

## REQUEST FOR PROPOSAL

Issue Date: July 5, 2009

RFP 10-02

Title: Access Control System Integrator Services and Support

Commodity Code: 99022

Issuing Agency & Address:

Commonwealth of Virginia  
University of Mary Washington  
Office of Purchasing  
1671 Jefferson Davis Hwy., Suite 104  
Fredericksburg VA 22401

To view this proposal in its entirety, refer to: [http://www.umw.edu/purchasing/vendors/bids\\_proposals](http://www.umw.edu/purchasing/vendors/bids_proposals)

**eVA BUSINESS-TO-GOVERNMENT VENDOR REGISTRATION:** The offeror must be a registered vendor in eVA to be awarded this contract. Bidder must include the cost of the eVA transaction fee in its response.

**This form must be completed and returned with proposal.**

Period of Contract: The contract term will be for 5 years with option for five (5) one (1) year renewals.

The service is being procured through a Request for Proposal process. Sealed proposals will be received subject to conditions cited herein until **August 18, 2009, 3:00 p.m.** local prevailing time, for furnishing the services and goods described herein. Proposals must reach the above address prior to the deadline stated. **Late Proposals will not be accepted.**

All inquiries for information should be directed to: K.C. McCullough, (540) 654-1228.

**Pre-Proposal Conference:** A mandatory pre-proposal conference will be held on **July 30, 2009** at 1671 Jefferson Davis Hwy. Suite 104 Fredericksburg, VA 22401 Board Room at **11:00 AM** See Section III. There will be no admittance after **11:10 AM**. Please call (540) 654-1228 for directions.

**IF PROPOSALS ARE MAILED, SEND DIRECTLY TO ISSUING AGENCY SHOWN ABOVE. IF PROPOSALS ARE HAND DELIVERED, DELIVER TO:** University of Mary Washington, Purchasing Department, 1671 Jefferson Davis Hwy., Suite 104, Fredericksburg VA 22401. The RFP number shall be clearly stated on proposal.

In compliance with this Request for Proposal and to all conditions imposed herein and hereby incorporated by the undersigned offers and agrees to furnish the services in accordance with the attached signed proposal and as mutually agreed upon by subsequent negotiation.

UNLESS OTHERWISE STATED, PROPOSAL SHALL BE BINDING FOR NINETY (90) CALENDAR DAYS FOLLOWING PROPOSAL OPENING DATE.

Name and Address of Offeror:

\_\_\_\_\_

Date: \_\_\_\_\_

\_\_\_\_\_

By: \_\_\_\_\_

(Signature in Ink)

\_\_\_\_\_ Zip: \_\_\_\_\_

Typed Name: \_\_\_\_\_

FEI/SSN#: \_\_\_\_\_

Title: \_\_\_\_\_

Fax No.: \_\_\_\_\_

Telephone No. \_\_\_\_\_

Check all that apply: Minority-Owned: ☐ Small Business: ☐ Women-Owned: ☐

DMBE Certification number: \_\_\_\_\_

**NOTE:** This public body does not discriminate against faith-based organizations in accordance with the Code of Virginia, 11-35.1 or against a Bidder or Offeror because of race, religion, color, sex, national origin, age, disability, or any other basis prohibited by state law relating to discrimination in employment.

#### **I. PURPOSE:**

The intent and purpose of this Request for Proposals is to solicit sealed proposals to establish a contract with qualified sources, through competitive negotiation, to provide Access Control System Integrator Services and Support to the University of Mary Washington, an Agency of the Commonwealth of Virginia. The University of Mary Washington seeks the services of a fully qualified, professionally-trained, contractor to provide this service.

#### **II. BACKGROUND:**

The University of Mary Washington is committed to being a premier public institution of higher education, cultivating an environment of academic excellence, fostering lifelong learning, pursuing knowledge, and providing service to its constituent communities. The University operates approximately 49 buildings located on one primary campus, four buildings within a five mile radius of the campus, two buildings known as the College of Graduate and Professional Studies located in Stafford County, the James Monroe Law Office and Museum in downtown Fredericksburg, a leased suite (#104) at 1671 Jeff Davis Hwy called Centre Court, and Belmont, the home and studio of Gari Melchers, located in Falmouth.

#### **III. SCOPE OF WORK:**

**Note:** Please refer to “F. Summary of Bid Submissions” for bid format instruction.

##### **A. GENERAL**

- a. UMW intends to award a contract for Integrator Services and Support of the AMAG/Symmetry card Access Control System (ACS). The contract term is for 5 years with 5 optional one-year extensions.
- b. Currently, there are 31 buildings with ACS installed: 63 doors with card readers and alarms installed, and approximately 100 doors with alarms only.
- c. Activation of the AMAG/Symmetry ID Card Module must be included, to provide the functionality of the existing third-party software. See attached documentation for requirements.
- d. The system is expected to grow every year. All residence halls have card access, some administrative areas have the system and it is anticipated that all buildings will eventually utilize the system.
- e. Information regarding UMW may be found at the University Web site at:  
[www.umw.edu](http://www.umw.edu).

##### **B. CURRENT ENVIRONMENT**

###### **a. Description of Usage**

- i. **Entry:** Students use their proximity ID cards (EagleOne) to access their residence hall, a 24-hour study room, and a few other areas. Several areas

utilize the ACS readers for entry to non-residence hall locations that may be used by students, faculty or staff.

- ii. **Validation:** Students IDs can be validated by the system as a current student for entry to athletic events, entertainment events and to use athletic facilities.
- iii. **Door Status:** Exterior doors, with or without readers, connected to the system have sensors for door propped, door forced, passive request-to-exit, door status switch, and an optional annunciator. Currently, all exterior, ground floor exterior doors on residence halls have access control as well as a few non-residence hall buildings.
- iv. **Log Files:** All system activity is logged which is useful to determine who has entered a building, what door(s) have had alarms, alarm information, etc. (Online for 60 or 90 days.)
- v. See full system documentation, AMAG System Overview, Attachment B.

**b. System Stakeholders**

- i. **Residence Life:** The Director of Residence Life, six additional professional staff members and the clerical support staff have access to an ACS client in order to check the status of students, change residence hall designations, deactivate a lost card, add/delete access rights to specific areas, etc. All residence halls and apartments have Access Control System for entry.
- ii. **EagleOne Card Office:** This office has a system from Vision Database Systems to produce proximity ID cards for students, faculty and staff, which is vital to the ACS system. (See C.c ID Card Module below.)
- iii. **Campus Police:** The access system is monitored 24x7x365 in the communications room at the campus police station. Communications officers can monitor alarms, clear alarms, check door status, issue temporary access, run various reports such as a list of manually unlocked doors, log files, etc.
- iv. **Facilities Services:** Facilities Services responds to complaints concerning problems with the electric strikes, improper door closure, etc.
- v. **Locksmith Office:** The locksmiths perform troubleshooting tasks including locking mechanisms, sensors, door fittings, panic bars, etc.
- vi. **UMW Technical Support:** Technical support at UMW consists of an application analyst, systems analyst and others who administer the file extracts and updates, AMAG database population and configuration, hardware backup, system procedures. UMW may remotely access the AMAG server.
- vii. **Chief Information Officer:** The CIO manages all aspects of the information technology staff and provides the vision for the future of technology for UMW.
- viii. **Academic Representation:** Decisions regarding authorized users and use of the Access Control System in academic locations are made through the Office of the Provost.

**c. Installations In Progress and Planned:**

- i. **In Progress:** The current Contractor is installing the ACS system in a ten-building apartment complex. Each building has one or two exterior doors and door hardware that are being replaced, and ACS components are being installed. Four buildings have laundry rooms with an exterior door and interior door where readers will be installed. There are a total of 27 readers in the complex.
- ii. **Planned for 2010:** A new apartment complex (Eagle Village) is being built to house 624 students beginning August 2010. The fifteen, ground level exterior doors will have ACS control: 5 with readers and alarms, and 10 with alarms only.
- iii. **Other Future Usage:** Academic buildings, parking decks, labs, etc. The Contractor must have expert system knowledge in the design, configuration, usage, installation, re-purposing of components, for new and modified future usage.

**d. ACS (AMAG) Software/System Hardware:**

- i. **System Software:** AMAG Security Management Software, version 4.0.2.
- ii. **System Hardware:** SQL Server Enterprise Manager 2000. Backups are run every night using NovaBackUp to tape. Dell Poweredge 1600 runs Windows 2000 server.
- iii. **Printing Workstations:** Three workstations, two at Fredericksburg campus and one at Stafford campus, run RapIDcard v7.0 software for ID card production. Each workstation has either an Evolis Pebble ID or Fargo DT400 card printer, a digital camera, and a network connection for access to the VDS Microsoft Access Database. (See "ID Card System, Hardware" below.)
- iv. **Clients:** Client software is loaded on the ACS server, a Residence Life workstation, and two Police workstations. All communications to and from the server are routed through the Communications client located in the Police Station.
- v. **Alarms:** The Communications client interacts with the alarm client workstations in Residence Life, Police and door panels in buildings.
- vi. **Licenses:** System level licensing, several client level licenses, printer licenses, etc.

**e. ID Card System (IDMS):**

- i. **Note:** This is a third-party ID card system. UMW intends for the successful vendor to implement the ID Card Module of AMAG as part of this solicitation.
- ii. **Hardware:** ID Management System (IDMS) workstation PC with RapIDcard v7.0 software installed, 3 Evolis Pebble and 2 new Fargo ID card printers, 3 digital cameras and network connections. The Fredericksburg Campus ID Card Center has two Proximity readers for associating the proximity number to the card holder.

- iii. **Software:** RapIDcard v7.0 application on a Microsoft Access database. The database contains software for new and replacement cards and a list of ISO numbers to be assigned to new cards as they are added.
- iv. **Photos:** Photos can be submitted via portal channel into Banner custom tables for importation into IDMS. Photos can be taken at the ID Card Office for immediate availability.
- v. See AMAG ACS documentation, Attachment B.
- vi. See ID Card Processes and Systems Overview, Attachment B.

**f. Interfaces:**

- i. **Banner:** Banner is the University's administrative system containing all student, faculty, and staff information as well as assignments affecting building access rights. The ISO number, after being assigned by the IDMS system and proximity number is loaded into Banner for exporting to other systems.
- ii. **ID Management System:** IDMS contains ID card making software and a file of available ISO numbers to be assigned to new cards. IDMS information is loaded into Banner (see i. above).
- iii. Appropriate Banner data, (proximity number, reader group IDs and Banner ID), is transferred to the Access Control System (hourly). ISO number and other data are transferred to other systems that use the card: Blackboard Transaction system, Library System, eSuds, and Blackboard Community system.
- iv. **Processing Description:** See Attachment B.

**g. List of Building Hardware:**

- i. See Attachment A, Component Inventory.

**h. Warranties:**

- i. **Current:** As part of the current annual maintenance/support contract, the current vendor warrants the ACS system hardware and software, client software, controllers, readers, REX, annunciators, door status switches, and doors/locks they installed.
- ii. **New Contract:** For this award, the Contractor will service and support the existing hardware and software currently installed and warrant any components, hardware and software, installed by the new Contractor.

**i. Support:**

- i. 24-hour telephone support, 2-hour on-campus support.
- ii. Analysis, design for new or renovation installations.
- iii. Cost proposals for new or renovation installations.
- iv. Troubleshooting and resolution.
- v. Installation of new and replacement components.
- vi. Initial and on-going training.

Detailed requirements found in D. Project Scope section.

### C. VENDOR QUALIFICATIONS

- a. **AMAG Integrator Experience:** The AMAG Integrator must have at least three years experience with the AMAG software (both Version 4.x and Version 6.x or later) in an environment similar to UMW (higher education preferred), as evidenced by Description of Experience included with bid. See “F. Summary of Bid Submissions.”
- b. **Database Platforms:** The Integrator must have experience working with the ACS system in a SQL Server environment, as evidenced by the Description of Experience submitted with the bid. The Integrator should include experience with other database management systems supporting the ACS software.
- c. **Expert Knowledge:** The Contractor must have expert AMAG system knowledge in the design, configuration, usage, installation, re-purposing of components for new and modified future usage.
- d. **MS Active Directory Experience:** The Contractor must have a high degree, and recent, experience working with Microsoft Active Directory.
- e. **Higher Education Preferred:** Contractor experience in a higher education environment of at least 5 residence halls and 5 academic/administrative buildings is preferred. The Access Control System is a critical system to the institution 24 hours a day. Timely response to reported problems in residence halls is also a critical issue. Include in Description of Experience, evidence of experience in this area and procedures followed to insure proper response and quick resolution of such problems.

### D. PROJECT SCOPE

- a. **Upgrade System Hardware and Software (Headend)**
  - i. **Upgrade/Replace System Hardware:** Recommend, purchase, install, and test all new system hardware. Recommend backup/recovery strategy, any necessary hardware and software. Provide a separate itemized list and costs of recommended hardware. UMW reserves the right to purchase the equivalent hardware itself rather than from the Contractor, in order to insure the most cost effective purchase.
  - ii. **Upgrade System Software:** Recommend, purchase, install, configure, migrate data, test system with the latest version of the software as appropriate for the UMW environment.
  - iii. **List,** in detail, recommended hardware and software upgrades and/or replacements included in Cost Proposal. See “F. Summary of Bid Submissions.”
  - iv. **Future Upgrades:** As new software versions are available and proven, the Contractor will upgrade the UMW system as part of the cost of Contract, at a

mutually agreed upon schedule. UMW reserves the right to upgrade hardware in order to improve performance, keep hardware current, insure tight security, and for other problems, as required.

- v. **Test System:** It is desirable for the Contractor to provide a test system in order for UMW to load test data and evaluate features prior to moving into production. Please include an optional line item in the Cost Proposal.

b. **Training**

- i. **Hardware Training:** Train appropriate technical personnel in the use of hardware. Provide training and documentation step-by-step instruction in operation, troubleshooting, backup and recovery procedures.
- ii. **Software Training:** Train appropriate technical and functional personnel in use of the software. Provide training, documentation and step-by-step instructions for each operational area, i.e. (but not limited to) Residence Life procedures (change building assignment, add additional areas of authorized entry, etc.), Campus Police (silence alarms, test for manually unlocked doors, etc.), facilities, ID Card Center (make new cards, replacement cards, lost cards, etc.).
- iii. **System Level Training:** Provide system configuration, data integration, data population, system monitoring, database schema, and other appropriate training to system level technical personnel as identified by UMW.
- iv. **Report Writing:** Provide pre-written reports as requested by UMW after award, at least 10 reports. Include the code, launching instructions, modification instructions, how to schedule reports.
- v. **Database Access:** Provide training in searching the database, both for locating information at the field level and for extraction and reporting.
- vi. **Follow-up Training:** Contractor will provide a one- or two-day training session annually as part of the cost of the contract. UMW will determine the subjects of the annual training.
- vii. **Vendor Trouble Reporting Training:** Contractor will provide detailed oral and written instructions for reporting problems to the Contractor Support Help Desk.
- viii. **List:** Provide a detailed list of training and documentation offered as outlined in this section. Provide narrative of describing training at previous installations. See "F. Summary of Bid Submissions."

c. **ID Card Module**

- i. **NOTE:** This is an important section as UMW wishes to move from the existing third-party software for producing and maintaining ID cards to the AMAG/Symmetry ID Card Module to streamline the process. This will most likely require custom programming to achieve the same results currently produced.

- ii. **UMW Involvement:** It is required that appropriate UMW technical and functional personnel be heavily involved in the development and implementation of the AMAG ID Card Module. It is expected that there will be active and frequent interaction with AMAG (or sub-contractor) vendor to insure satisfactory implementation of the module. Please state commitment.
- iii. The University currently uses a third party ID Card module to produce proximity cards for students, faculty and staff. The application assigns a 16-digit ISO number to new (not replacement) cards. The numbers come from a file of stored ISO numbers.
- iv. Damaged cards can be regenerated with the same ISO number and a different proximity number. When a replacement card is made, with a new prox number, then that information needs to update the existing ACS account.
- v. Lost cards must have their proximity number disabled. A new card must be generated with a new ISO number and proximity card number.
- vi. UMW intends to replace the current third party ID Card module with AMAG (Symmetry) ID Card module as it is an integrated part of the ACS. The vendor must bring this module up and configure it to meet the needs of UMW.
- vii. There may be custom programming required to meet the requirements of UMW.
- viii. Hardware: There must be two ID Card stations and two printers located at the Fredericksburg campus and one ID Card station and one printer located at the Stafford campus.
- ix. The system must allow importing and exporting of card holder data. Importing must be in a batch format, preferably XML or Active Directory, but minimally flat file and/or Excel. Exporting must be in a common format such as flat file and/or Excel output. Both must be to UMW standards and specifications. More advanced methods are welcome. List formats importing and exporting formats offered.
- x. The module must provide ISO numbers to be recorded on the large magnetic stripe of the card in the same manner/format as the current system. The ISO numbers can be generated internally or pulled from a new or external table. No numbers can be reused. If the ISO numbers are produced from a file, there must be at least 100,000 numbers in the file. No manual solution will be accepted.
- xi. In addition to working with ACS readers, the card must be compatible with the current vending readers, dining registers and off-campus merchant readers. The Contractor must test the cards in all the systems using cards generated by the AMAG ID card module using UMW specifications.
- xii. The system must allow for importing photographs, both individually and from a batch file, either in flat file format, Excel or XML. Incoming freshmen are encouraged to submit a photo for their ID cards so that the cards can be printed prior their arrival.



- xiii. The system must allow for photo extraction when authorized by the Registrar for the yearbook or other purposes.
- xiv. The ISO number must be stored in a field that is associated with the student and can be accessed/addressed as part of the current download file used to update other systems.
- xv. The ISO number must display on a screen or screens with other card holder data. This display must be easily accessible (i.e., part of general information) and not just on a “special” screen.
- xvi. The ID Card module must be able to produce proximity ID Cards in the same or improved quality as the current system.
- xvii. The photos must display when authorized personnel (Campus Police, Residence Life, at a minimum) are reviewing a card holder’s information.
- xviii. The system must allow for entry of a new card holder, modification of an existing card holder, and deactivation of an existing card holder.
- xix. The system must provide batch processing of files for deactivating large groups of card holders, such as graduated students.
- xx. Describe approach to provide integrated ID Card processing as required in “F. Summary of Bid Submissions, ID Card Module Description.”
- xxi. It is anticipated that UMW will need additional client licenses, include per license or per bundle information and pricing in Cost Proposal.

**d. Integration**

- i. As stated above, the AMAG system must “receive” files to populate the database and “produce” files to update other systems.
- ii. Integration must be as seamless and intelligent as possible. The integration processes should be internal to the system and not be run from an external process that is “uninformed” of the status of the AMAG database. Exterior “timed” processes would not take into account if the last import/export was unsuccessful.
- iii. New and updated card holder data for students, faculty and staff are extracted hourly from Banner creating a file that is sent to ACS server. SQL Server Enterprise Manager initiates a scheduled job to load the file and populate the ACS database. It is desirable to have a more dynamic load of data to ACS via Active Directory/ILM.
- iv. The extracted file from Banner is sent to other applications as well. Modifications to this file must take into account the requirements of the other systems. It is desirable for data transactions to/from other systems be as dynamic as possible, using later technologies and methodologies, such as Active Directory/ILM. Normal operation would require no manual intervention.
- v. It is imperative that implementing the ID Card module of the ACS system replace the existing separate ID Card system to eliminate unnecessary background processing. See “c. ID Card Module” above for requirements.

- vi. Describe approach to improve integration with other systems in “F. Summary of Bid Submissions, System Integration.”

**e. System Expansion**

- i. The University expects to continue expanding the ACS system to all buildings. The vendor must be prepared to attend meetings concerning system expansion, special usage solutions, and provide design and cost documents as needed.
- ii. Expansion components must meet or exceed the quality and performance of existing components, and requires UMW approval prior to purchase/installation. It is desirable to keep to a minimum the number of multiple vendor products producing the same results. i.e., card readers. This minimizes the number of spares needed to be purchased and stored as well as minimizes troubleshooting procedures.

**f. Problem Procedures by UMW**

- i. Contractor must produce detailed documentation addressing how UMW may troubleshoot the application prior to contacting vendor support services, on-site and remotely. This will include a list of data fields to check, how to check them, what their values mean and what other fields are dependencies.
- ii. Remote access to AMAG server via Web, VPN, or other method must be provided for specific technical and functional support personnel in order for them to monitor or check information in an efficient manner remotely.

**g. Maintenance and Support of System - Required**

- i. Unlimited 24x7x365 toll-free telephone contact to support center, including holidays, for the duration of the contract.
- ii. Unlimited 24x7x365 email or fax contact to support center, including holidays, for the duration of the contract.
- iii. If on-site technical assistance is required, the qualified technician(s) must arrive on site within two (2) hours of initial call unless UMW chooses a later arrival.
- iv. All necessary repairs or corrections must be completed within eight (8) hours of initial notification.
- v. Upon completion of any service/maintenance call, the Contractor shall provide the agency with a signed service report (hard copy or email) that includes at least: a general statement of the problem, action taken, materials or parts used, number of hours required to complete the repairs, and the technicians' names performing the services.
- vi. The Contractor must provide an adequate number of spare parts on site to minimize equipment failure down time. The Contractor will work with UMW to determine an appropriate list of parts and create a spare parts inventory.
- vii. As parts are used from the spare parts inventory, they will be replenished within one week by the Contractor.

- viii. Contractor must perform annual battery replacement, or at a schedule based on the life of the batteries, as agreed upon by Contractor and UMW.
- ix. Provide a detailed account of Contractor responsiveness; examples of resolution, when escalation occurs, how communication and updates to UMW are handled, and location of personnel who would provide on-site problem resolution.

**h. Maintenance and Support of Existing/New Components**

- i. The Contractor shall, for the contract term, service and maintain any **existing components**, including readers, alarms, controllers, sensors, etc. The contractor shall, for the contract term, warrant, service and maintain any components **provided by the Contractor** including, but not limited to, doors, locks, readers, controllers, alarms, cameras, door accessories controlled or monitored by the system, sensors, etc.
- ii. The University wants to insure that the system is available for maximum uptime and has an excellent five-year history of pre-troubleshooting prior to contacting the supporting Contractor - which it intends to continue with the new contract. UMW typically provides the first line of troubleshooting including verifying problems with the ID card, reader, controller, status of student, door lock, door closure, system settings, etc. prior to reporting a problem to Contractor support service.
- iii. The University will be responsible to pay for replacement or repair of components resulting from UMW-caused damages, i.e., vandalism, accidental incidents.

**i. System Warranty**

- i. The Contractor shall warrant all work for which materials are furnished, fabricated or field erected by the Contractor and at no cost to the University, all factory-assembled equipment for which no specified manufacturer's warranty is furnished, and all work in connection with installing manufacturer's warranted equipment. This warranty shall apply to defects in materials and to defective workmanship of any kind, by the Contractor or Contractor's sub-contractor.
- ii. In the event of failure of any work, equipment, or device during the life of the warranty, the Contractor shall repair or replace the equipment or defective work, at no cost to the University. The Contractor shall remove, replace or restore, at no cost to the University, any parts of the structure or building which may be damaged either as a direct result of the defective work, or in the course of the Contractor's replacement work or materials.

**E. COST PROPOSAL – Clearly stated and described. See “F. Summary of Bid Submissions.”**

**a. Training and Documentation Proposed:**

- i. System Administrator
- ii. Application Analyst
- iii. Operations
- iv. User (Residence Life, Campus Police, ID Center, etc.)
- v. Technical
- vi. Problem reporting to Contractor
- vii. List and examples of typical reports.
- viii. Discount Offer (% off List, Provide Current List Prices)
- ix. Other (Specify)

**b. Breakdown of Costs:**

- i. System Hardware (List Components)
- ii. AMAG Software Upgrade
- iii. Licenses (Specify: System, Client, etc.)
- iv. Custom Programming
- v. Training
- vi. Documentation
- vii. Annual Maintenance and Support, Years 1 – 5 (Includes warranty, service and support)
- viii. Annual Maintenance and Support, Years 6 – 10 (Includes warranty, service and support)
- ix. Spare Parts (Type and cost)
- x. 10,000 Stock Cards
- xi. Test System Cost (Optional)
- xii. Other (Specify)

**F. SUMMARY OF BID SUBMISSIONS**

**PROPOSAL PREPARATION AND SUBMISSION REQUIREMENTS:**

**A. General Requirements:**

- (1) RFP Response: In order to be considered for selection, Offerors must submit a complete response to this RFP. One (1) original and four (4) copies of each proposal must be submitted to the issuing State agency. No other distribution of the proposal shall be made by the Offeror.
- (2) Proposal Preparation: Proposals shall be signed by an authorized representative of the Offeror. All information requested must be submitted. Failure to submit all information requested may result in the purchasing agency requiring prompt submission of missing information and/or giving a lowered evaluation of the proposal. Proposals which are substantially incomplete or lack key information may be rejected by the university at its discretion. Proposals should be prepared simply and economically, providing a straightforward, concise description of capabilities to satisfy the requirements of the RFP. Emphasis should be on completeness and clarity of content. Each copy of the proposal should be bound in a single volume where practical. All documentation submitted with the proposal should be bound in that single volume.

- (3) Oral Presentation: Offerors who submit a proposal in response to this RFP may be required to give an oral presentation of their proposal to the State agency. This will provide an opportunity for the Offeror to clarify or elaborate on the proposal but will in no way change the original proposal. The issuing State agency will schedule the time and location of these presentations. Oral presentations are an option of the purchasing agency and may not be conducted. Therefore, proposals should be complete.

**B: Special Requirements:**

**In addition to the items below, the Contractor must respond to every paragraph of the RFP. Please copy the RFP and include your responses after each paragraph for submission. No need to duplicate responses below if they are covered in the response under RFP paragraphs, but below refer to the appropriate RFP paragraph response.**

- a. **Description of Experience**, See "C. Vendor Qualifications."
- b. **List of Proposed System Hardware and Software**, See "D.a. Upgrade System Hardware and Software."
- c. **List of Training and Documentation**, See "D.b. Training."
- d. **ID Card Module Description**, See "D.c. ID Card Module."
- e. **System Integration**, See "D.d Integration."
- f. **Cost Proposal**, See "E. Cost Proposal"
- g. **Small Business Subcontractor Plan** attachment D
- h. **Contractor Data Sheet** attachment E

**H EVALUATION CRITERIA**

No.	Criteria	Points
1.	Vendor's experience, technical and business qualifications and prior success providing services as described in this RFP.	15
2.	Vendor's approach to project in terms of installation, implementation and on-going support, and the degree to which that approach demonstrates sincere commitment to the interests of the institution.	15
3.	Breadth of services offered in response to this RFP, and in this specific line of business by the vendor, and in comparison to all of its lines of business.	10
4.	Quality of the proposal, specifically, responsiveness to requirements, creative solutions and adequacy of information provided; and any other factors relevant to the firm's capacity to meet the current and future needs of the University.	10
5.	Meaningful guarantees of responsiveness to any issues that arise in providing these services, including actions that give the University assurance that nearly all issues will be resolved at the first level of contact and that vendor staff, able to address any matters that require physical presence, will be stationed geographically close enough to provide rapid resolution.	15

6.	Price.	15
7.	SWAM participation.	20

**G: SPECIAL TERMS AND CONDITIONS**

1. **ADVERTISING** In the event a contract is awarded for supplies, equipment, or services resulting from this bid/proposal, no indication of such sales or services to the UMW will be used in product literature or advertising. The contractor shall not state in any of its advertising or product literature that (name of agency/institution) has purchased or uses any of its products or services, and the contractor shall not include (name of agency/institution) in any client list in advertising and promotional materials..
  
2. **ADDITIONAL USERS:** This procurement is being conducted on behalf of state agencies, institutions and other public bodies who may be added or deleted at anytime during the period of the contract.
  
3. **AWARD OF CONTRACT:** Selection shall be made of two or more offerors deemed to be fully qualified and best suited among those submitting proposals on the basis of the evaluation factors included in the Request for Proposals, including price, if so stated in the Request for Proposals. Negotiations shall be conducted with the offerors so selected. Price shall be considered, but need not be the sole determining factor. After negotiations have been conducted with each offeror so selected, the agency shall select the offeror which, in its opinion, has made the best proposal, and shall award the contract to that offeror. The Commonwealth may cancel this Request for Proposals or reject proposals at any time prior to an award, and is not required to furnish a statement of the reasons why a particular proposal was not deemed to be the most advantageous (*Code of Virginia, § 2.2-4359D*). Should the Commonwealth determine in writing and in its sole discretion that only one offeror is fully qualified, or that one offeror is clearly more highly qualified than the others under consideration, a contract may be negotiated and awarded to that offeror. The award document will be a contract incorporating by reference all the requirements, terms and conditions of the solicitation and the contractor's proposal as negotiated.
  
4. **BEST AND FINAL OFFER (BAFO):** At the conclusion of negotiations, the offeror(s) may be asked to submit in writing, a Best And Final Offer (BAFO). After the BAFO is submitted, no further negotiations shall be conducted with the offeror(s). The offeror's proposal will be rescored to combine and include the information contained in the BAFO. The decision to award will be based on the final evaluation including the BAFO.
  
5. **CANCELLATION OF CONTRACT:** The purchasing agency reserves the right to cancel and terminate any resulting contract, in part or in whole, without penalty, upon 60 days written notice to the contractor. In the event the initial contract period is for more than 12 months, the

resulting contract may be terminated by either party, without penalty, after the initial 12 months of the contract period upon 60 days written notice to the other party. Any contract cancellation notice shall not relieve the contractor of the obligation to deliver and/or perform on all outstanding orders issued prior to the effective date of cancellation.

6. **CONTRACTOR/SUBCONTRACTOR LICENSE REQUIREMENT:** By my signature on this solicitation, I certify that this firm/individual and subcontractor is properly licensed for providing the goods/services specified.

a. Contractor Name: \_\_\_\_\_ Subcontractor  
Name: \_\_\_\_\_

b. License # \_\_\_\_\_ Type \_\_\_\_\_

7. **CONTRACTOR'S TITLE TO MATERIALS:** No materials or supplies for the work shall be purchased by the contractor or by any subcontractor subject to any chattel mortgage or under a conditional sales or other agreement by which an interest is retained by the seller. The contractor warrants that he has clear title to all materials and supplies for which he invoices for payment.
8. **EXTRA CHARGES NOT ALLOWED:** The bid price shall be for complete installation ready for the Commonwealth's use, and shall include all applicable freight and installation charges; extra charges will not be allowed.
9. **FINAL INSPECTION:** At the conclusion of the work, the contractor shall demonstrate to the authorized owners representative that the work is fully operational and in compliance with contract specifications and codes. Any deficiencies shall be promptly and permanently corrected by the contractor at the contractor's sole expense prior to final acceptance of the work.
10. **IDENTIFICATION OF BID/PROPOSAL ENVELOPE:** If a special envelope is not furnished, or if return in the special envelope is not possible, the signed bid/proposal should be returned in a separate envelope or package, sealed and identified as follows:

From: \_\_\_\_\_

Name of Bidder/Offeror Due Date Time

Street or Box Number IFB No./RFP No.

City, State, Zip Code IFB/RFP Title

Name of Contract/Purchase Officer or Buyer \_\_\_\_\_

The envelope should be addressed as directed on Page 1 of the solicitation.

If a bid/proposal not contained in the special envelope is mailed, the bidder or offeror takes the risk that the envelope, even if marked as described above, may be inadvertently opened and the information compromised which may cause the bid or proposal to be disqualified. Bids/proposals may be hand delivered to the designated location in the office issuing the solicitation. No other correspondence or other bids/proposals should be placed in the envelope.

11. **INSPECTION OF JOB SITE:** My signature on this solicitation constitutes certification that I have inspected the job site and am aware of the conditions under which the work must be accomplished. Claims, as a result of failure to inspect the job site, will not be considered by the Commonwealth.
12. **INSTALLATION:** All items must be assembled and set in place, ready for use. All crating and other debris must be removed from the premises.
13. **MAINTENANCE MANUALS:** The contractor shall provide with each piece of equipment an operations and maintenance manual with wiring diagrams, parts list, and a copy of all warranties.
14. **SMALL BUSINESS SUBCONTRACTING AND EVIDENCE OF COMPLIANCE:**  
It is the goal of the Commonwealth that 40% of its purchases be made from small businesses. This includes discretionary spending in prime contracts and subcontracts. All potential bidders/offerors are required to submit a Small Business Subcontracting Plan. Unless the bidder/offeror is registered as a DMBE-certified small business and where it is practicable for any portion of the awarded contract to be subcontracted to other suppliers, the contractor is encouraged to offer such subcontracting opportunities to DMBE-certified small businesses. This shall not exclude DMBE-certified women-owned and minority-owned businesses when they have received DMBE small business certification. No bidder/offeror or subcontractor shall be considered a Small Business, a Women-Owned Business or a Minority-Owned Business unless certified as such by the Department of Minority Business Enterprise (DMBE) by the due date for receipt of bids or proposals. If small business subcontractors are used, the prime contractor agrees to report the use of small business subcontractors by providing the purchasing office at a minimum the following information: name of small business with the DMBE certification number, phone number, total dollar amount subcontracted, category type (small, women-owned, or minority-owned), and type of product/service provided.



- a. Each prime contractor who wins an award in which provision of a small business subcontracting plan is a condition of the award, shall deliver to the contracting agency or institution on a quarterly basis, evidence of compliance (subject only to insubstantial shortfalls and to shortfalls arising from subcontractor default) with the small business subcontracting plan. When such business has been subcontracted to these firms and upon completion of the contract, the contractor agrees to furnish the purchasing office at a minimum the following information: name of firm with the DMBE certification number, phone number, total dollar amount subcontracted, category type (small, women-owned, or minority-owned), and type of product or service provided. Payment(s) may be withheld until compliance with the plan is received and confirmed by the agency or institution. The agency or institution reserves the right to pursue other appropriate remedies to include, but not be limited to, termination for default.
- b. Each prime contractor who wins an award valued over \$200,000 shall deliver to the contracting agency or institution on a quarterly basis, information on use of subcontractors that are not DMBE-certified small businesses. When such business has been subcontracted to these firms and upon completion of the contract, the contractor agrees to furnish the purchasing office at a minimum the following information: name of firm, phone number, total dollar amount subcontracted, and type of product or service provided.

15. **MANDATORY PREBID/PREPROPOSAL CONFERENCE:** A mandatory preproposal conference will be at 11am 7/30/2009 at the 1671 Jefferson Davis Hwy, Fredericksburg VA 22401 (Centre Court building). The purpose of this conference is to allow potential bidders/offerors an opportunity to present questions and obtain clarification relative to any facet of this solicitation.

- a. Due to the importance of all bidders/offerors having a clear understanding of the specifications/scope of work and requirements of this solicitation, attendance at this conference will be a prerequisite for submitting a proposal. Proposals will only be accepted from those bidders/offerors who are represented at this preproposal conference. Attendance at the conference will be evidenced by the representative's signature on the attendance roster. No one will be admitted after 11:10am EDT.
- b. Bring a copy of the solicitation with you. Any changes resulting from this conference will be issued in a written addendum to the solicitation.

16. **PREVENTIVE MAINTENANCE:** The contractor shall provide necessary preventive maintenance, required testing and inspection, calibration and/or other work necessary to maintain the equipment in complete operational condition during the warranty period.

17. **PRIME CONTRACTOR RESPONSIBILITIES:** The contractor shall be responsible for completely supervising and directing the work under this contract and all subcontractors that he may utilize, using his best skill and attention. Subcontractors who perform work under this contract shall be responsible to the prime contractor. The contractor agrees that he is as fully responsible for the acts and omissions of his subcontractors and of persons employed by them as he is for the acts and omissions of his own employees.

18. **RENEWAL OF CONTRACT:** This contract may be renewed by the Commonwealth for 5 successive one year periods under the terms and conditions of the original. Price increases may be negotiated only at the time of renewal. Written notice of the Commonwealth's intention to renew shall be given approximately 90 days prior to the expiration date of each contract period.

If during any subsequent renewal periods, the Commonwealth elects to exercise the option to renew the contract, the contract price(s) for the subsequent renewal period shall not exceed the contract price(s) of the previous renewal period increased/decreased by more than the percentage increase/decrease of the Service category of the CPI-W section of the Consumer Price Index of the United States Bureau of Labor Statistics for the latest twelve months for which statistics are available.

19. **SECURITY LICENSE:** In accordance with § 9.1-139 of the *Code of Virginia* (1950), the bidder/offeror shall be licensed by the Department of Criminal Justice Services for solicitations which include the following work: installation, service, maintenance, or design of security equipment; security officer service; and/or private investigator service. Licenses must be obtained prior to submitting a bid/offer. The bidder/offeror shall place their license number in the space provided below:

a. Private Security Services Business License Number: \_\_\_\_\_

b. For assistance, bidders/offerors may contact the Department of Criminal Justice Services at 804-786-0460.

20. **SUBCONTRACTS:** No portion of the work shall be subcontracted without prior written consent of the purchasing agency. In the event that the contractor desires to subcontract some part of the work specified herein, the contractor shall furnish the purchasing agency the names, qualifications and experience of their proposed subcontractors. The contractor shall, however, remain fully liable and responsible for the work to be done by its subcontractor(s) and shall assure compliance with all requirements of the contract.

21. **USE OF RECYCLED MATERIALS:** Notwithstanding the prohibition against used, damaged or obsolete items, vendors are encouraged to use secondary or recycled materials in the manufacture of products to the maximum extent practicable without jeopardizing the

performance or intended end use of the product unless such use is precluded due to health and welfare or safety requirements or product specifications contained herein.

22. **WARRANTY:** All materials and equipment shall be fully guaranteed against defects in material and workmanship for the term of the contract. Should any defect be noted by the owner, the Purchasing Office will notify the contractor of such defect or non-conformance. Notification will state either (1) that the contractor shall replace or correct, or (2) the owner does not require replacement or correction, but an equitable adjustment to the contract price will be negotiated. If the contractor is required to correct or replace, it shall be at no cost to the Commonwealth and shall be subject to all provisions of this clause to the same extent as materials initially delivered. If the contractor fails or refuses to replace or correct the deficiency, the office issuing the purchase order may have the materials corrected or replaced with similar items and charge the contractor the costs occasioned thereby or obtain an equitable adjustment in the contract price.
23. **WORK SITE DAMAGES:** Any damage to existing utilities, equipment or finished surfaces resulting from the performance of this contract shall be repaired to the Commonwealth's satisfaction at the contractor's expense.
24. **eVA Business-To-Government Contracts and Orders:** The solicitation/contract will result in several purchase order(s) with the eVA transaction fee specified below assessed for each order.
- a. For orders issued prior to August 16, 2006, the Vendor Transaction Fee is 1%, capped at a maximum of \$500 per order.
  - b. For orders issued August 16, 2006 and after, the Vendor Transaction Fee is:
    - i. DMBE-certified Small Businesses: 1%, Capped at \$500 per order.
    - ii. Businesses that are not DMBE-certified Small Businesses: 1%, Capped at \$1,500 per order.

The eVA transaction fee will be assessed approximately 30 days after each purchase order is issued. Any adjustments (increases/decreases) will be handled through eVA change orders.

Internet electronic procurement solution, website portal [www.eva.virginia.gov](http://www.eva.virginia.gov), streamlines and automates government purchasing activities in the Commonwealth. The portal is the gateway for vendors to conduct business with state agencies and public bodies.

Vendors desiring to provide goods and/or services to the Commonwealth shall participate in the eVA Internet e-procurement solution and agree to comply with the following:

If this solicitation is for a term contract, failure to provide an electronic catalog (price list) or index page catalog for items awarded will be just cause for the Commonwealth to reject your bid/offer or terminate this contract for default. The format of this electronic catalog shall conform to the eVA Catalog Interchange Format (CIF) Specification that can be accessed and downloaded from [www.eVA.virginia.gov](http://www.eVA.virginia.gov). Contractors should email Catalog or Index Page information to [eVA-catalog-manager@dgs.virginia.gov](mailto:eVA-catalog-manager@dgs.virginia.gov).

25. **CONFIDENTIALITY OF PERSONALLY IDENTIFIABLE INFORMATION:** The contractor assures that information and data obtained as to personal facts and circumstances related to patients or clients will be collected and held confidential, during and following the term of this agreement, and will not be divulged without the individual's and the agency's written consent and only in accordance with federal law or the Code of Virginia. Contractors who utilize, access, or store personally identifiable information as part of the performance of a contract are required to safeguard this information and immediately notify the agency of any breach or suspected breach in the security of such information. Contractors shall allow the agency to both participate in the investigation of incidents and exercise control over decisions regarding external reporting. Contractors and their employees working on this project may be required to sign a confidentiality statement.

Attachments:

- A: Component Inventory
- B: AMAG System Overview
- C: General Terms and Conditions
- D: Small Business Subcontractor Plan
- E: Contractor Data Sheet

## **ATTACHMENT A**

### **COMPONENT INVENTORY**

The following components are part of the AMAG head-end system:

- AMAG Enterprise Database Server
- AMAG Communications Client Server
- AMAG Alarm Client Server
- AMAG Web Server
- SYMMETRY Software

The following items are spread over 31 buildings. There are 63 reader-outfitted doors and over 100 non-reader, alarmed/monitored doors on the networked Access Control System.

- AM-MDU2 Assembly -Two Reader Control w/ Battery Charger/Power Supply
- AM-MDU4 Assembly -Four Reader Control w/ Battery Charger/Power Supply
- AM-2DC Assembly - Two Reader Expander
- AM-MDU/TRANS2 Transformer
- AM-M2000 LAN PAD - LAN Interface
- AM-I/O BOARD Assembly Input/Output Expansion Board
- AM 670/674 HID Format Proximity Reader
- DS160 Passive Rex
- SE1084D Contact - Surface DPDT
- ES4200 Door Forced Propped Alerts - Reader Doors
- ES4300 Door Forced Alert - Non- Reader Doors
- PS-24 ASSEMBLY Power Supply -24 Volt Assembly
- PS-12 ASSEMBLY Power Supply -12 Volt Assembly
- ELECTRIC LOCKS Actual depends upon door

## ATTACHMENT B

### AMAG SYSTEM OVERVIEW

NOTE: There will be references in this attachment starting with "GZxxxx" which are internal system names for various processes, jobs, procedures, etc. The information in this attachment is from system documentation.

#### ACS System Overview

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The UMW Access Control System allows students who reside on campus to gain access into their assigned residence halls by using their Eagle One cards. Identification cards provide the ability to grant or deny entrance to access reader equipped doors based upon individual need and time.

The programs that create the files that load the IDMS database will set the card type field to "proximity" for CAS students. Staff who need access to the residence halls are also issued proximity cards or key fobs.

Proximity cards and key fobs (locksmith issues key fobs) contain an antennae embedded within the cards that are encoded with a unique card number. When the Eagle One center issues a proximity card, the card is printed from a special card printer that is loaded with the proximity cards. Using a magnetic stripe reader, a proximity reader, and the IDUtils application, the Eagle One center operator will scan this number into the IDMS database after the card is printed. The proximity number is included in the IDMS export file that updates [GZTEPRX](#) (see IDMS/Export) and will be read when the ACS job [GZKEONE.P\\_UMW\\_EXPORT\\_FILES](#) runs from the cron job processCARD.shl.

The extract runs once an hour. Records in the custom table [GZTELDR](#) with a valid flag in the [GZTELDR\\_LD\\_ACS](#) column are written to the ACS\_IMORT.TXT file.

When a replacement card is issued, the export job will create two or more records for the cardholder: the first makes the old card inactive; subsequent make the new card active with proper access rights based on data in [GZTEBLD](#). No one should have more than one active proximity card.

When a student's housing is reassigned and updated in SLRRASG, the program will update [GZTEBLD](#) and flag [GZTELDR](#) for an update. The extract will write a record to remove all access rights and another set of records with updated housing data.

When a student's status becomes inactive in SGBSTDN or their housing record in SLRRASG is made inactive, the program will inactivate the appropriate accesses.

Inactive records in the ACS cannot be made active through a data import. They must either be deleted first (either by import or manually) or set active manually in the application.

The system owners need to determine how long inactive records will be stored in the ACS.

The proximity card number is the key field in the AMAG ACS to identify a cardholder. A customer can have multiple records only if the customer has multiple cards. Multiple access rights with varying times can be added to a cardholder's record. Cardholder and system activity are reported back to the server from the communication client. The server logs 90 days of activity. History reports can be generated for a specific person or building.

All communications to and from the server are routed through the communication (COMM) client, located in the Police Station. The COMM client will then "talk" to the client workstations in Marye house and the University Police Station, and to the door panels in the Residence Halls. The door panels communicate to the security devices in its building (monitor points, door sounders (alarms) and the door readers).

If communication is lost between the server and the COMM client, the system (and 2 clients) will proceed to reboot within ten minutes and will continue to do so until a connection can be re-established. In some cases, a disruption in the network can corrupt the files, called FIFOs (First ins-First Outs), that are sent to and from the server and COMM client. If this happens, the system administrator will need to delete these files from the server. These are located at E://Access Control System/FIFOS. Select and delete all. If the system does not start within a few minutes after doing this, reboot or stop and start all ACS services.

A door panel stores all card numbers that have access to that building. The door panels receive this data after imports are processed. In some cases, it may be necessary to download all card and system data to a door panel. We have had to do this in cases where a card holder's record showed access in the system but did not work at the door. If a data download fails to remedy the problem, deleting and recreating a customer's record has worked.

## **ACS Software Overview**

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The Access Control Software is also referred to as the AMAG Security Management System. Below is a short description of the most commonly used functions. For full details, refer to user's guide.

- File
  - Logoff: Log off for user, returns to log-in screen.
  - Exit to Windows: Log off and exit application.
- Edit: Common Windows functions such as Cut, Copy, Paste, etc.
- View
  - Alarms: Alarm must be set up to be routed to a specific client for this feature to work. The Police client receives all alarms. The COMM client was set up to receive alarms but this was draining the system resources too much and causing the computer to reboot periodically.
  - Activity: View current system activity by day for the past 90 days. Opening the current activity screen is the best way to tell if the system is operating normally. If no data is reported, the COMM client may have lost connection and/or the FIFOs may be corrupt.
  - Maps: View maps for residence halls. Maps are used mainly by the police in conjunction with the alarms function.
  - Status: View status for reader doors, monitor points and auxiliary groups. Along with viewing current cardholder activity, the status of all reader groups should be checked at least once a day to ensure the system is operating normally.
  - Locator: Report all activity for a user. Search by card number or user's name.
  - History Reports
    - User: Logs the activity of all users who log into a client workstation.
    - Activity: Reports system and building activity. Building activity reports can be defined for specific reader doors or for specific cardholders. Past 90 days of activity can be reported.
- Admin
  - Cardholders: This first opens the cardholder search screen. Active, Inactive, Expired, or All cardholders can be pulled up by name or number. Cardholders can be added or deleted through this screen. Wildcard characters accepted in search fields. Double-clicking on a name will open a record in the Cardholder Administration screen. This screen contains five tabs:



- Card details tab: Contains last name, first name, card number, employee reference (BOX-ID or EMP-REF), active date (date of import default), inactive date,
- Access Rights tab:
  - View access rights.
  - Add access rights.
  - Add advanced rights—certain times of day for certain buildings.
- Personal tab
  - TAB 1—BDay/SSN code, building and room, department (STUD or UMW dept (DOIT, FACI, ETC.)
  - Tab2—ISO
- Locator tab: Last 5 activities
- Badge tab: Loaded with pictures, difficult to maintain. Not kept up with.
- Bulk Card Amendments: Change access rights by group.
- Time Codes: Set up time codes for regular access and define holidays.
- Group: Create group settings.
- Alarm: Set up instructions, commands, definitions, comments.
- Scheduled commands: Set up a scheduled command to lock or unlock doors, turn sounders on or off, etc. at specific times.
- Reports
  - Cards: Reports can be filtered by card number, cardholder's name, not used by certain date, or by status.
  - Access: Reports can be run to show cards using a certain time code, using a certain reader group, access certain door, doors that can be access by a card, cards expiring between two dates, cards unused for past amount of days.
  - Configuration: Reports configuration settings for everything in system. Selection includes: alarms, commands, monitor groups, door readers, alarm sounders, time codes, user profiles and accounts, etc.
- Configure
  - Holiday: Create holiday titles and definitions. Holiday schedules can be applied to time codes to restrict access rights during holiday breaks.
  - User: Create profile groups and user accounts
  - Preferences: Set system, alarm, account, and card preferences.

- Install: To be used by installer (Vector) when adding or reconfiguring new hardware.
- Tools
  - Set password: Allows user to change his/her own password.
  - Backup: Set up schedule or immediate
  - Data import: Set up schedule or immediate
  - Download: Download Card or System data to Residence Hall's door panel.
  - Client communications: COMM client only. View communications between the COMM client and door panels. Used for troubleshooting.

## ACS Database

### Database Info

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SQL Server Enterprise Manager 2000. Opens under Windows authentication.

### Backing up

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SQL Server procedure writes backup (.bup) files to E drive. ACS backup program, tied in with NovaBackUp, stores the files.

Every night NovaBackUp runs, overwriting tape.

Tapes are replaced and stored in safe after changes to system hardware configurations. Cardholder data can be easily reproduced. System data would be harder to reconfigure.

Backups have been tested by restoring image files, not database files.

See ACS document, MWC Restore Procedures (**need to locate this document**).

## ACS Data Import

### Data import

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Files are created on the Banner production server containing the information that will be uploaded into the ACS system. The cron job, processCARD.shl runs every hour overwriting the file ACS\_IMPORT.TXT. After the files are created, they are sent to the ACS server into the following directory: C:\inetpub\ftproot\ACS\_IMPORT.TXT.

SQL Server Enterprise Manager initiates a scheduled job to load the file into a table named DataImportTable in the multiMaxImport database. This job runs every hour between 9:30 a.m. and 6:30 p.m., Monday through Friday.

Every five minutes, the ACS loads new records from DataImportTable into the multiMax database to update or add card holder records. This is an automatic process that can also occur with intervention from the administrator. If this process is manually invoked, the next automatic import will occur five minutes later.

Note that data transformation performed by the Enterprise Manager is based upon clock time, while the importing of the records into the SMS Cardholder database is based upon elapsed time.

Data may be manually imported into the system by going to the Tools\Data Import screen and requesting a manual unscheduled import.

The files are comma-delimited and made up of the following information

RecordCount	= NULL, assigned by SQL Server upon import.
LastName	= Last name
FirstName	= First name and M.I.
CardNumber	= Proximity number
CompanyID	= 1
CardIssueLevel	= NULL
EmployeeReference	= Banner ID
PIN	= NULL
PersonalData1	= NULL
PersonalData2	= BDAY(MM/DD/) + SSN[6:4]
PersonalData3	= NULL
PersonalData4	= DORM + ROOM
PersonalData5	= STUD OR DEPARTMENT (FACI, POLI, etc.)
PersonalData6	= NULL
PersonalData7	= NULL
PersonalData8	= NULL
PersonalData9	= NULL
PersonalData10	= NULL
ActiveDate	= NULL sent, SQL SERVER loads SYSDATE for staff. Move in date for students at beginning of Fall semester, then SYSDATE

ExpiryDate	= NULL for staff; last day of exams for students
ReaderGroupID	= DORM code for students, ALL code for staff as set up in software.
TimeCodeID	= Student hall time code or 24/7 time code for staff as set up in software.
RecordRequest	= See below, will be 0, 2, 3 or 4 through job.
RecordStatus	= 0. SQL Server will update with message status after records are imported. See Troubleshooting/Import Message Table.

The RecordRequest field for each record must contain one of the following values for the record to indicate how it will be processed:

- 0 - Add/Modify record.
- 1 - Modify record.
- 2 - Make existing record inactive.
- 3 - Add access rights
- 4 - Remove all access rights.
- 42 - Delete record.

## Unscheduled import

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Import of the database at times other than the regular schedule may be performed directly from the SQL Server Enterprise Manager. The DTS packages are saved under the Enterprise Manager's Data Transformation Services/Local Packages located on the \\acsserver.

Highlight the appropriate DTS package, right click and select Execute Package. Then from the Security Management Tool\Data Import list check the Immediate box under the Manual Import Tab. Note: this will 'reset' the elapse time schedule of the Import Process.

## ACS Users

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The Police client is always running so that alarms may be monitored.

The System Administrator can access the server using PC Anywhere, both on campus and remotely from home (via VPN).

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Police Administrator

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Creates Dispatcher users, commands, alarms. Views activity and status. Modify cardholder data. Run activity reports and view activity logs.

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#### System Administrator

Creates users, commands, alarms. Views activity and status. Modify cardholder data. Oversees import operations. Monitors system status. Troubleshoots system repairs, contacting Vector when necessary. Provides support to users.

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#### Installer

Adds or reconfigures hardware parameters within application.

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#### Dispatcher

Views and clears alarms. Modifies cardholder data for temporary cards. See Troubleshooting/Temporary cards.

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#### Residence Life

Views and/or modifies cardholder data.

### **ACS Hardware**

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#### Client computers

Clients must log in using the same username and password set up on the server.

Novell Netware should not be installed on client computers.

Clients are located in Marye House and 2 in the University Police station (alarm client and COMM client).

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#### Door Panels

### **Monitor points**

Every residence hall door that is not a reader door has a monitor point. These doors are meant to be used as emergency exits. Monitor points will trigger alarms when they are opened unless they are set to be disabled.

Disabling a monitor point will not disable an alarm sounder.

### **Reader doors**

Every residence hall has at least two reader doors where cards can be read to allow or deny access. When granted access, the door will unlock and bypass the alarm sounder for 20 seconds. If the door is held open, the sounder will ring.

If a reader door is set to be unlocked through the software, the alarm sounder must be shut off or it will ring.

Reader doors are equipped with motion detectors on the inside of the residence hall to bypass the alarm sounders upon exit.

### **Alarm sounders**

All residence hall doors have alarm sounders

Referred to as Auxiliary outputs in software.

Sounders can be disabled by using a key at the device or through the software for non-reader doors.

Sounders cannot be shut off through the software for reader doors. They must be disabled using a key at the device.

To disable an alarm sounder in the software, the command “Output On” disables and “Output Off” enables.

### **ACS Network**

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#### **Server/operating system info**

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Dell Poweredge 1600 runs Windows 2000 Server.

#### **Offline mode**

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Door panels store the card numbers of everyone who has access to its readers. The transmission of this data usually occurs after a record is imported or a card holder’s access rights are modified. Card and system data can also be downloaded to a door panel on demand by the system administrator.

Since the door panel stores these numbers, if the ACS is offline, the reader doors will function normally and grant or deny access based on a card holder’s access rights. All

building activity will be stored in the door panel until a network connection is reestablished.

Cardholder data cannot be added or updated when the system is offline. There are two proximity cards for every residence hall that are active in the system. These cards can be issued by the University Police when the system is offline and access rights cannot be assigned to temporary cards.

## About The ID Card

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Each system related to [gzkeone](#) relies on data encoded on (or in) the Eagle One card itself to perform its functions. ID cards are created from the IDMS system using student and staff information gathered from Banner. When a student or staff member is imported into the IDMS system, an ISO number is generated for that person. These ISO numbers are used to identify students and staff in the other Eagle One satellite systems throughout the campus. Information from the IDMS system is exported regularly so that these other systems may be updated.

There are two types of cards that are issued—Proximity and Non-proximity.

Proximity cards are issued to students who live in the dorms on the Fredericksburg campus and staff who need regular access to the residence halls as part of their jobs. Staffers may use a key fob instead of a proximity card. Proximity cards contain a wire-antenna within the card that is coded with a unique card number. The proximity number identifies a cardholder in the Access Control System (ACS). The number is read by card readers located at certain doors on every campus residence hall or other locations to grant or deny access based on the cardholder's privileges.

Non-proximity cards are issued to anyone who does not need access to a proximity-secured location.

Both types of cards have a magnetic stripe on the backside of the card. The account stripe is encoded with the ISO number that is assigned to the cardholder. In the Envision system, the stripe is read by cash registers in the dining halls and bookstore. In the Library system, it is used to verify an active member of the university community to grant library privileges.

## IDMS Overview

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The ID Management System (IDMS) is responsible for the administration of university identification cards for staff, students, and select guests (contractors, staff spouses, etc.). The IDMS makes two types of ID cards at the Eagle One center on the Fredericksburg campus: Proximity cards for students and staff to gain access into dorm buildings on the Fredericksburg campus (not including the apartments) and Non-proximity cards for all others. The Eagle One center at CGPS in Stafford only creates non-proximity cards.

Both the Fredericksburg and the Stafford campuses have an IDMS workstation. A technical representative from Vision Database Systems, the IDMS vendor, set up the workstations in February 2004 when the university upgraded the system hardware and software. An ID workstation consists of a PC with RapIDcard v 7.0 software installed, an Evolis Pebble ID card printer, a digital camera, and a network connection to Athens where the Microsoft Access database is stored.

Each working day, a scheduled job on the IDMS workstation in the Eagle One center in the Fredericksburg office runs an import utility to load the IDMS database with staff and student data. ID card staff can only take a picture and print a card if the student or staff member is already resident in the IDMS system. Manual entry of information is only for special library and spouse cards.

Below is an overview of the main tools in the IDMS software. For full descriptions, refer to the user's guide.

To issue a card:

1. Log into the IDMS software by entering a username and password.
2. Select Database/Open from the file menu or icon.
3. In the Main Cardholder screen, click the "Quick Find" button to search for student or staff by name. This field accepts wildcard characters (%) or (\*) and will load all records matching criteria into a record set. Click Next or Previous to scroll through the record set. This will pull up a record for a new or replacement card.
4. If making a card for guest, select "add" and enter fields.
5. Click Photo button to take a picture. If a picture already exists, print card. If it is a replacement, the application will prompt you for a reason, such as lost or stolen, to update the AUDITLOG table. Students pay a fee for replacement cards.  
(Fredericksburg only)



6. Cardholder records will indicate if the card is a proximity or non-proximity card and will print to one of two printers based on the card type. If the card is a proximity card, open the IDUtils application and click the "enabled" button to make a connection to the database. Swipe the account stripe pull up card's ISO then hold the card over the Proximity reader. The reader will beep to signify that the card has been read.
7. When a student or staff loses an ID card and has another made, a new ISO number is assigned to that person's record. The Eagle One supervisor will update Envision with the new ISO number for the cardholder so the new card can be used immediately in the dining halls and bookstore. A record will also be added to the Envision update file when the cron job runs processCARD.shl.

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## **IDMS Interface**

The IDMS System main menu will be displayed with the Database, Utilities, Card, Security, and Logout submenus.

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### **Database**

**Open database:** This option opens the card holder database. From this database interface window (displayed above) the user is able to capture photos, signatures, edit the record, add a record, view a card, print a card, and mark a record for deletion. You can also click on the far left icon to open the database.

**Batch Print:** This option allows the operator to print cards in batches rather than printing one card at a time. This can be accessed through the drop down menu option, or you can click on the icon on the toolbar to open.

**Print Setup:** This option allows the user to enter printer settings that will override default settings.

**Exit:** This option allows the user to exit the IDMS system.

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### **Utilities**

**Setup:** Set up page, define database field labels, map database fields, set up quick find parameters, paths for storing and retrieving system info such as photos.

**Set JPEG:** This option displays a dialog box which allows the user to change the JPEG quality factor.

Capture Source: This option tells the system how photos will be captured.

Encode Card: This option is a toggle which tells the system whether to encode the magnetic stripe when printing.

Maintenance/Statistics: RapIDcard IDMS allows the user to define an unlimited number of SQL queries. These can be designed for statistical purposes like daily / weekly / monthly reporting or for database maintenance purposes or removing old records.

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## Card

IDMS provides a selection of easy-to-use card design formatting tools for creating an infinite number of card design files (CDF). The IDMS card editor provides for the insertion of photos, imported graphics, borders, backgrounds, foregrounds, lines, boxes, circles, text, standard barcodes, 2D barcodes and fingerprints virtually anywhere on the card.

Edit Layout: Edit a new CDF.

Create Layout: Create a new CDF.

Delete Layout: Delete a new CDF.

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## Security

Change Password: This option displays the following dialog box which allows the user to change his/her password.

Change Privileges: This option will display a dialog box from which the user chooses a Login ID. After choosing the desired Login ID the following dialog box appears which allows the operator to define privileges for that Login ID.

Add User: This option displays a dialog box which allows the operator to create a new Login ID. The operator enters a new Login ID, password, and defines any necessary privileges for the new user.

Examine User: After choosing the desired Login ID the following dialog box appears which allows the operator to view the password and privileges for that Login ID. To delete this Login ID, choose the "Delete" button.

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## IDMS Import

The import files are created on the Banner database server containing the information that will be uploaded into the IDMS system. The first file created Monday morning contains all records found in GZTCARD, the table that manages the card-based systems. The other files created throughout the week only contain records that are to be added or updated in the

IDMS system. After the files are created, they are transferred to the network drive containing the IDMS database.

The files are made up of the following information:

1. Banner ID
2. Last Name
3. First Name
4. Middle Initial
5. Card CDF ('MWC' for all)
6. Status ('Active')
7. Inactive date (null if record is active)
8. Card Type ('Proximity' for all CAS students, 'Regular' for all others)
9. Student/Faculty Flag ('S' for students, 'F' for faculty/staff)
10. Student Status (for students only – SGBSTDN\_STYP\_CODE)
11. Classification ('Student' or 'Faculty/Staff')
12. Date record imported

A utility will run automatically on the IDMS client in Eagle One center to load the import files. It can also be invoked by double-clicking an icon on the client desktop. The utility reads the comma-delimited file and loads the records into the IDMS database, either updating existing or adding new records.

## **IDMS Export**

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The ISO number and Proximity numbers (if applicable) that are assigned through the IDMS system are exported back into Banner to update the GZTCARD table. These numbers will be used in the Envision, ACS, and Library systems.

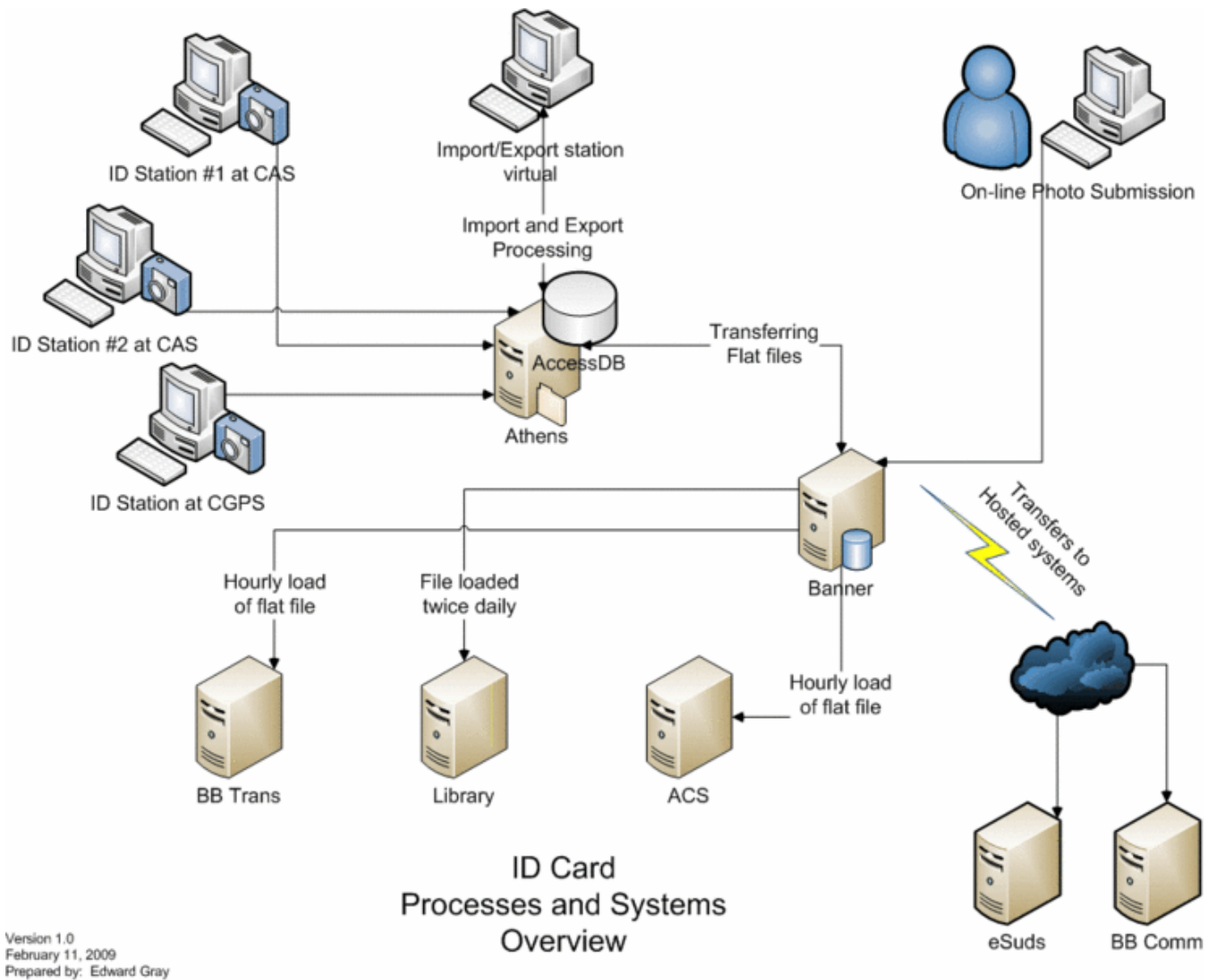
Using a batch utility, a file is created in the Mwcidcards/export directory on Athens containing the information that will be uploaded back into the GZTCARD table on the Banner database server. The file, IDMS\_export.TXT, contains student and staff information for all customers who were issued cards within the past 5 days (SYSDATE-5). The utility that creates the export file runs approximately every hour, starting at 9AM through 5PM, Monday through Friday. This utility runs from the application analyst's computer in Hamlet House.

The export file is made up of the following information:

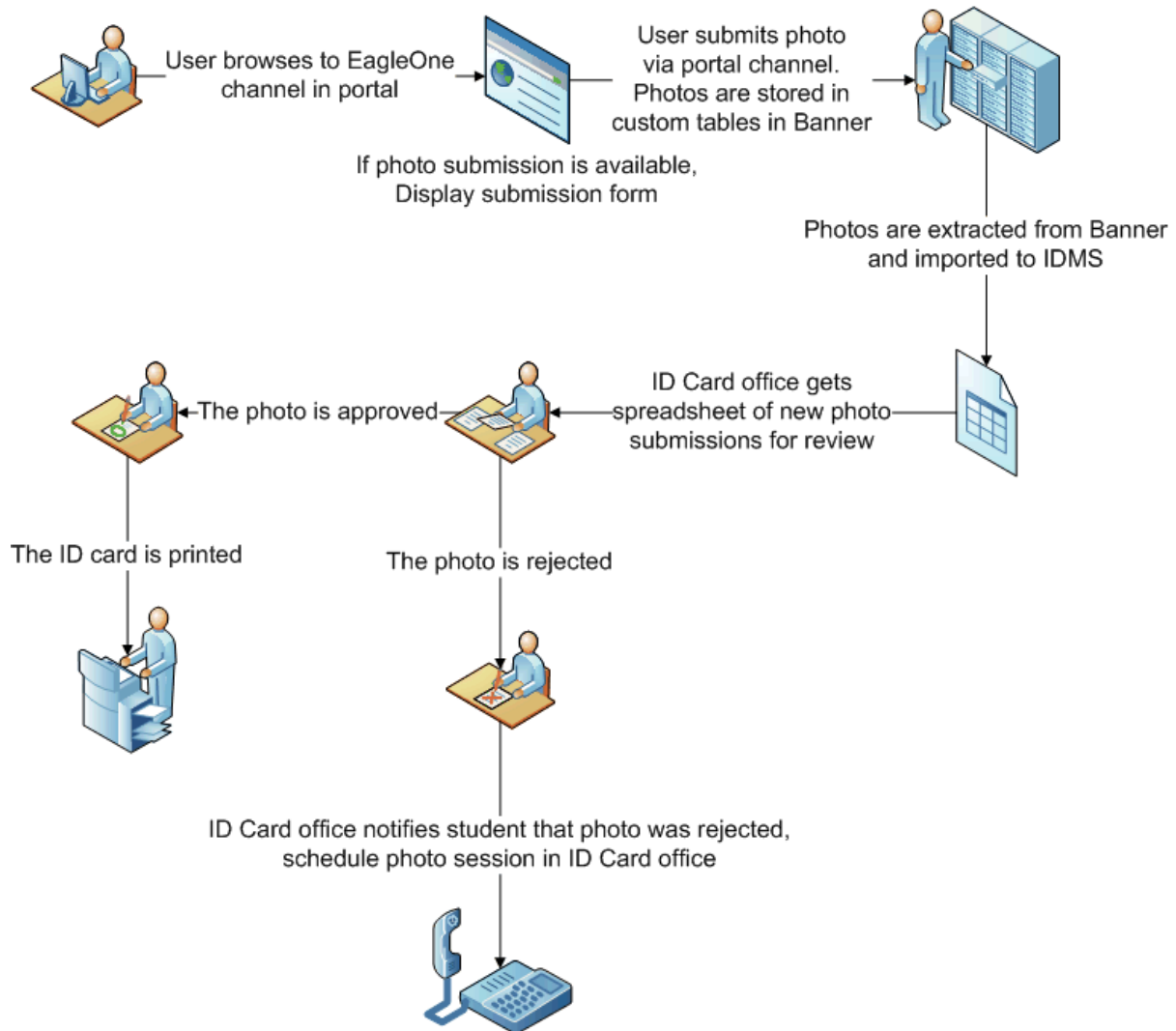
1. Banner ID (SPRIDEN\_ID)
2. ISO number
3. Proximity number
4. Photo file name

The cron job that executes processCARD.shl loads IDMS\_export.TXT into GZTCARD through the procedure P\_UMW\_GET\_IDMS. This job runs 8 times a day at the top of the hour, Monday through Friday.

# ID Card Processes and Systems Overview



# ID Card Photo Submission Workflow



Version 1.0  
April 22, 2008  
Prepared by: Edward Gray

## ATTACHMENT C

### GENERAL TERMS and CONDITIONS

- A. **VENDORS MANUAL:** This solicitation is subject to the provisions of the Commonwealth of Virginia *Vendors Manual* and any changes or revisions thereto, which are hereby incorporated into this contract in their entirety. The procedure for filing contractual claims is in section 7.19 of the *Vendors Manual*. A copy of the manual is normally available for review at the purchasing office and is accessible on the Internet at [www.dgs.state.va.us/dps](http://www.dgs.state.va.us/dps) under "Manuals."
- B. **APPLICABLE LAWS AND COURTS:** This solicitation and any resulting contract shall be governed in all respects by the laws of the Commonwealth of Virginia and any litigation with respect thereto shall be brought in the courts of the Commonwealth. The agency and the contractor are encouraged to resolve any issues in controversy arising from the award of the contract or any contractual dispute using Alternative Dispute Resolution (ADR) procedures (*Code of Virginia*, § 2.2-4366). ADR procedures are described in Chapter 9 of the *Vendors Manual*. The contractor shall comply with all applicable federal, state and local laws, rules and regulations.
- C. **ANTI-DISCRIMINATION:** By submitting their (bids/proposals), (bidders/offerors) certify to the Commonwealth that they will conform to the provisions of the Federal Civil Rights Act of 1964, as amended, as well as the Virginia Fair Employment Contracting Act of 1975, as amended, where applicable, the Virginians With Disabilities Act, the Americans With Disabilities Act and § 2.2-4311 of the *Virginia Public Procurement Act (VPPA)*. If the award is made to a faith-based organization, the organization shall not discriminate against any recipient of goods, services, or disbursements made pursuant to the contract on the basis of the recipient's religion, religious belief, refusal to participate in a religious practice, or on the basis of race, age, color, gender or national origin and shall be subject to the same rules as other organizations that contract with public bodies to account for the use of the funds provided; however, if the faith-based organization segregates public funds into separate accounts, only the accounts and programs funded with public funds shall be subject to audit by the public body. (*Code of Virginia*, § 2.2-4343.1E).

In every contract over \$10,000 the provisions in 1. and 2. below apply:

1. During the performance of this contract, the contractor agrees as follows:
    - a. The contractor will not discriminate against any employee or applicant for employment because of race, religion, color, sex, national origin, age, disability, or any other basis prohibited by state law relating to discrimination in employment, except where there is a bona fide occupational qualification reasonably necessary to the normal operation of the contractor. The contractor agrees to post in conspicuous places, available to employees and applicants for employment, notices setting forth the provisions of this nondiscrimination clause.
    - b. The contractor, in all solicitations or advertisements for employees placed by or on behalf of the contractor, will state that such contractor is an equal opportunity employer.
    - c. Notices, advertisements and solicitations placed in accordance with federal law, rule or regulation shall be deemed sufficient for the purpose of meeting these requirements.
  2. The contractor will include the provisions of 1. above in every subcontract or purchase order over \$10,000, so that the provisions will be binding upon each subcontractor or vendor.
- D. **ETHICS IN PUBLIC CONTRACTING:** By submitting their (bids/proposals), (bidders/offerors) certify that their (bids/proposals) are made without collusion or fraud and that they have not offered or received any kickbacks or inducements from any other (bidder/offeror), supplier, manufacturer or subcontractor in connection with their

(bid/proposal), and that they have not conferred on any public employee having official responsibility for this procurement transaction any payment, loan, subscription, advance, deposit of money, services or anything of more than nominal value, present or promised, unless consideration of substantially equal or greater value was exchanged.

- E. **IMMIGRATION REFORM AND CONTROL ACT OF 1986:** By entering into a written contract with the Commonwealth of Virginia, the Contractor certifies that the Contractor does not, and shall not during the performance of the contract for goods and services in the Commonwealth, knowingly employ an unauthorized alien as defined in the federal Immigration Reform and Control Act of 1986.
- F. **DEBARMENT STATUS:** By submitting their (bids/proposals), (bidders/offerors) certify that they are not currently debarred by the Commonwealth of Virginia from submitting bids or proposals on contracts for the type of goods and/or services covered by this solicitation, nor are they an agent of any person or entity that is currently so debarred.
- G. **ANTITRUST:** By entering into a contract, the contractor conveys, sells, assigns, and transfers to the Commonwealth of Virginia all rights, title and interest in and to all causes of action it may now have or hereafter acquire under the antitrust laws of the United States and the Commonwealth of Virginia, relating to the particular goods or services purchased or acquired by the Commonwealth of Virginia under said contract.
- H. **MANDATORY USE OF STATE FORM AND TERMS AND CONDITIONS FOR IFBs AND RFPs** (Insert wording below appropriate to the solicitation type as indicated):
1. **(For Invitation For Bids):** Failure to submit a bid on the official state form provided for that purpose shall be a cause for rejection of the bid. Modification of or additions to any portion of the Invitation for Bids may be cause for rejection of the bid; however, the Commonwealth reserves the right to decide, on a case by case basis, in its sole discretion, whether to reject such a bid as nonresponsive. As a precondition to its acceptance, the Commonwealth may, in its sole discretion, request that the bidder withdraw or modify nonresponsive portions of a bid which do not affect quality, quantity, price, or delivery. No modification of or addition to the provisions of the contract shall be effective unless reduced to writing and signed by the parties.
  2. **(For Request For Proposals):** Failure to submit a proposal on the official state form provided for that purpose may be a cause for rejection of the proposal. Modification of or additions to the General Terms and Conditions of the solicitation may be cause for rejection of the proposal; however, the Commonwealth reserves the right to decide, on a case by case basis, in its sole discretion, whether to reject such a proposal.
- I. **CLARIFICATION OF TERMS:** If any prospective (bidder/offeror) has questions about the specifications or other solicitation documents, the prospective (bidder/offeror) should contact the buyer whose name appears on the face of the solicitation no later than five working days before the due date. Any revisions to the solicitation will be made only by addendum issued by the buyer.
- J. **PAYMENT:**
1. **To Prime Contractor:**
    - a. Invoices for items ordered, delivered and accepted shall be submitted by the contractor directly to the payment address shown on the purchase order/contract. All invoices shall show the state contract number and/or purchase order number; social security number (for individual contractors) or the federal employer identification number (for proprietorships, partnerships, and corporations).
    - b. Any payment terms requiring payment in less than 30 days will be regarded as requiring payment 30 days after invoice or delivery, whichever occurs last. This shall not affect offers of discounts for payment in less than 30 days, however.



- c. All goods or services provided under this contract or purchase order, that are to be paid for with public funds, shall be billed by the contractor at the contract price, regardless of which public agency is being billed.
- d. The following shall be deemed to be the date of payment: the date of postmark in all cases where payment is made by mail, or the date of offset when offset proceedings have been instituted as authorized under the Virginia Debt Collection Act.
- e. **Unreasonable Charges.** Under certain emergency procurements and for most time and material purchases, final job costs cannot be accurately determined at the time orders are placed. In such cases, contractors should be put on notice that final payment in full is contingent on a determination of reasonableness with respect to all invoiced charges. Charges which appear to be unreasonable will be researched and challenged, and that portion of the invoice held in abeyance until a settlement can be reached. Upon determining that invoiced charges are not reasonable, the Commonwealth shall promptly notify the contractor, in writing, as to those charges which it considers unreasonable and the basis for the determination. A contractor may not institute legal action unless a settlement cannot be reached within thirty (30) days of notification. The provisions of this section do not relieve an agency of its prompt payment obligations with respect to those charges which are not in dispute (*Code of Virginia*, § 2.2-4363).

2. To Subcontractors:

- a. A contractor awarded a contract under this solicitation is hereby obligated:
  - (1) To pay the subcontractor(s) within seven (7) days of the contractor's receipt of payment from the Commonwealth for the proportionate share of the payment received for work performed by the subcontractor(s) under the contract; or
  - (2) To notify the agency and the subcontractor(s), in writing, of the contractor's intention to withhold payment and the reason.
- b. The contractor is obligated to pay the subcontractor(s) interest at the rate of one percent per month (unless otherwise provided under the terms of the contract) on all amounts owed by the contractor that remain unpaid seven (7) days following receipt of payment from the Commonwealth, except for amounts withheld as stated in (2) above. The date of mailing of any payment by U. S. Mail is deemed to be payment to the addressee. These provisions apply to each sub-tier contractor performing under the primary contract. A contractor's obligation to pay an interest charge to a subcontractor may not be construed to be an obligation of the Commonwealth.

3. Each prime contractor who wins an award in which provision of a SWAM procurement plan is a condition to the award, shall deliver to the contracting agency or institution, on or before request for final payment, evidence and certification of compliance (subject only to insubstantial shortfalls and to shortfalls arising from subcontractor default) with the SWAM procurement plan. Final payment under the contract in question may be withheld until such certification is delivered and, if necessary, confirmed by the agency or institution, or other appropriate penalties may be assessed in lieu of withholding such payment.

- 4. The Commonwealth of Virginia encourages contractors and subcontractors to accept electronic and credit card payments.

K. **PRECEDENCE OF TERMS:** The following General Terms and Conditions *VENDORS MANUAL*, APPLICABLE LAWS AND COURTS, ANTI-DISCRIMINATION, ETHICS IN PUBLIC CONTRACTING, IMMIGRATION REFORM AND CONTROL ACT OF 1986, DEBARMENT STATUS, ANTITRUST, MANDATORY USE OF STATE FORM AND TERMS AND CONDITIONS, CLARIFICATION OF TERMS, PAYMENT shall apply in all

instances. In the event there is a conflict between any of the other General Terms and Conditions and any Special Terms and Conditions in this solicitation, the Special Terms and Conditions shall apply.

- L. **QUALIFICATIONS OF (BIDDERS/OFFERORS)**: The Commonwealth may make such reasonable investigations as deemed proper and necessary to determine the ability of the (bidder/offeror) to perform the services/furnish the goods and the (bidder/offeror) shall furnish to the Commonwealth all such information and data for this purpose as may be requested. The Commonwealth reserves the right to inspect (bidder's/offeror's) physical facilities prior to award to satisfy questions regarding the (bidder's/offeror's) capabilities. The Commonwealth further reserves the right to reject any (bid/proposal) if the evidence submitted by, or investigations of, such (bidder/offeror) fails to satisfy the Commonwealth that such (bidder/offeror) is properly qualified to carry out the obligations of the contract and to provide the services and/or furnish the goods contemplated therein.
- M. **TESTING AND INSPECTION**: The Commonwealth reserves the right to conduct any test/inspection it may deem advisable to assure goods and services conform to the specifications.
- N. **ASSIGNMENT OF CONTRACT**: A contract shall not be assignable by the contractor in whole or in part without the written consent of the Commonwealth.
- O. **CHANGES TO THE CONTRACT**: Changes can be made to the contract in any of the following ways:
1. The parties may agree in writing to modify the scope of the contract. An increase or decrease in the price of the contract resulting from such modification shall be agreed to by the parties as a part of their written agreement to modify the scope of the contract.
  2. The Purchasing Agency may order changes within the general scope of the contract at any time by written notice to the contractor. Changes within the scope of the contract include, but are not limited to, things such as services to be performed, the method of packing or shipment, and the place of delivery or installation. The contractor shall comply with the notice upon receipt. The contractor shall be compensated for any additional costs incurred as the result of such order and shall give the Purchasing Agency a credit for any savings. Said compensation shall be determined by one of the following methods:
    - a. By mutual agreement between the parties in writing; or
    - b. By agreeing upon a unit price or using a unit price set forth in the contract, if the work to be done can be expressed in units, and the contractor accounts for the number of units of work performed, subject to the Purchasing Agency's right to audit the contractor's records and/or to determine the correct number of units independently; or
    - c. By ordering the contractor to proceed with the work and keep a record of all costs incurred and savings realized. A markup for overhead and profit may be allowed if provided by the contract. The same markup shall be used for determining a decrease in price as the result of savings realized. The contractor shall present the Purchasing Agency with all vouchers and records of expenses incurred and savings realized. The Purchasing Agency shall have the right to audit the records of the contractor as it deems necessary to determine costs or savings. Any claim for an adjustment in price under this provision must be asserted by written notice to the Purchasing Agency within thirty (30) days from the date of receipt of the written order from the Purchasing Agency. If the parties fail to agree on an amount of adjustment, the question of an increase or decrease in the contract price or time for performance shall be resolved in accordance with the procedures for resolving disputes provided by the Disputes Clause of this contract or, if there is none, in accordance with the disputes provisions of the Commonwealth of Virginia *Vendors Manual*. Neither the existence of a claim nor a dispute resolution process, litigation or any other provision of this contract shall excuse the contractor from promptly complying with the changes ordered by the Purchasing Agency or with the performance of the contract generally.

- P. **DEFAULT:** In case of failure to deliver goods or services in accordance with the contract terms and conditions, the Commonwealth, after due oral or written notice, may procure them from other sources and hold the contractor responsible for any resulting additional purchase and administrative costs. This remedy shall be in addition to any other remedies which the Commonwealth may have.
- Q. **TAXES:** Sales to the Commonwealth of Virginia are normally exempt from State sales tax. State sales and use tax certificates of exemption, Form ST-12, will be issued upon request. Deliveries against this contract shall usually be free of Federal excise and transportation taxes. The Commonwealth's excise tax exemption registration number is 54-73-0076K.

**(NOT NORMALLY REQUIRED FOR SERVICE CONTRACTS)**

- R. **USE OF BRAND NAMES:** Unless otherwise provided in this solicitation, the name of a certain brand, make or manufacturer does not restrict (bidders/offers) to the specific brand, make or manufacturer named, but conveys the general style, type, character, and quality of the article desired. Any article which the public body, in its sole discretion, determines to be the equivalent of that specified, considering quality, workmanship, economy of operation, and suitability for the purpose intended, shall be accepted. The (bidder/offeror) is responsible to clearly and specifically identify the product being offered and to provide sufficient descriptive literature, catalog cuts and technical detail to enable the Commonwealth to determine if the product offered meets the requirements of the solicitation. This is required even if offering the exact brand, make or manufacturer specified. Normally in competitive sealed bidding only the information furnished with the bid will be considered in the evaluation. Failure to furnish adequate data for evaluation purposes may result in declaring a bid nonresponsive. Unless the (bidder/offeror) clearly indicates in its (bid/proposal) that the product offered is an equivalent product, such (bid/proposal) will be considered to offer the brand name product referenced in the solicitation.

**(NOT NORMALLY REQUIRED FOR SERVICE CONTRACTS)**

- S. **TRANSPORTATION AND PACKAGING:** By submitting their (bids/proposals), all (bidders/offers) certify and warrant that the price offered for FOB destination includes only the actual freight rate costs at the lowest and best rate and is based upon the actual weight of the goods to be shipped. Except as otherwise specified herein, standard commercial packaging, packing and shipping containers shall be used. All shipping containers shall be legibly marked or labeled on the outside with purchase order number, commodity description, and quantity.

**(NOT NORMALLY REQUIRED FOR SERVICE CONTRACTS)**

- T. **INSURANCE:** By signing and submitting a bid or proposal under this solicitation, the bidder or offeror certifies that if awarded the contract, it will have the following insurance coverage at the time the contract is awarded. For construction contracts, if any subcontractors are involved, the subcontractor will have workers' compensation insurance in accordance with §§ 2.2-4332 and 65.2-800 et seq. of the *Code of Virginia*. The bidder or offeror further certifies that the contractor and any subcontractors will maintain these insurance coverage during the entire term of the contract and that all insurance coverage will be provided by insurance companies authorized to sell insurance in Virginia by the Virginia State Corporation Commission.

**MINIMUM INSURANCE COVERAGES AND LIMITS REQUIRED FOR MOST CONTRACTS:**

1. Workers' Compensation - Statutory requirements and benefits. Coverage is compulsory for employers of three or more employees, to include the employer. Contractors who fail to notify the Commonwealth of increases in the number of employees that change their workers' compensation requirements under the *Code of Virginia* during the course of the contract shall be in noncompliance with the contract.
2. Employer's Liability - \$100,000.

3. Commercial General Liability - \$1,000,000 per occurrence. Commercial General Liability is to include bodily injury and property damage, personal injury and advertising injury, products and completed operations coverage. The Commonwealth of Virginia must be named as an additional insured and so endorsed on the policy.

**(Note to Agency/Institution:** When the requirement is for parking facilities and garages for motor vehicle maintenance contracts, the forgoing sentence should be changed to read: These coverage should include Garage Owner's Liability. Contracts with movers or truck transporters should also require motor carrier's liability. When in the judgment of a procurement officer, these limits and coverage are not warranted for the goods and services being procured, the Division of Risk Management should be contacted.

4. Automobile Liability - \$1,000,000 per occurrence. (Only used if motor vehicle is to be used in the contract.)

**NOTE: In addition, various Professional Liability/Errors and Omissions coverages are required when soliciting those services as follows:**

<u>Profession/Service</u>	<u>Limits</u>
Accounting	\$1,000,000 per occurrence, \$3,000,000 aggregate
Architecture	\$2,000,000 per occurrence, \$6,000,000 aggregate
Asbestos Design, Inspection or Abatement Contractors	\$1,000,000 per occurrence, \$3,000,000 aggregate
Health Care Practitioner (to include Dentists, Licensed Dental Hygienists, Optometrists, Registered or Licensed Practical Nurses, Pharmacists, Physicians, Podiatrists, Chiropractors, Physical Therapists, Physical Therapist Assistants, Clinical Psychologists, Clinical Social Workers, Professional Counselors, Hospitals, or Health Maintenance Organizations.)	\$1,925,000 per occurrence, \$3,000,000 aggregate
(Limits increase each July 1 through fiscal year 2008, as follows: July 1, 2008 - \$2,000,000. This complies with §8.01-581.15 of the <u>Code of Virginia</u> .)	
Insurance/Risk Management	\$1,000,000 per occurrence, \$3,000,000 aggregate
Landscape/Architecture	\$1,000,000 per occurrence, \$1,000,000 aggregate
Legal	\$1,000,000 per occurrence, \$5,000,000 aggregate
Professional Engineer	\$2,000,000 per occurrence, \$6,000,000 aggregate
Surveying	\$1,000,000 per occurrence, \$1,000,000 aggregate

**\* When Used: FOR CONSTRUCTION, SERVICE CONTRACTS AND GOODS CONTRACTS WHEN INSTALLATION IS REQUIRED -** Required in all solicitations where a contractor will perform work or services in or on state facilities. The limits are minimums and may be increased. The Department of Treasury, Division of Risk Management (804-786-3152) should be contacted when other types of coverage may be required or when in doubt as to the need for other limits. When soliciting one of the Professions/Services listed above include the Professional Liability/Errors and Omissions coverage and limits as shown. When not soliciting one of these Professions/Services, omit the required coverages section from the General Terms and Conditions boilerplate.

- U. **ANNOUNCEMENT OF AWARD:** Upon the award or the announcement of the decision to award a contract over \$50,000, as a result of this solicitation, the purchasing agency will publicly post such notice on the DGS/DPS eVA web site ([www.eva.virginia.gov](http://www.eva.virginia.gov)) for a minimum of 10 days.

**\* When Used:** Include in all solicitations over \$50,000.

- V. **DRUG-FREE WORKPLACE:** During the performance of this contract, the contractor agrees to (i) provide a drug-free workplace for the contractor's employees; (ii) post in conspicuous places, available to employees and applicants for employment, a statement notifying employees that the unlawful manufacture, sale, distribution, dispensation, possession, or use of a controlled substance or marijuana is prohibited in the contractor's workplace and specifying the actions that will be taken against employees for violations of such prohibition; (iii) state in all solicitations or advertisements for employees placed by or on behalf of the contractor that the contractor maintains a drug-free workplace; and (iv) include the provisions of the foregoing clauses in every subcontract or purchase order of over \$10,000, so that the provisions will be binding upon each subcontractor or vendor.

For the purposes of this section, “*drug-free workplace*” means a site for the performance of work done in connection with a specific contract awarded to a contractor, the employees of whom are prohibited from engaging in the unlawful manufacture, sale, distribution, dispensation, possession or use of any controlled substance or marijuana during the performance of the contract.

**\* When Used: This clause shall be included in every contract over \$10,000. If procuring by unsealed solicitation, the Commonwealth’s General Terms and Conditions may be incorporated by reference.**

- W. **NONDISCRIMINATION OF CONTRACTORS:** A bidder, offeror, or contractor shall not be discriminated against in the solicitation or award of this contract because of race, religion, color, sex, national origin, age, disability, faith-based organizational status, any other basis prohibited by state law relating to discrimination in employment or because the bidder or offeror employs ex-offenders unless the state agency, department or institution has made a written determination that employing ex-offenders on the specific contract is not in its best interest. If the award of this contract is made to a faith-based organization and an individual, who applies for or receives goods, services, or disbursements provided pursuant to this contract objects to the religious character of the faith-based organization from which the individual receives or would receive the goods, services, or disbursements, the public body shall offer the individual, within a reasonable period of time after the date of his objection, access to equivalent goods, services, or disbursements from an alternative provider.

**\* When Used: This clause shall be included in all solicitations using an Invitation for Bids or Request for Proposal (Code of Virginia, § 2.2-4343.1H).**

- X. **eVA Business-To-Government Vendor Registration:** The eVA Internet electronic procurement solution, website portal [www.eVA.virginia.gov](http://www.eVA.virginia.gov), streamlines and automates government purchasing activities in the Commonwealth. The eVA portal is the gateway for vendors to conduct business with state agencies and public bodies. All vendors desiring to provide goods and/or services to the Commonwealth shall participate in the eVA Internet e-procurement solution either through the eVA Basic Vendor Registration Service or eVA Premium Vendor Registration Service. All bidders or offerors must register in eVA; failure to register will result in the bid/proposal being rejected.

- a. eVA Basic Vendor Registration Service: \$25 Annual Registration Fee plus the appropriate order Transaction Fee specified below. eVA Basic Vendor Registration Service includes electronic order receipt, vendor catalog posting, on-line registration, electronic bidding, and the ability to research historical procurement data available in the eVA purchase transaction data warehouse.
- b. eVA Premium Vendor Registration Service: \$25 Annual Registration Fee plus the appropriate order Transaction Fee specified below. eVA Premium Vendor Registration Service includes all benefits of the eVA Basic Vendor Registration Service plus automatic email or fax notification of solicitations and amendments.
- c. For orders issued prior to August 16, 2006, the Vendor Transaction Fee is 1%, capped at a maximum of \$500 per order.
- d. For orders issued August 16, 2006 and after, the Vendor Transaction Fee is:
  - (i) DMBE-certified Small Businesses: 1%, capped at \$500 per order.
  - (ii) Businesses that are not DMBE-certified Small Businesses: 1%, capped at \$1,500 per order.

**\* When Used: Include in all solicitations, contracts, and contract renewals. In addition, this General Term and Conditions must be incorporated or incorporated by reference in all purchase orders issued by state agencies and institutions except for the procurement types which are excluded in section 14.9 or as otherwise provided in 14.10a.**

- Y. **AVAILABILITY OF FUNDS:** It is understood and agreed between the parties herein that the agency shall be bound hereunder only to the extent of the funds available or which may hereafter become available for the purpose of this agreement.
- Z. **SET-ASIDES.** This solicitation is set-aside for DMBE-certified small business participation only when designated "SET-ASIDE FOR SMALL BUSINESSES" in the solicitation. DMBE-certified small businesses are those businesses that hold current small business certification from the Virginia Department of Minority Business Enterprise. DMBE-certified women- and minority-owned businesses are also considered small businesses when they have received DMBE small business certification. Small businesses must be certified by DMBE not later than the solicitation due date.

## ATTACHMENT D

### Small Business Subcontracting Plan

#### Definitions:

**Small Business:** "Small business " means an independently owned and operated business which, together with affiliates, has 250 or fewer employees, or average annual gross receipts of \$10 million or less averaged over the previous three years. Note: This shall not exclude DMBE-certified women- and minority-owned businesses when they have received DMBE small business certification.

**Women-Owned Business:** Women-owned business means a business concern that is at least 51% owned by one or more women who are citizens of the United States or non-citizens who are in full compliance with United States immigration law, or in the case of a corporation, partnership or limited liability company or other entity, at least 51% of the equity ownership interest is owned by one or more women who are citizens of the United States or non-citizens who are in full compliance with United States immigration law, and both the management and daily business operations are controlled by one or more women who are citizens of the United States or non-citizens who are in full compliance with the United States immigration law.

**Minority-Owned Business:** Minority-owned business means a business concern that is at least 51% owned by one or more minority individuals or in the case of a corporation, partnership or limited liability company or other entity, at least 51% of the equity ownership interest in the corporation, partnership, or limited liability company or other entity is owned by one or more minority individuals and both the management and daily business operations are controlled by one or more minority individuals.

**All small businesses must be certified by the Commonwealth of Virginia, Department of Minority Business Enterprise (DMBE) by the due date of the solicitation to participate in the SWAM program. Certification applications are available through DMBE online at [www.dmbv.virginia.gov](http://www.dmbv.virginia.gov) (Customer Service).**

**Offeror Name:** \_\_\_\_\_

**Preparer Name:** \_\_\_\_\_ **Date:** \_\_\_\_\_

#### Instructions

- A. If you are certified by the Department of Minority Business Enterprise (DMBE) as a small business, complete only Section A of this form. This shall not exclude DMBE-certified women-owned and minority-owned businesses when they have received DMBE small business certification.
- B. If you are not a DMBE-certified small business, complete Section B of this form. For the offeror to receive credit for the small business subcontracting plan evaluation criteria, the offeror shall identify the portions of the contract that will be subcontracted to DMBE-certified small business in this section. Points will be assigned based on each offeror's proposed subcontracting expenditures with DMBE certified small businesses for the initial contract period as indicated in Section B in relation to the offeror's total price.

#### Section A

If your firm is certified by the Department of Minority Business Enterprise (DMBE), are you certified as a (**check only one below**):

- \_\_\_\_\_ Small Business
- \_\_\_\_\_ Small and Women-owned Business
- \_\_\_\_\_ Small and Minority-owned Business

Certification number: \_\_\_\_\_ Certification Date: \_\_\_\_\_

#### Section B (Small Business Subcontracting Plan)

Populate the table below to show your firm's plans for utilization of DMBE-certified small businesses in the performance of this contract. This shall not exclude DMBE-certified women-owned and minority-owned businesses when they have received the DMBE small business certification. Include plans to utilize small businesses as part of joint ventures, partnerships, subcontractors, suppliers, etc.

**B. Plans for Utilization of DMBE-Certified Small Businesses for this Procurement**

<b>Small Business Name &amp; Address  DMBE Certificate #</b>	<b>Status if Small Business is also: Women (W), Minority (M)</b>	<b>Contact Person, Telephone &amp; Email</b>	<b>Type of Goods and/or Services</b>	<b>Planned Involvement During Initial Period of the Contract</b>	<b>Planned Contract Dollars During Initial Period of the Contract</b>
<b>Totals \$</b>					



## ATTACHMENT E

### CONTRACTOR DATA SHEET

**(To Be Completed By Contractor and returned with bid.)**

1. **QUALIFICATION OF CONTRACTOR:** The Contractor must have the capability and capacity in all respects to fully satisfy all of the contractual requirements.
2. **YEARS IN BUSINESS:** Indicate the length of time you have been in business providing this type of service:  
\_\_\_\_\_years \_\_\_\_\_months.
3. **REFERENCES:** Indicate below a listing of at least two (2) recent references, either higher education or governmental, for which you have provided this type of service. Include the date service was furnished and the name and address of the person the Agency has your permission to contact.

CLIENT	DATE	ADDRESS	PERSON TO CONTACT E-MAIL ADDRESS PHONE & FAX NUMBER CELL PHONE NUMBER
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