Request for Proposal
UK-1918-19
Proposal Due Date – 01/18/19

Enterprise Cloud Based Video Platform
REQUEST FOR PROPOSAL (RFP)

ATTENTION: This is not an order. Read all instructions, terms and conditions carefully.

PROPOSAL NO.: UK-1918-19
Issue Date: 12/13/18
Title: Enterprise Cloud Based Video Platform
Purchasing Officer: Wendy Brown
Phone: 859-257-5404

IMPORTANT: PROPOSALS MUST BE RECEIVED BY: 01/18/2019 3 P.M. LEXINGTON, KY TIME.

NOTICE OF REQUIREMENTS

1. The University’s General Terms and Conditions and Instructions to Bidders, viewable at www.uky.edu/Purchasing/terms.htm, apply to this RFP. When the RFP includes construction services, the University’s General Conditions for Construction and Instructions to Bidders, viewable at www.uky.edu/Purchasing/ccphome.htm, apply to the RFP.

2. Contracts resulting from this RFP must be governed by and in accordance with the laws of the Commonwealth of Kentucky.

3. Any agreement or collusion among offerors or prospective offerors, which restrains, tends to restrain, or is reasonably calculated to restrain competition by agreement to bid at a fixed price or to refrain from offering, or otherwise, is prohibited.

4. Any person who violates any provisions of KRS 45A.325 shall be guilty of a felony and shall be punished by a fine of not less than five thousand dollars nor more than ten thousand dollars, or be imprisoned not less than one year nor more than five years, or both such fine and imprisonment. Any firm, corporation, or association who violates any of the provisions of KRS 45A.325 shall, upon conviction, be fined not less than ten thousand dollars or more than twenty thousand dollars.

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

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

1. That I am the offeror (if the offeror is an individual), a partner, (if the offeror is a partnership), or an officer or employee of the bidding corporation having authority to sign on its behalf (if the offeror is a corporation);

2. That the attached proposal has been arrived at by the offeror independently and has been submitted without collusion with, and without any agreement, understanding or planned common course of action with, any other Contractor of materials, supplies, equipment or services described in the RFP, designed to limit independent bidding or competition;

3. That the contents of the proposal have not been communicated by the offeror or its employees or agents to any person not an employee or agent of the offeror or its surety on any bond furnished with the proposal and will not be communicated to any such person prior to the official closing of the RFP;

4. That the offeror is legally entitled to enter into contracts with the University of Kentucky and is not in violation of any prohibited conflict of interest, including, but not limited to, those prohibited by the provisions of KRS 45A.330 to .340, and 164.390;

5. That the offeror, and its affiliates, are duly registered with the Kentucky Department of Revenue to collect and remit the sale and use tax imposed by Chapter 139 to the extent required by Kentucky law and will remain registered for the duration of any contract award;

6. That I have fully informed myself regarding the accuracy of the statement made above.

SWARNED STATEMENT OF COMPLIANCE WITH CAMPAIGN FINANCE LAWS

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

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

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

CERTIFICATION OF NON-SEGREGATED FACILITIES

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

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

DELIVERY TIME: NAME OF COMPANY: DUNS #

PROPOSAL FIRM THROUGH: ADDRESS: Phone/Fax:

PAYMENT TERMS: CITY, STATE & ZIP CODE: E-MAIL:

SHIPPING TERMS: F. O. B. DESTINATION PREPAID AND ALLOWED TYPED OR PRINTED NAME: WEB ADDRESS:

FEDERAL EMPLOYER ID NO.: SIGNATURE: DATE: 
Table of Contents

1.0 DEFINITIONS ........................................................................................................................... 6

2.0 GENERAL OVERVIEW ............................................................................................................. 7
  2.1 Intent and Scope .................................................................................................................. 7
  2.2 Background Information ....................................................................................................... 7
  2.3 University Information ........................................................................................................... 7

3.0 PROPOSAL REQUIREMENTS ............................................................................................... 10
  3.1 Key Event Dates ................................................................................................................. 10
  3.2 Offeror Communication ...................................................................................................... 10
  3.3 Offeror Presentations ......................................................................................................... 10
  3.4 Preparation of Offers .......................................................................................................... 11
  3.5 Proposed Deviations from the RFP .................................................................................... 11
  3.6 Proposal Submission and Deadline .................................................................................... 11
  3.7 Modification or Withdrawal of Offer .................................................................................. 12
  3.8 Acceptance or Rejection and Award of Proposal ................................................................. 12
  3.9 Rejection ............................................................................................................................ 12
  3.10 Addenda ............................................................................................................................. 12
  3.11 Disclosure of Offeror’s Response ....................................................................................... 13
  3.12 Restrictions on Communications with University Staff ...................................................... 13
  3.13 Cost of Preparing Proposal ................................................................................................. 13
  3.14 Disposition of Proposals .................................................................................................... 13
  3.15 Alternate Proposals ............................................................................................................. 13
  3.16 Questions ........................................................................................................................... 13
  3.17 Section Titles in the RFP .................................................................................................... 13
  3.18 No Contingent Fees ............................................................................................................ 14
  3.19 Proposal Addenda and Rules for Withdrawal ................................................................ 14

4.0 PROPOSAL FORMAT AND CONTENT .................................................................................. 15
  4.1 Proposal Information and Criteria ....................................................................................... 15
  4.2 Signed Authentication of Proposal and Statements of Non-Collusion and Non-Conflict of Interest Form .................................................................................................................. 15
  4.3 Transmittal Letter ............................................................................................................... 15
  4.4 Executive Summary and Proposal Overview ........................................................................ 16
4.5 Criteria 1 - Offeror Qualifications

4.6 Criteria 2 – Services Defined

4.7 Criteria 3 – Financial Proposal

4.8 Criteria 4 – Evidence of Successful Performance and Implementation Schedule

4.9 Criteria 5 – Other Additional Information

5.0 EVALUATION CRITERIA PROCESS

6.0 SPECIAL CONDITIONS

6.1 Contract Term

6.2 Effective Date

6.3 Competitive Negotiation

6.4 Appearance Before Committee

6.5 Additions, Deletions or Contract Changes

6.6 Contractor Cooperation in Related Efforts

6.7 Entire Agreement

6.8 Governing Law

6.9 Kentucky’s Personal Information Security and Breach Investigation Procedures and Practices Act

6.10 Termination for Convenience

6.11 Termination for Non-Performance

6.12 Funding Out

6.13 Prime Contractor Responsibility

6.14 Assignment and Subcontracting

6.15 Permits, Licenses, Taxes

6.16 Attorneys’ Fees

6.17 Royalties, Patents, Copyrights and Trademarks

6.18 Indemnification

6.19 Insurance

6.20 Method of Award

6.21 Reciprocal Preference

6.22 Reports and Auditing

6.23 Confidentiality

6.24 Conflict of Interest

6.25 Extending Contract
6.26 Personal Service Contract Policies ................................................................. 27
6.27 Copyright Ownership and Title to Designs and Copy ............................................. 27
6.28 University Brand Standards ................................................................................ 28
6.29 Printing Statutes .................................................................................................. 28
6.30 FERPA ............................................................................................................... 28

7.0 SCOPE OF SERVICES .......................................................................................... 29
    7.1 Detailed Services Defined .................................................................................... 29
    7.2 Optional Services ............................................................................................... 33

8.0 FINANCIAL OFFER SUMMARY .......................................................................... 34
    8.1 Mandatory Services (Section 7.1) .................................................................... 34
    8.2 Optional Services (Section 7.2) ........................................................................ 34
    8.3 Alternate Pricing .................................................................................................. 34
1.0 DEFINITIONS

The term "addenda" means written or graphic instructions issued by the University of Kentucky prior to the receipt of proposals that modify or interpret the RFP documents by additions, deletions, clarifications and/or corrections.

The term "competitive negotiations" means the method authorized in the Kentucky Revised Statutes, Chapter 45A.085.

The terms "offer" or "proposal" mean the offeror's/offerors' response to this RFP.

The term "offeror" means the entity or contractor group submitting the proposal.

The term "contractor" means the entity receiving a contract award.

The term "purchasing agency" means the University of Kentucky, Purchasing Division, Room 322 Peterson Service Building, Lexington, KY 40506-0005.

The term "purchasing official" means the University of Kentucky's appointed contracting representative.

The term "responsible offeror" means a person, company or corporation that has the capability in all respects to perform fully the contract requirements and the integrity and reliability that will assure good faith performance. In determining whether an offeror is responsible, the University may evaluate various factors including (but not limited to): financial resources; experience; organization; technical qualifications; available resources; record of performance; integrity; judgment; ability to perform successfully under the terms and conditions of the contract; adversarial relationship between the offeror and the University that is so serious and compelling that it may negatively impact the work performed under this RFP; or any other cause determined to be so serious and compelling as to affect the responsibility of the offeror.

The term "solicitation" means RFP.

The term "University" means University of Kentucky.
2.0 GENERAL OVERVIEW

2.1 Intent and Scope

The University of Kentucky is seeking Responsive Responsible Proposers to submit Proposals to an enterprise-wide cloud-based video platform with other specifications as outlined in this document. In keeping with our land-grant mission, UK requires a platform that supports our complex and dynamic educational environment; allows UK to enable delivery across all access points, locally and globally; is built on modern technologies with strategic readiness for future innovation; and adheres to the principles of accessibility and Universal Design for Learning.

2.2 Background Information

UK is a leading land grant institution and Kentucky’s flagship university, and its programs and courses engage faculty and students worldwide in teaching, learning, and research initiatives. As such, it requires an innovative and reliable ecosystem of online learning tools, including a world-class video storage and delivery system. The following primary requirements have been identified as central to any platform adopted:

- Intuitive and easily utilized by both instructors and students
- Proven reliability and stability
- Well-developed integration with the University’s other teaching and learning tools, especially via Canvas LMS extension
- Mobile device compatibility
- A robust Applications Program Interface (API) that allows the university to selectively retrieve faculty and student interaction data
- Branding capacity
- Integral captioning capacity

2.3 University Information

Since his arrival, President Eli Capilouto has set forth an ambitious agenda to extend and enhance our role as Kentucky's land-grant and flagship research university. By focusing on infrastructure growth and improvement; creating opportunities for innovative teaching, learning, and academic excellence; fostering a robust research and creative scholarship enterprise; providing life-saving subspecialty care; empowering communities through service and outreach; and encouraging a transparent and shared dialogue about institutional priorities; the University of Kentucky will ensure a new century of promise for the people we impact.

Founded in 1865 as a land-grant institution adjacent to downtown Lexington, UK is nestled in the scenic heart of the beautiful Bluegrass Region of Kentucky. From its early beginnings, with only 190 students and 10 professors, UK’s campus now covers more than 918 acres and is home to more than 30,000 students and approximately 14,500 employees, including more than 2,300 full-time faculty. UK is one of a small number of universities in the United States that has programs in agriculture, engineering, a full complement of health colleges including medicine and pharmacy, law and fine arts on a single campus, leading to groundbreaking discoveries and unique interdisciplinary collaboration. The state’s flagship university consists of 17 academic and professional colleges where students can choose from more than 200 majors and degree programs at the undergraduate and graduate levels. The colleges are Agriculture, Food and Environment; Arts and Sciences; Business and Economics; Communication and Information; Dentistry; Design; Education; Engineering; Fine Arts; Graduate School; Health Sciences; Law; Medicine; Nursing;
Pharmacy; Public Health; and Social Work. These colleges are supported by a modern research library system.

Research at the University of Kentucky is a dynamic enterprise encompassing both traditional scholarship and emerging technologies, and UK’s research faculty, staff and students are establishing UK as one of the nation’s most prolific public research universities. UK’s research enterprise attracted $285 million in research grants and contracts from out-of-state sources, which generated a $580 million impact on the Kentucky economy. Included in this portfolio is $153 million in federal awards from the National Institutes of Health, non-NIH grants from the Department Health and Human Services, the National Science Foundation, Department of Energy, Department of Agriculture and NASA, among others. The National Science Foundation ranks UK’s research enterprise 44th among public institutions.

With more than 50 research centers and institutes, UK researchers are discovering new knowledge, providing a rich training ground for current students and the next generation of researchers, and advancing the economic growth of the Commonwealth of Kentucky. Several centers excel in the services offered to the public. The Gluck Equine Research Center is one of only three facilities of its kind in the world, conducting research in equine diseases.

The Center for Applied Energy Research is pursuing groundbreaking discovery across the energy disciplines. CAER staff are pioneering new ways to sustainably utilize Kentucky natural resources through carbon-capture algae technology, biomass/coal to liquid products and the opening of UK’s first LEED-certified research lab to support the development of Kentucky’s growing alternative energy industry. Among the brightest examples of UK’s investment in transformative research is the Markey Cancer Center. As a center of excellence and distinction at UK, Markey’s robust research and clinical enterprise is the cornerstone of our commitment to Kentucky – fundamental to our success in uplifting lives through our endeavors and improving the general health and welfare of our state – burdened by the nation’s highest rate of cancer deaths per 100,000 people. In 2013, Markey earned the prestigious National Cancer Institute-designation (NCI) – one of 68 nationally and the only one in Kentucky.

The University of Kentucky was awarded a $20 million Clinical Translational Sciences Award (CTSA) from the National Institutes of Health (NIH). As one of only 60 institutions with this research distinction, UK was awarded the CTSA for its potential in moving research and discovery in the lab into practical field and community applications. The CTSA and NCI are part of a trifecta of federal research grants that includes an Alzheimer’s Disease Center. UK is one of only 22 universities in the country to hold all three premier grants from NIH.

Established in 1957, the medical center at UK is one of the nation’s finest academic medical centers and includes the University’s clinical enterprise, UK HealthCare. The 569-bed UK Albert B. Chandler Hospital and Kentucky Children’s Hospital, along with 256 beds at UK Good Samaritan Hospital, are supported by a growing faculty and staff providing the most advanced subspecialty care for the most critically injured and ill patients throughout the Commonwealth and beyond. Over the last several years, the number of patients served by the medical enterprise has increased from roughly 19,000 discharges to more than 36,000 discharges in 2014.

UK Chandler Hospital includes the only Level 1 Trauma Center for both adult and pediatric patients in Central and Eastern Kentucky. In addition, UK HealthCare recently opened one of the country’s largest robotic hybrid operating rooms and the first of its kind in the region. While our new patient care pavilion is the leading healthcare facility for advanced medical procedures in the region, our talented physicians consult with and travel to our network of affiliate hospitals so Kentucky citizens
can receive the best health care available close to their home and never need to leave the Bluegrass for complex subspecialty care.

UK’s agenda remains committed to accelerating the University’s movement toward academic excellence in all areas and gain worldwide recognition for its outstanding academic programs, its commitment to students, its investment in pioneering research and discovery, its success in building a diverse community and its engagement with the larger society. It is all part of the University’s fulfillment of our promise to Kentucky to position our state as a leader in American prosperity.
3.0 PROPOSAL REQUIREMENTS

3.1 Key Event Dates

<table>
<thead>
<tr>
<th>Event</th>
<th>Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>Release of RFP</td>
<td>12/13/18</td>
</tr>
<tr>
<td>Deadline for Written Questions</td>
<td>3 p.m. Eastern Time on 01/07/19</td>
</tr>
<tr>
<td>RFP Proposals Due</td>
<td>3 p.m. Eastern Time on 01/18/19</td>
</tr>
<tr>
<td>Offeror Presentations*</td>
<td>01/28/19</td>
</tr>
<tr>
<td>Contract Award*</td>
<td>02/11/19</td>
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</tbody>
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*projected dates

3.2 Offeror Communication

To ensure that RFP documentation and subsequent information (modifications, clarifications, addenda, Written Questions and Answers, etc.) are directed to the appropriate persons within the offeror’s firm, each offeror who intends to participate in this RFP is to provide the following information to the purchasing officer. Prompt, thorough compliance is in the best interest of the offeror. Failure to comply may result in incomplete or delayed communication of addenda or other vital information. Contact information is the responsibility of the offeror. Without the prompt information, any communication shortfall shall reside with the offeror.

- Name of primary contact
- Mailing address of primary contact
- Telephone number of primary contact
- Fax number of primary contact
- E-mail address of primary contact
- Additional contact persons with same information provided as primary contact

This information shall be transmitted via fax or e-mail to:

Ms. Wendy Brown  
Purchasing Division  
University of Kentucky  
322 Peterson Service Building  
Lexington, KY 40506-0005  
Phone: (859) 257-5404  
Fax: (859) 257-1951  
E-mail: Wendy.Holland@uky.edu

All communication with the University regarding this RFP shall only be directed to the purchasing officer listed above.

3.3 Offeror Presentations

All offerors whose proposals are judged acceptable for award may be required to make a presentation to the evaluation committee.
Offerors requested to provide demonstrations during the RFP process are asked to refrain from bringing in any food, beverages and/or gifts, etc. for the committee. We are unable to accept these items during an RFP process.

3.4 **Preparation of Offers**

The offeror is expected to follow all specifications, terms, conditions and instructions in this RFP. The offeror will furnish all information required by this solicitation.

Proposals should be prepared simply and economically, providing a description of the offeror’s capabilities to satisfy the requirements of the solicitation. Emphasis should be on completeness and clarity of content. All documentation submitted with the proposal should be bound in the single volume except as otherwise specified.

An electronic version of the RFP, in .PDF format only, is available through the University of Kentucky Purchasing Division web site: [www.uky.edu/purchasing/bidlist.htm](http://www.uky.edu/purchasing/bidlist.htm)

3.5 **Proposed Deviations from the RFP**

The stated requirements appearing elsewhere in this RFP shall become a part of the terms and conditions of any resulting contract. Any deviations therefrom must be specifically defined in accordance with the transmittal letter, Section 4.3 (d). If accepted by the University, the deviations shall become part of the contract, but such deviations must not be in conflict with the basic nature of this RFP.

Note: Offerors shall not submit their standard terms and conditions as exceptions to the University’s General Terms and Conditions. Each exception to the University’s General Terms and Conditions shall be individually addressed.

3.6 **Proposal Submission and Deadline**

Offeror must provide the following materials prior to 3 p.m. (Lexington, KY time) on the date specified in Section 3.1 and addressed to the purchasing officer listed in Section 3.2:

- **Technical Proposal:** Two (2) copies on electronic storage devices (CD or USB) (1 copy per storage device) each clearly marked with the proposal number and name, firm name and what is included (Technical Proposal) and two (2) printed original copies.

- **Financial Proposal:** Two (2) copies on electronic storage devices (CD or USB) (1 copy per storage device) each clearly marked with the proposal number and name, firm name and what is included (Financial Proposal) and two (2) printed original copies.

Note: Proposals received after the closing date and time will not be considered. In addition, proposals received via fax or e-mail are not acceptable.

The University of Kentucky accepts deliveries of RFPs Monday through Friday from 8 a.m. to 5 p.m. Lexington, KY time. However, RFPs must be received by 3 p.m. Lexington, KY time on the date specified on the RFP in order to be considered.
Proposals shall be enclosed in sealed envelopes to the above referenced address and shall show on the face of the envelope: the closing time and date specified, the solicitation number and the name and address of the offeror. The technical proposal shall be submitted in a sealed envelope and the financial proposal shall be submitted in a sealed envelope under separate cover. Both sealed envelopes shall have identical information on the cover, with the addition that one will state “Technical Information,” and the other, “Financial Proposal.”

Note: In accordance with the Kentucky Revised Statute 45A.085, there will be no public opening.

3.7 Modification or Withdrawal of Offer

An offer and/or modification of offer received at the office designated in the solicitation after the exact hour and date specified for receipt will not be considered.

An offer may be modified or withdrawn by written notice before the exact hour and date specified for receipt of offers. An offer also may be withdrawn in person by an offeror or an authorized representative, provided the identity of the person is made known and the person signs a receipt for the offer, but only if the withdrawal is made prior to the exact hour and date set for receipt of offers.

3.8 Acceptance or Rejection and Award of Proposal

The University reserves the right to accept or reject any or all proposals (or parts of proposals), to waive any informalities or technicalities, to clarify any ambiguities in proposals and (unless otherwise specified) to accept any item in the proposal. In case of error in extension or prices or other errors in calculation, the unit price shall govern. Further, the University reserves the right to make a single award, split awards, multiple awards or no award, whichever is in the best interest of the University.

3.9 Rejection

Grounds for the rejection of proposals include (but shall not be limited to):

- Failure of a proposal to conform to the essential requirements of the RFP.
- Imposition of conditions that would significantly modify the terms and conditions of the solicitation or limit the offeror's liability to the University on the contract awarded on the basis of such solicitation.
- Failure of the offeror to sign the University RFP. This includes the Authentication of Proposal and Statement of Non-Collusion and Non-Conflict of Interest statements.
- Receipt of proposal after the closing date and time specified in the RFP.

3.10 Addenda

Any addenda or instructions issued by the purchasing agency prior to the time for receiving proposals shall become a part of this RFP. Such addenda shall be acknowledged in the proposal. No instructions or changes shall be binding unless documented by a proper and duly issued addendum.
3.11 Disclosure of Offeror’s Response

The RFP specifies the format, required information and general content of proposals submitted in response to this RFP. The purchasing agency will not disclose any portions of the proposals prior to contract award to anyone outside the Purchasing Division, the University’s administrative staff, representatives of the state or federal government (if required) and the members of the committee evaluating the proposals. After a contract is awarded in whole or in part, the University shall have the right to duplicate, use or disclose all proposal data submitted by offerors in response to this RFP as a matter of public record.

Any submitted proposal shall remain valid six (6) months after the proposal due date.

The University shall have the right to use all system ideas, or adaptations of those ideas, contained in any proposal received in response to this RFP. Selection or rejection of the proposal will not affect this right.

3.12 Restrictions on Communications with University Staff

From the issue date of this RFP until a contractor is selected and a contract award is made, offerors are not allowed to communicate about the subject of the RFP with any University administrator, faculty, staff or members of the board of trustees except: the purchasing office representative, any University purchasing official representing the University administration, others authorized in writing by the purchasing office and University representatives during offeror presentations. If violation of this provision occurs, the University reserves the right to reject the offeror’s proposal.

3.13 Cost of Preparing Proposal

Costs for developing the proposals and any subsequent activities prior to contract award are solely the responsibility of the offerors. The University will provide no reimbursement for such costs.

3.14 Disposition of Proposals

All proposals become the property of the University. The successful proposal will be incorporated into the resulting contract by reference.

3.15 Alternate Proposals

Offerors may submit alternate proposals. If more than one proposal is submitted, all must be complete (separate) and comply with the instructions set forth within this document. Each proposal will be evaluated on its own merits.

3.16 Questions

All questions should be submitted by either fax or e-mail to the purchasing officer listed in Section 3.2 no later than the date listed in Section 3.1.

3.17 Section Titles in the RFP

Section titles used herein are for the purpose of facilitating ease of reference only and shall not be construed to infer the construction of contractual language.
3.18 **No Contingent Fees**

No person or selling agency shall be employed or retained or given anything of monetary value to solicit or secure this contract, except bona fide employees of the offeror or bona fide established commercial or selling agencies maintained by the offeror for the purpose of securing business. For breach or violation of this provision, the University shall have the right to reject the proposal, annul the contract without liability, or, at its discretion, deduct from the contract price or otherwise recover the full amount of such commission, percentage, brokerage or contingent fee or other benefit.

3.19 **Proposal Addenda and Rules for Withdrawal**

Prior to the date specified for receipt of offers, a submitted proposal may be withdrawn by submitting a written request for its withdrawal to the University purchasing office, signed by the offeror. Unless requested by the University, the University will not accept revisions or alterations to proposals after the proposal due date.
4.0 PROPOSAL FORMAT AND CONTENT

4.1 Proposal Information and Criteria

The following list specifies the items to be addressed in the proposal. Offerors should read it carefully and address it completely and in the order listed to facilitate the University’s review of the proposal.

Proposals shall be organized into the sections identified below. The content of each section is detailed in the following pages. It is strongly suggested that offerors use the same numbers for the following content that are used in the RFP.

- Signed Authentication of Proposal and Statement of Non-Collusion and Non-Conflict of Interest Form
- Transmittal Letter
- Executive Summary and Proposal Overview
- Criteria 1 - Offeror Qualifications
- Criteria 2 - Services Defined
- Criteria 3 - Financial Proposal
- Criteria 4 - Evidence of Successful Performance and Implementation Schedule
- Criteria 5 - Other Additional Information

4.2 Signed Authentication of Proposal and Statements of Non-Collusion and Non-Conflict of Interest Form

The Offeror will sign and return the proposal cover sheet and print or type their name, firm, address, telephone number and date. The person signing the offer must initial erasures or other changes. An offer signed by an agent is to be accompanied by evidence of their authority unless such evidence has been previously furnished to the purchasing agency. The signer shall further certify that the proposal is made without collusion with any other person, persons, company or parties submitting a proposal; that it is in all respects fair and in good faith without collusion or fraud; and that the signer is authorized to bind the principal offeror.

4.3 Transmittal Letter

The Transmittal Letter accompanying the RFP shall be in the form of a standard business letter and shall be signed by an individual authorized to legally bind the offeror. It shall include:

- A statement referencing all addenda and written questions, the answers and any clarifications to this RFP issued by the University and received by the offeror (If no addenda have been received, a statement to that effect should be included.).

- A statement that the offeror’s proposal shall remain valid for six (6) months after the closing date of the receipt of the proposals.

- A statement that the offeror will accept financial responsibility for all travel expenses incurred for oral presentations (if required) and candidate interviews.

- A statement that summarizes any deviations or exceptions to the RFP requirements and includes a detailed justification for the deviation or exception.
• A statement that identifies the confidential information as described in Section 6.23.

4.4  Executive Summary and Proposal Overview

The Executive Summary and Proposal Overview shall condense and highlight the contents of the technical proposal in such a way as to provide the evaluation committee with a broad understanding of the entire proposal.

4.5  Criteria 1 - Offeror Qualifications

The purpose of the Offeror Qualifications section is to determine the ability of the offeror to respond to this RFP. Offerors must describe and offer evidence of their ability to meet each of the qualifications listed below.

a) Please provide a brief narrative describing the history of your firm. Identify the number of employees in your firm, the ownership of the firm, and whether the company has ever filed for bankruptcy, been in loan default, or has any pending liens, claims, or lawsuits against the firm. If so, please describe.

b) Describe the proposed project staffing/organization and internal controls to be used during the course of the engagement. Provide resumes for the key personnel who will be assigned to this project, including their experience in higher education or public sector cloud & SAP implementations for the solutions that the University is implementing. Also indicate the duration of each engagement for each individual proposed.

For the Services listed in section 7.1, in addition to the experience requirements, all resources proposed should also have:
• Education in the area of expertise (bachelor’s degree in computer science, information systems, engineering, mathematics, business - or other equivalent scientific, technical, or functional experience);
• A high level of oral and written communication skills;
• Strong end-user and client liaison skills;
• Familiarity with problem analysis; and
• Demonstrated ability to complete tasks independently or under only general direction.

c) Provide an organizational chart of your firm indicating lines of authority for personnel involved in performance of this potential contract and relationships of this staff to other programs or functions of the firm. Describe your internal mechanisms to ensure oversight and involvement of your management staff in meeting University objectives.

d) What is your firm’s turnover rate for the employees that perform this type of work? How does your firm select and train the individuals that will perform this work? Identify criteria utilized by your firm in hiring and assigning staff.

e) Provide certified audited financial statements including a full set of footnotes as follows:
• For the past three (3) years, include, at a minimum, income statements, balance sheets, and statements of changes in financial position or cash flows. If three (3) years of financial statements are not available, this information shall be provided to the fullest
extent possible or the reasons why, if they are not available.

- For a privately held company, when certified audited financial statements are not prepared: a written statement from the company’s certified public accountant stating the financial condition, debt-to-asset ratio for the past three (3) years and any pending actions that may affect the company’s financial considerations.

f) If the Offeror has had a contract terminated for default in the last five years, describe such incident. Termination for default is defined as notice to stop performance due to the Offeror’s non-performance of poor performance where the issue of performance was either (a) not litigated due to inaction on the part of the Proposer, or (b) litigated and such litigation determined that the Proposer was in default.

g) Offeror shall submit full details of their terms for default, including the other parties’ name, address, and phone number, and present the Offeror’s position on the matter. The University will evaluate the facts and may, at its sole discretion, reject the proposal on the grounds of the past experience. If no such termination for default has been experienced by the Offeror in the past five years, so indicate.

h) Offerors should provide an Offeror-hosted video solution. Cloud Offerors will be preferred.

i) Offerors shall list the number of years’ experience in delivery enterprise-level, campus-wide solutions to higher education institutions with a student head count of 28,000.

j) Offerors shall provide a Voluntary Product Accessibility Template (VPAT) to disclose Section 508 compliance, and shall identify the qualifications of the VPAT creator.

4.6 Criteria 2 – Services Defined

a) Offeror shall provide information of its ability to meet the following requested services within its response to this RFP.

   a. Cloud video hosting and distribution
   b. Instructor and student interface and controls
   c. An integrated extension with the University’s Learning Management System, Canvas.
   d. Branding
   e. Privacy controls, with availability to make videos public or private, or with more granular controls
   f. FERPA compliance
   g. Availability to host Fair Use content easily
   h. International distribution options
   i. Instructor and administrator level analytics
   j. Real-time API for automation and administrative tasks such as account provisioning, deprovisioning, video update, meta-data maintenance, etc.
   k. Real-time, streaming analytics data for selected events and actions for interface with University’s real-time analytic infrastructure such as support for IMS Global Caliper formatted messages.
   l. Industry standard Single Sign-On mechanism easily implementable by the University
   m. Playback speed, shuttle, offline options
   n. Standards based captioning integration, including support for manual and machine captioning options
o. Audio-only options as part of the platform, for both instructors and students, or as part of
   the roadmap, with timeline estimation
p. Auto-captioning available, or as part of the roadmap, with timeline estimation
q. In-Video quizzing with Canvas gradebook integration as available, or as part of the
   roadmap, with timeline estimation

b) What initial and ongoing services does the firm provide to ensure smooth launch, service
   integration, and ongoing support of systems and delivery of video?

c) These are the general areas of activity for which the University may seek assistance for the
   video services provider to administer for the University. These areas are described in Section
   7.0. Describe in narrative form how your firm will perform the proposed services:

   a. Video platform services
   b. Net+ Pricing Models (Or Recognized Equivalent)
   c. Service Level Agreement (SLA) Management
d. Termination Services
e. Transition Services to the Cloud – Pricing Model
f. Resource & Utilization Management Services
g. Integration and Interfaces Services
h. Disaster Recovery Business Continuity Services
i. Available & Monitoring Services
j. Audit, Compliance, & Security Services

d) Describe the methodology your firm employs to ensure successful infrastructure and platform
   services (including but not limited to Software Services, Pricing Models, Disaster Recovery
   Business Continuity Services, Integration and Interface Services, etc. What factors differentiate
   your firm from others offering similar technical software services?

e) Identify any subcontractors/business partners which would be used by your firm and describe
   their role(s) and relationship to your firm.

f) Discuss the information and support that would be required from the University.

g) Identify backup/contingency plans in the event of employee illness, termination, additional
   workload, etc.

4.7 Criteria 3 – Financial Proposal

   The Financial Summary Form shall contain the complete financial offer made to the University using
   the format contained in Section 8.0. All financial information must be submitted in a sealed
   envelope under separate cover.

4.8 Criteria 4 – Evidence of Successful Performance and Implementation Schedule

   a) Indicate the experience the Offeror has in the area of cloud-video services for SaaS, PaaS,
      IaaS, or hybrid models as determined by services which cloud variant makes the most sense for
      the University.

   b) Indicate the experience the Offeror has in video software services in technical support of
      infrastructure hosting implementations, various cloud initiatives and Privacy services,
specifically any higher education or public sector experience.

c) Offeror shall supply names, addresses, and telephone numbers of three (3) business references, preferably higher education or public sector clients for whom similar work has been accomplished and briefly describe the type of service provided. Include information on which modules were implemented and the duration of the engagement. The Offeror must grant permission to the University to contact the references.

d) Also please provide a statement that the Offeror has the resources available to assure meeting the needs of the University.

e) Please identify what you see as the greatest threat to the successful completion of the Work as described in this RFP and your firm’s approach to minimizing this threat.

4.9 **Criteria 5 – Other Additional Information**

Please provide any additional information that the offeror feels should be considered when evaluating their proposal.

The offeror may present any creative approaches that might be appropriate. The offeror may also provide supporting documentation that would be pertinent to this RFP.
5.0 EVALUATION CRITERIA PROCESS

A committee of University officials appointed by the Director of Purchasing will evaluate proposals and make a recommendation to the Director of Purchasing. The evaluation will be based upon the information provided in the proposal, additional information requested by the University for clarification, information obtained from references and independent sources and oral presentations (if requested).

The evaluation of responsive proposals shall then be completed by an evaluation team, which will determine the ranking of proposals. Proposals will be evaluated strictly in accordance with the requirements set forth in this solicitation, including any addenda that are issued. The University will award the contract to the responsible offeror whose proposal is determined to be the most advantageous to the University, taking into consideration the evaluation factors set forth in this RFP.

The evaluation of proposals will include consideration of responses to the list of criteria in Section 4.0. Offerors must specifically address all criteria in their response. Any deviations or exceptions to the specifications or requirements must be described and justified in a transmittal letter. Failure to list such exceptions or deviations in the transmittal letter may be considered sufficient reason to reject the proposal.

The relative importance of the criteria is defined below:

**Primary Criteria**

- Offeror Qualifications
- Services Defined
- Financial Proposal
- Evidence of Successful Performance and Implementation

**Secondary Criteria**

- Other Additional Services

The University will evaluate proposals as submitted and may not notify offerors of deficiencies in their responses.

Proposals must contain responses to each of the criteria, listed in Section 4 even if the offeror’s response cannot satisfy those criteria. A proposal may be rejected if it is conditional or incomplete in the judgment of the University.
6.0  SPECIAL CONDITIONS

6.1  Contract Term

The contract resulting from this RFP shall be effective for one (1) year, and is renewable for up to five (5) additional one-year renewal periods. Annual renewal shall be contingent upon the University’s satisfaction with the services performed.

6.2  Effective Date

The effective date of the contract shall be the date upon which the parties execute it and all appropriate approvals, including that of the Commonwealth of Kentucky Government Contracts Review Committee, have been received.

6.3  Competitive Negotiation

It is the intent of the RFP to enter into competitive negotiation as authorized by KRS 45A.085.

The University will review all proposals properly submitted. However, the University reserves the right to request necessary modifications, reject all proposals, reject any proposal that does not meet mandatory requirement(s) or cancel this RFP, according to the best interests of the University.

Offeror(s) selected to participate in negotiations may be given an opportunity to submit a Best and Final Offer to the purchasing agency. All information received prior to the cut-off time will be considered part of the offeror’s Best and Final Offer.

The University also reserves the right to waive minor technicalities or irregularities in proposals providing such action is in the best interest of the University. Such waiver shall in no way modify the RFP requirements or excuse the offeror from full compliance with the RFP specifications and other contract requirements if the offeror is awarded the contract.

6.4  Appearance Before Committee

Any, all or no offerors may be requested to appear before the evaluation committee to explain their proposal and/or to respond to questions from the committee concerning the proposal. Offerors are prohibited from electronically recording these meetings. The committee reserves the right to request additional information.

6.5  Additions, Deletions or Contract Changes

The University reserves the right to add, delete, or change related items or services to the contract established from this RFP. No modification or change of any provision in the resulting contract shall be made unless such modification is mutually agreed to in writing by the contractor and the Director of Purchasing and incorporated as a written modification to the contract. Memoranda of understanding and correspondence shall not be interpreted as a modification to the contract.

6.6  Contractor Cooperation in Related Efforts

The University reserves the right to undertake or award other contracts for additional or related work to other entities. The contractor shall fully cooperate with such other contractors and University employees and carefully fit its work to such additional work. The contractor shall not
commit or permit any act which will interfere with the performance of work by any other contractor or by University employees. This clause shall be included in the contracts of all contractors with whom this contractor will be required to cooperate. The University shall equitably enforce this clause to all contractors to prevent the imposition of unreasonable burdens on any contractor.

6.7 **Entire Agreement**

The RFP shall be incorporated into any resulting contract. The resulting contract, including the RFP and those portions of the offeror’s response accepted by the University, shall be the entire agreement between the parties.

6.8 **Governing Law**

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

6.9 **Kentucky’s Personal Information Security and Breach Investigation Procedures and Practices Act**

To the extent Company receives Personal Information as defined by and in accordance with Kentucky’s Personal Information Security and Breach Investigation Procedures and Practices Act, KRS 61.931, 61.932 and 61.933 (the “Act”), Company shall secure and protect the Personal Information by, without limitation: (i) complying with all requirements applicable to non-affiliated third parties set forth in the Act; (ii) utilizing security and breach investigation procedures that are appropriate to the nature of the Personal Information disclosed, at least as stringent as University’s and reasonably designed to protect the Personal Information from unauthorized access, use, modification, disclosure, manipulation, or destruction; (iii) notifying University of a security breach relating to Personal Information in the possession of Company or its agents or subcontractors within seventy-two (72) hours of discovery of an actual or suspected breach unless the exception set forth in KRS 61.932(2)(b)2 applies and Company abides by the requirements set forth in that exception; (iv) cooperating with University in complying with the response, mitigation, correction, investigation, and notification requirements of the Act, (v) paying all costs of notification, investigation and mitigation in the event of a security breach of Personal Information suffered by Company; and (vi) at University’s discretion and direction, handling all administrative functions associated with notification, investigation and mitigation.

6.10 **Termination for Convenience**

The University of Kentucky, Purchasing Division, reserves the right to terminate the resulting contract without cause with a thirty (30) day written notice. Upon receipt by the contractor of a “notice of termination,” the contractor shall discontinue all services with respect to the applicable contract. The cost of any agreed upon services provided by the contractor will be calculated at the agreed upon rate prior to a “notice of termination” and a fixed fee contract will be pro-rated (as appropriate).
6.11 Termination for Non-Performance

Default

The University may terminate the resulting contract for non-performance, as determined by the University, for such causes as:

- Failing to provide satisfactory quality of service, including, failure to maintain adequate personnel, whether arising from labor disputes, or otherwise any substantial change in ownership or proprietorship of the Contractor, which in the opinion of the University is not in its best interest, or failure to comply with the terms of this contract;

- Failing to keep or perform, within the time period set forth herein, or violation of, any of the covenants, conditions, provisions or agreements herein contained;

- Adjudicating as a voluntarily bankrupt, making a transfer in fraud of its creditors, filing a petition under any section from time to time, or under any similar law or statute of the United States or any state thereof, or if an order for relief shall be entered against the Contractor in any proceeding filed by or against contractor thereunder. In the event of any such involuntary bankruptcy proceeding being instituted against the Contractor, the fact of such an involuntary petition being filed shall not be considered an event of default until sixty (60) days after filing of said petition in order that Contractor might during that sixty (60) day period have the opportunity to seek dismissal of the involuntary petition or otherwise cure said potential default; or

- Making a general assignment for the benefit of its creditors, or taking the benefit of any insolvency act, or if a permanent receiver or trustee in bankruptcy shall be appointed for the Contractor.

Demand for Assurances

In the event the University has reason to believe Contractor will be unable to perform under the Contract, it may make a demand for reasonable assurances that Contractor will be able to timely perform all obligations under the Contract. If Contractor is unable to provide such adequate assurances, then such failure shall be an event of default and grounds for termination of the Contract.

Notification

The University will provide ten (10) calendar days written notice of default. Unless arrangements are made to correct the non-performance issues to the University’s satisfaction within ten (10) calendar days, the University may terminate the contract by giving forty-five (45) days’ notice, by registered or certified mail, of its intent to cancel this contract.

6.12 Funding Out

The University may terminate this contract if funds are not appropriated or are not otherwise available for the purpose of making payments without incurring any obligation for payment after the date of termination, regardless of the terms of the contract. The University shall provide the contractor thirty (30) calendar days’ written notice of termination under this provision.
6.13 **Prime Contractor Responsibility**

Any contracts that may result from the RFP shall specify that the contractor(s) is/are solely responsible for fulfillment of the contract with the University.

6.14 **Assignment and Subcontracting**

The Contractor(s) may not assign or delegate its rights and obligations under any contract in whole or in part without the prior written consent of the University. Any attempted assignment or subcontracting shall be void.

6.15 **Permits, Licenses, Taxes**

The contractor shall procure all necessary permits and licenses and abide by all applicable laws, regulations and ordinances of all federal, state and local governments in which work under this contract is performed.

The contractor must furnish certification of authority to conduct business in the Commonwealth of Kentucky as a condition of contract award. Such registration is obtained from the Secretary of State, who will also provide the certification thereof. However, the contractor need not be registered as a prerequisite for responding to the RFP.

The contractor shall pay any sales, use, personal property and other tax arising out of this contract and the transaction contemplated hereby. Any other taxes levied upon this contract, the transaction or the equipment or services delivered pursuant hereto shall be the responsibility of the contractor.

The contractor will be required to accept liability for payment of all payroll taxes or deductions required by local and federal law including (but not limited to) old age pension, social security or annuities.

6.16 **Attorneys’ Fees**

In the event that either party deems it necessary to take legal action to enforce any provision of the contract and in the event that the University prevails, the contractor agrees to pay all expenses of such action including attorneys’ fees and costs at all stages of litigation.

6.17 **Royalties, Patents, Copyrights and Trademarks**

The Contractor shall pay all applicable royalties and license fees. If a particular process, products or device is specified in the contract documents and it is known to be subject to patent rights or copyrights, the existence of such rights shall be disclosed in the contract documents and the Contractor is responsible for payment of all associated royalties. To the fullest extent permitted by law the Contractor shall indemnify, hold the University harmless, and defend all suits, claims, losses, damages or liability resulting from any infringement of patent, copyright, and trademark rights resulting from the incorporation in the Work or device specified in the Contract Documents.

Unless provided otherwise in the contract, the Contractor shall not use the University’s name nor any of its trademarks or copyrights, although it may state that it has a Contract with the University.
6.18 **Indemnification**

The contractor shall indemnify, hold and save harmless the University, its affiliates and subsidiaries and their officers, agents and employees from losses, claims, suits, actions, expenses, damages, costs (including court costs and attorneys’ fees of the University’s attorneys), all liability of any nature or kind arising out of or relating to the Contractor’s response to this RFP or its performance or failure to perform under the contract awarded from this RFP. This clause shall survive termination for as long as necessary to protect the University.

6.19 **Insurance**

The successful Contractor shall procure and maintain, at its expense, the following minimum insurance coverages insuring all services, work activities and contractual obligations undertaken in this contract. These insurance policies must be with insurers acceptable to the University.

<table>
<thead>
<tr>
<th>COVERAGES</th>
<th>LIMITS</th>
</tr>
</thead>
<tbody>
<tr>
<td>Workers’ Compensation</td>
<td>Statutory Requirements (Kentucky)</td>
</tr>
<tr>
<td>Employer’s Liability</td>
<td>$500,000/$500,000/$500,000</td>
</tr>
<tr>
<td>Commercial General Liability including</td>
<td></td>
</tr>
<tr>
<td>operations/completed operations, products</td>
<td>$2,000,000 each occurrence</td>
</tr>
<tr>
<td>and contractual liability (including defense</td>
<td></td>
</tr>
<tr>
<td>and investigation costs), and this contract</td>
<td>(BI &amp; PD combined) $2,000,000 Products</td>
</tr>
<tr>
<td>Business Automobile Liability covering</td>
<td></td>
</tr>
<tr>
<td>owned, leased, or non-owned autos</td>
<td>$1,000,000 each occurrence</td>
</tr>
<tr>
<td>Cyber Liability</td>
<td>$3,000,000 each occurrence</td>
</tr>
<tr>
<td>Umbrella</td>
<td>$3,000,000 each occurrence</td>
</tr>
</tbody>
</table>

The successful contractor agrees to furnish Certificates of Insurance for the above described coverages and limits to the University of Kentucky, Purchasing Division. The University, its trustees and employees must be added as additional insured on the Commercial General Liability policy with regard to the scope of this solicitation. Any deductibles or self-insured retention in the above-described policies must be paid and are the sole responsibility of the contractor. Coverage is to be primary and non-contributory with other coverage (if any) purchased by the University. All of these required policies must include a Waiver of Subrogation (except Workers’ Compensation) in favor of the University, its trustees and employees.

6.20 **Method of Award**

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

Notwithstanding the above, this RFP does not commit the University to award a contract from this solicitation. The University reserves the right to reject any or all offers and to waive formalities and minor irregularities in the proposal received.

6.21 **Reciprocal Preference**

In accordance with KRS 45A.494, a resident offeror of the Commonwealth of Kentucky shall be given a preference against a nonresident offeror. In evaluating proposals, the University will apply a reciprocal preference against an offeror submitting a proposal from a state that grants residency
preference equal to the preference given by the state of the nonresident offeror. Residency and non-residency shall be defined in accordance with KRS 45A.494(2) and 45A.494(3), respectively. Any offeror claiming Kentucky residency status shall submit with its proposal a notarized affidavit affirming that it meets the criteria as set forth in the above reference statute.

6.22 Reports and Auditing

The University, or its duly authorized representatives, shall have access to any books, documents, papers, records or other evidence which are directly pertinent to this contract for the purpose of financial audit or program review.

6.23 Confidentiality

The University recognizes an offeror’s possible interest in preserving selected information and data included in the proposal; however, the University must treat such information and data as required by the Kentucky Open Records Act, KRS 61.870, et seq.

Information areas which normally might be considered proprietary, and therefore confidential, shall be limited to individual personnel data, customer references, formulae and company financial audits which, if disclosed, would permit an unfair advantage to competitors. If a proposal contains information in these areas and the offeror declares them to be proprietary in nature and not available for public disclosure, the offeror shall declare in the Transmittal Letter the inclusion of proprietary information and shall noticeably label as confidential or proprietary each sheet containing such information. Proposals containing information declared by the offeror to be proprietary or confidential, either wholly or in part, outside the areas listed above may be deemed non-responsive and may be rejected.

The University's General Counsel shall review each offeror’s information claimed to be confidential and, in consultation with the offeror (if needed), make a final determination as to whether or not the confidential or proprietary nature of the information or data complies with the Kentucky Open Records Act.

6.24 Conflict of Interest

This Request for Proposal and resulting Contract are subject to provisions of the Kentucky Revised Statutes regarding conflict of interest and the University of Kentucky’s Ethical Principles and Code of Conduct (www.uky.edu/Legal/ethicscode.htm). When submitting and signing a proposal, an offeror is certifying that no actual, apparent or potential conflict of interest exists between the interests of the University and the interests of the offeror. A conflict of interest (whether contractual, financial, organizational or otherwise) exists when any individual, contractor or subcontractor has a direct or indirect interest because of a financial or pecuniary interest, gift or other activities or relationships with other persons (including business, familial or household relationships) and is thus unable to render or is impeded from rendering impartial assistance or advice, has impaired objectivity in performing the proposed work or has an unfair competitive advantage.

Questions concerning this section or interpretation of this section should be directed to the University purchasing officer identified in this RFP.
6.25 **Extending Contract**

The offeror’s response to this RFP must state whether or not the offeror will permit the use of this contract by other Universities, state agencies, public and private institutions in the Commonwealth of Kentucky. An answer to this issue must be submitted within the response.

6.26 **Personal Service Contract Policies**

Pursuant to the Kentucky Model Procurement Code (Code), the Government Contract Review Committee (GCRC) of the Kentucky General Assembly may establish policies that govern personal service contracts. Under the Code, a personal service contract is an agreement whereby an individual, firm, partnership or corporation is to perform certain services requiring professional skill or professional judgment for a specified period of time at an agreed upon price.

A. **Professional Service Rate Schedules:**

The GCRC has established rate schedules for certain professional services and may impact any contract established under the Code. These rate schedules are located on the GCRC website at [www.lrc.ky.gov/statcomm/Contracts/homepage.htm](http://www.lrc.ky.gov/statcomm/Contracts/homepage.htm).

B. **Invoicing of Personal Service Contracts:**

The Kentucky Model Procurement Code was recently amended to establish conditions for invoicing for fees for personal service contracts. It states, “No payment shall be made on any personal service contract unless the individual, firm, partnership, or corporation awarded the personal service contract submits its invoice on a form established by the committee.” The Government Contract Review Committee has adopted a personal service contract invoice form that must be submitted as a condition of payment. A copy of the form is located on the GCRC website at [www.lrc.ky.gov/statcomm/contracts/PSC%20INVOICE%20form.pdf](http://www.lrc.ky.gov/statcomm/contracts/PSC%20INVOICE%20form.pdf).

6.27 **Copyright Ownership and Title to Designs and Copy**

The contractor and University intend this RFP to result in a contract for services, and both consider the products and results of the services to be rendered by the contractor hereunder to be a work made for hire. The contractor acknowledges and agrees that the work and all rights therein, including (without limitation) copyright, belongs to and shall be the sole and exclusive property of the University. For any work that is not considered a work made for hire under applicable law, title and copyright ownership shall be assigned to the University.

Title to all dies, type, cuts, artwork, negatives, positives, color separations, progressive proofs, plates, copy and any other requirement not stated herein required for completion of the finished product for use in connection with any University job shall be the property of and owned by the University. Such items shall be returned to the appropriate department upon completion and/or delivery of work unless otherwise authorized by the University. In the event that time of return is not specified, the contractor shall return all such items to the appropriate University department within one week of delivery.
6.28 University Brand Standards

The contractor must adhere to all University of Kentucky Brand Standards. University Brand Standards are maintained by the University Public Relations Office (UKPR) and can be viewed at http://www.uky.edu/pmarketing/brand-standards. Non-adherence to the standards can have a penalty up to and including contract cancellation. Only the UKPR Director or designee can approve exceptions to the University standards.

Graphics standards for the UK HealthCare areas are governed by UK HealthCare Clinical Enterprise Graphic Standards, found at: https://ourbrand.ukhealthcare.org. Contractor warrants that its products or services provided hereunder will be in compliance with all applicable Federal disabilities laws and regulations, including without limitation the accessibility requirements of Section 255 of the Federal Telecommunications Act of 1996 (47 U.S.C. § 255) and Section 508 of the Rehabilitation Act of 1973, as amended (29 U.S.C. 794d), and its implementing regulations set forth at Title 36, Code of Federal Regulations, Part 1194. For purposes of clarity, updated regulations under Section 508 standards now incorporate WCAG 2.0, and for purposes of this agreement WCAG 2.0 Level AA compliance is expressly included. Contractor agrees to promptly respond to, resolve and remediate any complaint regarding accessibility of products or services in a timely manner and provide an updated version to University at no cost. If deficiencies are identified, University reserves the right to request from Contractor, a timeline by which accessibility standards will be incorporated into the products or services provided by Contractor and shall provide such a timeline within a commercially reasonable duration of time. Failure to comply with these requirements shall constitute a material breach of this Agreement and shall be grounds for termination of this Agreement.

Where any customized web services are provided, Contractor represents that it has reviewed the University’s Web Policy and all products or services will comply with its published standards.

Contractor will provide University with a current Voluntary Product Accessibility Template (VPAT) for any deliverable(s). If none is available, Offeror will provide sufficient information to reasonably assure the University that the products or services are fully compliant with current requirements.

6.29 Printing Statutes

The purchase of printing services for all state agencies is governed by Chapter 57 of the Kentucky Revised Statutes. Specifically, all printing must be awarded to the lowest responsive bidder and approved by the Governor of Kentucky. In compliance with these statutes, all printing must be provided by a contract established by the Purchasing Division.

6.30 FERPA

Contractor acknowledges that it will have access to information on students that is subject to the confidentiality and disclosure restrictions required by FERPA. Contractor agrees that it shall fully comply with all FERPA use and access restrictions that are applicable to this contract, including but not limited to the restrictions set out in 34 CFR 99.31 and .33. Specifically, in performance of its duties, Contractor shall protect data and ensure it is not subject to further disclosure or use. Access shall be strictly restricted to its employees who require access to perform the duties described herein. Contractor shall employ technological access controls to both secure the data from third parties and ensure that it employs effective internal restrictions for access to the records to ensure access and use is limited to the duties described in this agreement.
7.0 SCOPE OF SERVICES

7.1 Detailed Services Defined

The University of Kentucky is preparing to provide enhanced video services as it increases online learning in both numbers and quality. These enhanced services must be forward-looking and must have been developed in an internet friendly environment that supports robust web services and access to relevant digital content in a manner that supports universal design for learning. The video services must provide a responsive design architecture to ensure the University meets the mobile requirements of the students.

In this section of the RFP, the University of Kentucky outlines some key video server requirements. Offerors are asked to submit responses to all questions and provide all information requested below. Questions should be answered in the context of providing cloud video services for the University of Kentucky.

a) Video Platform Services

UK requests the services provided to provide a cloud-based video service to meet the needs of the University.

Service Provided Questions and Information Requested:
1. Does your company see itself in the UK system space as a potential video services provider?
2. What video services role(s) do you think your organization can fulfill, and why?
3. What timelines and steps does your company take to onboard a new customer?
4. In your experience, what are the biggest challenges and issues faced in working with new customers?
5. Detailed Description of Services Offered:
   a. Standard Features versus Optional Features
   b. Support for Single and Multi-Tenant Solutions
   c. Use of Open Source versus Proprietary Technologies
6. Is additional cloud storage available on a per-college or department basis, if needs exceed the allotted storage by an enterprise licensing agreement?
7. Please provide a projected timeline or Gantt Chart for implementation.
8. Are any of the following functions a part of the firm’s services or roadmap (indicate whether current service, on roadmap, or not currently offered or planned)?
   a. Custom Skinning
   b. Outward/Public facing portal
   c. YouTube sync
   d. Redundant Content Delivery Networks (CDNs)
   e. Caption indexing for searches
   f. Live Streaming integration
   g. Zoom web conferencing integration and archiving
   h. Payment module(s) allow the University to selectively sell subscription(s) and/or ad hoc access to specific content.

b) Net+ Pricing Models (Or Recognized Equivalent)

UK requests the video software services provider to provide consultation, insight and support services which should be in line or better priced than other comparable Consortiums or University Pricing Structures.
Service Provider Questions and Information Requested:

1. Support Pricing Model
   - Per Service, per Seat base
   - Fixed and/or Time and Material
   - Payment Delivery Schedules

c) Service Level Agreement (SLA) Management

UK requests the service provider to provide SLA management with in the video environment.

Video Service Provider Questions and Information Requested:

1. The method of calculating service availability metrics
2. The Terms of Service (ToS) related to each service offering
3. Definitions of areas of responsibilities for SLAs and ToS (customer, partner, provider, etc.)
4. Scheduled uptime and scheduled maintenance windows, and details about how and when
   the maintenance is scheduled and communicated to the customer and all relevant parties
5. Description of the process for adding new services to the Cloud suite
6. Service Support procedures (Tier 1, Tier 2, Tier 3)

d) Termination Services

UK requests the service provider to provide details on Termination Services for each service
offering.

Video Service Provider Questions and Information Requested:

1. Contract Termination Procedures
2. What proprietary third-party products would inhibit a smooth transition to a similar service
   provider?
3. Customer Data Recovery and Transfer options and procedures
4. Customer Data Purge (online storage and offline storage)
5. Service Level Agreements applicable to Data Recovery and Transfer process
6. Termination clauses and associated Penalty fees

e) Pricing Models

UK requests the service provider to provide consultation and insight into pricing models.

Video Service Provider Questions and Information Requested:

1. Pricing Model – provide your GSA/State rates and include the following:
   - Pricing Plans and Models (Standard/Optional)
   - Bundled Pricing versus Itemized Pricing
   - Unit type and unit of measure
   - One-time costs versus Reoccurring costs, Unit type and measure
   - Minimum ordering quantity
• Applicable volume discounts base

2. Provisioning Model – Describe your provisioning model and ordering constraints to include:
• Minimum incremental ordering quantities (e.g. per unit, per bundle)
• Service activation time (ready for use)
• Payment Schedules (e.g. annual, monthly)
• Volume discounts – break points based on Quantity
• Minimum contract performance period and minimum quantity

3. Peer University contract usage
• Ability for peer institutions to leverage and buy off the negotiated contract with UK

f) Resource Utilization & Management Services

UK requires the service provider to provide consultation, insight, into resource requirements within the environment

Provider Questions and Information Requested:
• Describe your methodology for monitoring resource utilization
• Describe your procedures for making customer aware of resource constraints

g) Integration and Interfaces Services

UK uses SSO (Microsoft Active Directory for authentication through ADFS). In addition, UK has numerous interfaces which communicate via sftp, web service calls, dedicated vpn, automated file transfers, etc.

Service Provider Questions and Information Requested:
a. Describe your experience supporting interfaces.
b. Describe your policies and procedures to manage communications and security with inbound and outbound interface customers.

h) Disaster Recovery and Business Continuity Services

UK requires the systems to be available 24 x 7 x 365 except for scheduled maintenance. To this end, UK requires a Disaster Recovery or Business Continuity plan be in place to provide critical services in the event of a disaster being declared. Cloud Brokerage providers should factor in management of DR & BCS resources into their proposed solution.

Service Provider Questions and Information Requested:

a. How does your Data Center strategy address high-availability and disaster recovery requirements?
b. What are your disaster recovery procedures? Describe your disaster recovery strategy.
c. Is another vendor your back-up for disaster recovery? If so, who is the vendor?
i) Availability & Monitoring Services

UK requires the systems to be available 24 x 7 x 365 except for scheduled maintenance. Additionally, UK requires that the entire infrastructure stack from applications, servers, databases, and networks are continuously monitored for both performance and fault detection. Prompt notification must be provided in the event of failure. UK also requires real-time visibility into the reports generated by various monitoring applications.

Service Provider Questions and Information Requested:

a. Hardware redundancy – please detail out the redundancy and high availability solution.

b. Provide your production application uptime for currently hosted applications.

c. Describe any systems, architectures, or procedures in place which aid in preventing unscheduled downtime. Include the prevention of server crashes, Hard Disk Failures, Network Outages, Environmental Issues, Electrical Blackouts, etc.

d. Describe your ability to tune applications and databases for maximum performance.

e. Supply any certification as an authorized provider of support services for the hardware in use.

f. What standard reports do you provide to your customers regarding system availability and performance? How often?

g. Please provide a list and description of partnerships that support your services including sub-contractors.

h. How would your maintenance schedule take into account the UK business process schedule?

i. What specific metrics/targets do you track to measure your performance related to availability?

j. Describe the type of errors from a hardware/software perspective that are able to be detected, the tools employed, and procedures in place used to alert administrators and resolve problems.

k. Describe tools used to measure and report on CPU utilization, Memory usage, Storage availability, Network Bandwidth.

l. Describe tools used to measure Response Time from a user perspective in navigating through screens, performing search, etc.

m. Describe the availability of customer to use any of the above mentioned tools and/or view real-time status or reports indicating system availability, performance response, and resource utilization.

j) Audit, Compliance, & Security Services

UK requires the service provider to detail capabilities related to Auditability, Compliance, & Security including physical, data access and data storage details.

Cloud Brokerage Service Provider Questions and Information Requested:

a. Describe any external security audit with which you are in good standing (e.g. SSAE 16 or equivalent) and provide a copy of your most recent audit.

b. Describe your procedures for auditing services, any audit standards used for auditing purposes, and the frequency of those audits.

c. What are your security investments in auditing technology, tools, and resources?

d. Do you have a team dedicated to security? Please describe their roles and functions.
7.2 **Optional Services**

The Offeror shall provide any optional services for the University to consider.
8.0 **FINANCIAL OFFER SUMMARY**

Offerors are to provide a fixed price for the services offered.

8.1 **Mandatory Services (Section 7.1)**

Please complete and attach Section 7.1 to provide support for your firm fixed price bid.

The University of Kentucky is aware of current pricing models in the market through Consortiums and other Universities. Pricing submitted shall be in line or better than existing contracted prices which shall be evaluated as a maximum cost.

The University may wish to have pricing structured on a consumption basis where resources are paid for only when they are utilized. Furthermore, this should be offeror agnostic, with the marketplace determining the market set rate for the various resources. UK requests pricing in the following resource increments. The Offeror can suggest alternate pricing methodologies.

**Resources**
- Student per Seat Cost
- Storage Costs per GB
- Faculty per Seat Cost
- Data Transfer Rates or related (if they apply)
- Administrative per Seat Cost
- Consultation per Hour Costs
- Integration & Development per Hour Costs
- Enterprise or University Pricing Costs

8.2 **Optional Services (Section 7.2)**

Offerors must provide a bid on the optional services detailed in Section 7.2. The University shall, at its sole discretion, make the determination as to whether the optional service will be undertaken.

Offerors shall provide a bid on the optional services detailed in Section 7.2. The University shall, at its sole discretion, make the determination as to whether the optional service will be undertaken.

Please submit your bid on optional services by completing Section 7.2.

8.3 **Alternate Pricing**

In addition to the above financial offer, the offeror may submit alternative financial proposals, however the information requested above must be supplied and will be used for proposal evaluation purposes.