REQUEST FOR PROPOSAL

#### The University of Texas Health Science Center at Houston

**for**

## Selection of a Vendor to Provide

#### A/V & Teleconference Infrastructure

#### RFP No.: 744-R1725 Audio/Visual Implementation and Support

Bid Submittal Deadline: Wednesday, July 26, 2017 @ 2:00PM CST

HUB Plan Submittal Deadline: Wednesday, July 26, 2017 @ 2:00PM CST

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June 21, 2017

Request for PROPOSAL

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##### SECTION 1

**INTRODUCTION**

* 1. **Description of University**

Founded in 1972, The University of Texas Health Science Center at Houston (UTHealth) is one of the fifteen component Universities of The University of Texas System. UTHealth is the most comprehensive academic health center in Texas, and is comprised of the following buildings and schools:

* Medical School (MSB) - 6431 Fannin Street
* Medical School Expansion (MSE) – 6431 Fannin Street
* Cyclotron Building (CYC) – 6431 Fannin Street
* School of Dentistry (SOD) – 7500 Cambridge Street
* School of Public Health (SPH) - 1200 Pressler Street
* School of Nursing (SON) – 6901 Bertner Avenue
* School of Biomedical Informatics (SBMI) - 7000 Fannin Street
* Graduate School of Biomedical Sciences (GSBS)– 6767 Bertner Avenue
* Biomedical & Behavioral Sciences Building (BBS) – 1941 East Road
* Institute of Molecular Medicine (IMM) – 1825 Pressler Street
* Harris County Psychiatric Center (HCPC) - 2800 South MacGregor Drive
* Operations Center Building (OCB) -1851 Cross Point Avenue
* University Center Tower (UCT) - 7000 Fannin Street
* Professional Building (UTPB) - 6410 Fannin Street
* Jesse H. Jones Library Building (JJL) – 1133 John Freeman Blvd.

UTHealth combines biomedical sciences, behavioral sciences, and the humanities to provide interdisciplinary activities essential to the definition of modern academic health science education. UTHealth is committed to providing health professional education and training for students, and is dedicated to providing excellence in research and patient care, which is offered through its clinics, Memorial Hermann Hospital System (its primary teaching hospital), and other affiliated institutions. UTHealth is a major part of the concentration of medical schools, hospitals and research facilities generally referred to as the Texas Medical Center.

The University of Texas Health Science Center at Houston System has nearly 6,500 employees and approximately 4,500 students. As a component of the University of Texas System, UTHealth is subject to the “Rules and Regulations of the Board of Regents of the University of Texas System for the government of The University of Texas System.”

An “**Institutional Affiliate**” means our affiliated Clinical practice, UT Physicians group, as designated by University, in connection with any Agreement.

**1.2 Background and Special Circumstances**

The University of Texas Health Science Center at Houston (UTHealth) is in the process of updating approximately 140 existing Class Rooms, Meeting Rooms and Auditoriums with new A/V and teleconferencing Infrastructure. This is a multiple year project using multiple funding sources. The scope of services provided by the Vendor under this RFP shall be the supply of Audio‐Visual (A/V) and Teleconferencing Systems, including delivery, installation, necessary training for Owner’s personnel, and warranty services as specified.

It is the intent of UTHealth to contract for the supply of A/V Systems for a period of two (2) years beginning on the date of issue of the written UTHealth purchase order and Contract, with annual options to renew the contract for additional one (1) year periods up to four (4) renewals at the sole discretion of UTHealth.

The scope of this initial proposal will be for the implementation of A/V and teleconferencing infrastructure upgrades to approximately 140 Class Rooms, Meeting Rooms and Auditoriums over the next several years. The complexity and differences in the physical design of these rooms will require additional design and scope considerations too complex to be included in an initial award. It is the intent of UTHealth to use the winning Vendor, pending performance satisfaction, to complete these rooms over a period of several years. The prices provided for the rooms described in this document by the selected Vendor may be incorporated into the first purchase order. Individual purchase orders will be issued under this contract for the remaining rooms.

The design and components provided in this document for the various room types may require minor changes, deletions or addition of equipment components. It is the intent of UTHealth to review the rooms design and components with the selected Vendor after the award and issue a change order under the contract for any change in design or components that may be required.

Potential Vendors shall provide pricing for the design and the installation of Audio‐Visual (A/V) multimedia systems in classrooms, meeting rooms, and auditoriums, using the proposal format provided in a supplemental Excel worksheet. The cost of material, engineering, shop drawings, basic warranty (as defined in this document), shipping, start up and labor cost for installing the complete and operable systems shall be included in the line item component prices in the provided Excel worksheet.

**1.3 Objective of Request for Proposal**

The University of Texas Health Science Center at Houston (**University**) is soliciting proposals from qualified vendors to perform work (**Work**) more specifically described in **Section 5.4** (Scope of Work) of this Request for Proposal (**RFP**), including (1) delivery; (2) installation; and (3) necessary training.

**1.4 Group Purchase Authority**

Texas law authorizes institutions of higher education (defined by [§61.003, *Education Code*](http://www.statutes.legis.state.tx.us/Docs/ED/htm/ED.61.htm#61.003)) to use the group purchasing procurement method (ref. §§[51.9335](http://www.statutes.legis.state.tx.us/Docs/ED/htm/ED.51.htm#51.9335), [73.115](http://www.statutes.legis.state.tx.us/Docs/ED/htm/ED.73.htm#73.115), and [74.008](http://www.statutes.legis.state.tx.us/Docs/ED/htm/ED.74.htm#74.008), *Education Code*). Additional Texas institutions of higher education may therefore elect to enter into a contract with the successful Proposer under this RFP. In particular, Proposer should note that University is part of The University of Texas System (**UT System**), which is comprised of fourteen institutions described at <http://www.utsystem.edu/institutions>. UT System institutions routinely evaluate whether a contract resulting from a procurement conducted by one of the institutions might be suitable for use by another, and if so, this RFP could give rise to additional purchase volumes. As a result, in submitting its proposal, Proposer should consider proposing a pricing model and other commercial terms that take into account the higher volumes and other expanded opportunities that could result from the eventual inclusion of other institutions in the purchase contemplated by this RFP. Any purchases made by other institutions based on this RFP will be the sole responsibility of those institutions.

**SECTION 2**

**NOTICE TO PROPOSER**

**2.1 Submittal Deadline**

University will accept proposals until 2:00PM CST, on Wednesday, July 26, 2017 (**Submittal Deadline**).

**2.2 RFP Contact Information and Questions**

Interested parties may direct questions about this RFP to:

The University of Texas Health Science Center at Houston

Procurement Services

1851 Crosspoint, OCB1.160

Houston, Texas 77054

Michael K. Ochoa, C.P.M.

Email to: [Michael.Ochoa@uth.tmc.edu](mailto:Michael.Ochoa@uth.tmc.edu)

Subject Line: RFP No. 744-R1725

*University instructs interested parties to restrict all contact and questions regarding this RFP to written communications delivered (i) in accordance with this Section on or before 10:00AM CST on Friday, July 14, 2017 (****Question Deadline****), or (ii) if questions relate to Historically Underutilized Businesses, in accordance with* ***Section 2.5****.*

University will provide responses as soon as practicable following the Question Deadline. University intends to respond to all timely submitted questions. However, University reserves the right to decline to respond to any question.

**2.3 Criteria for Selection**

The successful Proposer, if any, selected by University through this RFP will be the Proposer that submits a proposal on or before the Submittal Deadline that is the most advantageous to University. **Contractor** means the successful Proposer under this RFP.

Proposer is encouraged to propose terms and conditions offering the maximum benefit to University in terms of (1) service, (2) total overall cost, and (3) project management expertise.

The evaluation of proposals and the selection of Contractor will be based on the information provided in the proposal. University may consider additional information if University determines the information is relevant.

Criteria to be considered by University in evaluating proposals and selecting Contractor, will be these factors:

* + 1. Threshold Criteria Not Scored
       1. Ability of University to comply with laws regarding Historically Underutilized Businesses; and

2.3.1.2 Ability of University to comply with laws regarding purchases from persons with disabilities.

* + 1. Scored Criteria
       1. Cost of goods and services – 45%
       2. Operation Expertise, Performance Record, References, and Experiences – 15%
       3. General Business, Account Management, Contract Implementation, Equipment and Pricing Questions – 25%
       4. Warranty and Annual Maintenance Period **–** 15%

**2.4 Key Events Schedule**

Date RFP Issued June 21, 2017

Pre-Proposal Conference Friday, July 7, 2017 @ 2:30PM CST

(ref. **Section 2.6**)

Question Deadline Friday, July 14, 2017 @ 10:00AM CST

(ref. **Section 2.2**)

Submittal Deadline Wednesday, July 26, 2017 @ 2:00PM CST

**2.5 Historically Underutilized Businesses**

2.5.1 All agencies of the State of Texas are required to make a good faith effort to assist historically underutilized businesses (**HUBs**) in receiving contract awards. The goal of the HUB program is to promote full and equal business opportunity for all businesses in contracting with state agencies. Pursuant to the HUB program, if under the terms of any agreement or contractual arrangement resulting from this RFP, Contractor subcontracts any Work, then Contractor must make a good faith effort to utilize HUBs certified by the Procurement and Support Services Division of the Texas Comptroller of Public Accounts. Proposals that fail to comply with the requirements contained in this **Section 2.5** will constitute a material failure to comply with advertised specifications and will be rejected by University as non-responsive. Additionally, compliance with good faith effort guidelines is a condition precedent to awarding any agreement or contractual arrangement resulting from this RFP. Proposer acknowledges that, if selected by University, its obligation to make a good faith effort to utilize HUBs when subcontracting any Work will continue throughout the term of all agreements and contractual arrangements resulting from this RFP. Furthermore, any subcontracting of Work by the Proposer is subject to review by University to ensure compliance with the HUB program.

2.5.2 University has reviewed this RFP in accordance with [34 TAC §20.285](http://texreg.sos.state.tx.us/public/readtac$ext.TacPage?sl=R&app=9&p_dir=&p_rloc=&p_tloc=&p_ploc=&pg=1&p_tac=&ti=34&pt=1&ch=20&rl=285), and has determined that subcontracting opportunities are probable under this RFP.

2.5.3 A HUB Subcontracting Plan (**HSP**) is a required part of the proposal. The HSP will be developed and administered in accordance with University’s Policy on Utilization of Historically Underutilized Businesses, attached as **APPENDIX THREE**.

*Each Proposer must complete and return the HSP in accordance with the terms and conditions of this RFP, including* ***APPENDIX THREE****. Proposers that fail to submit the HSP will be considered non-responsive to this RFP as required by* [§2161.252, *Government Co*de](http://www.statutes.legis.state.tx.us/Docs/GV/htm/GV.2161.htm#2161.252)*.*

*Questions regarding the HSP may be directed to:*

*Contact: Shaun McGowan*

*HUB & Small Business Program Manager*

*Phone: (713) 500-4862*

*Email:* [*Shaun.A.McGowan@uth.tmc.edu*](mailto:Shaun.A.McGowan@uth.tmc.edu)

Contractor will not be permitted to change its HSP unless: (1) Contractor completes a new HSP in accordance with the terms of **APPENDIX THREE**, setting forth all modifications requested by Contractor, (2) Contractor provides the modified HSP to University, (3) University approves the modified HSP *in writing, and (*4) all agreements resulting from this RFP are amended in writing to conform to the modified HSP.

2.5.4 *At the same time Proposer submits its* proposal *(no later than the Submittal Deadline (ref.* ***Section 2.1****))*, Proposer must submit the following HUB materials (**HUB Materials**):

**Two (2) complete original paper copies of Proposer’s HSP.**

Proposer’s HUB Materials must be submitted (as instructed in **Section 3.2**) under separate cover and in a separate envelope (**HSP Envelope)** with the top outside surface clearly indicating:

2.5.4.1 RFP No. and the Submittal Deadline (ref. **Section 2.1**) in the lower left hand corner,

2.5.4.2 Name and the return address of Proposer, and

2.5.4.3 Phrase “HUB Subcontracting Plan.”

Any proposal submitted in response to this RFP that is not accompanied by a separate HSP Envelope meeting the above requirements may be rejected by University and returned to Proposer unopened as non-responsive due to material failure to comply with advertised specifications.

University will open Proposer’s HSP Envelope prior to opening the proposal to confirm Proposer submitted the HSP. Proposer’s failure to submit the HSP will result in University’s rejection of the proposal as non-responsive due to material failure to comply with advertised specifications.

**Note**: The requirement that Proposer provide the HSP under this **Section 2.5.4** is separate from and does not affect Proposer’s obligation to provide University with the number of copies of its proposal specified in **Section 3.1**.

2.5.5 University may offer Proposer an opportunity to seek informal review of its draft HSP by University’s HUB Office before the Submittal Deadline. If University extends this offer, details will be provided at the Pre-Proposal Conference (ref. **Section 2.6**) or by other means. Informal review is designed to help address questions Proposer may have about how to complete its HSP properly. Concurrence or comment on Proposer’s draft HSP by University will *not* constitute formal approval of the HSP, and will *not* eliminate the need for Proposer to submit its final HSP to University as instructed by **Section 2.5**.

**2.6 Pre-Proposal Conference**

University will hold a pre-proposal conference at 2:30PM CST on Friday, July 7, 2017, in Room UCT1505C of the University Center Tower (UCT) Building located at 7000 Fannin Street (ref. **APPENDIX FOUR**). You MUST check in at the Security Guard post on the 1st floor of the building before proceeding upstairs. The pre‑proposal conference will allow all Proposers an opportunity to ask University’s representatives relevant questions and clarify provisions of this RFP.

**SECTION 3**

**SUBMISSION OF PROPOSAL**

**3.1 Number of Copies**

Proposer must submit (a) seven (7) complete paper copies of its *entire* proposal, and (b) *one (1) complete electronic copy of its entire proposal in a single .pdf file on a flash drive*. An *original* signature by an authorized officer of Proposer must appear on the Execution of Offer (ref. **Section 2** of **APPENDIX ONE**) of at least one (1) copy of the submitted proposal. The copy of the Proposer’s proposal bearing an original signature should contain the mark “original” on the front cover of the proposal. Only one (1) copy Section 6, Pricing and Delivery Schedule needs to be submitted.

**3.2 Submission**

Proposals must be received by University on or before the Submittal Deadline (ref. **Section 2.1**) and delivered to:

The University of Texas Health Science Center at Houston

Procurement Services

1851 Crosspoint, OCB1.160

Houston, TX 77054

Attn: Michael K. Ochoa, C.P.M.

University will not acknowledge or receive Proposals that are delivered by telephone, facsimile (fax), or electronic mail (e-mail).

**3.3 Proposal Validity Period**

Each proposal must state that it will remain valid for University’s acceptance for a minimum of One Hundred Twenty (120) days after the Submittal Deadline, to allow time for evaluation, selection, and any unforeseen delays.

**3.4 Terms and Conditions**

3.4.1 Proposer must comply with the requirements and specifications contained in this RFP, including the Agreement (ref. **APPENDIX TWO**), the Notice to Proposer (ref. **Section 2**), Proposal Requirements (ref. **APPENDIX ONE**) and the Specifications and Additional Questions (ref. **Section 5**). If there is a conflict among the provisions in this RFP, the provision requiring Proposer to supply the better quality or greater quantity of services will prevail, or if such conflict does not involve quality or quantity, then interpretation will be in the following order of precedence:

3.4.1.1 Specifications and Additional Questions (ref. **Section 5**);

3.4.1.2 Sample Agreement (ref. **APPENDIX TWO**);

3.4.1.3 Proposal Requirements (ref. **APPENDIX ONE**);

3.4.1.4 Notice to Proposers (ref. **Section 2**).

**3.5 Submittal Checklist**

Proposer is instructed to complete, sign, and return the following documents as a part of its proposal. If Proposer fails to return each of the following items with its proposal, then University may reject the proposal:

3.5.1 Signed and Completed Execution of Offer (ref. **Section 2** of **APPENDIX ONE**)

3.5.2 Signed and Completed Pricing and Delivery Schedule (ref. **Section 6**)

3.5.3 Responses to Proposer's General Questionnaire (ref. **Section 3** of **APPENDIX ONE**)

3.5.4 Signed and Completed Addenda Checklist (ref. **Section 4** of **APPENDIX ONE**)

3.5.5 Responses to questions and requests for information in the Specifications and Additional Questions Section (ref. **Section 5**)

3.5.6 Signed and completed originals of the HUB Subcontracting Plan or other applicable documents (ref. **Section 2.5** and **APPENDIX THREE**).

3.5.7 Signed and completed W-9 Form.

**SECTION 4**

**GENERAL TERMS AND CONDITIONS**

The terms and conditions contained in the attached Agreement (ref. **APPENDIX TWO**) or, in the sole discretion of University, terms and conditions substantially similar to those contained in the Agreement, will constitute and govern any agreement that results from this RFP. If Proposer takes exception to any terms or conditions set forth in the Agreement, Proposer will submit a list of the exceptions as part of its proposal in accordance with **Section 5.3.1**. Proposer’s exceptions will be reviewed by University and may result in disqualification of Proposer’s proposal as non-responsive to this RFP. If Proposer’s exceptions do not result in disqualification of Proposer’s proposal, then University may consider Proposer’s exceptions when University evaluates the Proposer’s proposal.

**SECTION 5**

**SPECIFICATIONS AND ADDITIONAL QUESTIONS**

**5.1 General**

Minimum requirements and specifications for Work, as well as certain requests for information to be provided by Proposer as part of its proposal, are set forth below. As indicated in **Section 2.3**, **Contractor** means the successful Proposer.

**5.2 Minimum Requirements**

Each Proposal must include information that clearly indicates that Proposer meets each of the following minimum qualification requirements:

* + 1. Contractor shall provide evidence that they are a Contractor who is normally engaged in the business of professional‐type A/V Systems Design and Installation. The Contractor shall show proof that they have been in similar A/V Systems business for a period of not less than three years and have completed projects of a similar size, scope and type within the preceding twelve months in an ***academic*** environment. CCTV or home theater integration experience alone is not acceptable. UTHealth reserves the right to reject any proposal submitted by firms not meeting the criteria herein mentioned.
    2. Contractor shall be an authorized dealer for the major lines of equipment to be furnished. Evidence of direct Vendor relationships, such as copies of valid contracts and/or letters from the various manufacturers clearly stating the Contractor’s relationship must be submitted with the RFP. In addition, the Contractor must be a certified Crestron Elite Dealer and Cisco Gold Partner. Evidence of these certifications must be submitted with the RFP.
    3. Contractor must provide evidence of experience in designing, installing and supporting Cisco Telepresence technology along with general support experience in organizations utilizing codec type technology.
    4. Contractor must provide a certified PMP project manager assigned to manage this project. The project manager resume and evidence of PMP certification must be submitted with the RFP. Except in situations out of the control of the Contractor, the project manager being proposed must be the project manager actually assigned to the project through completion upon award.
    5. The Contractor shall have all personnel representing the Contractor to be paid full‐time employees of responding Contractor, no third party or contract laborers will be accepted. An exception will be made for personnel supporting remote sites outside the Houston area.
    6. Medical Center Campus - The Contractor shall have the capability of providing 2 hour on-site response to reported problems, and have the capability to provide 24 hour resolution to reported problems using an onsite inventory of parts that UTHealth will maintain.
    7. Remote Campuses – The Contractor shall have the capability of coordinating 2 hour response time to reported problems with 48 hour resolution to reported problems using Contractor provided replacement parts.
    8. The Contractor shall have a toll‐free 24/7 service phone support for non-emergency support calls. Contractor shall provide same‐day call back support with direct access to a live support technician during all normal, non-holiday, business hours, 7:00am to 5:00pm.
    9. The Contractor shall have a toll-free 24/7 service phone support for emergency support calls. Through this service, the Contractor shall provide the capability to have an on-site technician present within 2 hours if requested.
    10. The Contractor shall have a certified Crestron programmer or equal that is employed fulltime by the winning Contractor that can be available to work on‐site at Houston area locations as requested, without additional travel costs, with UTHealth faculty/staff to develop and deploy custom programming as required.
    11. The Contractor shall maintain an adequate supply of repair parts for the commodities sold for the remote sites. If failure of equipment materially affects the regular operation of the customer, the Contractor shall be required to provide loaner equipment of equal operation until affected equipment is repaired or replaced. Pickup and delivery service shall be at the expense of the contractor.

**5.3 Additional Questions Specific to this RFP**

Proposer must submit the following information as part of Proposer’s proposal:

* + 1. If Proposer takes exception to any terms or conditions set forth in **APPENDIX TWO**), Proposer must submit a list of the exceptions.

5.3.2 By signing the Execution of Offer (ref. **Section 2** of **APPENDIX ONE**), Proposer agrees to comply with Certificate of Interested Parties laws (ref. [§2252.908, *Government Code*](http://www.statutes.legis.state.tx.us/Docs/GV/htm/GV.2252.htm#2252.908)) and [1 TAC §§46.1 through 46.5](https://www.ethics.state.tx.us/rules/adopted_Nov_2015.html#Ch46.1)) as implemented by the Texas Ethics Commission (**TEC**), including, among other things, providing TEC and University with information required on the form promulgated by TEC and set forth in **APPENDIX EIGHT**.*Proposer may learn more about these disclosure requirements, including the use of the TEC electronic filing system, by reviewing the information on the TEC website at* <https://www.ethics.state.tx.us/whatsnew/FAQ_Form1295.html>. **The Certificate of Interested Parties must only be submitted by Contractor upon delivery to University of a signed Agreement.**

5.3.3 In its proposal, Proposer must indicate whether it will consent to include in the Agreement the “Access by Individuals with Disabilities” language that is set forth in **APPENDIX FIVE, Access by Individuals with Disabilities**. If Proposer objects to the inclusion of the “Access by Individuals with Disabilities” language in the Agreement, Proposer must, as part of its proposal, specifically identify and describe in detail all of the reasons for Proposer’s objection. NOTE: A GENERAL OBJECTION IS NOT AN ACCEPTABLE RESPONSE TO THIS QUESTION.

5.3.4 In its proposal, Proposer must respond to each item listed in **APPENDIX SIX, Electronic and Information Resources (EIR) Environment Specifications**. **APPENDIX SIX** will establish specifications, representations, warranties and agreements related to the EIR that Proposer is offering to provide to University. Responses to **APPENDIX SIX** will be incorporated into the Agreement and will be binding on Contractor.

5.3.5 In accordance with [§361.965(d), *Health and Safety Code*](http://www.statutes.legis.state.tx.us/Docs/HS/htm/HS.361.htm#361.965), Proposer must demonstrate whether it has a program to recycle the computer equipment of other manufacturers, including collection events and manufacturer initiatives to accept computer equipment labeled with another manufacturer's brand.

5.3.6In its proposal, Proposer must respond to each item listed in **APPENDIX SEVEN, Security Characteristics and Functionality of Contractor’s Information Resources**. **APPENDIX SEVEN** will establish specifications, representations, warranties and agreements related to the EIR that Proposer is offering to provide to University. Responses to **APPENDIX SEVEN** will be incorporated into the Agreement and will be binding on Contractor.

**General Business**

5.3.7 Describe the ownership structure of the Contractor.

5.3.8 Does the Contractor company represent product lines other than A/V?

5.3.9 Please provide the three (3) year average gross income of the local Contractor Office.

5.3.10 Please provide the three (3) year average % of total income from Contractor as a percentage of total business of the Local Contractor Office.

5.3.11 Please provide the Local Contractor’s Dunn and Bradstreet rating and number.

5.3.12 Has the company bought out or merged with some other business in the last five (5) years, if so who?

5.3.13 Has the company been bought by or merged with some other businesses in the last five (5) years, if so who?

5.3.14 Please provide a copy of Parent company annual report.

5.3.15 Please provide bonding company name and phone number.

5.3.16 Please provide verifiable documentation of total bonding capacity, current bonded amount, and bond rates.

5.3.17 Please provide a list of all outstanding bond claims.

5.3.18 Please provide a list of bond claims in the last five (5) years

5.3.19 Provide a list of standing service contracts currently in place for local customers for full service. Indicate if they may be contacted.

**Operation Expertise, Performance Record, References, and Experiences**

5.3.20 Provide documentation that you have been in A/V system business for not less than three years.

5.3.21 Provide examples of completed projects of similar size, scope and type within the preceding twelve months in an academic environment.

**Account Management**

5.3.22 Provide a project-staffing plan including a brief summary for all proposed “key” staff members who will be assigned to this account and defining their role.

5.3.23 Provide the name, title and brief summary of the individual who will assume overall responsibility for management of this contract. The project manager resume and evidence of PMP certification must be submitted with the RFP.

5.3.24 Please describe the helpline/technical support capabilities your company is willing to provide as part of your offering?

5.3.25 Explain how your company proposes to resolve any complaints, issues or challenges. Please detail your company's problem resolution process for customer complaints and concerns.

5.3.26 How would you describe your company's "service and support philosophy?" Please provide examples of how service and warranty issues would be handled by your company.

**Contract Implementation**

5.3.27 Can your company provide product and service to all UTHealth locations described in this document? If not, please state your specific geographic limitations and include a detailed listing of your city or regional coverage for a better understanding of your market areas.

5.3.28 Does your company have a dedicated implementation team?

5.3.29 Does your company have a proven project implementation plan for on-boarding a new contractual relationship/project of this size and scope (i.e., complex organization with multiple locations)?

5.3.30 Define the greatest implementation risks and your company's mitigation strategy.

**Equipment**

5.3.31 How many major manufacturers for A/V Equipment does your company represent? Please provide a full list of manufacturers represented by product category.

5.3.32 Provide evidence of direct Vendor relationships, such as copies of valid contracts and/or letters from the various manufacturers clearly stating your relationship.

5.3.33 Provide evidence of experience in designing, installing and supporting Cisco Telepresence technology along with general support experience in organizations utilizing codec type technology.

5.3.34 Please describe your company's capabilities related to installation, integration, and design services?

5.3.35 Describe your company’s normal approach to design work, order processing, delivery and assembly, delivery and installation, integration and programming and all other aspects of your processes to ensure “turn- key” and operating/functional systems are provided to the customer?

5.3.36 Does your company keep equipment in inventory as replacements and/or loaners? If no, what is your company's process for addressing immediate delivery and/or repair issues that may occur?

**Price Structure**

5.3.37 Please identify any challenges and/or difficulties you anticipate in providing services to UTHealth and how you plan to manage them; what assistance will you require from UTHealth?

5.3.38 Briefly describe your company's advantage in the marketplace.

5.3.39 Describe how your company would proactively approach generating additional cost savings for UTHealth.

5.3.40 Please state how your company will proactively benchmark the marketplace and pass along any decreases or manufacture rebates in price.

5.3.41 Please describe strategies/systems your company employs to mitigate potential increases in annual operating costs.

5.3.42 Please describe how your organization compares current practices against industry-wide best practices for an academic university or healthcare institution.

5.3.43 Please state how your company will maintain its competitive "best value" price and non-price offering long-term.

5.3.44 Please indicate any additional "value added" services or programs not otherwise asked or disclosed herein that should be considered during the evaluation process.

5.3.45 Please provide any suggested improvements or alternative structure for doing business with your company that will make the business relationship more cost effective for your company and UTHealth.

5.3.46 Please describe how you determine product markup over cost. What is your standard markup over cost on items over $100?

**5.4 Scope of Work**

5.4.1 General Information

Vendor agrees to design, provide, and install complete working solutions to include; audio equipment, video equipment, cabling, connectors and adaptors, system controls, programming, and installation (including all engineering, shop drawings, materials, back boxes, stub‐ups and start‐up assistance and the warranty on all equipment), as described in the ***Technical Specifications Section***.

Vendor also agrees to provide pricing proposals and design of systems within ten (10) working days after receiving the vendors required documents for each project, and Vendor agrees to begin the project within eight (8) working days after receipt of a contract or purchase order.

Vendor shall provide a line item price for every component needed to provide a complete and operational system. Line item prices shall include all materials, installation, labor, warranty, and connections for each component. Vendor shall also provide conceptual/preliminary design drawings of the recommended solutions for each room. Room Details and pictures of the various room types are included in this document.

The Vendor must submit a completed bid in the format provided (Excel format see attachment). In the Excel Spreadsheet, minimum equipment components are listed. The sum of costs of individual minimum components shall be reported below, and the selection committee will use these costs for consistent price comparisons between proposals.

Vendor shall also list additional components and associated costs that Vendor recommends for a complete, quality A/V solution in the blank spaces provided on the form. The selection committee may use this information to assign points for quality, and a contract or purchase order to the selected Vendor may incorporate these items and costs. In addition, if Vendor recommends equipment that differs from the minimum equipment components listed, Vendor shall provide a description of Vendor’s recommended changes with pricing separately, but Vendor shall still provide pricing of the specific minimum equipment listed on the spreadsheet for consistent price comparisons between proposals.

The total price for the components for each room shall be detailed in the provided Excel worksheet. Vendor shall also provide the projected project duration from mobilization to start‐up of the complete A/V solutions for each room.

5.4.2 Intent of Specifications

It is the intent of these specifications to describe and provide for a complete A/V system of high professional quality and reliability. Consequently, rigid performance standards by the Contractor and the equipment will be required. These specifications describe the minimum device performance and connectivity requirements of the Owner.

Where the phrase "or approved equal" appears, the item specified shall set a standard of quality and performance, based on the specifications published by the Manufacturer and on the actual performance as known by A/V Engineers and Consultants. Approval of substitutions to the standard of quality shall be at the sole discretion of the UTHealth.

Note: For some equipment items and installation procedures deemed critical to the overall system performance and to satisfy specialized interface requirements – No Substitutions will be allowed. The Owner is fully prepared to justify these “No Substitutions” restrictions.

Delivery arrangements for the completed Systems and Sub‐systems must be carefully coordinated with the General Contractor.

5.4.3 Scope of Work

5.4.3.1 The Contractor shall work with UTHealth to ensure that the aesthetics of each room to be integrated shall have the least amount of physical changes or alterations done to the facility as a result of the proposed A/V system installation.

5.4.3.2 The Contractor shall consult with an authorized representative of UTHealth before any alterations are done to any wall, ceiling, etc.

5.4.3.3 The Contractor shall make an onsite coordinator available while the Contractor is on site performing installations for project status meetings, briefings, project coordination, planning meetings etc. This individual shall be available anytime during business hours at UTHealth’s request.

5.4.3.4 The Contractor shall submit drawings to UTHealth for approval prior to all projects.

5.4.3.5 The Contractor shall verify dimensions and conditions at the job site prior to installation, and shall perform installation in accordance with these specifications, manufacturers’ recommendations and all applicable code requirements.

5.4.3.6 The Contractor shall solely perform all hardware installation (with the exception of the electrical contractor and general contractor work such as carpentry, ceiling tile, wall modifications, etc.), and perform all assembly of equipment, wiring, interconnection and soldering of wires to jacks, devices, terminals or equipment, using only technically trained employees who are experienced in the installation of A/V System equipment and its interconnection. No contract labor, temporary employees, and/or third party (sub) contractors shall be allowed.

5.4.3.7 The Contractor shall provide all required brackets, mounting equipment locking mechanisms and cables for the integration of the equipment specified within this RFP.

5.4.3.8 The Contractor shall also provide information regarding manufacturer parts and labor warranties, service warranties, as well as part replacements for the equipment specified within this RFP.

5.4.3.9 It is the intent of UTHealth to work directly with the Contractor for any custom software.

5.4.3.10 Programming required for this project. ***The Contractor shall be equal to a certified Crestron Elite Partner/reseller and shall provide a Crestron certified programmer or equal who is a full‐time employee of the Contractor.***

5.4.3.11 The Contractor shall solely perform all custom programming.

5.4.3.12 The Contractor shall furnish, deliver, erect, secure, clean up debris, and connect completely all materials and appliances described herein and on the documents, and also all other incidental materials and appliances, tools, transportation, etc., required to make the work complete, in accordance with the true intent of the plans and these specifications, and as required to leave the multimedia system in first class operating condition.

5.4.3.13 A purchase order and a contract amendment may be used by UTHealth Facilities Management for procurement of equipment during the construction of new facilities. The University may assign the procurement of A/V Systems to contractors working on these University projects, and the successful Vendor shall extend the same pricing to those authorized contractors of the University as if directly purchased by the University under the same terms and conditions of this agreement. The University reserves the right to place orders against this contract in either large or small lots, whichever is in the best interest of the University.

5.4.4 Equipment Specifications and System

5.4.4.1 **Small Class Room (7 Total)**

* 1616 Guadalupe, Austin, TX 78701- Room Wells Fargo 1050A (1)
* 7703 Floyd Curl Drive, San Antonio, TX 78229 - Room OTC1126 (1)
* 6011 Harry Hines Blvd., Dallas, TX 75390 - Room V7.118 (1)
* 1101 N. Campbell, El Paso, TX 79901 – Room TBD (1)
* One West University Blvd., Brownsville, TX 78250 – Room N2.211 (1)
* 1200 Pressler, Houston, TX 77030 – Room E601 (2)

These rooms are intended for small class room configurations. The intent is that these Cisco Telepresence mobile carts can be easily moved if needed. Each mobile cart should be configured with the wheel base kit. Each Mobile Cart should be delivered, configured and tested at the requested building and room.

***The quantity below represents a total for all rooms at all sites.***

|  |  |  |
| --- | --- | --- |
| *7* | **CTS-MX300-K9**  *Cisco* | Cisco TelePresence Mobile Cart MX300 G2 |
| *7* | ***CTS-MX300-WBK***   *Cisco* | Cisco TelePresence Mobile Cart MX300 G2 Wheel Base Kit |

|  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| Room | Address | Picture | Size | Doors | Ceiling | Ceiling Height | Windows | Flooring | Room Color |
| Wells Fargo - 1050A | 1616 Guadalupe, Austin, TX 78701 |  | 16’x15’ | 1 | Drop Ceiling  Tile | 8 | No | Carpet Tiles | White |
| OTC1126 | 7703 Floyd Curl Drive, San Antonio TX, 78229 |  | 19’x25’ | 1 | Drop Ceiling  Tile | 8 | Yes | Carpet Tiles | Cream |
| V7.118 | 6011 Harry Hines Blvd., Dallas, TX 75390 |  | N/A | 1 | Drop Ceiling  Tile | 8 | No | Carpet Tiles | White |
| N2.211 | One West University Blvd., Brownsville, TX 78250 | N/A | 14x21 | 1 | Drop Ceiling  Tile | 8 | Yes | Carpet Tiles | Light Gray |
| E601 | 1200 Pressler, Houston, TX 77030 | This room and address is for the purpuse of delivery only | N/A | N/A | N/A | N/A | N/A | N/A | N/A |
| TBD | 1101 N. Campbell, El Paso, TX 79902 | Exact Room has not yet been Determined | N/A | N/A | N/A | N/A | N/A | N/A | N/A |

5.4.4.2 **Small Conference Room (1 Total)**

* 7000 Fannin St. Houston, TX 77030 – UCT 2626

This room is intended for small meetings and conference collaborations using a single 75” - flat panel display. The system will take advantage of a wall mounted Cisco SX20 Video Conferencing codec and wireless presentation system for content sharing. All peripheral components shall be installed behind the pullout display to keep the system self-contained without the need for external equipment racks. An HDMI auto switcher will accept connections from the wireless Crestron and Apple presentation devices and a single gang wall plate with HDMI located below the display. The HDMI switcher will connect to the content input of the codec. A codec microphone will be extended to the table.

***The quantity below is for a single room.***

|  |  |  |
| --- | --- | --- |
| *1* | ***UN75MU6300AFXZA*  *Samsung*** | *75" 1080p LCD UHDTV, 4 HDMI, 3 USB, RS-232* |
| *1* | ***XTM1U***  ***Chief*** | *Chief XTM1U Fusion Series Tilting Landscape Wall Mount* |
| *1* | ***HD-MD4X1-4K-E***  ***Crestron*** | *4x1 4K HDMI® Auto Switcher* |
| *1* | ***CTS-SX20-PHD4X-K9***  ***Cisco*** | *SX20 Quick Set HD, NPP, 4x PHDCam, 1 mic, remote control* |
| *1* | ***CTS-MIC-TABL60***  ***Cisco*** | *Cisco TelePresence Table Microphone 60* |
| *3* | ***CBL-HD-3***  ***Crestron*** | *Crestron Certified HDMI Interface Cable, 3'* |
| *2* | ***CBL-HD-12***  ***Crestron*** | *Crestron® Certified HDMI® Interface Cable,12'* |
| *1* | ***AM-101***  ***Crestron*** | *AirMediaTM Wireless Presentation Gateway* |
| *1* | ***Apple*** | *Apple TV Wireless Presentation Gateway* |
| *1* | ***AV-PCD-1500-P-W***  ***Liberty*** | *HDMI Wall Plate* |
| *2* | ***26-663-12***  ***Extron*** | *HDMI Ultra/12* |

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Room Specifications:

Room Dimension 16’ x 16’

Ceiling Access – Yes, via 2’ x 2’ dropped ceiling tiles

Doors – 1

Windows – None

Flooring – Wood Floors

Room Color – Eggshell White

Indirect Lighting – None

5.4.4.3 **School of Public Health Medium Classroom (3 Total)**

* 1200 Pressler St. Houston, TX 77030 – RAS E705, RAS E505, RAS E305

These rooms are a medium sized classroom consisting of 20 – 40+ participants. These three rooms are exactly the same configuration. The classroom infrastructure will be upgraded to digital HDMI while maintaining VGA connectivity for legacy devices. This room currently has one (1) projector, one (1) 46” flat panel for far end viewing and one (1) confidence monitor at the back of the room. The proposed system shall consist of two (2) 5000 lumens WUXGA 1-Chip DLP projectors with laser light source and life span of 20,000 hours without lamp replacement. The projectors will allow for virtual “instant power on” unlike legacy projector lamps. The projectors will display computer and video conferencing content onto two (2) 19:9 electric screens with a diagonal image size of 110”. The audio / video equipment will be located at the desk or podium using a vendor supplied rack. The current analog switcher and legacy codec will be upgraded to a 4K compliant presentation switcher with integral control processor and the Cisco SX80 video conference codec. The Speaker Track (dual) camera system will be utilized automate the classroom camera view(s) and a single P60 camera will be used along with the presenter track software feature of the SX80 to follow the presenter within a predefined space. The 4K presentation switcher will provide connectivity for the dedicated PC, laptop connection(s), wireless presentation system with four (4) VGA and (4) HDMI inputs available. The presentation switcher will connect to the content input on the codec. The codecs three (3) outputs will send video to the dual displays at the front of the room and one (1) confidence monitor display. The confidence monitor will be relocated from the back of the room to an articulation arm closer to the front of the instruction desk / podium.

***The quantity below is for a single room.***

|  |  |  |
| --- | --- | --- |
| 2 | ***PT-RZ570WU***  ***White***  ***Panasonic Projector*** | 5,000lm / WUXGA /1-Chip DLPTM Laser Phosphor Projector - 20,000 Light Hours With Instant Power-On |
| 2 | ***KITPS006W***  ***Chief*** | Ceiling Projection Mounting Kit - RPAUW, CMS440, CMS006W |
| 2 | ***CMA473***  ***Chief*** | Extra Large Plenum Rated Above-Tile Storage Accessory |
| 3 | DM-RMC-4K-SCALER-CCrestron | DigitalMedia 8G+TM Receiver & Room Controller w/Scaler **(From SX80 Outputs w/ LAN Port for Control)** |
| 3 | ***CBL-HD-6***  ***Crestron*** | Crestron® Certified HDMI® Interface Cable, 6' |
| 1 | ***UN50MU6300FXZA***  ***Samsung*** | *50" 1080p LCD UHDTV, 4 HDMI, 3 USB, RS-232* |
| 1 | [***TS525T***](http://www.chiefmfg.com/Series/TS525T)  ***Chief*** | Large THINSTALL Dual Swing Arm Wall Display Mount - 25" Extension **(Articulating Arm For Confidence Monitor)** |
| 2 | ***34577***  ***Da-Lite*** | Electric Recessed Projection Screen 54" x 96" 16:9 110" Diagonal |
|  |  |  |
|  |  |  |
| **Routing & Switching Systems** | | |
| 1 | ***DMPS3-4K-150-C***  ***Crestron*** | 3-Series® 4K DigitalMediaTM Presentation System With Built-in Control Processor |
| 3 | DM-TX-4K-302-C ***Crestron*** | DigitalMedia 8G+TM Transmitter w/ HDMI / VGA **(To Displays w/ LAN Port for Control)** |
| 1 | ***SF302-08P***  ***Cisco*** | 8-Port 10/100 PoE Managed Switch with Gigabit Uplinks |
|  |  |  |
|  |  |  |
| **Sources** |  |  |
| 1 | ***CTS-SX80-IPST60-K9***  ***Cisco*** | Cisco SX80 Codec, Speaker Track 60, Touch 10 |
| 1 | ***CTS-CAM-P60***  ***Cisco*** | Cisco TelePresence Precision 60 Camera Spare |
| 1 | ***RC5-CST***  ***SCT*** | Camera Extension Kit for Speaker Track |
| 1 | ***RC5-P60-KS***  ***SCT*** | Rack Shelf For Camera Extension |
| 1 | ***RC5-P60***  ***SCT*** | Camera Extension Kit for P60 Camera |
| 3 | ***CBL-HD-3***  ***Crestron*** | Crestron Certified HDMI Interface Cable, 3' |
| 3 | ***CBL-HD-6***  ***Crestron*** | Crestron® Certified HDMI® Interface Cable, 6' |
| 1 | ***AM-101***  ***Crestron*** | AirMediaTM Wireless Presentation Gateway |
| 1 | ***Apple*** | Apple TV Wireless Presentation Gateway |
| 2 | ***CBL-HD-3***  ***Crestron*** | Crestron Certified HDMI Interface Cable, 3' |
|  |  |  |
|  |  |  |
| **Audio Systems** | |  |
|  |  | Existing / Owner Furnished Existing / Owner Furnished |
|  |  |  |
| **Remote Control Systems** | |  |
| 1 | ***TSW-1050***  ***Crestron*** | 10.1" Touch Screen, Black Smooth |
| 1 | ***TSW-1050-TTK***  ***Crestron*** | Tabletop Kit for TSW-1050 & TSW-1052, Black Smooth |
|  |  |  |
|  |  |  |
| **Equipment Racks & Furniture** | | |
| 1 | Vendor Choice appropriate for room | Rack |



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Room Specifications:

Room Dimension 35’ x 28’

Ceiling Access – Yes, via 2’ x 2’ dropped ceiling tiles

Doors – 2

Windows – None

Flooring – Carpet Tiles

Room Color – Eggshell White

Indirect Lighting – None

Ceiling Height – 8’

5.4.4.4 **Presidents Conference Room (1 Total)**

* 7000 Fannin St. Houston, TX 77030 – UCT 1712

This room is intended for small to medium meetings and conference collaborations on the floor that supports our senior executive management team, commonly referred to as the president’s conference room. The system will take advantage of the existing monitor and will incorporate a Cisco SX20 Video Conferencing codec and wireless presentation system for content sharing. An AV rack may include a UTHealth provided PC, Cisco SX20 Video Conference Codec, Digital Sound Processor / Amplifier, Control system processor and HDMI Digital Switcher. One 1080p HD PTZ camera will be installed below the 90 inch monitor, 6 speakers, 6 microphones in the ceiling and a customized touch panel. The UTHealth PC located in AV Rack will have extended USB connections to the provided table cubbies. The table cubbies will provide direct HDMI connection, power and network for laptop users. 2 USB Barco Click Share dongles will be configured and available for users who prefer to present wirelessly from their mobile devices.

***The quantity below is for a single room.***

|  |  |  |  |
| --- | --- | --- | --- |
|  | ***Use Existing UT Health provided Monitor*** | Monitor and Monitor Brackets | |
| 1 | ***DL-AR2***  ***Liberty A/V Solutions*** | AV Solutions DL-AR2 Universal HDMI Adapter Ring with 4 Adapters | |
| 1 | ***535-2000-240***  ***Vaddio*** | [Thin Profile Wall Mount for RoboSHOT™ PTZ Cameras](http://www.vaddio.com/product/thin-profile-mount-roboshot) | |
| 1 | ***R9861500P01***  ***Barco*** | Barco ClickShare Tray - Button switch holder - with 2 ClickShare Buttons | |
| 2 | ***17654***  ***FSR*** | FSR T3-DV2S-BLK Round Table Box w/ 1 Power, 1 HDMI, and 2 Keystone Blanks | |
|  |  |  | |
| **Sources** |  |  | |
| 1 | ***CTS-SX20N-P40-K9***  ***Cisco*** | Cisco TelePresence SX20 Quick Set with Precision 40 Camera | |
| 1 | ***999-9920-000***  ***Vaddio*** | RoboSHOT 12 USB camera | |
| 1 | ***R9861520NA***  ***Barco*** | Barco CSE-200 Wireless Presentation System | |
| **Audio Systems** | |  | |
| 6 | ***Control 26CT***  JBL | 6.5" Ceiling Loudspeaker Transducer Assembly | |
| 6 | ***CM-01CM-01***  ***CTG*** | Ceiling Microphoneceiling microphone | |
| 1 | ***S2M-C***  ***EDCOR*** | Stereo unbalanced line level to mono balanced or unbalanced line level signal with 3.5mm (1/8") jacks and terminal. | |
| 1 | ***S2M-E***  ***EDCOR*** | Stereo unbalanced line level to mono balanced or unbalanced line level with terminals. | |
| 1 | **biamp** | TesiraFORTE Vi digital audio server | |
| **Remote Control Systems** | |  | |
| 1 | ***TST602BS***  ***Crestron*** | 5.7" Wireless Touch Screen, Black Smooth | |
| 2 | ***HD-TX3-C-B***  ***Crestron*** | HDMI® over Fiber Transmitter | |
| 1 | ***CEN-HPRFGW***  ***Crestron*** | Extended Range RF Wireless Gateway | |
| 2 | ***USB-EXT***  ***Crestron*** | USB over Twisted Pair Extender | |
| 1 | ***DMPS3-4K-200-C***  ***Crestron*** | 3-Series® 4K DigitalMedia™ Presentation System 200 | |
| 1 | ***DM-RMC-4K-100-C***  ***Crestron*** | 4K DigitalMedia 8G+® Receiver & Room Controller 100 | |
| **Equipment Racks & Furniture** | | | |
|  | ***Use Existing UT Health provided Rack*** | | Rack |



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Room Specifications:

Room Dimension 25 x 16’

Ceiling Access – Yes, via 2’ x 2’ dropped ceiling tiles

Doors – 1

Windows – None

Flooring – Carpet

Room Color – Eggshell White

Indirect Lighting – None

Ceiling Height – 8’

5.4.4.5 **McGovern Medical School - Medium Classroom (4)**

* 6431 Fannin St., Houston, TX 77030

These are medium sized classrooms used for classes, training, presentations, lecture capture, video conferencing and general meetings. The rooms will use its current OPE Epson projectors currently installed. A single large 16:10 projector screen centered in the front of the room will replace the existing unit. A confidence / remote view monitor will be installed so that it can easily be seen from the podium and student seating. These rooms must accommodate an OPE PC and Laptop connections at the podium or teaching station. These rooms will be configured with an integrated Crestron control system, lavalier and student ceiling microphones and 2 HD cameras; one in the front and one in the back of the classrooms. All microphone audio and camera video will be integrated into OPE PC via USB for desktop web-based video conferencing and lecture capture software.

***The quantity below is for a single room.***

|  |  |  |  |
| --- | --- | --- | --- |
| **1** | ***000999-8230-000***  ***Vaddio*** | AV Bridge MATRIX PRO | |
| **1** | ***TSW750TTKB***  ***Crestron*** | Tabletop Kit for TSW-750 & TSW-752 | |
| **2** | ***535200243***  ***Vaddio*** | [Camera](http://www.vaddio.com/product/thin-profile-mount-roboshot) Mount | |
| **1** | ***UN50MU6300FXZA***  ***Samsung*** | *50" 1080p LCD UHDTV, 4 HDMI, 3 USB, RS-232* | |
| **1** | ***34577***  ***Da-Lite*** | Motorized Front Projection Screen (69x110") | |
|  | ***Use Existing UT Health provided Projector*** | Epson Projector and Brackets | |
| **Sources** |  |  | |
| **1** | ***999-8215-000***  ***Vaddio*** | A/V Conference Bridge with HD media streaming | |
| **2** | ***SRG300SE***  ***Sony*** | 1080P PTZ HD Camera | |
| **1** | ***QLXD4***  ***Shure*** | Digital Wireless Receiver | |
| ***Audio Systems*** | |  | |
| **1** | ***CSA1120Z JBL*** | JBL CSA1120Z DriveCore 120W 70V 1U Half-Rack Commercial Amplifier with Mounting Kit | |
| **2** | ***910001013***  ***ClearOne*** | Ceiling Microphone Array 1 Biamp ceiling microphone | |
| **1** | ***biamp*** | TesiraFORTE Vi digital audio server | |
| ***Remote Control Systems*** | |  | |
| **1** | ***TSW750BS Crestron*** | 7" Wireless Touch Screen, Black Smooth | |
| **1** | ***DMPS3-300-C-AEC***  ***Crestron*** | 3-Series® DigitalMedia™ Presentation System 300 w/Audio Conferencing Interface Gateway | |
| **1** | ***DM-RMC-SCALER***  ***Crestron*** | DigitalMedia 8G+® Receiver & Room Controller w/Scaler | |
| **Equipment Racks & Furniture** | | | |
| **1** | ***Use Existing UT Health provided Rack*** | | Rack |

|  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| Room | Address | Picture | Size | Doors | Ceiling | Ceiling Height | Windows | Flooring | Room Color |
| MSB B 100 | 6431 Fannin St., Houston, TX 77030 |  | 47’x29’ | 2 | 2x2 Drop  Ceiling  Tiles | 9’-  11’  Sloping  Front to  Back | No | Carpet | Cream |
| MSB B 605 | 6431 Fannin St., Houston, TX 77030 |  | 47’x29’ | 2 | 2x2 Drop  Ceiling  Tiles | 9’-  11’  Sloping  Front to  Back | No | Carpet | Cream |
| MSB B 620 | 6431 Fannin St., Houston, TX 77030 |  | 34’x22’ | 1 | 2x2 Drop  Ceiling  Tiles | 10’ | No | Carpet | Cream |
| MSB B 625 | 6431 Fannin St., Houston, TX 77030 |  | 34’x22’ | 1 | 2x2 Drop  Ceiling  Tiles | 10’ | No | Carpet | Cream |

5.4.5 Cooperation and Coordination

The Contractor shall cooperate and coordinate as required with UTHealth, and other contractors and consultants on the project. The Contractor shall provide, in a timely manner, any and all information as required or requested in order for this work to be completed to the satisfaction of the Owner and in the best interests of the project. Requested assistance or information shall be transmitted in writing to the requesting party in all cases.

5.4.6 Drawings and Submittals

The Contractor shall provide UTHealth with pre‐install submittal system Line Drawings for approval in both printed documents and in a standard editable digital format, preferably Microsoft Visio or AutoCAD before integration into the classrooms, meeting rooms and auditoriums. These drawings should include:

5.4.6.1 Point‐to‐point wiring diagrams and typed wire lists showing connections between components identified by cable type, color, and number as well as terminal numbers and locations.

5.4.6.2 Layouts indicating the proposed arrangement of mounted/installed equipment. The winning Contractor shall supply an equipment layout for all equipment.

5.4.6.3 Temperature requirements for the proposed multimedia equipment to be mounted between the wall and monitor, within any podiums or cabinets, and equipment racks as required.

5.4.6.4 Electrical requirements of the proposed equipment including junction boxes and locations of conduit penetrations (if any).

5.4.6.5 Construction details of all custom fabricated items and approved equipment modifications. Include complete parts lists, schematic diagrams, and all dimensions required for proper assembly.

5.4.6.6 Upon completion of the project, the Contractor should provide as‐built system line drawings detailing the location, numbering, and labeling of the system components and wiring.

In addition to the above and upon completion of the work, but prior to final system acceptance by

the Owner, the A/V Contractor shall deliver to the Owner three (3) sets of the following:

5.4.6.7 Complete and correct system schematics for all parts of the system which shall include wire numbers, terminal block numbers and layouts and other designations and codes;

5.4.6.8 Any other record drawings showing part of the system, construction details, and so forth;

5.4.6.9 Repair parts lists for each and every equipment item furnished by room.

5.4.6.10 Manufacturer's operating instructions for each and every equipment item furnished.

5.4.6.11 A copy of all this material as well as any system source codes on a CD-ROM. In an un-compiled, unencrypted and not password protected format. NOTE: Final Acceptance and Final Payment shall be conditional upon full receipt and approval of all items listed above.

5.4.7 Work by Others

5.4.7.1 The following shall be provided by UTHealth provided contactors:

a. Electrical power sufficient to power the multimedia systems and any other electrical work required to make the system function as stated in the equipment specifications and system functionality requirements.

b. Conduit, junction boxes and raceways.

c. Data Network/phone infrastructure and connections.

d. Construction of non A/V building systems (e.g. drywall, framing, backer boards, etc.)

5.4.7.2 Any extension, modification or additional installation work not shown in these documents, which

may be required to accomplish the intent of these specifications in regards to the multimedia

systems equipment, shall be the responsibility of the Contractor.

5.4.8 Engineering Considerations

5.4.8.1 Use fully modular components to facilitate expansion, service, and to minimize setup and

maintenance time.

5.4.8.2 All accessible equipment controls must be secured and labeled as to function. Nominal control

positions shall be marked.

5.4.8.3 Where directed by the Owner, the Contractor shall design, engineer, construct and fabricate

all equipment, systems, and subsystems to meet requirements as set‐forth in the Americans with

Disabilities Act as long as such requirements fall within the scope of these specifications and other

contract documents.

5.4.9 Products

5.4.9.1 General:

a. Acceptable equipment types and items for this project area included herein. In the event of a discrepancy between the Specifications and the Drawings or Site Conditions, the greater quantity or better quality shall be furnished in every case, except where exempted in writing.

b. During the installation, the Contractor shall make provisions so that any additional equipment added at a later date, which may utilize available inputs and/or outputs into the system, can be added without rewiring or additional construction.

c. Items listed herein shall set the standard of quality and performance.

5.4.9.2 Wire and Cable:

a. All audio/video/control cabling shall be neatly and systematically dressed out.

b. Main wire chases within any podium, credenza, rack or other type of furniture shall be concealed in Panduit provided and installed by the Contractor.

c. All cabling shall be professionally bundled and permanently fastened as required.

d. Prefabricated cables with excessive lengths shall not be accepted.

e. All cabling shall be free and clear of any moving furniture or furniture parts.

f. Power management shall be neatly organized and permanently mounted. Power cables should be molded with lengths that do not exceed requirements. In cases were excessive AC power cable lengths are required, they shall be concealed within Panduit separate from other wiring. Loose AC power strips shall not be acceptable.

g. Any type of double sided‐tape, pressure sensitive tape, pressure sensitive adhesives, etc. shall not be acceptable methods of mounting and/or securing any equipment or cabling.

h. All wire and cables shall be new and unused unless noted herein.

i. Wire and cable shall meet all applicable fire and construction codes.

j. All cabling shall be numbered and labeled.

k. The Contractor shall use wiring Schedules and Types noted on the As‐Built

drawings set to be turned over to the Owner on final acceptance of the system.

l. All wire and/or cable run through the walls and ceilings, not in conduit, shall be fire Rated

(Plenum), Teflon jacketed wire.

m. Control cables, camera cables, and other such wire and cable shall be according to the

directions of the individual manufacturers of the items which are served by that wire and cable.

5.4.9.3 Jacks, Plugs, and Connectors:

Unless otherwise specified, all plugs and jacks for all multimedia systems shall be as follows:

1. All jacks shall be installed anodized aluminum plates and permanently engraved as to show function. Labels printed on adhesive tape shall not be accepted.
2. In instances where three-pin XLR microphone and balanced audio plugs and jacks are required, Switchcraft or Neutrik connectors shall be used.
3. All unbalanced audio record (line out) and playback (line in) plugs and jacks shall be Switchcraft or Neutrik connectors.
4. In instances where five-pin multimedia control system plugs and jacks are required, Switchcraft or Neutrik connectors shall be used.
5. RF plugs and jacks to be F or PL‐259 type as appropriate and required.
6. Composite video plugs and jacks shall be BNC type.
7. Remote control connectors to be as required by the manufacturers.

5.4.9.4 Multimedia Control Systems:

1. All control system source code and touch panel programs shall become the property of UTHealth. The Contractor shall provide two copies of all control system programming and touch panel programming on compact disc. The source code shall be un-compiled, unencrypted and not password protected.
2. Copies of all other system software necessary to make the system function properly shall become the property of UTHealth.

5.4.9.5 Installation:

5.4.9.5.1 General

i. In any room being updated, existing equipment, components, cable, materials, parts that are no longer in use, or is intended to be used in the future, shall be de-installed, removed, and located to a location designated by UTHealth.

ii. Provide components, cable, connectors, materials, parts, equipment, and labor necessary for the complete installation of the multimedia systems, in full accordance with the recommendations of the equipment manufacturers, the requirements of the specifications referenced within this RFP, and all applicable codes.

iii. Installation shall follow standard broadcast wiring and installation practice, and shall meet or exceed industry standards for such work and shall meet requirements of NFPA, SMPTE, NAB, UL, EIA, FCC, IEEE, NTSC, AES and any other convention or code authority having jurisdiction. Work below these standards shall be subject to rejection by the Owner and subsequent rework. When a conflict occurs, follow the most stringent requirements.

iv. Equipment shall be held firmly and securely in place with proper types of mounting hardware. All equipment shall be installed so as to provide the maximum degree of safety practical to the operator and all others in the area. For all equipment suspended from any structure, standard industry rigging practices shall be strictly followed.

v. Speaker Polarity - Observe proper circuit polarity and loudspeaker wiring polarity. Properly and clearly label connections and wires as to function and polarity. Red shall indicate positive or “high”, Black shall indicate negative or “low”. No cables shall be wired with a polarity reversal between connectors at either end.

vi. Microphone Polarity - Take special care when wiring microphone cables to insure that constant polarity is maintained.

5.4.9.5.2 Cables and Wiring

i. Route cables and wiring within equipment racks and cabinetry according to function, separating wires of different signal levels (line level, amplifier output, AC, etc.) by as much physical distance as is possible. Only wires with identical signals may be run through the same conduit.

ii. Neatly arrange and bundle all cable loosely with plastic ties.

iii. Cables and wires are to be continuous lengths without splices except for speaker wires at junction boxes.

iv. System wire, except spare wire, after being cut and stripped, shall have the wire strands twisted back to their original lay and shall be terminated by approved soldered or mechanical means.

v. NO UNTERMINATED WIRE ENDS SHALL BE ACCEPTED.

vi. Heat‐shrink type tubing shall be used to insulate and dress the ends of all wire and cable including a separate tube for the ground or drain wire. Electrical tape shall not be used for this purpose.

vii. The shield of audio cables shall be grounded at one end only: At the inputs of the various equipment items in the system.

5.4.9.5.3 Solder Connections

i. Solder connections shall be made with rosin‐core solder only.

ii. Temperature controlled soldering irons with a rating of at least 60 watts shall be used for all soldering work.

iii. No soldering guns of any type or soldering irons, which are not temperature regulated, shall be used. The presence of such tools on the job site shall constitute evidence of solder connections made with unapproved tools and may be sufficient grounds for rejection of all solder connections in the system and subsequent rework of same.

5.4.9.5.4 Mechanical Connections

i. Mechanical connections shall be made using approved crimp lugs of the correct size and type for each connection. Spade or loop lugs shall match stud size. Wire nuts are not permitted.

ii. Each connector shall be attached with the proper size controlled duty‐cycle, ratcheting crimp tool which has been approved by the manufacturer of the crimp connectors.

iii. Conventional, non‐ratcheting type crimping tools shall not be used, and the presence of such a tool on the job site shall constitute evidence of mechanical connections made with unapproved tools and may be sufficient grounds for rejection of all mechanical connections in the system, and subsequent change‐out of the same.

5.4.9.5.5 Labeling

i. Clearly and permanently label ALL jacks, controls, connections, and equipment.

ii. No unlabeled cables will be accepted.

iii. All wire or cabling labeling must be permanent, adhesive paper labels shall not be acceptable.

iv. All wall plates and custom panel plates shall be engraved. No text‐on‐tape labeling shall be acceptable.

5.4.9.5.6 Personnel

i. Unless illness, loss of personnel, or other circumstances beyond the control of the contractor occur, contractor shall keep the same project manager in charge of UTHealth’s projects throughout its execution.

ii. A qualified A/V Systems Project Engineer with experience in installations of similar size and scope of this project, shall exercise engineering supervision over the entire installation and inspect the installation at least twice prior to acceptance testing. These inspection visits shall be coordinated with the Owner so that the Owner’s technical representative can accompany the Engineer on these inspections.

iii. It is the responsibility of the Contractor to cooperate with other trades in order to achieve well‐coordinated progress and satisfactory final results. The Contractor shall watch for conflicts with work of other contractors on the job and execute, without claim for extra payment, moderate moves or changes as are necessary to accommodate other equipment or preserve symmetry and pleasing appearance.

iv. The Contractor shall provide all tools and equipment required for the delivery, setup and installation of the equipment. This would include ladders, carts, dollies, etc. The Contractor may not utilize UTHealth property such as ladders or tools at any time without the written consent of UTHealth.

5.4.9.6 Field Quality Control and Acceptance Testing:

1. The completed systems shall be checked for compliance with the intent of the specifications referenced within this RFP by the Owner's Representative. The final acceptance of the system by the Owner shall be based upon the report following this testing.
2. The Contractor, prior to requesting system check‐out by the Owner's representative, shall insure that the systems are in first‐class working condition and free of short circuits, ground loops, parasitic oscillations, excessive hum, RF interference, or instability of any form.
3. The final testing and equalization work shall be performed by the Contractor after installation has been completed, but prior to ANY use of the systems and in the presence of the Owner's representative. During the testing and equalization work, the Contractor shall have on the job site one (1) competent technician who is familiar with the project and who shall be prepared to stay and assist as long as is required.
4. Upon approval of the Contractor’s test report, and at the time set by the Owner, the Contractor shall demonstrate to the Owner's representative that the final system adjustments and tests meet the performance requirements.
5. The Contractor shall provide all labor, materials, tools and measurement equipment necessary for these tests and adjustments.
6. The Contractor’s representatives performing these tests shall be thoroughly familiar with all details of the systems. The test team is to include the Field Supervisor and Project Engineer in charge during the course of the installation work.
7. The Contractor shall be responsible for all costs incurred to satisfy Owner requirements as stated in either the SOW or the signed contract.
8. Acceptance tests may include surveys and subjective evaluations by observers viewing or listening from various positions under various operating conditions.
9. Measurement of response, distortion, noise or other characteristics may be performed, or a demonstration test requested, by the Owner of any item or group of items deemed necessary to determine conformity with the specifications referenced within this RFP.
10. Provide two (2) bound printed manuals as well as an electronic digital manual which must be in a copy/editable format for potential internal web distribution. The manuals will contain operating instructions for each and every system, equipment item, and function. These manuals shall be custom produced and compiled specifically for this project's systems. ***Standard factory equipment operating instructions only are not acceptable.*** Manuals shall contain service contact information including start and end dates, as‐built schematic wiring diagrams of all systems, internal wiring diagrams of any rack cabinet and control panels, parts lists, trouble‐shooting procedures, preventative maintenance notes, numerical values for all control settings, and copies of the System Performance Tests and Adjustments report. The Contractor shall also provide a copy of all this material on a CD-ROM.

k. Projector and Monitor Performance, Tests, Adjustments:

i. Projector - Confirm that projected picture size corresponds with screen size.

ii. Monitor – Confirm that the appropriate resolution and monitor settings are optimized for the installed room.

iii. Adjust mechanical, static and dynamic controls as specified in technical manuals to achieve maximum image quality.

iv. Check all connections for loose or frayed wires.

1. All other equipment shall be set up as specified in the technical manuals unless otherwise specified.
2. Review all security devices, such as locks and keys, with the Owner to insure that the Owner can easily access any equipment and/or remove any security device.
3. Report:
4. Upon completion of all tests, equalization, and necessary adjustment, the Contractor shall submit three (3) copies of a written report presenting test results, including numerical values for all measurements, for review by the Owner prior to demonstration and acceptance testing. The Contractor must provide all custom programming source code to UTHealth in an un-compiled, unencrypted and not password protected format.

ii. With the above report, the Contractor shall submit written certification that the installation conforms to the specifications referenced, is complete, and is ready for inspection by the Owner's representative. The Contractor must provide a schedule of completion, detailing the multiple phases of completion for the project (programming, installation, and test with training, upon final completion).

5.4.9.7 Code Compliance:

The Contractor shall abide by all State and Federal laws, safety and fire codes, regulations and other ordinances pertaining to the Contractor’s operations at UTHealth.

5.4.9.8 Additional Requirements:

The Contractor agrees to the following as part of its operation:

a. The Contractor’s employees shall conduct themselves in a professional manner and shall not use the UT Health’s facilities for other than the operation of the multimedia systems services as herein contracted.

b. The Contractor’s employees shall wear logoed shirts clearly identifying themselves as a representative of the Contractor. The Contractor’s employees should dress and present themselves in a manner that is appropriate for such a trade in a business professional environment. This would include collared tucked in shirts and belts. The Contractor’s employees should refrain from wearing hats.

c. Any cost that the Contractor incurs during the performance of this contract is the responsibility of the Contractor. This would include any travel costs, parking costs, costs required to acquire UTHealth identification badges, etc.

5.4.9.9 Warranty:

a. Contractor shall indicate on the Proposal Form in the designated location the duration of the proposed warranty and annual Maintenance. The minimum warranty period and annual maintenance period acceptable to the University is three (3) years from start‐up and acceptance by the University.

b. Minimum warranty and maintenance period shall cover the entire system including materials, parts, labor, and programming. The warranty and maintenance shall cover all system components unless explicitly excluded by the Contractor. The Vendor shall provide UTHealth with the anticipated life of product and replacement costs for those items excluded from the warranty.

c. Minimum Warranty Agreement shall be between the Owner and the Contractor (manufactures representative).

d. Contractor must provide detailed scope of coverage for the minimum warranty and maintenance and list all excluded components with a cost for each of the excluded components.

e. Contractor must provide detailed scope of annual maintenance recommended by Manufacturer to be provided. Exclusions shall be explicitly listed out for review.

f. Annual Maintenance shall be inclusive of all software and hardware, changes and updates.

**SECTION 6**

**PRICING AND DELIVERY SCHEDULE**

**Proposal of:** \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

(Proposer Name)

**To:** The University of Texas Health Science Center at Houston

**RFP No.:** 744-R1725 Audio/Visual Implementation and Support

Ladies and Gentlemen:

Having examined specifications and requirements of this RFP (including attachments), the undersigned proposes to furnish Work upon the pricing terms quoted below:

**6.1 Pricing for Work and Expenses**

Proposer’s should utilize **Attachment A – Pricing** to submit pricing.

**6.2 Discounts**

Describe all discounts that may be available to University, including educational, federal, state and local discounts.

**6.3 Schedule for Completion of Tasks and Submittal of Deliverables**

Calendar Days to Complete *Small Class Room – Wells Fargo 1050A* \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Calendar Days to Complete *Small Class Room – OTC1126* \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Calendar Days to Complete *Small Class Room – V7.118* \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Calendar Days to Complete *Small Class Room – Room TBD (El Paso)*\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Calendar Days to Complete *Small Class Room – N2.211*\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Calendar Days to Complete *Small Class Room – E601*\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Calendar Days to Complete *Small Conference Room – UCT 2626* \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Calendar Days to Complete *Medium Classroom RAS E705* \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Calendar Days to Complete *Medium Classroom RAS E505* \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Calendar Days to Complete *Medium Classroom RAS E305* \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Calendar Days to Complete *Presidents Conference Room UCT 1712* \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Calendar Days to Complete *Medical School Medium Classroom MSB B100* \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Calendar Days to Complete *Medical School Medium Classroom MSB B605* \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Calendar Days to Complete *Medical School Medium Classroom MSB B620* \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Calendar Days to Complete *Medical School Medium Classroom MSB B625* \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**6.4 Payment Terms**

University’s standard payment terms are “net 30 days” as mandated by the *Texas Prompt Payment Act*(ref. [Chapter 2251, *Government Code*](http://www.statutes.legis.state.tx.us/Docs/GV/htm/GV.2251.htm)).

University will be entitled to withhold five percent (5%) of the total payment due under the Agreement until after University’s acceptance of the final work product.

Indicate below the prompt payment discount that Proposer offers:

Prompt Payment Discount: \_\_\_\_\_%\_\_\_\_\_days/net 30 days.

[Section 51.012, *Education Code*](http://www.statutes.legis.state.tx.us/Docs/ED/htm/ED.51.htm#51.012), authorizes University to make payments through electronic funds transfer methods. Respondent agrees to accept payments from University through those methods, including the automated clearing house system (ACH). Respondent agrees to provide Respondent’s banking information to University in writing on Respondent letterhead signed by an authorized representative of Respondent. Prior to the first payment, University will confirm Respondent’s banking information. Changes to Respondent’s bank information must be communicated to University in writing at least thirty (30) days before the effective date of the change and must include an [IRS Form W‑9](https://www.irs.gov/uac/about-form-w9) signed by an authorized representative of Respondent.

University, an agency of the State of Texas, is exempt from Texas Sales & Use Tax on goods and services in accordance with [§151.309, *Tax Code*](http://www.statutes.legis.state.tx.us/Docs/TX/htm/TX.151.htm#151.309)*,* and [Title 34 TAC §3.322](http://texreg.sos.state.tx.us/public/readtac$ext.TacPage?sl=R&app=9&p_dir=&p_rloc=&p_tloc=&p_ploc=&pg=1&p_tac=&ti=34&pt=1&ch=3&rl=322). Pursuant to [34 TAC §3.322(c)(4)](http://texreg.sos.state.tx.us/public/readtac$ext.TacPage?sl=R&app=9&p_dir=&p_rloc=&p_tloc=&p_ploc=&pg=1&p_tac=&ti=34&pt=1&ch=3&rl=322), University is not required to provide a tax exemption certificate to establish its tax exempt status.

Respectfully submitted,

**Proposer:** \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

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

(Authorized Signature for Proposer)

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

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

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

APPENDIX ONE

PROPOSAL REQUIREMENTS

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**SECTION 1**

**GENERAL INFORMATION**

**1.1 Purpose**

University is soliciting competitive sealed proposals from Proposers having suitable qualifications and experience providing services in accordance with the terms, conditions and requirements set forth in this RFP. This RFP provides sufficient information for interested parties to prepare and submit proposals for consideration by University.

By submitting a proposal, Proposer certifies that it understands this RFP and has full knowledge of the scope, nature, quality, and quantity of services to be performed, the detailed requirements of services to be provided, and the conditions under which services are to be performed. Proposer also certifies that it understands that all costs relating to preparing a response to this RFP will be the sole responsibility of the Proposer.

PROPOSER IS CAUTIONED TO READ THE INFORMATION CONTAINED IN THIS RFP CAREFULLY AND TO SUBMIT A COMPLETE RESPONSE TO ALL REQUIREMENTS AND QUESTIONS AS DIRECTED.

**1.2 Inquiries and Interpretations**

University may in its sole discretion respond in writing to written inquiries concerning this RFP and mail its response as an Addendum to all parties recorded by University as having received a copy of this RFP. Only University’s responses that are made by formal written Addenda will be binding on University. Any verbal responses, written interpretations or clarifications other than Addenda to this RFP will be without legal effect. All Addenda issued by University prior to the Submittal Deadline will be and are hereby incorporated as a part of this RFP for all purposes.

Proposers are required to acknowledge receipt of each Addendum as specified in this Section. The Proposer must acknowledge all Addenda by completing, signing and returning the Addenda Checklist (ref. **Section 4** of **APPENDIX ONE**). The Addenda Checklist must be received by University prior to the Submittal Deadline and should accompany the Proposer’s proposal.

Any interested party that receives this RFP by means other than directly from University is responsible for notifying University that it has received an RFP package, and should provide its name, address, telephone and facsimile (**FAX**) numbers, and email address, to University, so that if University issues Addenda to this RFP or provides written answers to questions, that information can be provided to that party.

**1.3 Public Information**

Proposer is hereby notified that University strictly adheres to all statutes, court decisions and the opinions of the Texas Attorney General with respect to disclosure of public information.

University may seek to protect from disclosure all information submitted in response to this RFP until such time as a final agreement is executed.

Upon execution of a final agreement, University will consider all information, documentation, and other materials requested to be submitted in response to this RFP, to be of a non-confidential and non-proprietary nature and, therefore, subject to public disclosure under the *Texas Public Information Act* (ref. [Chapter 552, *Government Code*](http://www.statutes.legis.state.tx.us/Docs/GV/htm/GV.552.htm)). Proposer will be advised of a request for public information that implicates their materials and will have the opportunity to raise any objections to disclosure to the Texas Attorney General. Certain information may be protected from release under §§[552.101](http://www.statutes.legis.state.tx.us/Docs/GV/htm/GV.552.htm#552.101), [552.104](http://www.statutes.legis.state.tx.us/Docs/GV/htm/GV.552.htm#552.104), [552.110](http://www.statutes.legis.state.tx.us/Docs/GV/htm/GV.552.htm#552.110), [552.113](http://www.statutes.legis.state.tx.us/Docs/GV/htm/GV.552.htm#552.113), and [552.131](http://www.statutes.legis.state.tx.us/Docs/GV/htm/GV.552.htm#552.131), *Government Code*.

**1.4 Type of Agreement**

Contractor, if any, will be required to enter into a contract with University in a form substantially similar to the Agreement between University and Contractor attached to this RFP as **APPENDIX TWO,** and otherwise acceptable to University in all respects (**Agreement**).

**1.5 Proposal Evaluation Process**

University will select Contractor by using the competitive sealed proposal process described in this Section. Any proposals that are not submitted by the Submittal Deadline or that are not accompanied by required number of completed and signed originals of the HSP will be rejected by University as non-responsive due to material failure to comply with this RFP (ref. **Section 2.5.4**). Upon completion of the initial review and evaluation of proposals, University may invite one or more selected Proposers to participate in oral presentations. University will use commercially reasonable efforts to avoid public disclosure of the contents of a proposal prior to selection of Contractor.

University may make the selection of Contractor on the basis of the proposals initially submitted, without discussion, clarification or modification. In the alternative, University may make the selection of Contractor on the basis of negotiation with any of the Proposers. In conducting negotiations, University will use commercially reasonable efforts to avoid disclosing the contents of competing proposals.

University may discuss and negotiate all elements of proposals submitted by Proposers within a specified competitive range. For purposes of negotiation, University may establish, after an initial review of the proposals, a competitive range of acceptable or potentially acceptable proposals composed of the highest rated proposal(s). In that event, University may defer further action on proposals not included within the competitive range pending the selection of Contractor; provided, however, University reserves the right to include additional proposals in the competitive range if deemed to be in the best interest of University.

After the Submittal Deadline but before final selection of Contractor, University may permit Proposer to revise its proposal in order to obtain the Proposer's best and final offer. In that event, representations made by Proposer in its revised proposal, including price and fee quotes, will be binding on Proposer. University will provide each Proposer within the competitive range with an equal opportunity for discussion and revision of its proposal. University is not obligated to select the Proposer offering the most attractive economic terms if that Proposer is not the most advantageous to University overall, as determined by University.

University reserves the right to (a) enter into an agreement for all or any portion of the requirements and specifications set forth in this RFP with one or more Proposers, (b) reject any and all proposals and re-solicit proposals, or (c) reject any and all proposals and temporarily or permanently abandon this selection process, if deemed to be in the best interests of University. Proposer is hereby notified that University will maintain in its files concerning this RFP a written record of the basis upon which a selection, if any, is made by University.

**1.6 Proposer's Acceptance of RFP Terms**

Proposer (1) accepts [a] Proposal Evaluation Process (ref. **Section 1.5** of **APPENDIX ONE**), [b] Criteria for Selection (ref. **Section 2.3**), [c] Specifications and Additional Questions (ref. **Section 5**), [d] terms and conditions of the Agreement (ref. **APPENDIX TWO**), and [e] all other requirements and specifications set forth in this RFP; and (2) acknowledges that some subjective judgments must be made by University during this RFP process.

**1.7 Solicitation for Proposal and Proposal Preparation Costs**

Proposer understands and agrees that (1) this RFP is a solicitation for proposals and University has made no representation written or oral that one or more agreements with University will be awarded under this RFP; (2) University issues this RFP predicated on University’s anticipated requirements for Work, and University has made no representation, written or oral, that any particular scope of work will actually be required by University; and (3) Proposer will bear, as its sole risk and responsibility, any cost that arises from Proposer’s preparation of a proposal in response to this RFP.

**1.8 Proposal Requirements and General Instructions**

1.8.1 Proposer should carefully read the information contained herein and submit a complete proposal in response to all requirements and questions as directed.

1.8.2 Proposals and any other information submitted by Proposer in response to this RFP will become the property of University.

1.8.3 University will not provide compensation to Proposer for any expenses incurred by the Proposer for proposal preparation or for demonstrations or oral presentations that may be made by Proposer. Proposer submits its proposal at its own risk and expense.

1.8.4 Proposals that (i) are qualified with conditional clauses; (ii) alter, modify, or revise this RFP in any way; or (iii) contain irregularities of any kind, are subject to disqualification by University, at University’s sole discretion.

1.8.5 Proposals should be prepared simply and economically, providing a straightforward, concise description of Proposer's ability to meet the requirements and specifications of this RFP. Emphasis should be on completeness, clarity of content, and responsiveness to the requirements and specifications of this RFP.

1.8.6 University makes no warranty or guarantee that an award will be made as a result of this RFP. University reserves the right to accept or reject any or all proposals, waive any formalities, procedural requirements, or minor technical inconsistencies, and delete any requirement or specification from this RFP or the Agreement when deemed to be in University's best interest. University reserves the right to seek clarification from any Proposer concerning any item contained in its proposal prior to final selection. Such clarification may be provided by telephone conference or personal meeting with or writing to University, at University’s sole discretion. Representations made by Proposer within its proposal will be binding on Proposer.

1.8.7 Any proposal that fails to comply with the requirements contained in this RFP may be rejected by University, in University’s sole discretion.

**1.9 Preparation and Submittal Instructions**

1.9.1 Specifications and Additional Questions

Proposals must include responses to the questions in Specifications and Additional Questions (ref. **Section 5**). Proposer should reference the item number and repeat the question in its response. In cases where a question does not apply or if unable to respond, Proposer should refer to the item number, repeat the question, and indicate N/A (Not Applicable) or N/R (No Response), as appropriate. Proposer should explain the reason when responding N/A or N/R.

1.9.2 Execution of Offer

Proposer must complete, sign and return the attached Execution of Offer (ref. **Section 2** of **APPENDIX ONE**) as part of its proposal. The Execution of Offer must be signed by a representative of Proposer duly authorized to bind the Proposer to its proposal. Any proposal received without a completed and signed Execution of Offer may be rejected by University, in its sole discretion.

1.9.3 Pricing and Delivery Schedule

Proposer must complete and return the Pricing and Delivery Schedule (ref. **Section 6**), as part of its proposal. In the Pricing and Delivery Schedule, the Proposer should describe in detail (a) the total fees for the entire scope of Work; and (b) the method by which the fees are calculated. The fees must be inclusive of all associated costs for delivery, labor, insurance, taxes, overhead, and profit.

University will not recognize or accept any charges or fees to perform Work that are not specifically stated in the Pricing and Delivery Schedule.

In the Pricing and Delivery Schedule, Proposer should describe each significant phase in the process of providing Work to University, and the time period within which Proposer proposes to be able to complete each such phase.

1.9.4 Proposer’s General Questionnaire

Proposals must include responses to the questions in Proposer’s General Questionnaire (ref. **Section 3** of **APPENDIX ONE).** Proposer should reference the item number and repeat the question in its response. In cases where a question does not apply or if unable to respond, Proposer should refer to the item number, repeat the question, and indicate N/A (Not Applicable) or N/R (No Response), as appropriate. Proposer should explain the reason when responding N/A or N/R.

1.9.5 Addenda Checklist

Proposer should acknowledge all Addenda to this RFP (if any) by completing, signing and returning the Addenda Checklist (ref. **Section 4** of **APPENDIX ONE**) as part of its proposal. Any proposal received without a completed and signed Addenda Checklist may be rejected by University, in its sole discretion.

1.9.6 Submission

*Proposer should submit all proposal materials as instructed in* ***Section 3***. RFP No. (ref. **Title Page**) and Submittal Deadline (ref. **Section 2.1**) should be clearly shown (1) in the Subject line of any email, and (2) in the lower left‑hand corner on the top surface of any envelope or package containing the proposal. In addition, the name and the return address of the Proposer should be clearly visible in any email or on any envelope or package.

Proposer must also submit the HUB Subcontracting Plan (also called the HSP) as required by **Section 2.6**.

University will not under any circumstances consider a proposal that is received after the Submittal Deadline or which is not accompanied by the HSP as required by **Section 2.6**. University will not accept proposals submitted by telephone or FAX transmission.

Except as otherwise provided in this RFP, no proposal may be changed, amended, or modified after it has been submitted to University. However, a proposal may be withdrawn and resubmitted at any time prior to the Submittal Deadline. No proposal may be withdrawn after the Submittal Deadline without University’s consent, which will be based on Proposer's written request explaining and documenting the reason for withdrawal, which is acceptable to University.

**SECTION 2**

**Execution of Offer**

**THIS EXECUTION OF OFFER MUST BE COMPLETED, SIGNED AND RETURNED WITH PROPOSER'S PROPOSAL. FAILURE TO COMPLETE, SIGN AND RETURN THIS EXECUTION OF OFFER WITH THE PROPOSER’S PROPOSAL MAY RESULT IN THE REJECTION OF THE PROPOSAL.**

**2.1** **Representations and Warranties.** Proposer represents, warrants, certifies, acknowledges, and agrees as follows:

2.1.1 Proposer will furnish Work to University and comply with all terms, conditions, requirements and specifications set forth in this RFP and any resulting Agreement.

2.1.2 This RFP is a solicitation for a proposal and is not a contract or an offer to contract Submission of a proposal by Proposer in response to this RFP will not create a contract between University and Proposer. University has made no representation or warranty, written or oral, that one or more contracts with University will be awarded under this RFP. Proposer will bear, as its sole risk and responsibility, any cost arising from Proposer’s preparation of a response to this RFP.

2.1.3 Proposer is a reputable company that is lawfully and regularly engaged in providing Work.

2.1.4 Proposer has the necessary experience, knowledge, abilities, skills, and resources to perform Work.

2.1.5 Proposer is aware of, is fully informed about, and is in full compliance with all applicable federal, state and local laws, rules, regulations and ordinances relating to performance of Work.

2.1.6 Proposer understands (i) the requirements and specifications set forth in this RFP and (ii) the terms and conditions set forth in the Agreement under which Proposer will be required to operate.

2.1.7 Proposer will not delegate any of its duties or responsibilities under this RFP or the Agreement to any sub-contractor, except as expressly provided in the Agreement.

2.1.8 Proposer will maintain any insurance coverage required by the Agreement during the entire term.

2.1.9 All statements, information and representations prepared and submitted in response to this RFP are current, complete, true and accurate. University will rely on such statements, information and representations in selecting Contractor. If selected by University, Proposer will notify University immediately of any material change in any matters with regard to which Proposer has made a statement or representation or provided information.

2.1.10 Proposer will defend with counsel approved by University, indemnify, and hold harmless University, UT System, the State of Texas, and all of their regents, officers, agents and employees, from and against all actions, suits, demands, costs, damages, liabilities and other claims of any nature, kind or description, including reasonable attorneys’ fees incurred in investigating, defending or settling any of the foregoing, arising out of, connected with, or resulting from any negligent acts or omissions or willful misconduct of Proposer or any agent, employee, subcontractor, or supplier of Proposer in the execution or performance of any contract or agreement resulting from this RFP.

2.1.11 Pursuant to §§[2107.008](http://www.statutes.legis.state.tx.us/Docs/GV/htm/GV.2107.htm#2107.008) and [2252.903](http://www.statutes.legis.state.tx.us/Docs/GV/htm/GV.2252.htm#2252.903), *Government Code*, any payments owing to Proposer under the Agreement may be applied directly to any debt or delinquency that Proposer owes the State of Texas or any agency of the State of Texas, regardless of when it arises, until such debt or delinquency is paid in full.

2.1.12 Any terms, conditions, or documents attached to or referenced in Proposer’s proposal are applicable to this procurement only to the extent that they (a) do not conflict with the laws of the State of Texas or this RFP, and (b) do not place any requirements on University that are not set forth in this RFP. Submission of a proposal is Proposer's good faith intent to enter into the Agreement with University as specified in this RFP and that Proposer’s intent is not contingent upon University's acceptance or execution of any terms, conditions, or other documents attached to or referenced in Proposer’s proposal.

**2.2 No Benefit to Public Servants.** Proposer has not given or offered to give, nor does Proposer intend to give at any time hereafter, any economic opportunity, future employment, gift, loan, gratuity, special discount, trip, favor or service to a public servant in connection with its proposal. Failure to sign this Execution of Offer, or signing with a false statement, may void the submitted proposal or any resulting Agreement, and Proposer may be removed from all proposer lists at University.

**2.3 Tax Certification.** Proposer is not currently delinquent in the payment of any taxes due under [Chapter 171, *Tax Code*](http://www.statutes.legis.state.tx.us/Docs/TX/htm/TX.171.htm), or Proposer is exempt from the payment of those taxes, or Proposer is an out-of-state taxable entity that is not subject to those taxes, whichever is applicable. A false certification will be deemed a material breach of any resulting contract or agreement and, at University's option, may result in termination of any resulting Agreement.

**2.4** **Antitrust Certification.** Neither Proposer nor any firm, corporation, partnership or institution represented by Proposer, nor anyone acting for such firm, corporation or institution, has violated the antitrust laws of the State of Texas, codified in [§15.01 et seq., *Business and Commerce Code*](http://www.statutes.legis.state.tx.us/Docs/BC/htm/BC.15.htm), or the Federal antitrust laws, nor communicated directly or indirectly the proposal made to any competitor or any other person engaged in such line of business.

**2.5 Authority Certification.** The individual signing this document and the documents made a part of this RFP, is authorized to sign the documents on behalf of Proposer and to bind Proposer under any resulting Agreement.

**2.6 Child Support Certification.** Under [§231.006, *Family Code*](http://www.statutes.legis.state.tx.us/Docs/FA/htm/FA.231.htm#231.006)*,* relating to child support, the individual or business entity named in Proposer’s proposal is not ineligible to receive award of the Agreement, and any Agreements resulting from this RFP may be terminated if this certification is inaccurate.

**2.7 Relationship Certifications.**

**⦁** No relationship, whether by blood, marriage, business association, capital funding agreement or by any other such kinship or connection exists between the owner of any Proposer that is a sole proprietorship, the officers or directors of any Proposer that is a corporation, the partners of any Proposer that is a partnership, the joint venturers of any Proposer that is a joint venture, or the members or managers of any Proposer that is a limited liability company, on one hand, and an employee of any member institution of UT System, on the other hand, other than the relationships which have been previously disclosed to University in writing.

* Proposer has not been an employee of any member institution of UT System within the immediate twelve (12) months prior to the Submittal Deadline.
* No person who, in the past four (4) years served as an executive of a state agency was involved with or has any interest in Proposer’s proposal or any contract resulting from this RFP (ref. [§669.003, *Government Code*](http://www.statutes.legis.state.tx.us/Docs/GV/htm/GV.669.htm#669.003)).
* All disclosures by Proposer in connection with this certification will be subject to administrative review and approval before University enters into any Agreement resulting from this RFP with Proposer.

**2.8 Compliance with Equal Employment Opportunity Laws.** Proposer is in compliance with all federal laws and regulations pertaining to Equal Employment Opportunities and Affirmative Action.

**2.9 Compliance with Safety Standards.** All products and services offered by Proposer to University in response to this RFP meet or exceed the safety standards established and promulgated under the Federal Occupational Safety and Health Law ([Public Law 91-596](https://www.osha.gov/pls/oshaweb/owadisp.show_document?p_table=OSHACT&p_id=2743)) and the *Texas Hazard Communication Act*, [Chapter 502, *Health and Safety Code*](http://www.statutes.legis.state.tx.us/Docs/HS/htm/HS.502.htm), and all related regulations in effect or proposed as of the date of this RFP.

**2.10 Exceptions to Certifications.** Proposer will and has disclosed, as part of its proposal, any exceptions to the information stated in this Execution of Offer. All information will be subject to administrative review and approval prior to the time University makes an award or enters into any Agreement with Proposer.

**2.11** **Manufacturer Responsibility and Consumer Convenience Computer Equipment Collection and Recovery Act Certification.** If Proposer will sell or lease computer equipment to University under any Agreement resulting from this RFP then, pursuant to [§361.965(c), *Health & Safety Code*](http://www.statutes.legis.state.tx.us/Docs/HS/htm/HS.361.htm#361.965), Proposer is in compliance with the Manufacturer Responsibility and Consumer Convenience Computer Equipment Collection and Recovery Act set forth in [Chapter 361, Subchapter Y, *Health & Safety Code*](http://www.statutes.legis.state.tx.us/Docs/HS/htm/HS.361.htm#Y)*,* and the rules adopted by the Texas Commission on Environmental Quality under that Act as set forth in [30 TAC Chapter 328](http://texreg.sos.state.tx.us/public/readtac$ext.ViewTAC?tac_view=5&ti=30&pt=1&ch=328&sch=I&rl=Y). [§361.952(2), *Health & Safety Code*](http://www.statutes.legis.state.tx.us/Docs/HS/htm/HS.361.htm#361.952)*,* states that, for purposes of the Manufacturer Responsibility and Consumer Convenience Computer Equipment Collection and Recovery Act*,* the term“computer equipment” means a desktop or notebook computer and includes a computer monitor or other display device that does not contain a tuner.

**2.12 Conflict of Interest Certification.**

* Proposer is not a debarred vendor or the principal of a debarred vendor (i.e. owner, proprietor, sole or majority shareholder, director, president, managing partner, etc.) either at the state or federal level.
* Proposer’s provision of services or other performance under any Agreement resulting from this RFP will not constitute an actual or potential conflict of interest.
* Proposer has disclosed any personnel who are related to any current or former employees of University.
* Proposer has not given, nor does Proposer intend to give, at any time hereafter, any economic opportunity, future employment, gift, loan, gratuity, special discount, trip, favor or service to an officer or employee of University in connection with this RFP.

**2.13 Proposer should complete the following information:**

If Proposer is a Corporation, then State of Incorporation:

If Proposer is a Corporation then Proposer’s Corporate Charter Number: \_\_\_\_\_\_

RFP No.: 744-R1725

**NOTICE: With few exceptions, individuals are entitled on request to be informed about the information that governmental bodies of the State of Texas collect about such individuals. Under §§**[**552.021**](http://www.statutes.legis.state.tx.us/Docs/GV/htm/GV.552.htm#552.021) **and** [**552.023**](http://www.statutes.legis.state.tx.us/Docs/GV/htm/GV.552.htm#552.023)**, *Government Code*, individuals are entitled to receive and review such information. Under** [**§559.004, *Government Code***](http://www.statutes.legis.state.tx.us/Docs/GV/htm/GV.559.htm#559.004)**, individuals are entitled to have governmental bodies of the State of Texas correct information about such individuals that is incorrect.**

**Submitted and Certified By:**

(Proposer Institution’s Name)

(Signature of Duly Authorized Representative)

(Printed Name/Title)

(Date Signed)

(Proposer’s Street Address)

(City, State, Zip Code)

(Telephone Number)

(FAX Number)

(Email Address)

**SECTION 3**

**PROPOSER’S GENERAL QUESTIONNAIRE**

**NOTICE: With few exceptions, individuals are entitled on request to be informed about the information that governmental bodies of the State of Texas collect about such individuals. Under §§**[**552.021**](http://www.statutes.legis.state.tx.us/Docs/GV/htm/GV.552.htm#552.021) **and** [**552.023**](http://www.statutes.legis.state.tx.us/Docs/GV/htm/GV.552.htm#552.023)**, *Government Code*, individuals are entitled to receive and review such information. Under** [**§559.004, *Government Code***](http://www.statutes.legis.state.tx.us/Docs/GV/htm/GV.559.htm#559.004)**, individuals are entitled to have governmental bodies of the State of Texas correct information about such individuals that is incorrect.**

Proposals must include responses to the questions contained in this Proposer’s General Questionnaire. Proposer should reference the item number and repeat the question in its response. In cases where a question does not apply or if unable to respond, Proposer should refer to the item number, repeat the question, and indicate N/A (Not Applicable) or N/R (No Response), as appropriate. Proposer will explain the reason when responding N/A or N/R.

**3.1 Proposer Profile**

3.1.1 Legal name of Proposer company:

Address of principal place of business:

Address of office that would be providing service under the Agreement:

Number of years in Business:

State of incorporation:

Number of Employees:

Annual Revenues Volume:

Name of Parent Corporation, if any \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**NOTE: If Proposer is a subsidiary, University prefers to enter into a contract or agreement with the Parent Corporation or to receive assurances of performance from the Parent Corporation.**

3.1.2 State whether Proposer will provide a copy of its financial statements for the past two (2) years, if requested by University.

3.1.3 Proposer will provide a financial rating of the Proposer entity and any related documentation (such as a Dunn and Bradstreet analysis) that indicates the financial stability of Proposer.

3.1.4 Is Proposer currently for sale or involved in any transaction to expand or to become acquired by another business entity? If yes, Proposer will explain the expected impact, both in organizational and directional terms.

3.1.5 Proposer will provide any details of all past or pending litigation or claims filed against Proposer that would affect its performance under the Agreement with University (if any).

3.1.6 Is Proposer currently in default on any loan agreement or financing agreement with any bank, financial institution, or other entity? If yes, Proposer will specify the pertinent date(s), details, circumstances, and describe the current prospects for resolution.

3.1.7 Proposer will provide a customer reference list of no less than three (3) organizations with which Proposer currently has contracts and/or to which Proposer has previously provided services (within the past five (5) years) of a type and scope similar to those required by University’s RFP. Proposer will include in its customer reference list the customer’s company name, contact person, telephone number, project description, length of business relationship, and background of services provided by Proposer.

3.1.8 Does any relationship exist (whether by family kinship, business association, capital funding agreement, or any other such relationship) between Proposer and any employee of University? If yes, Proposer will explain.

**3.2 Approach to Work**

3.2.1 Proposer will provide a statement of the Proposer’s service approach and will describe any unique benefits to University from doing business with Proposer. Proposer will briefly describe its approach for each of the required services identified in **Section 5.4** Scope of Work of this RFP.

3.2.2 Proposer will provide an estimate of the earliest starting date for services following execution of the Agreement.

3.2.3 Proposer will submit a work plan with key dates and milestones. The work plan should include:

3.2.3.1 Identification of tasks to be performed;

3.2.3.2 Time frames to perform the identified tasks;

3.2.3.3 Project management methodology;

3.2.3.4 Implementation strategy; and

3.2.3.5 The expected time frame in which the services would be implemented.

3.2.4 Proposer will describe the types of reports or other written documents Proposer will provide (if any) and the frequency of reporting, if more frequent than required in this RFP. Proposer will include samples of reports and documents if appropriate.

**3.3 General Requirements**

3.3.1 Proposer will describe any difficulties it anticipates in performing its duties under the Agreement with University and how Proposer plans to manage these difficulties. Proposer will describe the assistance it will require from University.

**3.4 Service Support**

Proposer will describe its service support philosophy, how it is implemented, and how Proposer measures its success in maintaining this philosophy.

**3.5 Quality Assurance**

Proposer will describe its quality assurance program, its quality requirements, and how they are measured.

**3.6 Miscellaneous**

3.6.1 Proposer will provide a list of any additional services or benefits not otherwise identified in this RFP that Proposer would propose to provide to University. Additional services or benefits must be directly related to the goods and services solicited under this RFP.

3.6.2 Proposer will provide details describing any unique or special services or benefits offered or advantages to be gained by University from doing business with Proposer. Additional services or benefits must be directly related to the goods and services solicited under this RFP.

3.6.3 Does Proposer have a contingency plan or disaster recovery plan in the event of a disaster? If so, then Proposer will provide a copy of the plan.

**SECTION 4**

**ADDENDA CHECKLIST**

**Proposal of:** \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

(Proposer Name)

**To:** The University of Texas Health Science Center at Houston

**RFP No.:** 744-R1725 Audio/Visual Implementation and Support

Ladies and Gentlemen:

The undersigned Proposer hereby acknowledges receipt of the following Addenda to the captioned RFP (*initial blanks for any Addenda issued*).

No. 1 \_\_\_\_\_ No. 2 \_\_\_\_\_ No. 3 \_\_\_\_\_ No. 4 \_\_\_\_\_ No. 5 \_\_\_\_\_

Respectfully submitted,

**Proposer:** \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

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

(Authorized Signature for Proposer)

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

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

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