



INVITATION TO NEGOTIATE

Customer Relations Management System

ITN# 11-20-MH

UNIVERSITY OF SOUTH FLORIDA

The University of South Florida is requesting proposals from qualified firms interested in the University of South Florida Invitation to Negotiation for **Customer Relations Management** as further specified herein.

If you are interested in submitting a proposal, please note that the proposal needs to be submitted no later than **3:00 p.m., July 13, 2011**. Any questions concerning this Invitation to Negotiate should be directed to Mike Hernandez, Purchasing Administrator, Purchasing & Property Services: mahernandez@admin.usf.edu .

University of South Florida
Purchasing and Property Services
4202 E. Fowler Avenue AOC 200
Tampa, Florida 33620-9000
usfweb.usf.edu/purchasing/purch2.htm

SUBMIT PROPOSAL TO: UNIVERSITY OF SOUTH FLORIDA PURCHASING AND PROPERTY SERVICES 4202 E FOWLER AVENUE AOC-200 TAMPA, FL 33620-9000 Telephone Number: Area Code 813 974-2481 Web Address: usfweb.usf.edu/purchasing/purch2.htm		INVITATION TO NEGOTIATE	
Page 1 of 32 pages	ITN WILL BE OPENED 3:00 P.M July 13, 2011 and may not be withdrawn within 120 days after such date and time.		ITN NO: 11-20-MH
ISSUING DATE: June 14 , 2011		ITN TITLE: Customer Relations Management System	
FEID NUMBER OR S.S. NUMBER		Delivery will be _____ Days ARO	Cash Discount Terms
VENDOR NAME		REASON FOR NOT SUBMITTING PROPOSAL	
VENDOR MAILING ADDRESS		CERTIFIED OR CASHIER'S CHECK IS ATTACHED, WHEN REQUIRED, IN THE AMOUNT OF \$	
CITY-STATE-ZIP		POSTING OF PROPOSAL TABULATIONS Proposal tabulations with recommended awards will be posted for review by interested parties at the location where proposals were opened and will remain posted for a period of 72 hours. Failure to file a protest within the time prescribed in Section 120.53(5), Florida Statutes, shall constitute a waiver of proceedings under Chapter 120, Florida Statutes.	
WEB ADDRESS: _____			
AREA CODE	TELEPHONE NUMBER		
	TOLL-FREE NUMBER		
<i>I certify that this ITN proposal is made without prior understanding, agreement, or connection with any corporation firm, or person submitting a proposal for the same materials, supplies or equipment, and is in all respects fair and without collusion or fraud. I agree to abide by all conditions of this ITN proposal and certify that I am authorized to sign this ITN proposal for the vendor and that the vendor is in compliance with all requirements of the Invitation To Negotiate, including but not limited to, certification requirements. In submitting a proposal to the University of South Florida Board of Trustees, a public body corporate, herein after known as the University, the vendor offers and agrees that if the ITN proposal is accepted, the vendor will convey, sell, assign, or transfer to the University all rights, title and interest in and to all causes of action it * now or hereafter acquire under the Anti-trust laws of the United States and the University for price fixing relating to the particular commodities or services purchased or acquired by the University. At the University's discretion, such assignment shall be made and become effective at the time the purchasing agency tenders final payment to the vendor.</i>			
		AUTHORIZED SIGNATURE (MANUAL)	
		AUTHORIZED SIGNATURE (TYPED) TITLE	
		E-MAIL ADDRESS: _____	
GENERAL CONDITIONS:			
SEALED PROPOSALS: All proposal sheets and this acknowledgement form must be executed and submitted in a sealed envelope. (DO NOT INCLUDE MORE THAN ONE PROPOSAL PER ENVELOPE.) The face of the envelope shall contain, in addition to the above address, the date and time of the proposal opening and the proposal number. Proposal prices not submitted as instructed shall be rejected. All proposals are subject to the conditions specified herein. ITN responses, which do not comply with specified conditions, may be rejected.			
1.	EXECUTION OF ITN: ITN proposal must contain an original manual signature of authorized representative in the space provided above. ITN proposal must be typed or printed in ink. Use of erasable ink is not permitted. All corrections made by vendor to his ITN price must be initialed. The company name and E.I.N. number or social security number shall appear on each pricing page of the ITN as required. Complete ordering instructions must be submitted with the ITN proposal.	(e)	INVOICING AND PAYMENT: The vendor shall be paid upon submission of properly certified invoices to the purchaser at the prices stipulated on the contract at the time the order is placed, after delivery and acceptance of goods, less deductions if any, as provided. Invoices shall contain the contract number, purchase order number and the vendor's EIN number. An original invoice shall be submitted. Failure to follow these instructions may result in delay in processing invoices for payment. VENDOR'S RIGHT TO PAYMENT: Vendors providing goods and services to the University shall submit invoices to the University in order to receive payment. The University shall issue the Vendor's payment within 40 days (35 days for healthcare providers) after receipt of acceptable invoices, receipt, inspection and acceptance of goods and/or services provided in accordance with the terms and conditions of the purchase order/contract. If payment is not made within said 40 days, a separate interest penalty (established pursuant to Section 55.03 (1), Florida Statutes) on the unpaid balance will be paid upon Vendor's written request to the University, providing said request is received by the University no later than 40 days from the date shown on the University's check. The interest provision applies after a 35-day period to health care providers as defined by rule. Interest of less than one (1) dollar will not be enforced.
2.	NO ITN PROPOSAL: If not submitting an ITN proposal, respond by returning only this vendor acknowledgement form, marking it "NO ITN" and explain the reason in the space provided above. Failure to respond to a procurement solicitation without giving justifiable reason for such failure, non-conformance to contract conditions, or other pertinent factors deemed reasonable and valid shall be cause for removal of the supplier's name from the ITN mailing list. Note: To qualify as a respondent, vendor must submit a "NO ITN", and it must be received no later than the stated ITN opening date and hour.		
3.	ITN OPENING: Shall be public, on the date and at the time specified on the ITN form. It is the vendor's responsibility to assure that his ITN proposal is delivered at the proper time and place of the ITN opening. ITN proposals, which for any reason are not so delivered, will not be considered. Offers by facsimile or telephone are not acceptable. An ITN proposal may not be altered after opening of the proposals. NOTE: Proposal tabulations will be furnished upon written request with an enclosed, self-addressed, stamped envelope. Proposal files may be examined during normal working hours by appointment. Proposal tabulations will not be provided by telephone.	(f)	The University's vendor ombudsman, whose duties include acting as an advocate for vendors who may be experiencing problems in obtaining timely payment(s) from the University may be contacted at 813-974-2481. Written inquiries and requests for interest penalty payments can be addressed to: USF Accounts Payables, 4202 Fowler Ave ADM 147. Tampa, Fl. 33620.
4.	PRICES, TERMS AND PAYMENT: Firm prices shall be proposed and include all packing, handling, shipping charges and delivery to the destination shown herein.	(g)	ANNUAL APPROPRIATIONS: The University's performance and obligation to pay under this contract is contingent upon an annual appropriation by the Legislature.
(a)	TAXES: The University does not pay Federal Excise and Sales taxes on direct purchases of tangible personal property or services. See tax exemption number on face of purchase order or agreement form. This exemption does not apply to purchases of tangible personal property or services made by vendors who use the tangible personal property or services in the performance of contracts for the improvement of University-owned real property as defined in Chapter 192, F.S.	5.	DELIVERY: Unless actual date is specified (or if specified delivery cannot be met), show number of days required making delivery after receipt of purchase order in space provided. Delivery time may become a basis for making an award (see Special Conditions). Delivery shall be Monday through Friday, 8:00 a.m. to 11:30 a.m. and 1:00 p.m. to 4:00 p.m., excluding University of South Florida holidays, unless otherwise specified.
(b)	DISCOUNTS: Cash discounts for prompt payment shall not be considered in determining the lowest net cost for ITN proposal evaluation purposes.	6.	ADDITIONAL TERMS AND CONDITIONS: No additional terms and conditions included with the ITN response shall be evaluated or considered and any and all such additional terms and conditions shall have no force and effect and are inapplicable to this ITN. If submitted either purposely through intent or design or inadvertently appearing separately in transmittal letters, specifications, literature, price lists or warranties, it is understood and agreed the general and special conditions in this ITN solicitation are the only conditions applicable to the ITN and the vendor's authorized signature affixed to the vendor acknowledgement form attests to this.
(c)	MISTAKES: Vendors are expected to examine the specifications, delivery schedule, proposal prices, extensions and all instructions pertaining to supplies and services. Failure to do so will be at vendor's risk. In case of mistake in extensions the unit price will govern.		
(d)	CONDITIONS AND PACKAGING: It is understood and agreed that any item offered or shipped as a result of this ITN proposal shall be new, current standard production model available at time of the ITN. All containers shall be suitable for storage or shipment, and all prices shall include standard commercial packaging.		

7. **MANUFACTURERS' NAME AND APPROVED EQUIVALENTS:** Any manufacturers' name, trade names, brand names, information and/or catalog numbers listed in a specification are for information and not intended to limit competition. The proposer may offer any brand for which he is an authorized representative, which meets or exceeds the specifications for any item(s). **MEASUREMENTS:** Customary measurements appearing in these specifications are not intended to preclude proposals for commodities with metric measurements. If proposals are based on equivalent products, indicate on the ITN form the manufacturer's name and number. Vendor shall submit with his proposal, cuts, sketches, and descriptive literature, and/or complete specifications. Reference to literature submitted with a previous proposal will not satisfy this provision. The University reserves the right to determine acceptance of item(s) as an approved equivalent. Proposals, which do not comply with these requirements, are subject to rejection. Proposals lacking any written indication of intent to propose an alternate brand will be received and considered in complete compliance with the specifications as listed on the ITN form. The Purchaser is to be notified of any proposed changes in (a) materials used, (b) manufacturing process, or (c) construction. However, changes shall not be binding upon the University unless evidenced by a Change Notice issued and signed by the University.
8. **INTERPRETATIONS/DISPUTES:** Any questions concerning conditions and specifications shall be directed in writing to this office for receipt no later than forty-eight (48) hours prior to the ITN opening. Inquiries must reference the date of ITN opening and ITN number. No interpretation shall be considered binding unless provided in writing by the University in response to requests in full compliance with this provision. Any person who is adversely affected by the Agency's decision or intended decision concerning a procurement solicitation or contract award and who wants to protest such decision or intended decision shall file a protest in compliance with USF Regulation 4.02050(3). Failure to file a protest within the time prescribed in Section 120.57(3), F.S., shall constitute a waiver of proceedings under Chapter 120, F.S.
9. **NOTICE OF ITN PROTEST BONDING REQUIREMENT:** Any person who files an action protesting a decision or intended decision pertaining to contracts administered by the University pursuant to Section 120 F.S., shall post with the University at the time of filing the formal written protest, a bond payable to the University in an amount equal to 10 percent of the University's estimate of the total volume of the contract or \$10,000 whichever is less, which bond shall be conditioned upon the payment of all costs which may be adjudged against him in the administrative hearing in which the action is brought and in any subsequent appellate court proceeding. For protest of decisions or intended decisions of the University pertaining to requests for approval of exceptional purchases, the bond shall be in the amount equal to 10 percent of the requesting agency's estimate of the contract amount for the exceptional purchase requested or \$10,000, whichever is less. In lieu of a bond, the University may, in either case, accept a cashier's check or money order in the amount of the bond. **FAILURE TO FILE THE PROPER BOND AT THE TIME OF FILING THE FORMAL PROTEST WILL RESULT IN A DENIAL OF THE PROTEST.**
10. **CONFLICT OF INTEREST:** The award hereunder is subject to the provisions of Chapter 112, F.S. All vendors must disclose with their proposal the name of any officer, director, or agent who is also an employee of the University. Further, all vendors must disclose the name of any University employee who owns, directly or indirectly, an interest of five percent (5%) or more in the vendor's firm or any of its branches.
11. **AWARDS:** As the best interest of the University may require, the right is reserved to make award(s) by individual item, group of items, all or none, or a combination thereof; on a geographical district basis and/or on a statewide basis with one or more suppliers; to reject any and all proposals or waive any minor irregularity or technicality in proposals received. When it is determined there is competition to the lowest responsible vendor, evaluation of other proposals is not required. Vendors are cautioned to make no assumptions unless their proposal has been evaluated as being responsive. All awards made as a result of this ITN shall conform to applicable Florida Statutes, and University Regulations, policies and Procedures.
12. **SAMPLES:** Samples of items, when called for, must be furnished free of expense on or before ITN opening time and date, and if not destroyed may, upon request, be returned at the vendor's expense. Each individual sample must be labeled with vendor's name, manufacturer's brand name and number, ITN number, and item reference. Request for return of samples shall be accompanied by instructions, which include shipping authorization and name of carrier, and must be received within 90 days after ITN opening date. If instructions are not received within this time, the University shall dispose of the commodities.
13. **NONCONFORMANCE TO CONTRACT CONDITIONS:** Others acceptable to the University may test items for compliance with specifications by the Florida Department of Agriculture and Consumer Services. Should the items fail testing, the University may require the vendor to reimburse the University for costs incurred by the University in connection with the examination or testing of the commodity including costs relating to transporting the commodity samples to the testing site, actual test costs, personnel costs and other applicable costs. The data derived from any tests for compliance with specifications are public records and open to examination thereto in accordance with Chapter 119; F.S. Items delivered not conforming to specifications may be rejected and returned at vendor's expense. These items and items not delivered as per delivery date in ITN and/or purchase order may result in vendor being found in default in which event any and all procurement costs may be charged against defaulting vendor. Any violation of these stipulations may also result in:
a) Suppliers name being removed from the University list.
b) All University departments being advised not to do business with the supplier without written approval from Purchasing and Property Services until such time as supplier reimburses the University for all procurement and cover costs.
14. **INSPECTION, ACCEPTANCE AND TITLE:** Inspection and acceptance will be at destination unless otherwise provided. Title and risk of loss or damage to all items shall be the responsibility of the contract supplier until accepted by the ordering agency, unless loss or damage results from negligence by the ordering agency. The contract supplier shall be responsible for filling, processing and collecting all damage claims. However, to assist him in the expeditious handling of damage claims, the ordering agency will:
a) Record any evidence of visible damage on all copies of the delivering carrier's Bill of Lading.
b) Report damage (Visible and Concealed) to the carrier and contract supplier, confirming such reports, in writing, within 15 days of delivery, requesting that the carrier inspect the damaged merchandise.
c) Retain the item and its shipping container, including inner packing material, until the carrier and the contract supplier perform inspection.
d) Provide the contract supplier with a copy of the carrier's Bill of Lading and damage inspection report.
15. **GOVERNMENTAL RESTRICTIONS:** In the event any governmental restrictions may be imposed which would necessitate alteration of the material, quality, workmanship or performance of the items offered on this ITN prior to their delivery, it shall be the responsibility of the supplier to notify Purchasing and Property Services at once, indicating in his letter the specific regulation which required an alteration. The University reserves the right to accept any such alteration, including any price adjustments occasioned thereby, or to cancel the contract at no further expense to the University.
16. **ADDITIONAL QUANTITIES:** For a period not exceeding 180 days from the date of acceptance of this offer by the buyer, the right is reserved to acquire additional quantities up to the amount shown on the ITN but not to exceed the threshold for category two at the prices proposed in this invitation. If additional quantities are not acceptable, the ITN proposal sheets must be noted "PROPOSAL IS FOR SPECIFIED QUANTITY ONLY."
17. **SERVICE AND WARRANTY:** Unless otherwise specified, the vendor shall define any warranty service and replacements that will be provided during and subsequent to this contract. Vendors must explain on an attached sheet to what extent warranty and service facilities are provided.
18. **LEGAL REQUIREMENTS:** Applicable provision of all Federal, State, county and local laws, and of all ordinances, rules, and regulations shall govern development, submittal and evaluation of all proposals received in response hereto and shall govern any and all claims and disputes which may arise between person(s) submitting a ITN response hereto and the University, by and through its officers, employees and authorized representatives, or any other person, natural or otherwise; and lack of knowledge by any vendor shall not constitute a cognizable defense against the legal effect thereof.
19. **PATENTS COPYRIGHTS, TRADEMARKS, ROYALTIES** and other Intellectual Property: The vendor, without exception, shall indemnify and save harmless the purchaser and its employees from liability of any nature or kind, including cost and expenses for or on account of any copyrighted, patented, trademarked or unpatented invention, process, or article manufactured or supplied by the vendor. The vendor has no liability when such claim is solely and exclusively due to the combination, operation or use of any article supplied hereunder with equipment or data not supplied by vendor or is based solely and exclusively upon the University's alteration of the article. The purchaser will provide prompt written notification of a claim of copyright or patent infringement and will afford the vendor full opportunity to defend the action and control the defense.
20. Further, if such a claim is made or is pending the vendor may, at its options and expenses procure for the purchaser the right to continue use of, replace or modify the article to render it non-infringing. (If none of the alternatives are reasonably available, the University agrees to return the article on request to the vendor and receive reimbursement, if any, as may be determined by a court of competent jurisdiction.) If the vendor uses any design, device or materials covered by copyright, patent or trademark, it is mutually agreed and understood without exception that the proposal prices shall include all royalties or costs arising from the use of such design, device, or materials in any way involved in the work.
21. **ASSIGNMENT:** Any Purchase Order issued pursuant to this ITN and the monies, which may become due hereunder, are not assignable except with the prior written approval of the ordering agency.
22. **LIABILITY:** The vendor shall save and hold harmless the University, its officers, agents and employees against any and all claims by third parties resulting from the vendor's breach of this contract, the vendor's negligence, and/or vendor's other wrongful acts.
23. **FACILITIES:** The University reserves the right to inspect the vendor's facilities at any reasonable time with prior notice.
24. **PUBLIC PRINTING:** A vendor must have at the time of ITN opening a manufacturing plant in operation, which is capable of producing the items proposed, and so certify upon request of the agency. Every agency of the State, including agencies within the legislative and judicial branches of government, shall give preference to vendors located within the State when awarding contracts to have materials printed, whenever such printing can be done at no greater expense than, and at a level of quality comparable to that obtainable from a vendor located outside the State.
(a) **CONTRACTS NOT TO BE SUBLET:** In accordance with Printing Laws and Regulations printing contracts cannot be sublet. Printing shall be awarded only to printing firms. No contract shall be awarded to any broker, agent, or independent vendor offering to provide printing manufactured by other firms or persons.
(b) **PRINTING ADJUSTMENTS, OVERRUNS-UNDERRUNS:** No adjustment shall be accepted by an agency on any purchase of printing unless conditions or specifications of proposal expressly so provide.
(c) **COMMUNICATIONS:** It is expected that all materials and proofs will be picked up and delivered by the printer or his representative, unless otherwise specified. Upon request, materials will be forwarded by registered mail.
(d) **RETURN OF MATERIALS:** All copy, photos, artwork, and other materials supplied by the purchaser must be handled carefully and returned in good condition upon completion of the job. Such return is a condition of the contract and payment will not be made until return is affected.
(e) **QUALITY-PERFORMANCE ANALYSIS:** The vendor on any purchase of printing in excess of the threshold for category two shall complete and forward to Purchasing and Property Services the analysis form that accompanied his purchase order together with an invoice copy.
25. **PUBLIC RECORDS:** Any material submitted in response to this ITN will become a public document pursuant to Section 119.07, F.S. This includes material, which the responding vendor might consider to be confidential, or a trade secret. Any claim of confidentiality is waived upon submission, effective after opening pursuant to Section 119.07, F.S.
26. **DEFAULT:** Failure to perform according to this proposal and/or resulting contract shall be cause for your firm to be found in default in which event any and all procurement costs may be charged against your firm. Any violations of these stipulations may also result in:
a) Vendor's name being removed from Purchasing and Property Services vendor mailing list.
b) All University agencies being advised not to do business with the vendors without written approval of Purchasing and Property Services.
27. **CANCELLATION:** The University shall have the right of unilateral cancellation for refusal by the contractor to allow public access to all documents, papers, letters, or other material subject to the provisions of Chapter 119, Florida Statutes, and made or received by the contractor in conjunction with the contract.

NOTE: ANY AND ALL SPECIAL CONDITIONS AND SPECIFICATIONS ATTACHED HERETO WHICH VARY FROM THE GENERAL CONDITIONS SHALL HAVE PRECEDENCE.

Customer Relations Management System

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Customer Relations Management System

SECTION I: INTRODUCTION

The University of South Florida Board of Trustees, a public body corporate of the State of Florida, hereinafter the "University", intends to negotiate a contract with a single vendor for a Customer Relations Management System as described in this ITN. We invite proposals from qualified Vendors with products meeting the specifications below. Through this process the University desires to negotiate the best value agreement for the University.

SECTION II: SPECIAL CONDITIONS

Attention Vendor: Any vendors who received this Invitation to Negotiate from the Department of Purchasing and Property Services or vendors who have downloaded this Invitation to Negotiate from the USF Purchasing Web site <http://usfweb.usf/purchasing/purch2.htm>, are solely responsible to check the USF Purchasing Web site forty-eight (48) hours before the closing time of this Invitation to Negotiate to verify that they have downloaded any and all addenda that may have been issued for this bid/proposal or negotiation.

1. **OPENING NOTE TO VENDORS**

Vendor's response to this **Invitation to Negotiate** shall be delivered to the **Purchasing and Property Services, University of South Florida, 4202 East Fowler Avenue AOC 200, Tampa, Florida 33620-9000**, no later than **3:00 P.M. on July 13, 2011** according to the official clock located in the University's Purchasing Department. No other time-keeping source will be considered for this purpose. The University shall not extend or waive this time requirement for any reason whatsoever. Responses to the Invitation to Negotiate that arrive after **3:00 P.M. on July 13, 2011** may be rejected in the University's sole discretion. These proposals will be returned unopened to the Vendor. Proposals and/or amendments **will not** be accepted at any time via facsimile or electronic mail. **At 3:00 P.M. on July 13, 2011, all timely ITN Proposals received will be opened and recorded.**

If the Vendor elects to mail/ship its ITN Proposal package, the Vendor must allow sufficient time to ensure the University's proper receipt of the proposal package by the time specified above. **Regardless of the form of delivery, it is solely the responsibility of the Vendor to ensure that the ITN Proposal package arrives at the University's Purchasing Department no later than 3:00 P.M. on July 13, 2011.**

ITN Proposals will be accepted up to, and no proposals may be withdrawn after, the deadline for proposals submission time and date shown above.

ITN Proposals must be delivered in sealed envelopes/packages clearly marked: **ITN Proposal No. 11-20-MH.**

All proposals submitted must include our standard Invitation to Negotiate Form signed.

Customer Relations Management System2. INQUIRIES

The University will not give verbal answers to inquiries regarding negotiation considerations or verbal instructions prior to or after the selection process of this Invitation to Negotiate. A verbal statement regarding same by any person shall be non-binding. The University is not liable for any cost incurred by the Vendor in connection with the preparation, production, or submission of their ITN Proposal including any increased costs resulting from the Vendor accepting verbal direction. All University changes to the ITN terms or specifications, if necessary, shall be made by the university by written addendum to the Invitation to Negotiate and distributed electronically by e-mail and posted on the Purchasing Web site only.

Note: Vendors are responsible to insure that the University has their point of contact as well as their name, title, company name, address, telephone, and e-mail address in order to receive any addenda via e-mail.

3. QUESTIONS ABOUT ITN - POINT OF CONTACT

Any questions concerning this Invitation to Negotiate should be directed to Mike Hernandez, Purchasing Administrator, Purchasing & Property Services, AOC-200, via e-mail at mahernandez@admin.usf.edu by 5:00 p.m., June 24, 2011. Phone: (813) 974-8123.

4. ADDENDA

Purchasing & Property Services may issue written addenda prior to the proposal opening date, supplementing, modifying or interpreting any portion of this Invitation to Negotiate. No verbal or written information from any source other than the Purchasing & Property Services addenda is authorized as representing the University.

Vendor's failure to return any and all addenda may result in disqualification of that Vendor's Invitation to Negotiate.

PLEASE NOTE: It is solely the Vendor's responsibility to check the USF Purchasing Web site at usfweb.usf.edu/purchasing/purch2.htm, forty-eight (48) hours before the closing time of this proposal to verify that the proposer has received any addenda that may have been issued.

5. MEETINGS

Notice of public meetings regarding the Invitation to Negotiate will be posted on the bulletin board located outside the Purchasing & Property Services Department located at 4202 E Fowler Avenue AOC-200, Tampa, Fl 33620 and posted electronically on the USF Purchasing Bid website five business days prior to the meeting, (USFWEB.USF.EDU/PURCHASING/PURCH2.HTM). For the purpose of this ITN, meeting notices will be Noticed (posted) by e-mail to the ITN vendor list.

6. PARKING

Annual, semester, monthly, weekly, or daily parking permits must be obtained from Parking and Transportation Services (974-3990 for further information) for any company vehicles and/or individual vehicles that will be parked on campus. This applies to all vehicles used for an extended period of time (over 3 days or on a recurring basis). Parking rules and regulations must be observed by all drivers. Website for parking services is: [HTTP://USFWEB.USF.EDU/PARKING_SERVICES/](http://USFWEB.USF.EDU/PARKING_SERVICES/)

Customer Relations Management System7. AWARD

Vendor's proposals will be evaluated based on the requirements set forth in this Invitation to Negotiate. The University reserves the right to reject any or all proposals.

Vendors may be required to answer questions and may be required to conduct a site visit for the evaluation committee in order for the evaluation committee to inspect the proposed property first hand.

The award(s) shall be made by the University to the most responsive and responsible vendor whose final proposal is determined to be the most advantageous to the University taking into the evaluation criteria as set forth in the Invitation to Negotiate.

The University's intent is to award on an "All-or-None Total Offer" basis.

8. PROPOSAL TABULATION

Vendors desiring a copy of the proposal tabulation for the Invitation to Negotiate may obtain a copy from the USF Purchasing web site <http://usfweb.usf/purchasing/purch2.htm> for 72 hours after the award is posted. Proposal tabulation will be available after award and will be posted on the Purchasing website. The proposal tabulation is an accounting of initial proposal information received relative to requested information and may not include price information. Proposal results will not be given out over the telephone.

9. THE INVITATION TO NEGOTIATE PROCESS

The ITN process is a flexible procurement process that is used when highly specialized and or variable services or products are required. Negotiations offer an opportunity for selected Vendor(s) to discuss their responses with an evaluation committee. The goal of this comprehensive process is for identification of the optimal outcome or the solution that best meets the needs of the University. Only representatives of the participating Vendors who are authorized to negotiate and make agreements shall be involved in negotiations.

10. EVALUATION CRITERIA

Evaluation will be based on criteria identified in the Section III - Specifications. **Any information a Vendor deems essential to the evaluation of the products/services offered, for which no provision is made in the ITN, should be clearly stated in the proposal.** While the University reserves the right to request additional information or clarification from Vendors at any time in the process, Vendors should not assume that they will be allowed to amplify or modify their initial written proposal. The initial response must be a clear and easy to understand explanation of the products, services, benefits and prices offered and should include information as to how all specifications will be met.

11. NEGOTIATION WITH VENDORS

To identify vendors for negotiations, submitted proposals will be evaluated, presentations and property site visits may be requested, and references may be verified and reviewed. The University will compare the proposals according to the evaluation criteria described in SECTION III for the purpose of identifying vendors for negotiation. The evaluation criteria does not necessarily determine the best value for the university or the award to be made.

Vendors may be invited to continue in the negotiation process. Negotiations offer an opportunity for the selected Vendors to discuss their offers and proposals in further detail with the University. Selected vendors may be given the opportunity to refresh

Customer Relations Management System

their initial offers. Refreshed proposals allow vendors to match or exceed the offers made by competitors, both as to services and cost. This allows the University to secure services which best meet its needs, at a highly competitive and favorable cost. At the conclusion of this negotiation process, the University may ask selected vendors to submit a written best and final offer, to memorialize all agreements reached during negotiations and to extend additional benefits to the University, if desired. Invitation to submit a best and final offer is not automatic. After this negotiation a final Vendor(s) may be selected.

12. INVITATION TO NEGOTIATE FORM

All proposals shall be submitted using the University of South Florida Invitation to Negotiate form as a cover to be considered for an award of the proposal. The form shall be completed in ink or typewritten, signed by an authorized signatory of the Vendor and returned with the proposal in a sealed envelope. Vendor is responsible for marking the outside of the sealed envelope with the proposal number and the opening date.

The Invitation to Negotiate form and all related pages are a legal document and cannot be altered by the Vendor in any way. Any alteration made by a Vendor may disqualify the proposal and the response may be considered invalid. Any necessary changes to an Invitation to Negotiate document will be implemented by written addenda to the proposal issued by Purchasing & Property Services.

13. RIGHT TO NEGOTIATE

Upon evaluation of the responses, the University has the right to enter into negotiations with one or multiple Vendors that appear to have submitted proposal(s) that best meet the needs and requirements of the University. Negotiations could include but are not limited to price and the terms and conditions of this ITN.

If for any reason a Vendor(s) and the University cannot arrive at a mutual agreement that would result in the issuance of a contract, the University reserves the right to terminate negotiations, to reject the proposal(s), and to continue negotiations with other responsive Vendors that may lead to the issuance and award of a contract.

14. VENDOR'S RESPONSIBILITY

It is understood and the Vendor hereby agrees that it shall be solely responsible for all services that it proposes, notwithstanding the detail presented in the Invitation to Negotiate.

15. VENDOR'S EXPENSE

All proposals submitted in response to the ITN must be submitted at the sole expense of the Vendor, whether or not any agreement is signed as a result of this Invitation to Negotiate. Proposers will pay all costs associated with the preparation of proposals and necessary visits to campus and other required site visits.

16. NUMBER OF PROPOSALS SUBMITTED

Vendor shall submit one (1) original proposal-clearly mark as "original" and **five (5) copies.**

Customer Relations Management System17. PROPOSAL REJECTION

The University shall have the right to reject any or all ITN proposals and in particular to reject an ITN proposal not accompanied by data required by the Invitation to Negotiate or an ITN proposal in any way incomplete or irregular including the omission of pricing information. Conditional ITN proposals may be considered non-responsive.

18. OPEN COMPETITION

The University encourages free and open competition among vendors. Whenever possible, specifications, invitations to negotiate, and conditions are designed to accomplish this objective, consistent with the necessity to satisfy the University's needs and the accomplishment of a sound economical operation. The Vendor's signature on their ITN proposal guarantees that the prices quoted have been established without collusion with other Vendors and without effort to preclude the University from obtaining the lowest possible competitive price.

19. ORAL PRESENTATION

After ITN proposals have been opened, Vendors submitting ITN proposals may be requested, at the sole option of the University, to make oral presentations or provide written clarifications. Such presentations or clarifications will provide an opportunity for the Vendor to clarify the proposal. Oral presentations may be recorded. Recorded oral presentations and written clarifications will be affixed to the Vendor's ITN proposal and become part of the same as if originally submitted.

20. MISTAKES

Vendors must check their proposals for any errors. Failure to do so will be at the Vendor's risk.

In the event a mistake results in the written request of a Vendor withdrawing any part of the proposal, the Vendor must withdraw the entire proposal package and the University will not consider that proposal for award of ANY of the subject ITN. This applies to all requests for withdrawal. The only exception to this policy would be a case where the mistake was the result of misinformation unknowingly supplied by the University. In this event, a waiver of policy must be approved by Purchasing whose decision shall be final.

21. RIGHT TO TERMINATE

USF has the right to terminate, without penalty, this Agreement in the event a State or University-owned building becomes available to USF for occupancy for the purposes for which this space is being leased upon giving six (6) months advance written notice to the Lessor by Certified Mail, Return Receipt Requested.

22. CANCELLATION

For the protection of both parties all contractual obligations shall prevail for at least 90 days after the effective date of the contract. After that period, for the protection of both parties, this contract may be cancelled, in whole or in part, by either party by giving thirty (30) days written notice to the other party.

Customer Relations Management System23. FORCE MAJEURE

No default, delay or failure to perform on the part of the either party shall be considered a default, delay or failure to perform otherwise chargeable, hereunder, if such default, delay or failure to perform is due to causes beyond either party's reasonable control including, but not limited to, strikes, lockouts or inactions of governmental authorities; epidemics; acts of terrorism; war; embargoes; fire; earthquake; acts of God; or default of common carrier. In the event of such default, delay or failure to perform, any date or times by which either party is otherwise scheduled to perform shall be extended automatically for a period of time equal in duration to the time lost by reason of the excused default, delay or failure to perform.

24. AVAILABILITY OF FUNDS

The University's performance and obligation to pay under this contract is contingent upon an annual appropriation by the Legislature.

25. PAYMENT

The University will make partial payment in the amount of the value of items or service received and accepted by the University in response to a request by the Vendor along with the submission of a properly executed invoice, and supporting documents (if required). The University shall issue the Vendor's payment within 40 days (35 days for healthcare providers) after receipt of an acceptable invoice and receipt, inspection, and acceptance of goods and/or services provided in accordance with the terms and conditions of the purchase order/contract. The University's preferred payment method is P-card. No additional charges will be accepted for use of P-card payment. Any penalty or delay in payment shall be in accordance with section 55.03, Florida Statutes. The University's vendor ombudsman, whose duties include acting as an advocate for vendors who may be experiencing problems in obtaining timely payment(s) from the University may be contacted at 813-974-2481.

26. FEID NUMBER

Vendors MUST supply their Federal Employee Identification Number or Social Security number.

27. W-9 FORM

Vendors are required to complete and return the W-9 Form attached herein with their proposal response.

NOTE: The W-9 statement must be completed and signed before a contract can be approved.

28. STANDARDS OF CONDUCT

It is a breach of ethical standards for any employee of the University to accept, solicit, or agree to accept a gratuity of any kind, form or type in connection with any contract for commodities or services. It is also a breach of ethical standards for any potential vendor to offer an employee of the University a gratuity of any kind, form or type to influence the development of a contract or potential contract for commodities or services.

Customer Relations Management System29. AMERICAN WITH DISABILITIES (ADA)

The Vendor awarded this proposal/proposal shall agree to comply with the Americans with Disabilities Act (ADA) of 1990.

NOTE: If special accommodations are required in order to attend any event or meeting in conjunction with this Invitation to Negotiate, please notify Purchasing and Property Services at (813)974-2481 at least 5 working days prior to the scheduled event.

30. PUBLIC RECORDS

Sealed proposal responses received by the University pursuant to Invitation to Negotiate are exempt from the provisions of the Florida Statute Chapter 119 until such time as the University provides notice of a decision or intended decision pursuant to Florida Statute Chapter 120 or within ten (10) days after the proposal opening, whichever is earlier.

The University reserves the right of unilateral cancellation for refusal by the Vendor(s) to allow public access to all documents, papers, letters, or other materials subject to the provisions of Chapter 119 and made or received by the Vendor(s) in conjunction with this resulting contract.

31. EQUAL OPPORTUNITY STATEMENT

The University believes in equal opportunity practices which conform to both the spirit and the letter of all laws against discrimination and is committed to non-discrimination based on race, creed, color, sex, age, national origin, religion or disability. To be considered for inclusion as a vendor under this agreement, the bidder commits to the following:

- A. The provisions of Executive Order 11246, September 24, 1965, and the rules, regulations and relevant orders of the Secretary of Labor are applicable to each order placed against this agreement regardless of value. See attached.
- B. If the bidder expects to receive \$25,000 in Revenues during the first 12 months of this agreement, a complete "Certificate of Non-Segregated Facilities" shall be attached to the bid response. Sample certificate attached.
- C. If the bidder expects to receive \$60,000 in Revenues during the first 12 months of this agreement and employs more than 50 people, standard form 100 (EEO-1) must be filed prior to March 1 of each year.
- D. If the bidder expects to receive \$60,000 in Revenues during the first 12 months and employs more than 50 people, a written program for affirmative action compliance must be maintained by the bidder, subject to review upon request by the user agencies of this agreement.

32. PUBLIC ENTITY CRIMES

Any person or affiliate who has been placed on the convicted vendor list following a conviction for a public entity crime, may not submit a proposal on a contract to provide any goods or services to a public entity, may not submit a proposal on a contract with a public entity for the construction or repair of a public building or public work, may not submit proposals on leases of real property to a public entity, may not be awarded or perform work as a contractor, supplier, subcontractor, or consultant under a contract with any public entity, and may not transact business with any public entity in excess of the threshold amount provided in the University Regulation 4.02030(1), for a period of 36 months from the date of being placed on the convicted vendor list.

Customer Relations Management System33. LOBBYING

The expenditure of funds from Grants and Aids Appropriations, for the purpose of lobbying the Legislature or a State Agency, is prohibited. This condition is applicable to Florida State appropriated grants and aids.

34. AFFIRMATIVE ACTION

As a condition of this contract, the Vendor agrees to comply with Section 202, Executive Order 11246, as amended by Executive Order 11375, and regulations published by the U.S. Department of Labor implementing Section 503 of the Rehabilitation Act of 1973, Public Law 93-112, as amended, which are incorporated herein by reference.

35. TAXES

The State of Florida, and the University, is a tax immune sovereign and exempt from the payment of sales, use or excise taxes. The Vendor shall pay all personal property taxes on leased equipment and all taxes based upon net income.

36. LICENSES

In the event either party is required to obtain from any governmental authority any permit, license, or authorization as a prerequisite to performing its obligations hereunder, the cost thereof shall be borne by the party required to obtain such permit, license, or authorization.

37. CERTIFICATION

In accordance with Section 112.3185, Florida Statutes, the Vendor hereby certifies that to the best of his knowledge and belief no individual employed by him or subcontracted by him has an immediate relation to any employee of the University who was directly or indirectly involved in the procurement of said services. Violation of this section by Vendor shall be grounds for cancellation of this Agreement by the University.

38. INDEMNIFICATION

Vendor agrees to indemnify and hold free and harmless, and defend the State of Florida, the State Board of Education, the State Board of Governors, the University of South Florida, and the University of South Florida Board of Trustees, a public body corporate, and their officers, employees and agents, from and against any and all actions, claims, liabilities, assertions of liability, losses, costs and expenses, which in any manner directly or indirectly may arise or be alleged to have arisen, or resulted or alleged to have resulted from the presence, activities and promotions of every kind and nature whatsoever of Vendor and/or Vendor's officers, employees, agents and contractors, in connection with this Agreement.

39. RELATIONSHIP OF PARTIES

It is understood and agreed that nothing herein contained is intended, or should be construed, as creating or establishing the relationship of partners or joint ventures, or any similar relationships between the parties hereto, or as constituting Vendor as the agent or representative of the University for any purpose in any manner whatsoever. Vendor is not authorized to bind University to any contracts or other obligations. Vendor shall not expressly or impliedly represent to any party that Vendor and University are partners or that Vendor is the agent or representative of University or of the Board of Trustees for any purpose or in any manner whatsoever.

Customer Relations Management System40. TECHNOLOGY PROVIDED

The University's expectation is that vendors shall provide the most current available technology in the execution of the terms and conditions and in providing all services related to the contract.

41. PURCHASES BY OTHER UNIVERSITY ENTITIES

With the consent and agreement of the successful Vendor(s), purchases may be made under this ITN by University of South Florida Direct Support Organization and affiliated entities. Such purchases shall be governed by the same terms and conditions stated in the proposal solicitation.

42. MINORITY VENDOR ENTERPRISES

The University of South Florida actively encourages the continued development and economic growth of small, minority, service disabled veterans and women-owned businesses. Central to this initiative is the participation of a diverse group of vendors doing business with the University. To this end, it is vital that small, minority, service disabled veterans and women-owned business enterprises participate in the State's procurement process as both prime contractors and subcontractors. Small, minority, service disabled veterans and women-owned business enterprises are strongly encouraged to submit replies to this solicitation, or to contact larger suppliers about subcontracting opportunities.

The vendor shall submit documentation addressing the Governor's One Florida Initiative and describing the efforts being made to encourage the participation of small, minority, service disabled veterans and women-owned business enterprises. Please refer to the Governor's "One Florida Initiative" Section 2: Nondiscrimination in subcontracting when preparing this documentation:http://dms.myflorida.com/media/general_counsel_files/one_florida_executive_order_pdf

Vendors who contract with the University are required to provide information related to the use of certified/non certified small, minority, service disabled veterans and women-owned business. Prime Contractor Quarterly Reports should identify any participation by diverse contractors: subcontractors, vendors, resellers, distributors, or such other participation as the parties may agree. Prime Contractor Quarterly Report documentation shall include the reporting of spending with state of Florida certified/non certified small, minority, service disabled veterans and women-owned business enterprises. Such reports must be submitted quarterly to the USF Supplier Diversity Manager and Purchasing & Property Services Director by e-mail to nmathis1@admin.usf.edu & tdibella@admin.usf.edu).

Is your firm a "Minority Business Enterprise" defined as a business concern engaged in commercial transactions which is domiciled in Florida, is at least fifty-one (51%) percent owned by minority person and whose management and daily operations are controlled by such persons?

YES _____ NO _____

If yes, is it certified by the State of Florida Office of Supplier Diversity (OSD)?

YES _____ NO _____

The successful vendor(s) shall be required to supply quarterly reports to the University of its payments to small, minority, service disabled veterans and women-owned business enterprises for goods and services provided in servicing the users of this Data Storage Equipment Contract. These quarterly reports will be submitted directly to the USF Supplier Diversity Manager and Purchasing & Property Services Director by e-mail: nmathis1@admin.usf.edu & tdibella@admin.usf.edu to be utilized for the University's Quarterly subcontractor reporting to the State of Florida, Department of Management Services, Office of Supplier Diversity. Subcontractor Reports should be

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provided by the Prime Contractor on a quarterly basis by the 7th of the month in January, April, July & October. The form to submit the use of subcontractor's quarterly spend data is located here:
<http://usfweb2.usf.edu/supplierdiversity/CMBE%20NONCMBE%20CONT%20COMP%20FORM%20121710%20INTERNET.xlsx>

Vendor shall provide with the proposal list of MBE suppliers and subcontractor.

43. CONDITIONS AND PROVISIONS

USF reserves the right to reject any and all proposals and to waive minor variances from the requirements set forth in this ITN. USF at its sole discretion will select the proposal it deems is in the best interests of USF.

44. FEDERAL DEBARMENT

By signing this bid/proposal, the offeror certifies, to the best of its knowledge or belief, that the offeror and its principals are not presently debarred, suspended, proposed for debarment, or declared ineligible for the award of contracts by any Federal agency; or have not within a three-year period preceding this offer, been convicted of or have a civil judgment rendered against them in connection with a public contract or subcontract; or are not criminally or civilly charged by a governmental entity with commission of offenses; or has not within a three-year period preceding this offer had a contract terminated for default by any Federal agency. (Federal Acquisition Regulation 52.209-5)

45. CONFLICT OF INTEREST

The award hereunder is subject to the provisions of Chapter 112, of the Florida Statutes. All vendors must disclose with their ITN the name of any officer, director, or agent who is also an employee of the University. Further, all vendors must disclose the name of any University employee who owns, directly or indirectly, an interest of five percent (5%) or more in the vendor's firm or any of its branches.

By submitting a response to this ITN without such information, the Vendor certifies that to the best of his knowledge and belief no individual employed by him or subcontracted by him has an immediate relation to any employee of the University who was directly or indirectly involved in the procurement of said services. Violation of this section by Vendor shall be grounds for cancellation of the Contract.

46. NOTICE OF ITN PROTEST BONDING REQUIREMENT

Any person who files an action protesting a decision or intended decision pertaining to contracts administered by the University pursuant to Section 120 F.S., shall post with the University at the time of filing the formal written protest, a bond payable to the University in an amount equal to 10 percent of the University's estimate of the total volume of the contract or \$10,000 whichever is less, which bond shall be conditioned upon the payment of all costs which may be adjudged against him in the administrative hearing in which the action is brought and in any subsequent appellate court proceeding. For protest of decisions or intended decisions of the University pertaining to requests for approval of exceptional purchases, the bond shall be in the amount equal to 10 percent of the requesting agency's estimate of the contract amount for the exceptional purchase requested or \$10,000, whichever is less. In lieu of a bond, the University may, in either case, accept a cashier's check or money order in the amount of the bond. Failure to file the proper bond at the time of filing the formal protest will result in a denial of the protest.

Customer Relations Management System47. PATENTS COPYRIGHTS, TRADEMARKS, ROYALTIES AND OTHER INTELLECTUAL PROPERTY

To the extent that intellectual property of Vendor will be sold or licensed as a part of the products or services offered, the Vendor, without exception, shall indemnify and save harmless the purchaser and its employees from liability of any nature or kind, including cost and expenses for or on account of any copyrighted, patented, trademarked or unpatented invention, process, or article manufactured or supplied by the vendor.

48. COMPLIANCE WITH LAWS

Vendor shall comply with applicable Federal, State, and local laws and regulations and University Regulations and Policies with respect to its participation in the ITN process. If Vendor receives an award as a result of the ITN, Vendor shall continue to comply with the foregoing laws, regulations, and policies. **If Vendor fails to comply with the requirements of the proceeding sentences, the University, in its sole discretion, may disqualify Vendor, or, if Vendor has been awarded a contract pursuant to the ITN, the University, in its sole discretion, may determine that Vendor is in default.**

49. INSURANCE

- a. The Vendor shall not commence any work in connection with this contract until obtaining, at a minimum, all of the types of insurance enumerated below and having such insurance approved by the University. The Vendor shall not allow any subcontractor to commence work on its subcontract until all similar insurance required of the subcontractor has been so obtained. All insurance policies shall be with insurers qualified to do business in Florida. The Vendor shall furnish the University proof of insurance coverage by certificates of insurance no later than ten (10) days after Contract award. All required insurance policies shall name the University Of South Florida Board Of Trustees, State Board of Governors and the State of Florida as additional named insureds.
- b. The Vendor must secure and maintain, during the life of this agreement, Worker's Compensation Insurance for all of its employees connected with the work of this project and, in case any work is sublet, the Vendor shall require the insurance for all of the subcontractor's employees unless such employees are covered by the protection afforded by the Vendor's insurance. Such insurance shall comply fully with the Florida Worker's Compensation Law. In case any class of employees engaged in work under his contract at the site of the project is not protected under Worker's Compensation statute, the Vendor shall provide, and cause each subcontractor to provide, adequate insurance satisfactory to the University, for protection of the employees not otherwise protected.
- c. The Vendor must secure and maintain during the life of the Agreement, COMPREHENSIVE GENERAL LIABILITY AND COMPREHENSIVE AUTOMOBILE LIABILITY INSURANCE which shall protect the Vendor and its officers, employees, servants, agents, and University from claims for damages and personal injury, including accidental death, as well as claims for property damages which may arise from operations under this agreement whether such operations be by the Vendor or by anyone directly or indirectly employed by the vendor and the amounts of such insurance shall be for, at a minimum, the amounts as follows:
 1. Commercial General Liability
 - Each occurrence \$ 250,000
 - Each aggregate \$ 500,000
 2. Business Auto Liability Insurance
 - Combined Single limit \$ 500,000
 3. Umbrella or Excess Liability \$1,000,000
- d. The University is exempt from paying, and is in no way liable for, any sums of money which may represent a deductible in any vendor's insurance policy. The payment of such deductible is solely the responsibility of the Vendor obtaining the insurance.

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SECTION III: SPECIFICATIONS**1. BACKGROUND**

The University of South Florida is one of the nation's top public research universities. Located in Tampa Bay, a metropolitan region of multiple major cities, the USF System is comprised of four members: USF Tampa, the doctoral granting, research intensive member institution and three master's level institutions, USF St. Petersburg, USF Sarasota-Manatee and USF Polytechnic. Total system enrollment is over 47,000 undergraduate, graduate, doctoral and non-degree seeking students.

USF Tampa is a diverse and culturally rich residential community with over 30,000 undergraduates and over 8,000 graduate and doctoral students. Our students represent every state in the nation, as well as over 150 different countries. The Office of Undergraduate Admissions (OUA) recruits, admits and enrolls incoming first time in college and transfer students with a staff of over 60 people.

The Office of Undergraduate Admissions currently uses Recruitment PLUS as its Client Relationship Management tool (CRM) to manage prospective student data, communicate with students, parents, guidance counselors, and other influencers and to track recruitment events and travel. With the scheduled sunset of Recruitment PLUS in 2013, USF is searching for a replacement CRM. The ideal CRM replacement will be web-based, integrate with SunGARD BANNER, and replace secondary systems currently in place for event management and large-scale email communications.

2. SCOPE OF WORK**a. Purpose**

The USF Office of Undergraduate Admissions (OUA) is seeking a web-based CRM to replace our current CRM, Recruitment PLUS. The goal for the new system is to provide a tool to organize and track inquiries made during the admission process; track prospective student, organization, guidance counselor and parent data; manage and measure communications sent to all constituents; manage admission recruiter travel and event schedules; manage on- and off-campus event creation, posting to the web, and track registrations; and report recruitment statistics.

As student information is received, the system should facilitate our ability to customize communication plans by desired attributes as defined by OUA and to analyze the effectiveness of multi-channel communication campaigns. In addition, statistical data reporting will be used to inform recruitment travel, and further refine market development.

The successful CRM tool will need to demonstrate efficiency for staff by streamlining routine data entry tasks, having a high ease of use for all technical skill levels, requiring no additional IT staff resources, and requiring minimal maintenance once implemented.

3. VENDOR PROPOSAL WILL INCLUDE THE FOLLOWING

- a. Letter of introduction which outlines company history, client listing.

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- b. Provide a list of the number of times in the last two years that your firm has implemented the CRM you are proposing in a university setting.
- c. Has your firm implemented this product at an institution of comparable size and structure? With a similar mission? That uses Banner?
- d. Listing of services as required in item 4;
- e. Listing of recommended services from the vendor, in addition to item 4, which should be provided to USF Office of Undergraduate Admissions to meet stated goals;
- f. Explanation of how services will be delivered, along with a recommended timeline for implementing;
- g. Listing of cost(s) associated with recommendations in the proposal this should include:
 - Contract topics, including site vs. seat licensure, pricing structures, standard licensing agreements, maintenance contracts, and third party costs or maintenance agreements.

4. PRODUCT SPECIFICATIONS AND SCOPE OF SERVICE

- 1. System Overview
 - Provide an overview of your system's ability to identify, maintain, track and communicate with prospective students, parents, school personnel and organizations on the basis of set or customized data elements throughout the recruitment and admissions process.
 - a. Provide an overview of your database's platform, including details about specific tables such as students, organizations, communications, etc. Is a test or pre-production system available?
 - i. Can your system uniquely identify and track a person without using a social security number?
 - ii. Will it support multiple data entries within a record, such as addresses, phone numbers? Does it provide the ability for a single record to be associated with various institutions/campuses of USF?
 - iii. Explain data verification and matching processes. Does your system utilize real-time address verification and cleansing capabilities?
 - iv. How does the system provide flexible automated and manual identification of duplicate records? Explain matching methods.
 - v. Can the system automatically assign recruitment staff to students based on geography or other criteria?
 - vi. Does your system provide capability for data archival or data warehouse?
 - b. Does your system provide an interface to a workflow engine to route inquiries to appropriate staff?
 - i. Does the system allow for automated incident workflow management? Please provide details of configurable business rules allowing inquiries without intervention.
 - ii. Does your system provide a scripted knowledge base to allow consistency of messages?
 - iii. Explain how your system utilizes calendars, including setting reminders for calendar entries, events, tasks and assignments. Does your system

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- provide alerts for calendar conflicts and reminders? Does it allow for personal preference options?
- c. Explain the user interface for users with a wide range of experience.
 - d. Explain available user roles/permissions. Can multiple users utilize the system simultaneously without impacting efficiency?
 - e. Explain how your system provides the ability to create, maintain, and update customized data elements. Can custom fields be created without IT support by USF staff? Are customizations maintained in system upgrades?
 - f. Provide in detail an overview of your data transfer capabilities, including import and export functions from your system to Banner or other software applications.
 - i. Does your system allow for both real-time and batch import and export of data to Banner?
 - ii. What standard import/export packages are included in your system? What is the process to build additional packages to reflect our current or future business process? Are there any additional costs or is it covered in a service level agreement?
 - iii. What application programming interfaces are in place in your system?
 - g. Provide an overview of the available segmentation methods, including available tools, required technical knowledge, types of queries and levels of complexity.
 - h. Can your system integrate with third parties, especially College Board's Enrollment Planning Service and Descriptor PLUS services?
2. Communications
- Provide an overview of your communication channels, and functionality, including tools, tracking and scheduling.
- a. Does your system provide multiple channels through which communication with each audience can be conducted and tracked? Will it allow for mixed communication channels within communication plans?
 - i. To what degree does your system allow the ability to build and execute unique communication plans to targeted audiences?
 - ii. Can your system generate personalized and customized messages across communication channels?
 - iii. Can communications be scheduled as well as generated individually ad hoc?
 - iv. Does your system allow for "rule" based communications determined by recipient's attributes and activities? To what degree can the system integrate rules to trigger various steps within a communication plan?
 - v. Please explain the system's ability to target communications utilizing query functions that segment and target populations.
 - vi. Are actions taken in response to a communication tracked? Can communications be shifted or stopped based upon the response? How does your system eliminate duplicate communications?
 - b. Provide an overview of your email capabilities, functionalities and features, including tracking, and compliance.
 - i. What metrics are tracked for each email?
 - ii. Does your system provide ability for a constituent to opt out of communications?
 - iii. Does your system provide an HTML builder tool? Does your system allow for stored HTML and letter templates?
 - iv. Describe your system's functionality to handle SPAM filters, blacklisting/white listing policies and privacy laws to ensure delivery to audience and compliance with legislation and regulations.
 - c. Does your system have a telerecruiting module? Does it provide the ability to tailor scripts to specific audiences and track responses and results?
 - d. Describe your system's capacity to utilize mobile applications or technologies. Does a 3rd party network have to be leveraged to integrate?
 - e. Describe your system's social media capabilities and features.

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Please provide an overview of your system's ability to create and manage on- and off-campus events.

- a. Does your system provide event calendars/schedules and registration online?
 - i. Can event registration be open to the public or hidden for special events/populations?
 - ii. Can non-event text be posted to the calendar, such as notices of holidays or closed days?
 - iii. What types of accommodations for guests with service needs are included in the registration process? Are these accommodations customizable?
- b. Can the format for event registration and email notifications be customized?
- c. Does the module track registrants as students or guests such as parents, counselors, etc., and allow for capacity management?
- d. Can web-based or mobile devices be used to access and update registration records in real-time?
- e. Does the system provide the ability to track event status and control registration?
- f. Does the system link events to student, staff and organization records for historical tracking and reporting?

4. Travel Management

Explain how your system provides the ability for recruitment staff to schedule visits associated with high schools and community colleges, and track events and activities within the student and organization records.

- a. Can the system link travel schedules to MS Outlook Calendar?
- b. Can your system link to external mapping/directional web sources?
- c. How does the module report travel summaries or itineraries?
- d. Does the system link recruitment travel to student, staff and organization records for historical tracking and reporting?

5. Reporting Functions

Provide an overview of the reporting tools available, including reporting at individual and aggregate levels, and output methods.

- a. Is any underlying software infrastructure being used?
- b. Does your system provide management reporting tools such as a wizard that can easily be developed and run by business staff without IT support? Can reports also be created programmatically without IT support?
- c. Are there standard reports that can be customized? To what degree can all reports be manipulated?
- d. Does your system provide a dashboard for pre-defined reporting?
- e. Is all data, including custom fields available for reporting?
- f. Into what formats/programs does your system export data?
- g. Can your system report the ROI of campaigns as well as individual communications?
- h. Is there a mechanism to schedule reports on a recurring basis?

6. Training

Discuss training opportunities; including during the implementation process and any associated costs.

- a. What levels of system usage are available in training?
- b. What is your training methodology?
- c. What are the availability/scheduling of ongoing training, for current or new staff members or new user roles?
- d. Does training accompany system upgrade releases?

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- e. Does an online user guide and continually updated documentation exist? Is there a charge to access that information or forum?
- f. Is there a formal User Group established for current users of your product?
- g. Are there additional charges for training after implementation?

7. Technical Specifications

Please provide an overview of the system's technology. Include details about application and software architecture, database, server environment, network, desktop software and platform and authentication and authorization.

- a. Please explain any upgrade paths and conversion scripts utilized to minimize operational impact of new releases. Do you provide support for upgrades and regular backups?
- b. Please specify hardware platforms supported and associated operating system and version requirements.
 - i. Please address issues such as capacity, performance, throughput, response time and failover.
 - ii. Please explain how the recommended architecture allows for incremental hardware updates, load balancing, single sign-on, automatic failover and seamless recovery.
 - iii. Do you monitor the hosted environment around the clock and provide fault-tolerant redundancy to minimize downtime?
 - iv. Please provide details of the disaster recovery/contingency plan for protecting/backing up computing facilities.
 - v. Please describe your service level agreement, including guaranteed services, measurements, percentage of availability, service response rates, process for remedies and compensation for prolonged downtime.
- c. Will the system act as a content-management system for all public-facing websites? Will users be able to easily change inquiry forms and web content?
- d. Describe any third party products your system requires, supports, or those with which it integrates.
- e. Does your system integrate with Microsoft Office products?
- f. Is the source code in escrow?
- g. Please describe your standard response library, including FAQ tool, search options, capabilities and functionalities.

8. Data & System Security

Please provide an overview of the levels of data and system security, including role-based views.

- a. Does your system have the ability to set different levels of permissions for customized user roles? How will the system ensure only authorized individuals have access to the data?
- b. Does your system support single sign-on access, and if so, with what technology/protocol? What password requirements are available?
- c. How does your system ensure privacy of records in accordance with institutional policies?
- d. Please explain your policies and practices regarding user password and firewall protection, SSL encryption and user authentication.
- e. Can you describe the measures that will be taken to ensure USF's CRM data? Please include process and timing for any security breach.

9. Implementation Services and Approach

Explain in detail your approach to implementation; include services offered during implementation and roles and responsibilities of both your staff and USF's staff.

Customer Relations Management System

- a. Please provide an estimated timeline, from the point of finalizing the contract, to set up data fields and preliminary communication flows, move data over and begin full utilization of your system.
 - i. How soon after the contract is signed can the implementation process begin?
 - ii. How long do you estimate this implementation to take?
 - iii. How do you ensure data integrity during implementation?
- b. Please provide staff resumes for anyone assigned to the implementation team.
- c. Identify any third party vendors involved and their relationships and products or services.

10. Support Services

- Explain your client support service philosophy, including type of services offered, types of documentation available and information about enhancements and new releases.
- a. Do you have a full-time technical support staff? Describe the standard support available as well as additional support services and any applicable fees.
 - i. What are the hours of operation for support services?
 - ii. What is the average response time for client requests and priority of requests?
 - b. Do you provide support for new versions of the software or upgraded versions?
 - c. How do you notify other clients of bugs identified by a client? Do you provide a forum to identify and discuss "best practices" identified by your clients?
 - d. How are we notified of updates? How often are new enhancements released?
 - e. What enhancements are currently in development or are in planning stages?

5. PROPOSAL EVALUATION CRITERIA

In evaluating consultant's proposals, the following will be considered:

- a. Consultant's demonstrated ability to develop innovative brands and messages that break through the "noise" of that industry.
- b. Consultant's demonstrated ability to develop and implement strategies that produce positive results.
- c. Consultant's demonstrated knowledge of subject based on proposal.
- d. Cost related to value and comprehensiveness of services.

6. EVENT SCHEDULE (dates subject to change)

ITN Issued	06/14/2011
Bidder's Questions Due	06/24/2011
Response to Questions Posted	06/29/2011
Proposals Due/Bid Opening	07/13/2011
Evaluation of Proposals	07/14 to 07/20/2011
On Campus Interview	07/26 to 08/05/2011
Negotiation	08/08 to 08/19/2011
Bid Awarded	08/26/2011

Customer Relations Management System**7. BIDDER'S QUESTIONS**

The deadline for all questions IS 5:00PM June 24, 2011. All questions must be submitted in writing via email to mahernandez@admin.usf.edu. Any questions submitted after this time may not be considered.

NOTE: To prevent your email from going to the Spam/Junk Filter, do not include attachments or images in email correspondence - all questions, comments, etc, should be in the body of the message not an attachment.

8. RESPONSE DATE FOR ALL QUESTIONS

The response date for all questions is 5:00PM June 29, 2011. Responses will be posted on the USF Purchasing Website by 5:00PM June 29, 2011 and issued in the form of an Addendum. usfweb.usf.edu/purchasing/purch2.htm

9. BID OPENING

The Bid Opening & Tabulations is 3:00PM Thursday, July 13, 2011. All bidder response packages for this Bid shall be delivered to University of South Florida, 4202 E. Fowler Ave, AOC 200, Tampa, Florida 33620-9000 no later than 3:00PM July 13, 2011 according to the official clock located in USF's Purchasing Department.

All persons attending bid/proposal opening shall be present on or before 3:00PM July 13, 2011. No one will be admitted after 3:00PM.

10. BID RESPONSE (bid package in its entirety)

Bidder's response to this Invitation to Negotiate shall be delivered to University of South Florida, 4202 E. Fowler Ave, AOC 200, Tampa, Florida 33620-9000 no later than 3:00PM July 13, 2011 according to the official clock located in USF's Purchasing Department. USF shall not extend or waive this time requirement for any reason whatsoever. Bids or amendments to Bids that arrive after 3:00PM July 13, 2011 will not be accepted or considered for any reason whatsoever. These bids will be returned unopened to the vendor. Telephone, including facsimile and e-mail and telegraphic bids and/or amendments to shall not be accepted at any time. At 3:00PM July 13, 2011 all timely bids will be opened and recorded.

If Bidder elects to mail/ship in its bid package, the Bidder must allow sufficient time to ensure USF's proper receipt of the bid package by the time specified above.

Regardless of the form of delivery, it is the responsibility of the bidder to ensure that the bid package arrives at the USF Purchasing Department no later than 3:00PM July 13, 2011.

Faxed or Emailed Submissions Are Not Accepted

Customer Relations Management System

Minority Vendor & Visa P-card Certification**Certification of Minority Vendor**

Is your firm a "Minority Business Enterprise", defined as a business concern engaged in commercial transactions, which is domiciled in Florida, and which is at least fifty-one (51%) percent owned by minority persons and whose management and daily operations are controlled by such persons?

YES ☐ NO ☐

If yes, is it certified by the State of Florida Office of Supplier Diversity (OSD)?

YES ☐ NO ☐

All bid proposals must be submitted on our standard Invitation to Negotiate Form. Bid proposals submitted on vendor quotation forms will not be accepted without a completed Invitation to Negotiate Form.

Visa Purchasing Card (P-Card) acceptance Certification

I will accept payment by Visa Purchasing Card. (See Condition 3.17.3)

Print Name and Title

Authorized Signature

Date

Customer Relations Management System

- **CERTIFICATE OF NON-SEGREGATED FACILITIES**

We, _____
certify to the University of South Florida that we do not and will not maintain or provide for our employees any segregated facilities at any of our establishments, and that we do not and will not permit our employees to perform their services at any location, under our control, where segregated facilities are maintained. We understand and agree that a breach of this certification is a violation of the Equal Opportunity clause required by Executive Order 11246 of 24 September 1965.

As used in this certification, the term "segregated facilities" means any waiting rooms, work areas, rest rooms and wash room, restaurants and other eating areas, time clocks, locker rooms and other storage or dressing areas, parking lots, drinking fountains, recreation or entertainment areas, transportation and housing facilities provided for employees which are segregated by explicit directive or are in fact segregated on the basis of race, creed, color or national origin, because of habit, local custom or otherwise.

We, further, agree that (except where we have obtained identical certifications from proposed subcontractors for specific time periods) we will obtain identical certifications from proposed subcontractors prior to the award of subcontracts exceeding \$10,000 which are not exempt from the provisions of the Equal Opportunity clause; that we will retain such certification in our files; and that we will forward the following notice to such proposed subcontractors (except where the proposed subcontractors have submitted identical certifications for specific time periods):

NOTE TO PROSPECTIVE SUBCONTRACTORS OR REQUIREMENTS FOR CERTIFICATIONS OF NON-SEGREGATED FACILITIES. A Certificate of Non-segregated Facilities, as required by the 9 May 2067 order on Elimination of Segregated Facilities, by the Secretary of Labor (32 Fed. Reg. 7439, 19 May 2067), must be submitted prior to the award of a sub-contract exceeding \$10,000 which is not exempt from the provisions of the Equal Opportunity clause. The certification may be submitted either for each sub-contract or for all subcontracts during a period (i.e. quarterly, semiannually, or annually).

NOTE: Whoever knowingly and willfully makes any false, fictitious or fraudulent representation may be liable to criminal prosecution under 18 U.S.C. 1001.

(NAME OF COMPANY)

Signature: _____

TITLE: _____

DATE: _____

Customer Relations Management System

SUBPART D - CONTRACTOR'S AGREEMENTS

SEC. 202. Except in contracts exempted in accordance with Section 204 of this Order, all Government contracting agencies shall include in every Government contract hereafter entered into the following provisions:

"During the performance of this contract, the contractor agrees as follows:

- (1) The contractor will not discriminate against any employee or applicant for employment because of race, color, religion, sex, or national origin. The contractor will take affirmative action to ensure that applicants are employed, and that employees are treated during employment, without regard to their race, color, religion, sex, or national origin. Such action shall include, but not be limited to the following: employment, upgrading, demotion, or transfer; recruitment or recruitment advertising; layoff or termination; rates of pay or other forms of compensation; and selection for training, including apprenticeship. The contractor agrees to post in conspicuous places, available to employees and applicants for employment, notices to be provided by the contracting officer setting forth the provisions of this nondiscrimination clause."
- (2) The contractor will, in all solicitations or advertisements for employees placed by or on behalf of the contractor, state that all qualified applicants will receive consideration for employment without regard to race, color, religion, sex or national origin."
- (3) The contractor will send to each labor union or representative of workers with which he has a collective bargaining agreement or other contract or understanding, a notice, to be provided by the agency contracting officer, advising the labor union or worker's representative of the contractor's commitments under Section 202 of Executive Order No. 11246 of September 24, 1965, and shall post copies of notice in conspicuous places available to employees and applicants for employment."
- (4) The contractor will comply with all provisions of Executive Order No. 11246 of September 24, 1965 and of the rules, regulations, and relevant orders of the Secretary of Labor."
- (5) The contractor will furnish all information and reports required by Executive Order No. 11246 of September 24, 1965, and by the rules, regulations, and orders of the Secretary of Labor, or pursuant thereto, and will permit access to his books, records, and accounts by the contracting agency and the Secretary of Labor for purposes of investigation to ascertain compliance with such rules, regulations and orders.
- (6) In the event of the contractor's noncompliance with the nondiscrimination clauses of this contract or with any of such rules, regulations, or orders, this contract may be canceled, terminated, or suspended in whole or in part and the contractor may be declared ineligible for further Government contracts in accordance with procedures authorized in Executive Order No. 11246 of September 24, 1965, and such other sanctions may be imposed and remedies invoiced as provided in Executive Order No. 11246 of September 24, 1965, or by rule, regulation, or order of the Secretary of Labor, or as otherwise provided by law."
- (7) The contractor will include the provision of Paragraphs (1) through (7) in every subcontract or purchase order unless exempted by rules, regulations, or orders of the Secretary of Labor issued pursuant to Section 204 of Executive Order No. 11246 of September 24, 1965, so that such provisions will be binding upon each subcontractor or vendor. The contractor will take such action with respect to any subcontract or purchase order as the contracting agency may direct as a means of enforcing such provisions including sanctions for noncompliance: Provided, however, that in the event the contractor becomes involved in, or is threatened with, litigation with a subcontractor or vendor as a result of such direction by the contracting agency, the contractor may request the United States to enter into such litigation to protect the interest of the United States."

SEC. 402 Affirmative Action for Disabled Veterans and Veterans of the Vietnam Era:

- (1) The Contractor agrees to comply with the affirmative action clause and regulations published by the U.S. Department of Labor implementing Section 402 of the Vietnam Era Veteran's Readjustment Assistance Act of 1974, as amended, Executive Order 11701 and Section 503 of the Vocational Rehabilitation Act of 1973, which are incorporated in this certificate by reference.

Customer Relations Management System



University of South Florida
Purchasing & Property Services
Request for Taxpayer Identification and Certification
(Substitute for IRS Form W-9)

Instructions:

1. Use this form only if you are a U.S. person (including U.S. resident aliens). If you are a foreign person, use the appropriate Form W-8.
2. Complete Part 1 by completing the one row of boxes that corresponds to your tax status.
3. Complete Part 2 by providing your Payment Remittance Address
4. Complete Part 3 if you are exempt from Form 1099 reporting.
5. Complete Part 4 by signing & dating form.

Part 1 – Tax Status: (complete **ONLY ONE ROW** of boxes)**Individuals:**

(Fill out this row)

Individual's Name: (first name, middle initial, last name)

Individual's Social Security Number

Sole Proprietor:

(Fill out this row)

A sole proprietorship may have a "doing business as" trade name, but the legal name is the name of the business owner.

Business Owner's Name: (REQUIRED)

Business Owner's Social Security Number

Business or Trade Name (OPTIONAL)

(First Name)

(Middle Initial)

OR Employer ID Number

(Last Name)

Partnership:

(Fill out this row)

Name of Partnership:

Partnership's Employer ID Number

Partnership's Name on IRS records (see IRS mailing label)

Corporation, exempt charity or other entity:

(Fill out this row)

Name of Corporation or Entity:

Employer ID Number

Are you incorporated?

YES NO
☐ ☐

A corporation may use an abbreviated name or its initials, but its legal name is the name on the articles of incorporation.
 D.B.A. or T.A. companies?
 Attach all of the business names.

Part 2 – A. Ordering Address: (Address where Purchase Orders should be mailed)

B. Payment Remittance Address: (Address where Payments should be mailed)

C. Business Contact Information:

Business Phone # _____ Contact Person _____

Business Fax # _____ Contact Phone # _____

Business Website Address _____ Contact Fax # _____

Part 3 – Exemption: If exempt from Form 1099 reporting, check here: ☐

AND circle your qualifying exemption reason below:

1. Corporation Except there is no exemption for medical and healthcare payments or payments for legal services.	2. Tax Exempt Tax Exempt Charity under 501(a) (includes 501(c)(3)), or IRA	3. The United States or any of its agencies or instrumentalities	4. A state, the District of Columbia, a possession of the United States, or any of their political subdivisions.	5. A foreign government or any of its political subdivisions.
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Part 4 – Certification: Under penalties of perjury, I certify that:

1. The number shown on this form is my correct taxpayer identification number (or I am waiting for a number to be issued to me), and I have not been notified by the Internal Revenue Service (IRS) that I am subject to backup withholding as a result of a failure to report all interest or dividends, or (c) the IRS has notified me that I am no longer subject to backup withholding and
2. I am not subject to backup withholding because:
(a) I am exempt from backup withholding, or (b) I am a U.S. person (including a U.S. resident alien).

Certification Instructions – You must cross out item 2 above if you have been notified by the IRS that you are currently subject to backup withholding because you have failed to report all interest and dividends on your tax return.

Name of Person completing this form: _____ Phone: (_____) _____

Title of Person completing this form: _____ Address: _____

Signature: _____ Date: _____ City: _____ State: _____ ZIP: _____

E-Mail Address: _____

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Small, Minority or Women-Owned Business? _____ YES _____ NO

If answered yes above, please circle classification that applies:

Federal Classifications <i>(If your Business is registered with the Small Business Administration (SBA) or the Central Contractor Registration (CCR) Website at: https://www.bpn.gov/ccrinq/scripts/search.asp, please circle the classification(s) in this column that applies to your business.</i>	State of Florida Certified Minority Business Enterprise <i>(If you circle a classification in this column, please provide a copy of your Florida Statewide & Inter-Local Certification with your application)</i>	Non-Certified Minority Business Enterprise <i>(Business must be at least 51% owned, managed & controlled by minority persons to select a classification in this column.)</i>	Non Profit Organization
SBA 8(a) Certification <i>(please provide a copy of certificate with application)</i>	African American <i>(please provide a copy of certificate with application)</i>	African American	Minority Board <i>(51% or more Minority Board of Directors)</i>
Small Disadvantaged Business Certification <i>(please provide a copy of certificate with application)</i>	Hispanic American <i>(please provide a copy of certificate with application)</i>	Hispanic American	Minority Employees <i>(51% or more Minority Officers)</i>
HUBZone Certification <i>(please provide a copy of certificate with application)</i>	Asian American <i>(please provide a copy of certificate with application)</i>	Asian American	Minority Community <i>(51% or more Minority Community Served)</i>
Veteran	Native American <i>(please provide a copy of certificate with application)</i>	Native American	Other- Non Profit
Service Disabled Veteran	American Woman <i>(please provide a copy of certificate with application)</i>	American Woman	
Vietnam Veteran			
Women Owned			
Minority Owned Business			

- If you select a classification that is certified by a Federal or State agency, please provide a copy of your certification for each agency along with this application.
- To determine your Federal Size Standard, please access the U.S. Small Business Administration's website: <http://www.sba.gov/starting/indexwhatis.html> or go to the SBA's <http://www.sba.gov/size> to look up your North American Industry Classification Systems (NAICS) Code and the qualifying number of employee's or annual dollar amount. To register your business on the Central Contractor Registration (CCR) Website visit <https://www.bpn.gov/ccr/scripts/index.html>
- If you are using Federal Size Standards, please specify the codes used:
NAICS Code: _____ Number of Employees: _____ or Annual Amount: _____
- If you are not a State of Florida Certified Minority Business Enterprise and would like to download the application for certification of Minority Business Enterprise for the State of Florida and view the State of Florida's Eligibility criteria, please go the Office of Supplier Diversity's website at: <http://osd.dms.state.fl.us>.

Customer Relations Management System

Part 3 – Purchase Order and Payment Preferences

By which delivery method do you prefer to receive purchase orders? ☐ Fax ☐ Postal mail	Payment Discount Terms: ☐ 2% Net 10 Other: _____	By which delivery method do you prefer to receive payment? ☐ Check ☐ Credit Card (USF Procurement Card) ☐ Electronic Funds Transfer (EFT) (To receive payments by Electronic Funds Transfer, please complete the attached Electronic Payment Authorization Form to start electronic payment process)
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Part 4 – Signature

I certify to the best of my knowledge and belief, that the business or payee identified in this vendor application, and its principals are not presently debarred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded by any Federal Department or Agency.

I certify that the information supplied herein, including all attachments, is correct to the best of my knowledge. I further certify that in doing business with the State of Florida my firm is in compliance with Chapter 112, Florida Statutes relating to conflict of interest (to review the Statute in full, visit <http://www.flsenate.gov/statutes>).

Name of Person Signing Application

Title

Signature

Date

Customer Relations Management System

Purchasing and Property Services

4202 E Fowler Ave AOC 200

Tampa, FL 33620-9000

Phone: (813) 974-2481

Addenda & Rescheduling Notification Form

IT IS THE RESPONSIBILITY OF THE BIDDER TO CHECK THIS WEBSITE FORTY-EIGHT (48) HOURS BEFORE THE OPENING DATE OF THE BID/PROPOSAL TO VERIFY THAT THE BIDDER HAS RECEIVED ANY ADDENDA THAT MAY HAVE BEEN ISSUED.

TO BE NOTIFIED OF AN ADDENDUM OR RESCHEDULING OF AN OPENING DATE, PLEASE PROVIDE PURCHASING SERVICES WITH THE FOLLOWING INFORMATION:

VENDOR
NAME _____

ITN NO. **11-20-MH**

PHONE NO. _____ FAX NO. _____

E-MAIL ADDRESS

E-MAIL THIS FORM TO:

PURCHASING SERVICES

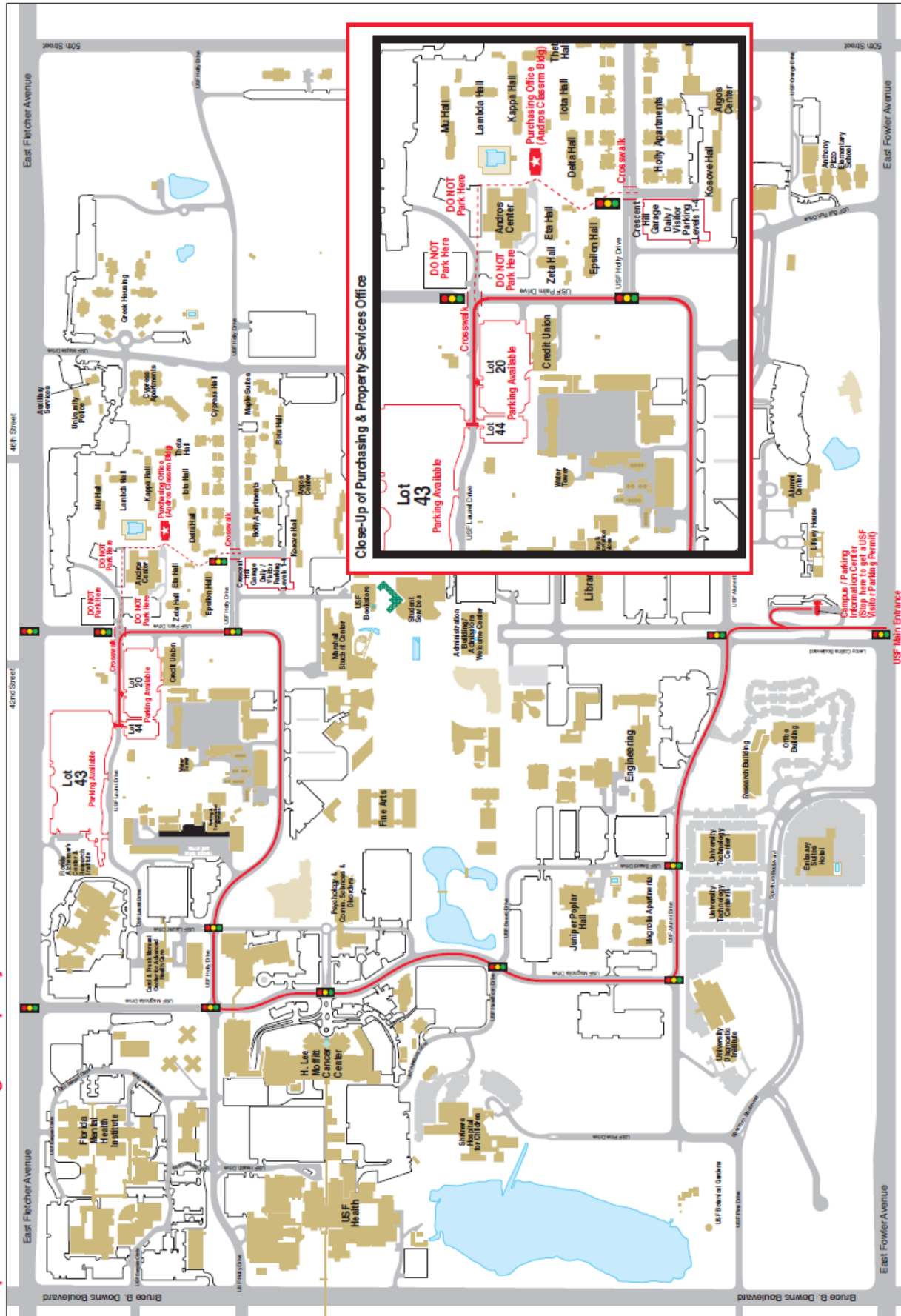
ATTENTION: Mike Hernandez

E-Mail: mahernandez@admin.usf.edu

**DIRECTIONS TO
USF PURCHASING & PROPERTY SERVICES (INCLUDING P-CARD)
4202 E. Fowler Avenue, **AOC 200**
Tampa, FL 33620-9000
(813) 974-2481**

- 1** Enter at the University's main entrance off of Fowler Avenue.
- 2** Pull into the USF Campus Information Center (building on your right that looks like a drive-through bank) and purchase a USF Daily Parking Permit for \$5.00 (permit prices subject to change without notice; contact Parking Services at (813) 974-4607 for updated pricing information). **NOTE: Parking permits are required in all non-metered spaces. Parking lots are monitored 24/7 and vehicles that are parking illegally will receive a citation.**
- 3** Upon leaving the Campus Information Center, turn right onto Leroy Collins Boulevard and get into the left-hand turn lane.
- 4** Turn left at the traffic light on to USF Alumni Drive. Get in the right-hand lane.
- 5** Proceed down USF Alumni Drive through the traffic light at Beard Drive. At the next traffic light, make a right turn onto USF Magnolia Avenue. Continue to the third traffic light (corner of USF Magnolia Drive and USF Holly Drive).
- 6** At the light, make a right turn on to USF Holly Drive until the road makes a left turn and becomes USF Palm Drive.
- 7** Stay in the right-hand lane and turn right again on USF Holly Drive. On your right, you will see the Crescent Hill Parking Garage. Daily/Visitor parking is available in the garage on levels 1-4. If no spaces are open in the garage, go back to Palm Drive, turn left at the traffic light (just after you pass the USF Credit Union on your right.) Daily/Visitor parking is available in Lots 20, 44 or 43 (outlined in red on the map provided). **DO NOT PARK IN LOTS 13 OR 13T ADJACENT TO THE ANDROS CENTER.**
- 8** Once parked, walk (along the dotted line on the map provided) to the Andros Classroom Building located on the east side of the Andros Center and to the south of the Andros Pool. (Follow the dotted line on the map provided.)
- 9** Use the stairs at the west entrance to the Andros Classroom Building. USF Purchasing & Property Services is located on the second floor.
- *** NOTE: A campus map with vehicle and pedestrian routes highlighted is included with these instructions. **Do not forget to stop at the Campus Information Center to obtain a Daily parking permit prior to visiting Purchasing & Property Services.**

Map to USF Purchasing & Property Services



01/10/60