

**TENNESSEE BOARD OF REGENTS**

Request for Proposal

TRANSCRIPTION SERVICES

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| TBR RFP #: | 16-0008 |
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| Proposal Due Date/Time: | 10/28/15  2:00pm CT |
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**1 INTRODUCTION**

**1.1 Background**

The Tennessee Board of Regents (hereinafter “Institution”) is the sixth largest system of public higher education in the nation, with 46 campuses, over 200,000 students, and 15,000 benefit eligible employees. The system consists of six universities – one of which has a law school and one of which has a medical school, 13 community colleges, 27 technical centers, and the Central Office. Institutions are located in 90 of the 95 counties in Tennessee, and offer a large variety of degrees and services.

Institutions vary in complexity and size from a research intensive university with approximately 20,000 students, to a comprehensive university with over 21,000 students, to 4 regional universities (one that includes a medical school), to 13 community colleges, ranging in size from over 11,000 students to less than 3,000 students. The Institution system also includes 27 Tennessee Technology Centers which offer a wide variety of technical and vocational certificate programs.

**1.2 Statement of Purpose**

The Tennessee Board of Regents hereinafter Institution, has issued this Request for Proposal (RFP) to define the Institution's minimum service requirements; solicit proposals; detail proposal requirements; and, outline the Institution’s process for evaluating proposals and selecting the contractor.

Through this RFP, Institution seeks to buy the best services at the most favorable, competitive prices and to give ALL qualified businesses, including those that are owned by minorities, women, Tennessee service-disabled veterans, and small business enterprises, opportunity to do business with the Institution as contractors and subcontractors. Vendors must complete the Minority/Ethnicity form (See Attachment 6.1 for form and classification definitions).

It is the desire of the Tennessee Board of Regents to utilize a volume buying approach to obtain cost proposals for a TBR system wide agreement that re-defines the typical business and pricing structure of transcription services provided to individual institutions of higher learning. As such, vendors should provide a pricing structure that is NOT their standard pricing model.

The Institution intends to secure a contract for transcription services (CART), both remote and on-site, for students in institution settings and institution-sponsored special events as requested.

The Institution, intends to award one contract for the entire statewide system of higher education institutions that are members of the Tennessee Board of Regents. The Agreement resulting from this Request for Proposal (RFP) shall be for a period of one (1) year with four (4) one-year options to renew.

See Attachment 6.4 for additional information and requirements.

**1.3 Scope of Service, Contract Period, and Required Terms and Conditions**

The RFP Attachment 6.2, *Pro Forma* Contract details the Institution’s required:

* Scope of Services and Deliverables in Section A;
* Contract Period in Section B;
* Payment Terms in Section C;
* Terms and Conditions in Section D; and,
* Additional Terms and Conditions in Section E

The *Pro Forma* Contract substantially represents the contract document that the Proposer selected by the Institution MUST agree to and sign. A Proposal that limits or changes any of the terms or conditions contained in the Pro Forma Contract may be considered non-responsive.

**1.****4** It is acknowledged that Institution is issuing this proposal on behalf of all TBR Member Institutions, with the option for the University of Tennessee System of Higher Education and the State of Tennessee Departments to utilize the resulting Agreement. A listing of these institutions is provided in Attachment 6.7**.**

**1.5 Nondiscrimination**

No person shall be excluded from participation in, be denied benefits of, be discriminated against in the admission or access to, or be discriminated against in treatment or employment in the Institution’s contracted programs or activities on the grounds of disability, age, race, color, religion, sex, veteran status, national origin, or any other classification protected by federal or Tennessee State Constitutional or statutory law; nor shall they be excluded from participation in, be denied benefits of, or be otherwise subjected to discrimination in the performance of contracts with the Institution or in the employment practices of the Institution’s contractors. Accordingly, all vendors entering into contracts with the Institution shall, upon request, be required to show proof of such nondiscrimination and to post in conspicuous places, available to all employees and applicants, notices of nondiscrimination.

The Institution has designated the following to coordinate compliance with the nondiscrimination requirements of the State of Tennessee, Title VI of the Civil Rights Act of 1964, the Americans with Disabilities Act of 1990, and applicable federal regulations.

Bobbie Porter

Equity and Diversity Initiatives Director

Tennessee Board of Regents

1415 Murfreesboro Pike,

Suite 344

Nashville, TN 37217

(615) 366-3929

[Bobbie.porter@tbr.edu](mailto:Bobbie.porter@tbr.edu)

**1.6 Assistance to Proposers with a Disability**

A Proposer with a disability may receive accommodation regarding the means of communicating this RFP and participating in this RFP process. A Proposer with a disability should contact the RFP Coordinator to request reasonable accommodation no later than the Disability Accommodation Request Deadline in the RFP Section 2, Schedule of Events.

1.7 RFP Communications

1.7.1 Unauthorized contact regarding this RFP with employees or officials of the Institution other than the RFP Coordinator named below may result in disqualification from this procurement process.

1.7.1.1 Interested Parties must direct all communications regarding this RFP to the following RFP Coordinator, who is the Institutions only official point of contact for this RFP.

Angela Gregory Flynn

Assistant Vice Chancellor for Purchasing and Contracts

Tennessee Board of Regents

1415 Murfreesboro Rd., Suite 346

Nashville, TN 37217

Phone: 615-366-4436

Fax: 615-366-2243

[angela.flynn@tbr.edu](mailto:angela.flynn@tbr.edu)

1.7.2 The Institution has assigned the following RFP identification number that must be referenced in all communications regarding the RFP:

RFP 16-0008

1.7.3 Any oral communications shall be considered unofficial and non-binding with regard to this RFP.

1.7.4 Each Proposer shall assume the risk of the method of dispatching any communication or proposal to the Institution. The Institution assumes no responsibility for delays or delivery failures resulting from the method of dispatch. Actual or electronic “postmarking” of a communication or proposal to the Institution by a deadline date shall not substitute for actual receipt of a communication or proposal by the Institution.

1.7.5 The RFP Coordinator must receive all written comments, including questions and requests for clarification, no later than the Written Comments Deadline in the RFP Section 2, Schedule of Events.

1.7.6 The Institution reserves the right to determine, at its sole discretion, the appropriate and adequate responses to written comments, questions, and requests for clarification. The Institution’s official responses and other official communications pursuant to this RFP shall constitute an amendment of this RFP.

1.7.7 The Institution will convey all official responses and communications pursuant to this RFP to the potential Proposers to whom the Institution mailed a Request for Proposal.

1.7.8 Only the Institution’s official, written responses and communications shall be considered binding with regard to this RFP.

1.7.9 The Institution reserves the right to determine, at its sole discretion, the method of conveying official responses and communications pursuant to this RFP (e.g., written, facsimile, electronic mail, or Internet posting).

1.7.10 Any data or factual information provided by the Institution, in this RFP or an official response or communication, shall be deemed for informational purposes only, and if a Proposer relies on such data or factual information, the Proposer should either: (1) independently verify the information; or, (2) obtain the Institution’s written consent to rely thereon.

**1.8 Notice of Intent to Propose**

Each potential Proposer should submit a Notice of Intent to Propose to the RFP Coordinator by the deadline in the RFP Section 2, Schedule of Events. The notice should include:

* Proposer’s name
* name and title of a contact person
* address, telephone number, facsimile number, and email address of the contact person

NOTICE: A Notice of Intent to Propose creates no obligation and is not a prerequisite for making a proposal, however, it is necessary to ensure receipt of RFP amendments and other communications regarding the RFP (refer to RFP Sections 1.7, et seq., above).

**1.9 Proposal Deadline**

Proposals must be submitted no later than the Proposal Deadline time and date detailed in the RFP Section 2, Schedule of Events. A proposal must respond to the written RFP and any RFP exhibits, attachments, or amendments. A late proposal shall not be accepted, and a Proposer's failure to submit a proposal before the deadline shall cause the proposal to be disqualified.

**1.10 Pre-Proposal Conference**

A Pre-Proposal Conference will be held at the time and date in the RFP Section 2, Schedule of Events. The purpose of the conference is to discuss the RFP scope of services. No questions will be entertained prior to the pre-proposal conference. Responses to any question(s) at the Pre-Proposal Conference shall be considered tentative and non-binding with regard to this RFP. All Proposers must submit any questions asked during the Pre-Proposal Conference, as well as any additional questions concerning the RFP in writing prior to the Written Comments Deadline date in the RFP Section 2, Schedule of Events. To ensure accurate, consistent responses to all known potential Proposers, the official response to questions will be issued by the Institution as described in RFP Sections 1.7, *et seq.*, above and on the date detailed in the RFP Section 2, Schedule of Events. Pre-Proposal Conference attendance is not mandatory, and each potential Proposer may be limited to a maximum number of attendees depending upon space limitations. The conference will be held at the following location:

Tennessee Board of Regents   
General Counsel Suite 338

1415 Murfreesboro Pike (Genesco Building)

Nashville, TN 37217

**2 RFP SCHEDULE OF EVENTS**

The following Schedule of Events represents the Institution's best estimate of the schedule that will be followed. Unless otherwise specified, the time of day for the following events will be between 8:00 a.m. and 4:30 p.m. CT.

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| **RFP SCHEDULE OF EVENTS**  **NOTICE: The Institution reserves the right, at its sole discretion, to adjust this schedule as it deems necessary. The Institution will communicate any adjustment to the Schedule of Events to the potential Proposers.** | | |
| **EVENT** | **TIME** | **DATE (all dates are Institution business days)** |
| 1. Institution Issues RFP | 4:30pm | 09/18/15 |
| 1. Disability Accommodation Request Deadline | 4:30pm | 09/25/15 |
| 1. Written Questions Deadline | 4:30pm | 10/06/15 |
| 1. Pre-Proposal Conference – General Counsel Suite 338 | 10:00am | 10/08/15 |
| 1. Final Written Comments Deadline | 4:30pm | 10/09/15 |
| 1. Institution Responds to all Questions | 4:30pm | 10/14/15 |
| 1. Notice of Intent to Propose | 4:30pm | 10/21/15 |
| 1. Proposal Deadline | 2:00pm | 10/28/15 |
| 1. Proposal Opening | 3:00pm | 10/28/15 |
| 1. Institution Completes Technical Proposal Evaluations | 3:00pm | 12/03/15 |
| 1. Institution Opens Cost Proposals and Calculates Scores | 8:00am | 12/04/15 |
| 1. Institution Issues Intent to Award Letter and Opens RFP Files for Public Inspection | 4:30pm | 12/10/15 |
| 1. Insurance Certificate Deadline | 4:30pm | 12/18/15 |
| 1. Award of Contract | 4:30pm | 12/18/15 |
| 1. Contract Effective Date | 8:00am | 01/02/16 |

3 PROPOSAL REQUIREMENTS

Each Proposer must submit a proposal in response to this RFP with the most favorable terms that the Proposer can offer. There will be no best and final offer procedure. However, Institution reserves the right to further clarify or negotiate with the best evaluated Proposer subsequent to award recommendation but prior to contract execution if deemed necessary by Institution. Institution may initiatenegotiations which serve to alter the bid/proposal in a way favorable to the Institution. For example, prices may be reduced, time requirements may be revised, etc. **In no event shall negotiations increase the cost or amend the proposal such that the apparent successful Proposer no longer offers the best proposal.**

**3.1 Proposal Form and Delivery**

**3.1.1** Each response to this RFP must consist of a Technical Proposal and a Cost Proposal (as described below).

3.1.2 Each Proposer must submit one (1) original, (**signed in blue, non-permanent ink**), one (1) electronic\*, and ten (10) copies of the Technical Proposal to the Institution in a sealed package that is clearly marked:

“Technical Proposal in Response to RFP 16-0008 - Do Not Open”

\*electronic copy must be submitted on a flash drive with the Technical Proposal submission in Word and/or Excel formats.

3.1.3 Each Proposer must submit one (1) original **(signed in blue, non-permanent ink)**, one (1) electronic\*, and two (2) copies of the Cost Proposal to the Institution in a separate, sealed package that is clearly marked:

**“Cost Proposal in Response to RFP 16-0008 -- Do Not Open”**

\*electronic copy must be submitted on a flash drive with the Cost Proposal submission in Word and/or Excel formats.

3.1.4 If a Proposer encloses the separately sealed proposals (as detailed above) in a larger package for mailing, the Proposer must clearly mark the outermost package:

**“Contains Separately Sealed Technical and Cost Proposals for RFP 16-0008”**

3.1.5 The Institution must receive all proposals in response to this RFP, at the following address, no later than the Proposal Deadline time and date in the RFP Section 2, Schedule of Events. Late proposals will not be considered and will remain unopened and filed in the RFP file.

Angela Gregory Flynn

Assistant Vice Chancellor for Purchasing and Contracts  
Tennessee Board of Regents  
1415 Murfreesboro Road, Suite 346  
Nashville, TN 37217  
(615) 366-4436  
(615) 366-2243 Fax  
[angela.flynn@tbr.edu](mailto:angela.flynn@tbr.edu)

3.1.6 A proposal must be typewritten or hand-written in ink. A Proposer may not deliver a proposal orally or solely by means of electronic transmission.

3.2 Technical Proposal

3.2.1 The RFP Attachment 6.5, Technical Proposal and Evaluation Guide details specific requirements for making a Technical Proposal in response to this RFP. This guide includes mandatory and general requirements as well as technical queries requiring a written response.

***NOTICE: NO PRICING INFORMATION SHALL BE INCLUDED IN THE TECHNICAL PROPOSAL. INCLUSION OF COST PROPOSAL AMOUNTS IN THE TECHNICAL PROPOSAL WILL MAKE THE PROPOSAL NON-RESPONSIVE, AND THE INSTITUTION SHALL REJECT IT. THIS INCLUDES REFERENCES TO ITEMS THAT ARE INCLUDED “FREE” OR “AT NO ADDITIONAL COST”, ETC.***

3.2.2 Each Proposer must use the Technical Proposal and Evaluation Guide to organize, reference, and draft the Technical Proposal. Each Proposer must duplicate the Technical Proposal and Evaluation Guide and use it as a table of contents covering the Technical Proposal (adding proposal page numbers as appropriate). The order of the response to the Technical Proposal and Evaluation Guide must be preserved.

3.2.3 Each proposal should be concisely prepared, with emphasis on completeness and clarity of content. A proposal, as well as any reference material presented, must be written in English and must be written on standard 8 1/2" x 11" paper (although foldouts containing charts, spreadsheets, and oversize exhibits are permissible). All proposal pages must be numbered.

3.2.4 All information included in a Technical Proposal should be relevant to a specific requirement detailed in the Technical Proposal and Evaluation Guide. All information must be incorporated into a response to a specific requirement and clearly referenced. Any information not meeting these criteria will be deemed extraneous and will in no way contribute to the evaluation process.

3.2.5 The Institution may determine a proposal to be non-responsive and reject it if the Proposer fails to organize and properly reference sections of the Technical Proposal as required by this RFP and the Technical Proposal and Evaluation Guide;

3.2.6 The Institution may determine a proposal to be non-responsive and reject it if the Technical Proposal document fails to appropriately address/meet all of the requirements detailed in the Technical Proposal and Evaluation Guide

3.2.7 **The Proposer must sign and date (in blue, non-permanent ink) the Technical Proposal. Digital, electronic, or facsimile signatures will not be acceptable as the original signature. Failure to submit one (1) original with an original signature will be cause for rejection of the proposal.**

3.3 Cost Proposal

3.3.1 The Cost Proposal must be submitted to the Institution in a sealed package separate from the Technical proposal.

3.3.2 The Cost Proposal must be recorded on an exact duplicate of the RFP Attachment 6.6, Cost Proposal and Scoring Guide.

3.3.3 Each Proposer shall ONLY record the proposed cost exactly as required by the Cost Proposal and Evaluation Guide and shall NOT record any other rates, amounts, or information.

3.3.4 The proposed cost shall incorporate all costs for services under the Contract for the total contract period.

3.3.5 **The Proposer must sign and date (in blue, non-permanent ink) the Cost Proposal. Digital, electronic, or facsimile signatures will not be acceptable as the original signature. Failure to submit one (1) original with an original signature will be cause for rejection of the proposal.**

3.3.6 If a Proposer fails to submit a Cost Proposal as required, the Institution shall determine the proposal to be non-responsive and reject it.

4 GENERAL REQUIREMENTS & CONTRACTING INFORMATION

4.1 Proposer Required Review and Waiver of Objections

Each Proposer must carefully review this RFP and all attachments, including but not limited to the Pro Forma Contract, for defects, objections, or any other matter requiring clarification or correction (collectively called “comments”). All such Comments must be made in writing and received by the Institution no later than the Written Comments Deadline in the RFP Section 2, Schedule of Events. This will allow issuance of any necessary amendments and help prevent the necessity of cancelling the RFP.

A Protest shall be considered waived if the subject matter of the Protest was known or should have been known to the Protester before the Written Comments Deadline and the Protester did not raise the issue in a Written Comment.

4.2 RFP Amendment and Cancellation

The Institution reserves the unilateral right to amend this RFP in writing at any time. If an RFP amendment is issued, the Institution will communicate such amendment to the potential Proposers who were mailed the original RFP. Each proposal must respond to the final written RFP and any exhibits, attachments, and amendments.

The Institution reserves the right, at its sole discretion, to cancel and reissue this RFP or to cancel this RFP in its entirety in accordance with applicable laws and regulations.

4.3 Proposal Prohibitions and Right of Rejection

4.3.1 The Institution reserves the right, at its sole discretion, to reject any and all proposals in accordance with applicable laws and regulations.

4.3.2 Each proposal must comply with all of the terms of this RFP and all applicable state laws and regulations. The Institution may reject any proposal that does not comply with all of the terms, conditions, and performance requirements of this RFP. The Institution may consider any proposal that does not meet the requirements of this RFP to be non-responsive, and the Institution may reject such a proposal.

4.3.3 A Proposer may submit an alternate proposal; however, Proposer must submit a proposal that offers the services requested by this RFP.

4.3.4 A Proposer may not restrict the rights of the Institution or otherwise qualify a proposal. The Institution may determine such a proposal to be a non-responsive counteroffer, and the proposal may be rejected. A link to the impermissible clauses or copies of impermissible provisions is available from RFP Coordinator upon request.

4.3.5 A Proposer may not submit the Proposer's own contract terms and conditions in a response to this RFP. If a proposal contains such terms and conditions, the Institution may determine, at its sole discretion, the proposal to be a non-responsive counteroffer, and the proposal may be rejected.

4.3.6 A Proposer shall not submit more than one proposal. Submitting more than one proposal shall result in the disqualification of the Proposer unless specifically provided for in this RFP.

4.3.7 A Proposer shall not submit multiple proposals in different capacities. This prohibited action shall be defined as a Proposer submitting one proposal as a prime contractor and permitting a second Proposer to submit another proposal with the first Proposer offered as a subcontractor. This restriction does not prohibit different Proposers from offering the same subcontractor as a part of their proposals, provided that the subcontractor does not also submit a proposal as a prime contractor. Submitting multiple proposals in different capacities may result in the disqualification of all Proposers knowingly involved.

4.3.8 The Institution shall reject a proposal if the Cost Proposal was not arrived at independently without collusion, consultation, communication, or agreement as to any matter relating to such prices with any other Proposer. Regardless of the time of detection, the Institution shall consider any of the foregoing prohibited actions to be grounds for proposal rejection or contract termination.

4.3.9 The Institution shall not contract with or consider a proposal from:

4.3.9.1 an individual who is, or within the past six months has been, a state employee. An individual shall be deemed a state employee until such time as all compensation and terminal leave has been paid. Contracts will a company or corporation in which a controlling interest is held by any state employee or the employee’s spouse shall be considered, for the purpose of applying this rule, to be a contract with the individual.

4.3.9.2 a company, corporation, or any other contracting entity in which an ownership of two percent (2%) or more is held by an individual who is, or within the past six months has been, an employee or official of the State of Tennessee (this shall not apply either to financial interests that have been placed into a “blind trust” arrangement pursuant to which the employee does not have knowledge of the retention or disposition of such interests or to the ownership of publicly traded stocks or bonds where such ownership constitutes less than 2% of the total outstanding amount of the stocks or bonds of the issuing entity);

4.3.9.3 a company, corporation, or any other contracting entity which employs an individual who is, or within the past six months has been, an employee or official of the State of Tennessee in a position that would allow the direct or indirect use or disclosure of information, which was obtained through or in connection with his or her employment and not made available to the general public, for the purpose of furthering the private interest or personal profit of any person;

4.3.9.4 any individual, company, or other entity involved in assisting the Institution in the development, formulation, or drafting of this RFP or its scope of services shall be considered to have been given information that would afford an unfair advantage over other Proposers, and such individual, company, or other entity may not submit a proposal in response to this RFP.

4.3.10 The Institution reserves the right, at its sole discretion, to waive a proposal’s variances from full compliance with this RFP. If the Institution waives minor variances in a proposal, such waiver shall not modify the RFP requirements or excuse the Proposer from full compliance with the RFP.

4.4 Incorrect Proposal Information

If the Institution determines that a Proposer has provided, for consideration in this RFP process or subsequent contract negotiations, incorrect information that the Proposer knew or should have known was materially incorrect, that proposal shall be determined non-responsive and shall be rejected.

4.5 Proposal of Additional Services

If a proposer offers products and services in addition to those required by and described in this RFP, the additional products and services may be added to the Contract before contract signing at the sole discretion of the Institution. Proposers must provide a detailed description of each product and/or service offered in addition to those specified in this RFP to be considered for inclusion in the contract as a separate attachment. Costs associated with additional products and services must be provided on a separate attachment in the Cost Proposal. Please note that proposed additional services will not be used in evaluating the proposal.

4.6 Assignment and Subcontracting

4.6.1 The Proposer awarded a contract pursuant to this RFP may not subcontract, transfer, or assign any portion of the Contract without the Institution’s prior, written approval.

4.6.2 A subcontractor may only be substituted for a proposed subcontractor at the discretion of the Institution and with the Institution’s prior, written approval.

4.6.3 At its sole discretion, the Institution reserves the right to refuse approval of any subcontract, transfer, or assignment.

4.6.4 Notwithstanding Institution approval of each subcontractor, the Proposer, if awarded a contract pursuant to this RFP, shall be the prime contractor and shall be responsible for all work performed.

4.7 Right to Refuse Personnel

At its sole discretion, the Institution reserves the right to refuse any personnel, of the prime contractor or a subcontractor, for use in the performance of a contract pursuant to this RFP.

4.8 Insurance

Successful Proposer must provide and maintain a commercial general liability policy. The policy shall provide coverage which includes, but is not limited to, bodily injury, personal injury, death, property damage and medical claims, with minimum limits of $1,000,000 per occurrence, $3,000,000 in the aggregate. The Proposer shall maintain workers’ compensation coverage or a self-insured program as required under Tennessee law. The Proposer shall deliver to the Institution a certificate of insurance no later than the effective date of the contract. If any policy providing insurance required by the contract is cancelled prior to the policy expiration date, the Proposer, upon receiving a notice of cancellation, shall give immediate notice to the Institution.

The enumeration in the contract or in this document of the kinds and amounts of liability insurance shall not abridge, diminish or affect the contractor’s legal responsibilities for the consequences of accidents arising out of or resulting from the services of the successful bidder under this contract.

Failure to provide evidence of such insurance coverage is a material breach and grounds for termination of the contract negotiations. Any insurance required by the Institution shall be in form and substance acceptable to the Institution.

4.9 Licensure

The apparent successful Proposer must hold all necessary, applicable business and professional licenses. The Institution will require any or all Proposers to submit evidence of proper licensure or eligibility for issuance of such licensure by the effective date of the contract with the RFP response. Licensure information must be clearly identified on the outside of Proposer’s technical response. (If the scope of services requires a license from the TN Board for Licensing Contractors, the Proposer MUST have that license prior to submitting the Proposal).

**4.10 Sales and Use Tax**

Before the Contract resulting from this RFP is signed, the apparent successful Respondent must be registered with the Tennessee Department of Revenue for the collection of Tennessee sales and use tax. The State shall not award a contract unless the Respondent provides proof of such registration or provides documentation from the Department of Revenue that the Contractor is exempt from this registration requirement.  The foregoing is a mandatory requirement of an award of a contract pursuant to this solicitation.  For purposes of this registration requirement, the Department of Revenue may be contacted at: [TN.Revenue@tn.gov](mailto:TN.Revenue@tn.gov)

4.11 Financial Stability

The successful Proposer will be required to provide information to TBR to demonstrate financial stability and capability prior to award of contract. These requirements are located in Attachment 6.4 of this RFP.

4.12 Proposal Withdrawal

A Proposer may withdraw a submitted proposal at any time up to the Proposal Deadline time and date in the RFP Section 2, Schedule of Events. To do so, a Proposer must submit a written request, signed by a Proposer’s authorized representative to withdraw a proposal. After withdrawing a previously submitted proposal, a Proposer may submit another proposal at any time up to the Proposal Deadline.

4.13 Proposal Errors and Amendments

At the option of the Institution, a Proposer may be bound by all proposal errors or omissions. A Proposer will not be allowed to alter or amend proposal documents after the Proposal Deadline time and date in the RFP Section 2, Schedule of Events unless formally requested, in writing, by the Institution.

4.14 Proposal Preparation Costs

The Institution will not pay any costs associated with the preparation, submittal, or presentation of any proposal.

4.15 Continued Validity of Proposals

All Proposals shall state that the offer contained therein is valid for a minimum of one (1) year from the date of opening. This assures that Proposers’ offers are valid for a period of time sufficient for thorough consideration. Proposals which do not so state will be presumed valid for one (1) year.

4.16 Disclosure of Proposal Contents

Each proposal and all materials submitted to the Institution in response to this RFP shall become the property of the Institution. Selection or rejection of a proposal does not affect this right. All proposal information, including detailed price and cost information, shall be held in confidence during the evaluation process.

Upon the completion of the evaluation of proposals, indicated by public release of a Letter of Intent to Award, the proposals and associated materials shall be open for review by the public in accordance with Tennessee Code Annotated, Section 10-7-504(a)(7). By submitting a proposal, the Proposer acknowledges and accepts that the full proposal contents and associated documents shall become open to public inspection.

If an RFP is re-advertised, all prior offers and/or proposals shall remain closed to inspection by the Proposers and/or public until evaluation of the responses to the re-advertisement is complete.

4.17 Contractor Registration

All service contractors must complete a vendor application with Institution and become a registered vendor. The vendor application submitted by the Proposer will be sent to the Governor’s Office of Diversity Business Enterprise for official certification. However, registration with the Institution is not required to make a proposal (any unregistered service provider must simply register as required prior to the final contract approval).

Refer to the following Internet URL to obtain the Institution’s vendor application instructions and forms: <http://www.tbr.edu/offices/purchasing.aspx?id=3238&ekmensel=e2f22c9a_816_860_3238_1>

4.18 Contract Approval

The RFP and the contractor selection processes do not obligate the Institution and do not create rights, interests, or claims of entitlement by either the Proposer with the apparent best-evaluated proposal or any other Proposer. Contract award and Institution obligations pursuant thereto shall commence only after the contract is signed by the Contractor and all other Institution/State officials as required by state laws and regulations.

4.19 Contract Cancellation

Either party reserves the right to cancel the contract with a one hundred twenty (120) day written notice.

4.20 Contract Term

The Institution intends to enter into a contract with an expected effective period beginning January 02, 2016 and ending January 1, 2017. The Institution reserves the right to renew the contract on an annual basis for up to four (4) additional one-year terms at its option. The Institution reserves the right to cancel the Contract if sufficient funding for its continuance is not appropriated by the General Assembly of the State of Tennessee.

4.21 Contract Payments

All contract payments shall be made in accordance with the Contract’s Payment Terms and Conditions provisions (refer to RFP Attachment 6.2, *Pro Forma* Contract, Section C). No payment shall be made until the Contract is approved as required by state laws and regulations. Under no circumstances shall the Institution be liable for payment of any type associated with the Contract or responsible for any work done by the Contractor, even work done in good faith and even if the Contractor is orally directed to proceed with the delivery of services, if it occurs before contract approval by Institution officials as required by applicable statutes and rules of the State of Tennessee or before the Contract start date or after the Contract end date specified by the Contract. Payments to the Contractor will be made in accordance with the Tennessee Prompt Pay Act (T.C.A. Section 12-4-701 et.seq.).

4.22 Contract Monitoring

The Contractor’s deliverables and services provided pursuant to this Contract shall be subject to monitoring and evaluation by the Institution, by a duly appointed representative(s). The Contractor shall submit brief, periodic, progress reports to the Institution as requested.

4.23 Severability

If any provision of this RFP is declared by a court to be illegal or in conflict with any law, the decision shall not affect the validity of the remaining RFP terms and provisions, and the rights and obligations of the Institution and Proposers shall be construed and enforced as if the RFP did not contain the particular provision held to be invalid.

4.24 Policy and Guideline Compliance

This proposal request and any award made hereunder are subject to the policies and guidelines of the Tennessee Board of Regents ([www.tbr.edu](http://www.tbr.edu)).

**4.25** **Protest Procedures**

Refer to the following Internet URL to obtain the Institution’s bid protest procedures:

<https://policies.tbr.edu/policies/purchasing-policies-and-procedures#Protested-Bids>

A sample protest bond format is provided as Attachment 6.10.

5 PROPOSAL EVALUATION & CONTRACT AWARD

5.1 Evaluation Categories and Maximum Points

The Institution will consider qualifications and experience, technical approach, and cost in the evaluation of proposals. The maximum points that shall be awarded for transcription services are detailed below.

|  |  |
| --- | --- |
| **CATEGORY** | **MAXIMUM POINTS POSSIBLE** |
| Qualifications and Experience | **200** |
| Technical Approach | **400** |
| Cost Proposal | **400** |

5.2 Evaluation Process

The proposal evaluation process is designed to award the Contract not necessarily to the Proposer of least cost, but rather to the Proposer with the best combination of attributes based upon the evaluation criteria.

5.2.1 The RFP Coordinator will use the RFP Attachment 6.5, Technical Proposal and Evaluation Guide to manage the Technical Proposal Evaluation and maintain evaluation records.

5.2.1.1 The RFP Coordinator will review each Technical Proposal to determine compliance with mandatory requirements (refer to RFP Attachment 6.5, Technical Proposal and Evaluation Guide, Technical Proposal Section A). If the RFP Coordinator determines that a proposal may have failed to meet one or more of the mandatory requirements, the Chief Procurement Officer will review the proposal and document his/her determination of whether: (1) the proposal meets requirements for further evaluation; (2) the Institution will request clarifications; or (3) the Institution will determine the proposal to be non-responsive to the RFP and reject it. A determination that a proposal is non-responsive must be approved by the Chief Business Officer before notice may be sent out that the proposal has been rejected.

5.2.1.2 A Proposal Evaluation Team, appropriate to the scope and nature of the RFP, will evaluate each Technical Proposal that appears responsive to the RFP

5.2.1.3 Each Proposal Evaluation Team member will independently, evaluate each proposal against the evaluation criteria in this RFP, rather than against other proposals, and will score each in accordance with the RFP Attachment 6.5, Technical Proposal and Evaluation Guide.

5.2.1.4 The Institution reserves the right, at its sole discretion, to request Proposer clarification of a Technical Proposal or to conduct clarification discussions with any or all Proposers. Any such clarification or discussion shall be limited to specific sections of the proposal identified by the Institution. The subject Proposer shall put any resulting clarification in writing as may be required by the Institution.

5.2.2 Finalists will be determined based upon the top scored Technical Proposal Responses. To be considered for award, Finalists must complete the Presentation and Test requirements of the RFP. Should a Proposer not be deemed a finalist, its Cost Proposal shall remain sealed and unopened.

5.2.3 After Technical Proposal, Presentation and Test evaluations are completed, the RFP Coordinator will open the Finalist’s Cost Proposals and use the RFP Attachment 6.6, Cost Proposal and Scoring Guide to calculate and document the Cost Proposal scores.

5.2.4 For each Finalist, the RFP Coordinator will add all scores for each Category listed above for a final score.

5.3 Contract Award Process

5.3.1 The RFP Coordinator will forward the results of the proposal evaluation process to the appropriate institution official who will consider the proposal evaluation process results and all pertinent information available to make a determination about the contract award. The Institution reserves the right to make an award without further discussion of any proposal.

Notwithstanding the foregoing, to effect a contract award to a Proposer other than the one receiving the highest evaluation score, the requesting department/party must provide written justification for such an award and obtain the written approval of the appropriate institutional official.

5.3.2 After the appropriate official’s determination, the Institution will issue an Intent to Award to identify the apparent best-evaluated proposal as in the RFP Section 2, Schedule of Events.

NOTICE: The Intent to Award shall not create rights, interests, or claims of entitlement in either the Proposer with apparent best-evaluated proposal or any other Proposer.

5.3.3 The Institution will also make the RFP files available for public inspection as in the RFP Section 2, Schedule of Events.

5.3.4 The Proposer with the apparent best-evaluated proposal must agree to and sign a contract with the Institution which shall be substantially the same as the RFP Attachment 6.2, Pro Forma Contract.  
  
However, the Institution reserves the right, at its sole discretion, to add terms and conditions or to revise Pro Forma Contract requirements in the Institution’s best interests subsequent to this RFP process. No such terms and conditions or revision of contract requirements shall materially affect the basis of proposal evaluations or negatively impact the competitive nature of the RFP process.

5.3.5 The Proposer with the apparent best-evaluated proposal must sign and return the Contract written by the Institution pursuant to this RFP no later than the Award of Contract Date in the RFP Section 2, Schedule of Events. If the Proposer fails to provide the signed Contract by the deadline, the Institution may determine that the Proposer is non-responsive to the terms of this RFP and reject the proposal.

5.3.6 If the Institution determines that the apparent best-evaluated proposal is non-responsive and rejects the proposal, the RFP Coordinator will re-calculate scores for each responsive Cost Proposal to determine the new, apparent best-evaluated proposal.

ATTACHMENT 6.1



TENNESSEE BOARD OF REGENTS

HIGHER EDUCATION SYSTEM

Minority / Ethnicity Form

In order to comply with reporting regulations required by the State of Tennessee and the United States federal income tax laws, it is necessary that the following information be provided prior to the issuance of any contract.

|  |  |
| --- | --- |
| 1. Name of Contractor:  \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  Federal ID / Social Security Number:  \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ | 2. Is Contractor a US citizen?  Yes  No  If no, state country of citizenship:  \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  (If not a US Citizen, please include a copy of Visa with this form.) |
| 3. Kind of Ownership (Check one):  Govt. (GO)  Agency of the State of Tennessee (SA)  Non-Profit (NO)  Majority (MJ)  Minority\* (see reverse side for definition)  Woman (WO)\*\* (see reverse side for definition)  Small (SM)\*\*\* (see reverse side for definition)  Service-Disabled Veteran\*\*\*\*(see reverse side for definition) | 4. Minority / Ethnicity Code (Check One):  African American (MA)  Native American (MN)  Hispanic American (MH)  Asian American (MS)  Other Minority (MO)  Specify: \_\_\_\_\_\_\_\_\_ |
| 5. Preference for reporting purposes: (Note: If Contractor qualifies in multiple categories as small, woman-owned and/or minority, Contractor is to specify in which category he / she is to be considered for reporting and classification purposes.)  Small Minority Woman-Owned Service-Disabled Veteran | |
| 6. Certification: I certify that all the information as completed above is accurate and true.  \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  Signature Date  Name (Printed): \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  Title: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ | |

\***Minority Ownership Clarification:**

"Minority owned business" means a business that is a continuing, independent, for profit business which performs a commercially useful function, and is at least fifty-one percent (51%) owned and controlled by one (1) or more minority individuals who are impeded from normal entry into the economic mainstream because of past practices of discrimination based on race or ethnic background.

"Minority" means a person who is a citizen or lawful permanent resident of the United States and who is:

a) African American (a person having origins in any of the black racial groups of Africa);

b) Hispanic (a person of Mexican, Puerto Rican, Cuban, Central or South American, or other Spanish culture or origin, regardless of race);

c) Asian American (a person having origins in any of the original peoples of the Far East, Southeast Asia, the Indian subcontinent, or the Pacific Islands); or

d) Native American (a person having origins in any of the original peoples of North America).

**\*\*Woman-Owned Business Clarification:**

A "woman-owned business" means a woman owned business that is a continuing, independent, for profit business which performs a commercially useful function, and is at least fifty-one percent (51%) owned and controlled by one or more women; or, in the case of any publicly owned business, at least fifty-one percent (51%) of the stock of which is owned and controlled by one (1) or more women and whose management and daily business operations are under the control of one (1) or more women.

**\*\*\*Small Business Ownership Clarification:**

A "small business" means a business that is independently owned and operated for profit, is not dominant in its field of operation and is not an affiliate or subsidiary of a business dominant in its field of operation.

The Governor's Office of Diversity Business Enterprise establishes small business guidelines on industry size standards. The criteria guidelines are required to be met in order for a business to be considered small. The annual receipts or number of employees indicates the maximum allowed for a small business concern and its affiliates to be considered small.

**\*\*\*\*Service-Disabled Veteran Business Enterprise (SDVBE) Clarification**

Tennessee Service-Disabled Veteran owned mean any person who served honorably on active duty in the Armed Forces of the United States with at least a twenty percent (20%) disability that is service-connected meaning that such disability was incurred or aggravated in the line of duty in the active military, naval or air service. “Tennessee service disabled veteran owned business” means a service-disabled veteran owned business that is a continuing, independent, for profit business located in the state of Tennessee that performs a commercially useful function.

Tennessee Service-Disabled Veteran owned means a service-disabled owned business that is a continuing, independent, for profit business located in the state of Tennessee that performs a commercially useful function, and

1. is at least fifty-one percent (51%) owned and controlled by one (1) or more service-disabled owned veterans;
2. In the case of a business solely owned by (1) service-disabled veteran and such person’s spouse, is at least fifty percent (50) owned and controlled by the service-disabled veteran; or
3. In the case of any publicly owned business, at least fifty-one percent (51%) of the stock of which is owned and controlled by one (1) or more service-disabled veteran and whose management and daily business operations are under the control of one (1) or more service-disabled veteran.

|  |  |  |
| --- | --- | --- |
| **TYPE OF BUSINESS** | **ANNUAL GROSS SALES** | **NO. OF EMPLOYEES** |
| Agriculture, Forestry, Fishing | $500,000 | 9 |
| Architectural / Design / Engineering | $2,000,000 | 30 |
| Construction | $2,000,000 | 30 |
| Educational | $1,000,000 | 9 |
| Finance, Insurance & Real Estate | $1,000,000 | 9 |
| Information Systems / Technology | $2,000,000 | 30 |
| Manufacturing | $2,000,000 | 99 |
| Marketing / Communications / Public Relations | $2,000,000 | 30 |
| Medical / Healthcare | $2,000,000 | 30 |
| Mining | $1,000,000 | 49 |
| Retail Trade | $750,000 | 9 |
| Service Industry | $500,000 | 9 |
| Transportation, Commerce & Utilities | $1,000,000 | 9 |
| Wholesale Trade | $1,000,000 | 19 |

ATTACHMENT 6.2  
*PRO FORMA* CONTRACT

**The *Pro Forma* Contract set forth in this Attachment contains some “blanks”, signified in brackets by words in all capital letters, describing material to be added, along with appropriate additional information, in the final contract resulting from this RFP.**

**CONTRACT  
BETWEEN**

**TENNESSEE BOARD OF REGENTS  
AND  
[CONTRACTOR NAME]**

This Contract, by and between the Tennessee Board of Regents, hereinafter referred to as the “Institution” and [CONTRACTOR LEGAL ENTITY NAME], hereinafter referred to as the “Contractor,” is for the provision of [SHORT DESCRIPTION OF THE SERVICE], as further defined in the "SCOPE OF SERVICES."

The Contractor is [AN INDIVIDUAL / A FOR-PROFIT CORPORATION / A NONPROFIT CORPORATION / A SPECIAL PURPOSE CORPORATION OR ASSOCIATION / A FRATERNAL OR PATRIOTIC ORGANIZATION / A PARTNERSHIP / A JOINT VENTURE / A LIMITED LIABILITY COMPANY]. The Contractor’s address is:

[ADDRESS]

The Contractor’s place of incorporation or organization is [STATE OF ORGANIZATION].

A. SCOPE OF SERVICES:

A.1. The Contractor shall provide transcription services (CART), both remote and on-site, for students in institution settings and institution-sponsored special events as requested. The scope of products and Contractor’s specific responsibilities are defined in Attachment A of this Agreement.

B. CONTRACT TERM:

B.1. Contract Term. This Contract shall be effective for the period commencing on January 2, 2016 and ending on January 1, 2017. The Institution shall have no obligation for services rendered by the Contractor which are not performed within the specified period.

B.2. Term Extension. The Institution reserves the right to extend this Contract for an additional period or periods of time representing increments of no more than one year and a total contract term of no more than five (5) years, provided that the Institution notifies the Contractor in writing of its intention to do so at least [WRITTEN NUMBER] [NUMBER]) days prior to the Contract expiration date. An extension of the term of this Contract will be effected through an amendment to the Contract. If the extension of the Contract necessitates additional funding beyond that which was included in the original Contract, the increase in the Institution’s maximum liability will also be effected through an amendment to the Contract and shall be based upon rates provided for in the original Contract.

C. PAYMENT TERMS AND CONDITIONS:

C.1. Maximum Liability. In no event shall the maximum liability of the Institution under this Contract exceed [WRITTEN DOLLAR AMOUNT] [$NUMBER AMOUNT]. The Service Rates in Attachment B include, but are not limited to, all applicable taxes, fees, overheads, and all other direct and indirect costs incurred or to be incurred by the Contractor. The maximum liability represents available funds for payment to the Contractor and does not guarantee payment of any such funds to the Contractor under this Contract unless the Institution requests work and the Contractor performs the work.

C.2. Compensation Firm. The Service Rates and the Maximum Liability of the Institution under this Contract are firm for the duration of the Contract and are not subject to escalation for any reason unless this Contract is amended.

C.3. Payment Method. The Contractor agrees that TBR shall issue payment for all goods/services under this Agreement via ACH Payment and Contractor agrees that no payment shall be made prior to the completion of the Substitute W-9/ACH Authorization Form.

C.4. Payment Methodology. The Contractor shall be compensated based on the Service Rates in Attachment for units of service authorized by the Institution in a total amount not to exceed the Contract Maximum Liability established in Section C.1. The Contractor’s compensation shall be contingent upon the satisfactory completion of units of service or project milestones identified in Attachment B.

The Contractor shall submit invoices, in form and substance acceptable to the Institution with all of the necessary supporting documentation, prior to any payment. Such invoices shall be submitted for completed units of service or project milestones for the amount stipulated.

C.5. Travel Compensation. The Contractor shall not be compensated or reimbursed for travel, meals, or lodging.

C.6. Payment of Invoice. The payment of an invoice by the Institution shall not prejudice the Institution's right to object to or question any invoice or matter in relation thereto. Such payment by the Institution shall neither be construed as acceptance of any part of the work or service provided nor as an approval of any of the amounts invoiced therein.

C.7. Invoice Reductions. The Contractor's invoice shall be subject to reduction for amounts included in any invoice or payment theretofore made which are determined by the Institution, on the basis of audits conducted in accordance with the terms of this Contract, not to constitute proper remuneration for compensable services.

C.8. Deductions. The Institution reserves the right to deduct from amounts which are or shall become due and payable to the Contractor under this or any Contract between the Contractor and the Institution any amounts which are or shall become due and payable to the Institution by the Contractor.

D. TERMS AND CONDITIONS:

D.1. Required Approvals. The Institution is not bound by this Contract until it is approved by the appropriate officials in accordance with applicable Tennessee laws and regulations as shown on the signature page of this Contract..

D.2. Modification and Amendment. This Contract may be modified only by a written amendment executed by all parties hereto and approved by the appropriate officials.

D.3. Ethnicity. This Contract shall not be executed until the Contractor has completed the Minority/Ethnicity Form.

D.4. Termination for Convenience. The Institution may terminate this Contract without cause for any reason. Termination under this Section D. 4 shall not be deemed a Breach of Contract by the Institution. The Institution shall give the Contractor at least one hundred twenty (120) days written notice before the effective termination date. The Contractor shall be entitled to receive compensation for satisfactory, authorized service completed as of the termination date, but in no event shall the Institution be liable to the Contractor for compensation for any service which has not been rendered. Upon such termination, the Contractor shall have no right to any actual general, special, incidental, consequential, or any other damages whatsoever of any description or amount.

D.5. Termination for Cause. If the Contractor fails to perform its obligations under this Contract in a timely or proper manner, or if the Contractor violates any term of this Contract, the Institution shall have the right to immediately terminate the Contract and withhold payments in excess of fair compensation for completed services; provided, however, Institution shall have the option to give Contractor written notice and a specified period of time in which to cure. Notwithstanding the above, the Contractor shall not be relieved of liability to the Institution for damages sustained by virtue of any breach of this Contract by the Contractor.

D.6. Subcontracting. The Contractor shall not assign this Contract or enter into a subcontract for any of the services performed under this Contract without obtaining the prior written approval of the Institution. If such subcontracts are approved by the Institution, they shall contain, at a minimum, sections of this Contract pertaining to "Conflicts of Interest" and "Nondiscrimination". Notwithstanding any use of approved subcontractors, the Contractor shall be the prime contractor and shall be responsible for all work performed.

D.7. Conflicts of Interest. The Contractor warrants that no part of the total Contract amount shall be paid directly or indirectly to an employee or official of the State of Tennessee as wages, compensation, or gifts in exchange for acting as an officer, agent, employee, subcontractor, or consultant to the Contractor in connection with any work contemplated or performed relative to this Contract.

D.8. Nondiscrimination. The Contractor hereby agrees, warrants, and assures that no person shall be excluded from participation in, be denied benefits of, or be otherwise subjected to discrimination in the performance of this Contract or in the employment practices of the Contractor on the grounds of disability, age, race, color, religion, sex, veteran status, national origin, or any other classification protected by Federal, or State constitutional or statutory law. The Contractor shall, upon request, show proof of such nondiscrimination and shall post in conspicuous places, available to all employees and applicants, notices of nondiscrimination.

D.9. Records. The Contractor shall maintain documentation for all charges against the Institution under this Contract. The books, records, and documents of the Contractor, insofar as they relate to work performed or money received under this Contract, shall be maintained for a period of three (3) full years from the date of the final payment and shall be subject to audit at any reasonable time and upon reasonable notice by the Institution, the Comptroller of the Treasury, or their duly appointed representatives. The financial statements shall be prepared in accordance with generally accepted accounting principles.

D.10. Monitoring. The Contractor’s activities conducted and records maintained pursuant to this Contract shall be subject to monitoring and evaluation by the Institution, the Comptroller of the Treasury, or their duly appointed representatives.

D.11. Progress Reports. The Contractor shall submit brief, quarterly, progress reports to the Institution as requested.

D.12. Strict Performance. Failure by any party to this Contract to insist in any one or more cases upon the strict performance of any of the terms, covenants, conditions, or provisions of this Contract shall not be construed as a waiver or relinquishment of any such term, covenant, condition, or provision. No term or condition of this Contract shall be held to be waived, modified, or deleted except by a written amendment signed by the parties hereto.

D.13. Independent Contractor. The parties hereto, in the performance of this Contract, shall not act as employees, partners, joint venturers, or associates of one another. It is expressly acknowledged by the parties hereto that the parties are independent contracting entities and that nothing in this Contract shall be construed to create an employer/employee relationship or to allow either to exercise control or direction over the manner or method by which the other transacts its business affairs or provides its usual services. The employees or agents of one party shall not be deemed or construed to be the employees or agents of the other party for any purpose whatsoever.

The Contractor, being an independent contractor and not an employee of the Institution, agrees to carry adequate public liability and other appropriate forms of insurance on the Contractor’s employees, and to pay all applicable taxes incident to this Contract.

D.14. Institution Liability. The Institution shall have no liability except as specifically provided in this Contract.

D.15. Force Majeure. The obligations of the parties to this Contract are subject to prevention by causes beyond the parties’ control that could not be avoided by the exercise of due care including, but not limited to, acts of God, riots, wars, epidemics or any other similar cause.

D.16. State and Federal Compliance. The Contractor shall comply with all applicable State and Federal laws and regulations, including Institution policies and guidelines in the performance of this Contract.

D.17. Governing Law. This Contract shall be governed by and construed in accordance with the laws of the State of Tennessee. The Contractor agrees that it will be subject to the exclusive jurisdiction of the Tennessee Claims Commission in actions that may arise under this Contract. The Contractor acknowledges and agrees that any rights or claims against the Institution or its employees hereunder, and any remedies arising therefrom, shall be subject to and limited to those rights and remedies, if any, available under ***Tennessee Code Annotated***, Sections 9-8-101 through 9-8-407.

D.18. Severability. If any terms or conditions of this Contract are held to be invalid or unenforceable as a matter of law, the other terms and conditions hereof shall not be affected thereby and shall remain in full force and effect. To this end, the terms and conditions of this Contract are declared severable.

D.19. Headings. Section headings of this Contract are for reference purposes only and shall not be construed as part of this Contract.

E. ADDITIONAL TERMS AND CONDITIONS:

E.1. Communications and Contacts.

The Institution:  
Angela Gregory Flynn

Assistant Vice Chancellor for Purchasing and Contracts  
Tennessee Board of Regents  
1415 Murfreesboro Road, Suite 346  
Nashville, TN 37217  
(615) 366-4436  
(615) 366-2243 Fax  
[angela.flynn@tbr.edu](mailto:angela.flynn@tbr.edu)

The Contractor:  
 [NAME AND TITLE OF CONTRACTOR CONTACT PERSON]  
 [CONTRACTOR NAME]  
 [ADDRESS]  
 [TELEPHONE NUMBER]   
 [FACSIMILE NUMBER]  
  
All instructions, notices, consents, demands, or other communications shall be sent in a manner that verifies proof of delivery. Any communication by facsimile transmission shall also be sent by United States mail on the same date as the facsimile transmission. All communications which relate to any changes to the Contract shall not be considered effective until agreed to, in writing, by both parties.

E.2. Subject to Funds Availability. The Contract is subject to the appropriation and availability of State and/or Federal funds. In the event that the funds are not appropriated or are otherwise unavailable, the Institution reserves the right to terminate the Contract upon written notice to the Contractor. Termination under this Section E.2 shall not be deemed a breach of Contract by the Institution. Upon receipt of the written notice, the Contractor shall cease all work associated with the Contract. Should such an event occur, the Contractor shall be entitled to compensation for all satisfactory and authorized services completed as of the termination date. Upon such termination, the Contractor shall have no right to recover from the Institution any actual, general, special, incidental, consequential, or any other damages whatsoever of any description or amount.

E.3. Breach. A party shall be deemed to have breached the Contract if any of the following occurs (However, this list is not exclusive.):  
  
— failure to perform in accordance with any term or provision of the Contract;  
— partial performance of any term or provision of the Contract;  
— any act prohibited or restricted by the Contract, or  
— violation of any warranty.  
  
For purposes of this Contract, these items shall hereinafter be referred to as a “Breach.”

a. Contractor Breach— Institution shall notify Contractor in writing of a Breach.

(1) In event of a Breach by Contractor, the Institution shall have available the remedy of actual damages and any other remedy available at law or equity.

b. Institution Breach— In the event of a Breach of contract by the Institution, the Contractor shall notify the Institution in writing within 30 days of any Breach of contract by the Institution. The notice shall contain a description of the Breach. In the event of Breach by the Institution, the Contractor may avail itself of any remedy available in the Claims Commission; provided, however, failure by the Contractor to give the Institution written notice and opportunity to cure as described herein operates as a waiver of the Institution’s Breach. Failure by the Contractor to file a claim before the Claims Commission within one (1) year of the written notice of Breach shall operate as a waiver of the claim in its entirety. It is agreed by the parties this provision establishes a contractual period of limitations for any claim brought by the Contractor.

E.4. Copyrights and Patents/Institution Ownership of Work Products. Contractor grants Institution a world-wide, perpetual, non-exclusive, irrevocable, fully paid up license to use any proprietary software products delivered under this Contract. The Institution shall have royalty-free and unlimited rights to use, disclose, reproduce, or publish, for any purpose whatsoever, as well as share in any financial benefits derived from the commercial exploitation of all work products created, designed, developed, or derived from the services provided under this Contract. The Institution shall have the right to copy, distribute, modify and use any training materials delivered under this Contract for internal purposes only.

The Contractor agrees to indemnify and hold harmless the Institution as well as its officers, agents, and employees from and against any and all claims or suits which may be brought against the Institution for infringement of any third party’s intellectual property rights, including but not limited to, any alleged patent or copyright violations. The Institution shall give the Contractor written notice of any such claim or suit and full right and opportunity to conduct the Contractor’s own defense thereof. In any such action brought against the Institution, the Contractor shall take all reasonable steps to secure a license for Institution to continue to use the alleged infringing product or, in the alternative, shall find or develop a reasonable, non-infringing alternative to satisfy the requirements of this Contract.

The Contractor further agrees that it shall be liable for the reasonable fees of attorneys for the Institution in the event such service is necessitated to enforce the obligations of the Contractor to the Institution.

E.5. Insurance.  The Contractor shall maintain a commercial general liability policy.  The commercial general liability policy shall provide coverage which includes, but is not limited to, bodily injury, personal injury, death, property damage and medical claims, with minimum limits of $1,000,000 per occurrence, $3,000,000 in the aggregate.  The Contractor shall maintain workers’ compensation coverage or a self-insured program as required under Tennessee law.  The Contractor shall deliver to the Institution both certificates of insurance no later than the effective date of the Contract.  If any policy providing insurance required by the Contract is cancelled prior to the policy expiration date, the Contractor, upon receiving a notice of cancellation, shall give immediate notice to the Institution.

The enumeration in the Contract of the kinds and amounts of liability insurance shall not abridge, diminish or affect the Contractor’s legal responsibilities arising out of or resulting from the services under this Contract.

E.6. Competitive Procurements. If this Contract provides for reimbursement of the cost of goods, materials, supplies, equipment, or services, such procurements shall be made on a competitive basis, when practical.

E.7. Inventory/Equipment Control. No equipment shall be purchased under this Contract.

E.8. Institution Furnished Property. The Contractor shall be responsible for the correct use, maintenance, and protection of all articles of nonexpendable, tangible, personal property furnished by the Institution for the Contractor’s temporary use under this Contract. Upon termination of this Contract, all property furnished shall be returned to the Institution in good order and condition as when received, reasonable use and wear thereof excepted. Should the property be destroyed, lost, or stolen, the Contractor shall be responsible to the Institution for the residual value of the property at the time of loss.

E.9. Contract Documents. Included in this Contract by reference are the following documents:  
  
a***.*** This Contract document and its attachments  
b***.*** The Request for Proposal #16-0008 and its associated amendments  
c***.*** The Contractor’s Proposal dated \_\_\_\_\_\_\_\_\_\_\_\_.  
  
In the event of a discrepancy or ambiguity regarding the interpretation of this Contract, these documents shall govern in order of precedence as listed above.

E.10. Prohibited Advertising. The Contractor shall not refer to this Contract or the Contractor’s relationship with the Institution hereunder in commercial advertising in such a manner as to state or imply that the Contractor or the Contractor's services are endorsed.

E.11. Hold Harmless. The Contractor agrees to indemnify and hold harmless the Institution as well as its officers, agents, and employees from and against any and all claims, liabilities, losses, and causes of action which may arise, accrue, or result to any person, firm, corporation, or other entity which may be injured or damaged as a result of acts, omissions, or negligence on the part of the Contractor, its employees, or any person acting for or on its or their behalf relating to this Contract. The Contractor further agrees it shall be liable for the reasonable cost of attorneys for the Institution in the event such service is necessitated to enforce the terms of this Contract or otherwise enforce the obligations of the Contractor to the Institution.

In the event of any such suit or claim, the Contractor shall give the Institution immediate notice thereof and shall provide all assistance required by the Institution in the Institution’s defense. The Institution shall give the Contractor written notice of any such claim or suit, and the Contractor shall have full right and obligation to conduct the Contractor’s own defense thereof. Nothing contained herein shall be deemed to accord to the Contractor, through its attorney(s), the right to represent the Institution in any legal matter, such rights being governed by ***Tennessee Code Annotated***, Section 8-6-106.

E.12. Debarment and Suspension. The Contractor certifies, to the best of its knowledge and belief, that it and its principals:

a. are not presently debarred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded from covered transactions by any Federal or state department or agency;

b. have not within a three (3) year period preceding this Contract been convicted of, or had a civil judgment rendered against them from commission of fraud, or a criminal offence in connection with obtaining attempting to obtain, or performing a public (Federal, State, or Local) transaction or grant under a public transaction; violation of Federal or State antitrust statutes or commission of embezzlement, theft, forgery, bribery, falsification, or destruction of records, making false statements, or receiving stolen property;

c. are not presently indicted for or otherwise criminally or civilly charged by a government entity (Federal, State, or Local) with commission of any of the offenses listed in section b. of this certification; and

d. have not within a three (3) year period preceding this Contract had one or more public transactions (Federal, State, or Local) terminated for cause or default.

E.13. Prohibition on Hiring Illegal Immigrants.  Tennessee Public Chapter No. 878 of 2006, TCA 12-4-124, requires that Contactor attest in writing that Contractor will not knowingly utilize the services of illegal immigrants in the performance of this Contract and will not knowingly utilize the services of any subcontractor, if permitted under this Contract, who will utilize the services of illegal immigrants in the performance of this Contract.  The attestation shall be made on the form, Attestation re Personnel Used in Contract Performance (“the Attestation”), which is attached and hereby incorporated as Attachment C.

If Contractor is discovered to have breached the Attestation, the Commissioner of Finance and Administration shall declare that the Contractor shall be prohibited from contracting or submitting a bid to any Tennessee Board of Regents institution or any other state entity for a period of one (1) year from the date of discovery of the breach.  Contractor may appeal the one (1) year by utilizing an appeals process in the Rules of Finance and Administration, Chapter 0620.

E.14. Red Flags and Identity Theft. The Service Provider shall have policies and procedures in place to detect relevant Red Flags that may arise in the performance of the Service Provider’s activities under the Agreement, or review the Institution’s Red Flags identity theft program and report any Red Flags to Institution.

E.15. Sales and Use Tax. The Contractor shall be registered or have received an exemption from the Department of Revenue for the collection of Tennessee sales and use tax. This registration requirement is a material requirement of this Contract.

E.16. Data Privacy and Security.

Data Privacy. "Personal Information" means information provided to Contractor by or at the direction of Institution, or to which access was provided to Contractor by or at the direction of Institution, in the course of Contractor's performance under this Agreement that: (i) identifies or can be used to identify an individual (including , without limitation , names, signatures, addresses, telephone numbers, e-mail addresses and other unique identifiers); or (ii) can be used to authenticate an individual (including, without limitation, employee identification numbers, government-issued  identification numbers, passwords or PINs, financial account numbers, credit report information, biometric or health data, answers to  security questions and other personal identifiers.

Contractor represents and warrants that its collection, access, use, storage, disposal and disclosure of Personal Information complies with all applicable federal and state privacy and data protection laws, including without limitation, the Gramm-Leach-Bliley Act ("GLBA"); the Health Information Portability and Accountability Act ("HIPAA");the Family Educational Rights and Privacy Act ("FERPA") of 1974 (20 U.S.C.1232g), the FTC’s Red Flag Rules and any applicable federal or state laws, as amended ,together with regulations promulgated thereunder .

Some Personal Information provided by Institution to Contractor is subject to FERPA. Contractor acknowledges that its improper disclosure or re-disclosure of Personal Information covered by FERPA may, under certain circumstances, result in Contractor's exclusion from eligibility to contract with Customer for at least five (5) years and agrees to become a “school official” as defined in the applicable Federal Regulations for the purposes of this Agreement.

Data Security. Contractor represents and warrants that Contractor will maintain compliance with the SSAE 16 standard, and shall undertake any audits and risk assessments Contractor deems necessary to maintain compliance with SSAE16.

Incident Response.  "Security Incident" means any reasonably suspected breach of information security, unauthorized access to any system, server or database, or any other unauthorized access, use, or disclosure of Personal Information or Highly-Sensitive Personal Information occurring on systems under Contractor's control.  Contractor shall: (i) provide Institution with the name and contact information for an employee of Contractor who shall serve as Customer's primary security contact and shall be available to assist Customer twenty-four (24) hours per day, seven (7) days per week as a contact in resolving obligations associated with a Security Incident; (ii) notify Institution of a Security Incident as soon as practicable, but no later than forty eight  (48) hours after Contractor becomes aware of it, except where disclosure is prohibited by law; and (iii) notify Institution of any such Security Incident by telephone at the following number: Jon Calisi: Office: 615-366-4456 Fax: 615-268-0782 and e-mail [Jon.Calisi@tbr.edu](mailto:Jon.Calisi@tbr.edu) with a copy by e-mail to Contractor's primary business contact at the Institution.

Contractor shall use best efforts to immediately mitigate or resolve any Security Incident, at Contractor's expense and in accordance with applicable privacy rights, laws, regulations and standards. Contractor shall reimburse Institution for actual costs incurred by Institution in responding to, and mitigating damages caused by, any Security Incident , including all costs of notice and/or remediation incurred under all applicable laws as a result of the Security Incident.

Return of Personal Information.  At any time during the term of this Agreement, at the Institution’s written request or upon the termination or expiration of this Agreement, Contractor shall return to the Institution all copies, whether in written, electronic or other form or media, of Confidential, Highly-Sensitive, or Personal Information in its possession, or at Customer’s direction, securely dispose of all such copies.

E.17. Service and Software Accessibility Standards. The Contractor warrants and represents that the service and software, including any updates, provided to the Institution will meet the accessibility standards set forth in WCAG 2.0 AA (also known as ISO standard, ISO/IEC 40500:2012), EPub 3 and Section 508 of the Vocational Rehabilitation Act. To the extent that the Products fail to meet the WCAG 2.0 AA, EPub 3 and Section 508 standards, the Contractor will provide Institution with a fully completed Accessibility Statement and Conformance and Remediation forms (Attachments 6.12 and 6.13). The Contractor shall indemnify and hold the Institution harmless in the event of claims arising from inaccessibility related to the Contractor’s products/services.

E.18. Contractor Commitment to Diversity. The Contractor shall assist the Institution in monitoring the Contractor’s performance of this commitment by providing, as requested, a quarterly report of participation in the performance of this Contract by small business enterprises and businesses owned by minorities, women, and Tennessee service-disabled veterans. Such reports shall be provided to the Institution in form and substance as required by Institution.

|  |  |
| --- | --- |
| **IN WITNESS WHEREOF:** | |
| **[CONTRACTOR LEGAL ENTITY NAME]:** | |
|  | |
| **[NAME AND TITLE]** | **Date** |
|  | |
|  | |
| **APPROVED:** | |
| **TENNESSEE BOARD OF REGENTS:** | |
|  | |
| **John G. Morgan, Chancellor** | **Date** |

ATTACHMENT A

**CONTRACTOR RESPONSBILITIES**

**Requirements for Transcription Services:**

**General Requirements**

Contractor shall provide Transcription Services shall at any main campus or any satellite campuses upon request of the Institution.

Transcribers must have and maintain Registered Professional Reporter (RPR) certification. CRR, RMR, CART or TypeWell certification is preferred.

Transcribers must be available to work in any traditional and non-traditional environments where the student is involved in higher education activities, including but not limited to, indoor, outdoor, vary temperatures, etc.

The number of transcribers requested by the Institution will vary from time to time. Contractor shall be expected to use the same transcriber if there are multiple disabled students within a single course/venue. Contractor must indicate any ratio restrictions it has for a single transcriber (i.e. one transcriber for up to 3 students in the same course/venue).

Transcribers must be familiar with the higher education setting and have experience transcribing in that environment.

The Institution prefers that Contractor provide the same transcriber for a student in any given course term so as to provide continuity for the student and the transcriber. In rare circumstances which the regularly scheduled transcriber cannot provide service, a substitute transcriber will be provided by the Contractor.

The Contractor shall provide an option for Video Remote Transcribing (CART). It is required that Contractor provide another means for access (i.e. Verizon Air Card) in lieu of relying on the institution’s wireless network. The access provided by the Proposer must have adequate bandwidth to provide all services requested during any given time. If Contractor’s means of access requires use of the Institution’s bandwidth, Contractor shall include any bandwidth requirements in its response to this Section. Proposer shall provide any necessary equipment.

It is desired by the Institution that, to the extent possible, a live transcriber be provided. Contractor shall identify any specific situations when remote transcribing would be required by the Contractor.

**Minimum Implementation/Training Requirements**

Contractor shall provide its implementation plan for the Institution.

Contractor shall provide a timeline of the steps in the implementation process, inclusive of training. This timeline of steps shall include both the timeline of steps to be provided by the Contractor and the timeline of steps to be provided by the Institution. It is the expectation of the Institution to have services available beginning with the Fall 2015 Semester.

Contractor shall define its expectation of Institutional assistance during the implementation process (key employees, institutional tasks/customizations).

Contractor shall provide its training plan for Institution Disability Directors including initial training, on-going training, reference materials that can be provided, etc. The training plan should include one (1) collective initial training, to be held at Institution’s System Office.

**Customer Service/Billing Requirements**

Contractor shall provide and maintain an adequate number of office locations, staff size, etc. that will be utilized to service this account.

Contractor shall develop and maintain its hiring/vetting process for employees, including any certifications and ethical standards requirements. Contractor shall also be willing to talk with local individuals that may have been providing local service to Institution’s campuses.

Contractor’s employees must adhere to Institution rules and regulations. Failure to do so shall result in the requirement of the Contractor to provide a replacement interpreter. Additionally, Institution may request a new interpreter when the interpreter and the student do not work well together for varying reasons.

Contractor shall provide technical support and customer service both online and via a toll-free telephone number, including real-time assistance that is available Monday through Friday from 7 a.m. to 7 p.m. CT. Additionally, Proposers shall provide after-hours contact information in case issues arise after-hours.

Contractor shall describe its process for handling complaints and any escalations procedures.

Contractor shall provide transcription services within a minimum of forty-eight (48) hours upon notification, but twenty-four (24) hours is preferred. Contractor shall indicate its required notification timeline and the process for Institution to request services (i.e. applicable forms, online request process, etc.)

Contractor shall provide substitute transcribers when the regular transcriber is unable to provide services or when a transcriber requests to no longer provide services to a particular student.

Contractor shall be expected to notify the Disability Services Office immediately (same day) if the student is not present for the scheduled course/event. Contractor shall be paid not more than two (2) hours in instances in which the student does not attend. Transcriber shall continue to provide service(s) for subsequent scheduled days for that particular student until the Disability Services Office notifies the Contractor that student is no longer in need of service. Once notified to cease services, the Contractor shall not be compensated any further for said student.

Contractor’s cancellation policy, which covers when DS staff cancel a service, shall be no longer than 24 hours. Contractor shall indicate its required timeline and describe the required process for Institution to cancel (i.e. forms required, online process, etc.)

Inclement weather closures are at the discretion of each Institution’s campus. Delays or closings are provided on each Campus’s automated phone system, website, campus weather alert system (where available) and local news channels. Contractor shall provide in its Technical Response, its notice requirements in the event an Institution’s Campus will be delayed or closed. In the event of inclement weather but the Institution’s Campus operates under normal business hours, but weather prohibits Contractor from providing services, the Institution must be notified immediately. In the event that the Institution’s Campus is closed, the Institution shall not pay for transcription services. It shall be the Contractor’s responsibility to notify transcribers.

Contractor shall invoice each Institution campus directly. Each invoice shall include, at a minimum the name of the transcriber, name of student, date/time/number of hours transcribing services were provided, and name of course/event where service was provided. Any “prep time” for courses or events shall be pre-approved by the DS Director and listed separately on the invoice.

The Institution shall provide each transcriber a parking pass when deemed necessary by the institution.

Institution may perform random audits to ensure that transcribers are being provided, certifications are current, etc.

**Minimum Report/Contract Monitoring Requirements**

Contractor shall provide quarterly reports, broken down by each Institution Campus, which include (at a minimum) the name of the transcriber, name of student, type of service provided, date/time/number of hours transcribing services provided, and the name of course/event where service was provided. These reports shall be provided to each Institution Campus utilizing this Contract.

Contractor shall provide annual cumulative reports broken down by each Institution Campus, which include (at a minimum) the name of the transcriber, name of student, type of service provided, date/time/number of hours transcribing services were provided, and the name of course/event where service was provided. These reports shall be provided to each Institution Campus utilizing this Contract.

Contractor shall provide reports listed above to the Institution System Office in a cumulative fashion broken down by Institution Campus.

Contractor shall list any other report capabilities available to the Institution.

Contractor shall meet with Institution System Office to monitor contract activities and records. The frequency of these meetings shall be determined by the Institution System Office and the Successful Contractor.

ATTACHMENT B

**CONTRACT RATES**

***Note: The contract rates to be added upon contract award. Proposers are NOT to fill in any cost information below.***

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| D.1 Proposers costs for Transcription Services | **Proposed Cost for Transcription Services** | | | | |
| **Year 1** | **Year 2** | **Year 3** | **Year 4** | **Year 5** |
| 1. Quote an hourly rate for transcription services. |  |  |  |  |  |
| 1. Quote hourly rate in ¼ hour increments: |  | | | | |
| 1. 1st ¼ hour |  |  |  |  |  |
| 1. 2nd ¼ hour |  |  |  |  |  |
| 1. 3rd ¼ hour |  |  |  |  |  |
| 1. 4th ¼ hour |  |  |  |  |  |
| 1. Proposer shall indicate any minimum hour requirements. |  |  |  |  |  |
| 1. Proposer shall quote a one-time flat rate fee for a centralized implementation/training session. |  |  |  |  |  |
| 1. Proposers shall quote an hourly rate for any additional training/customization work if requested by the Institution. |  |  |  |  |  |
| 1. Proposers must indicate in its Cost Proposal any discounts available to the Institution for multiple students being serviced in any given semester. |  |  |  |  |  |

|  |  |  |
| --- | --- | --- |
| ATTACHMENT C  **ATTESTATION RE PERSONNEL USED IN CONTRACT PERFORMANCE** | | |
| **CONTRACT NUMBER:** | |  |
| **CONTRACTOR LEGAL ENTITY NAME:** | |  |
| **FEDERAL EMPLOYER IDENTIFICATION NUMBER:** (or Social Security Number) | |  |
| **The Contractor, identified above, does hereby attest, certify, warrant, and assure that the Contractor shall not knowingly utilize the services of an illegal immigrant in the performance of this Contract and shall not knowingly utilize the services of any subcontractor who will utilize the services of an illegal immigrant in the performance of this Contract.** | | |
| **SIGNATURE & DATE:** |  | |
|  | NOTICE: This attestation MUST be signed by an individual empowered to contractually bind the Contractor. If said individual is not the chief executive or president, this document shall attach evidence showing the individual’s authority to contractually bind the Contractor. | |

ATTACHMENT 6.3

|  |  |  |
| --- | --- | --- |
| **PROPOSAL TRANSMITTAL AND STATEMENT OF CERTIFICATIONS AND ASSURANCES *The Proposer must complete and sign this Technical Proposal Transmittal. It must be signed, in the space below, by an individual empowered to bind the proposing entity to the provisions of this RFP and any contract awarded pursuant to it. If the individual is not the Proposer’s chief executive, attach evidence showing the individual’s authority to bind the proposing entity.*** | | |
| **PROPOSER LEGAL ENTITY NAME:** | |  |
| **The Proposer does hereby affirm and expressly declare confirmation, certification, and assurance of the following:**   1. This proposal constitutes a commitment to provide all services as defined in the RFP Attachment 6.2, *Pro Forma* Contract, Scope of Services for the total contract period and confirmation that the Proposer shall comply with all of the provisions in this RFP and shall accept all terms and conditions set out in the RFP Attachment 6.2, *Pro Forma* Contract. A Proposer may not submit the Proposer’s own contract terms and conditions in a response to this RFP. If a proposal contains such terms and conditions, the Institution may determine, at its sole discretion, the proposal to be a non-responsive counteroffer, and the proposal may be rejected. 2. The information detailed in the proposal submitted herewith in response to the RFP is accurate. 3. The proposal submitted herewith in response to the RFP shall remain valid for at least one (1) year subsequent to the date of the Cost Proposal opening and thereafter in accordance with any contract pursuant to the RFP. 4. The Proposers shall comply with:    1. the laws of the State of Tennessee;    2. Title VI of the federal Civil Rights Act of 1964;    3. Title IX of the federal Education Amendments Act of 1972;    4. the Equal Employment Opportunity Act and the regulations issued there under by the federal government;    5. the Americans with Disabilities Act of 1990 and the regulations issued thereunder by the federal government;    6. the condition that the submitted proposal was independently arrived at, without collusion, under penalty of perjury; and,    7. the condition that no amount shall be paid directly or indirectly to an employee or official of the State of Tennessee as wages, compensation, or gifts in exchange for acting as an officer, agent, employee, subcontractor, or consultant to the Proposer in connection with the Procurement under this RFP. 5. The Proposer shall comply with all of the provisions in the subject RFP and shall accept all terms and conditions set out in the RFP Attachment 6.2, *Pro Forma* Contract. 6. The Proposer \_\_\_does or \_\_\_does not agree that this proposal pricing is for all TBR Institutions with the option for the University of Tennessee System of Higher Education and the State of Tennessee Departments to utilize the resulting Agreement. A listing of these institutions is provided in Attachment 6.7**.** 7. The Proposer certifies, by signature below and submission of this proposal, that neither I nor my principals are presently disbarred, suspended, proposed for disbarment, declared ineligible or voluntarily excluded from participation in this transaction by any State or Federal department or agency. 8. The Proposer understands and agrees that Proposer shall be paid by ACH payment. | | |
| **SIGNATURE & DATE:** |  | |
|  | | |

ATTACHMENT 6.4

**RFP REQUIREMENTS**

**Overview**

The Tennessee Board of Regents (TBR) System consists of 46 institutions with a combined annual enrollment of over 200,000 students and 16,000 regular employees, making it among the nation’s largest systems of public higher education. TBR’s six state universities, 13 community colleges, and 27 colleges of applied technology offer classes in 90 of Tennessee’s 95 counties. The main campus locations for each is provided in Attachment 6.8. For additional information about the Tennessee Board of Regents, please visit the TBR’s Internet site [www.tbr.edu](http://www.tbr.edu).

The Tennessee Board of Regents (hereinafter Institution) is soliciting proposals from qualified proposers for the procurement transcription services. Attachment 6.9 provides specific detail regarding current disability students at each campus. The Institution intends to award a contract for transcription services (CART), both remote (upon approval) and on-site. The Successful Proposer(s) will be required to provide services on an as-needed basis. Services may be required for many venues, including but not limited to: credit and non-credit courses, field trips, study groups, meetings with advisors, professor or tutors, guided campus tours and guest lectures, programs, workshops, concerts, and other events sponsored by chartered student organizations or Institution or departments the Institution. It is expected that interpretation services will be required during the evening hours and on weekends as well as during course hours during the day.

The Agreement resulting from this Request for Proposal (RFP) shall be for a period of one (1) year with four (4) one-year options to renew.

The following are requirements to respond to this Request for Proposal and should be used as a strict guideline in the preparation of a proposal. Each Proposer must use the Technical Proposal and Evaluation Guide (Attachment 6.5) to organize, reference, and draft its Technical Proposal. Each Proposer must duplicate the Technical Proposal and Evaluation Guide and use it as a table of contents covering the Technical Proposal (adding proposal page numbers as appropriate). The order of the response to the Technical Proposal and Evaluation Guide must be preserved.

The Institution expects all Proposers to submit a complete and thorough response to the specifications identified in this RFP. In response to each specification, Proposers must clearly identify the specification to which they are responding and thoroughly explain how their solution fulfills the requirement of that specification.

Interested Proposers are to provide proposals, including but not limited to, the following requirements.

1. **Financial Stability Mandatory Requirements** (Proposers to indicate in Attachment 6.5, Section A page reference numbers of its Proposal to these requirements)

***Notice: There are no exceptions to the items requested below. If proposer fails to submit the mandatory requirements in the format requested below, the proposal shall be deemed non-responsive, and the institution shall reject it.***

**A.1** Provide the Technical Transmittal and Statement of Certifications and Assurances (Attachment 6.3) completed and signed, in the space provided, by an individual empowered to bind the Proposer to the provisions of this RFP and any resulting contract.

***Each Proposer must sign the Technical Transmittal and Statement of Certifications and Assurances without exception or qualification.***

**A.2** Provide a Statement, based upon reasonable inquiry, of whether the Proposer or any individual who shall perform work under the contract has a possible conflict of interest (*e.g.,* employment by the State of Tennessee) and, if so, the nature of that conflict.

***NOTE: Determination of conflict of interest shall be solely within the discretion of the Institution, and the Institution reserves the right to cancel any award.***

**A.3** Provide a current bank reference indicating that the Proposer’s business relationship with the financial institution is in positive standing. Such reference must be written in the form of a standard business letter, on bank letterhead, signed, and dated within the past three (3) months.

**A.4** Provide two current positive credit references from vendors with which the Proposer has done business written in the form of standard business letters, on reference’s letterhead, signed, and dated within the past three (3) months.

**A.5** Provide **EITHER**:

1. an official document or letter from an accredited credit bureau, verified and dated within the last three (3) months and indicating a positive credit rating for the Proposer (NOTE: A credit bureau report number without the full report is insufficient and will not be considered responsive.); **OR**
2. a Dun & Bradstreet Credit eValuator Plus Report dated within the last three (3) months and indicating a positive credit rating for the Proposer.

**A.6** Minority/Ethnicity Form (Attachment 6.1).

**A.7** Provide a copy of a valid, current certificate of insurance indicating general liability insurance. Prior to contract award, successful Proposer will be required to submit a valid, current certificate of insurance with the limit requirements provided in Section 4.8 above.

**B. Qualifications and Experience Requirements** (Proposers to indicate in Attachment 6.5, Section B page reference numbers of its Proposal to these requirements)

Describe the Proposer’s form of business (*i.e*., individual, sole proprietor, corporation, non-profit corporation, partnership, Limited Liability Company) and detail the name, mailing address, email address and telephone number of the person the Institution should contact regarding the Proposal.

**B.2** Provide a Statement of whether there have been any mergers, acquisitions, or sales of the Proposer company within the last ten years, and if so, an explanation providing relevant details.

**B.3** Provide a Statement of whether the Proposer or any of the Proposer’s principals have been convicted of, pled guilty to, or pled *nolo contendere* to any felony, and if so, an explanation providing relevant details.

**B.4** Provide a Statement of whether there is any pending litigation against the Proposer; and if such litigation exists, an attached opinion of counsel as to whether the pending litigation will impair the Proposer’s performance in a contract under this RFP.

**B.5** Provide a Statement of whether, in the last ten years, the Proposer has filed (or had filed against it) any bankruptcy or insolvency proceeding, whether voluntary or involuntary, or undergone the appointment of a receiver, trustee, or assignee for the benefit of creditors, and if so, an explanation providing relevant details.

**B.6** Provide a Statement of whether there are any pending Securities Exchange Commission investigations involving the Proposer, and if such are pending or in progress, an explanation providing relevant details and an attached opinion of counsel as to whether the pending investigation(s) will impair the Proposer’s performance in a contract under this RFP.

**B.7** Provide a brief, descriptive Statement indicating the Proposer’s credentials to deliver the goods/services sought under this RFP.

**B.8** Indicate how long the Proposer has been providing the goods/services required by this RFP and include the number of years in business.

**B.9** Indicate the Proposer organization’s number of employees, client base, and location of offices (list all offices in the State).

**B.10** Provide a narrative description of the proposed project team and its organizational structure, list its members, and include resumes. (The Institution reserves the right to approve any changes in the proposed project team). Information about each project team member shall include, but not be limited to, the following:

1. Contact Name,
2. Title, and
3. Years with the Proposer’s firm.

**B.11** Provide a statement of whether the Proposer intends to use subcontractors, and if so, the names and mailing addresses of the committed subcontractors and a description of the scope and portions of the work the subcontractors will perform. The area of the state that each subcontractor will cover must be included.

**B.12** Provide customer references from three (3) current contracts for services similar to the services being proposed and provide past customer references from three (3) contracts that have been cancelled within the past five (5) years.

The Institution’s preference is to see higher education references if possible.

Each reference must include:

* the company name, business address, contract number and contract term;
* the name, title, email address and telephone number of the company contact knowledgeable about the project work; and
* a brief description of the service provided and the period of service.

***Note – If Proposer does not have three (3) contracts that have been cancelled in the last five (5) years, Proposer shall provide customer references for the contracts that have been cancelled along with a note indicating that Proposer has not had three (3) contracts that have been cancelled in the last five (5) years.***

***Note – Each evaluator will generally consider the results of reference inquiries by the Institution regarding all references provided (both Institution and non-Institution). Current or prior contracts with the Institution are not a prerequisite and are not required for the maximum evaluation score possible, and the existence of such contracts with the Institution will not automatically result in the addition or deduction of evaluation points.***

**C. Technical Requirements** (Proposers to indicate in Attachment 6.5, Section C page reference numbers of its Proposal to these requirements)

**C.1** **Technical Mandatory Pass/Fail Requirements** (Proposer shall validate in its response its understanding of these mandatory requirements and its ability to provide the required services as well as describe in detail the sub-contractors it uses for these services and how each process is conducted.

Proposer shall validate in its Technical Response its ability to provide the following services.

**Minimum Proposer Requirements for Transcription Services:**

**C.1.1 General Requirements**

Proposer shall validate in its proposal its understanding that Transcription Services shall be required at any main campus or any satellite campuses upon request of the Institution. Proposers shall affirm in its response and indicate if there are any exceptions in which Proposer could not provide service.

Proposer shall validate in its proposal its understanding that Transcribers must have and maintain Registered Professional Reporter (RPR) certification. CRR, RMR, CART or TypeWell certification is preferred. Interpreters shall affirm and provide a copy of its current, active certifications in its RFP Technical Response.

Proposer shall validate in its proposal its understanding that Due to the varying types of course and activities offered by the Institution, Transcribers must be available to work in any traditional and non-traditional environments where the student is involved in higher education activities, including but not limited to, indoor, outdoor, vary temperatures, etc.

Proposer shall validate in its proposal its understanding that the number of transcribers requested by the Institution will vary from time to time. Proposer shall be expected to use the same transcriber if there are multiple disabled students within a single course/venue. Proposer must indicate any ratio restrictions it has for a single transcriber (i.e. one transcriber for up to 3 students in the same course/venue).

Proposer shall validate in its proposal its understanding that Transcribers must be familiar with the higher education setting and have experience transcribing in that environment.

Proposer shall validate in its proposal its understanding that The Institution prefers that Proposer provide the same transcriber for a student in any given course term so as to provide continuity for the student and the transcriber. In rare circumstances which the regularly scheduled transcriber cannot provide service, a substitute transcriber will be provided by the Proposer.

Proposer shall validate in its proposal its understanding that the Proposer shall provide an option for Video Remote Transcribing (CART). It is required that Proposer provide another means for access (i.e. Verizon Air Card) in lieu of relying on the institution’s wireless network. The access provided by the Proposer must have adequate bandwidth to provide all services requested during any given time. If Proposer’s means of access requires use of the Institution’s bandwidth, Proposer shall include any bandwidth requirements in its response to this Section. Proposer shall provide any necessary equipment.

Proposer shall validate in its proposal its understanding that the Institution desires that, to the extent possible, a live transcriber be provided. Proposer shall identify, in response to this requirement, any specific situations when remote transcribing would be required by the Proposer.

**C.1.2 Minimum Implementation/Training Requirements**

1. Proposer shall validate in its proposal its understanding that Proposer shall provide its implementation plan for the Institution.
2. Proposer shall validate in its proposal its understanding that Proposer shall provide a timeline of the steps in the implementation process, inclusive of training. This timeline of steps shall include both the timeline of steps to be provided by the Proposer and the timeline of steps to be provided by the Institution. It is the expectation of the Institution to have services available beginning with the Fall 2015 Semester.
3. Proposer shall validate in its proposal its understanding that Proposer shall define its expectation of Institutional assistance during the implementation process (key employees, institutional tasks/customizations).
4. Proposer shall validate in its proposal its understanding that Proposer shall provide its training plan for Institution Disability Directors including initial training, on-going training, reference materials that can be provided, etc. The training plan should include one (1) collective initial training, to be held at Institution’s System Office.

**C.1.3 Customer Service/Billing Requirements**

* 1. Proposer shall validate in its response its understanding that Proposer shall have adequate office locations, staff size, etc. to service this account.
  2. Proposer shall validate in its response its understanding that Proposer shall have in place a hiring/vetting process for employees, including any certifications and ethical standards requirements. In response to this Section, Proposer shall also indicate its willingness to talk with local individuals that may have been providing local service to Institution’s campuses.
  3. Proposer shall validate in its response its understanding that Proposer’s employees must adhere to Institution rules and regulations. Failure to do so shall result in the requirement of the Proposer to provide a replacement interpreter. Additionally, Institution may request a new interpreter when the interpreter and the student do not work well together for varying reasons.
  4. Proposer shall validate in its response its understanding that Proposer shall provide technical support and customer service both online and via a toll-free telephone number, including real-time assistance that is available Monday through Friday from 7 a.m. to 7 p.m. CT. Additionally, Proposers shall provide after-hours contact information in case issues arise after-hours.
  5. Proposer shall validate in its response its understanding that Proposer shall have a process for handling complaints and any escalations procedures.
  6. Proposer shall validate in its response its understanding that Proposer shall provide transcription services within a minimum of forty-eight (48) hours upon notification, but twenty-four (24) hours is preferred. Proposer shall indicate its required notification timeline and the process for Institution to request services (i.e. applicable forms, online request process, etc.)
  7. Proposer shall validate in its proposal its understanding that Proposer shall have a process for providing substitute transcribers when the regular transcriber is unable to provide services or when a transcriber requests to no longer provide services to a particular student.
  8. Proposer shall validate in its proposal its understanding that Proposer shall be expected to notify the Disability Services Office immediately (same day) if the student is not present for the scheduled course/event. Proposer shall be paid not more than two (2) hours in instances in which the student does not attend. Interpreter/Transcriber shall continue to provide service(s) for subsequent scheduled days for that particular student until the Disability Services Office notifies the Proposer that student is no longer in need of service. Once notified to cease services, the Proposer shall not be compensated any further for said student.
  9. Proposer shall validate in its response its understanding that Proposer’s cancellation policy, to cover when DS staff call in a cancellation, shall be no longer than 24 hours. Proposer’s cancellation policy shall indicate its required timeline and the required process for Institution to cancel (i.e. forms required, online process, etc.)
  10. Proposer shall validate in its response its understanding that Proposer shall have a process for inclement weather closures. Inclement weather closures are at the discretion of each Institution’s campus. Delays or closings are provided on each Campus’s automated phone system, website, campus weather alert system (where available) and local news channels. Proposer shall validate in its response its understanding that the inclement weather closures process include notice requirements in the event an Institution’s Campus will be delayed or closed. In the event of inclement weather but the Institution’s Campus operates under normal business hours, but weather prohibits Proposer from providing services, the Institution must be notified immediately. In the event that the Institution’s Campus is closed, the Institution shall not pay for transcriptions services. It shall be the successful Proposer’s responsibility to notify transcribers.
  11. Proposer shall validate in its response its understanding that Proposer shall invoice each Institution campus directly. Each invoice shall include, at a minimum the name of the transcriber, name of student, date/time/number of hours transcription services were provided, and name of course/event where service was provided. Any “prep time” for courses or events shall be pre-approved by the DS Director and listed separately on the invoice.
  12. Proposer shall validate in its response its understanding that the Institution shall provide each transcriber a parking pass when deemed necessary by the institution.
  13. Proposer shall validate in its response its understanding that Institution may perform random audits to ensure that transcribers are being provided, certifications are current, etc.
  14. Proposer shall validate in its response its understanding that Proposer shall List any other customer service offerings that Proposer can offer during the term of the resulting contract.

**C.1.4 Minimum Report/Contract Monitoring Requirements**

1. Proposer shall validate in its proposal its understanding that Proposer shall provide quarterly reports, broken down by each Institution Campus, which include (at a minimum) the name of the interpreter/transcriber, name of student, type of service provided, date/time/number of hours interpreting services were provided, and the name of course/event where service was provided. These reports shall be provided to each Institution Campus utilizing this Contract.
2. Proposer shall validate in its proposal its understanding that Proposer shall provide annual cumulative reports broken down by each Institution Campus, which include (at a minimum) the name of the interpreter/transcriber, name of student, type of service provided, date/time/number of hours interpreting services were provided, and the name of course/event where service was provided. These reports shall be provided to each Institution Campus utilizing this Contract.
3. Proposer shall validate in its proposal its understanding that Proposer shall provide reports listed above to the Institution System Office in a cumulative fashion broken down by Institution Campus.
4. Proposer shall validate in its proposal its understanding that any other report capabilities available to the Institution shall be listed by Proposer.
5. Proposer shall validate in its proposal its understanding that Proposer shall meet with Institution System Office to monitor contract activities and records. The frequency of these meetings shall be determined by the Institution System Office and the Successful Proposer.

**C.2** **Technical Scored Requirements** (In the previous Mandatory pass/fail section (Section C.1) Proposers were asked to validate in its response its understanding of the mandatory requirements. In section C.2 Proposers are asked for descriptions of their products/services and will be scored based on those descriptions. Proposers to indicate in Attachment 6.5, Section C(2) page reference numbers of its Proposal to these requirements).

**Requirements for Transcription Services:**

**C.2.1 General Requirements**

1. Proposer shall describe its process for and ability to provide transcription services at any main campus or any satellite campuses upon request of the Institution. Proposers shall affirm in its response and indicate if there are any exceptions in which Proposer could not provide service. Proposer shall provide a copy of the transcript to the Disability Director upon request.
2. Proposer shall describe its process for ensuring that its transcribers have and maintain Registered Professional Reporter (RPR) certification. CRR, RMR, CART or TypeWell certification is preferred. Interpreters shall affirm and provide a copy of its current, active certifications in its RFP Technical Response.
3. Proposer shall describe its process for ensuring that transcribers are available to work in any traditional and non-traditional environments where the student is involved in higher education activities, including but not limited to, indoor, outdoor, and varying temperatures, etc. Proposers shall affirm and describe any settings in which team transcribing services are required by the Proposer.
4. The number of transcribers requested by the Institution will vary from time to time. Proposer shall describe its ability to use the same transcriber if there are multiple disabled students within a single course/venue. Proposer must indicate any ratio restrictions it has for a single transcriber (i.e. one transcriber for up to 3 students in the same course/venue).
5. Proposer shall describe its process for ensuring that its transcribers are familiar with the higher education setting and have experience transcribing in that environment.
6. The Institution prefers that Proposer provide the same transcriber for a student in any given course term so as to provide continuity for the student and the transcriber. In rare circumstances which the regularly scheduled transcriber cannot provide service, a substitute transcriber will be provided by the Proposer. Describe Proposer’s process for providing the same transcriber for a student in any given course term.
7. Proposer shall describe its process for providing Video Remote Transcribing (CART). It is required that Proposer provide another means for access (i.e. Verizon Air Card) in lieu of relying on the institution’s wireless network. The access provided by the Proposer must have adequate bandwidth to provide all services requested during any given time. If Proposer’s means of access requires use of the Institution’s bandwidth, Proposer shall include any bandwidth requirements in its response to this Section. Proposer shall provide any necessary equipment.
8. It is desired by the Institution that, to the extent possible, a live transcriber be provided. Proposer shall identify and describe any specific situations when remote transcribing would be required by the Proposer. Additionally, Proposer shall describe its process for providing live transcribers.

**C.2.2 Minimum Implementation/Training Requirements**

* 1. Proposer shall describe its implementation plan for the Institution.
  2. Proposer shall describe its timeline of the steps in the implementation process, inclusive of training. This timeline of steps shall include both the timeline of steps to be provided by the Proposer and the timeline of steps to be provided by the Institution. It is the expectation of the Institution to have services available beginning with the Spring 2016 Semester.
  3. Proposer shall define and describe its expectation of Institutional assistance during the implementation process (key employees, institutional tasks/customizations).
  4. Proposer shall describe its training plan for Institution Disability Directors including initial training, on-going training, reference materials that can be provided, etc. The training plan should include one (1) collective initial training, to be held at Institution’s System Office.

**C.2.3 Customer Service/Billing Requirements**

1. Proposer shall describe its office locations, staff size, etc. that will be utilized to service this account.
2. Proposer shall describe its hiring/vetting process for employees, including any certifications and ethical standards requirements. In response to this Section, Proposer shall also indicate its willingness to talk with local individuals that may have been providing local service to Institution’s campuses.
3. Proposer shall describe its process for ensuring that Proposer’s employees adhere to Institution rules and regulations. Failure to do so shall result in the requirement of the Proposer to provide a replacement interpreter/transcriber. Additionally, Institution may request a new interpreter/transcriber when the interpreter/transcriber and the student do not work well together for varying reasons.
4. Proposer shall describe its technical support and customer service both online and via a toll-free telephone number, including real-time assistance that is available Monday through Friday from 7 a.m. to 7 p.m. CT. Additionally, shall describe its plan to provide after-hours contact information in case issues arise after-hours.
5. Proposer shall describe its process for handling complaints and any escalations procedures.
6. Proposer shall describe its Proposer shall provide transcription services within a minimum of forty-eight (48) hours upon notification, but twenty-four (24) hours is preferred. Proposer shall indicate its required notification timeline and the process for Institution to request services (i.e. applicable forms, online request process, etc.)
7. Proposer shall describe its process for providing substitute transcribers when the regular transcriber is unable to provide services or when a transcriber requests to no longer provide services to a particular student.
8. Proposer shall describe its understanding and process for notifying the Disability Services Office immediately (same day) if the student is not present for the scheduled course/event. Proposer shall be paid not more than two (2) hours in instances in which the student does not attend. Transcriber shall continue to provide service(s) for subsequent scheduled days for that particular student until the Disability Services Office notifies the Proposer that student is no longer in need of service. Once notified to cease services, the Proposer shall not be compensated any further for said student.
9. Proposer shall describe its cancellation policy, to cover cancellations made by DS staff, which shall be no longer than 24 hours. Proposer shall indicate its required timeline and describe the required process for Institution to cancel (i.e. forms required, online process, etc.)
10. Proposer shall describe its process for inclement weather closures, which are at the discretion of each Institution’s campus. Delays or closings are provided on each Campus’s automated phone system, website, campus weather alert system (where available), and local news channels. Proposer shall provide in its Technical Response, its notice requirements in the event an Institution’s Campus will be delayed or closed. In the event of inclement weather but the Institution’s Campus operates under normal business hours, but weather prohibits Proposer from providing services, the Institution must be notified immediately. In the event that the Institution’s Campus is closed, the Institution shall not pay for transcription services. It shall be the successful Proposer’s responsibility to notify transcribers.
11. Proposer shall describe its process for invoicing each Institution campus directly. Each invoice shall include, at a minimum the name of the transcriber, name of student, date/time/number of hours interpreting services were provided, and name of course/event where service was provided. Any “prep time” for courses or events shall be pre-approved by the DS Director and listed separately on the invoice.
12. Proposer shall describe its understanding that Institution may perform random audits to ensure that transcribers are being provided, certifications are current, etc.
13. Proposer shall describe its understanding that the Institution shall provide each transcriber a parking pass when deemed necessary by the institution.
14. Proposer shall list and describe any other customer service offerings that Proposer can offer during the term of the resulting contract.

**C.2.4 Minimum Report/Contract Monitoring Requirements**

1. Proposer shall describe its ability to provide quarterly reports, broken down by each Institution Campus, which includes (at a minimum) the name of the transcriber, name of student, type of service provided, date/time/number of hours interpreting services were provided, and the name of course/event where service was provided. These reports shall be provided to each Institution Campus utilizing this Contract.
2. Proposer shall describe its ability to provide annual cumulative reports broken down by each Institution Campus, which include (at a minimum) the name of the interpreter/transcriber, name of student, type of service provided, date/time/number of hours interpreting services were provided, and the name of course/event where service was provided. These reports shall be provided to each Institution Campus utilizing this Contract.
3. Proposer shall describe its ability to provide reports listed in Sections 1 and 2 above to the Institution System Office in a cumulative fashion broken down by Institution Campus.
4. Proposer shall list and describe any other report capabilities available to the Institution.
5. Proposer shall describe its ability to meet with Institution System Office to monitor contract activities and records. The frequency of these meetings shall be determined by the Institution System Office and the Successful Proposer.

**C.3. Diversity Expenditures**

C.3.1 Diversity Commitment.Provide documentation of the Proposer’s commitment to diversity as represented by its business strategy, business relationships, and workforce— this documentation should detail all of the following:

1. a description of the Proposer’s existing programs and procedures designed to encourage and foster commerce with business enterprises owned by minorities, women, Tennessee service-disabled veterans and small business enterprises;
2. a listing of the Proposer’s current contracts with business enterprises owned by minorities, women, Tennessee service-disabled veterans and small business enterprises, including the following information:
   1. contract description and total value
   2. contractor name and ownership characteristics (i.e., ethnicity, sex, disability)
   3. contractor contact and telephone number;
3. an estimate of the level of participation by business enterprises owned by minorities, women, Tennessee service-disabled veterans and small business enterprises in a contract awarded to the Proposer pursuant to this RFP, including the following information:
   1. participation estimate (expressed as a percent of the total contract value that will be dedicated to business with subcontractors and supply contractors having such ownership characteristics — PERCENTAGES ONLY — DO NOT INCLUDE DOLLAR AMOUNTS)
   2. descriptions of anticipated contracts
   3. names and ownership characteristics (i.e., ethnicity, sex, disability) of anticipated subcontractors and supply contractors anticipated; and
4. the percent of the Proposer’s total current employees by ethnicity, sex, and handicap or disability.

Proposers that demonstrate a commitment to diversity will advance the Institution’s efforts to expand opportunity to do business with the Institution as contractors and sub-contractors.

C.3.2 Reporting

The Institution is required to report to the Governor’s Office of Diversity Business Enterprise (GODBE) annual expenditures for businesses with the following classifications (see Attachment 6.1 for definitions of these classifications):

Small

Women

Service Disabled Veterans

Minority:

a. African American

b. Hispanic American

c. Asian American

d. Native American

e. Other Minorities

The Proposer will be required, on a quarterly basis, to provide subcontractor spend information, to each Institution, for the categories listed above to the Institutions listed in Attachment 6.7. For reporting purposes, vendors are permitted to only be classified in one of the above categories.

**C.4. Additional Products/Services**

***Notice: No pricing (including required or optional pricing) information shall be included in the Technical Proposal. Inclusion of Cost Proposal amounts including notations that items are “free of charge” or are “at no additional cost” in the Technical Proposal will make the proposal non-responsive, and the Institution shall reject it.***

Proposer shall describe any related products/services available from the proposer in addition to those required in this RFP. The additional related products/services may be added to the contract before contract signing at the sole discretion of TBR. Proposer must fully describe the related products/services in its Technical Proposal response. Costs associated with additional related products/services must be provided in the Cost Proposal only. Additional Products/Services shall not be scored. If Proposer is not quoting any additional products/services, it must state this in its Technical Response.

**D. Cost Proposal**

***Notice: It is the desire of the Tennessee Board of Regents to utilize a volume buying approach to obtain bids for a TBR system wide agreement that re-defines the typical business and pricing structure of transcription services provided to individual institutions of higher learning. As such, vendors should provide a pricing structure that is NOT their standard pricing model.***

***Notice: No pricing (including required or optional pricing) information shall be included in the Technical Proposal. Inclusion of Cost Proposal amounts including notations that items are “free of charge” or are “at no additional cost” in the Technical Proposal will make the proposal non-responsive, and the Institution shall reject it.***

1. Proposers shall provide a Cost Proposal (Attachment 6.6,Section B) for Transcription Services as follows:
2. Proposers shall quote an hourly rate for transcription services.
3. Proposers shall quote hourly rate in ¼ hour increments.
4. Proposer shall indicate any minimum hour requirements.
5. Proposer shall quote a one-time flat rate fee for a centralized implementation/training session.
6. Proposers shall quote an hourly rate for any additional training/customization work if requested by the Institution.
7. Proposers must indicate in its Cost Proposal any discounts available to the Institution for multiple students being serviced in any given semester.
8. The Institution shall not pay mileage, but a flat hourly rate.
9. Optional Costs

Proposer’s optional costs for additional products/services related to this RFP must be provided on a separate document with the Cost Proposal.

1. Price Escalation

Requests for price increases for services proposed in response to this RFP may be requested by the Successful Proposer at the annual renewal period. It will be solely the Institution’s right to choose either to accept the price increase or cancel the item from the Contract. The Institution requires ninety (90) day notice prior to the anniversary renewal date of the Contract for any requested price increases. In no event shall the proposed price increase exceed the annual Consumer Price Index (CPI). Should the Institution feel that the price increase requests makes this Contract no longer cost effective for the Institution, the Institution shall cancel the Contract and conduct another competitive process.

ATTACHMENT 6.5

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| **TECHNICAL PROPOSAL & EVALUATION GUIDE — SECTION A** | | | | |
| **SECTION A — MANDATORY REQUIREMENTS** | | | | |
| | **TECHNICAL PROPOSAL & EVALUATION GUIDE**  **SECTION A: MANDATORY REQUIREMENTS.**  The Proposer must address all items detailed below and provide, in sequence, the information and documentation as required (referenced with the associated item references). The Proposer must also detail the proposal page number for each item in the appropriate space below.  The RFP Coordinator will review the proposal to determine if the Mandatory Requirement Items are addressed as required and mark each with pass or fail. For each item that is not addressed as required, the Chief Procurement Officer must review the proposal and attach a written determination. A determination that a proposal is non-responsive must be approved by the Chief Business Officer before notice may be sent out that the proposal has been rejected. In addition to the Mandatory Requirement Items, the RFP Coordinator will review each proposal for compliance with all RFP requirements. | | --- | | | | | |
| **PROPOSER LEGAL ENTITY NAME:** | | |  | |
| * The Proposal must be delivered to the Institution no later than the Proposal Deadline specified in the RFP Section 2, Schedule of Events. * The Technical Proposal and the Cost Proposal documentation must be packaged separately as required (refer to RFP Section 3.2., *et. seq.*). * The Technical Proposal must NOT contain cost or pricing information of any type. * The Technical Proposal must NOT contain any restrictions of the rights of the State/Institution or other qualification of the proposal. * A Proposer must NOT submit alternate proposals. * A Proposer must NOT submit multiple proposals in different forms (as a prime and a sub-contractor). | | | | |
| **Proposal Page # (Proposer completes)** | **Item Ref.** | **Section A— Mandatory Requirement Items** | | **Pass/Fail** |
|  | **A.1.** | Provide the Proposal Transmittal and Statement of Certifications and Assurances (RFP Attachment 6.3.) completed and signed by an individual empowered to bind the Proposer to the provisions of this RFP and any resulting contract. The document must be signed without exception or qualification. | |  |
|  | **A.2.** | Provide a statement, based upon reasonable inquiry, of whether the Proposer or any individual who shall perform work under the contract has a possible conflict of interest (*e.g.*, employment by the State of Tennessee or Institution) and, if so, the nature of that conflict.  NOTE: Determination of conflict of interest shall be solely within the discretion of the Institution, and the Institution reserves the right to cancel any award. | |  |
|  | **A.3.** | Provide a current bank reference indicating that the Proposer’s business relationship with the financial institution is in positive standing. Such reference must be written in the form of a standard business letter, on bank letterhead, signed, and dated within the past three (3) months. | |  |
|  | **A.4.** | Provide two current positive credit references from vendors with which the Proposer has done business written in the form of standard business letters, on reference’s letterhead, signed, and dated within the past three (3) months. | |  |
|  | **A.5.** | Provide **EITHER**:  (a) an official document or letter from an accredited credit bureau, verified and dated within the last three (3) months and indicating a positive credit rating for the Proposer (NOTE: A credit bureau report number without the full report is insufficient and will not be considered responsive.); **OR**  (b) a Dun & Bradstreet short-form report, verified and dated within the last three (3) months and indicating a positive credit rating for the Proposer. | |  |
|  | **A.6.** | Provide a Minority/Ethnicity Form (Attachment 6.1). | |  |
|  | **A.7.** | Provide a copy of a current certificate of liability insurance. If Proposer’s current limits/coverages do not meet the requirements of Section 4.8 above, prior to contract award, the successful Proposer will be required to submit a valid, current certificate of insurance that meets the requirements of Section 4.8. | |  |
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| **TECHNICAL PROPOSAL & EVALUATION GUIDE — SECTION B** | | |
| **PROPOSER NAME:** |  | |
| **SECTION B — QUALIFICATIONS & EXPERIENCE** | | |
| **The Proposer must address ALL Qualifications and Experience section items and provide, in sequence, the information and documentation as required (referenced with the associated item references).**  **A Proposal Evaluation Team, made up of three or more Institution employees, will independently evaluate and score the proposal’s “qualifications and experience” responses.** | | |
| **Proposal Page # (to be completed by Proposer)** | **Qualifications & Experience Items** | **Points Awarded** |
|  | **B.1** Describe the Proposer’s form of business (*i.e*., individual, sole proprietor, corporation, non-profit corporation, partnership, limited liability company) and detail the name, mailing address, and telephone number of the person the Institution should contact regarding the proposal. |  |
|  | **B.2** Provide a Statement of whether there have been any mergers, acquisitions, or sales of the Proposer company within the last ten years, and if so, an explanation providing relevant details. |  |
|  | **B.3** Provide a Statement of whether the Proposer or any of the Proposer’s principals, agents, independent contractors, or subcontractors have been convicted of, pled guilty to, or pled *nolo contendere* to any felony, and if so, an explanation providing relevant details. |  |
|  | **B.4** Provide a Statement of whether there is any pending litigation against the Proposer; and if such litigation exists, an attached opinion of counsel as to whether the pending litigation will impair the Proposer’s performance in a contract under this RFP. |  |
|  | **B.5** Provide a Statement of whether, in the last ten years, the Proposer has filed (or had filed against it) any bankruptcy or insolvency proceeding, whether voluntary or involuntary, or undergone the appointment of a receiver, trustee, or assignee for the benefit of creditors, and if so, an explanation providing relevant details. |  |
|  | **B.6** Provide a Statement of whether there are any pending Securities Exchange Commission investigations involving the Proposer, and if such are pending or in progress, an explanation providing relevant details and an attached opinion of counsel as to whether the pending investigation(s) will impair the Proposer’s performance in a contract under this RFP. |  |
|  | **B.7** Provide a brief, descriptive Statement indicating the Proposer’s credentials to deliver the services sought under this RFP. |  |

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|  | **Qualifications & Experience Items**  **Continued** | **Points**  **Awarded** | |
|  | **B.8**  Indicate how long the Proposer has been performing the services required by this RFP and include the number of years in business. |  | |
|  | **B.9** Indicate the Proposer organization’s number of employees, client base, and location of offices. |  | |
|  | **B.10** Provide a narrative description of the proposed project team and its organizational structure, list its members, and include resumes. (The Institution reserves the right to approve any changes in the proposed project team). Information about each project team member shall include, but not be limited to, the following:   1. Contact Name, 2. Title, and 3. Years with the Proposer’s firm. |  |
|  | **B.11** Provide a statement of whether the Proposer intends to use subcontractors, and if so, the names and mailing addresses of the committed subcontractors and a description of the scope and portions of the work the subcontractors will perform. |  |
|  | **B.12** Provide customer references from three (3) current contracts for services similar to the services being proposed and provide past customer references from three (3) contracts that have been cancelled within the past five (5) years.  The Institution’s preference is to see higher education references if possible.  Each reference must include:   * the company name, business address, contract number and contract term; * the name, title, email address and telephone number of the company contact knowledgeable about the project work; and * a brief description of the service provided and the period of service.   ***Note - If Proposer does not have three (3) contracts that have been cancelled in the last five (5) years, Proposer shall provide customer references for the contracts that have been cancelled along with a note indicating that Proposer has not had three (3) contracts that have been cancelled in the last five (5) years.***  ***Note - Each evaluator will generally consider the results of reference inquiries by the Institution regarding all references provided (both Institution and non-Institution). Current or prior contracts with the Institution are not a prerequisite and are not required for the maximum evaluation score possible, and the existence of such contracts with the Institution will not automatically result in the addition or deduction of evaluation points.*** |  |
| *(Maximum Section B Score = 200)* | | |
| **SCORE *(for all Section B items above, B.1 through B.12*:** | |  |

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| **TECHNICAL PROPOSAL & EVALUATION GUIDE — SECTION C** | | |
| **Proposer Name** |  | |
| **The Proposer must address ALL Technical Approach section items and provide, in sequence, the information and documentation as required (with the associated item references). A Proposal Evaluation Team, made up of three or more Institution employees, will independently evaluate and score the proposal’s response to each item.** | | |
| **Proposal Page #  (to be completed by Proposer)** | **C.1 Technical Mandatory Pass/Fail Requirements** (Proposer shall validate in its response its understanding of these mandatory requirements and its ability to provide the required services as well as describe in detail the sub-contractors it uses for these services and how each process is conducted. | **Pass/Fail** |
|  | **Minimum Proposer Requirements for Transcription Services:** |  |
|  | **General Requirements**  Proposer shall validate in its proposal its understanding that Transcription Services shall be required at any main campus or any satellite campuses upon request of the Institution. Proposers shall affirm in its response and indicate if there are any exceptions in which Proposer could not provide service.  Proposer shall validate in its proposal its understanding that Transcribers must have and maintain Registered Professional Reporter (RPR) certification. CRR, RMR, CART or TypeWell certification is preferred. Interpreters shall affirm and provide a copy of its current, active certifications in its RFP Technical Response.  Proposer shall validate in its proposal its understanding that Due to the varying types of course and activities offered by the Institution, Transcribers must be available to work in any traditional and non-traditional environments where the student is involved in higher education activities, including but not limited to, indoor, outdoor, vary temperatures, etc.  Proposer shall validate in its proposal its understanding that the number of transcribers requested by the Institution will vary from time to time. Proposer shall be expected to use the same transcriber if there are multiple disabled students within a single course/venue. Proposer must indicate any ratio restrictions it has for a single transcriber (i.e. one transcriber for up to 3 students in the same course/venue).  Proposer shall validate in its proposal its understanding that Transcribers must be familiar with the higher education setting and have experience transcribing in that environment.  Proposer shall validate in its proposal its understanding that The Institution prefers that Proposer provide the same transcriber for a student in any given course term so as to provide continuity for the student and the transcriber. In rare circumstances which the regularly scheduled transcriber cannot provide service, a substitute transcriber will be provided by the Proposer.  Proposer shall validate in its proposal its understanding that the Proposer shall provide an option for Video Remote Transcribing. It is required that Proposer provide another means for access (i.e. Verizon Air Card) in lieu of replying on the institution’s wireless network. The access provided by the Proposal must have adequate bandwidth to provide all services requested during any given time. If Proposer’s means of access requires use of the Institution’s bandwidth, Proposer shall include any bandwidth requirements in its response to this Section.  Proposer shall validate in its proposal its understanding that the Institution desires that, to the extent possible, a live transcriber be provided. Institution shall Proposer shall identify, in response to this requirement, any specific situations when remote transcribing would be required by the Proposer. |  |
|  | **Minimum Implementation/Training Requirements**   1. Proposer shall validate in its proposal its understanding that Proposer shall provide its implementation plan for the Institution. 2. Proposer shall validate in its proposal its understanding that Proposer shall provide a timeline of the steps in the implementation process, inclusive of training. This timeline of steps shall include both the timeline of steps to be provided by the Proposer and the timeline of steps to be provided by the Institution. It is the expectation of the Institution to have services available beginning with the Fall 2015 Semester. 3. Proposer shall validate in its proposal its understanding that Proposer shall define its expectation of Institutional assistance during the implementation process (key employees, institutional tasks/customizations). 4. Proposer shall validate in its proposal its understanding that Proposer shall provide its training plan for Institution Disability Directors including initial training, on-going training, reference materials that can be provided, etc. The training plan should include one (1) collective initial training, to be held at Institution’s System Office. |  |
|  | **Customer Service/Billing Requirements**   * 1. Proposer shall validate in its response its understanding that Proposer shall have adequate office locations, staff size, etc. to service this account.   2. Proposer shall validate in its response its understanding that Proposer shall have in place a hiring/vetting process for employees, including any certifications and ethical standards requirements. In response to this Section, Proposer shall also indicate its willingness to talk with local individuals that may have been providing local service to Institution’s campuses.   3. Proposer shall validate in its response its understanding that Proposer’s employees must adhere to Institution rules and regulations. Failure to do so shall result in the requirement of the Proposer to provide a replacement interpreter. Additionally, Institution may request a new interpreter when the interpreter and the student do not work well together for varying reasons.   4. Proposer shall validate in its response its understanding that Proposer shall provide technical support and customer service both online and via a toll-free telephone number, including real-time assistance that is available Monday through Friday from 7 a.m. to 7 p.m. CT.   5. Proposer shall validate in its response its understanding that Proposer shall have a process for handling complaints and any escalations procedures.   6. Proposer shall validate in its response its understanding that Proposer shall provide transcription services within a minimum of forty-eight (48) hours upon notification, but twenty-four (24) hours is preferred. Proposer shall indicate its required notification timeline and the process for Institution to request services (i.e. applicable forms, online request process, etc.)   7. Proposer shall validate in its proposal its understanding that Proposer shall have a process for providing substitute transcribers when the regular transcriber is unable to provide services or when a transcriber requests to no longer provide services to a particular student.   8. Proposer shall validate in its proposal its understanding that Proposer shall be expected to notify the Disability Services Office immediately (same day) if the student is not present for the scheduled course/event. Proposer shall be paid not more than two (2) hours in instances in which the student does not attend. Interpreter/Transcriber shall continue to provide service(s) for subsequent scheduled days for that particular student until the Disability Services Office notifies the Proposer that student is no longer in need of service. Once notified to cease services, the Proposer shall not be compensated any further for said student.   9. Proposer shall validate in its response its understanding that Proposer’s cancellation policy shall be no longer than 24 hours. Proposer’s cancellation policy shall indicate its required timeline and the required process for Institution to cancel (i.e. forms required, online process, etc.)   10. Proposer shall validate in its response its understanding that Proposer shall have a process for inclement weather closures. Inclement weather closures are at the discretion of each Institution’s campus. Delays or closings are provided on each Campuses automated phone system, website and local news channels. Proposer shall validate in its response its understanding that the inclement weather closures process include notice requirements in the event an Institution’s Campus will be delayed or closed. In the event of inclement weather but the Institution’s Campus operates under normal business hours, but weather prohibits Proposer from providing services, the Institution must be notified immediately. In the event that the Institution’s Campus is closed, the Institution shall not pay for interpreting services.   11. Proposer shall validate in its response its understanding that Proposer shall invoice each Institution campus directly. Each invoice shall include, at a minimum the name of the transcriber, name of student, date/time/number of hours transcription services were provided, and name of course/event where service was provided.   12. Proposer shall validate in its response its understanding that the Institution shall provide each transcriber a parking pass when deemed necessary.   13. Proposer shall validate in its response its understanding that Institution may perform random audits to ensure that transcribers are being provided, certifications are current, etc.   14. Proposer shall validate in its response its understanding that Proposer shall List any other customer service offerings that Proposer can offer during the term of the resulting contract. |  |
|  | **Minimum Report/Contract Monitoring Requirements**   1. Proposer shall validate in its proposal its understanding that Proposer shall provide a quarterly reports, broken down by each Institution Campus, which include (at a minimum) the name of the interpreter/transcriber, name of student, type of service provided, date/time/number of hours interpreting services were provided, and the name of course/event where service for provided. These reports shall be provided to each Institution Campus utilizing this Contract. 2. Proposer shall validate in its proposal its understanding that Proposer shall provide annual cumulative reports broken down by each Institution Campus, which include (at a minimum) the name of the interpreter/transcriber, name of student, type of service provided, date/time/number of hours interpreting services were provided, and the name of course/event where service for provided. These reports shall be provided to each Institution Campus utilizing this Contract. 3. Proposer shall validate in its proposal its understanding that Proposer shall provide reports listed above to the Institution System Office in a cumulative fashion broken down by Institution Campus. 4. Proposer shall validate in its proposal its understanding that any other report capabilities available to the Institution shall be listed by Proposer. 5. Proposer shall validate in its proposal its understanding that Proposer shall meet with Institution System Office to monitor contract activities and records. The frequency of these meetings shall be determined by the Institution System Office and the Successful Proposer. |  |
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| **TECHNICAL PROPOSAL & EVALUATION GUIDE — SECTION C** | | | | |
| **The Proposer must address ALL Technical Approach section items and provide, in sequence, the information and documentation as required (with the associated item references). A Proposal Evaluation Team, made up of three or more Institution employees, will independently evaluate and score the proposal’s response to each item.** | | | | |
| **C.2** **Technical Scored Requirements** (In the previous Mandatory pass/fail section (Section C.1) Proposers were asked to validate in its response its understanding of the mandatory requirements. In section C.2 Proposers are asked for descriptions of their products/services and will be scored based on those descriptions. Proposers to indicate in Attachment 6.5, Section C(2) page reference numbers of its Proposal to these requirements). | | **Points Awarded** | |
|  | **Requirements for Transcription Services:** | |  | |
|  | **General Requirements**   1. Proposer shall describe its process for and ability to provide transcription services at any main campus or any satellite campuses upon request of the Institution. Proposers shall affirm in its response and indicate if there are any exceptions in which Proposer could not provide service. 2. Proposer shall describe its process for ensuring that its transcribers have and maintain Registered Professional Reporter (RPR) certification. CRR, RMR, CART or TypeWell certification is preferred. Interpreters shall affirm and provide a copy of its current, active certifications in its RFP Technical Response. 3. Proposer shall describe its process for ensuring that transcribers are available to work in any traditional and non-traditional environments where the student is involved in higher education activities, including but not limited to, indoor, outdoor, vary temperatures, etc. Proposers shall affirm and describe any settings in which team transcribing services are required by the Proposer. 4. The number of transcribers requested by the Institution will vary from time to time. Proposer shall describe its ability to use the same transcriber if there are multiple disabled students within a single course/venue. Proposer must indicate any ratio restrictions it has for a single transcriber (i.e. one transcriber for up to 3 students in the same course/venue). 5. Proposer shall describe its process for ensuring that its transcribers are familiar with the higher education setting and have experience transcribing in that environment. 6. The Institution prefers that Proposer provide the same transcriber for a student in any given course term so as to provide continuity for the student and the transcriber. In rare circumstances which the regularly scheduled transcriber cannot provide service, a substitute transcriber will be provided by the Proposer. Describe Proposer’s process for providing the same transcriber for a student in any given course term. 7. Proposer shall describe its process for providing an option for Video Remote Transcribing. It is required that Proposer provide another means for access (i.e. Verizon Air Card) in lieu of replying on the institution’s wireless network. The access provided by the Proposal must have adequate bandwidth to provide all services requested during any given time. If Proposer’s means of access requires use of the Institution’s bandwidth, Proposer shall include any bandwidth requirements in its response to this Section. 8. It is desired by the Institution that, to the extent possible, a live transcriber be provided. Proposer shall identify and describe any specific situations when remote transcribing would be required by the Proposer. Additionally, Proposer shall describe its process for providing live transcribers. | |  | |
|  | **Minimum Implementation/Training Requirements**   * 1. Proposer shall describe its implementation plan for the Institution.   2. Proposer shall describe its timeline of the steps in the implementation process, inclusive of training. This timeline of steps shall include both the timeline of steps to be provided by the Proposer and the timeline of steps to be provided by the Institution. It is the expectation of the Institution to have services available beginning with the Spring 2016 Semester.   3. Proposer shall define and describe its expectation of Institutional assistance during the implementation process (key employees, institutional tasks/customizations).   4. Proposer shall describe its training plan for Institution Disability Directors including initial training, on-going training, reference materials that can be provided, etc. The training plan should include one (1) collective initial training, to be held at Institution’s System Office. | |  | |
|  | **Customer Service/Billing Requirements**   1. Proposer shall describe its office locations, staff size, etc. that will be utilized to service this account. 2. Proposer shall describe its hiring/vetting process for employees, including any certifications and ethical standards requirements. In response to this Section, Proposer shall also indicate its willingness to talk with local individuals that may have been providing local service to Institution’s campuses. 3. Proposer shall describe its process for ensuring that Proposer’s employees adhere to Institution rules and regulations. Failure to do so shall result in the requirement of the Proposer to provide a replacement interpreter/transcriber. Additionally, Institution may request a new interpreter/transcriber when the interpreter/transcriber and the student do not work well together for varying reasons. 4. Proposer shall describe its Proposer shall provide technical support and customer service both online and via a toll-free telephone number, including real-time assistance that is available Monday through Friday from 7 a.m. to 7 p.m. CT. 5. Proposer shall describe its process for handling complaints and any escalations procedures. 6. Proposer shall describe its Proposer shall provide interpreter/transcription services within a minimum of forty-eight (48) hours upon notification, but twenty-four (24) hours is preferred. Proposer shall indicate its required notification timeline and the process for Institution to request services (i.e. applicable forms, online request process, etc.) 7. Proposer shall describe its process for providing substitute transcribers when the regular transcriber is unable to provide services or when a transcriber requests to no longer provide services to a particular student. 8. Proposer shall describe its understanding and process for notifying the Disability Services Office immediately (same day) if the student is not present for the scheduled course/event. Proposer shall be paid not more than two (2) hours in instances in which the student does not attend. Transcriber shall continue to provide service(s) for subsequent scheduled days for that particular student until the Disability Services Office notifies the Proposer that student is no longer in need of service. Once notified to cease services, the Proposer shall not be compensated any further for said student. 9. Proposer shall describe its cancellation policy, which shall be no longer than 24 hours. Proposer shall indicate its required timeline and describe the required process for Institution to cancel (i.e. forms required, online process, etc.) 10. Proposer shall describe its process for inclement weather closures, which are at the discretion of each Institution’s campus. Delays or closings are provided on each Campuses automated phone system, website and local news channels. Proposer shall provide in its Technical Response, its notice requirements in the event an Institution’s Campus will be delayed or closed. In the event of inclement weather but the Institution’s Campus operates under normal business hours, but weather prohibits Proposer from providing services, the Institution must be notified immediately. In the event that the Institution’s Campus is closed, the Institution shall not pay for interpreting services. 11. Proposer shall describe its process for invoicing each Institution campus directly. Each invoice shall include, at a minimum the name of the transcriber, name of student, date/time/number of hours interpreting services were provided, and name of course/event where service was provided. 12. Proposer shall describe its understanding that Institution may perform random audits to ensure that transcribers are being provided, certifications are current, etc. 13. Proposer shall describe its understanding that the Institution shall provide each transcriber a parking pass when deemed necessary. 14. Proposer shall list and describe any other customer service offerings that Proposer can offer during the term of the resulting contract. | |  | |
|  | **Minimum Report/Contract Monitoring Requirements**   1. Proposer shall describe its ability to provide quarterly reports, broken down by each Institution Campus, which includes (at a minimum) the name of the transcriber, name of student, type of service provided, date/time/number of hours interpreting services were provided, and the name of course/event where service for provided. These reports shall be provided to each Institution Campus utilizing this Contract. 2. Proposer shall describe its ability to provide annual cumulative reports broken down by each Institution Campus, which include (at a minimum) the name of the transcriber, name of student, type of service provided, date/time/number of hours interpreting services were provided, and the name of course/event where service for provided. These reports shall be provided to each Institution Campus utilizing this Contract. 3. Proposer shall describe its ability to provide reports listed in Sections 1 and 2 above to the Institution System Office in a cumulative fashion broken down by Institution Campus. 4. Proposer shall list and describe any other report capabilities available to the Institution. 5. Proposer shall describe its ability to meet with Institution System Office to monitor contract activities and records. The frequency of these meetings shall be determined by the Institution System Office and the Successful Proposer. | |  | |
| **C.3. Diversity Expenditures** | | | | |
|  | 1. Diversity Commitment.Provide documentation of the Proposer’s commitment to diversity as represented by its business strategy, business relationships, and workforce— this documentation should detail all of the following: 2. a description of the Proposer’s existing programs and procedures designed to encourage and foster commerce with business enterprises owned by minorities, women, Tennessee service-disabled veterans and small business enterprises; 3. a listing of the Proposer’s current contracts with business enterprises owned by minorities, women, Tennessee service-disabled veterans and small business enterprises, including the following information: 4. contract description and total value 5. contractor name and ownership characteristics (i.e., ethnicity, sex, disability) 6. contractor contact and telephone number; 7. an estimate of the level of participation by business enterprises owned by minorities, women, Tennessee service-disabled veterans and small business enterprises in a contract awarded to the Proposer pursuant to this RFP, including the following information:    1. participation estimate (expressed as a percent of the total contract value that will be dedicated to business with subcontractors and supply contractors having such ownership characteristics — PERCENTAGES ONLY — DO NOT INCLUDE DOLLAR AMOUNTS)    2. descriptions of anticipated contracts    3. names and ownership characteristics (i.e., ethnicity, sex, disability) of anticipated subcontractors and supply contractors anticipated; and 8. the percent of the Proposer’s total current employees by ethnicity, sex, and handicap or disability.   Proposers that demonstrate a commitment to diversity will advance the Institution’s efforts to expand opportunity to do business with the Institution as contractors and sub-contractors.   1. Reporting   The Institution is required to report to the Governor’s Office of Diversity Business Enterprise (GODBE) annual expenditures for businesses with the following classifications (see Attachment 6.1 for definitions of these classifications):  Small  Women  Service Disabled Veterans  Minority:  a. African American  b. Hispanic American  c. Asian American  d. Native American  e. Other Minorities  The Proposer will be required, on a quarterly basis, to provide subcontractor spend information, to each Institution, for the categories listed above to the Institutions listed in Attachment 6.7. For reporting purposes, vendors are permitted to only be classified in one of the above categories. | |  | |
| *(Maximum Section C.2 – C.3 Score = 400)* | | | | |

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|  | **C.4 Additional Products/Services** |  |
|  | ***Notice: No pricing (including required or optional pricing) information shall be included in the Technical Proposal. Inclusion of Cost Proposal amounts including notations that items are “free of charge” or are “at no additional cost” in the Technical Proposal will make the proposal non-responsive, and the Institution shall reject it.***  Proposer shall describe any related products/services available from the proposer in addition to those required in this RFP. The additional related products/services may be added to the contract before contract signing at the sole discretion of TBR. Proposer must fully describe the related products/services in its Technical Proposal response. Costs associated with additional related products/services must be provided in the Cost Proposal only. Additional Products/Services shall not be scored. If Proposer is not quoting any additional products/services, it must state this in its Technical Response. |  |
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**ATTACHMENT 6.6**

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| **COST PROPOSAL & SCORING GUIDE** | | | | | | | | | | | |
| **NOTICE TO PROPOSER: This Cost Proposal MUST be completed EXACTLY as shown.** | | | | | | | | | | | |
| **PROPOSER NAME:** | |  | | | | | | | | | |
| **SIGNATURE & DATE:** | |  | | | | | | | | | |
| *NOTE: The signatory must be an individual or a company officer empowered to contractually bind the Proposer. If the Signatory is not the Proposer company president, evidence SHALL be attached showing the Signatory’s authority to bind the Proposer.* | | | | | | | | | | | |
| **COST PROPOSAL SCHEDULE**  **The proposed cost, detailed below, shall indicate the proposed price for providing the entire scope of service including all services as defined in the RFP Attachment 6.2. *Pro Forma* Contract, Scope of Services for the total contract period. The proposed cost and the submitted technical proposal associated with this cost shall remain valid for at least 120 days subsequent to the date of the Cost Proposal opening and thereafter in accordance with any resulting contract between the Proposer and the Institution. All monetary amounts are United States currency.** | | | | | | | | | | | |
| ***Notice: It is the desire of the Tennessee Board of Regents to utilize a volume buying approach to obtain bids for a TBR system wide agreement that re-defines the typical business and pricing structure of transcription services provided to individual institutions of higher learning. As such, vendors should provide a pricing structure that is NOT their standard pricing model.*** | | | | | | | | | | |
| D.1 Proposers costs for Transcription Services | | | **Proposed Cost for Transcription Services** | | | | | | | |
| **Year 1** | **Year 2** | **Year 3** | | | **Year 4** | | **Year 5** |
| 1. Quote an hourly rate for transcription services. | | |  |  |  | | |  | |  |
| 1. Quote hourly rate in ¼ hour increments: | | |  |  |  | | |  | |  |
| 1. Proposer shall indicate any minimum hour requirements. | | |  |  |  | | |  | |  |
| 1. Proposer shall quote a one-time flat rate fee for a centralized implementation/training session. | | |  |  |  | | |  | |  |
| 1. Proposers shall quote an hourly rate for any additional training/customization work if requested by the Institution. | | |  |  |  | | |  | |  |
| 1. Proposers must indicate in its Cost Proposal any discounts available to the Institution for multiple students being serviced in any given semester. | | |  |  |  | | |  | |  |
| ***The RFP Coordinator shall use the evaluation cost amount derived from the proposed cost amounts above and the following formula to calculate the COST PROPOSAL SCORE. Calculations shall result in numbers rounded to two decimal places.*** | | | | | | | **Evaluation Cost Amount:** *(sum of all weighted cost amounts above)* | | | |
|  | **Lowest Evaluation Cost Amount** | | | | | **X 400** *(maximum section score)* | | | **= SCORE:** | |
| **Evaluation Cost Amount Being Evaluated** | | | | |

ATTACHMENT 6.7

***LISTING OF TBR SYSTEM INSTITUTIONS***

***THE UT SYSTEMS OF HIGHER EDUCATION AND STATE OF TENNESSEE***

**Tennessee Board of Regents, Central Office**

**Austin Peay State University**

**East Tennessee State University**

**Middle Tennessee State University**

**Tennessee State University**

**Tennessee Technological University**

**University of Memphis**

**Chattanooga State Technical Community College**

**Cleveland State Community College**

**TCAT-Athens**

**Columbia State Community College**

**TCAT-Pulaski**

**TCAT-Hohenwald**

**Dyersburg State Community College**

**Jackson State Community College**

**TCAT-Jackson**

**TCAT-Whiteville**

**TCAT-Crump**

**TCAT-McKenzie**

**TCAT-Paris**

**TCAT-Newbern**

**TCAT-Ripley**

**TCAT-Covington**

**Motlow State Community College**

**TCAT-Shelbyville**

**TCAT-Murfreesboro**

**TCAT-McMinnville**

**Nashville State Community College**

**TCAT-Nashville**

**TCAT-Dickson**

**Northeast State Technical Community College**

**TCAT-Elizabethton**

**Pellissippi State Technical Community College**

**TCAT-Knoxville**

**Roane State Community College**

**TCAT-Oneida/Huntsville**

**TCAT-Harriman**

**TCAT-Jacksboro**

**TCAT-Crossville**

**Southwest Tennessee Community College**

**TCAT-Memphis**

**Volunteer State Community College**

**TCAT-Livingston**

**TCAT-Hartsville**

**Walters State Community College**

**TCAT-Morristown**

**University of Tennessee – Chattanooga**

**University of Tennessee – Knoxville**

**University of Tennessee – Martin**

**University of Tennessee – Memphis**

**University of Tennessee – Tullahoma**

**State of Tennessee Department**

**ATTACHMENT 6.8**

**ADDRESSES OF TBR INSTITUTIONS**

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| **Universities:** | | |
| Austin Peay State University  601 College Street  Clarksville, TN 37044 | Middle Tennessee State University  1301 East Main Street  Murfreesboro, TN 37132 | Tennessee Technological University  1 William Jones Drive  Cookeville, TN 38505 |
| East Tennessee State University  1276 Gilbreath Dr  Johnson City, TN 37614 | Tennessee State University  3500 John Merritt Blvd.   Nashville, TN 37209 | University of Memphis  3720 Alumni Ave  Memphis, TN 38152 |

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| **Community Colleges:** | | |
| Chattanooga State Technical  Community College  4501 Amnicola Highway  Chattanooga, TN 37406 | Jackson State Community College  2046 North Parkway  Jackson, TN 38301 | Pellissippi State Technical  Community College  10915 Hardin Valley Road Knoxville, TN 38101 |
| Cleveland State Community College  3535 Adkisson Drive  Cleveland, TN 37312 | Motlow State Community College  6015 Ledford Mill Rd  Tullahoma, TN 37388 | Roane State Community College  276 Patton Lane  Harriman, TN 37748 |
| Columbia State Community College  1665 Hampshire Highway  Columbia, TN 38401 | Nashville State Community College  120 White Bridge Road  Nashville, TN 37209 | Southwest Tennessee Community College  5983 Macon Cove  Memphis, TN 38134 |
| Dyersburg State Community College  1510 Lake Road  Dyersburg, TN 38024 | Northeast State Technical  Community College  2425 Highway 75  Blountville, TN 37748 | Volunteer State Community College  1480 Nashville Pike  Gallatin, TN 37066 |
|  | Walters State Community College  500 S. Davy Crockett Parkway  Morristown, TN 37813 |  |

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| **Tennessee Colleges of Applied Technology:** | | |
| TCAT-Athens  1635 Vo-Tech Drive  Athens, TN 37303-2997 | TCAT-Hohenwald  813 West Main Street  Hohenwald, TN 38462 | TCAT-Murfreesboro  1303 Old Fort Parkway  Murfreesboro, TN 37129 |
| TCAT-Chattanooga  4501 Amnicola Highway  Chattanooga, TN 37406 | TCAT-Jacksboro  PO Box 419  265 Elkins Road  Jacksboro, TN 37757 | TCAT-Nashville  100 White Bridge Road  Nashville, TN 37209 |
| TCAT-Covington  1600 Highway 51 South  Covington, Tennessee 38019 | TCAT-Jackson  2468 Technology Center Drive  Jackson, TN 38301 | TCAT-Newbern  340 Washington St.  Newbern, TN 38059 |
| TCAT-Crossville  910 Miller Avenue  Crossville TN 38555 | TCAT-Knoxville  1100 Liberty Street  Knoxville, TN 37919 | TCAT-Oneida/Huntsville  355 Scott High Drive  Huntsville, TN 37756-4149 |
| TCAT-Crump  3070 Hwy 64  P.O. Box 89  Crump, TN 38327 | TCAT-Livingston  740 High Tech Drive  Livingston, TN 38570 | TCAT-Paris  W.J. Neese Campus  312 S. Wilson Street  Paris, TN 38242 |
| TCAT-Dickson  740 Highway 46  Dickson, TN 37055 | TCAT-McKenzie  16940 Highland Drive  McKenzie, TN 38201 | TCAT-Pulaski  1233 E. College St.  P.O. Box 614  Pulaski, TN 3847 |
| TCAT-Elizabethton  426 Highway 91  Elizabethton, TN 37643 | TCAT-McMinnville  241 Vo-Tech Drive  McMinnville, TN 37110 | TCAT-Ripley  127 Industrial Drive  Ripley, TN 38063-7360 |
| TCAT-Harriman  1745 Harriman Highway  Harriman, TN 37748 | TCAT-Memphis  550 Alabama Avenue  Memphis, TN 38105 | TCAT-Shelbyville  1405 Madison Street  Shelbyville, TN. 37160 |
| TCAT-Hartsville  716 McMurry Blvd  Hartsville, TN 37074 | TCAT-Morristown  821 West Louise Avenue  Morristown, TN 37813-2094 | TCAT-Whiteville  1685 Highway 64  PO Box 489  Whiteville, TN 38075 |

***Note: The list of TBR institutions and addresses above is a complete list of main campuses. Proposers need to be aware that several of the TBR institutions have satellite campuses from which transcription services may be requested.***

ATTACHMENT 6.9

**Data from Previous Year’s Disability Report**



**ATTACHMENT 6.10**

**Sample Protest Bond**

The Surety Company issuing bond shall be licensed to transact business in the State of Tennessee by the Tennessee Department of Commerce and Insurance. The bond shall have certified and current Power-of Attorney for the Surety’s Attorney-in-Fact attached.

**KNOW ALL BY THESE PRESENTS:**

That we,

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

(Name of Protestor)

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(Address of Protestor)

as the Party filing a protest of the State of Tennessee’s determination(s) regarding a Request for Proposal (RFP) process, hereinafter called the Protestor, and

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(Name of Surety)

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(Address of Surety)

as Surety, hereinafter call the Surety, do hereby acknowledge ourselves indebted and securely bound and held unto the State of Tennessee as Obligee, hereinafter called the Obligee, and in the penal sum of

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(Dollar Amount of Bond)

good and lawful money of the United States of America, for the use and benefit of those entitled thereto, for the payment of which, well and truly to be made, we bind ourselves, our heirs, our administrators, executors, successors, and assigns, jointly and severally, firmly by these presents.

**BUT THE CONDITION OF THE FOREGOING OBLIGATION OR BOND IS THIS:**

**WHEREAS**, the Obligee has issued a Request for Proposal bearing the RFP Number:

(RFP Number)

**AND**, the Protestor, as an actual proposer to the RFP, claims to be aggrieved in connection with said RFP process;

**AND**, the signature of an attorney or the Protestor on a request for consideration, protest, motion, or other document constitutes a certificate by the signer that the signer has read such document, that to the best of the signer’s knowledge, information, and belief formed after reasonable inquiry, it is well grounded in fact and is warranted by existing law or a good faith argument for the extension, modification or reversal of existing law, and that it is not interposed for any improper purpose, such as to harass, limit competition, or to cause unnecessary delay or needless increase in the cost of the procurement or of the litigation;

**AND,** neither a protest nor a stay of award shall proceed under the laws of the State of Tennessee unless the Protestor posts a protest bond, the Protestor does file this protest bond payable to the Obligee with a notice of protest regarding the subject RFP process;

**AND**, the Obligee shall hold the protest bond for at least eleven (11) calendar days after the date of the final determination on the protest by the head of the affected agency;

**AND,** if the Protestor appeals the affected agency head’s determination on the protest to the Chancellor, in accordance with subsection Tennessee Code Annotated, § 12-4-109(a)(1)(E)(vii), the head of the agency shall hold said protest bond until instructed by the Chancellor as to its disposition.

**NOW, THEREFORE,** this obligation or bond shall remain in full force and effect conditioned upon a decision by the Chancellor that:

A request for consideration, protest, pleading, motion, or other document is signed by an attorney or the Protestor, before or after appeal to the Chancellor, in violation of Tennessee Code Annotated, § 12-4-109(a)(1)(E)(ii);

the Protestor has brought or pursued the protest in bad faith; or

the Protestor’s notice of protest does not state on its face a valid basis for protest.

In which case, this obligation or bond shall be immediately payable to the Obligee. Otherwise, this obligation or bond shall be null and void.

**IN WITNESS WHEREOF,** the Protestor has hereunto affixed its signature and Surety has hereunto caused to be affixed its corporate signature and seal, by its duly authorized officers,

On this \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ day of\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_in the year\_\_\_\_\_\_\_\_

**WITNESS:**

**\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

(Name of Protestor)

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

(Authorized Signature of Protestor)

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

(Name and Title of Signatory)

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

(Name of Surety)

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

(Signature of Attorney-in-Fact)

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

(Name of Attorney-in-Fact)

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

(Tennessee License Number of Surety

**ATTACHMENT 6.11**

***Tennessee Board of Regents***

***Substitute W-9 and ACH Authorization***

**Please Print or Type**

Name as shown on your income tax return \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Business Name if different from above \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Check Appropriate Box  Individual  Corporation  Partnership  Other

Mailing Address\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_

City\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ State \_\_\_\_\_\_\_\_\_\_\_Zip Code\_\_\_\_\_\_\_

Enter your social security number or employer identification number (EIN) below. The taxpayer identification number (TIN) you provide must match the name given on line 1 to avoid backup withholding.

Social Security Number \_\_ \_\_ \_\_-\_\_ \_\_-\_\_ \_\_ \_\_ \_\_ EIN \_\_ \_\_-\_\_ \_\_ \_\_ \_\_ \_\_ \_\_ \_\_

Certification for the above information:

Under penalties of perjury, I certify that:

1. The TIN given above is my correct taxpayer identification number (or that I am waiting for a number to be issued);
2. I am not subject to backup withholding due to failure to report interest and dividend income; and
3. I am a United States person (including a U.S. Resident Alien).

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

***ACH Authorization***

Name as it appears on your bank account\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Address on your Bank Account \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  Same address as above

Address \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_City, State, Zip \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Banking Institution \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Address \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Routing Number \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_Account Number\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

This Account is a  Checking  Savings

By signing below, you authorize the Tennessee Board of regents to make ACH deposits to your account.

Signature\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_Date\_\_\_\_\_\_\_\_\_\_

**ATTACHMENT 6.12**

**Vendor Product Accessibility Statement and Documentation**

***Purpose of Accessibility Statement***

An Accessibility Statement is an important component in an organization’s overall accessibility strategy. An effective Accessibility Statement includes several key components including:

* A clear statement of commitment to ensuring equal access for all users
* A summary of the overall level of conformance with accessible information and technology standards
* Information for users with disabilities regarding product/service accessibility features and gap
* A mechanism to allows users to provide accessibility feedback
* Links to resources (internal or external) that provide additional or related information

The *Key Components* section of this document describes each of these components in more detail and provides specific examples and recommendations that clarify the role and importance of each component.

***Key Components***

***Commitment Statement***

* Clearly convey awareness of Information Material and Technology (IMT) accessibility.
* Emphasize commitment to ensuring the accessibility of the IMT product/service.
* Note ongoing efforts to monitor for and remediate accessibility issues as they are identified.

***Compliance Status***

* Indicate the specific IMT accessibility standards that are targeted for compliance. For example, specify “Section 508”, the “Web Content Accessibility Guidelines (WCAG) 2.0, level A & AA” and or EPub3 Accessibility Guidelines (note – response to all three standards is required).
* Note any other best practices or guidelines utilized during design and development (if applicable).
* List any third-party agencies with whom you have worked to evaluate accessibility support.
* Describe any formal testing process you use to determine accessibility support.
* Indicate if you conduct user testing with persons with disabilities to verify accessibility support.
* Provide an Access Development/Remediation Plan and timeline for resolving existing product accessibility gaps.

***Product Usage Information for Users with Disabilities***

* Describe any product features that may improve accessibility for users with disabilities including:
  + Accessibility-specific features (e.g. the ability to adjust font size and color/contrast settings for text or the availability of closed captions for videos)
  + General product features that may especially benefit users with disabilities (e.g. an ‘HTML 5’ mode optimized for mobile platforms that also improves keyboard-only navigation).
* Describe any high-impact product accessibility gaps along with suggested interim workarounds that allow users to complete key tasks until the gaps are resolved. For example, if a technical support website isn’t compatible with screen readers used by persons who are blind, appropriate interim workarounds might include:
  + Alternative business processes that bypass the accessibility barrier (e.g. providing phone-based support until the web-based support site is accessible)
  + Use of a third-party product to replace or supplement inaccessible product functions (e.g. indicating that users may submit or check the status of technical support tickets via email).
* Describe accessibility features provided by your communication channels (e.g. a deaf or hard-of-hearing user may contact you via a TTY line or access support personnel familiar with telephone relay services).

***Feedback Mechanism***

* Indicate whether you have specific resources devoted to handling accessibility questions/concerns and provide the contact information for these resources.
* Provide a specific mechanism for users to contact in order to:
  + Request accessibility-related assistance
  + Report accessibility problems
  + Request information in accessible alternate formats

***Required Documentation***

* Provide documentation on
  + accessibility testing results and
  + written documentation on how the IMT product/service meets applicable technical accessibility standards (Section 508, WCAG 2.0 A&AA guidelines, EPUB3) and
  + your most recent Voluntary Product Accessibility Templates (VPATs) and
  + Include the ROCC Accessibility Conformance and Remediation Form when standards conformance is not fully achieved
* Provide links to any other internal accessibility documentation (e.g., accessibility information within general product documentation, FAQs, best practices, tutorials, case studies, or white papers).

***Implementation Recommendations***

***Ensure that the Accessibility Statement is Easily Located on Company Website.***

* Provide a hyperlink that points to the Accessibility Statement and meets the following criteria:
  + Descriptive (e.g. ‘Accessibility’ or ‘Disability Access’)
  + Prominently positioned (e.g. on the landing page, help/support page, and/or site map)
  + Easily identified (e.g. adequate text size and color/contrast, not the last link in a complex page)

***Keep the Information in the Accessibility Statement, Documentation and VPAT Current.***

* Since accessibility support changes over time due to product updates, accessibility evaluations, and remediation activities, regularly review and update the Accessibility Statement so it remains up-to-date.
* Include a revision date for the Accessibility Statement so end users know whether the info is current.

**ATTACHMENT 6.13**

**Accessibility Conformance and Remediation Form**

***Instructions***

This form serves as means for auditors and vendors to document accessibility gaps associated with AIMT products and to indicate plans for addressing these gaps in the future.

We ask that you complete the **form** provided on the next page as follows:

1. **Product/Vendor Information:** Provide the information requested
2. **Issue Description:** List each major accessibility issue for the product Including the following:
   * Gaps identified from the Accessibility Standards and Voluntary Product Accessibility Template (VPAT)
   * Gaps identified in other product support documentation
   * Gaps identified by a third-party accessibility evaluation report (if available)
3. **Current Status:** Enter one of the following values:
   * Open: The issue has not yet been resolved
   * Closed: The issue has already been resolved
   * I/P: The issue is currently under investigation
   * Other
4. **Disposition:** Enter one of the following values:
   * Planned: The issue will be resolved
   * Deferred: The issue will not be resolved
   * I/P: The issue is currently under investigation
   * Other
5. **Remediation Timeline:** Enter when you anticipate that the issue will be resolved
6. **Available Workarounds (for vendor only)**: Describe the business processes vendor will offer or third-party products that should be considered to work around the issue until full remediation
7. **Comments (optional)**: Provide details/description regarding the issue
8. **Additional Information (optional)**: Provide any additional discussion regarding accessibility plans

ATTACHMENT 6.14

**Vendor Checklist for Prevention of Common RFP Mistakes that lead to Proposal Rejection**

1. Attachment 6.5 – Mandatory Requirements: MUST BE PROVIDED IN FORMAT REQUESTED

STATED BY EACH REQUIREMENT

\_\_\_ Bank Reference (Attachment 6.5A. 3.)

* Letter Format on bank letterhead
* Signed within last three (3) months by authorized representative of bank

Positive Credit Verification (Attachment 6.5A.4.):

\_\_\_ Two (2) positive credit references

* Letter Format
* Prepared and signed within last three (3) months by vendors with whom Proposer has done business

\_\_\_ Official document or letter from accredited credit bureau within last three (3) months (Attachment 6.5 A.5.a.)Not Acceptable: Marketing materials which state credit rating

**OR**

\_\_\_ Dun & Bradstreet Credit eValuator Plus Report, verified and dated within last three (3) months (Attachment 6.5 A.5.(b.)

\_\_\_ Current Certificate of Insurance with RFP (Attachment 6.5A.7.)

* Acknowledgement:
  + If Proposer does not have required insurance limits at time of submission, Proposer must still submit valid and current insurance certificate.
  + However, successful Proposer will have an opportunity to submit certificate with required limits prior to TBR awarding the contract.

\_\_\_ Completed Minority/Ethnicity Form (Attachment 6.5A.6.)

\_\_\_ Statement regarding Conflict of Interest (Attachment 6.5A.2.)

\_\_\_ Signed and dated “Proposal Transmittal and Statement of Certifications and Assurances” form (Attachment 6.3)

1. Submission of Proposal

\_\_\_ On-Time Submittal (§1.9; Attachment 6.5.A.)

* Deadline is in Section 2 – Schedule of Events
* Submission by deadline includes Technical Proposal and Cost Proposal
* Late Proposals will be IMMEDIATELY DISQUALIFIED (Attachment 6.5. A.)

\_\_\_ Separately Sealed Cost & Technical Proposals (Attachment 6.5.A.)

\_\_\_ **NO** **Cost Data** of **ANY** type (required cost or optional cost) in Technical Proposal (§§3.21, 3.3, Attachment 6.5. A.)

* **Including ANY costs in Technical Proposal will result in IMMEDIATE DISQUALIFICATION**

**\_\_\_\_**A proposer may not submit alternate proposals unless requested and must not submit one proposal as the prime contractor and another as a sub-contractor

Correct Format (§3):

\_\_\_ One (1) Original Technical Proposal (§3.1.2)

\_\_\_ One (1) Electronic Technical and Cost Proposal (§3.1.2)

\_\_\_ One (1) Original Cost Proposal (§3.1.2)

\_\_\_ Correct number of requested copies of Technical and Cost Proposals (§3.1.2)

\_\_\_ Original Signature on Original Proposal. NO copied or digital Signatures on Original (Attachment 6.5A.1)

\* **This checklist does not represent either a complete list of, or replacement for, the mandatory requirements listed in the RFP. This checklist is ONLY A TOOL meant to assist in the prevention of disqualification.**

**\*\* Please also note that notations on proposals that materials submitted be kept confidential will not be honored. All bid documents and contracts become public records.**