



FAIRFAX COUNTY
PUBLIC SCHOOLS

Department of Financial Services

Office of Procurement Services
8115 Gatehouse Road, Suite 4400
Falls Church, Virginia 22042-1203
Telephone: 571-423-3550

NOTE: Fairfax County Public Schools conducts all procurement activities in accordance with delegated authority from the Purchasing Agent of Fairfax County Government. Bids and proposals in response to FCPS solicitations must be delivered to the address above on or before the date and time stipulated in the solicitation.

RFP 2000001576
FCPS Public Website Redesign, Implementation, Hosting, Maintenance
and Support Services

PRE-PROPOSAL CONFERENCE

An optional pre-proposal conference will be held on **June 17, 2015 at 2:00 p.m.** at the Fairfax County Public Schools Gatehouse Administration Center, 8115 Gatehouse Road, Conference Room 4050/4051, Falls Church, Virginia 22042-1203. The purpose of this conference is to allow potential offerors an opportunity to present questions and obtain clarification relative to any facet of this solicitation.

While attendance at this conference will not be a prerequisite to submitting a proposal, offerors who intend to submit a proposal are encouraged to attend. Bring a copy of the solicitation with you. Any changes resulting from this conference will be issued in a written addendum to the solicitation. Please email a short notice of intent to attend with the number of participants to the email address below.

All questions pertaining to this RFP should be submitted in writing to Delphine G. Lambert, the contract administrator at dglambert@fcps.edu preferably prior to the pre-proposal conference. The deadline for questions is **June 29, 2015 at 5:00 p.m.**



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Table with 3 columns: ISSUE DATE, REQUEST FOR PROPOSAL NUMBER, TITLE, DEPARTMENT, DUE DATE/TIME, CONTRACT ADMINISTRATOR.

Proposals - In accordance with the following and in compliance with all terms and conditions, unless otherwise noted, the undersigned offers and agrees, if the proposal is accepted, to furnish items or services for which prices are quoted, delivered or furnished to designated points within the time specified.

Note: Fairfax County does not discriminate against faith-based organizations in accordance with the Code of Virginia, § 2.2-4343.1 or against a bidder or offeror because of race, religion, color, sex, national origin, age, disability, or any other basis prohibited by state law relating to discrimination in employment in the performance of its procurement activity.

NAME AND ADDRESS OF FIRM:

Telephone/Fax No.:

E-Mail Address:

Federal Employer Identification No or

Federal Social Security No.(Sole Proprietor)

Prompt Payment Discount:

% for payment within days/net days

State Corporation Commission (SCC) Identification No.

By signing this proposal, Offeror certifies, acknowledges, understands, and agrees to be bound by the conditions set forth in the General Conditions and Instructions to Bidders as described in Appendix A.

BUSINESS CLASSIFICATION - Described in Appendix B - CHECK ONE: LARGE (Y) SMALL (B)

- MINORITY-OWNED SMALL (X) MINORITY OWNED LARGE (V) WOMEN-OWNED SMALL (C)
WOMEN OWNED LARGE (A) NON PROFIT (9)

CHECK ONE: INDIVIDUAL PARTNERSHIP CORPORATION

State in which Incorporated:

Vendor Legally Authorized Signature

Date

Print Name and Title

Sealed proposals subject to terms and conditions of this Request for Proposal will be received by the Director of the Office of Procurement Services at 8115 Gatehouse Road, Suite 4400, Falls Church, VA 22042-1203 until the date/time specified above.

AN EQUAL OPPORTUNITY PURCHASING ORGANIZATION



SPECIAL PROVISIONS

1. SCOPE OF SERVICES:

- 1.1. The purpose of this Request for Proposal is to solicit sealed proposals to establish a contract through competitive negotiation for the redesign of the FCPS public website, including incorporating a content management system (“CMS”) using the open source platform Drupal. Fairfax County Public Schools (“FCPS”), Office of Communication and Community Relations (“CCR”) is seeking a vendor to redesign, implement, and host the FCPS public website, including approximately 200 individual school websites in addition to central offices and departments, using a highly secure Cloud-based service and provide support services 24x7x365. Proposals for redesign of the website and CMS shall include or account for, but not be limited to, the following:
- Create a highly usable website designed and organized in a dynamic manner, allowing viewers to easily find information on a variety of devices.
 - Convey the organizational culture consistent with the FCPS brand.
 - Provide training and support services to a variety of FCPS end users.
 - Consolidate and migrate existing content to new website.
 - Provide hosting and maintenance services.
- 1.2. Offerors shall ensure that a representative who can bind the firm is available for both the finalist interviews and negotiations.

2. MINIMUM QUALIFICATIONS

- 2.1. The following are the minimum qualifications an Offeror must meet or exceed, at the time of submission, in order for FCPS to accept a proposal as responsive. Each Offeror must address how it meets each of the below minimum qualifications when submitting its Technical Proposal. If an Offeror fails to respond to each qualification, or if FCPS determines from the response that an Offeror does not meet any one of the minimum qualifications, its proposal may be deemed non-responsive and disqualified from further consideration.
- 2.1.1. The Offeror must have at a minimum five (5) years of successful, continuous proven experience helping large, distributed enterprise organizations plan successful migrations from multiple legacy websites on various technologies including static html to Drupal.
- 2.1.2. The Offeror must be willing to accept the terms and conditions of the FCPS FERPA – DIT Addendum (Appendix E) that will be executed at the time of contract award.
- 2.2. **The project manager assigned to this contract shall:**
- 2.2.1. Have a minimum of five (5) years’ experience in the management of a web redesign and content management system implementation for complex, best-in-class institutions or corporations of a similar size as FCPS with 24,000 employees and 500,000 customers/stakeholders. Prior experience with a large public school district(s) is a plus.
- 2.2.2. Have performed at least five (5) website redesigns with implementation of a similar scope.
- 2.2.3. Have five (5) years’ experience in managing projects of a similar scope.
- 2.3. **The lead developer assigned to this contract shall:**
- 2.3.1. Have a minimum of five (5) years of Drupal hands-on development experience.
- 2.3.1.1. Be proficient in the following Drupal knowledge areas:
- Custom module development
 - Key contributed modules

- Core API
 - Maintenance and administration of Drupal modules and sites
- 2.3.2. And have:
- 2.3.2.1. Experience integrating open source and third-party applications into existing systems.
 - 2.3.2.2. A solid understanding of AJAX, HTML, Javascript, and CSS
 - 2.3.2.3. Familiarity with source control systems such as Apache Subversion, etc.
 - 2.3.2.4. The ability to communicate and work well with others to include the ability to communicate technical concepts to various stakeholders from web development specialist to system end-users

3. PRE-PROPOSAL CONFERENCE:

- 3.1. An optional pre-proposal conference will be held on June 17 at 2:00 p.m. in the Fairfax County Public Schools Gatehouse Administration Center I, Conference Room 4050/4051, 8115 Gatehouse Road, Falls Church, Virginia 22042-1203. To request reasonable ADA accommodations, call the Office of Equity and Compliance at 571-423-3050 or email them at equity&compliance@fcp.edu. Please allow seven working days in advance of the event to make the necessary arrangements.
- 3.2. The purpose of the pre-proposal conference is to give potential offerors an opportunity to ask questions and to obtain clarification about any aspect of this Request for Proposal. Offerors may submit any questions pertaining to the RFP, in writing, prior to the pre-proposal conference to Delphine G. Lambert dglambert@fcps.edu.

4. CONTRACT PERIOD AND RENEWAL:

- 4.1. This contract will begin on September 1, 2015, or date of award, whichever is later, and terminate on August 31, 2020.
- 4.2. Automatic contract renewals are prohibited. This contract may be renewed at the expiration of its term by agreement of both parties. Contract renewals must be authorized by and coordinated through the Office of Procurement Services. FCPS reserves the right to renew the contract for three (3) additional one-year periods.
- 4.3. Notice of intent to renew will be given to the Contractor in writing by the Office of Procurement Services, normally 60 days before the expiration date of the current contract. This notice shall not be deemed to commit the County to a contract renewal.
- 4.4. Following the award, contractor performance will be periodically evaluated based on deliverables associated with project milestones, compliance with the Service Level Agreement ("SLA"), customer service (to include courtesy and timeliness of responses), and documentation/bookkeeping. An unsatisfactory evaluation could warrant the termination of the contract.
- 4.5. The obligation of the County to pay compensation due the contractor under the contract or any other payment obligations under any contract awarded pursuant to this Request for Proposal is subject to appropriations by the Fairfax County Board of Supervisors to satisfy payment of such obligations. The County's obligations to make payments during subsequent fiscal years are dependent upon the same action. If such an appropriation is not made for any fiscal year, the contract shall terminate effective at the end of the fiscal year for which funds were appropriated and the County will not be obligated to make any payments under the contract beyond the amount appropriated for payment obligations under the contract. The County will provide the contractor with written notice of non-appropriation of funds within thirty (30) calendar days after action is completed by the Board of Supervisors. However, the County's failure to provide such notice shall not extend the contract into a fiscal year in which sufficient funds have not been appropriated.

5. **BACKGROUND:**

- 5.1. FCPS is the largest school system in the Commonwealth of Virginia and the 10th largest in the United States. The County has a population of over 1,000,000 residents living in an approximately 400 square mile area. The school system consists of approximately 250 schools and work sites serving approximately 186,000 students in preschool through 12th grade. There are approximately 24,000 full-time staff. The website www.fcps.edu serves as the primary resource for information about the school division for students, parents, employees and the community. The current website does not function well on mobile devices and does not allow for simple content updates.
- 5.2. The website is maintained by over 300 web curators based at schools and in departments.
- 5.3. The website has more than 30 million visits per year (12-month period ending April, 2015) from 12 million visitors and 181 million page views, with more than 55 percent of visits from mobile devices.
- 5.4. Each school website was constructed and is maintained using Adobe Dreamweaver, cascading style sheets, and Dreamweaver templates. Pages are exclusively in HTML.
- 5.5. The current state of the website is described in Appendix A.
- 5.6. There are 139 individual elementary (grades Pre-K – 6) school websites with an average of 71 pages.
- 5.7. There are 23 individual middle school (grades 7-8) websites with an average of 90 pages.
- 5.8. There are 3 secondary school (grades 7 – 12) websites with an average of 246 pages.
- 5.9. There are 22 high school (grades 9 – 12) websites with an average of 156 pages.
- 5.10. There are 15 specialty academies and centers websites with an average of 35 pages.
- 5.11. The central offices and departments websites collectively have 5,915 pages.
- 5.12. There are approximately 23,000 pages on the current website.
- 5.13. A variety of other separate third-party components currently function on the website including a search engine, custom ColdFusion applications, maps and directions, and calendars.

6. **TASKS TO BE PERFORMED:**

Qualified offerors are encouraged to submit a proposal for the following:

- 6.1. **Project Management:** The Contractor shall adhere to best practices for effective management of project activities in accordance with the life-cycle management of projects.
 - 6.1.1. In collaboration with the FCPS project manager, the Contractor shall develop and maintain project plans with respect to the scope encompassed in this solicitation to ensure the cost, schedule, and quality for a successful implementation of the Contractor's proposed Solution. Within 4 weeks of contract award, the Contractor shall submit a task/activity plan specifying the tasks to be undertaken and their estimated duration.
 - 6.1.2. The Contractor shall include time lines showing beginning and ending dates for each major task in implementation plans and any subsequent project effort developed during the life of the contract as well as the names of person responsible for each task. Activities must be sufficiently designed and outlined in the task/activity plan that

- will provide evidence of satisfactory delivery of services and products. Time frames must be logical and appropriate to meet delivery dates required by the contract.
- 6.1.3. The Contractor's Project Manager(s) will work closely with FCPS Project Manager to (among other activities):
- 6.1.3.1. Manage project schedule and Contractor staff allocations.
 - 6.1.3.2. Track progress of engagement.
 - 6.1.3.3. Communicate project progress via reports and ongoing communication (meetings, presentations, individual correspondence, etc.).
 - 6.1.3.4. Facilitate review and acceptance of deliverables.
 - 6.1.3.5. Ensure project objectives remain consistent with the working agreement.
 - 6.1.3.6. Facilitate meetings.
 - 6.1.3.7. Manage project risks.
 - 6.1.3.8. Manage change request process (for system and working documents to include the contract).
 - 6.1.3.9. Manage the Development – Functional Test – Rework cycle.
- 6.2 **Requirements analysis and discovery:** The Contractor shall lead and document the requirements analysis with the objectives of understanding and specifying the requirements at a level sufficient to complete the development, customization, testing, and deployment of the proposed solution. This analysis shall include but is not limited to the following:
- 6.2.1 Plans for collaboration and approval process
 - 6.2.2 Analysis of current site design, architecture, and usage
 - 6.2.3 Inventory of necessary functions, capabilities, or characteristics related to the website
 - 6.2.4 Task analysis, development of personas and scenarios
 - 6.2.5 Definition of content categories
 - 6.2.6 Definition of relationships between pieces of content
 - 6.2.7 Organizational alignment to content management processes
 - 6.2.8 Organization-wide content strategy and governance definition
 - 6.2.9 Inventory of content
 - 6.2.10 Wireframing
 - 6.2.11 Prototyping
- 6.3 **Design and Usability services:** The Contractor shall provide design options for [FCPS](#) website based on the preceding requirements analysis and usability testing on selected designs. These services shall include but are not limited to the following:
- 6.3.1 Home and all related nodes for central office content
 - 6.3.2 Elementary school options (3 standard with 5 color/branding options)
 - 6.3.3 Middle school options (3 standard with 5 color/branding options)
 - 6.3.4 High school options (3 standard with 5 color/branding options) (to include Career and Technical Education centers)
 - 6.3.5 Secondary School options (3 standard with 5 color/branding options)
 - 6.3.6 The Contractor shall conduct design walkthroughs with FCPS staff to elicit early feedback on configurations, customizations, and interfaces. The contractor shall provide FCPS with the topics being covered and any related screenshots, design documentation, etc. one week prior to the scheduled walkthroughs. The Contractor shall document the feedback, make the necessary changes, and seek approval from FCPS staff.
 - 6.3.7 Meet with FCPS staff to confirm design for usability testing, along with key tasks, define the goals of testing, set successful completion criteria for tasks, and identify target users.
 - 6.3.8 Work with FCPS staff to draft a test script for one round of usability testing.
 - 6.3.9 Conduct one round of usability testing with 8 representative members of the FCPS community including a diverse group of parents, staff, and students.
 - 6.3.10 Contractor will be responsible for recruiting, screening, and scheduling representative users.

- 6.3.11 Compile and analyze usability testing results to develop a written report of findings, including screenshots, severity rankings of problems, identification of tradeoffs to resolve conflicting goals and proposals to resolve these conflicts, and recommendations for improvements to the design.
- 6.3.12 Give onsite presentation of findings to FCPS staff.
- 6.4 **Build and Migration** - In collaboration with FCPS, the Contractor shall develop and execute a development and migration plan for the selected design supporting a phased implementation. The plan must have detailed steps, responsibilities, and timelines for building the new website and moving the necessary content from its existing format into the new platform in development and staging environments. The plan must include steps, responsibilities and timelines for user acceptance, quality assurance, training site administrators and content managers, and conducting final pre-launch audits for performance and security configuration. The Contractor shall have key personnel and resources on site at FCPS, as necessary, to support data integration efforts as each component is deployed to aid in rapidly addressing any issues that may arise.
- 6.4.1 Central offices - The migration plan must have detailed steps, responsibilities, and timelines for moving the Solution into staging.
- 6.4.2 Schools - The migration plan must have detailed steps, responsibilities, and timelines for moving the Solution into staging.
- 6.4.3 Translated Content – The migration plan must have detailed steps, responsibilities, and timelines for moving translated content in 7 languages for the top 500 pages on the current website into staging (Refer to Appendix G).
- 6.5 **Deployment** --In collaboration with FCPS, the Contractor shall develop and execute a deployment plan. The plan must have detailed steps, responsibilities, and timelines for migrating content from staging to the production environment. FCPS resources will also support the deployment as agreed upon during planning. The Contractor shall have key personnel and resources on site at FCPS, as necessary, to support data integration efforts as each component is deployed to aid in rapidly addressing any issues that may arise.
- 6.5.1 Central offices - The deployment plan must have detailed steps, responsibilities, and timelines for moving the Solution into production.
- 6.5.2 Schools - The deployment plan must have detailed steps, responsibilities, and timelines for moving the Solution into production.
- 6.5.3 Translated Content – The deployment plan must have detailed steps, responsibilities, and timelines for moving translated content in 7 languages for the top 500 pages on the current website.
- FCPS has not determined yet whether the Solution will be fully deployed to all school sites or only partially deployed. The Solution will be deployed mandatorily to the Central Offices. FCPS is envisioning 4 different deployment options for the remainder of the school sites:
- Option 1: deployment to High Schools and Secondary Schools
 - Option 2: deployment to High Schools, Secondary Schools, and Middle Schools and Special Education Centers
 - Option 3: deployment to Elementary schools only.
 - Option 4: deployment to all schools.
- 6.6 **Training Plan** – In collaboration with FCPS, the Contractor shall develop and execute a training plan of the configured Solution supporting a phased implementation. The training plan must have detailed steps, responsibilities, and timelines for moving the Solution into

production. FCPS resources will also support training as agreed upon during planning.

- 6.7 **Hosting, including Support, and Maintenance** – Contractor shall provide hosting, support, and maintenance services as specified in the Operational Requirements, and Service and Operational Support sections below. Contractor shall provide a hosting architecture document outlining the infrastructure proposed to host the site.

7. **OPERATIONAL REQUIREMENTS**

7.1. **FCPS Wide-Area Network**

The FCPS data network is primarily served by the Fairfax County Government/FCPS Institutional Network (“I-Net”), which consists of over 4,000 km of single-mode fiber in a ring, hub and spoke topology. The I-Net provides network connectivity to and between nearly all FCPS locations.

In some FCPS locations, where I-Net connectivity is either not available or is used as a means of fault-tolerance, Metropolitan Ethernet and Broadband Cable services are utilized to provide data transport services.

Dedicated Internet access is currently provided at FCPS’ two data centers in the form of a one (3) Gbps Ethernet connection, each to a different service provider.

7.2. **Technical Requirements – General Solution Architecture**

- 7.2.1. All components of the Solution shall perform and scale to accommodate FCPS’ current web traffic with reasonable accommodation for expansion in the immediate future.

Web Traffic: 244,733,773 page views in 2014 with average of 111,916 visits per day.

- 7.2.2. The Solution shall be architected so as to minimize impact on network traffic.

- 7.2.3. The Solution shall utilize architecture consistent with systems development life cycle (SDLC) best practices. To include the maintenance of at least three separate environments:

7.2.3.1. Development environment – Working environment for individual developers that allows for changes that can be independent of staging/test and production.

7.2.3.2. Staging/Test – Will simulate the production environment and allow for functional testing of hypotheses in addition to serving as a potential source of back-up configuration information.

7.2.3.3. Production – Active customer-facing environment.

- 7.2.4. **Security and Networking** – The Contractor’s methodologies must incorporate the following requirements, at a minimum:

7.2.4.1. The Solution shall support encryption between all server components and client-to-server connections.

7.2.4.2. The Solution shall have the ability to support firewall traversal techniques. No ports other than 80 or 443 should be required to be open on any participant’s firewalls.

7.2.4.3. The solution shall have the ability to function in environments that use network and client proxies.

7.2.4.4. The solution shall have the ability to provide logging and auditing of system activities including user access, including, at a minimum, time stamp and source IP data. The solution shall have the capability of capturing browser source IP addresses, not just load balancer IP addresses.

- 7.2.4.5. The Solution shall have security features that mitigate malicious bots (bot attacks).
- 7.2.4.6. The Solution's physical systems shall include the following security features:
 - 7.2.4.6.1. Systems shall be stored in a location that protects them from unauthorized physical access. Measures (locks, badges, keycard, etc.) shall be implemented to restrict the access to the systems.
 - 7.2.4.6.2. The "Need-to-know" principal shall be used to assign physical access rights to these systems, and access shall be monitored and logged. Upon loss of "need-to-know," access rights shall be promptly removed.
 - 7.2.4.6.3. Record of modifications and repairs shall be maintained and be available to customer upon request.
 - 7.2.4.6.4. System shall utilize an Uninterruptible Power Supply (UPS) and back-up generator power with proper capacity.
 - 7.2.4.6.5. System shall include contingency plans to ensure that the information is accessible in emergency situations.
- 7.2.4.7. The solution must meet or exceed FCPS Security Profile requirements. (Refer to Appendix D).
- 7.2.4.8. The Offeror must be willing to sign the FCPS FERPA – DIT Addendum with Directory Information Provisions Addendum. (Refer to Appendix E).

7.3. **Authentication**

- 7.3.1. The Solution shall provide support for secure LDAP authentication.
- 7.3.2. It is desirable that the Solution support SAML 2.0 authentication.
- 7.3.3. It is desirable that the Solution support creation and management of user accounts based on LDAP users and groups.

7.4. **Integration and Application Development Tools**

The Solution shall have the ability to integrate with SMTP server and utilize e-mail forms. It is desirable that the Solution should provide a method to interface with third party programs such as MS Exchange Integration.

7.5. **Account Management** – The Contractor must meet the following requirements, at a minimum.

- 7.5.1. The Contractor must assign an Account Team which will interface with FCPS to be assigned for the duration of the contract. The Account Team must be available to FCPS to provide services which include, but are not limited to, support for service orders, technical assistance, invoicing, problem management, and overall contract performance.
- 7.5.2. All members of the Account Team and any and all subsequent support personnel (including, but not limited to, the personnel detailed below) must be provided at no additional cost to FCPS.
- 7.5.3. The Contractor must assign an Account Manager to be the Account Team lead representative and to serve as the Single Point of Contact ("SPOC") between FCPS and the Contractor and subsequently, the associated Account Team.
- 7.5.4. The Contractor's Account Manager must schedule and hold meetings no less than once per month (unless otherwise directed by FCPS at a later time) to review the Contractor's performance, problem resolution, reports, and opportunities for improvement. The Account Manager will provide the agenda at least one (1) business day prior to the meeting and will have any supporting staff and/or resources at the meeting as is appropriate.
- 7.5.5. The Contractor must also identify one primary point of contact for the sole purposes of service order processing and invoicing. All communications with regard to service orders and invoicing between FCPS and the Contractor must flow through this Account Team member.

- 7.5.6. The Contractor must also identify primary point(s) of contact for the sole purpose of technical support. One technical point of contact may be assigned for multiple services, provided that this contact is qualified.
- 7.5.7. The Contractor must ensure that Account Team contact information is continually reviewed and updated as changes within the Contractor's organization occur.
- 7.5.8. The Contractor must ensure that appropriate security measures are taken by any and all personnel to protect FCPS' data integrity and privacy.

8. SERVICE AND OPERATIONAL SUPPORT

- 8.1. **Service Level Agreement** – The Contractor shall provide a Service Level Agreement (SLA) describing service and support for the system. The Contractor's proposed SLA structure must meet the following minimum specifications:
 - 8.1.1. The Contractor will ensure a minimum of 99.99% availability, consistent with the FCPS School Board operational expectations, by ensuring service availability, limiting maintenance interruptions, and managing incidents (or "trouble tickets") efficiently.
 - 8.1.2. **Response Time** – The Contractor's response time begins at the time that FCPS notifies the Contractor of a service trouble or outage via repair request, or the Contractor's monitoring/fault detection systems detect the service trouble or outage on its own. Response time concludes when the Contractor commences performance of remedial service. The acknowledgement of receipt of notification or generation of a trouble ticket on the Contractor's part does not constitute a response.
 - 8.1.3. **Repair Time** – The Contractor's repair begins at the time that FCPS notifies the Contractor of a service trouble or outage via repair request, or the Contractor's monitoring/fault detection systems detect the service trouble or outage on its own. Repair time concludes when the Contractor permanently restores the service to the same or better state, than before the service trouble or outage occurrence.
 - 8.1.4. **Workarounds** – It is desirable, when possible, for the Contractor to implement a workaround to temporarily restore service to FCPS so as to lessen the impact on normal operations. Implementation of such a workaround does not extend or alter the permanent repair time in any manner.
 - 8.1.5. **Availability of Support Services** – The Contractor must make its service(s) available for use twenty-four (24) hours per day, seven (7) days per week, and three-hundred sixty-five (365) days per year ("24x7x365").
 - 8.1.6. The Contractor must have established administrative, ethical, and technological security measures and processes implemented within its organization for the purpose of protecting and maintaining continuity of its service delivery to FCPS.
 - 8.1.7. In the event that an SLA is breached by the fault of the Contractor, the Contractor must include "service credit" and "critical deliverable credit" as a portion of its remedy to FCPS.

8.2. Incident Management

- 8.2.1. In the event that a service trouble or outage occurs, the Contractor shall take corrective action in the resolution of the problem in accordance with the agreed SLA.
- 8.2.2. For all critical incidents, the Contractor shall commit substantial resources to work around the clock to resolve the issue.
- 8.2.3. The Contractor's service processes shall include systematic troubleshooting methodologies and include a root cause analysis determination for individual incidents.
- 8.2.4. In the event that a service trouble or outage is determined to be on FCPS side, the Contractor shall not charge FCPS for such failure determination.
- 8.2.5. The Contractor must provide dedicated resources to perform problem management investigations of chronic service troubles and outages to prevent recurrence of such incidents.

- 8.2.5.1. The Contractor's analysis shall include a corrective action plan clearly identifying the cause of the substandard service and the measures that will be taken to implement the corrective action(s).
- 8.2.5.2. The Contractor's corrective action plan must take into account any FCPS-provided considerations.
- 8.2.5.3. The Contractor's corrective action plan shall be provided at no additional cost to FCPS.
- 8.2.6. In the event that an extended service trouble or outage occurs, the Contractor shall work diligently and continually communicate with FCPS and meet the following requirements:
 - 8.2.6.1. The Contractor shall conduct service level conference calls at a minimum of every other day, until the issue is repaired, or FCPS deems the situation acceptable.
 - 8.2.6.2. The Contractor shall provide a teleconference bridge to facilitate conference calls.
 - 8.2.6.3. The Contractor shall provide the schedule and agenda no later than three (3) hours prior to a conference call.
 - 8.2.6.4. The Contractor shall provide FCPS with incident and network health reports and status updates.
- 8.2.7. The Contractor shall provide FCPS with detailed escalation and contingency plans in the event of a service trouble or outage, which must include a listing of the appropriate contacts.
 - 8.2.7.1. The escalation contacts must have the adequate control and administrative responsibility to provide FCPS status updates and resolution in a timely manner. The Contractor's escalation plan must include senior management personnel.
 - 8.2.7.2. The listing of contacts must be kept up-to-date at all times by the Contractor and provided to FCPS at least on a quarterly basis.
 - 8.2.7.3. All critical incidents require an immediate hand-off to a Supervisor or Team Lead to oversee the repair process.
- 8.3. **Service/Repair Requests** –The Contractor's service management processes and strategies must incorporate the following requirements, at a minimum:
 - 8.3.1. Designated FCPS personnel will be the technical point of contact for all service requests and will be responsible for the submission of all service requests.
 - 8.3.2. The Contractor must not accept requests for service from any unauthorized FCPS employee or third party, except whereby explicitly permitted by FCPS and provided to the Contractor in writing.
 - 8.3.3. The industry standard Information Technology (IT) Service Management process-driven framework of Information Technology Infrastructure Library (ITIL) has been adopted by FCPS and it is required that the Contractor have similarly established processes, procedures, and methodologies to provide service(s) to FCPS. It is desirable that the Contractor utilize the ITIL framework.
 - 8.3.4. The Contractor must accept repair requests from FCPS through the following methods, at FCPS' discretion:
 - 8.3.4.1. Contractor online portal (see below)
 - 8.3.4.2. Contractor toll-free number
 - 8.3.5. **Online Portal** – The Contractor must provide a secure "online portal" with self-service functionality. The online portal must, at a minimum, provide the following functions:
 - 8.3.5.1. Submission and tracking of repair requests
 - 8.3.5.2. Reporting
 - 8.3.5.3. Change requests
 - 8.3.6. The Contractor must create an internal record ("Trouble Ticket") for each service trouble or outage which contains, at a minimum, internal FCPS ticket number, the time of commencement, time of response, and time of repair.

- 8.3.7. The Contractor online portal must allow for the tracking of all repair requests and provide real-time status information.
- 8.3.8. The Contractor must provide notification of completion of repair requests via email within one (1) business day of completion to the FCPS personnel who submitted the request.
- 8.3.9. The Contractor must provide an online chat option (over the Internet real-time transmission of text messages) for support that provides a direct messaging link to a support representative.
- 8.3.10. Provide users with a detailed chat transcript after each session.
- 8.3.11. Must be integrated with ticket tracking software to ensure comprehensive reporting of portal-based, phone-based, and chat-based inquiries.

8.4. Maintenance

- 8.4.1. Planned maintenance activities requiring service outages will not be permitted during normal FCPS business hours (or later in some cases).
- 8.4.2. Any anticipated interruption in service as a result of planned maintenance activities will be submitted in writing to FCPS at least one (1) week in advance of the scheduled event and subject to FCPS approval. Such notification must identify the affected service(s), anticipated outage time, and recovery or rollback options.
- 8.4.3. The Contractor must notify the designated FCPS personnel immediately of any emergency maintenance activities requiring a service outage, identifying the affected service(s), anticipated outage time, and recovery or rollback options.
- 8.4.4. The Contractor shall implement and maintain the latest stable version of Drupal, and appropriate contributed modules. Upgrades and/or any subsequent modifications to the Solution specified in the Contract, shall be deployed in a manner consistent with the systems development life cycle (SDLC) referenced in section 7, to include successive deployment and successful testing in the development and staging/test environments prior to deployment to production.
- 8.4.5. During the testing period, if FCPS determines that the Solution, and/or any subsequent modifications, upgrades do not meet the requirements stated in the Contract, the Contractor shall, at no additional charge, correct all deficiencies and/or errors so that the Solution, and/or any subsequent modifications, upgrades, etc., conform to the Contract. FCPS will provide written confirmation of its acceptance following successful completion of the testing period. Such acceptance shall not be conclusive of complete conformance in all respects to the contract specifications and other requirements, or the nonexistence of potential latent defects.

9. PERFORMANCE TESTING

- 9.1. The Contractor shall facilitate performance testing to be conducted by FCPS or a third party vendor in order to mitigate load related risk and determine performance near and at peak capacity including:
 - 9.1.1. Meeting with testing subject matter experts
 - 9.1.2. Participation of technical experts during the creation of test cases and test execution
- 9.2. Contingent on the outcome of the performance testing the Contractor will be responsible for completing any necessary reconfiguration to ensure appropriate performance can be realized during peak usage.

10. DOCUMENTATION

The Contractor shall comply with the documentation process agreed upon with FCPS. This process must be sufficient for FCPS to operate and sustain the Solution. The documentation shall be available to appropriate system support personnel online. The support site providing documentation access shall support document download in pdf format. This documentation must include but is not limited to the following:

- 10.1. System installation and configuration instructions
- 10.2. Application administration procedures
- 10.3. End-user processes and functions with specific permission provided for FCPS to customize such documentation for internal use with acknowledgement of the source of such documentation
- 10.4. System and application architecture
- 10.5. Database schema and data dictionary
- 10.6. Query and report writer functions
- 10.7. Backup and recovery procedures
- 10.8. Disaster recovery procedures
- 10.9. Application troubleshooting and error messages
- 10.10. Performance monitoring
- 10.11. Hardware and software requirements
- 10.12. Testing documentation including but not limited to use cases test plans test cases and testing results mapped to baseline requirements as modified by any approved changes
- 10.13. Security Architecture i.e. how security is set up and any hierarchies
- 10.14. Development tool documentation

11. CHANGE MANAGEMENT

The Contractor shall adhere to a change management process throughout the life of the contract. This general approach shall include but not be limited to the following:

- 11.1. When FCPS staff identifies a potential change to the solution installed in support of FCPS, they will document the potential change thereby initiating a change request under this process.
- 11.2. The change request will be presented to the FCPS project manager for approval.
- 11.3. Once FCPS has authorized the Contractor to proceed with development of the change request, the Contractor shall proceed with an initial analysis and complete the change request by:
 - Defining the change type
 - Providing a general feasibility estimate of the cost to develop detailed specifications
 - Implementing the change and identifying potential impact the change implementation would have on already adopted project timelines.

- 11.4. The Contractor shall complete this analysis at no cost to FCPS and provide the document to the FCPS Project Manager for review.
- 11.5. FCPS shall review the change request and issue a written notice to the Contractor to approve, disapprove or defer the change request. This notice shall be signed by the FCPS Project Manager.
- 11.6. Upon receiving a written notice to proceed from FCPS, the Contractor shall make the appropriate changes to the Project Work plan and supporting project documentation. FCPS will process the final change authorization for appropriate modification to the existing task order, or initiate of a new task order for the work to be performed.

12. FUNCTIONAL REQUIREMENTS

- 12.1. **Responsive site design** – The website shall be easily viewable from a desktop, tablet, or mobile device of any manufacturer. The user experience shall be similar across devices. The solution shall include and comply with the following:
- 12.2. **Customizable search function, search engine optimization**
- 12.3. **LDAP authentication**
- 12.4. **User Management** – The solution shall support a workflow and approval process for over 1000 end users in a variety of roles and include batch account management capabilities.
- 12.5. **WYSIWYG interface** for maintaining and updating content across multiple platforms and browsers.
- 12.6. **FCPS Branding**
 - 12.6.1. The look and feel shall be consistent and convey the FCPS brand, including typography, photography, logo and other graphic elements and color schemes.
 - 12.6.2. Homepage design: The homepage design shall convey the FCPS brand.
 - 12.6.3. School designs: Individual school websites shall convey the selected design, and allow for variations in colors and logos.
- 12.7. **Asset management** (documents, images, videos)
- 12.8. **Calendaring system**
- 12.9. **Maps and directions**
- 12.10. **Staff directories** for departments, offices, schools
- 12.11. **Navigation management** – The navigation system shall allow for customizable content for the full spectrum of mobile and desktop devices.
- 12.12. **Multilingual support** – The solution shall support a multilingual visitor experience that does not solely rely on simple machine translation. Workflow may allow editors to view English content, translate, send for review, and publish the content in a variety of languages.
- 12.13. **Videostreaming** – The solution shall support the ability to fully-integrate content hosted externally.
- 12.14. **Blogs, forms, surveys, RSS aggregation and publishing.**

- 12.15. **Newsroom feature** – The solution shall support the ability to post news to a page or pages on the site.
- 12.16. **E-newsletters** – The solution shall support the ability to display and subscribe to e-newsletters
- 12.17. **Ability for site visitors to ‘share’ site** - The solution shall support the ability for site visitors to share site content through social media channels or email.
- 12.18. **Social media content management** – The solution shall provide the ability to post to multiple social media channels from the website.
- 12.19. **Convenient user experience**
- 12.19.1. Provide a maximum page loading speed of 1 second on commercially available connections.
 - 12.19.2. Provide a smooth transition from page to page with limited distortion while loading
- 12.20. **Fully functional**, both for viewing and editing, with the major browsers and operating systems on PC and Mac
- 12.20.1. Ensure implementation is functional with the current versions and one version back of major browsers and operating systems.
 - 12.20.2. Editing functions must be compatible with IE 9, 10, and 11 as well as Firefox (less than 1 year old) and Chrome.
 - 12.20.3. The site will be required to support browser versions that are more than 3 years old when the older version still accounts for 10% of the site’s web traffic.
 - 12.20.4. The site will not be required to support any browser that is no longer available for download from the manufacturer’s website or whose manufacturer has ceased development.
 - 12.20.5. The site will not support browsers for operating systems that are not currently supported by the OS’ manufacturing company, or whose manufacturer has ceased development.
- 12.21. **Comply with the Americans with Disabilities Act Section 508 and World Wide Web Consortium standards**
- 12.21.1. Site shall be accessible to those with disabilities. The final design must comply with all requirements of Web Content Accessibility Guidelines, WCAG 2.0.
 - 12.21.2. Site shall have the ability to scale fonts to increase the overall size of the font on each page.
 - 12.21.3. Cascading style sheets shall be utilized to ensure consistency and separation of content and design.
- 12.22. **Data and file migration**
Contractor will be responsible for migrating the data and files from the existing website into the new CMS. This includes integrating the existing content into the new design, navigation, structure and site.
- 12.23. **Reporting** – At a minimum, the Contractor’s reporting tool set must meet (or provide) the following specifications:
- 12.23.1. Must be accessible by FCPS 24x7x365 through the online portal.
 - 12.23.2. Allow for scheduled reports to be automatically generated on a pre-defined schedule and sent to FCPS via email.
 - 12.23.3. Provide the ability to generate reports with either detailed or summarized data with ad hoc capabilities.
 - 12.23.4. Reporting features will have the capability to export to Excel, Word, or text directly from the user interface.
 - 12.23.5. Types of reports will include (but not be limited to):

- 12.23.5.1. Analytic reports
 - 12.23.5.2. Broken links reports – administrator can click on the page URL to fix the broken links
 - 12.23.5.3. Misspelled words reports – administrator can click on the misspelled words to fix
 - 12.23.5.4. Hot links reports – displays the URL of all pages linked from a specified page.
- 12.24. 24x7 highly responsive support
- 12.25. Reliable bug fixing policy
- 12.26. Upgradable with clear upgrade path
- 12.27. Extensibility and integration with other technologies
- 12.28. High Performance and scalability
- 12.29. Secure, fault tolerant and highly available hosted environment to support site development and deployment to the public including:
- Unlimited bandwidth for peak demands
 - Backup services with the ability to restore the site to a “point in time”
 - Site redundancy at multiple locations
 - Provide up time level of 99.99% with financially backed guarantee
- 12.30. **Training and support** - Contractor shall provide initial training for content users and shall provide ongoing support including project management, development, help desk support and training as separate items.

13. TECHNICAL PROPOSAL INSTRUCTIONS:

- 13.1. The Offeror must submit the Technical Proposal in a separate binder containing the following information. This information will be considered the minimum content of the proposal. Proposal contents shall be arranged in the same order as presented herein and divided by tabs. Proposals should not contain extraneous promotional materials. Offerors should utilize lay person terms and common terminology wherever possible. Proposals should cover the general topics outlined in this section and emphasize the Offeror's approach to the work. Proposals will be evaluated on the basis of information presented by the Offeror and the evaluation criteria listed in this RFP.

Offerors shall refer to Paragraph 20 below for details about the submission of proposals.

The Offeror must submit the Technical Proposal in a separate binder containing the following information divided by tabs:

TABLE OF CONTENTS: A table of contents providing a listing for each section of the proposal is required, including the appendices and any additional material submitted.

TAB 1: COVER LETTER:

1. The cover letter will provide a brief history of the Offeror and its organization. The letter will indicate the principal or officer of the Offeror organization who will be the County's primary point of contact during negotiations. This individual must have the authority to negotiate all aspects of the scope of services and provisions on behalf of the Offeror. An officer authorized to bind the Offeror to the terms and conditions of this RFP must sign the cover letter transmitting the proposal.

2. In this section, the Offeror shall demonstrate that it meets all of the mandatory qualification requirements listed in Paragraph 2.
3. This section will also contain statements confirming inclusion of all proposal submittals as outlined in Appendix B.

TAB 2: EXECUTIVE SUMMARY:

The executive summary should provide a concise statement and discussion of the requirements as they are analyzed by the Offeror and summarization of the services being proposed to meet FCPS' needs and why it is the Solution FCPS should decide to implement. The Offeror should also summarize their qualifications and experience in website redesign including incorporating a CMS using Drupal, content migration, implementation, hosting, technical support and maintenance services and how this experience indicates the Offeror's Solution is suitable for a FCPS-wide implementation.

TAB 3: OFFEROR PROFILE AND PRODUCT HISTORY:

The Offeror must provide a profile of its organization and all other companies who will be providing services through a subcontracting arrangement with the Offeror. At a minimum, the Offeror will provide the following information on a single page:

- Number of years in business
- Number of years involved in the services described above
- Total number of employees
- Number of employees dedicated to the services described above (web redesign, content migration, implementation, hosting, technical support and maintenance services)
- Total number of clients to which you are providing similar services
- Total number of clients of similar size as FCPS
- Number of signed contracts in progress

TAB 4: OFFEROR QUALIFICATIONS:

1. The statement of Qualifications must include a description of organizational and staff experience, and resumes of proposed staff.
2. Organizational and Staff Experience: Offerors must describe their qualifications and experience to perform the work described in this Request for Proposal. Information about experience shall include, but not be limited to, direct experience with large, distributed enterprise organizations. The Offeror's record must reflect experience in work of a similar nature and magnitude to that being proposed. Relevant experience must be associated with projects completed not more than three (3) years prior to the date of this RFP. The Offeror must highlight their experience with the open source platform, Drupal.
3. References: FCPS is interested in references for similar services. Special notation must be made of similar or related programs performed and must include organization names, addresses, names of contact persons, and telephone numbers for such reference. The Offeror will provide a reference for at least three (3) customers similar in size to FCPS (Preferably large public school districts). References must contain the contact information for relevant installation sites, including customer name, site location, industry, customer base, user base, implementation date, and a brief description of the engagement on Appendix H.
4. Personnel: Full-time and part-time staff, proposed consultants and subcontractors who may be assigned direct work on this project must be identified. Information is required which will show the composition of the

task or work group, its specific qualifications, and recent relevant experience. Special mention shall be made of direct technical supervisors and key technical personnel, and approximate percentage of the total time each will be available for this project. The technical areas, character and extent of participation by any subcontractor or consultant activity must be indicated and the anticipated sources shall be identified.

5. Resumes of staff and proposed consultants are required indicating education, background, certifications, recent relevant experience with the subject matter of the project. Current telephone numbers must be included.
6. A staffing plan is required which describes the Offeror's proposed staff distribution to accomplish this work. The staffing plan shall indicate a chart that partitions the time commitment of each professional staff member across the proposed tasks and a timeline for the project. It is mandatory that this section identify the key personnel who are to work on the project, their relationship to the contracting organization, and amount of time to be devoted to the project. This includes Consultants as well as regular employees of the Offeror, if relevant. The personnel named in the technical proposal will remain assigned to the project throughout the period of this contract. No diversion or replacement may be made without submission of a resume of the proposed replacement with final approval being granted by FCPS Project Manager.
7. Financial Statements: The Offeror shall provide an income statement and balance sheet from the most recent reporting period.

TAB 5: PROPOSED SYSTEM OVERVIEW:

A brief description of the proposed solution application must be provided so the Selection Advisory Committee (SAC), can gain an understanding of the standard capabilities of the solution. Provide the following information:

1. A brief description of proposed solution capabilities.
2. A response to FCPS' potential phased implementation.
3. Offerors may elect to submit information detailing other services to provide enhanced levels of automation, operation, and service. If included, information and pricing regarding these "other systems" must be clearly identified as additional functions and features in the proposal and cost worksheet.
4. In this section, the offeror may also comment if deemed appropriate, on any aspect of the Request for Proposal, including suggestions on possible alternative approaches to the coverage, definition, development, and organization of the issues presented in the sections above, and may propose alternative approaches.

TAB 6: RESPONSE TO OPERATIONAL REQUIREMENTS:

This section must respond to the operational requirements with full narrative description of the offered solution for each of the sections in Special Provisions, Paragraph 7.

The Offeror shall also provide the following information:

1. Technical Requirements – General Solution Architecture

The Offeror shall provide diagrams that illustrate the preferred technical architecture. Propose any alternative implementation plans based upon experience with other clients if the approach suggested by FCPS can be improved upon. To include:

- Physical components and dependencies (Hardware, OS, agents, Web server, database, directory, etc.).
- Logical components.

Provide the following names and versions of the products that fulfill the Solution components described in the high level architecture. Indicate any 3rd party products to be used and describe the integration between the components.

Describe the aspects of the Solution architecture that provide high availability and performance for a large number of simultaneous users.

Describe how the Solution will minimize impact on network traffic.

2. Security and Networking

The Offeror must identify and describe in detail its security management processes and strategies to be implemented in providing services to FCPS.

Related to encryption between all server components and client-to-server connections, indicate both the protocol and cypher strength that you support. Indicate the level of encryption strength your company could enforce (i.e. TLS1.0 and cypher strength 128-bit and up).

3. Integration and Application Development Tools

Related to integration and application development tools, describe any application programming interfaces (API's) or toolkits that allow for customization or consulting services for development of customizations directly or through a partner.

4. Account Management

The Offeror shall identify and describe its account management organizational structure and associated individual responsibilities in detail with regard to providing account management services to FCPS consistent with the requirements within "Account Management" subheading within the "Operational Requirements" section.

TAB 7:

RESPONSE TO SERVICE AND OPERATIONAL REQUIREMENTS:

This section must respond to the service and operational requirements with full narrative description of the offered solution for each of the sections in Special Provisions, Paragraph 8.

The Offeror shall also provide the following information:

1. Service Level Agreement

The Offeror shall identify and describe in detail its proposed service level agreement (SLA) structure and processes to be followed. The Offeror shall include the organization's approach to ensuring service availability, limiting maintenance interruptions, and incident handling.

- Describe your company's standard SLA packages (or options). The following shall be included: system availability (uptime), downtime service credit, mean time to repair and mean time to respond, and escalation paths with durations.
- Describe how the Solution handles failure management when one or more data stores are unreachable.
- Describe system redundancy and disaster recovery capabilities and processes.

2. Service / Repair requests

The Offeror shall identify and describe in detail its service management processes and strategies to be implemented in providing services to FCPS, to include Incident Management (and Service Desk), Problem Management, Service Level Management functionality and Change Management. The Offeror shall describe change management procedures for Application, Hardware, Software, Network, and/or Physical Environment changes. Include description of the FCPS's role within this process, the organizational change management philosophy (standard practices), and the change management tracking system

TAB 8: **RESPONSE TO PERFORMANCE TESTING:**

This section must respond to the performance testing requirements with full narrative description of the offered solution for each of the sections in Special Provisions, Paragraph 9.

TAB 9: **RESPONSE TO DOCUMENTATION:**

This section must respond to the documentation requirements with full narrative description of the offered solution for each of the sections in Special Provisions, Paragraph 10.

TAB 10: **RESPONSE TO CHANGE MANAGEMENT:**

This section must respond to the change management requirements with full narrative description of the offered solution for each of the sections in Special Provisions, Paragraph 11.

TAB 11: **RESPONSE TO FUNCTIONAL REQUIREMENTS:**

This section must respond to the functional requirements with full narrative description of the offered solution for each of the sections in Special Provisions, Paragraph 12.

The Offeror shall also provide the following information:

1. Reporting

The Offeror shall describe its proposed reporting structure in detail, specifically delineating the out-of-the-box reports and customizable reports available to FCPS. Describe how your company's solution provides FCPS with access to reporting tools 24 hours a day, 7 days a week, 365 days a year (24x7x365) and provide a description of the standard web analytics and reports which are available "out-of-the-box" with the Solution.

2. User Account Management

The Offeror shall describe the Solution's features for batch user account management to include the following:

- Adding user accounts
- Removing (deleting) user accounts
- De-activating user accounts
- Modifying user account information
- Setting user passwords
- Changing user passwords

TAB 12: **EXCEPTION TO SPECIFICATIONS:**

Although the specifications in the requirements sections represent FCPS' anticipated needs, there may be instances in which it is in FCPS' best interest to permit exceptions to specifications and accept alternatives. It is extremely important that Offerors clearly state where exception is taken to the specifications and how alternatives will be provided. Therefore, exceptions, conditions, or qualifications to the provisions of FCPS' specifications must be clearly identified as such, together with the reasons, and

inserted in this section of the proposal. If the Offeror does not make it clear that an exception is taken, FCPS will assume the proposal is responding to and will meet the specification as written.

TAB 13: ON-GOING TECHNICAL SUPPORT AND MAINTENANCE SERVICES:

The Offeror must provide details of ongoing application technical support and maintenance services as described. Offerors should give details of the following:

- Support/help desk facilities, including core hours (include guaranteed response times and escalation procedures)
- The various levels of support available
- The account management processes
- The system warranty, its coverage and limitations

TAB 14: PROJECT PLAN:

The Offeror must provide a preliminary Project Implementation Plan for the solution initial phase. The plan shall identify major milestones and the related time line for accomplishing these tasks. Proposal shall provide the following:

- Description of implementation approach relating to the requirements of this RFP.
- Proposed methodology for quality assurance and benchmarking performance.
- A project work plan that includes recommended timelines for the initial phase as well as subsequent phases.

TAB 15: TRAINING:

The Offeror must supply a training plan to include technical and administrator training for the proposed solution application. This section must include:

- A description of the proposed training of FCPS' solution initial implementation project team.
- A description of the proposed end-user training tools (e.g., training aides, appropriate manuals, quick reference guides or templates, computer based training, online help, etc.).

TAB 16: SOURCE CODE:

This section must respond to the Source Code requirement as listed in Paragraph 31 with full narrative description of the offered solution.

TAB 17: RESPONSE TO TASKS TO BE PERFORMED:

The Offeror must provide detailed description of how to manage and approach each of the tasks in Special Provisions, Paragraph 6.

TAB 18: APPENDICES:

This section must include all proposed terms and conditions including sample contracts and service level agreements (SLA) and maintenance and support agreements.

14. CONSULTATION SERVICES:

The contractor's staff must be available for consultation with County staff on an as-needed basis between 8:00 AM and 5:00 PM, Eastern Time, Monday through Friday.

15. COST PROPOSAL INSTRUCTIONS:

The offeror must submit a cost proposal in a separate binder fully supported by cost and pricing data adequate to establish the reasonableness of the proposed fee (see Pricing Sheet – appendix G). The following information shall be submitted as part of the cost proposal:

- 15.1. The cost of each task or segment of the task shall be itemized as required in Appendix G.

Caution: Failure to break down cost elements may render the Cost proposal non-responsive.

15.2. Hosting fee & Technical support and Maintenance Services fee

Offerors shall indicate on Appendix G the hosting fee and the “Technical Support and Maintenance” fee for the first five (5) years of the contract.

Note: The Hosting and the “Technical Support and Maintenance Services” fees shall commence at production system “go live”.

15.3. Additional Services:

For additional services outside of scope of services described in this RFP, Offerors must provide a list of labor rates for each labor category. Offerors are required to provide rates that are fully loaded. Fully loaded rates shall include all costs including but not limited to travel, meal expenses, hotel, etc. FCPS will not pay for any additional costs of any kind. Additional services shall be provided in accordance to paragraph 44 of Appendix A below.

15.4. Risk Assessment

Offerors shall provide a risk assessment on the implementation of the proposed Solution with respect to cost, schedule, and quality. The risk assessment shall include the identification of significant risks, the likelihood of the risks occurring, and the consequences should the risks occur. The Offeror shall identify how their proposal addresses these risks and any mitigation strategies recommended for FCPS action. The Offeror shall also describe their methodology for conducting the risk assessment. Where possible, the Offeror should seek to quantify the risks in terms of their impact on the cost, schedule, quality, and thus success, of the implementation

15.5. Source Code

Offerors must indicate duplication cost and all related handling charges to provide the Solution source code as outlined in Paragraph 31 below.

15.6. Schedule of Payments

Offerors shall submit a Schedule of Payments corresponding to the specific project deliverables and milestones identified in Appendix G. All payments to be made to the Offeror will be based on the delivery and acceptance of measurable deliverables.

16. PRICING:

16.1. Hosting fee and Technical Support and Maintenance Fees

Offerors shall indicate on Appendix G, the hosting and technical support and maintenance fees for the first five (5) years of the contract.

For subsequent years, these fees may be subject to a possible annual price increase not to exceed 2.5%.

The request for a change in the unit price shall include as a minimum, (1) the cause for the adjustment; (2) proposed effective date; and, (3) the amount of the change requested with documentation to support the requested adjustment (i.e., appropriate Bureau of Labor Statistics, Consumer Price Index (CPI-U), change in manufacturer's price, etc.).

16.2. Additional services – Hourly rate by labor category

The subsequent contract will be a firm-fixed price agreement. The fee(s) will remain firm and will include all charges that may be incurred in fulfilling the requirements of the contract during the first 365 days. Changes in cost for any subsequent contract years may be based on the Consumer Price Index (CPI-U), Table 10, U.S. City Averages, or other relevant indices.

The request for a change in the unit price shall include as a minimum, (1) the cause for the adjustment; (2) proposed effective date; and, (3) the amount of the change requested with documentation to support the requested adjustment (i.e., appropriate Bureau of Labor Statistics, Consumer Price Index (CPI-U), change in manufacturer's price, etc.).

17. TRADE SECRETS/PROPRIETARY INFORMATION:

- 17.1. Trade secrets or proprietary information submitted by an offeror in connection with a procurement transaction shall not be subject to public disclosure under the Virginia Freedom of Information Act; however, **offerors must invoke the protections of this section prior to or upon submission of the data or other materials.**
- 17.2. The offeror must identify the data or other materials to be protected and state the reasons why protection is necessary. Disposition of material after award(s) should be stated by the offeror.

18. CONTACT FOR CONTRACTUAL MATTERS:

- 18.1. All communications and requests for information and clarifications shall be directed to the following procurement official:
- Delphine G. Lambert, Contract Administrator
Fairfax County Public Schools
Office of Procurement Services
8115 Gatehouse Road, Suite 4400
Falls Church, Virginia 22042-1203
Email: dglambert@fcps.edu
- 18.2. No attempt shall be made by any offeror to contact members of the Selection Advisory Committee (SAC) about this procurement.

19. REQUIRED SUBMITTALS:

Each Offeror responding to this Request for Proposal must supply all the documentation required in the RFP. Failure to provide documentation with the Offeror's response to the RFP will result in the disqualification of the Offeror's proposal.

20. SUBMISSION OF PROPOSAL:

- 20.1. Offeror must submit the following:
- One (1) original (duly marked) and two (2) copies on a USB flash drives in searchable pdf format of the **Technical proposal**;
 - One (1) original (duly marked) and two (2) copies on a USB flash drives (separate USB drives for the Technical and Cost Proposals) in searchable pdf format of the **Cost proposal**; and
 - A **notarized statement** that the USB flash drive versions are a true copy of the printed version.
- 20.2. The items listed in Section 20.1 shall be delivered to the following address in sealed envelopes or packages with the proposal number, title and the Offeror's name and address on the outside:
- Department of Financial Services
Office of Procurement Services
8115 Gatehouse Road, Suite 4400
Falls Church, VA 22042-1203
Telephone: 571-423-3550

- 20.3. Offerors are reminded that changes to the request for proposal, in the form of addenda, are often issued between the issue date and within three (3) days before the due date of the solicitation. All addenda MUST be signed and submitted to the Office of Procurement Services, 8115 Gatehouse road, Suite 4400, Falls Church, VA 22042-1203 before the due date/time or must accompany the proposal. Notice of addenda will be posted on [eVA](#) and the DPSM current solicitation web page www.fairfaxcounty.gov/dpsm/solic/htm. It is the Offeror's responsibility to monitor the web pages for the most current addenda.
- 20.4. It is the Offeror's responsibility to clearly identify and to describe the services being offered in response to the Request for Proposal. Offerors are cautioned that organization of their response, as well as thoroughness is critical to the County's evaluation process. The RFP forms must be completed legibly and in their entirety; and all required supplemental information must be furnished and presented in an organized, comprehensive and easy to follow manner.
- 20.5. Unnecessarily elaborate brochures of other presentations beyond that sufficient to present a complete and effective proposal is not desired. Elaborate artwork, expensive paper, bindings, visual and other presentation aids are not required. The County encourages the use of recycled paper, therefore it is urged that proposals be submitted on paper made from or with recycled content and be printed on both sides.
- 20.6. Each original and electronic versions of the proposal shall consist of:
- 20.5.1. **COVER SHEET (DPSM32)**
- 20.5.2. Technical proposal as required in the Special Provisions, paragraph 1, **TECHNICAL PROPOSAL INSTRUCTIONS**.
- 20.5.3. Cost proposal as required in the Special Provisions paragraph 15, **COST PROPOSAL INSTRUCTIONS**. (Appendix G should be included in the Cost proposal).
- 20.7. By executing the cover sheet (DPSM32), Offeror acknowledges that they have read this Request for Proposal, understand it, and agree to be bound by its terms and conditions. Proposals may be submitted by mail or delivered in person.

21. LATE PROPOSALS:

Proposals received in the Office of Procurement Services after the date and time prescribed shall not be considered for contract award and shall be returned to the offeror.

22. PERIOD THAT PROPOSALS REMAIN VALID:

Proposals will remain valid for a period of one-hundred and eighty days (180) calendar days after the date specified for receipt of proposals.

23. BASIS FOR AWARD:

- 23.1. This Request for Proposal is being utilized for competitive negotiation. Under the competitive negotiation process, a contract may be awarded to the responsible offeror whose proposal is determined to be the most advantageous to the County, taking into consideration price and the evaluation factors set forth in the Request for Proposal. The County reserves the right to make multiple awards as a result of this solicitation.
- 23.2. A Selection Advisory Committee has been established to review and evaluate all proposals submitted in response to this Request for Proposal. The Committee shall conduct a

preliminary evaluation of all proposals on the basis of the information provided with the proposal, and the evaluation criteria listed below. Based upon this review, the cost proposals of the highest rated offeror(s) will then be reviewed.

- 23.3. No Offeror, including any of their representatives, subcontractors, affiliates and interested parties, shall contact any member of the Selection Advisory Committee or any person involved in the evaluation of the proposals. Selection Advisory Committee members will refer any and all calls related to this procurement to the procurement official named in 17.1 above. Failure to comply with this directive may, at the sole discretion of the County result in the disqualification of an offeror from the procurement process.
- 23.4. Based on the results of the preliminary evaluation, the highest rated offeror(s) may be invited by the County Purchasing Agent to make oral presentations to the Selection Advisory Committee. This committee will then conduct a final evaluation of the proposals. Selection shall be made of two or more offerors deemed to be fully qualified and best suited among those submitting proposals, on the basis of the factors involved in the Request for Proposal, including price if so stated in the Request for Proposal. Negotiations shall then be conducted with each of the offerors so selected. After negotiations have been conducted with each offeror so selected, the County shall select the offeror which, in its opinion, has made the best proposal, and shall award the contract to that offeror.
- 23.5. Should the County determine in writing and in its sole discretion that only one offeror is fully qualified, or that one offeror is clearly more highly qualified than the others under consideration, a contract may be negotiated and awarded to that offeror. The Committee will make appropriate recommendations to the County Executive and Board of Supervisors, if appropriate, prior to actual award of contract.
- 23.6. **Proposal Evaluation Criteria** – The following are factors that will be considered in the award of this contract and their respective weights:
- a) Qualification of firm with appropriately qualified and experienced personnel. (5%)
 - b) Depth of response to the Special Provisions, Section 6, **TASKS TO BE PERFORMED**. (30%)
 - c) Depth of response to the Special Provisions, Section 7 & 9, **OPERATIONAL REQUIREMENTS AND PERFORMANCE TESTING**. (15%)
 - d) Depth of response to Special Provisions, Section 8 & 11, **SERVICE & OPERATIONAL SUPPORT AND CHANGE MANAGEMENT**. (15%)
 - e) Depth of response to the Special Provisions, Section 12, **FUNCTIONAL REQUIREMENTS**. (10%)
 - f) Reasonableness of cost proposal(s). (25%)
- 23.7. Fairfax County reserves the right to make on-site visitations to assess the capabilities of individual offerors and to contact references provided with the proposal.
- 23.8. The County Purchasing Agent may arrange for discussions with firms submitting proposals, if required, for the purpose of obtaining additional information or clarification.
- 23.9. Offerors are advised that, in the event of receipt of an adequate number of proposals, which, in the opinion of the County Purchasing Agent, require no clarifications and/or supplementary information, such proposals may be evaluated without further discussion. Consequently, offerors should provide complete, thorough proposals with the offerors most favorable terms. Should proposals require additional clarification and/or supplementary information, offerors should submit such additional material in a timely manner.
- 23.10. Proposals which, after discussion and submission of additional clarification and/or supplementary information, are determined to meet the specifications of this Request for

Proposal will be classified as "acceptable". Proposals found not to be acceptable will be classified as "unacceptable" and no further discussion concerning same will be conducted.

- 23.11. The County may cancel this Request for Proposal or reject proposals at any time prior to an award, and is not required to furnish a statement of the reasons why a particular proposal was not deemed to be the most advantageous.

24. CONTRACT INSURANCE PROVISIONS:

- 24.1. The Contractor shall be responsible for its work and every part thereof, and for all materials, tools, equipment, appliances, and property of any and all description used in connection therewith. The Contractor assumes all risk of direct and indirect damage or injury to the property or persons used or employed on or in connection with the work contracted for, and of all damage or injury to any person or property wherever located, resulting from any action, omission, commission or operation under the contract.
- 24.2. The Contractor shall, during the continuance of all work under the contract maintain the following insurance:
- 24.2.1. Workers' Compensation and Employer's Liability insurance limits of not less than \$100,000 to protect the contractor from any liability or damages for any injuries (including death and disability) to any and all of its employees, including any and all liability or damage which may arise by virtue of any statute or law in force within the Commonwealth of Virginia.
 - 24.2.2. Commercial General Liability insurance in the amount of \$1,000,000 per occurrence and \$2,000,000 in the aggregate including contractual liability, personal and advertising injury, and products and completed operations coverage. Completed operations liability endorsement shall continue in force for three years following completion of the contract.
 - 24.2.3. Owned, non-owned, and hired Automobile Liability insurance, in the amount of \$1,000,000 per occurrence/aggregate, include property damage, covering all owned, non-owned borrowed, leased, or rented vehicles operated by the Contractor. In addition, all mobile equipment used by the Contractor in connection with the contracted work will be insured under a standard Automobile Liability policy, or a Comprehensive General Liability policy. The Garage Keeper's Liability coverage shall also be maintained where appropriate.
 - 24.2.4. Professional Liability/Errors and Omissions coverage responding to Contractor's errors, acts or omissions in the amount of \$1,000,000 per claim and in the aggregate.
 - 24.2.5. Cyber/Information Technology insurance in the amount of \$1,000,000 per claim, including coverage for costs of 3rd party notification, credit monitoring, and fraud protection.
- 24.3. Fairfax County Public Schools, the Fairfax County School Board, its officers and employees shall be named as an "additional insured" in the Automobile and General Liability policies and it shall be stated on the Insurance Certificate that this coverage "is primary to all other coverage the County may possess".
- 24.4. Indemnification: Article 63 of the General Conditions and Instruction to Bidders (Appendix A) shall apply.
- 24.5. Additional Requirements
- 24.5.1. The Contractor agrees to provide insurance issued by companies admitted within the Commonwealth of Virginia, with the Best's Key Rating of at least A:VI.
 - 24.5.2. European markets including those based in London, and the domestic surplus lines markets that operate on a non-admitted basis are exempt from the requirement provided that the contractor's broker can provide financial data to establish that a market is equal to or exceeds the financial strengths associated with the A.M. Best's

- rating of A:VI or better.
- 24.5.3. Liability insurance may be arranged by General Liability and Automobile Liability policies for the full limits required, or by a combination of underlying Liability policies for lesser limits with the remaining limits provided by an Excess or Umbrella Liability policy.
- 24.5.4. The contractor will provide an original, signed Certificate of Insurance citing the contract number and such endorsements as prescribed herein.
- 24.5.5. The contractor will secure and maintain all insurance certificates of its subcontractors, which shall be made available to FCPS on demand.
- 24.5.6. The contractor will provide on demand certified copies of all insurance policies related to the contract within ten business days of demand by the FCPS. These certified copies will be sent to the FCPS from the contractor's insurance agent or representative.
- 24.5.6.1. No change, cancellation, or non-renewal shall be made in any insurance coverage without a 45 day written notice to the FCPS. The contractor shall furnish a new certificate prior to any change or cancellation date. The failure of the contractor to deliver a new and valid certificate will result in suspension of all payments until the new certificate is furnished.
- 24.5.6.2. Compliance by the contractor and all subcontractors with the foregoing requirements as to carrying insurance shall not relieve the contractor and all subcontractors of their liabilities provisions of the contract.
- 24.5.6.3. Contractual and other liability insurance provided under this contract shall not contain a supervision, inspection or engineering services exclusion that would preclude the County from supervising and/or inspecting the project as to the end result. The contractor shall assume all on-the-job responsibilities as to the control of persons directly employed by it and of the subcontractors.
- 24.5.6.4. Nothing contained in the specifications shall be construed as creating any contractual relationship between any subcontractor and the FCPS. The Contractor shall be as fully responsible to the FCPS for the acts and omissions of the subcontractors and of persons employed by them as it is for acts and omissions of person directly employed by it.
- 24.5.6.5. Precaution shall be exercised at all times for the protection of persons (including employees) and property.
- 24.5.6.6. The Contractor and all subcontractors are to comply with the Occupational Safety and Health Act of 1970, Public Law 91-596, as it may apply to this Contract.
- 24.5.6.7. If the Contractor delivers services from a County leased facility, the Contractor is required to carry property insurance on all equipment, to include County owned installed and maintained equipment used by the Contractor while in their care, custody and control for use under this contract.
- 24.5.7. Liability Insurance "Claims Made" basis:
If the liability insurance purchased by the contractor has been issued on a "claims made" basis, the contractor must comply with the following additional conditions. The limit of liability and the extensions to be included as described previously in these provisions, remain the same. The Contractor must either:
- 24.5.7.1. Agree to provide certificates of insurance evidencing the above coverage for a period of two years after final payment for the contract. This certificate shall evidence a "retroactive date" no later than the beginning of the Contractor's or sub-contractor's work under this contract, or
- 24.5.7.2. Purchase the extended reporting period endorsement for the policy or policies in force during the term of this contract and evidence the purchase of this extended reporting period endorsement by means of a certificate of insurance or a copy of the endorsement itself.

25. METHOD OF ORDERING:

- 25.1. A Purchase Order (PO) will be issued to the contractor on behalf of the County agency ordering the items/services covered under this contract. An issued PO will become part of the resulting contract. The purchase order indicates that sufficient funds have been obligated as required by Title 15.2-1238 of the Code of the Commonwealth of Virginia.
- 25.2. Solely the contract and any modification determine performance time and dates.
- 25.3. Performance under this contract is not to begin until receipt of the purchase order, or other notification to proceed by the County Purchasing Agent and/or County agency to proceed. Purchase requisitions shall not be used for placing orders.

26. REPORTS AND INVOICING:

- 26.1. Contractor must maintain all records in compliance with federal and state regulations. The Contractor(s) must submit to each program administrator, monthly statistical reports and an annual tabulated report.
- 26.2. The Contractor must invoice each County department using the final contract separately. Invoices for all users of the contract must meet County requirements, unless otherwise indicated. The Contractor must send each department an itemized monthly invoice (or as agreed to between the parties), which must include the information listed below:
 - Employee name;
 - The name of the County department;
 - Date of services
 - The type of services; and,
 - The itemized cost for each item/service.
- 26.3. County departments must receive monthly invoices by the 10th of each month following the month the Contractor provided the service. In addition, the Contractor will provide each County department a monthly and year-to-date utilization report which lists all information shown above in paragraph 19.2, a-e. The Contractor will mail the invoices and the utilization reports to the individuals identified in the final contract.

27. PAYMENTS:

- 27.1. The County will pay the Contractor based upon completion, acceptance, and approval by the County of each task outlined in Appendix G.
- 27.2. Hosting, maintenance and support services fees will be paid in full on an annual basis.

28. CHANGES:

- 28.1. Fairfax County may, at any time, by written order, require changes in the services to be performed by the Contractor. If such changes cause an increase or decrease in the Contractor's cost of, or time required for, performance of any services under this contract, an equitable adjustment shall be made and the contract shall be modified in writing accordingly. The County Purchasing Agent must approve all work that is beyond the scope of this Request for Proposal.
- 28.2. No services for which an additional cost or fee will be charged by the Contractor shall be furnished without the prior written authorization of the Fairfax County Purchasing Agent.

29. DELAYS AND SUSPENSIONS:

- 29.1. The County may direct the Contractor, in writing, to suspend, delay, or interrupt all or any part of the work of this contract for the period of time deemed appropriate for the convenience of the County. The County will extend the Contractor's time of completion by a period of time that in the discretion of the Purchasing Agent is reasonably suited for completion of work. The County may further amend the contract by mutual agreement for any increase in the cost of performance of the contract (excluding profit) resulting solely from the delay or suspension of the contract. No adjustment shall be made under this clause for any delay or interruption resulting from any other cause, including the fault or negligence of the Contractor.
- 29.2. If the County does not direct the Contractor, in writing, to suspend, delay, or interrupt the contract, the Contractor must give the County Purchasing Agent written notice if Fairfax County fails to provide data or services that are required for contract completion by the Contractor. The County may extend the Contractor's time of completion by a period of time that in the discretion of the Purchasing Agent is reasonably suited for completion of work. The County may further amend the contract by mutual agreement for any increase in the cost of performance of the contract (excluding profit) resulting solely from the delay or suspension of the contract. No adjustment shall be made under this clause for any delay or interruption resulting from any other cause, including the fault or negligence of the Contractor.
- 29.3. The Contractor shall continue its work on other phases of the project or contract, if in the sole discretion of the Purchasing Agent such work is not impacted by the County's delay, suspension, or interruption. All changes to the work plan or project milestones shall be reflected in writing as a contract amendment.

30. ACCESS TO AND INSPECTION OF WORK:

The Fairfax County Purchasing Agent and using agencies will, at all times, have access to the work being performed under this contract wherever it may be in progress or preparation.

31. SOURCE CODE

- 31.1. At the completion of each site development (e.g., school or central site) and on an annual basis following deployment, and following each major Drupal release, the Contractor shall, within ten (10) days provide FCPS a copy of the source code and relevant corresponding documentation.
- 31.2. In the event any proceeding in receivership, liquidation, bankruptcy, or insolvency is commenced against the Contractor or if the Contractor makes any assignment for the benefit of its creditors, becomes insolvent, ceases to do business as an ongoing concern, or seeks any arrangement of compromise within its creditors under any statute or otherwise, or is otherwise in breach of this Contract, FCPS will, upon payment of the duplication cost and other reasonable handling charges will be entitled to receive a copy of the source code.

32. OWNERSHIP

Copyright of the finished assembled work of web pages produced by the Contractor and graphics shall be vested with FCPS upon final payment for the Project.

33. PROJECT AUDITS:

- 33.1. The Contractor shall maintain books, records and documents of all costs and data in support of the services provided. Fairfax County or its authorized representative shall have the right to audit the books, records and documents of the contractor under the following conditions:

- i. If the contract is terminated for any reason in accordance with the provisions of these contract documents in order to arrive at equitable termination costs;
 - ii. In the event of a disagreement between the contractor and the County on the amount due the Contractor under the terms of this contract;
 - iii. To check or substantiate any amounts invoiced or paid which are required to reflect the costs of services, or the Contractor's efficiency or effectiveness under this contract; and,
 - iv. If it becomes necessary to determine the County's rights and the contractor's obligations under the contract or to ascertain facts relative to any claim against the Contractor that may result in a charge against the County.
- 33.2. These provisions for an audit shall give Fairfax County unlimited access during normal working hours to the Contractor's books and records under the conditions stated above.
- 33.3. Unless otherwise provided by applicable statute, the contractor, from the effective date of final payment or termination hereunder, shall preserve and make available to Fairfax County for a period of three (3) years thereafter, at all reasonable times at the office of the Contractor but without direct charge to the County, all its books, records documents and other evidence bearing on the costs and expenses of the services relating to the work hereunder.
- 33.4. Fairfax County's right to audit and the preservation of records shall terminate at the end of three (3) years as stated herein. The Contractor shall include this "Right of Audit and Preservation of Records" clause in all subcontracts issued by it and they shall require same to be inserted by all lower tier subcontractors in their subcontracts, for any portion of the work.
- 33.5. Should the Contractor fail to include this clause in any such contract or lower tier contract, or otherwise fail to insure Fairfax County's rights hereunder, the Contractor shall be liable to Fairfax County for all reasonable costs, expenses and attorney's fees which Fairfax County may have to incur in order to obtain an audit or inspection of or the restoration of records which would have otherwise been available to Fairfax County from said persons under this clause. Such audit may be conducted by Fairfax County or its authorized representative.

34. DATA SOURCES:

The County will provide the Contractor all available data possessed by the County that relates to this contract. However, the Contractor is responsible for all costs for acquiring other data or processing, analyzing or evaluating County data.

35. SAFEGUARDS OF INFORMATION:

Unless approved in writing by the County Purchasing Agent, the Contractor may not sell or give to any individual or organization any information, reports, or other materials given to, prepared or assembled by the Contractor under the final contract.

36. ORDER OF PRECEDENCE:

In the event of conflict, the Acceptance Agreement (provided at contract award) and the Special Provisions of this contract shall take precedence over the General Conditions and Instructions to Bidders, (Appendix A).

37. SUBCONTRACTING:

- 37.1. If one or more subcontractors are required, the contractor is encouraged to utilize small, minority-owned, and women-owned business enterprises. For assistance in finding subcontractors, contact the Virginia Department of Business Assistance

<http://www.dba.state.va.us>; the Virginia Department of Minority Business Enterprise <http://www.dmb.e.state.va.us>; local chambers of commerce and other business organizations.

- 37.2. As part of the contract award, the prime contractor agrees to provide the names and addresses of each subcontractor, that subcontractor's status as defined by Fairfax County, as a small, minority-owned and/or woman-owned business, and the type and dollar value of the subcontracted goods/services provided. Reference Appendix B to this solicitation.

38. USE OF CONTRACT BY OTHER PUBLIC BODIES:

- 38.1. Reference Paragraph 75, General Conditions and Instructions to Bidders, Cooperative Purchasing. Offerors are advised that the *resultant* contract(s) may be extended, with the authorization of the Offeror, to other public bodies, or public agencies or institutions of the United States to permit their use of the contract at the same prices and/or discounts and terms of the resulting contract. If any other public body decides to use the final contract, the Contractor(s) must deal directly with that public body concerning the placement of orders, issuance of purchase orders, contractual disputes, invoicing and payment. The County of Fairfax acts only as the "Contracting Agent" for these public bodies. Failure to extend a contract to any public body will have no effect on consideration of your offer. (See Appendix B for sample listing).
- 38.2. It is the Contractors responsibility to notify the public body(s) of the availability of the contract(s).
- 38.3. Other public bodies desiring to use this contract will need to make their own legal determinations as to whether the use of this contract is consistent with their laws, regulations, and other policies.
- 38.4. Each public body has the option of executing a separate contract with the Contractor(s). Public bodies may add terms and conditions required by statute, ordinances, and regulations, to the extent that they do not conflict with the contracts terms and conditions. If, when preparing such a contract, the general terms and conditions of a public body are unacceptable to the Contractor, the Contractor may withdraw its extension of the award to that public body.
- 38.5. Fairfax County **shall not** be held liable for any costs or damages incurred by another public body as a result of any award extended to that public body by the Contractor.

39. NEWS RELEASE BY VENDORS:

As a matter of policy, the County does not endorse the products or services of a contractor. News releases concerning any resultant contract from this solicitation will not be made by a contractor without the prior written approval of the County. All proposed news releases will be routed to the Purchasing Agent for review and approval.

40. AMERICANS WITH DISABILITIES ACT REQUIREMENTS:

- 40.1. Fairfax County Government is fully committed to the Americans with Disabilities Act (ADA) which guarantees non-discrimination and equal access for persons with disabilities in employment, public accommodations, transportation, and all County programs, activities and services. Fairfax County government contractors, subcontractors, vendors, and/or suppliers are subject to this ADA policy. All individuals having any County contractual agreement must make the same commitment. Your acceptance of this contract acknowledges your commitment and compliance with ADA.
- 40.2. Fairfax County is committed to a policy of nondiscrimination in all County programs, services, and activities and will provide reasonable accommodations upon request. Bidders requesting

special accommodations should call the Office of Equity and Compliance at 571-423-3050 or email them at equity&compliance@fcps.edu. Please allow seven (7) working days in advance of the event to make the necessary arrangements.

41. STATE CORPORATION COMMISSION IDENTIFICATION NUMBER:

Pursuant to *Code of Virginia*, §2.2-4311.2 subsection B, a bidder or offeror organized or authorized to transact business in the Commonwealth pursuant to Title 13.1 or Title 50 is required to include in its bid or proposal the identification number issued to it by the State Corporation Commission (SCC). Any bidder or offeror that is not required to be authorized to transact business in the Commonwealth as a foreign business entity under Title 13.1 or Title 50 or as otherwise required by law is required to include in its bid or proposal a statement describing why the bidder or offeror is not required to be so authorized. Any bidder or offeror that fails to provide the required information may not receive an award.

42. BACKGROUND CRIMINAL INVESTIGATION/IDENTIFICATION:

- 42.1. By the signature of its authorized official on the response to this solicitation, the Contractor certifies that neither the contracting official nor any of the Contractor's employees, agents or subcontractors who will have direct contact with students has been convicted of a felony or any offense involving the sexual molestation or physical or sexual abuse or rape of a child. The Contractor agrees to remove from the contract any employee, agent or subcontractor who has been determined by the School Board to be disqualified from service due to such convictions or the failure to truthfully report such convictions.
- 42.2. The Contractor shall immediately notify the FCPS contract administrator if any Contractor or employee of said Contractor providing services under the contract is arrested or indicted as a defendant in Virginia or any other jurisdiction. FCPS reserves the right to require that the employee be suspended from working on the contract until the charge(s) is adjudicated. This requirement does not apply to minor traffic violations, not requiring the appearance of the employee in court, unless the charge includes the illegal possession, distribution, use or influence of drugs or alcohol.
- 42.3. Due to enhanced security measures, Contractor employees/representatives are required to have photo identification and be able to present same upon request. Contractor employees/representatives shall report to the appropriate administrative and/or main office each time a site is visited. **All Contractor employees will be required to wear a company picture ID badge, or temporary name tag, issued by the County, clearly visible above the waist.** Contractor employees/representatives who arrive at the County/School facility without appropriate identification badges will immediately be dismissed from the job site.
- 42.4. Failure to comply with the above requirements may result in termination of the contract.

COUNTY OF FAIRFAX COMMONWEALTH OF VIRGINIA

GENERAL CONDITIONS AND INSTRUCTIONS TO BIDDERS

(Vendor: The general rules and conditions which follow apply to all purchases and become a definite part of each formal solicitation and resulting contract award issued by the DEPARTMENT OF PURCHASING & SUPPLY MANAGEMENT, unless otherwise specified. Bidders or their authorized representatives are expected to inform themselves fully as to the conditions, requirements, and specifications before submitting bids; failure to do so will be at the bidder's own risk and relief cannot be secured on the plea of error.)

Subject to all State and local laws, policies, resolutions, and regulations and all rules, regulations and limitations imposed by legislation of the Federal Government, bids on all solicitations issued by the DEPARTMENT OF PURCHASING & SUPPLY MANAGEMENT will bind bidders to applicable conditions and requirements herein set forth unless otherwise specified in the solicitation.

1. AUTHORITY -The Purchasing Agent has the sole responsibility and authority for negotiating, placing and when necessary modifying every solicitation, contract and purchase order (except for capital construction projects) issued by the County of Fairfax. In the discharge of these responsibilities, the Purchasing Agent may be assisted by assigned buyers. Unless specifically delegated by the County Purchasing Agent, no other County officer or employee is authorized to order supplies or services, enter into purchase negotiations or contracts, or in any way obligate the government of the County of Fairfax for an indebtedness. Any purchase ordered or contract made which is contrary to these provisions and authorities shall be of no effect and void and the County shall not be bound thereby.

2. DEFINITIONS-

AGENCY: Any Department, Agency, Authority, Commission, Board or other unit in the Administrative Service of the County.

BEST VALUE: As predetermined in the solicitation, means the overall combination of quality, price, and various elements of required services that in total are optimal relative to a public body's needs.

BID: The offer of a bidder to provide specific goods or services at specified prices and/or other conditions specified in the solicitation.

BIDDER/OFFEROR: Any individual, company, firm, corporation, partnership or other organization bidding on solicitations issued by the Purchasing Agent and offering to enter into contracts with the County. The term "bidder" will be used throughout this document and shall be construed to mean "offeror" where appropriate.

CONSULTANT SERVICES: Any type of services required by the County, but not furnished by its own employees, which is in its nature so unique that it should be obtained by negotiation on the basis of demonstrated competence and qualification for the type of service required and at fair and reasonable compensation, rather than by competitive sealed bidding.

CONTRACTOR: Any individual, company, firm, corporation, partnership or other organization to whom an award is made by the County.

COUNTY: County of Fairfax.

GOODS: All material, equipment, supplies, printing, and automated data processing/information technology hardware and software.

INFORMALITY: A minor defect or variation of a bid or proposal from the exact requirements of the invitation to bid or the request for proposal which does not affect the price, quality, quantity or delivery schedule for the goods, services or construction being procured.

INVITATION FOR BID (IFB): A request which is made to prospective suppliers (bidders) for their quotation on goods or services desired by the County. The issuance of an IFB will contain or incorporate by reference the specifications and contractual terms and conditions applicable to the procurement.

PROFESSIONAL SERVICES: Any type of professional service performed by an independent contractor within the practice of accounting, actuarial services, architecture, dentistry, land surveying, landscape architecture, law, medicine, optometry, pharmacy, or professional engineering (which shall be procured as set forth in the Code of Virginia §2.2-4301 in the definition of competitive negotiation at paragraph 3 (a), and in conformance with the Fairfax County Purchasing Resolution).

PURCHASING AGENT: The Purchasing Agent employed by the Board of Supervisors of Fairfax County, Virginia.

QUICK QUOTE (QQ): A method of competitive bidding for the purchase or lease of goods, non professional services or for the purchase of insurance, construction, or construction management when the estimated cost thereof shall be less the \$50,000.

REQUEST FOR PROPOSAL (RFP): A request for an offer from prospective offerors which will indicate the general terms which are sought to be procured from the offeror. The RFP will specify the evaluation factors to be used and will contain or incorporate by reference other contractual terms and conditions applicable to the procurement.

General Conditions and Instructions to Bidders

RESPONSIBLE BIDDER/OFFEROR: An individual, company, firm, corporation, partnership or other organization having the capability in all respects to perform fully the contract requirements, and also having the moral and business integrity and reliability which will assure good faith performance, and having been prequalified, if required. (Reference paragraph 24, General Conditions and Instructions to Bidders).

RESPONSIVE BIDDER/OFFEROR: An individual, company, firm, corporation, partnership or other organization having submitted a bid which conforms in all material respects to the invitation for bid or request for proposal.

SERVICES: Any work performed by an independent contractor wherein the service rendered does not consist primarily of acquisition of equipment or materials, or the rental of equipment, materials and supplies.

SOLICITATION: The process of notifying prospective bidders that the County wishes to receive bids on a set of requirements to provide goods or services. The notification of County requirements may consist of public advertising (newspaper, County Web Site, or other electronic notification), the mailing of Notices of Solicitation, Invitation for Bid (IFB) or Request for Proposal (RFP), the public posting of notices, issuance of an Open Market Procurement (OMP), or telephone calls to prospective bidders.

STATE: Commonwealth of Virginia.

CONDITIONS OF BIDDING

3. BID FORMS-Unless otherwise specified in the solicitation, all bids shall be submitted on the forms provided, to include the bid Cover Sheet and Pricing Schedule(s), properly signed in ink in the proper spaces and submitted in a sealed envelope or package. The item pages of the Pricing Schedule which do not include any items for which a bid is required need not be included in the submission of a bid.

Should the bid prices and/or any other submissions differ on the copy of the submitted bid, the ORIGINAL copy shall prevail.

4. LATE BIDS & MODIFICATIONS OF BIDS-

- a. Any bid/modification received at the office designated in the solicitation after the exact time specified for receipt of the bid/modification is considered a late bid/modification. A late bid/modification will not be considered for award except under the following conditions only:
 1. It was sent by registered or certified mail not later than the fifth (5th) calendar date prior to the date specified for receipt of the bid/modification; or
 2. The bid/modification was sent by mail and it is determined by the County Purchasing Agent that the late receipt was due solely to mishandling by the County after receipt at the address specified in the solicitation.
- b. If an emergency or unanticipated event or closing interrupts or suspends normal County business operations so that bids cannot be received at the County office designated for receipt of bids by the exact time specified in the solicitation, the due date/time specified for receipt of bids will be deemed to be extended to the same time of day specified in the solicitation on the first work day on which normal County business operations resume.
- c. The official time used for receipt of bids/modifications is the Bid Clerk's time and date stamp clock located in the Department of Purchasing and Supply Management. All bidders are responsible for ensuring all bids/modifications are received prior to the scheduled due date/time.
- d. A late hand-carried bid, or any other late bid not submitted by mail, shall not be considered for award.

5. WITHDRAWAL OF BIDS-

- a. A bidder for a public construction contract, other than a contract for construction or maintenance of public highways, may withdraw his or her bid from consideration if the price bid was substantially lower than the other bids due solely to a mistake therein, provided the bid was submitted in good faith, and the mistake was a clerical mistake as opposed to a judgment mistake, and was actually due to an unintentional arithmetic error or an unintentional omission of a quantity of work, labor or material made directly in the compilation of a bid, which unintentional arithmetic error or unintentional omission can be clearly shown by objective evidence drawn from inspection of original work papers, documents and materials used in the preparation of the bid sought to be withdrawn. If a bid contains both clerical and judgment mistakes, a bidder may withdraw his bid from consideration if the price bid would have been substantially lower than the other bids due solely to the clerical mistake, that was an unintentional arithmetic error or an unintentional omission of a quantity of work, labor or material made directly in the compilation of a bid which shall be clearly shown by objective evidence drawn from inspection of original work papers, documents and materials used in the preparation of the bid sought to be withdrawn. The bidder shall give notice in writing to the Purchasing Agent of his or her claim of right to withdraw his or her bid within two (2) business days after the conclusion of the bid opening procedure and shall submit original work papers with such notice.
- b. A bidder for a contract other than for public construction may request withdrawal of his or her bid under the following circumstances:

General Conditions and Instructions to Bidders

1. Requests for withdrawal of bids prior to opening of such bids shall be transmitted to the County Purchasing Agent in writing.
 2. Requests for withdrawal of bids after opening of such bids but prior to award shall be transmitted to the County Purchasing Agent, in writing, accompanied by full documentation supporting the request. If the request is based on a claim of error, documentation must show the basis of the error. Such documentation may take the form of supplier quotations, vendor work sheets, etc. If bid bonds were tendered with the bid, the County may exercise its right of collection.
 - c. No bid may be withdrawn under this paragraph when the result would be the awarding of the contract on another bid of the same bidder or of another bidder in which the ownership of the withdrawing bidder is more than five percent.
 - d. If a bid is withdrawn under the authority of this paragraph, the lowest remaining bid shall be deemed to be the low bid.
 - e. No bidder who is permitted to withdraw a bid shall, for compensation, supply any material or labor to or perform any subcontract or other work agreement for the person or firm to whom the contract is awarded or otherwise benefit, directly or indirectly, from the performance of the project for which the withdrawn bid was submitted.
 - f. If the county denies the withdrawal of a bid under the provisions of this paragraph, it shall notify the bidder in writing stating the reasons for its decision and award the contract to such bidder at the bid price, provided such bidder is a responsible and responsive bidder.
 - g. Work papers, documents, and materials submitted in support of a withdrawal of bids may be considered as trade secrets or proprietary information subject to the conditions of the Virginia Freedom of Information Act.
- 6. ERRORS IN BIDS**-When an error is made in extending total prices, the unit bid price will govern. Erasures in bids must be initialed by the bidder. Carelessness in quoting prices, or in preparation of bid otherwise, will not relieve the bidder. Bidders are cautioned to recheck their bids for possible error. Errors discovered after public opening cannot be corrected and the bidder will be required to perform if his or her bid is accepted.
- 7. MAILING OF BIDS** – All bids and proposals submitted in response to a Fairfax County solicitation shall be submitted in a sealed envelope or package identified with the solicitation number, title, bidder's name and address, and due date/time of opening/closing clearly marked on the outside of such envelope or package.
- 8. COMPLETENESS**-To be responsive, a bid must include all information required by the solicitation.
- 9. ACCEPTANCE OF BIDS/BINDING 90 DAYS**-Unless otherwise specified, all formal bids submitted shall be binding for ninety (90) calendar days following bid opening date, unless extended by mutual consent of all parties.
- 10. CONDITIONAL BIDS**-Conditional bids are subject to rejection in whole or in part.
- 11. BIDS FOR ALL OR PART**-Unless otherwise specified by the County Purchasing Agent or by the bidder, the Purchasing Agent reserves the right to make award on all items in the aggregate or on any of the items on an individual basis, whichever is in the best interest of the County. A bidder may restrict his or her bid to consideration in the aggregate by so stating but shall name a single unit price on each item bid. Any bid in which the bidder names a total price for all the articles without quoting a unit price for each and every separate item may not be considered for award.
- 12. AREA BIDS**-For the purchase and delivery of certain goods and services the County may be divided into Areas (e.g., Areas I, II, III, and IV). When such goods and services are included in the Pricing Schedule, bidders may bid on all areas or an individual area. A map showing the areas of the County will be furnished with the solicitation when required.
- 13. TIME FOR RECEIVING BID**-Bids received prior to the time of opening will be securely kept, unopened. The representative of the Purchasing Agent assigned to open them will decide when the specified time has arrived, and no bid received thereafter will be considered, except as provided in paragraph 4, General Conditions and Instructions to Bidders. No responsibility will attach to the Purchasing Agent or his or her representative for the premature opening of a bid not properly addressed and identified. Unless specifically authorized in the solicitation, telegraphic, electronic, or facsimile bids/modifications will not be considered.
- 14. BID OPENING**-All bids received in response to an Invitation for Bid (IFB) will be opened at the date, time and place specified, read publicly, and made available for inspection as provided in paragraph 68, General Conditions and Instructions to Bidders. Tabulations of bids received are posted on the Department of Purchasing & Supply Management Bulletin Board as well as the County's web site: <http://www.fairfaxcounty.gov/dpsm/bidtab.htm>. Proposals received in response to a Request for Proposal (RFP) will be made available as provided in paragraph 68, General Conditions and Instructions to Bidders.
- 15. OMISSIONS & DISCREPANCIES**-Any items or parts of any equipment listed in this solicitation which are not fully described or are omitted from such specification, and which are clearly necessary for the completion of such equipment and its appurtenances, shall be considered a part of such equipment although not directly specified or called for in the specifications.

Should a bidder find discrepancies or ambiguities in, or omissions from, the solicitation, including the drawings and/or specifications, he or she shall notify the Purchasing Agent at least five (5) days prior to the date set for the opening of bids. If necessary, the Purchasing Agent will send a written addendum for clarification to all bidders no later than three (3) days before the date set for opening of bids. Notifications regarding specifications will not be considered if received within five days of the date set for opening of bids.

General Conditions and Instructions to Bidders

16. RESPONSE TO SOLICITATIONS-In the event a vendor cannot submit a bid on a solicitation, he or she is requested to return the solicitation cover sheet with an explanation as to why he or she is unable to bid on these requirements.

17. BIDDER INTERESTED IN MORE THAN ONE BID-If more than one bid is offered by any one party, either directly or by or in the name of his or her clerk, partner, or other persons, all such bids may be rejected. A party who has quoted prices on work, materials, or supplies to a bidder is not thereby disqualified from quoting prices to other bidders or firms submitting a bid directly for the work, materials or supplies.

18. TAX EXEMPTION-The County is exempt from the payment of any federal excise or any Virginia sales tax. The price bid must be net, exclusive of taxes. However, when under established trade practice any federal excise tax is included in the list price, a bidder may quote the list price and shall show separately the amount of federal tax, either as a flat sum or as a percentage of the list price, which shall be deducted by the County. Fairfax County's Federal Excise Tax Exemption Number is 54-74-0127K. Contractors located outside the Commonwealth of Virginia are advised that when materials are picked up by the County at their place of business, they may charge and collect their own local/state sales tax. Materials used in the performance of construction contracts are subject to Virginia Sales/Use Tax as described in Section 630-10-27J of the Virginia Retail Sales and Use Tax Regulations.

19. PROHIBITION AGAINST UNIFORM PRICING-The County Purchasing Agent shall encourage open and competitive bidding by all possible means and shall endeavor to obtain the maximum degree of open competition on all purchase transactions using the competitive sealed bidding, competitive negotiation, or open market methods of procurement. In submitting a bid each bidder shall, by virtue of submitting a bid, guarantee that he or she has not been a party with other bidders to an agreement to bid a fixed or uniform price. Violation of this implied guarantee shall render void the bids of participating bidders. Any disclosure to or acquisition by a competitive bidder, in advance of the opening of the bids, of the terms or conditions of the bid submitted by another competitor may render the entire proceedings void and may require re-advertising for bids.

SPECIFICATIONS

20. QUESTIONS CONCERNING SPECIFICATIONS-Any information relative to interpretation of specifications and drawings shall be requested of the Purchasing Agent, in writing, in ample time before the opening of bids. No inquiries, if received by the Purchasing Agent within five (5) days of the date set for the opening of bids, will be given any consideration. Any material interpretation of a specification, as determined by the County Purchasing Agent, will be expressed in the form of an addendum to the specification which will be sent to all prospective bidders no later than three (3) days before the date set for receipt of bids. Oral answers will not be authoritative.

21. BRAND NAME OR EQUAL ITEMS-Unless otherwise provided in the invitation for bid, the name of a certain brand, make or manufacturer does not restrict bidders to the specific brand, make or manufacturer named; it conveys the general style, type, character, and quality of the article desired, and any article which the County in its sole discretion determines to be the equal of that specified, considering quality, workmanship, economy of operation, and suitability for the purpose intended, shall be accepted.

22. FORMAL SPECIFICATIONS-When a solicitation contains a specification which states no substitutes, no deviation therefrom will be permitted and the bidder will be required to furnish articles in conformity with that specification.

The bidder shall abide by and comply with the true intent of the specifications and not take advantage of any unintentional error or omission, but shall fully complete every part as the true intent and meaning of the specifications and drawings. Whenever the mention is made of any articles, material, or workmanship to be in accordance with laws, ordinances, building codes, underwriter's codes, A.S.T.M. regulations or similar expressions, the requirements of these laws, ordinances, etc., shall be construed as to the minimum requirements of these specifications.

23. FEDERAL SPECIFICATIONS-Any Federal Specifications referred to herein may be obtained from the GSA Federal Supply Service Bureau - Specification Section, 470 East L'Enfant Plaza, S.W., Suite #8100, Washington, D.C. 20407 (Voice: 1-202-619-8925, Fax: 1-202-619-8978).

AWARD

24. AWARD OR REJECTION OF BIDS-The Purchasing Agent shall award the contract to the lowest responsive and responsible bidder complying with all provisions of the IFB, provided the bid price is reasonable and it is in the best interest of the County to accept it. Awards made in response to a RFP will be made to the highest qualified offeror whose proposal is determined, in writing, to be the most advantageous to the County taking into consideration the evaluation factors set forth in the RFP. The Purchasing Agent reserves the right to award a contract by individual items, in the aggregate, or in combination thereof, or to reject any or all bids and to waive any informality in bids received whenever such rejection or waiver is in the best interest of the County. Award may be made to as many bidders as deemed necessary to fulfill the anticipated requirements of Fairfax County. The Purchasing Agent also reserves the right to reject the bid of a bidder deemed to be a non-responsible bidder.

In determining the responsibility of a bidder, the following criteria will be considered:

- a. The ability, capacity and skill of the bidder to perform the contract or provide the service required;
- b. Whether the bidder can perform the contract or provide the service promptly, or within the time specified, without delay or interference;
- c. The character, integrity, reputation, judgment, experience and efficiency of the bidder;
- d. The quality of performance of previous contracts or services;
- e. The previous and existing compliance by the bidder with laws and ordinances relating to the contract or services;

General Conditions and Instructions to Bidders

- f. The sufficiency of the financial resources and ability of the bidder to perform the contract or provide the service;
- g. The quality, availability and adaptability of the goods or services to the particular use required;
- h. The ability of the bidder to provide future maintenance and service for the use of the subject of the contract;
- i. The number and scope of the conditions attached to the bid;
- j. Whether the bidder is in arrears to the County on debt or contract or is a defaulter on surety to the County or whether the bidder's County taxes or assessments are delinquent; and
- k. Such other information as may be secured by the County Purchasing Agent having a bearing on the decision to award the contract. If an apparent low bidder is not awarded a contract for reasons of nonresponsibility, the County Purchasing Agent shall so notify that bidder and shall have recorded the reasons in the contract file.

25. NOTICE OF ACCEPTANCE/CONTRACT DOCUMENTS-A written award (or Acceptance Agreement) mailed (or otherwise furnished) to the successful bidder within the time for acceptance specified in the solicitation shall be deemed to result in a binding contract. The following documents which are included in the solicitation shall be incorporated by reference in the resulting contract and become a part of said contract:

- a. County of Fairfax Solicitation Form/Acceptance Agreement (Cover Sheet) and other documents which may be incorporated by reference, if applicable,
- b. General Conditions and Instructions to Bidders,
- c. Special Provisions and Specifications,
- d. Pricing Schedule,
- e. Any Addenda/Amendments/Memoranda of Negotiations

26. TIE-BIDS – If all bids are for the same total amount or unit price (including authorized discounts and delivery times), and if the public interest will not permit the delay of readvertisement for bids, the County Purchasing Agent is authorized to award the contract to the resident Fairfax County tie bidder whose firm has its principal place of business in the County, or if there be none, to the resident Virginia tie bidder, or if there be none, to one of the tie bidders by drawing lots in public; or the County Purchasing Agent may purchase the goods or services in the open market except that the price paid shall not exceed the lowest contract bid price submitted for the same goods or services. The decision of the County to make award to one or more such bidders shall be final.

27. PROMPT PAYMENT DISCOUNT-

- a. Unless otherwise specified in the solicitation, prompt payment discounts requiring payment in less than fifteen (15) days will not be considered in evaluating a bid for award. However, even though not considered in the evaluation, such discounts will be taken if payment is to be made within the discount period.
- b. In connection with any discount offered, time will be computed from the date of delivery of the supplies to the carrier when delivery, inspection and acceptance are at the point of origin; or, from date of delivery, inspection and acceptance at destination; or, from date correct invoice or voucher is received in the office specified by the County, if the latter is later than the date of acceptance. In the event the bidder does not indicate a prompt payment discount, it shall be construed to mean NET 30 days.

For the purpose of earning the discount, payment is deemed to be made as of the date of mailing of the County check or issuance of an Electronic Funds Transfer.

28. INSPECTION-ACCEPTANCE-For determining acceptance of supplies in accordance with the provisions of the prompt payment discount paragraph, inspection and acceptance shall be accomplished only after examination (including testing) of supplies and services to determine whether the supplies and services conform to the contract requirements. Acceptance shall occur only after receipt and inspection provided such inspection, as appropriate, is accomplished within a reasonable time.

29. DEFINITE BID QUANTITIES-Where definite quantities are specifically stated, acceptance will bind the County to order quantities specified and to pay for, at contract prices, all such supplies or services delivered that meet specifications and conditions of the contract. However, the County will not be required to accept delivery of any balances unordered, as of the contract expiration date, unless the Contractor furnished the Purchasing Agent with a statement of unordered balances not later than ten (10) days after the termination date of the contract.

30. REQUIREMENT BID QUANTITIES-On "Requirement" bids, acceptance will bind the County to pay for, at unit bid prices, only quantities ordered and delivered. Where the County specifies estimated quantities, the Contractor shall not be required to deliver more than ten (10) percent in excess of the estimated quantity of each item, unless otherwise agreed upon.

CONTRACT PROVISIONS

31. TERMINATION OF CONTRACTS-Contracts will remain in force for full periods specified and/or until all articles ordered before date of termination shall have been satisfactorily delivered and accepted and thereafter until all requirements and conditions shall have been met, unless:

- a. Terminated prior to expiration date by satisfactory deliveries of entire contract requirements, or upon termination by the County for Convenience or Cause.
- b. Extended upon written authorization of the Purchasing Agent and accepted by Contractor, to permit ordering of unordered balances or additional quantities at contract prices and in accordance with contract terms.

General Conditions and Instructions to Bidders

32. TERMINATION FOR CONVENIENCE-A contract may be terminated in whole or in part by the County in accordance with this clause whenever the County Purchasing Agent shall determine that such a termination is in the best interest of the County. Any such termination shall be effected by delivery to the Contractor at least five (5) working days prior to the termination date of a Notice of Termination specifying the extent to which performance shall be terminated and the date upon which termination becomes effective. An equitable adjustment in the contract price shall be made for completed service, but no amount shall be allowed for anticipated profit on unperformed services.

33. TERMINATION OF CONTRACT FOR CAUSE-

- a. If, through any cause, the Contractor shall fail to fulfill in a timely and proper manner his or her obligations under this contract, or if the Contractor violates any of the covenants, agreements, or stipulations of this contract, in addition to the County's remedies under the contract and all other rights available at law or in equity, the County shall have the right to immediately terminate this contract. Such termination shall be effected by delivering a notice of termination to the Contractor at any time specifying the effective date of such termination. In such event all finished or unfinished documents, data, studies, surveys, drawings, maps, models, and reports prepared by the Contractor under the contract shall, at the option of the County, become its property and the Contractor shall be entitled to receive just and equitable compensation for any satisfactory work completed on such documents.
- b. Notwithstanding the above, the Contractor shall not be relieved of liability to the County for damages sustained by the County by virtue of any breach of contract by the Contractor for the purpose of set off until such time as the exact amount of damages due to the County from the Contractor is determined.

34. CONTRACT ALTERATIONS-No alterations in the terms of a contract shall be valid or binding upon the County unless made in writing and signed by the Purchasing Agent or his or her authorized agent.

35. SUBLETTING OF CONTRACT OR ASSIGNMENT OF CONTRACT FUNDS-It is mutually understood and agreed that the Contractor shall not assign, transfer, convey, sublet or otherwise dispose of his or her contractual duties to any other person, firm or corporation, without the previous written consent of the Purchasing Agent. If the Contractor desires to assign his or her right to payment of the contract, Contractor shall notify the Purchasing Agent immediately, in writing, of such assignment of right to payment. In no case shall such assignment of contract relieve the Contractor from his or her obligations or change the terms of the contract.

36. FUNDING-A contract shall be deemed binding only to the extent of appropriations available to each Agency for the purchase of goods and services.

37. DELIVERY/SERVICE FAILURES-Failure of a Contractor to deliver goods or services within the time specified, or within reasonable time as interpreted by the Purchasing Agent, or failure to make replacements/corrections of rejected articles/services when so requested, immediately or as directed by the Purchasing Agent, shall constitute authority for the Purchasing Agent to purchase in the open market articles/services of comparable grade/quality to replace the services, articles rejected, and/or not delivered. On all such purchases, the Contractor shall reimburse the County, within a reasonable time specified by the Purchasing Agent, for any expense incurred in excess of contract prices. Such purchases shall be deducted from the contract quantities if applicable. Should public necessity demand it, the County reserves the right to use or consume articles delivered or services performed which are substandard in quality, subject to an adjustment in price to be determined by the Purchasing Agent.

38. NON-LIABILITY-The Contractor shall not be liable in damages for delay in shipment or failure to deliver when such delay or failure is the result of fire, flood, strike, the transportation carrier, act of God, act of Government, act of an alien enemy or by any other circumstances which, in the Purchasing Agent's opinion, are beyond the control of the Contractor. Under such circumstances, however, the Purchasing Agent may, at his or her discretion, cancel the contract.

39. NEW GOODS, FRESH STOCK-All Contractors, unless otherwise specifically stated, shall provide new commodities, fresh stock, latest model, design or pack.

40. NON-DISCRIMINATION-During the performance of this contract, the Contractor agrees as follows:

- a. The Contractor will not discriminate against any employee or applicant for employment because of race, religion, color, sex, national origin, age, disability, or other basis prohibited by state law relating to discrimination in employment, except where there is a bona fide occupational qualification reasonably necessary to the normal operation of the Contractor. The Contractor agrees to post in conspicuous places, available to employees and applicants for employment, notices setting forth the provisions of this non-discrimination clause.
- b. The Contractor, in all solicitations or advertisements for employees placed by or on behalf of the contractor, will state that such Contractor is an equal opportunity employer.
- c. Notices, advertisements and solicitations placed in accordance with federal law, rule or regulation shall be deemed sufficient for the purpose of meeting the requirements of this section.
- d. The Contractor will include the provisions of the foregoing paragraphs a, b, and c above in every subcontract or purchase order of over \$10,000 so that the provisions will be binding upon each subcontractor or vendor.
- e. Contractor and Subcontractor hereunder shall, throughout the term of this contract, comply with the Human Rights Ordinance, Chapter 11 of the Code of the County of Fairfax, Virginia, as reenacted or amended.

General Conditions and Instructions to Bidders

41. SMALL AND MINORITY BUSINESS UTILIZATION

- a. It is the policy of the County of Fairfax as declared by the Fairfax County Board of Supervisors' adoption of a Small and Minority Business Enterprise Program, April 6, 1981, that Fairfax County and its employees undertake every effort to increase opportunity for utilization of small or minority businesses in all aspects of procurement to the maximum extent feasible.
- B Where it is practicable for any portion of the awarded contract to be subcontracted to other suppliers, the contractor is encouraged to offer such subcontracting opportunities to small, women and minority businesses.
- c. Where Federal grants or monies are involved it is the policy of Fairfax County, through its agents and employees, to comply with the requirements set forth in the U.S. Office of Management and Budget Circular No. A-102, uniform administrative requirements for Grants and Cooperative Agreements with State and Local Governments, as they pertain to small and minority business utilization.

42. GUARANTEES & WARRANTIES-All guarantees and warranties required shall be furnished by the Contractor and shall be delivered to the Purchasing Agent before final payment on the contract is made. Unless otherwise stated, manufacturer's standard warranty applies.

43. PRICE REDUCTION-If at any time after the date of the bid the Contractor makes a general price reduction in the comparable price of any material covered by the contract to customers generally, an equivalent price reduction based on similar quantities and/or considerations shall apply to this contract for the duration of the contract period (or until the price is further reduced). Such price reduction shall be effective at the same time and in the same manner as the reduction in the price to customers generally. For purpose of this provision, a "general price reduction" shall mean any horizontal reduction in the price of an article or service offered (1) to Contractor's customers generally, or (2) in the Contractor's price schedule for the class of customers, i.e., wholesalers, jobbers, retailers, etc., which was used as the basis for bidding on this solicitation. An occasional sale at a lower price, or sale of distressed merchandise at a lower price, would not be considered a "general price reduction" under this provision. The Contractor shall submit his or her invoice at such reduced prices indicating on the invoice that the reduction is pursuant to the "Price Reduction" provision of the contract documents. The Contractor in addition will within ten days of any general price reduction notify the Purchasing Agent of such reduction by letter. **FAILURE TO DO SO MAY REQUIRE TERMINATION OF THE CONTRACT.** Upon receipt of any such notice of a general price reduction, all ordering offices will be duly notified by the Purchasing Agent.

The Contractor, if requested, shall furnish, within ten days after the end of the contract period, a statement certifying either (1) that no general price reduction, as defined above, was made after the date of the bid, or (2) if any such general price reductions were made, that as provided above, they were reported to the Purchasing Agent within ten (10) days and ordering offices were billed at the reduced prices. Where one or more such general price reductions were made, the statement furnished by the Contractor shall include with respect to each price reduction (1) the date when notice of any such reduction was issued, (2) the effective date of the reduction, and (3) the date when the Purchasing Agent was notified of any such reduction.

44. CHANGES-Should it become proper or necessary in the execution of this contract to make any change in design, or to make any alterations which will increase the expense, the Purchasing Agent shall determine an equitable adjustment. No payment shall be made to the Contractor for any extra material or services, or of any greater amount of money than stipulated to be paid in the contract, unless some changes in or additions to the contract requiring additional outlay by the Contractor shall first have been expressly authorized and ordered in writing by contract amendment or otherwise furnished by the Purchasing Agent.

45. PLACING OF ORDERS-Orders against contracts will be placed with the Contractor on a Purchase Order (or Procurement Card) executed and released by the Purchasing Agent or his or her designee. The Purchase Order must bear the appropriate contract number and date. Where Blanket Purchase Agreements (BPAs) have been executed and a Blanket Purchase Order has been released by the Purchasing Agent, telephonic orders may be placed directly with the Contractor by authorized personnel in the ordering Agency.

DELIVERY PROVISIONS

46. SHIPPING INSTRUCTIONS - CONSIGNMENT-Unless otherwise specified in the solicitation each case, crate, barrel, package, etc., delivered under the contract must be plainly stenciled or securely tagged, stating the Contractor's name, purchase order number, and delivery address as indicated in the order. Where shipping containers are to be used, each container must be marked with the purchase order number, name of the Contractor, the name of the item, the item number, and the quantity contained therein. Deliveries must be made within the hours of 8:00 AM - 3:00 PM. Deliveries at any other time will not be accepted unless specific arrangements have been previously made with the receiver at the delivery point. No deliveries will be accepted on Saturdays, Sundays and holidays, unless previous arrangements have been made. It shall be the responsibility of the Contractor to insure compliance with these instructions for items that are drop-shipped.

47. RESPONSIBILITY FOR SUPPLIES TENDERED-Unless otherwise specified in the solicitation, the Contractor shall be responsible for the materials or supplies covered by the contract until they are delivered at the designated point, but the Contractor shall bear all risk on rejected materials or supplies after notice of rejection. Rejected materials or supplies must be removed by and at the expense of the Contractor promptly after notification of rejection, unless public health and safety require immediate destruction or other disposal of rejected delivery. If rejected materials are not removed by the Contractor within ten (10) days after date of notification, the County may return the rejected materials or supplies to the Contractor at his or her risk and expense or dispose of them as its own property.

General Conditions and Instructions to Bidders

48. INSPECTIONS-Inspection and acceptance of materials or supplies will be made after delivery at destinations herein specified unless otherwise stated. If inspection is made after delivery at destination herein specified, the County will bear the expense of inspection except for the value of samples used in case of rejection. Final inspection shall be conclusive except in regard to latent defects, fraud or such gross mistakes as to amount to fraud. Final inspection and acceptance or rejection of the materials or supplies will be made as promptly as practicable, but failure to inspect and accept or reject materials or supplies shall not impose liability on the County for such materials or supplies as are not in accordance with the specifications.

49. COMPLIANCE-Delivery must be made as ordered and in accordance with the solicitation or as directed by the Purchasing Agent when not in conflict with the bid. The decision of the Purchasing Agent as to reasonable compliance with delivery terms shall be final. Burden of proof of delay in receipt of goods by the purchaser shall rest with the Contractor. Any request for extension of time of delivery from that specified must be approved by the Purchasing Agent, such extension applying only to the particular item or shipment affected. Should the Contractor be delayed by the County, there shall be added to the time of completion a time equal to the period of such delay caused by the County. However, the contractor shall not be entitled to claim damages or extra compensation for such delay or suspension. These conditions may vary for construction contracts. See Special Provisions for the individual solicitation.

50. POINT OF DESTINATION-All materials shipped to the County must be shipped F.O.B. DESTINATION unless otherwise stated in the contract or purchase order. The materials must be delivered to the "Ship to" address indicated on the purchase order.

51. ADDITIONAL CHARGES-Unless bought F.O.B. "shipping point" and Contractor prepays transportation, no delivery charges shall be added to invoices except when express delivery is authorized and substituted on orders for the method specified in the contract. In such cases, difference between freight or mail and express charges may be added to invoice.

52. METHOD AND CONTAINERS-Unless otherwise specified, goods shall be delivered in commercial packages in standard commercial containers, so constructed as to ensure acceptance by common or other carrier for safe transportation to the point of delivery. Containers become the property of the County unless otherwise specified by bidder.

53. WEIGHT CHECKING-Deliveries shall be subject to re-weighing over official sealed scales designated by the County. Payments shall be made on the basis of net weight of materials delivered. Normal shrinkage may be allowed in such instances where shrinkage is possible. Net weights only, exclusive of containers or wrapping, shall be paid for by the County.

54. DEMURRAGE AND RE-SPOTTING-The County will be responsible for demurrage charges only when such charges accrue because of the County's negligence in unloading the materials. The County will pay railroad charges due to the re-spotting of cars, only when such re-spotting is ordered by the County.

55. REPLACEMENT-Materials or components that have been rejected by the Purchasing Agent, in accordance with the terms of a contract, shall be replaced by the Contractor at no cost to the County.

56. PACKING SLIPS OR DELIVERY TICKETS-All shipments shall be accompanied by Packing Slips or Delivery Tickets and shall contain the following information for each item delivered:

1. The Purchase Order Number,
2. The Name of the Article and Stock Number (Supplier's),
3. The Fairfax County Identification Number (FCIN), if specified in the order,
4. The Quantity Ordered,
5. The Quantity Shipped,
6. The Quantity Back Ordered,
7. The Name of the Contractor.

Contractors are cautioned that failure to comply with these conditions shall be considered sufficient reason for refusal to accept the goods.

BILLING

57. BILLING-Billing for the Fairfax County Public Schools and for County agencies: Unless otherwise specified on the contract or purchase order (PO), invoices are to be submitted, in DUPLICATE, for each purchase order immediately upon completion of the shipment or services. If shipment is made by freight or express, the original Bill of Lading, properly receipted, must be attached to the invoice. Invoices should be mailed to the "BILL TO" address on the PO or to the appropriate address specified in the contract.

PAYMENTS

58. PAYMENT-Payment shall be made after satisfactory performance of the contract, in accordance with all of the provisions thereof, and upon receipt of a properly completed invoice. Fairfax County reserves the right to withhold any or all payments or portions thereof for Contractor's failure to perform in accordance with the provision of the contract or any modifications thereto.

59. PARTIAL PAYMENTS-Unless otherwise specified, partial payments will be made upon acceptance of materials or services so invoiced if in accordance with completion date. However, up to 5 percent (5%) of the value of the entire order may be retained until completion of contract.

General Conditions and Instructions to Bidders

60. PAYMENT FOR EQUIPMENT, INSTALLATION, AND TESTING-When equipment requires installation (which shall also be interpreted to mean erection and/or setting up or placing in position, service, or use) and test, and where such installation or testing is delayed, payment may be made on the basis of 50% of the contract price when such equipment is delivered on the site. A further allowance of 25% may be made when the equipment is installed and ready for test. The balance shall be paid after the equipment is tested and found to be satisfactory. If the equipment must be tested, but installation is not required to be made by the Contractor or if the equipment must be installed but testing is not required, payment may be made on the basis of 75% at the time of delivery and the balance shall be paid after satisfactory test or installation is completed.

GENERAL

61. GENERAL GUARANTY-Contractor agrees to:

- a. Save the County, its agents and employees harmless from liability of any nature or kind for the use of any copyrighted or uncopyrighted composition; secret process, patented or unpatented; invention; article or appliance furnished or used in the performance of a contract for which the Contractor is not the patentee, assignee, licensee or owner.
- b. Protect the County against latent defective material or workmanship and to repair or replace any damages or marring occasioned in transit or delivery.
- c. Furnish adequate protection against damage to all work and to repair damages of any kind to the building or equipment, to his or her own work or to the work of other contractors, for which his or her workers are responsible.
- d. Pay for all permits, licenses and fees and give all notices and comply with all laws, ordinances, rules and regulations of the County.
- e. Protect the County from loss or damage to County owned property while it is in the custody of the Contractor.

62. SERVICE CONTRACT GUARANTY-Contractor agrees to:

- a. Furnish services described in the solicitation and resultant contract at the times and places and in the manner and subject to conditions therein set forth provided that the County may reduce the said services at any time.
- b. Enter upon the performance of services with all due diligence and dispatch, assiduously press to its complete performance, and exercise therein the highest degree of skill and competence.
- c. All work and services rendered in strict conformance to all laws, statues, and ordinances and the applicable rules, regulations, methods and procedures of all government boards, bureaus, offices and other agents.
- d. Allow services to be inspected or reviewed by an employee of the County at any reasonable time and place selected by the County. Fairfax County shall be under no obligation to compensate Contractor for any services not rendered in strict conformity with the contract.
- e. Stipulate that the presence of a County Inspector shall not lessen the obligation of the Contractor for performance in accordance with the contract requirements, or be deemed a defense on the part of the Contractor for infraction thereof. The Inspector is not authorized to revoke, alter, enlarge, relax, or release any of the requirements of the contract documents. Any omission or failure on the part of the Inspector to disapprove or reject any work or material shall not be construed to be an acceptance of any such defective work or material. Notification of an omission or failure will be documented by the Purchasing Agent.

63. INDEMNIFICATION-Contractor shall indemnify, keep and save harmless the County, its agents, officials, employees and volunteers against claims of injuries, death, damage to property, theft, patent claims, suits, liabilities, judgments, cost and expenses which may otherwise accrue against the County in consequence of the granting of a contract or which may otherwise result therefrom, if it shall be determined that the act was caused through negligence or error, or omission of the Contractor or his or her employees, or that of the subcontractor or his or her employees, if any; and the Contractor shall, at his or her own expense, appear, defend and pay all charges of attorneys and all costs and other expenses arising therefrom or incurred in connection therewith; and if any judgment shall be rendered against the County in any such action, the Contractor shall, at his or her own expense, satisfy and discharge the same. Contractor expressly understands and agrees that any performance bond or insurance protection required by this contract, or otherwise provided by the Contractor, shall in no way limit the responsibility to indemnify, keep and save harmless and defend the County as herein provided.

64. OFFICIALS NOT TO BENEFIT-

- a. Each bidder or offeror shall certify, upon signing a bid or proposal, that to the best of his or her knowledge no Fairfax County official or employee having official responsibility for the procurement transaction, or member of his or her immediate family, has received or will receive any financial benefit of more than nominal or minimal value relating to the award of this contract. If such a benefit has been received or will be received, this fact shall be disclosed with the bid or proposal or as soon thereafter as it appears that such a benefit will be received. Failure to disclose the information prescribed above may result in suspension or debarment, or rescission of the contract made, or could affect payment pursuant to the terms of the contract.
- b. Whenever there is reason to believe that a financial benefit of the sort described in paragraph "a" has been or will be received in connection with a bid, proposal or contract, and that the contractor has failed to disclose such benefit or has inadequately disclosed it, the County Executive, as a prerequisite to payment pursuant to the contract, or at any other time, may require the Contractor to furnish, under oath, answers to any interrogatories related to such possible benefit.
- c. In the event the bidder or offeror has knowledge of benefits as outlined above, this information should be submitted with the bid or proposal. If the above does not apply at time of award of contract and becomes known after inception of a contract, the bidder or offeror shall address the disclosure of such facts to the Fairfax County Purchasing Agent, 12000 Government Center Parkway, Suite 427, Fairfax, Virginia 22035-0013. Relevant Invitation/Request for Proposal Number (see cover sheet) should be referenced in the disclosure.

General Conditions and Instructions to Bidders

65. LICENSE REQUIREMENT-All firms doing business in Fairfax County, shall obtain a license as required by Chapter 4, Article 7, of The Code of the County of Fairfax, Virginia, as amended, entitled "Business, Professional and Occupational Licensing (BPOL) Tax." Questions concerning the BPOL Tax should be directed to the Department of Tax Administration, telephone (703) 222-8234 or visit: http://www.fairfaxcounty.gov/dta/business_tax.htm. The BPOL Tax number must be indicated in the space provided on the Cover Sheet, "Fairfax License Tax No." when appropriate.

66. AUTHORIZATION TO CONDUCT BUSINESS IN THE COMMONWEALTH: A contractor organized as a stock or nonstock corporation, limited liability company, business trust, or limited partnership or registered as a registered limited liability partnership shall be authorized to transact business in the Commonwealth as a domestic or foreign business entity if so required by Title 13.1 or Title 50 of the *Code of Virginia* or as otherwise required by law. Any business entity described above that enters into a contract with a Fairfax County pursuant to the Fairfax County Purchasing Resolution shall not allow its existence to lapse or its certificate of authority or registration to transact business in the Commonwealth, if so required under Title 13.1 or Title 50, to be revoked or cancelled at any time during the term of the contract. Fairfax County may void any contract with a business entity if the business entity fails to remain in compliance with the provisions of this section.

67. COVENANT AGAINST CONTINGENT FEES-The Contractor warrants that no person or selling agency has been employed or retained to solicit or secure this contract upon an agreement or understanding for a commission, percentage, brokerage, or contingent fee, except bona fide employees or bona fide established commercial or selling agencies maintained by the Contractor for the purpose of securing business. For violation of this warranty, the County shall have the right to terminate or suspend this contract without liability to the County or in its discretion to deduct from the contract price or consideration, or otherwise recover, the full amount of such commission, percentage, brokerage, or contingent fee.

68. VIRGINIA FREEDOM OF INFORMATION ACT-All proceedings, records, contracts and other public records relating to procurement transactions shall be open to the inspection of any citizen, or any interested person, firm or corporation, in accordance with the Virginia Freedom of Information Act (Reference Section 4.D., of the Fairfax County Purchasing Resolution)

BIDDER/CONTRACTOR REMEDIES

69. INELIGIBILITY-

- a. Any person or firm suspended or debarred from participation in County procurement shall be notified in writing by the County Purchasing Agent.
 1. The Notice of Suspension shall state the reasons for the actions taken and such decision shall be final unless the person or firm appeals within thirty (30) days of receipt of the Notice by instituting legal action as provided in the Code of Virginia.
 2. The Notice of Debarment shall state the reasons for the actions taken and the decision shall be final unless the person or firm appeals within thirty (30) days of receipt of the notice by instituting legal action as provided in the Code of Virginia.
- b. The County Purchasing Agent shall have the authority to suspend or debar a person or firm from bidding on any contract for the causes stated below:
 1. Conviction for commission of a criminal offense as an incident to obtaining or attempting to obtain a public or private contract or subcontract, or in the performance of such contract or subcontract;
 2. Conviction under state or federal statutes of embezzlement, theft, forgery, bribery, falsification or destruction of records, receiving stolen property, or any other offense indicating a lack of business integrity or business honesty which currently, seriously, and directly affects responsibility as a County contractor;
 3. Conviction under the state or federal antitrust statutes arising out of the submission of bids or proposals;
 4. Violation of contract provisions, as set forth below, of a character which is regarded by the County Purchasing Agent to be so serious as to justify suspension or debarment action:
 - (a) failure without good cause to perform in accordance with the specifications or within the time limit provided in the contract; or
 - (b) a recent record of failure to perform or of unsatisfactory performance in accordance with the terms of one or more contracts; provided, that failure to perform or unsatisfactory performance caused by acts beyond the control of the contractor shall not be considered to be a basis for suspension or debarment;
 5. Any other cause the County Purchasing Agent determines to be so serious and compelling as to affect responsibility as a contractor, such as debarment by another governmental entity for any cause listed herein, or because of prior reprimands;
 6. The contractor has abandoned performance or been terminated for default on any other Fairfax County project;
 7. The contractor is in default on any surety bond or written guarantee on which Fairfax County is an obligee.
- c. If, upon appeal, it is determined that the action taken by the County Purchasing Agent was arbitrary or capricious, or not in accordance with the Constitution of Virginia, statutes or regulations, the sole relief available to the person or firm shall be restoration of eligibility. The person or firm may not institute legal action until all statutory requirements have been met.

General Conditions and Instructions to Bidders

70. APPEAL OF DENIAL OF WITHDRAWAL OF BID-

- a. A decision denying withdrawal of a bid submitted by a bidder or offeror shall be final and conclusive unless the bidder appeals the decision within ten (10) days after receipt of the decision by instituting legal action as provided in the Code of Virginia. The bidder or offeror may not institute legal action until all statutory requirements have been met.
- b. If no bid bond was posted, a bidder refused withdrawal of bid under the provisions of Article 2, Section 4 a.9, of the Fairfax County Purchasing Resolution, prior to appealing, shall deliver to the County a certified check or cash bond in the amount of the difference between the bid sought to be withdrawn and the next low bid. Such security shall be released only upon a final determination that the bidder was entitled to withdraw the bid.
- c. If, upon appeal, it is determined that the decision refusing withdrawal of the bid was arbitrary or capricious, the sole relief shall be withdrawal of the bid.

71. APPEAL OF DETERMINATION OF NONRESPONSIBILITY-

- a. Any bidder who, despite being the apparent low bidder, is determined not to be a responsible bidder for a particular County contract shall be notified in writing by the County Purchasing Agent. Such notice shall state the basis for the determination, which shall be final unless the bidder appeals the decision within ten (10) days of receipt of the notice by instituting legal action as provided in the Code of Virginia. The bidder may not institute legal action until all statutory requirements have been met.
- b. If, upon appeal, it is determined that the decision of the County Purchasing Agent was arbitrary or capricious and the award for the particular County contract in question has not been made, the sole relief available to the bidder shall be a finding that the bidder is a responsible bidder for the County contract in question. Where the award has been made and performance has begun, the County may declare the contract void upon a finding that this action is in the best interest of the public. Where a contract is declared void, the performing contractor shall be compensated for the cost of performance up to the time of such declaration. In no event shall the performing contractor be entitled to lost profits.

72. PROTEST OF AWARD OR DECISION TO AWARD-

- a. Any bidder or offeror may protest the award or decision to award a contract by submitting a protest in writing to the County Purchasing Agent, or an official designated by the County of Fairfax, no later than ten (10) days after the award or the announcement of the decision to award, whichever occurs first. Any potential bidder or offeror on a contract negotiated on a sole source or emergency basis who desires to protest the award or decision to award such contract shall submit such protest in the same manner no later than ten days after posting or publication of the notice of such contract as provided in Article 3, Section 4, of the Fairfax County Purchasing Resolution. However, if the protest of any actual or potential bidder or offeror depends in whole or in part upon information contained in public records pertaining to the procurement transaction which are subject to inspection under Article 2, Section 4d of the Fairfax County Purchasing Resolution, then the time within which the protest must be submitted shall expire ten days after those records are available for inspection by such bidder or offeror under Article 2, Section 4d, or at such later time as provided herein. No protest shall lie for a claim that the selected bidder or offeror is not a responsible bidder or offeror. The written protest shall include the basis for the protest and the relief sought. The County Purchasing Agent shall issue a decision in writing within ten (10) days of the receipt of the protest stating the reasons for the action taken. This decision shall be final unless the bidder or offeror appeals within ten (10) days of receipt of the written decision by instituting legal action as provided in the Code of Virginia.
- b. If prior to award it is determined that the decision to award is arbitrary or capricious, then the sole relief shall be a finding to that effect. The County Purchasing Agent shall cancel the proposed award or revise it to comply with the law. If, after an award, it is determined that an award of a contract was arbitrary or capricious, then the sole relief shall be as hereinafter provided. Where the award has been made but performance has not begun, the performance of the contract may be declared void by the County. Where the award has been made and performance has begun, the County Purchasing Agent may declare the contract void upon a finding that this action is in the best interest of the County. Where a contract is declared void, the performing contractor shall be compensated for the cost of performance at the rate specified in the contract up to the time of such declaration. In no event shall the performing contractor be entitled to lost profits.
- c. Pending final determination of a protest or appeal, the validity of a contract awarded and accepted in good faith in accordance with this article shall not be affected by the fact that a protest or appeal has been filed.
- d. An award need not be delayed for the period allowed a bidder or offeror to protest, but in the event of a timely protest, no further action to award the contract will be taken unless there is a written determination that proceeding without delay is necessary to protect the public interest or unless the bid or offer would expire.

73. CONTRACTUAL DISPUTES-

- a. Any dispute concerning a question of fact as a result of a contract with the County which is not disposed of by agreement shall be decided by the County Purchasing Agent, who shall reduce his decision to writing and mail or otherwise forward a copy to the contractor within ninety (90) days. The decision of the County Purchasing Agent shall be final and conclusive unless the contractor appeals within six (6) months of the date of the final written decision by instituting legal action as provided in the Code of Virginia. A contractor may not institute legal action, prior to receipt of the County Purchasing Agent's decision on the claim, unless the County Purchasing Agent fails to render such decision within the time specified.

General Conditions and Instructions to Bidders

- b. Contractual claims, whether for money or other relief, shall be submitted in writing no later than sixty days after final payment; however, written notice of the contractor's intention to file such claim shall have been given at the time of the occurrence or beginning of the work upon which the claim is based. Nothing herein shall preclude a contract from requiring submission of an invoice for final payment within a certain time after completion and acceptance of the work or acceptance of the goods. Pendency of claims shall not delay payment of amounts agreed due in the final payment.

74. LEGAL ACTION-No bidder, offeror, potential bidder or offeror, or contractor shall institute any legal action until all statutory requirements have been met.

75. COOPERATIVE PURCHASING-The County may participate in, sponsor, conduct or administer a cooperative procurement agreement on behalf of or in conjunction with one or more other public bodies, or public agencies or institutions or localities of the several states, of the United States or its territories, or the District of Columbia, for the purpose of combining requirements to increase efficiency or reduce administrative expenses in any acquisition of goods and services. Except for contracts for professional services, a public body may purchase from another public body's contract even if it did not participate in the request for proposal (RFP) or invitation for bid (IFB), if the RFP or IFB specified that the procurement was being conducted on behalf of other public bodies. Nothing herein shall prohibit the assessment or payment by direct or indirect means of any administrative fee that will allow for participation in any such arrangement.

76. PROFESSIONAL AFFILIATION-The Department of Purchasing & Supply Management holds membership in the National Institute of Governmental Purchasing, Inc., a non-profit, educational and technical organization that includes among its goals and objectives the study, discussion, and recommendation of improvements in governmental purchasing and the interchange of ideas and experiences on local state, and national governmental purchasing problems.

77. DRUG FREE WORKPLACE-During the performance of a contract, the contractor agrees to (i) provide a drug-free workplace for the contractor's employees; (ii) post in conspicuous places, available to employees and applicants for employment, a statement notifying employees that the unlawful manufacture, sale, distribution, dispensation, possession, or use of a controlled substance or marijuana is prohibited in the contractor's workplace and specifying the actions that will be taken against employees for violations of such prohibition; (iii) state in all solicitations or advertisements for employees placed by or on behalf of the contractor that the contractor maintains a drug-free workplace; and (iv) include the provisions of the foregoing clauses in every subcontract of over \$10,000, so that the provisions will be binding upon each subcontractor or vendor. For the purposes of this section, "drug-free workplace" means a site for the performance of work done in conjunction with a specific contract awarded to a contractor in accordance with this section, the employees of whom are prohibited from engaging in the unlawful manufacture, sale, distribution, dispensation, possession or use of any controlled substance or marijuana during the performance of the contract.

78. VENUE: This contract and its terms, including, but not limited to, the parties' obligations under it, the performance due from each party under it, and the remedies available to each party for breach of it, shall be governed by, construed and interpreted in accordance with the laws of the Commonwealth of Virginia. Any jurisdiction's choice of law, conflict of laws, rules, or provisions, including those of the Commonwealth of Virginia that would cause the application of any laws other than those of the Commonwealth of Virginia shall not apply. Any and all disputes, claims and causes of action arising out of or in connection with this contract or any performance hereunder, shall be brought in the applicable court of Fairfax County, Virginia, or in the United States District Court, Eastern District of Virginia, Alexandria Division.

79. IMMIGRATION REFORM AND CONTROL ACT: Contractor agrees that it does not, and shall not during the performance of the contract for goods and services in the Commonwealth, knowingly employ an unauthorized alien as defined in the Federal Immigration Reform and Control Act of 1986.

80. CONTRACTOR NOT TO BENEFIT: Contractor agrees that the goods and/or services provided to Fairfax County pursuant to this Agreement are for the benefit of Fairfax County and that Contractor shall not undertake any actions or efforts stemming from or related to this Agreement that shall inure to the detriment of Fairfax County. Any information provided to the Contractor for the performance of this Contract shall not be used for any other purpose without the written consent of the Purchasing Agent.

APPROVED:

/S/ David P. Bobzien
COUNTY ATTORNEY

/S/ Cathy A. Muse
COUNTY PURCHASING AGENT

RFP CHECKLIST

NAME OF OFFEROR: _____

ADDRESS: _____

EMAIL ADDRESS: _____

Name and addresses of both service and fiscal representatives (Key Personnel) who would handle this account.

Service Representative: _____

Telephone Number: () _____

Email Address: _____

Fiscal Representative: _____

Telephone Number: () _____

Email Address: _____

The following documents which are included in this Solicitation shall be incorporated by reference in the resulting contract and become a part of said contract:

- County of Fairfax Acceptance Agreement (Cover Sheet, DPSM32)
- Special Provisions & Specifications
- Appendix A (General Conditions and Instructions to Bidders)
- Appendix B (RFP Checklist, BPOL Form, Debarment/Suspension Certification, Listing of Local Public Bodies, Business Classification Schedule, Subcontractor's Notification Form)
- Appendix C (Service Level Agreement)
- Appendix D (FCPS Security Profile)
- Appendix E (FERPA – DIT Addendum)
- Appendix G (Pricing Sheet)

Typed Name and Title

Signature

Date of Submission

VIRGINIA STATE CORPORATION COMMISSION (SCC)
REGISTRATION INFORMATION

The offeror:

is a corporation or other business entity with the following SCC identification number:

_____ **-OR-**

is not a corporation, limited liability company, limited partnership, registered limited liability partnership, or business trust **-OR-**

is an out-of-state business entity that does not regularly and continuously maintain as part of its ordinary and customary business any employees, agents, offices, facilities, or inventories in Virginia (not counting any employees or agents in Virginia who merely solicit orders that require acceptance outside Virginia before they become contracts, and not counting any incidental presence of the bidder in Virginia that is needed in order to assemble, maintain, and repair goods in accordance with the contracts by which such goods were sold and shipped into Virginia from bidder's out-of-state location) **-OR-**

is an out-of-state business entity that is including with this bid/proposal an opinion of legal counsel which accurately and completely discloses the undersigned bidder's current contacts with Virginia and describes why those contacts do not constitute the transaction of business in Virginia within the meaning of § 13.1-757 or other similar provisions in Titles 13.1 or 50 of the Code of Virginia.

Please check the following box if you have not checked any of the foregoing options but currently have pending before the SCC an application for authority to transact business in the Commonwealth of Virginia and wish to be considered for a waiver to allow you to submit the SCC identification number after the due date for bids:

BUSINESS, PROFESSIONAL AND OCCUPATIONAL LICENSE

All firms located or operating in Fairfax County must obtain a Business, Professional and Occupational License (BPOL) as required by Chapter 4, Article 7, of the Code of the County of Fairfax, Virginia. In order for the Department of Tax Administration to determine your BPOL requirement prior to contract award, it is necessary for you to provide the following information:

- If you currently have a Fairfax County business license, please submit a copy with your proposal.
- Do you have an office in: Virginia Yes No
 Fairfax County Yes No
- Date business began/will begin work in Fairfax County

A detailed description of the business activity that will take place in Fairfax County. If business is located outside of Fairfax County, give the percentage of work actually to be done in the County

Signature

Date

Complete and return this form or a copy of your current Fairfax County Business License with your proposal.

CERTIFICATION REGARDING DEBARMENT OR SUSPENSION

In compliance with contracts and grants agreements applicable under the U.S. Federal Awards Program, the following certification is required by all offerors submitting a proposal in response to this Request for Proposal:

1. The Offeror certifies, to the best of its knowledge and belief, that neither the Offeror nor its Principals are suspended, debarred, proposed for debarment, or declared ineligible for the award of contracts from the United States federal government procurement or nonprocurement programs, or are listed in the *List of Parties Excluded from Federal Procurement and Nonprocurement Programs* issued by the General Services Administration.
2. "Principals," for the purposes of this certification, means officers, directors, owners, partners, and persons having primary management or supervisory responsibilities within a business entity (e.g., general manager, plant manager, head of a subsidiary, division, or business segment, and similar positions).
3. The Offeror shall provide immediate written notice to the Fairfax County Purchasing Agent if, at any time prior to award, the Offeror learns that this certification was erroneous when submitted or has become erroneous by reason of changed circumstances.
4. This certification is a material representation of fact upon which reliance will be placed when making the award. If it is later determined that the Offeror rendered an erroneous certification, in addition to other remedies available to Fairfax County government, the Fairfax County Purchasing Agent may terminate the contract resulting from this solicitation for default.

Printed Name of Representative: _____

Signature/Date: _____ / _____

Company Name: _____

Address: _____

City/State/Zip: _____

SSN or TIN No: _____

Listing Of Local Public Bodies

REFERENCE PARAGRAPH 36 OF THE SPECIAL PROVISIONS, "USE OF CONTRACTS BY OTHER PUBLIC BODIES." You may select those public bodies that this contract may be extended to; a "blank" will signify a "NO" response:

	Alexandria Public Schools, VA		Manassas Park, Virginia
	Alexandria Sanitation Authority		Maryland-National Capital Park & Planning Commission
	Alexandria, Virginia		Maryland Transit Administration
	Arlington County, Virginia		Metropolitan Washington Airports Authority
	Arlington Public Schools, Virginia		Metropolitan Washington Council of Governments
	Bladensburg, Maryland		Montgomery College
	Bowie, Maryland		Montgomery County, Maryland
	Charles County Public Schools, MD		Montgomery County Public Schools
	College Park, Maryland		Northern Virginia Community College
	Culpeper County, Virginia		Omni Ride
	District of Columbia		Potomac & Rappahannock Trans. Commission
	District of Columbia Courts		Prince George's County, Maryland
	District of Columbia Public Schools		Prince George's County Public Schools
	DC Water and Sewer Authority		Prince William County, Virginia
	Fairfax County Water Authority		Prince William County Public Schools, VA
	Fairfax, Virginia (City)		Prince William County Service Authority
	Falls Church, Virginia		Rockville, Maryland
	Fauquier County Government and Schools, Virginia		Spotsylvania County Schools, Virginia
	Frederick, Maryland		Stafford County, Virginia
	Frederick County Maryland		Takoma Park, Maryland
	Gaithersburg, Maryland		Upper Occoquan Sewage Authority
	Greenbelt, Maryland		Vienna, Virginia
	Herndon, Virginia		Virginia Railway Express
	Leesburg, Virginia		Washington Metropolitan Area Transit Authority
	Loudoun County, Virginia		Washington Suburban Sanitary Commission
	Loudoun County Public Schools		Winchester, Virginia
	Loudoun County Sanitation Authority		Winchester Public Schools
	Manassas, Virginia		
	Manassas City Public Schools, Virginia		

Complete and return this form with your proposal.

Vendor Name

BUSINESS CLASSIFICATION

DEFINITIONS

Small Business – means a business, independently owned or operated by one or more individuals who are U.S. citizens or legal resident aliens, and together with affiliates, has 250 or fewer employees, or average annual gross receipts of \$10 million or less averaged over the previous three years. One or more of the individual owners shall control both the management and daily business operations of the small business.

Minority-Owned Business - means a business concern that is at least 51% owned by one or more minority individuals who are U.S. citizens or legal resident aliens, or in the case of a corporation, partnership, or limited liability company or other entity, at least 51% of the equity ownership interest in the corporation, partnership, or limited liability company or other entity is owned by one or more minority individuals who are U.S. citizens or legal resident aliens, and both the management and daily business operations are controlled by one or more minority individuals.

Woman-Owned Business – means a business that is at least 51% owned by one or more women who are U.S. citizens or legal resident aliens, or in the case of a corporation, partnership, or limited liability company or other entity, at least 51% of the equity ownership interest is owned by one or more women who are U.S. citizens or legal resident aliens, and both the management and daily business operations are controlled by one or more women.

YOU MUST CLASSIFY YOUR BUSINESS/ORGANIZATION BY MARKING THE APPROPRIATE BOXES ON THE COVER SHEET (DPSM32). This designation is required of all business/organizations including publicly traded corporations, non-profits, sheltered workshops, government organizations, partnerships, sole proprietorships, etc.



**FAIRFAX COUNTY
PUBLIC SCHOOLS**

Department of Financial Services / Office of Procurement Services

8115 Gatehouse Road, Suite 4400

Falls Church, VA 22042-1203

<http://www.fcps.edu/fs/procurement>

Telephone: 571-423-3550 Fax: 571-423-3576

SUBCONTRACTOR (S) NOTIFICATION FORM

Contract Number/Title: _____

Prime Contractors Name: _____

Prime Contractor's Classification: _____

You are required to provide the County with names, addresses, anticipated dollar amount and small/minority classification of each first-tier subcontractor (ref. paragraph 37, Special Provisions). Please complete this form and return it with your submission.

Please check here if you are not using a subcontractor: _____

SUBCONTRACTOR(S) NAME	STREET ADDRESS	CITY	STATE	ZIP CODE	ANTICIPATED DOLLAR AMOUNT	VENDOR CLASSIFICATION

Complete and return this form with your proposal.

APPENDIX C
SERVICE LEVEL AGREEMENT

Credit Incentive for Hosting Website Availability: The Contractor must provide an uptime for the public web presence and staging environments at or exceeding “four nines” (99.99%).

This form provides the Offeror with the minimum required service levels as referenced in Section 5. The Offeror should demonstrate the ability to meet or exceed these specifications. Habitual offenses, continually failing to meet response and/or repair completion time requirements, will justify cause for termination of contract.

Priority	Operational Hours	Service Outage/Trouble	Response Time	Repair Time
1 - High	Twenty-Four hours (24) per day, seven (7) days a week.	The hosted website is not operational for multiple users. A major function of the hosting service is not operational for multiple users. Critical impact to operations.	One (1) hour.	Two (2) hours (Workaround), Eight (8) hours (Permanent)
2 - Medium	Normal FCPS business hours	A minor function of the hosting service is not operational for one or more users although major functions are still operational. Routine requests regarding hosting functionality, or assistance. Routine requests from FCPS website administrators.	Eight (8) business hours or next business day	Five (5) business days
3 - Low	Normal FCPS business hours	FCPS request for scheduling of enhancements/upgrades that are non-critical.	Within two (2) business days.	Within two (2) weeks.

APPENDIX D
FCPS SECURITY PROFILE

Summary

This document seeks to define a set of minimum security standards that should be met by a solution when the solution is implemented on FCPS' behalf.

We categorize the application based on three different risk levels in an attempt to provide more accurate guidance on what security safeguards shall be implemented. The risk levels are determined by two major factors:

- What information is stored and managed by the solution
- How the information is accessed

Solutions that transmit, process, or store credit card and payment information should meet the Payment Card Industry Data Security Standard (PCI DSS). Details of the PCI standard can be viewed at https://www.pcisecuritystandards.org/security_standards/pci_dss.shtml.

Part I: Risk Level Designation

We assign risk level based on the most sensitive information contained and managed by, as well as the accessibility of the solution/information.

Accessibility	Information Contained in the Solution		
		Public Data	Restricted Data
Intranet	Low	Low	Medium-high
Extranet	Low	Medium	High
Internet	Low	Medium	High

1. Public Data — Information to which the general public may or must be granted access, according to the Virginia Freedom of Information Act (VFOIA) and other applicable statutes. By way of illustration only, some examples of Public Data include:

- Publicly posted information, such as press releases and school calendars
- Personal information that can or must be released to the public without signed authorization, such as job title, date of last hire and date of separation if applicable, and salary or rate of pay and records of the allowances or reimbursements for expenses of employees whose annual rate of pay is more than \$10,000.

2. Restricted Data — Information that shall be guarded due to proprietary, ethical, or privacy considerations, is exempt from release under VFOIA, and shall be protected from unauthorized access, modification, transmission, storage or other use. Members of the FCPS community may be granted access to Restricted Data. Disclosure of Restricted Data to members outside FCPS may be granted based on business or educational need-to-know or as required by law, policy, or legal process. By way of illustration only, some examples of Restricted Data include:

- Employees' names, phone numbers, e-mail addresses, work locations, home addresses, and employee ID numbers

3. Private or Sensitive Data — Information protected -- by statute, regulation, FCPS policy, or contractual language and personal information about an individual -- which the individual can reasonably expect will not be made available to the public. Mishandling of private information may affect FCPS through financial and legal sanctions, loss of public confidence, and damage to FCPS' reputation. Access to private data shall be granted on a need-to-know basis only in accordance with statute, regulation, policy, and contractual language. By way of illustration only, some examples of Private or Sensitive Data include:

- Employee's social security number and bank account number
- Employee's medical records
- Student personal information

Part II: Comprehensive Security Profile for FCPS Enterprise Applications

Notes: - Requirements can be met by the solution as a whole, meaning either by the application itself, or by leveraging existing solutions that will enhance the security of the application.
- R-Required; D-Desired

SECURITY STANDARDS	RISK LEVEL		
	LOW	MEDIUM	HIGH
LOGICAL ACCESS CONTROL			
• Need-to-Know (aka. least privilege) Principle	D	R	R
• Role-Based Access		R	R
• Idle Time Out		R	R
• Configurable Idle Time Out		D	D
• Maximum Logon Attempts		D	R
• Tiered Solution (Application and Database on Separate Physical or virtual Servers)		D	R
ACCOUNT MANAGEMENT			
• Unique UserID	D	R	R
• Established Policies and Procedures for Account Provisioning, Modification, and Termination		R	R
• Providing Ability for FCPS to conduct periodic account audit		D	R
• Bulk Account Data Load Encrypted		D	R
AUTHENTICATION AND AUTHORIZATION			
• Individual Login/Authentication for Users	D	R	R
• Individual Login/Authentication for Administrators	R	R	R
• 2 Factor Authentication			D
• Ability to Work with FCPS LDAP/IDM		D	D
PASSWORD POLICY			
• Enforcing Password Length		R	R
• Enforcing Password Complexity		R	R
• Enforcing Password Expiration		D	R
• Capacity to Force Initial Password Change		R	R
• Transmission in Encrypted Format		R	R
• Stored in Encrypted Format		D	R
• Ability to Generate Initial Password Based on FCPS Requirements		R	R
• Ability to Provide Notification for Password Change		R	R
• Password Not Viewable in Clear-Text on Screen		R	R
• Password Can Be Changed on Demand		D	R
• Username and Password Not Sent in the Same E-Mail		D	R
TRANSPORT			
• Encryption Enforced for Login Page		R	R
• Encryption Enforced for All Pages		D	R
• Encryption Enforced for Bulk Transfer		D	R
DESKTOP SECURITY			
• Cache Cleared Upon Exit of the Application		D	R
STORAGE			
• Storing Data That Is Minimally Necessary	R	R	R
• Encrypt Data at Rest on Local Devices		D	R
SECURE WEB DEVELOPMENT			
• No Persistent Cookie for User Data		D	R
• Remove Unused Default Pages and Extensions		D	R
• Directory Browsing Disabled		R	R
SECURE APPLICATION DEVELOPMENT			
• Validation and Sanitization of All User Input; Rejection of Malicious Input		R	R

SECURITY STANDARDS	RISK LEVEL		
	LOW	MEDIUM	HIGH
<ul style="list-style-type: none"> Application Components Run with Least Amount Privilege Necessary 		D	R
<ul style="list-style-type: none"> An application that provides system-wide directory listing must also provide a method to delist a student in the directory 		R	R
AUDIT			
<ul style="list-style-type: none"> Audit Trails for Logon and Logoff 		R	R
<ul style="list-style-type: none"> Activity-Based Audit Trail 		D	R
<ul style="list-style-type: none"> Audit Trails for Privileged (System Administration) Activities 		R	R
<ul style="list-style-type: none"> Capability to Report against Audit Trails 		D	R
<ul style="list-style-type: none"> Proactive Alert 		D	R
<ul style="list-style-type: none"> Mechanism to Protect the Integrity of the Log File 		D	R
MOBILE APPLICATION			
<ul style="list-style-type: none"> Designed for and Tested on Mobile Devices 		R	R
<ul style="list-style-type: none"> Storage NOT on the Mobile Devices 		R	R
<ul style="list-style-type: none"> Password Protection on Mobile Client Application 		D	R
HOST SITE SECURITY			
Access Control			
<ul style="list-style-type: none"> Physical Access Control 		R	R
<ul style="list-style-type: none"> Visit Log and Sign-in 		R	R
Antivirus			
<ul style="list-style-type: none"> Processes and Procedures for OS, Application, and Virus-Protection Updates 		R	R
Backup			
<ul style="list-style-type: none"> Backup and Tape Storage Policy 		R	R
<ul style="list-style-type: none"> Secure Off-Site Tape Storage 		D	R
<ul style="list-style-type: none"> Off-Site Tape Encrypted 			D
Server and Network Infrastructure			
<ul style="list-style-type: none"> Server and Network Devices Hardening 		R	R
<ul style="list-style-type: none"> Dedicated Server or Separate Instance 			D
<ul style="list-style-type: none"> Complex Passwords for System Administrator Accounts 		R	R
<ul style="list-style-type: none"> Encrypted Session for Remote Administration 		R	R
<ul style="list-style-type: none"> Audit Trail for System Administration Activities 		R	R
<ul style="list-style-type: none"> Perimeter Firewall 		R	R
<ul style="list-style-type: none"> Firewalls That Protect from Both Outside and Inside Intruders 		D	R
<ul style="list-style-type: none"> Firewalls That Deny by Default and Grant on Request 		R	R
<ul style="list-style-type: none"> Firewalls That Conduct Stateful Inspection 		R	R
<ul style="list-style-type: none"> Separation of Internal Resources and Public-Access Servers 		R	R
<ul style="list-style-type: none"> Secure and Segregated Wireless Network 		R	R
<ul style="list-style-type: none"> Intrusion Protection Systems 		D	R
<ul style="list-style-type: none"> Maintaining and Reviewing Activities Logs for Critical Components 		D	R
Media Reuse and Disposal			
<ul style="list-style-type: none"> Policies and Procedures to Properly Reuse and Dispose Electronic Media 		D	R
Disaster Recovery and Emergency Response Planning			
<ul style="list-style-type: none"> Developing and Maintaining a Disaster Recovery and Emergency Response Plan 		D	R
Change Management			
<ul style="list-style-type: none"> Policies and Procedures to Manage Configuration Changes 		R	R
Incident Response			
<ul style="list-style-type: none"> Notification to FCPS within 24 Hours of a Security Breach 		D	R
<ul style="list-style-type: none"> Policy and Procedures to Handle Security Incidents 		R	R
Others			
<ul style="list-style-type: none"> Non-Disclosure Agreement Signed by Contractors 		D	R

APPENDIX E
FERPA – DIT ADDENDUM WITH DIRECTORY INFORMATION PROVISIONS

ADDENDUM

THIS ADDENDUM, executed and effective as of the ___ day of _____, 200_, by and between _____, a corporation organized and existing under the laws of _____ (the “Company”), and the **FAIRFAX COUNTY SCHOOL BOARD**, a public body corporate and politic organized and existing under the laws of the Commonwealth of Virginia (the “School Board”), recites and provides as follows.

Recitals

The Company and the School Board are parties to a certain agreement entitled “_____” of even date herewith (the “Agreement”). In connection with the execution and delivery of the Agreement, the parties wish to enter into this Addendum in order to clarify and make certain modifications to the terms and conditions set forth therein.

The Company and the School Board agree that the purpose of such terms and conditions is to ensure compliance with the Family Educational Rights and Privacy Act (FERPA), including but not limited to (i) the identification of Company as an an entity acting for the School Board in its performance of functions that a School Board employee otherwise would perform; and (ii) the establishment of procedures for the protection of confidential student records, including procedures regarding security and security breaches.

NOW, THEREFORE, for good and valuable consideration, the receipt and sufficiency of which is acknowledged hereby, the parties agree as follows.

Agreement

The Agreement is amended hereby as follows:

1. The following provisions shall be deemed to be included in the Agreement:

Confidentiality Obligations Applicable to Certain FCPS Student Records. The Company hereby covenants and agrees that it shall maintain, in strict confidence and trust, all FCPS student records containing either (1) non-directory information of any kind, whether provided by or created for FCPS pursuant to this contract, or (2) directory information as to which the eligible student or his family has opted out of disclosure (collectively, “FCPS Confidential Student Records”).

The Company shall cause each officer, director, employee and other representative who shall have access to FCPS Confidential Student Records during the term of the Agreement (collectively, the “Authorized Representatives”) to maintain in strict confidence and trust all FCPS Confidential Student Records. The Company shall take all reasonable steps to insure that no FCPS Confidential Student Records are disclosed to any person or entity except those who (i) are Authorized Representatives of the Company performing functions for FCPS under the Agreement and have agreed to be bound by the terms of this Agreement or a Confidentiality Agreement (as defined below) executed pursuant hereto; (ii) are authorized representatives of FCPS, or (iii) are entitled to such FCPS Confidential Student Records from the Company pursuant to federal and/or Virginia law. The Company shall use FCPS Confidential Student Records, and shall take all reasonable steps necessary to ensure that its Authorized Representatives shall use such records, solely for purposes related to and in fulfillment of the performance by the Company of its obligations pursuant to the Agreement.

The Company shall: (i) designate one of its Authorized Representatives to be responsible for

ensuring that the Company and its Authorized Representatives maintain the FCPS Confidential Student Records as confidential; (ii) train the other Authorized Representatives with regard to their confidentiality responsibilities hereunder and pursuant to federal and Virginia law; (iii) maintain at all times a list of Authorized Representatives with access to FCPS Confidential Student Records; (iv) cause each Authorized Representative to execute a written covenant of confidentiality in substantially the form set forth on Exhibit A hereto (the "Confidentiality Agreement") prior to his or her performance of any services contemplated by the Agreement and shall deliver any and all such Confidentiality Agreements to the School Board upon request.

Other Security Requirements. The Company shall maintain all technologies, policies, procedures and practices necessary to secure and protect the confidentiality and integrity of FCPS Confidential Student Records, including procedures to (i) restrict access to such records as described in the "Confidentiality" provision of this Addendum; (ii) establish user IDs and passwords as necessary to protect such records; (iii) protect all such user passwords from detection and unauthorized use; (iv) prevent hostile or unauthorized intrusion that could compromise confidentiality, result in data corruption, or deny service; (v) prevent and detect computer viruses from spreading to disks, attachments to e-mail, downloaded files, and documents generated by word processing and spreadsheet programs; (v) minimize system downtime; (vi) notify FCPS of planned system changes that may impact the security of FCPS Confidential Student Records; (vii) return or destroy FCPS Confidential Student Records that exceed specified retention schedules; (viii) permit periodic security audits by FCPS or designated third party using applicable regulations and industry best practice standards as benchmarks, and make commercially reasonable efforts to remediate the vulnerabilities discovered; (ix) in the event of system failure, enable immediate recovery of FCPS records to the previous business day.

In the event of a security breach, the Company shall (i) immediately take action to close the breach; (ii) notify FCPS within 24 hours of Company's first knowledge of the breach, the reasons for or cause of the breach, actions taken to close the breach, and identify the FCPS Confidential Student Records compromised by the breach; (iii) return compromised FCPS Confidential Student Records for review; (iv) provide communications on the breach to be shared with affected parties and cooperate with FCPS efforts to communicate to affected parties by providing FCPS with prior review of press releases and any communications to be sent to affected parties; (v) take all legally required, reasonable, and customary measures in working with FCPS to remediate the breach which may include toll free telephone support with informed customer services staff to address questions by affected parties and/or provide monitoring services if necessary given the nature and scope of the disclosure; (vi) cooperate with FCPS by providing information, records and witnesses needed to respond to any government investigation into the disclosure of such records or litigation concerning the breach; and (vii) provide FCPS with notice within 24 hours of notice or service on Company, whichever occurs first, of any lawsuits resulting from, or government investigations of, the Company's handling of FCPS records of any kind, failure to follow security requirements and/or failure to safeguard confidential information. The Company shall provide satisfactory documentation of its compliance with the security requirements of this provision prior to performing services under the Agreement. The Company's compliance with the standards of this provision is subject to verification by FCPS personnel or its agent at any time during the term of the Agreement.

Applicability of Confidentiality and Security Provisions to Non-Confidential Records

To the extent that FCPS provides non-confidential information to Company under this Agreement, such as student records containing only directory information as to which no opt-out has been filed, de-identified student information, and FCPS records not pertaining to students, the Confidentiality and Security paragraphs shall not apply, provided that the notice obligation under

subsection (viii) shall apply to lawsuits and investigations involving FCPS records of any kind.

Disposition of FCPS Confidential Student Records Upon Termination of Agreement

Upon expiration of the term of the Agreement, or upon the earlier termination of the Agreement for any reason, the Company covenants and agrees that it promptly shall deliver to the School Board, and shall take all reasonable steps necessary to cause each of its Authorized Representatives promptly to deliver to the School Board, all FCPS Confidential Student Records. The Company hereby acknowledges and agrees that, solely for purposes of receiving access to FCPS Confidential Student Records and of fulfilling its obligations pursuant to this provision and for no other purpose (including without limitation, entitlement to compensation and other employee benefits), the Company and its Authorized Representatives shall be deemed to be school officials of the School Board, and shall maintain FCPS Confidential Student Records in accordance with all federal state and local laws, rules and regulations regarding the confidentiality of such records. The non-disclosure obligations of the Company and its Authorized Representatives regarding the information contained in FCPS Confidential Student Records shall survive termination of the Agreement. The Company shall indemnify and hold harmless the School Board from and against any loss, claim, cost (including attorneys' fees) or damage of any nature arising from or in connection with the breach by the Company or any of its officers, directors, employees, agents or representatives of the obligations of the Company or its Authorized Representatives under this provision or under a Confidentiality Agreement, as the case may be.

Certain Representations and Warranties. The Company hereby represents and warrants as follows: (i) the Company has full power and authority to execute the Agreement and this Addendum and to perform its obligations hereunder and thereunder; (ii) the Agreement and this Addendum constitute the valid and binding obligations of the Company, enforceable in accordance with their respective terms, except as such enforceability may be limited by bankruptcy or similar laws affecting the rights of creditors and general principles of equity; and (iii) the Company's execution and delivery of the Agreement and this Addendum and compliance with their respective terms will not violate or constitute a default under, or require the consent of any third party to, any agreement or court order to which the Company is a party or by which it may be bound.

Governing Law; Venue. Notwithstanding any provision contained in the Agreement to the contrary, (i) the Agreement shall be governed by and construed in accordance with the laws of the Commonwealth of Virginia, without reference to conflict of laws principles; and (ii) any dispute hereunder which is not otherwise resolved by the parties hereto shall be decided by a court of competent jurisdiction located in the Commonwealth of Virginia.

IN WITNESS WHEREOF, the parties hereto have caused this Addendum to be executed by their duly authorized officers effective as of the date first written above.

[COMPANY NAME]

By: _____
[Name] [Title]

FAIRFAX COUNTY SCHOOL BOARD

By: _____
[Name] [Title]

Exhibit A
Covenant of Confidentiality

In connection with the performance by _____ (the "Company") of its obligations under that certain agreement with the Fairfax County School Board dated _____, 200_, as the same shall have been amended by that certain Addendum of even date therewith (the "Agreement"), the undersigned authorized representative of the Company (the "Authorized Representative"), for good and valuable consideration, the receipt and sufficiency of which is acknowledged, hereby covenants and agrees as follows, with knowledge that the Fairfax County School Board is relying upon the statements set forth herein.

The Authorized Representative hereby covenants and agrees that he or she: (i) shall maintain in strict confidence and trust all records, reports and other documents or materials of any nature relating to the operations, students, families and employees of Fairfax County Public Schools (collectively, the "FCPS Confidential Student Records"); (ii) shall not disclose any FCPS Confidential Student Records to any person or entity who has not agreed to be bound by the terms of the Agreement, or a sworn statement executed pursuant thereto, unless the person or entity is an Authorized Representative of FCPS or is otherwise entitled to access to such FCPS Confidential Student Records pursuant to federal and/or Virginia law; (iii) shall use the FCPS Confidential Student Records solely for purposes related to and in furtherance of the performance by the Company of its obligations pursuant to the Agreement; (iv), upon expiration of the term of the Agreement, or upon the earlier termination of the Agreement for any reason, promptly shall deliver all FCPS Confidential Student Records to Fairfax County Public Schools; (v) shall continue to maintain as confidential all information obtained from FCPS Confidential Student Records after the expiration or termination of the Agreement.

IN WITNESS WHEREOF, the Authorized Representative has executed this Covenant of Confidentiality as of the __ day of _____, 200_.

[Name]

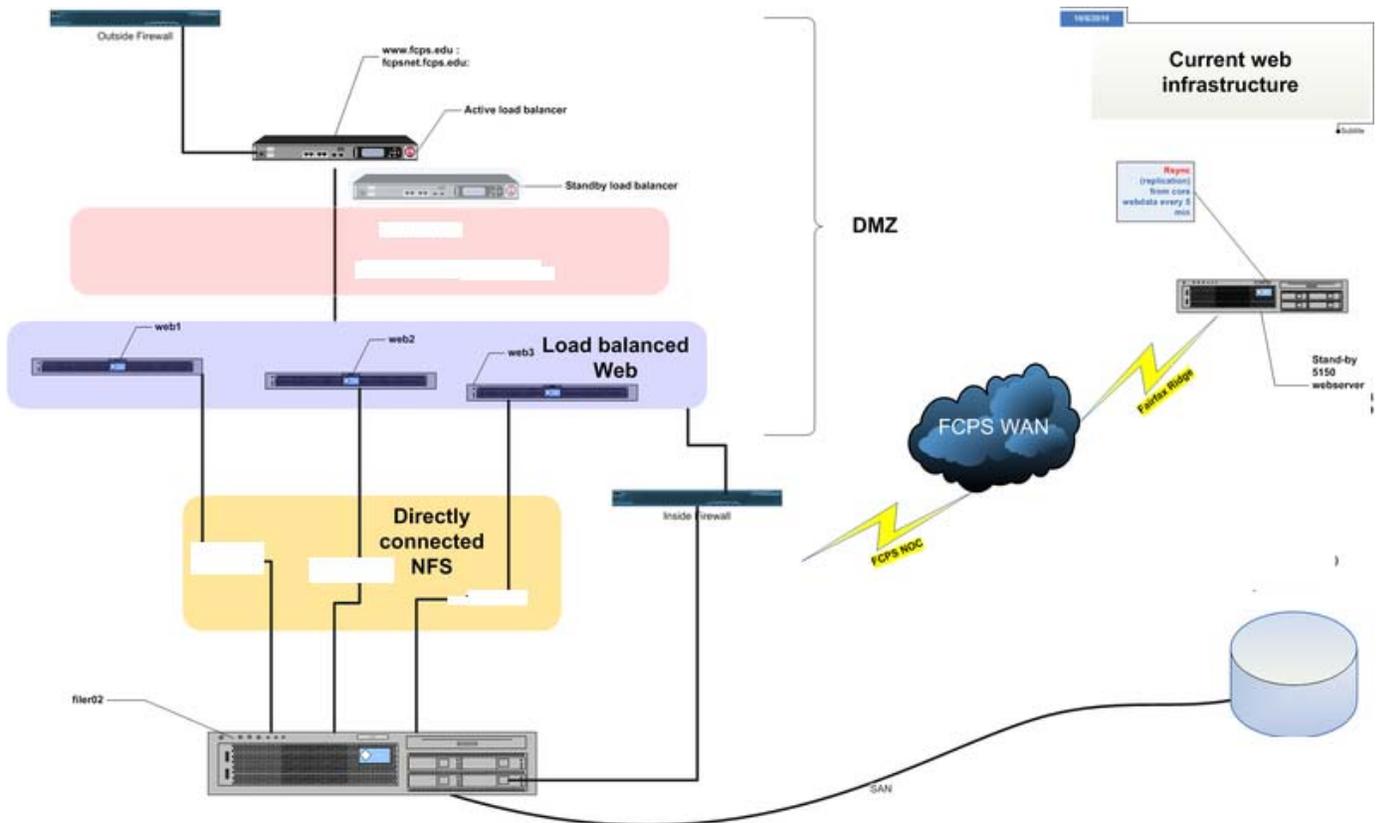
[Address]

()____ - _____
[Telephone No.]

APPENDIX F

Current State: www.fcps.edu

- Web: FCPS currently uses Oracle's iplanet/SunOne web services to provide content for all of FCPS schools and centers. This also includes all of FCPS's informational data and FCPS intranet.
- Technologies used: Oracle's iplanet, HTML, CSS, F5, Netapp, HP EVA.
- Architecture: 3 tier server and storage farm, public and intranet sites run from all sites, sharing storage architecture.
- Content Publishing: Over 300 curators use their preferred method to update 200+ websites in real time.
- Content: 20K html pages, 400k image/pdf files
- Applications: There are approximately 25 internally hosted Cold Fusion applications which are accessed through the public web.
- Web Traffic: 244,733,773 page views in 2014 with average of 111,916 visits per day.



APPENDIX G
PRICING SHEET

A. Mandatory Deployment

Task Number	Task description	Quantity	Unit Price (\$)	Total Cost (\$)
6.1	Project Work Plan*	1	\$	\$
6.2	Requirements Analysis and Discovery*	1	\$	\$
6.3	Design and Usability Services*	1	\$	\$
6.4	Build and Migration			
6.4.1	Central Offices	1	\$	\$
6.5	Deployment			
6.5.1	Central Offices	1	\$	
6.6	Training	20 users	\$	\$
	Mandatory Deployment Total		\$	\$

*Cost information for these items will reflect activities for a complete deployment to Central offices, High Schools, Middle School, and Elementary Schools, though the actual deployment may only include one, some, or all of these groups. That is, the project work plan, requirements analysis and discovery, and design and usability services will include specifics describing a complete deployment, although a partial deployment may be preferred by the customer based on available resources.

B. Potential Deployment Option 1 – Inclusion of High Schools and Secondary Schools (only)

Task Number	Deliverable	Quantity (Schools)	Unit Price (\$)	Total Cost (\$)
6.4	Build and Migration			
6.4.2.3	High Schools	22		
6.4.2.3	Secondary Schools	3		
	Build and Migration Total Schools	25	\$	\$
6.5	Deployment			
6.5.2.3	High Schools	22		
6.5.2.3	Secondary Schools	3		
	Deployment Total Schools	25	\$	\$
6.6	Training	25 users	\$	\$
	Potential Deployment Option 1 – Inclusion of High Schools and Secondary Schools (only) – Total		\$	\$

C. Potential Deployment Option 2 – Inclusion of High Schools, Secondary Schools, and Middle Schools and Special Education Centers (only)

Task Number	Deliverable	Quantity (Schools)	Unit Price (\$)	Total Cost (\$)
6.4	Build and Migration			
6.4.2.2	Middle Schools and Special Education Centers	30		
6.4.2.3	High Schools	22		
6.4.2.3	Secondary Schools	3		
	Build and Migration Total Schools	55	\$	\$
6.5	Deployment			
6.5.2.2	Middle Schools and Special Education Centers	30		
6.5.2.3	High Schools	22		
6.5.2.3	Secondary Schools	3		
	Deployment Total Schools	55	\$	\$
6.6	Training	55 users	\$	\$
	Potential Deployment Option 2 – Inclusion of High Schools, Secondary Schools, Middle Schools, and Special Education Centers (only) – Total		\$	\$

D. Potential Deployment Option 3 – Inclusion of Elementary Schools (only)

Task Number	Deliverable	Quantity (Schools)	Unit Price (\$)	Total Cost (\$)
6.4	Build and Migration			
6.4.2.1	Elementary Schools	139	\$	\$
6.5	Deployment			
6.5.2.1	Elementary Schools	139	\$	\$
6.6	Training	139 users	\$	\$
	Potential Deployment Option 3 – Inclusion of Elementary Schools (only) – Total		\$	\$

E. Potential Deployment Option 4 – Inclusion of All Schools

Task Number	Deliverable	Quantity (Schools)	Unit Price (\$)	Total Cost (\$)
6.4	Build and Migration – All Schools			
	High Schools	22		
	Secondary Schools	3		
	Middle Schools and Spec Ed Centers	30		
	Elementary Schools	139		
	Build and Migration Total	194	\$	\$
6.5	Deployment – All Schools			
	High Schools	22		
	Secondary Schools	3		
	Middle Schools and Spec Ed Centers	30		
	Elementary Schools	139		
	Deployment Total	194	\$	\$
6.6	Training	194 users	\$	\$
	Potential Deployment Option 4 – Inclusion of All Schools – Total		\$	\$

F. Translation services

Deliverable	Quantity	Unit Price (\$)	Total Cost (\$)
Translated Pages			
Arabic	500 pages	\$	\$
Farsi	500 pages	\$	\$
Korean	500 pages	\$	\$
Spanish	500 pages	\$	\$
Urdu	500 pages	\$	\$
Vietnamese	500 pages	\$	\$
Chinese	500 pages	\$	\$
Translation Total		\$	\$

G. Hosting Costs

Deliverable	Quantity (Offices & Schools)	Year 1**	Year 2	Year 3	Year 4	Year 5
Hosting						
Central Offices	1	\$	\$	\$	\$	\$
Central Offices, High Schools and Secondary Schools (Option 1)	Up to 30 sites	\$	\$	\$	\$	\$
Central Offices, High Schools, Middle Schools, and Spec Ed Centers (Option 2)	Up to 55 sites	\$	\$	\$	\$	\$
Central Offices and Elementary Schools (Option 3)	Up to 140 sites	\$	\$	\$	\$	\$
Central Offices and All Schools (Option 4)	Up to 195 sites	\$	\$	\$	\$	\$

* The site quantity is determined maximum number office (departmental) and school sites operating within the production environment between July and March (or ¾ of the fiscal year).

** The Hosting fee shall commence at production system “go live”.

H. Support & Maintenance Costs

Deliverable	Quantity (Offices & Schools)	Year 1**	Year 2	Year 3	Year 4	Year 5
Support & Maintenance						
Central Offices	1	\$	\$	\$	\$	\$
Central Offices, High Schools and Secondary Schools (Option 1)	Up to 30 sites	\$	\$	\$	\$	\$
Central Offices, High Schools, Middle Schools, and Spec Ed Centers (Option 2)	Up to 55 sites	\$	\$	\$	\$	\$
Central Offices and Elementary Schools (Option 3)	Up to 140 sites	\$	\$	\$	\$	\$
Central Offices and All Schools (Option 4)	Up to 195 sites	\$	\$	\$	\$	\$

* The site quantity is determined maximum number office (departmental) and school sites operating within the production environment between July and March (or ¾ of the fiscal year).

** The “Technical Support and Maintenance Services” fee shall commence at production system “go live”.

APPENDIX H
REFERENCES

All Offerors are required to submit 3 references:

Reference 1:

Company: _____

Address: _____

Point of Contact: _____

Current Telephone Number: _____

Email Address: _____

Please describe service provided: _____

Length of Engagement: _____

Reference 2:

Company: _____

Address: _____

Point of Contact: _____

Current Telephone Number: _____

Email Address: _____

Please describe service provided: _____

Length of Engagement: _____

Reference 3:

Company: _____

Address: _____

Point of Contact: _____

Current Telephone Number: _____

Email Address: _____

Please describe service provided: _____

Length of Engagement: _____