



REQUEST FOR PROPOSAL# 10053187
Core Lab Management System

Sealed Proposals Due

September 14, 2016 at 2:00 pm
Central Standard Time

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1. Introduction

1.1. Purpose of the RFP

The University of Tennessee Health Science Center Office of Research maintains seven shared resource facilities (cores) as part of the centralized Core Labs unit. These facilities currently include the Lab Animal Care Unit (LACU), Regional Biocontainment Laboratory (RBL), Flow Cytometry and Cell Sorting (FCCS), Molecular Bioinformatics, Molecular Resource Center (MRC), Proteomics and Metabolomics, and Research Histology core laboratories. Currently each Core maintains decentralized records for services requests, material orders, customer databases, charge tickets, reagent/stockroom records, and various procurement services. Most of these records are paper-based and few, if any, metrics on core use or core outcomes are maintained, in part because of the difficulty in analyzing data maintained on paper. As part of a restructuring of the institutional core lab facilities, the university is seeking a single solution to maintain core lab customers, to submit service requests, and to track progress on service requests, to generate invoices, and to process payments through integrations with the SAP system. The institutional Cores expect to benefit from a single platform both through economies of scale and also to present a single cohesive customer facing portal for the labs' customers. Additional benefits include use of single system to track sample submission requests, invoices, and to report on core financials and usage in a common language among all Cores. These benefits are expected to result in decreased amount of Core Director and Core Staff effort devoted to core management and tracking of Core usage, and decreased effort of Core Business Managers to process invoices and to confirm that funds sources are active and have sufficient funds at the time of invoicing. There are also expected benefits for the Office of Research, including the ability to simultaneously report on core financials and core use and core outcomes (publications, etc.) using a common format.

There are seven institutional core facilities at UTHSC as listed below:

- 1) Lab Animal Care Unit (recharge revenues, FY15: \$2,400,000)
- 2) Regional Biocontainment Unit (recharge revenues, FY15: \$155,000)
- 3) Flow Cytometry and Cell Sorting (recharge revenues, FY15: \$30,000)
- 4) Molecular Bioinformatics (recharge revenues, FY15, \$209,000)
- 5) Molecular Resource Center (recharge revenues, FY15: \$503,000)
- 6) Proteomics and Metabolomics (recharge revenues, projected, FY17: \$221,000)
- 7) Research Histology Core (recharge revenues, projected, FY17: \$115,000)

Although the RFP is written for the University of Tennessee Health Science Center, core management software may also be of interest for all University campuses.

1.2. Terms of the Agreement

The university intends to award this to the successful proposer for one year with the option to extend for four additional periods of one year each. It is anticipated the contract will begin in fall of 2016. Either party may terminate the agreement by providing 120 days written notice to the other party.

1.3. Number of Awardees

The university intends to award this RFP to one proposer unless the university deems it to be in their best interest to make the award to a larger number of proposers. The university will have sole discretion over this decision.

1.4. Extension of the Award to Other Institutions

Once the RFP is awarded, any university department at any of the five campuses or two institutes within the [University of Tennessee System](#) will be permitted to purchase items in accordance with this RFP. Although it is the university's hope that most departments will procure items from this award, this is NOT a solicitation for an exclusive agreement and departments will still have the option of conducting a separate RFP or procuring items from other vendors in accordance with our purchasing policies.

Additionally, if the successful proposer is agreeable, these services/products may also be provided to the State of Tennessee and entities from The Tennessee Board of Regents. It should be noted that these entities are not required to use this agreement. If any these entities elect to participate under the terms and conditions of this resulting agreement, the University of Tennessee reserves the right to re-negotiate favorable incentive, and cost terms with the successful proposer that are reflective of the additional volume added as a result of participation by these entities. Note: The offer to extend contract terms and conditions to these other entities is at the discretion of the winning proposal and they should not be extended if it would affect your ability to offer the most favorable prices and terms to The University of Tennessee.

1.5. RFP Communications

Communication about this RFP with employees or officials of the University of Tennessee except as detailed below may result in disqualification from this procurement process. The university has exclusive discretion in making this determination.

Proposers may make written inquiries concerning this RFP via e-mail to the Purchasing Department employee shown below. All inquiries must be received by five business days before the RFP closes. Individual questions will not be answered directly to the submitter. All material questions submitted shall be responded to as an amendment to the RFP. The amendment will be posted on the University of Tennessee Purchasing website. Any oral communications shall be considered unofficial and non-binding with regard to the RFP. Only the University's official, written responses shall be considered binding with regard to the RFP. It is the proposer's responsibility to ensure that written questions have been received and to check Purchasing's website to see if any amendments have been issued.

K. Michelle Newman

Assistant Director of Procurement Services

University of Tennessee Health Science Center

901-448-7271

knewma13@uthsc.edu

1.6. Amendments and Cancellation

The university may amend or cancel this solicitation at any time before the response deadline. Amendments will be issues through a written addendum.

1.7. Assistance to Proposers with a Disability

In the event that a Respondent has a disability, the University will accommodate Respondent related to communications about this solicitation and participating in this solicitation. A Respondent with a disability may contact the RFP Coordinator to request reasonable accommodation no later than the Disability Accommodation Request Deadline.

1.8. Issuing Office

**The University of Tennessee
Purchasing Department**
K. Michelle Newman
Assistant Director of Procurement Services
University of Tennessee Health Science Center
901-448-7271
knewma13@uthsc.edu

1.9. RFP Schedule

Note: The University reserves the right to change these dates. All times are Central Daylight Time.

Release date	August 15, 2016
Acknowledgement of Receipt of RFP and Intention from Proposer Due	August 22, 2016
Questions in Writing are due to UTHSC	August 26, 2016
UTHSC responds to Written Questions	August 31, 2016
Sealed Proposals Due at UTHSC	September 14, 2016 at 2pm CST
Completion of Technical Evaluation	September 20 , 2016
Cost proposals open	September 22, 2016
Best and Final Offer Issued	September 27, 2016
Best and Final Offer Due	October 3, 2016
Notice of an Intent to Award	October 5, 2016
Effective Date of the Agreement	October 17, 2016

2. Instructions

2.1. Pre-Proposal Conference

No Pre-Proposal Conference: The University will not hold any pre-proposal conferences for this solicitation.

2.2. Proposal Submission

Proposers must submit one (1) original of their Technical Proposal along with the Technical Proposal on a Flash Drive in a SEALED ENVELOPE. Then in a separate envelope the Proposers must submit one (1) original of their Cost Proposal along with the Cost Proposal on a Flash Drive in a SEALED ENVELOPE.

NOTE: Be sure to label the Technical Proposal in a separate sealed envelope than the Cost Proposal.

1. Respondents shall submit separate envelopes and flash drives for technical proposal and for financial proposal.
2. No Pricing: Proposers must not include any cost/pricing information in the Technical Proposal. Inclusion of rebate, financial incentives, or cost information in the Technical Proposal may make the entire Proposal non-responsive. The university has exclusive discretion in making this decision.
3. It is understood and agreed that all proposals shall remain firm for a period of at least ninety (90) calendar days from the proposal due date.

2.3. Confidential Information

Any proprietary or confidential materials contained in the proposal will be subject to the Tennessee Open Records Act, TCA 10-7-503. All responses, inquiries, or correspondence relating to or in reference to this RFP, and all other reports, charts, displays, schedules, exhibits, and other documentation submitted by the Proposers will become the property of the University when received. All proposal material submitted and evaluation documents will remain confidential, as provided by law, until after the University announces the notice of intent to award to the successful proposer.

2.4. Proposal Preparation Costs

All labor, materials, and miscellaneous costs incurred and expended by a participating proposer in order to respond and produce and perform the submittal requirements of this RFP shall be borne entirely by the proposer. In responding to the RFP, the participating proposer agrees that it will indemnify and hold harmless the University against any charges, costs, or claims that may arise as a result of their participation in this RFP.

2.5. Response Deadline

Proposals received after the deadline will not be considered.

2.6. Withdrawal of Proposals

A proposal may be withdrawn after its submission by written or facsimile request signed by the Proposer or authorized representative, prior to the time and date specified for proposal submission. Proposals may be withdrawn and resubmitted in the same manner, if done prior to the submission deadline. Withdrawal or modification offered in any other manner will not be considered.

3. Evaluation and Award

3.1. Proposal Process

The process being used will not rely on price as the sole determining factor in selection. The University reserves the right to negotiate with the best proposer as deemed to be in the best interest of the University. This solicitation does not commit The University of Tennessee to award a contract, to pay any costs incurred in the preparation of a proposal, or to procure or contract for the articles of goods or services.

3.2. Acceptance and Rejection of Proposals

The University reserves the right to reject any and all proposals, waive any informalities in the proposals received and accept any proposal that, in its opinion, is in the best interests of the University. The University does not obligate itself to accept the proposal with the highest RFP score and/or lowest cost. The University further reserves the right to reject all proposals received as a result of this request, to re-solicit proposals, or to continue with the current contractor for these services. The university may also waive minor variances or immaterial defects in a response. The University will be the sole judge as to whether the respondent's proposal has or has not satisfactorily met the requirements of this RFP and is considered most advantageous.

3.3. Alternative Proposals

A proposer may submit more than one proposal, each of which must follow the requirements of the RFP. The proposer's prime proposal must be complete and comply with all instructions. The alternative proposals may be in abbreviated form following the Proposal Response Outline but providing complete information only for sections which differ in any way from those contained in the prime proposal. If alternative proposals are submitted, the reasons for the alternative(s) and its comparative benefits should be explained. Each proposal submitted will be evaluated in its own merits.

3.4. Evaluation Process

The University will review and score all responses that meet the minimum and mandatory requirements and specifications. Such proposals are deemed to be "responsive". Proposals which, in the judgment of the University, fail to offer sufficient and substantive compliance with these requirements may be eliminated from further consideration.

After the technical proposals have been evaluated and scored, the scoring committee will select the highest scoring proposer(s) to invite for a presentation. The Committee will decide how many to invite. Proposers not invited for a presentation, have been eliminated from initial consideration. If all other proposers are later rejected by the university, it may then reconsider proposer not invited to presentation. Upon completion of the presentations, if applicable, the scoring committee will re-evaluate and rescore points from the Proposer's technical response.

The financial (cost) will not be opened by the RFP Coordinator until the technical rescoring has been completed by the committee. The financial proposals will be scored by the RFP Coordinator. Based upon the scores, the highest scoring proposers may be asked to present a best and final financial (cost) offer. The committee will determine the number of proposers to request a best and final offer from. If a proposer is not invited, they have been eliminated from consideration at this point. The cost will be re-scored and combined with the technical scores to determine the highest scoring proposer.

Technical Proposal	Points
General Qualifications & Experience	200 max points
Technical Approach	500 max points
Cost Proposal	
Cost of Goods or Services	300 max points
Total	1000

3.5. Award

The University will award to the proposer(s) who scores the highest, unless the University determines that doing so is not in its best interest. It is the University's intent to award to one vendor unless it is deemed to be in the best interest of the University to award to more than one. The University reserves the right to negotiate terms, however, should the University and the highest scoring proposer be unable to reach mutually agreeable terms and conditions, the University reserves the right to reject the proposal and negotiate terms of an agreement with the next highest scoring proposer.

If the agreement with the successful proposer is terminated for any reason prior to the agreement's termination date, the university may elect to substitute the next highest scoring proposer, if they are willing to honor the prices in their initial proposal.

A Purchasing Department of the University of Tennessee is the only office authorized to award a purchase order for the required services.

3.6. File Inspection

After the evaluation process is completed, all proposers responding to the RFP will sent a notification indicating the university's intention to award to the successful respondent and their right to inspect all proposals received, evaluation results, and other data relating to the procurement.

4. Technical Response

4.1. Instructions

Responses should be numbered to correspond to the numbers for each item listed in subsections 4 below. Pertinent supplemental information should be referenced and included as attachments. In the event your attachments are too large to attach in ESM, please contact the RFP Coordinator. Proposals should be concise, straightforward and prepared simply and economically. Expensive displays, bindings, or promotional materials are neither desired nor required. These instructions, however, should not be construed as limiting a proposal's content to the point that relevant or essential data would be excluded.

All specific response items represent the minimum information to be submitted. Incomplete responses in terms of content, aberrations in form may, at the University's discretion, render the proposal non-responsive. The RFP response must be written and organized in the exact order of each line item in this RFP. If your proposal is not in this format or does not include all of the listed items, it may be deemed nonresponsive. Include any requirement on the part of the university, if your proposal is accepted. Also provide any additional information that may be

useful to the university in evaluating your proposal. As part of the review process, the university may require proposers to clarify the information submitted. This clarification process may be conducted through written or electronic correspondence.

If the proposer cannot fully satisfy the requirement, the item should still be referenced and an explanation provided. Failure to provide a response to every question or request will be interpreted by the University as an inability of the proposer to provide the requested product, service or function and may result in your submission being non-responsive.

Mandatory Qualifications

The university will review the mandatory responses to determine if the requirements are addressed and will mark each with pass or fail. The university will have sole discretion in making this determination and may seek clarification from a proposer, if there is any doubt with regard to the requirement.

	Mandatory Requirement Items	Pass/Fail
A1.	Provide a valid, certification of insurance for workers compensation, general liability, auto, malpractice, performance bonds or other types of required insurance.	
A2.	Note any exceptions to the terms listed in Attachment A. If no exceptions are noted, the vendor agrees to these terms and they apply to any award resulting from this agreement. The university reserves the right to reject any proposals that list exceptions to these terms.	
A3.	Provide a statement that within the past three years the proposer has not been convicted of or had a civil judgement rendered against them for fraudulent related transactions. Proposers not providing this statement shall be disqualified.	

4.2. General Qualifications

- B1. Detail the name, e-mail address, mailing address, telephone number, and facsimile number of the person the university should contact regarding the response.
- B2. Describe the Respondent’s form of business (i.e., individual, sole proprietor, corporation, non-profit corporation, partnership, limited liability company) and business location (physical location or domicile).
- B3. Detail the number of years the Respondent has been in business.
- B4. Briefly describe how long the Respondent has been providing the goods or services required by this RFP.
- B5. Describe the Respondent’s number of employees, client base, and location of offices.

- B6. Provide a statement of whether there have been any mergers, acquisitions, or change of control of the Respondent within the last ten (10) years. If so, include an explanation providing relevant details.
- B7. Provide a statement of whether the Respondent or, to the Respondent's knowledge, any of the Respondent's employees, agents, independent contractors, or subcontractors, involved in the delivery of goods or performance of services on a contract pursuant to this RFP, have been convicted of, pled guilty to, or pled nolo contendere to any felony. If so, include an explanation providing relevant details.
- B8. Provide a statement of whether, in the last ten (10) years, the Respondent has filed (or had filed against it) any bankruptcy or insolvency proceeding, whether voluntary or involuntary, or undergone the appointment of a receiver, trustee, or assignee for the benefit of creditors. If so, include an explanation providing relevant details.
- B9. Provide a statement of whether there is any material, pending litigation against the Respondent that the Respondent should reasonably believe could adversely affect its ability to meet contract requirements pursuant to this RFP or is likely to have a material adverse effect on the Respondent's financial condition. If such exists, list each separately, explain the relevant details, and attach the opinion of counsel addressing whether and to what extent it would impair the Respondent's performance in a contract pursuant to this RFP.

NOTE: All persons, agencies, firms, or other entities that provide legal opinions regarding the Respondent must be properly licensed to render such opinions. The university may require the Respondent to submit proof of license for each person or entity that renders such opinions.

- B10. Provide a statement of whether there are any pending or in progress Securities Exchange Commission investigations involving the Respondent. If such exists, list each separately, explain the relevant details, and attach the opinion of counsel addressing whether and to what extent it will impair the Respondent's performance in a contract pursuant to this RFP.

NOTE: All persons, agencies, firms, or other entities that provide legal opinions regarding the Respondent must be properly licensed to render such opinions. The university may require the Respondent to submit proof of license for each person or entity that renders such opinions.

- B11. Provide a brief, descriptive statement detailing evidence of the Respondent's ability to deliver the goods or services sought under this RFP (e.g., prior experience, training, certifications, resources, program and quality management systems, etc.).
- B12. Provide a narrative description of the proposed project team, its members, and organizational structure along with an organizational chart identifying the key people who will be assigned to deliver the goods or services during implementation and during software maintenance periods as required by this RFP.
- B13. Provide a personnel roster listing the names of key people who the Respondent will assign to meet the Respondent's requirements under this RFP along with the estimated

number of hours that each individual will devote to that performance. Follow the personnel roster with a resume for each of the people listed. The resumes must detail the individual's title, education, current position with the Respondent, and employment history.

- B14. Provide a statement of whether the Respondent intends to use subcontractors to meet the Respondent's requirements of any contract awarded pursuant to this RFP, and if so, detail:
- (a) the names of the subcontractors along with the contact person, mailing address, telephone number, and e-mail address for each;
 - (b) a description of the scope and portions of the goods each subcontractor involved in the delivery of goods or performance of the services each subcontractor will perform; and
 - (c) a statement specifying that each proposed subcontractor has expressly assented to being proposed as a subcontractor in the Respondent's response to this RFP.
- B15. Provide documentation of the Respondent's commitment to diversity and indicate if they are registered with the Governor's Office of Diversity Business Enterprise (Go-DBE). Please visit the Go-DBE website at <https://tn.diversitysoftware.com/FrontEnd/StartCertification.asp?TN=tn&XID=9265> for more information.
- B16. Provide a statement of whether or not the Respondent has any current contracts with the university or has completed any contracts with the State of Tennessee, The University of Tennessee or Tennessee Board of Regents schools within the previous five (5) year period. If so, provide the following information for all of the current and completed contracts:
- (a) the name, title, telephone number and e-mail address of the State contact knowledgeable about the contract
 - (b) the procuring State agency name
 - (c) a brief description of the contract's scope of services;
 - (d) the contract period; and
 - (e) the contract number.

NOTES: Current or prior contracts are not a prerequisite and are not required for the maximum evaluation score, and the existence of such contracts will not automatically result in the addition or deduction of evaluation points.

- B17. Provide customer references from individuals (who are not current or former officials or staff of the university) for projects similar to the services sought under this RFP and which represent:
- two (2) of the larger accounts currently serviced by the Respondent, and
 - three (3) completed projects.
- Include the name, title, phone number and e-mail address for each reference.
- B18. Provide a statement and any relevant details addressing whether the Respondent is any of the following:
- (a) is presently debarred, suspended, proposed for debarment, or voluntarily excluded from covered transactions by any federal or state department or agency;

(b) has within the past three (3) years, been convicted of, or had a civil judgment rendered against the contracting party from commission of fraud, or a criminal offence in connection with obtaining, attempting to obtain, or performing a public (federal, state, or local) transaction or grant under a public transaction; violation of federal or state antitrust statutes or commission of embezzlement, theft, forgery, bribery, falsification or destruction of records, making false statements, or receiving stolen property;
(c) is presently indicted or otherwise criminally or civilly charged by a government entity (federal, state, or local) with commission of any of the offenses detailed above; and has within a three (3) year period preceding the contract had one or more public transactions (federal, state, or local) terminated for cause or default.

4.3. Functional Qualifications

4.3.1. General Requirements

- C1. Provide an executive summary of the technical proposal that will give the evaluation committee a broad understanding of your proposal.
- C2. Provide a narrative that illustrates how you will complete the scope of services, accomplish required objectives, and meet the university's project schedule.
- C3. Provide a narrative that illustrates how you will manage the project, ensure completion of the scope of services, and accomplish required objectives within the university's project schedule.
- C4. Describe all deliverables in detail including deadlines, service requirements, etc.
- C5. Describe the number of full-time company employees (not including contractors, part-time, etc.) that are employed who support the software service, including software upgrades, new software development and software support.
- C6. Describe if any current customers account for more than 5% of total revenue
- C7. Describe the number of financial integrations performed and at how many independent institutions.
- C8. Describe how many integrations have been executed using LDAP for identity verification. Please list all clients that are universities.
- C9. Describe how many integrations have been executed using SAP for invoicing. Please list all clients that are universities.
- C10. Describe how many of your clients use your software to support more than 5 cores per institution.
- C11. Describe how updates to the software service are provided.
- C12. Describe how levels of permissions within the software are defined.
- C13. Describe the number of FTE employees who are devoted exclusively to software development.
- C14. Describe the number of FTE employees who are devoted exclusively to software product implementation for clients.
- C15. Describe how frequently the software has not been functional over the past 24 month period.
- C16. Describe the operating hours and availability of customer support
- C17. Describe the hardware and software requirements needed.
- C18. Describe if a high-speed internet connection is required.

4.3.2. Core Requirements

Resource Scheduling

Describe how the system would allow scheduling of core equipment directly by lab clients

- D1 Describe how scheduling forms can be modified to conform to the specific needs of the various core labs

- D2 Describe how calendaring views of the scheduling system by overall core lab individual labs
- D3 Describe how lab hours can be set so equipment will only be available during scheduled hours.
- D4 Describe how the core lab can set minimum or maximum equipment reservation times
- D5 Describe how core lab personnel can change appearance of the calendaring system of the user (iCal or Outlook, etc.)
- D6 Describe how the core lab can set peak and off-peak charging for equipment time
- D7 Describe approval process for the equipment scheduling requests
- D8 Describe recurring requests procedure
- D9 Describe tracking and logging of equipment use
- D10 Describe how system handle variance in the requested and actual equipment use time
- D11 Describe ability of the system to allow scheduling by lab personnel based on PI approval for training and for commitment of PIs funds
- D12 Describe how equipment usage can be reported – per hour and/or sample
- D13 Describe how an instrument can be controlled through the software, for example, blocking use by an untrained user, or remote turn-on or turn-off.

Service Requests

- D14 Describe how clients can generate and submit quote requests for lab services
- D15 Describe process of client accepting quote and lab scheduling work
- D16 Describe development of projects made of up multiple, time-related quotes
- D17 Describe core lab ability to develop quote template for the various labs in the core
- D18 Describe ability to capture specific data fields in request i.e. Histology Core – logged receipt of sample, work request details, completion details, results details, cost per activity, log when sample is returned to client, receipt of sample from client, invoicing information for sample
- D19 Describe how the system notifies core lab personnel of a request for a quote or for a service
- D20 Describe tracking of communications between core lab personnel and client (requester)
- D21 Describe tracking of project completion based on component steps (workflow progress) and how this information is displayed to the client
- D22 Describe how results reports (data) are sent to the client at completion (or interim points) in a project
- D23 Describe documentation of PI approval to begin project after a quote has been generated
- D24 Describe ability to upload results as attachments to the project (machine printouts, excel documents, word documents, etc.)
- D25 Describe how ad hoc charge backs could be made to recover costs of consumables
- D26 Describe ability for multiple facilities to work on one project
- D27 Describe the ability to submit complex format samples (e.g. 96-well format for microplate of samples for Sanger sequencing)

Client Management

- D28 Describe ability to export customer information
- D29 Describe ability to communicate with clients (PI) during use of the system – emails sent outside the system, internal inboxes, etc.
- D30 Describe how access to the system is granted to clients
- D31 Describe how customer usage can be monitored

Billing/Invoicing

- D32 Describe how billing/invoicing is completed, including how flexible is for determining billing frequency
- D33 Describe ability for PI to view invoices as charges are accruing and at the end of the month
- D34 Describe ability for PI to notify core if there is an error in billing
- D35 Describe ability for PI to designate correct accounts and/or splitting of charges between accounts for line-item charges
- D36 Describe PI ability to search invoices
- D37 Describe ability for core to set up automatic subsidies for specific labs/accounts as needed
- D38 Describe ability for core lab to send invoices
- D39 Describe ability for core lab to report on invoices – aging of accounts receivable, etc. for financial tracking purposes
- D40 Describe ability of core lab to verify that a client provided recharge source is active, with sufficient funds, before a sample request is processed
- D41 Describe how core business manager can confirm payment status
- D42 Describe ability to create encumbrances and export to the financial system
- D43 Describe ability to invoice external customers through third-party systems (PayPal, etc.)

Reporting

- D44 Describe ability for clients to generate their own reports in the management system while being limited to viewing only their own data
- D45 Describe reporting features for core lab managers
- D46 Describe reporting features for the institution
- D47 Describe cross-lab (entire core) reports for core lab directors and institutional leadership
- D48 Describe ability to develop ad hoc reports – allow selection parameters to limit returned results, i.e. date range, protocol, etc.
- D49 Describe ability to store developed ad hoc reports to later use
- D50 Describe available standard metric reports – core lab usage (scheduled vs. used time), activity comparisons between time periods
- D51 Describe ability to track publications that can be attributed to core activities

API – data extracts for offline analysis

- D52 Describe all available APIs for export of data to UT
- D53 List all fields not available in the API

Inventory Management

- D54 Describe ability to track sample location within labs (Freezer, cold room locations, etc.)
- D55 Describe ability to track reagent expiration dates
- D56 Describe ability to charge for use of stored standard samples
- D57 Describe ability to attach reagent metadata to inventory and invoices
- D58 Describe the ability to track and organize facility consumables and assign costs to projects as appropriate
- D59 Describe ability to compare consumable orders to previous orders to track cost history and aid in consumable procurement contracts

Sample Management

- D60 Describe workflow from submission of request through sample processing, billing, and reporting
- D61 Describe ability to combine multiple requests to a single request (combination of multiple clients into a single batch run)
- D62 Describe ability to develop request forms specific to each core lab
- D63 Describe data fields common to each core lab request (required fields)

Storeroom Management

- D64 Describe ability of core lab inventory to be viewed as a storefront for PIs to purchase reagents
- D65 Describe ability to track special reagents orders for PIs
- D66 Describe online catalog of core provided reagents
- D67 Describe how purchase orders for outside vendors are generated
- D68 Describe how inventory is tracked and usage reports generated
- D69 Describe level of detail in inventory fields – hazardous flags, lot numbers, expiration dates, stock on hand

Vendor Catalog Support

- D70 Describe integration with vendor catalogs
- D71 List vendors for whom integration is already in existence

Study Management

- D72 Describe the ability to track studies as a project for ongoing work rather than single studies
- D73 Describe the ability to track multiple requests to be combined and applied to a single study
- D74 Describe the ability to invoice throughout a study lifetime (bill individual activities as they are completed while keeping the activities associated with an overall project)
- D75 Describe how studies from more than one PI can be combined to a share project for collaborative work
- D76 Describe how results, costing, protocols, and other study data are shared between PIs within a single project
- D77 Describe ability to add adhoc fields as needed by the PIs
- D78 Describe the ability to report usage, activity, invoicing history per study

Billing, Invoicing and Financial System Integration

- D79 Describe how invoices are generated
- D80 Describe how invoices are exported
- D81 Describe ability to email invoices
- D82 Describe ability to separately manage internal and external billing
- D83 Describe existing integrations with SAP financials
- D84 Describe how existing grant account numbers and spending authorization for individuals can be imported into the systems from SAP
- D85 Describe how spending limits can be assigned on a per account and per person basis
- D86 Describe ability to change accounts for billing after the service

Lab Animal Management

- D87 Describe the ability to store information from approved IACUC protocols and describe data fields stored- PI, protocol number, approved quantities, approved strains, techniques, pain category etc.
- D88 Describe how the PI can dynamically assign account numbers for use with specific protocols
- D89 Describe the ability of the system to allow personnel approved by the PI to place animal procurement orders
- D90 Describe the ability to track the number of animals available to order on a particular protocol and categories tracked – pain categories, gender, strain, species
- D91 Describe the ability of the system to list animal vendor catalog inventory
- D92 List sponsors that have catalog integration with the system
- D93 Describe the ability to track lab animal cages by rack and occupied (or free) status
- D94 Describe reports for investigators to reflect number and location of cages
- D95 Describe ability to generate barcodes for use in taking inventory of lab animal cages
- D96 Describe ability to charge separately for animal orders vs. per diem cage fees
- D97 Describe ability to systematically debit animal orders from number of allowed animals and validate that new orders fall within allowable limits

Login/Access Management

- D98 Describe integration with LDAP
- D99 Describe integration with Single Sign On

Credit Card Processing Support

- D100 Describe support for processing of credit cards or use of PayPal
- D101 Describe security layers employed during credit card transactions

Customer Support

- D102 Describe process for submitting a ticket to report an issue
- D103 Describe process for obtaining phone/email support
- D104 Describe the number of hours a day there is contact availability (on-line chat, phone calls, etc.)
- D105 Describe the average response time to all tickets from all users
- D106 Describe the average response time for high priority ticket

Implementation Plan

- D107 Describe process of implementation
- D108 Describe the number of dedicated FTE staff available during duration of the implementation process
- D109 Describe how updates to implementation plans are communicated

Expansion Process

- D110 Describe the ability to add additional storage, bandwidth or pages
- D111 Describe ability to scale for high peaks of traffic
- D112 Describe ability to add additional advisory or consulting time
- D113 Describe ability to provide customized training on new services
- D114 Describe ability to add new cores after initial implementation

4.3.3. Technology Requirements

Mandatory Technology Requirements:

- E1. Have you deployed your software solution to more than 100 institutions?
- E2. Does your organization have 5+ years of history of operations specifically for core management?
- E3. Is the software solution offered as software as a service?
- E4. Do you have more than 10 FTEs dedicated exclusively to software development for this product?
- E5. Can core lab personnel set and change configurations for services, products, etc. without assistance from our institutional IT technology unit?
- E6. Do you have an annual user group meeting or similar forum for current clients to interact?
- E7. Do you offer a dedicated project manager with implementation staff during the implementation phase?
- E8. Do you support external user payment methods?
- E9. Do you offer an animal core module that is capable of protocol management online, processing service and project requests, and managing animal ordering to specific protocol numbers and recharge sources in order to invoice core users?

General Technology Requirements

- E10 Provide information on your upgrade policies, practices and frequency.
- E11 Provide information on the method by which you deploy changes to the system, either to fix bugs or release an upgrade (e.g. via an automated process included with your software, via a manual process, or somewhere in between).
- E12 Provide information on any technical maintenance operations a UT system administrator would be required to perform.
- E13 Provide information on how long you provide support for a previous version, once you release a new version of your system.
- E14 Provide information about whether or not your software license allows (and to what extent) the customer to customize the system.
- E15 Provide information about whether or not you customize the system to meet an institution's requirements.
- E16 Describe the extent to which you provide the ability to integrate with the University of Tennessee's enterprise solutions that support finance and HR (SAP). Describe in detail this integration and include an explanation as to whether the integration is native or requires third party applications or custom coding.
- E17 Provide a detailed description of the process and/or procedures used to deploy the proposed solution and the proposed timeframe for deployment.
- E18 Provide a detailed description of the proposed solution's options for integrating with enterprise Business Intelligence solutions. Your response should include, at a minimum, potential integration with Microsoft's BI stack.
- E19 Describe the extent to which provides support for the following browsers: Internet Explorer, Mozilla/Firefox, Chrome, and Safari.
- E20 Provide the target timeline from new browser version releases to official vendor support.
- E21 For locally hosted solutions/configurations, provide detailed hardware and software specifications necessary for installation and operation of your solution. (Hosted solutions should indicate so for this answer.)
- E22 Provide a comprehensive list of all required software products and licensing required to deploy the proposed solution.

- E23 Describe the extent to which your system provides support for commonly used mobile device platforms (smartphones, tablets, etc.).
- E24 Describe the extent to which you will provide separate systems (on one or more servers) for configuration, testing (e.g. of product upgrades), and training in addition to the production system.
- E25 Provide a general description of the complete development, test, and production landscape used to develop, test and deploy system functionality.
- E26 Provide a general description of the procedures used for managing changes to production.
- E27 If your solution is available by local hosting or vendor hosting, provide a detailed description of the differences in deployment processes and timeframes. If your solution is available by local hosting or vendor hosting, provide a detailed description of the differences in functionality.
- E28 Provide a description of the process used to request application customizations and enhancements, including how support for such enhancements is provided in future upgrades.
- E29 Describe the extent to which you provide appropriate resources for the University of Tennessee to perform application monitoring. Resources to include test user account, service account, etc.
- E30 Describe the extent to which you provide section 508 of the Rehabilitation Act of 1973 compliance.

Technology Security Requirements

- E31 Discuss the system's capacity to provide event logging where event logs are available for review by the university.
- E32 Describe if and how the system provides multiple layers (on upload, periodic server scans, etc.) of malware protection against documents.
- E33 Provide a copy of your data breach notification and response plan.
- E34 Describe your process for performing web application security scans on a regular basis and how you provide the University with access to the results.
- E35 Provide a detailed time line for providing remedies for vulnerabilities identified in security scans.
- E36 Provide a copy of your Business Continuity plan and Disaster Recovery plans.
- E37 Disclose the use of any third party datacenter service providers such as Amazon or RackSpace. The Vendor should detail how data encryption is used to protect the University of Tennessee's research data in storage (database, file storage, etc.). The Vendor should detail how data encryption is used to protect the University of Tennessee's research data in transit (web, network, IPC, etc.).
- E38 Provide a detailed description of how data encryption is used to protect the University of Tennessee's research data in storage (database, file storage, etc.).
- E39 Provide a detailed description of how data encryption is used to protect the University of Tennessee's research data in transit (web, network, IPC, etc.).
- E40 Provide a detailed description of the approach used to partition and isolate the University of Tennessee's research data from other users of the hosted service.
- E41 Discuss if and how the role-based access privileges implemented by the system includes a read-only designation.

4.4. Cost Information

Cost proposal points will be based on the information provided by the proposers in their financial proposal response of the RFP. The response must be in US dollars and must include all possible costs to the university. The maximum points possible for the financial proposal are 300 points. The proposal with the lowest price gets the total maximum points. The subsequent financial scores are based on the following formula:

$$\text{Financial Score} = \frac{\text{Lowest price amount from all proposals}}{\text{other proposal price being evaluated}} \times \text{maximum number of points}$$

Cost Item Description	Proposed Cost	Evaluation Factor	
			Evaluation Cost (cost x factor)
SOFTWARE IMPLEMEMTATION, BASIC PACAKGE	\$ / UNIT		
SOFTWARE INTEGRATION WITH LDAP and SAP	\$ / UNIT		
SOFTWARE RENEWAL FEES	\$ / UNIT		
TRAVEL EXPENSES	\$ / UNIT		
TRAINING OF END USERS	\$ / UNIT		
SOFTWARE ADD- ONS NOT INCLUDED IN BASIC PACKAGE	\$ / UNIT		
EVALUATION COST AMOUNT (sum of evaluation costs above):			
lowest evaluation cost amount from all proposals	x RFP § 5.1. NUMBER (maximum section score)	= SCORE:	
evaluation cost amount being evaluated			

The University of Tennessee Health Science Center

Request for Proposal # 10053187

ACKNOWLEDGMENT OF RECEIPT AND INTENTION

Please complete this form as soon as possible and email contact below.

This is to acknowledge receipt of Request for Proposal # 10053187 for UTHSC dated August 15, 2016. Acknowledgement form is due on August 22, 2016. Sealed proposals are due on September 14 at 2:00 PM Central Standard Time.

Check one:

Our firm intends to submit a proposal and hereby requests to receive any addenda or other correspondence related to this RFP.

Our firm does not intend to submit a proposal and does not wish to receive any addenda or other correspondence related to this RFP.

Firm Name	Mailing Address
Contact Person	City, State Zip
Signature	Phone Number
Date	Fax Number
Email address	Website

PLEASE EMAIL THIS ACKNOWLEDGMENT TO:

The University of Tennessee Health Science Center
Purchasing Services Office
Attention: K. Michelle Newman
Email: knewma13@uthsc.edu

ATTACHMENT A

**TECHNICAL
FORM OF PROPOSAL
RFP 10053187**

In response to Request for Proposal (RFP), the undersigned presents this Technical Proposal to provide a proposal to the University of Tennessee Health Science Center in accordance with the RFP documents contained herein. The proposer agrees to be bound by all terms and conditions of the RFP and to enter into a contract for the proposed services if selected as the successful bidding during the bidding phase. Inclusion of Price Proposal dollar amounts in the Technical Proposal shall make the entire Proposal non-responsive.

Firm Name

Signature

Street Address

Typed Name

City/State/Zip Code

Title

Phone No.

Date

Fax No.

Federal ID Number

Email Address

NOTE: ONE ORIGINAL AND ONE ELECTRONIC (USB/CD) COPY OF THE COMPLETE TECHNICAL PROPOSAL, UNDER SEAL, SHOULD BE SUBMITTED.

ATTACHMENT B

RFP 10053187 REFERENCES

Reference 1

Institution	
Contact Person	
Address	
Phone	
Fax	
Email	
Dates of Contract	

Reference 2

Institution	
Contact Person	
Address	
Phone	
Fax	
Email	
Dates of Contract	

Reference 3

Institution	
Contact Person	
Address	
Phone	
Fax	
Email	
Dates of Contract	

Reference 4

Institution	
Contact Person	
Address	
Phone	
Fax	
Email	
Dates of Contract	

ATTACHMENT C

**PRICING
FORM OF PROPOSAL
RFP 10053187**

In response to Request for Proposal (RFP), the undersigned presents this Technical Proposal to provide a consulting service to the University of Tennessee Health Science Center in accordance with the RFP documents contained herein. The proposer agrees to be bound by all terms and conditions of the RFP and to enter into a contract for the proposed services if selected as the successful bidding during the bidding phase. Inclusion of Price Proposal dollar amounts in the Technical Proposal shall make the entire Proposal non-responsive.

Firm Name

Signature

Street Address

Typed Name

City/State/Zip Code

Title

Phone No.

Date

Fax No.

Federal ID Number

Email Address

NOTE: ONE ORIGINAL AND ONE ELECTRONIC (USB/CD) COPY OF THE COMPLETE TECHNICAL PROPOSAL, UNDER SEAL, SHOULD BE SUBMITTED.

ATTACHMENT D
SAMPLE UTHSC CONTRACT
RFP 10053187

THE UNIVERSITY OF TENNESSEE
CONTRACT

This Contract, made and entered into on _____, documents the agreement between the University of Tennessee (“University”) and _____ (“Contractor”).

This Contract consists of this cover page, the signature page, the University’s Standard Terms and Conditions, and ____additional pages. Terms contained on this cover page and the University’s Standard Terms and Conditions shall prevail over those of any attachment unless otherwise stated under “Other terms” below.

The Contractor will provide the following:

The Period of Performance under this Contract is from _____ through _____. However, the University may terminate this Contract by giving the Contractor at least thirty (30) days written notice before the effective termination date, in which event the Contractor shall be entitled to receive pro rata compensation for work completed as of the termination date.

The University will compensate Contractor \$ _____ per _____.

Other payment terms (Put N/A if none):

The University’s maximum financial obligation under this Contract is \$ _____. University’s maximum financial obligation is not subject to increase for any reason, unless this Contract is amended by a written amendment that is signed by authorized officials of both parties.

It is expressly acknowledged by the parties hereto that such parties are independent contracting entities and that nothing in this Contract shall be construed to create an employer/employee relationship or to allow either to exercise contract or direction over the manner or method by which the other transacts its business affairs or provides its usual services. The Contractor, being an independent contractor, agrees to carry adequate public liability and other appropriate forms of insurance, and to pay all taxes incident to this Contract. The University shall have no liability except as specifically provided in this Contract.

In witness of their acceptance of the terms of this agreement, the parties have had this Contract executed by their duly authorized representatives.

FOR CONTRACTOR:

ADDRESS:

FOR UNIVERSITY:

DEPARTMENT NAME:

PHONE:

RESPONSIBLE ACCOUNT:

FEDERAL ID #:

Name:

Title:

Anthony A. Ferrara

Vice Chancellor / Chief Financial Officer

Date

Date

UNIVERSITY'S STANDARD TERMS AND CONDITIONS

1. The University is not bound by this Contract until it is approved and signed by appropriate University authorized official(s). A list of the University's authorized officials is located here: <http://treasurer.tennessee.edu/contracts/contractsignature.html>
2. This Contract may be modified only by a written amendment which has been executed and approved by the authorized officials of both parties. A list of the University's authorized officials is located here:
<http://treasurer.tennessee.edu/contracts/contractsignature.html>
3. The Contractor shall not assign this Contract or enter into a subcontract for any of the services performed under this Contract without obtaining the prior written approval of the University.
4. Unless otherwise indicated on the reverse, if this Contract provides for reimbursement for travel, meals or lodging, such reimbursement must be made in accordance with University travel policies.
5. The Contractor warrants that no part of the total Contract amount shall be paid directly or indirectly to an employee or official of the State of Tennessee as wages, compensation, or gifts in exchange for acting as officer, agent, employee, subcontractor, or consultant to Contractor in connection with any work contemplated or performed relative to this Contract, and that no employee or official of the State of Tennessee holds a controlling interest in the Contractor. If the Contractor is an individual, the Contractor certifies that he/she is not presently employed by the University or any other agency or institution of the State of Tennessee; that he/she has not retired from or terminated such employment within the past six months; and that he/she will not be so employed during the term of this Contract.
6. The Contractor shall maintain documentation for all charges against the University under this Contract. The books, records and documents of the Contractor, insofar as they relate to work performed or money received under this Contract, shall be maintained for a period of three (3) full years from the date of the final payment, and shall be subject to audit, at any reasonable time and upon reasonable notice, by the University or the Comptroller of the Treasury, or their duly appointed representatives. These records shall be maintained in accordance with generally accepted accounting principles.
7. No person on the grounds of disability, age, race, color, religion, sex, national origin, veteran status or any other classification protected by Federal and/or Tennessee State constitutional and/or statutory law shall be excluded from participation in, or be denied benefits of, or be otherwise subjected to discrimination in the performance of this Contract. The Contractor shall, upon request, show proof of such nondiscrimination, and shall post in conspicuous places, available to all employees and applicants, notice of nondiscrimination.
8. The Contractor shall comply with all applicable Federal and State laws and regulations in the performance of this Contract.
9. This Contract shall be governed by the laws of the State of Tennessee, which provide that the University has liability coverage solely under the terms and limits of the Tennessee Claims Commission Act.
10. The Contractor shall avoid at all times any conflict of interests between his/her duties and responsibilities as a Contractor and his/her interests outside the scope of any current or future Contracts. The following principles define the general parameters of a conflict of interests prohibited by the University:
 - a. Contractor's outside interests shall not interfere with or compromise his/her judgment and objectivity with respect to his/her duties and responsibilities to the University.
 - b. A Contractor shall not make or influence University decisions or use University resources in a manner that results in: Financial gain outside any current or future Contracts for either the Contractor or his/her relatives or Unfair advantage to or favored treatment for a third party outside the University.
 - c. A Contractor's outside financial interests shall not affect the design, conduct, or reporting of research.
The Contractor certifies that he/she has no conflicts of interests and has disclosed in writing the following:
 - a. Any partners or employees of the Contractor who are also employees of the University.
 - b. Any relatives of the Contractor's partners or employees who work for the University.
 - c. Any outside interest that may interfere with or compromise his/her judgment and objectivity with respect to his/her responsibilities to the University.
11. If the Contractor fails to perform properly its obligations under this Contract or violates any term of this Contract, the University shall have the right to terminate this Contract immediately and withhold payments in excess of fair compensation for completed services. The Contractor shall not be relieved of liability to the University for damages sustained by breach of this Contract by the Contractor.
12. It is understood by the Contractor that the University will possess all rights to any creations, inventions, other intellectual property, and materials, including copyright or patents in the same, which arise out of, are prepared by, or are developed in the course of the Contractor's performance under this Contract. The Contractor and the University acknowledge and agree that the Contractor's work under this Contract shall belong to the University as "work-made-for-hire" (as such term is defined in U.S. Copyright Law). To the extent Contractor's work is not deemed to constitute "work-made-for-hire," Contractor hereby assigns and transfers to the University all of Contractor's right, title and interest in and to any creations, inventions, other intellectual property, and materials, including copyright or patents in the same, which arise out of, are prepared by, or are developed in the course of the Contractor's performance under this Contract.
13. For personal, professional, and consultant services, the Contractor shall submit brief, periodic progress reports to the University as requested.
14. In compliance with the requirements of Tenn. Code Ann. § 12-3-309, for any contract for goods or services purchased by the University, the Contractor hereby attests that the Contractor shall not knowingly utilize the services of an illegal immigrant in the performances of this Contract and shall not knowingly utilize the services of any subcontractor who will utilize the services of an illegal immigrant in the United States in the performance of the Contract.
15. Any activities performed within the University of Tennessee facilities in support of this contract shall be executed in accordance with all applicable safety and environmental standards. Covered activities include but are not limited to the installation, servicing and maintenance of devices or equipment. Requisite safety standards include those promulgated by the Tennessee Occupational Safety and Health Administration (TOSHA), the Tennessee Department of Environment and Conservation (TDEC), Tennessee Division of Radiological Health, and any other regulation or related consensus standards which may apply to the device, equipment, or services covered under this contract. All hazardous substances and materials, including waste, under the control of the contractor shall be managed in accordance with applicable EPA and TDEC regulations. *Failure to abide by regulatory requirements may result in*

termination of the contract by the university. Any fines imposed against the University as the result of a contractor's failure to abide by regulations shall be the contractor's responsibility.

16. This Contract is the entire agreement between the University (including University employees and other end users) and Contractor. In the event Contractor enters into terms of use, end user agreements, or other agreements or understandings, whether electronic, click-through, or shrink-wrap, and whether verbal or written, with University employees or other end users, such agreements shall be null, void, and without effect, and the terms of this Contract shall apply.

17. In compliance with the requirements of Tenn. Code Ann. § 12-3-306, the Contractor hereby attests that the Contractor has registered with the State of Tennessee's Department of Revenue for the collection of Tennessee sales and use tax. This registration requirement is a material requirement of this Contract.

ATTACHMENT F
RFP
SEALED PROPOSAL LABELS

The Sealed Price Proposal and the Sealed Technical Proposal must be contained in separate envelopes. These separately sealed and labeled envelopes may be sent together in a larger envelope or box. Please cut out these labels, highlight the border in red and affix to the lower left corner of the envelopes in which the Cost Proposal and Technical Proposal are submitted. Your company's name and address should appear in the upper left corner of the envelopes.

SEALED TECHNICAL PROPOSAL

The University of Tennessee Health
Science Center, Memphis
RFP # 10053187
Date of Opening: Wednesday,
September 14, 2016
Time of Opening: 2:00 PM CST

SEALED COST PROPOSAL

The University of Tennessee Health
Science Center, Memphis
RFP # 10053187
Date of Opening: Wednesday,
September 14, 2016
Time of Opening: 2:00 PM CST

End of Document