Information Technology (IT) security risk assessment.** As part of its information security program, Vendor periodically, but not less than once every two years thereafter (bi-annually), must conduct an IT security risk assessment performed by a qualified, independent third-party accessor to identify threats and vulnerabilities that may affect the systems that are used to deliver services to the University. Vendor prioritizes identified risks based on potential business impact and likelihood of occurrence. Vendor develops remediation plans for identified vulnerabilities and prioritizes resources to implement remediation plans based on the prioritization of the associated risks. Risk assessment findings, remediation plans, and exceptions are reviewed and approved by Vendor’s senior management. Vendor’s risk assessment is updated periodically or after significant changes to Vendor’s IT environment. **Prior to fully executing the Agreement, Vendor shall provide to the University the most recent security risk assessment performed by a qualified, independent third-party accessor. Vendor is obligated to provide the University with a security risk assessment performed by a qualified, independent third-party accessor not less than bi-annually for the Term of any Agreement, including any Agreement renewals or extensions thereafter.**
- 3. Perform periodic testing for the presence of security measures.** External and internal penetration testing is periodically performed to identify potential security risks that may be exploited by an attacker to gain unauthorized access to Vendor’s systems and networks. Vendor shall perform external penetration testing on at least an annual basis performed by a qualified, independent third party. Prior to executing

the Agreement, Vendor shall provide to the University a summary of its most recent penetration testing results performed at least within the past three calendar years for relevant systems or technology solutions that will be used to deliver services to the University. Vendor is obligated to re-test and provide a summary of penetration testing results to the University at least every three years for the Term of the Agreement, including any Agreement renewals or extensions thereafter, as applicable in accordance with the term of the Agreement.

4. **Mandatory use of strong authentication for all Vendor accounts which may have access to the University data.** Vendor will use strong authentication (Multi Factor Authentication (MFA) or Passwordless Authentication) for all Vendor accounts and/or systems used to deliver services to the University which may have access to the University data, including Personal Information and Confidential Information.
5. **Continuous monitoring of information systems with annual testing on Security Incident response plan and procedures.** Vendor will continuously monitor (24-hours a day, seven days a week) the security of any and all Vendor information systems used to deliver services to the University which may access or store the University data, including Personal Information and Confidential Information. Vendor will maintain a formerly documented Security Incident response plan and procedures that Vendor will test not less than annually for the Term of the Agreement, including any Agreement renewals or extensions thereafter.
6. **Perform continuous vulnerability management program with timely patching procedures.** Vendor will maintain a formally documented continuous vulnerability management program, which will include documented security patch management procedures. Vendor will evaluate, test, and install security patches based on a risk-based schedule prioritized by the Common Vulnerability Scoring System (CVSS) score, or a functionally equivalent approach. Security patches identified as a high priority, generally those that address vulnerabilities with a CVSS base score of 7.0 to 10.0, should be installed with 30 calendar days of release, including any system reboots that may be necessary to fully install the patch. Vendor will maintain a formal exception management process to review and address risks associated with high priority patches that cannot be installed during this window.
7. **Minimum Security Controls.** For any Vendor information systems that will be used to provide services to the University and/or which will access or store the University data, Vendor will adopt security controls that are least the equivalent to, the security controls required for a High Protection Level system under the University's Minimum Security Standard. For specific requirements for the University's High Protection Level, see *the University's Information Security Controls Standard* available here: <https://policies.unc.edu/TDCClient/2833/Portal/KB/ArticleDet?ID=131245>.
8. **Independent forensic summary of any significant Security Incident.** In addition, the reporting requirements outlined in *Section VII* of the Addendum, in the event of a suspected unauthorized access Security Incident wherein Vendor systems used to deliver services to the University and/or where the University data, including Personal Information and Confidential Information, may be in scope, the University may require Vendor, at its own expense, to engage a qualified, independent third-party to provide a formal forensic incident response report. Vendor will be required to provide the University with a copy of the summary of independent party's forensic report. that of that report Vendor is responsible for all expenses related e engaging a third party to provide a formal incident response report.

## ATTACHMENT C: DESCRIPTION OF OFFEROR FORM

Provide the following information about the offeror.

Offeror's full name	
Offeror's address	
Offeror's telephone number	
Ownership	<input type="checkbox"/> Public <input type="checkbox"/> Partnership <input type="checkbox"/> Subsidiary <input type="checkbox"/> Other (specify)
Date established	
If incorporated, State of incorporation.	
North Carolina Secretary of State Registration Number, if currently registered	
Number of full-time employees on January 1 <sup>st</sup> for the last three years or for the duration that the Vendor has been in business, whichever is less.	
Offeror's Contact for Clarification of offer: Contact's name Title Email address and Telephone Number	
Offeror's Contact for Negotiation of offer: Contact's name Title Email address and Telephone Number	
If Contract is Awarded, Offeror's Contact for Contractual Issues: Contact's name Title Email address and Telephone Number	
If Contract is Awarded, Offeror's Contact for Technical Issues: Contact's name Title Email address and Telephone Number	

## 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 categories. Also included as HUBs are disabled business enterprises and non-profit work centers for the blind and severely disabled.

Pursuant to N.C.G.S. §§ 143B-1361(a), 143-48 and 143-128.4, the University 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. This includes utilizing subcontractors to perform the required functions in this RFP. Contact the North Carolina Office of Historically Underutilized Businesses at 919-807-2330 with questions concerning NC HUB certification. <http://ncadmin.nc.gov/businesses/hub>

Respond to the questions below.

1. Is Vendor a Historically Underutilized Business?  Yes  No
2. Is Vendor Certified with North Carolina as a Historically Underutilized Business?  Yes  No

If so, state HUB classification:

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# ATTACHMENT D: COST FORM

## 1. Software

	<b>Annual Cost during the Initial Term</b> (Years 1, 2, and 3)	<b>Total Cost for the Initial Term</b> (Years 1-3)	<b>Annual Cost for each Optional Renewal Term</b> (if applicable; Years 4-10)
<b>Software</b> (Include any and all applicable license fees, user access fees, data storage fees, hosting fees, etc.)			
<b>Maintenance and Support</b>			
<b>Other</b>			
<b>BASE COST</b>			
<b>Software Customization / Additional Functionality</b> (Optional)			
<b>TOTAL COST</b> (Includes software customization / additional functionality, if any)			

## 2. Implementation

Provide the one-time cost to implement the solution.

## 3. Training

Provide the cost of training and materials.

# ATTACHMENT E: VENDOR CERTIFICATION FORM

## 1) ELIGIBLE VENDOR

The Vendor certifies that in accordance with N.C.G.S. §143-59.1(b), Vendor is not an ineligible vendor as set forth in N.C.G.S. §143-59.1 (a).

The Vendor acknowledges that, to the extent the awarded contract involves the creation, research, investigation or generation of a future RFP or other solicitation; the Vendor will be precluded from bidding on the subsequent RFP or other solicitation and from serving as a subcontractor to an awarded vendor.

The University reserves the right to disqualify any vendor if the University determines that the vendor has used its position (whether as an incumbent vendor, or as a subcontractor hired to assist with the RFP development, or as a vendor offering free assistance) to gain a competitive advantage on the RFP or other solicitation.

## 2) CONFLICT OF INTEREST

Applicable standards may include: N.C.G.S. §§143B-1352 and 143B-1353, 14-234, and 133-32. The Vendor shall not knowingly employ, during the period of any resulting contract, nor in the preparation of any response to this RFP, any personnel who are, or have been, employed by a vendor also in the employ of the University and who are providing services involving, or similar to, the scope and nature of this RFP or any resulting contract.

## 3) E-VERIFY

Pursuant to N.C.G.S. § 143B-1350(k), the University shall not enter into a contract unless the awarded Vendor and each of its subcontractors complies with the E-Verify requirements of N.C.G.S. Chapter 64, Article 2. Vendors are directed to review the foregoing laws. Vendors claiming exceptions or exclusions under Chapter 64 must identify the legal basis for such claims and certify compliance with federal law regarding registration of aliens including 8 USC 1373 and 8 USC 1324a. Any awarded Vendor must submit a certification of compliance with E-Verify to the University, and on a periodic basis thereafter as may be required by the University.

## 4) CERTIFICATE TO TRANSACT BUSINESS IN NORTH CAROLINA

As a condition of contract award, the awarded Vendor shall have registered its business with the North Carolina Secretary of State and shall maintain such registration throughout the term of any resulting contract.

\_\_\_\_\_  
Vendor Name

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

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

\_\_\_\_\_  
Title

**[This certification must be signed by an individual authorized to sign on behalf of the Vendor]**

## **ATTACHMENT F: LOCATION OF WORKERS UTILIZED BY VENDOR FORM**

In accordance with N.C.G.S. §143B-1361(b), Vendor must identify (a) how it intends to utilize resources or workers located outside the U.S., and (b) the countries or cities where such resources or workers are located. The University will evaluate additional risks, costs, and other factors associated with the Vendor's utilization of resources or workers located outside the U.S. prior to making an award for any such Vendor's offer. The Vendor shall provide the following:

- a) The location of work to be performed by the Vendor's employees, subcontractors, or other persons, and whether any work will be performed outside the United States. The Vendor shall provide notice of any changes in such work locations if the changes result in performing work outside of the United States.
- b) Any Vendor or subcontractor providing support or maintenance services for software, or call or contact center services shall disclose the location from which the services are being provided upon request.

**Will Vendor perform any work outside of the United States?**

YES  NO

## **ATTACHMENT G: REFERENCES**

The Vendor shall provide three (3) references of customers currently utilizing the proposed solution, fully implemented within the last three (3) years in a setting similar to this RFP's scope of work. References within higher education whose business processes and data needs are similar to those of the University in terms of functionality, complexity, and transaction volume are encouraged.

For each reference, the Vendor shall provide the following information:

- a. Customer name
- b. Customer address
- c. Current telephone number of a customer employee most familiar with the proposed solution
- d. Customer email address
- e. Name of Customer's technical contact tasked with supporting, maintaining and managing the proposed solution
- e. Time period over which each proposed solution implementation was completed
- f. Summary of the proposed solution implementation
- g. List of proposed solution products installed and operational
- h. Number of end users supported by the proposed solution

# ATTACHMENT H: CERTIFICATION OF FINANCIAL CONDITION FORM

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 University within fifteen (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 sign on behalf of the Vendor]**

## ATTACHMENT I: REQUIREMENTS CHECKLIST

1. Are you able to provide security compliance documentation (e.g., SOC 2 Type 2, NIST 800-53, ISO 27001, etc.) for your proposed solution?  
 Yes  No
2. Is your proposed solution PCI compliant, and are you able to provide current PCI compliance documentation, including but not limited to relevant Self-Assessment Questionnaires?  
 Yes  No
3. Are you able to provide a Voluntary Product Accessibility Template (VPAT), or acceptable alternative, detailing your proposed solution's accessibility compliance?  
 Yes  No
4. Does your proposed solution integrate directly with PeopleSoft for data exchange related to student records, financial transactions, and reporting?  
 Yes  No
5. Does your proposed solution integrate with Shibboleth (the University's Identity Provider) and SAML 2.0 (the University's authentication protocol)?  
 Yes  No
6. Does your proposed solution provide strict access controls to safeguard data, ensuring Personal Information is accessible only to authorized personnel, and maintain access logs to track who accessed the data and when.  
 Yes  No
7. Does your proposed solution provide secure, encrypted data transfer methods (e.g., API, SFTP)?  
 Yes  No

I attest that I have provided complete and correct information on this form to the best of my knowledge.

\_\_\_\_\_  
Vendor Name

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

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

\_\_\_\_\_  
Title

**[This attachment must be signed by an individual authorized to sign on behalf of the Vendor]**