

UNIVERSITY OF MARYLAND BALTIMORE COUNTY

REQUEST FOR PROPOSAL # BC-21057-R

FOR

ONLINE EVENT TICKETING SYSTEM CONTRACT

ISSUE DATE: APRIL 5, 2017

SIGNIFICANT MILESTONES	TIME:	DATE
Issue Date	4:00 PM	Wednesday, April 5, 2017
Deadline for Questions	4:00 PM	Tuesday, April 11, 2017
Technical Proposal Due	4:00 PM	Wednesday, April 19, 2017
Ticketing System Demonstration	TBD	Thursday, April 27, 2017
Anticipated Price Proposal Due Date	TBD	Tuesday, May 9, 2017

WARNING: Prospective bidders who have received this document from a source other than the Issuing Office should immediately contact the Issuing Office and provide their name and mailing address in order that amendments to the solicitation or other communications can be sent to them. Any Prospective Proposer who fails to notify the Issuing Office with this information assumes complete responsibility in the event that they do not receive communications from the Issuing Office prior to the closing date.

UNIVERSITY OF MARYLAND BALTIMORE COUNTY

1000 Hilltop Circle
Baltimore, MD 21250

www.umbc.edu

EXHIBIT-1

ONLINE EVENT TICKETING SYSTEM

University of Maryland, Baltimore County (UMBC), a constituent institution of the University System of Maryland (USM), invites proposals from qualified firms to provide an Online Event Ticketing System.

1. BACKGROUND & PURPOSE

The University invites qualified firms to provide proposals for an Online Event Ticketing System, which will include methods of purchasing, claiming, redeeming, and managing both free and paid event tickets.

The Online Event Ticketing System will be a shared campus-wide system used by the Intercollegiate Athletics department (NCAA Division I/America East teams), Dance, Music, and Theatre Performing Arts venues, Student Life and Student Organization events, as well as numerous conferences and departmental events. With the anticipated opening of the University's new 5,000 seat Arena in January 2018, the capacity for total event venue seating on campus will double to approximately 10,000 seats.

The successful proposer must demonstrate **how** an implemented shared campus system can keep each department autonomous and separate within the shared system, while adding value to the experiences of UMBC event organizers and attendees.

The system must be ready for a minimally operational pilot period by September 1st, 2017. Operational requirements include accepting payments via a payment gateway and being able to sell and redeem tickets for events.

2. Issuing Office / Point of Contact

The sole point of contact at UMBC for purposes of this Solicitation is the Procurement Officer noted below. Any questions with regard to any aspect of this proposal must be directed to **Mallela Ralliford** in writing.

Mallela Ralliford
University of Maryland Baltimore County
Department of Procurement
Administration Building, Room 732,
1000 Hilltop Circle
Baltimore, MD 21250
Voice: (410) 455-2071
E-mail: MRalliford@umbc.edu

3. **Pre-Proposal Conference.** There will be no Pre-Proposal Conference.

4. **Inquires.** Questions and inquiries should be directed to the individual referenced as the Point of Contact above. **All such questions and inquiries must be received Tuesday, April 11, 2017.** Inquiries will receive a written reply.

5. **Term of Contract.** Any contract arising from this solicitation action shall commence on the date the contract is executed on behalf of UMBC or such later date, as UMBC and the Contractor shall agree. The term of the resulting Agreement shall be **two (2) years, with four (4) additional two-year renewal terms at the sole discretion of the University.**
6. **RFP Closing Date.** In order to be considered, an original, one (1) electronic copy and two (2) copies [**for a total of four (4) sets**] of the **Technical Proposal**. Late proposals cannot be accepted. Electronic versions of the proposals are to be emailed to UMBC Box
 - Technical Proposal to be emailed to: OnlineT.zwlktyy36bumx864@u.box.com

SCOPE OF WORK

I. General Ticketing System Needs

Mandatory:

1. Must be hosted as a Software as a Service (SaaS) or similar cloud based service.
2. Must provide a mobile friendly web-based interface for ticket claim and purchase, via one (1) of these approaches:
 - i. Mobile-responsive webpage design, or
 - ii. A specific web-based mobile interface.
3. Must support mobile device redemption of tickets, via scanning an attendee cellphone or other device.
4. Must be compatible with visual accessibility software and have previously tested with a screen reader.
5. Must be able to organize events into separate departments, with each department having a separate page listing the related events.
Example: Soccer events listed on a separate page from Music events.
6. Must be able to print a physical ticket or ticket paper at front of event/Box Office locations when a customer does not have a smartphone. Alternatively, provide a method to email an electronic ticket if existing customer is purchasing at Box Office.
7. Must have functions, interventions, and preventative measures to combat fraud and counterfeiting, such that tickets cannot be forged, duplicated, or redeemed multiple times.
8. Must allow authentication of UMBC ticket customers via Single Sign-on in line with the InCommon Federation's Shibboleth approach, and will be available for integration with UMBC's Shibboleth implementation.
9. Must support authentication of Staff/Administrative users via Single Sign-on in line with the InCommon Federation's Shibboleth approach, and will be available for integration with UMBC's Shibboleth implementation.
10. Must provide an option to authenticate and create accounts for non-UMBC constituents via at minimum one (1) major Social Authentication method (Facebook, Google, Twitter, etc.).
11. Must include a granular permissions model to allow administrator to set security for staff users.
12. Must have a service contact for administrators with after-hours service and weekend service.
13. Must allow a simple method to communicate with all ticket purchasers for an event, either via a communication function or easy export of emails per event.
Example: Communication with show attendees in case of emergency.

Highly Desired:

14. Highly desired to provide a separate gateway or URL to events specifically to use Shibboleth SSO, such that both of the below conditions are met:
 - i. If signed in, the person following that link is already authenticated and signed in when viewing the event, or
 - ii. If not signed in, is prompted to authenticate and is then returned to the event.

Example: A student browsing on an event in the myUMBC Portal clicks on a “Buy Tickets” link, taking them to the event, and already authenticated via Single Sign-on.
15. Highly desired to support one (1) or more of the following visual impairment friendly options:
 - i. Purchase by seat option
 - ii. Purchase by price option.
16. Highly desired to offer one (1) or more of the following:
 - i. A method of linking events to Season Passes, and facilitating the purchase and redemption of season passes,
 - ii. A flexible membership module.
17. Highly desired to be able to link season passes to specific seats for seated events.

Example: A Basketball Season Ticket holder has the same seat assigned and reserved throughout the season. That seat is not available for purchase.
18. Highly desired to be able to group multi-day or recurring events that are ticketed separately, by an overall page.

Example: A show that has a run of multiple dates displays all dates selectable on a single page. Baseball season events are grouped on a single page.
19. Highly desired to be able to create a template for events or copy/clone a previously created event.
20. Highly desired to provide a function to “transfer” tickets to another person, with controls at the event level as to whether transfer is allowed.

Example: A season ticket holder transfers a seat for one event to a friend. Patron A transfers a ticket purchased for a music concert to Patron B. A Student Government funded events sets tickets only to be sold to students, and does not allow transfer.

Optional:

21. May support mobile/wearable device redemption via Near Field Communication (NFC).
22. May offer an option to visually style or brand tickets on a per department, and/or per event basis.
23. May offer an administrative option to facilitate support for pricing, distribution and redemption of Group Sales.

Example: System functions that support large blocks of seats purchased in bulk.

II. Comp Ticket Requirements

A Comp Ticket is defined as a no-cost ticket provisioned for a paid event. The ticket must not have a cost tied to the customer, or to the University.

Example: Comp tickets provided to members of a specific major, such as Music majors attending Music events for free. Other examples include family members of athletes, friends of show performers, VIPs.

Mandatory:

1. Must provide unlimited comp tickets supported through the system for all events, at either no cost or an annual administrative fee.

Highly Desired:

2. Highly desired to provide a function to automatically award comp tickets based on rules.
Example: Giving a group of account holders automatic comp tickets to a specific group of events based on enrollment data or major.
3. Highly desired to allow an ad-hoc upload of emails for the purposes of awarding comp tickets.

Optional:

4. May provide coupon codes as an additional functionality for supporting comp tickets
Example: A user receives an individual code AB123CD234DE536 that redeems to a free ticket.
5. May implement a quota functionality on all distributed coupon codes.
6. May offer a method of linking comp tickets to be limited to specific seats, or tiers of seats, per event.

III. Financial Requirements

Mandatory

1. Must implement one (1) of the following payment gateway solutions:
 - i. Host a payment portal for online purchases, supporting at minimum Credit Card transactions. Optionally facilitate other payment types such as PayPal or Masterpass.
 - ii. Integrate with Higher One CASHNet eMarket Checkout.
2. Must demonstrate PCI compliance for the purposes of online credit card/ACH sales, and box office point of sale for cash, check, credit card purchases.
3. Must be able to handle both cash and Credit Card transactions at front of event/Box Office locations.
4. Must allow for event pricing flexibility to include all of the following features: Multiple price points/price tiers, Date sensitive prices, and Reserved seating prices.
5. Must allow multiple Custom Fields to be set with each Department, for the purposes of export from the payment gateway (*See Data Management #3*).
Example: Support custom fields used to comprise a Department's chartstring in the Financial system such as "Department ID".

6. Must allow multiple Custom Fields to be set with each Event, for the purposes of export from the payment gateway (*See Data Management #3*).
Example: Support custom fields used to comprise a Department's chartstring in the Financial system such as "Account Code", "Fund Code", "Project ID".
7. Must, in receipt of funds from online sales, have disbursement/settlement of funds to UMBC at minimum be batched together by Department.
Example: The Basketball team sells a total of \$X dollars in a period. The Dance department sells a total of \$Y dollars in the same period. When funds are disbursed to UMBC, the amounts X and Y must be listed separately and not merged together.
8. Must include real time reporting on system data for all of the following reconciliation needs:
 - i. Transactions by settlement batch including price paid and price, less all fees,
 - ii. Transactions by event and date range,
 - iii. Transactions by box office/online, and
 - iv. Transactions by check or EFT number of payment remitted to UMBC.
9. Must provide a function to print a transaction receipt for in-person purchases.
10. Must automatically email a receipt to a customer for online purchases.

Highly Desired:

11. Highly desired to allow for a simple and efficient refund process to customers, with refund tied to original transaction.
12. Highly desired to have a "customer lookup" function for in person sales, such that a sale can be done and is tied to existing account holders.

Optional:

13. May provide SMS text message receipts to customers.
14. May, in receipt of funds from online sales, allow UMBC to set a schedule of when disbursement/settlement of financial transactions happen.
15. May, in receipt of funds from online sales, have disbursement of funds batched more granularly by event. (*This is a further granularity to Financial Requirements #6*)
16. May allow ticket purchasers of multiple tickets, an optional field to include email or name of each additional ticket holder, or a way to "share" that ticket with them.

IV. Data Management

Mandatory

1. Must support one (1) or more of the following for Import:
 - i. Automatic import of data to account holders from a flat file on an SFTP dropsite on a nightly basis,
 - ii. An API to push data to account holders on a nightly basis.

2. Must support one (1) or more of the following for Export of system information, including but not limited to events, purchases/claims for tickets, and data about the accounts that redeemed tickets:
 - i. Automatic export of data to a flat file on an SFTP dropsite on a nightly basis,
 - ii. An API to pull system data on a nightly basis.

3. Must be able to export all Payment Gateway transactions as a flat file export to an SFTP dropsite. **Export should be able to meet the following fields as an example, but it will be necessary to refine an exact format upon implementation:**
 - i. Transaction Reference Number
 - ii. Customer ID
 - iii. Date/Time Stamp of purchase
 - iv. Payment Method
 - v. Description of Purchase
 - vi. Department Name (or code)
 - vii. Custom field(s) of Department that held event (ex. Department ID) (*See Financial Requirements #5*)
 - viii. Custom fields(s) of Event (ex. Account Code, Fund Code, Project ID) (*See Financial Requirements #6*)
 - ix. Transaction amount

Highly Desired:

4. Highly desired for administrators to have a self-service file import of account holder information via a web-based interface, or provide a customer service facilitated file import.

PROPOSAL CRITERIA

The purpose of this response is to display full comprehension of the services to be provided and how such services will be provided to the University.

A. Online Event Ticketing System

All proposers shall provide a detailed description of your online event ticketing system and its capabilities (complete Online Event Ticketing System Requirement Form located in Attachment A). Proposer must provide the approach for implementation and training.

B. Evaluation Process & System Demo

Your proposal should include the following:

1. A cover letter, signed by an officer or member authorized to bind the firm to the proposed fees, rates, and terms.
2. Summary of the qualifications and experience of the firm. Include the following:
 - Company history, including documented success providing similar services.
 - Experience with higher education institutions, public and private.
3. Your firm is invited to submit a proposal for these services. You firm **must** be prepared to **demonstrate** your Online Event Ticketing System on **Thursday, April 27, 2017**.

C. Experience & Demonstration of Prior Work

All proposers shall have a minimum of three years' experience providing online event ticketing system in comparable environments.

D. Firm Experience/Firm References

Provide three (3) client contacts similar to UMBC's in scope and size. Specifically, the firm should provide client references where the firm has provided an Online Event Ticketing System. Please include name, title, role on the contract, phone number (including area code and extension numbers) and e-mail address. Proposers are to provide this information as part of the Technical Proposal; however, UMBC will check references only of the clients of the shortlisted Proposing Firms. UMBC reserves the right to verify all information given if it so chooses, as well as, to check any other sources available including itself even if not provided as a reference by the Proposer. Projects may be from both private and public sector clients, however, **at least one (1) projects must be from higher education institutions.**

It is imperative that the contact names and phone numbers given for the contracts/clients listed are accurate. References will be held in the strictest of confidence by the University. The contact person should be capable of speaking to a firm's capability in performing the services required. References will be held in the strictest of confidence.

E. Company Profile

The Proposer is to provide a narrative regarding the Company Profile, to include the following elements:

- A brief history of the firm's provision of services;
- How long firm the firm has been providing such services;
- Address of the branch office(s) that will be serving UMBC;
- Annual Sales Volume of projects for the branch office that will service the University on a per year basis for the last three (3) years.

Proposals shall clearly identify data considered confidential, or containing proprietary information or trade secrets that should not be disclosed by the University under Title 5 of the General Provisions Article, Annotated Code of Maryland.

- By submitting a proposal, Proposer represents that it is not in arrears in the payment of any obligation due and owing the State of Maryland, including payment of taxes and employee benefits and, if selected, shall not become so in arrears during the term.
- UMBC reserves the right to award the contract in whole or in part, and to make multiple awards, or no award, as its best interests may require.

ATTACHMENT A
Technical Proposal Forms

The following forms must be included within the Technical Offer. However, completion of these forms is **not** the entire contents of the Technical Proposal.

- Bid/Proposal Affidavit
- Online Event Ticketing System Requirement Form
- Firm Experience Form
- Company Profile Form

BID/PROPOSAL AFFIDAVIT

A. Authority

I HEREBY AFFIRM THAT:

I (print name) _____ possess the legal authority to make this Affidavit.

B. CERTIFICATION REGARDING COMMERCIAL NONDISCRIMINATION

The undersigned bidder hereby certifies and agrees that the following information is correct: In preparing its bid on this project, the bidder has considered all proposals submitted from qualified, potential subcontractors and suppliers, and has not engaged in "discrimination" as defined in §19-103 of the State Finance and Procurement Article of the Annotated Code of Maryland. "Discrimination" means any disadvantage, difference, distinction, or preference in the solicitation, selection, hiring, or commercial treatment of a vendor, subcontractor, or commercial customer on the basis of race, color, religion, ancestry, or national origin, sex, age, marital status, sexual orientation, or on the basis of disability or any otherwise unlawful use of characteristics regarding the vendor's, supplier's, or commercial customer's employees or owners. "Discrimination" also includes retaliating against any person or other entity for reporting any incident of "discrimination". Without limiting any other provision of the solicitation on this project, it is understood that, if the certification is false, such false certification constitutes grounds for the State to reject the bid submitted by the bidder on this project, and terminate any contract awarded based on the bid. As part of its bid or proposal, the bidder herewith submits a list of all instances within the past 4 years where there has been a final adjudicated determination in a legal or administrative proceeding in the State of Maryland that the bidder discriminated against subcontractors, vendors, suppliers, or commercial customers, and a description of the status or resolution of that determination, including any remedial action taken. Bidder agrees to comply in all respects with the State's Commercial Nondiscrimination Policy as described under Title 19 of the State Finance and Procurement Article of the Annotated Code of Maryland.

B-1. Certification Regarding Minority Business Enterprises.

The undersigned bidder hereby certifies and agrees that it has fully complied with the State Minority Business Enterprise Law, State Finance and Procurement Article, §14-308(a)(2), Annotated Code of Maryland, which provides that, except as otherwise provided by law, a contractor may not identify a certified minority business enterprise in a bid or proposal and:

- (1) Fail to request, receive, or otherwise obtain authorization from the certified minority business enterprise to identify the certified minority proposal;
- (2) Fail to notify the certified minority business enterprise before execution of the contract of its inclusion in the bid or proposal;
- (3) Fail to use the certified minority business enterprise in the performance of the contract; or
- (4) Pay the certified minority business enterprise solely for the use of its name in the bid or proposal.

Without limiting any other provision of the solicitation on this project, it is understood that if the certification is false, such false certification constitutes grounds for the State to reject the bid submitted by the bidder on this project, and terminate any contract awarded based on the bid.

B-2. Certification Regarding Veteran-Owned Small Business Enterprises. The undersigned bidder hereby certifies and agrees that it has fully complied with the State veteran-owned small business enterprise law, State Finance and Procurement Article, §14-605, Annotated Code of Maryland, which provides that a person may not:

- (1) Knowingly and with intent to defraud, fraudulently obtain, attempt to obtain, or aid another person in fraudulently obtaining or attempting to obtain public money, procurement contracts, or funds expended under a procurement contract to which the person is not entitled under this title;
- (2) Knowingly and with intent to defraud, fraudulently represent participation of a veteran-owned small business enterprise in order to obtain or retain a bid preference or a procurement contract;

- (3) Willfully and knowingly make or subscribe to any statement, declaration, or other document that is fraudulent or false as to any material matter, whether or not that falsity or fraud is committed with the knowledge or consent of the person authorized or required to present the declaration, statement, or document;
- (4) Willfully and knowingly aid, assist in, procure, counsel, or advise the preparation or presentation of a declaration, statement, or other document that is fraudulent or false as to any material matter, regardless of whether that falsity or fraud is committed with the knowledge or consent of the person authorized or required to present the declaration, statement, or document;
- (5) Willfully and knowingly fail to file any declaration or notice with the unit that is required by COMAR 21.11.12; or
- (6) Establish, knowingly aid in the establishment of, or exercise control over a business found to have violated a provision of §B-2(1)—(5) of this regulation.

C. AFFIRMATION REGARDING BRIBERY CONVICTIONS

I FURTHER AFFIRM THAT:

Neither I, nor to the best of my knowledge, information, and belief, the above business (as is defined in Section 16-101(b) of the State Finance and Procurement Article of the Annotated Code of Maryland), or any of its officers, directors, partners, controlling stockholders, or any of its employees directly involved in the business's contracting activities including obtaining or performing contracts with public bodies has been convicted of, or has had probation before judgment imposed pursuant to Criminal Procedure Article, §6-220, Annotated Code of Maryland, or has pleaded nolo contendere to a charge of, bribery, attempted bribery, or conspiracy to bribe in violation of Maryland law, or of the law of any other state or federal law, except as follows (indicate the reasons why the affirmation cannot be given and list any conviction, plea, or imposition of probation before judgment with the date, court, official or administrative body, the sentence or disposition, the name(s) of person(s) involved, and their current positions and responsibilities with the business):

_____.

D. AFFIRMATION REGARDING OTHER CONVICTIONS

I FURTHER AFFIRM THAT:

Neither I, nor to the best of my knowledge, information, and belief, the above business, or any of its officers, directors, partners, controlling stockholders, or any of its employees directly involved in the business's contracting activities including obtaining or performing contracts with public bodies, has:

- (1) Been convicted under state or federal statute of:
 - (a) A criminal offense incident to obtaining, attempting to obtain, or performing a public or private contract; or
 - (b) Fraud, embezzlement, theft, forgery, falsification or destruction of records or receiving stolen property;
- (2) Been convicted of any criminal violation of a state or federal antitrust statute;
- (3) Been convicted under the provisions of Title 18 of the United States Code for violation of the Racketeer Influenced and Corrupt Organization Act, 18 U.S.C. §1961 et seq., or the Mail Fraud Act, 18 U.S.C. §1341 et seq., for acts in connection with the submission of bids or proposals for a public or private contract;
- (4) Been convicted of a violation of the State Minority Business Enterprise Law, §14-308 of the State Finance and Procurement Article of the Annotated Code of Maryland;
- (5) Been convicted of a violation of §11-205.1 of the State Finance and Procurement Article of the Annotated Code of Maryland;

(6) Been convicted of conspiracy to commit any act or omission that would constitute grounds for conviction or liability under any law or statute described in subsections (1)—(5) above;

(7) Been found civilly liable under a state or federal antitrust statute for acts or omissions in connection with the submission of bids or proposals for a public or private contract;

(8) Been found in a final adjudicated decision to have violated the Commercial Nondiscrimination Policy under Title 19 of the State Finance and Procurement Article of the Annotated Code of Maryland with regard to a public or private contract; or

(9) Admitted in writing or under oath, during the course of an official investigation or other proceedings, acts or omissions that would constitute grounds for conviction or liability under any law or statute described in §§B and C and subsections D(1)—(8) above, except as follows (indicate reasons why the affirmations cannot be given, and list any conviction, plea, or imposition of probation before judgment with the date, court, official or administrative body, the sentence or disposition, the name(s) of the person(s) involved and their current positions and responsibilities with the business, and the status of any debarment):

E. AFFIRMATION REGARDING DEBARMENT

I FURTHER AFFIRM THAT:

Neither I, nor to the best of my knowledge, information, and belief, the above business, or any of its officers, directors, partners, controlling stockholders, or any of its employees directly involved in the business's contracting activities, including obtaining or performing contracts with public bodies, has ever been suspended or debarred (including being issued a limited denial of participation) by any public entity, except as follows (list each debarment or suspension providing the dates of the suspension or debarment, the name of the public entity and the status of the proceedings, the name(s) of the person(s) involved and their current positions and responsibilities with the business, the grounds of the debarment or suspension, and the details of each person's involvement in any activity that formed the grounds of the debarment or suspension).

F. AFFIRMATION REGARDING DEBARMENT OF RELATED ENTITIES

I FURTHER AFFIRM THAT:

(1) The business was not established and it does not operate in a manner designed to evade the application of or defeat the purpose of debarment pursuant to Sections 16-101, et seq., of the State Finance and Procurement Article of the Annotated Code of Maryland; and

(2) The business is not a successor, assignee, subsidiary, or affiliate of a suspended or debarred business, except as follows (you must indicate the reasons why the affirmations cannot be given without qualification):

G. SUB-CONTRACT AFFIRMATION

I FURTHER AFFIRM THAT:

Neither I, nor to the best of my knowledge, information, and belief, the above business, has knowingly entered into a contract with a public body under which a person debarred or suspended under Title 16 of the State Finance and Procurement Article of the

Annotated Code of Maryland will provide, directly or indirectly, supplies, services, architectural services, construction related services, leases of real property, or construction.

H. AFFIRMATION REGARDING COLLUSION

I FURTHER AFFIRM THAT:

Neither I, nor to the best of my knowledge, information, and belief, the above business has:

(1) Agreed, conspired, connived, or colluded to produce a deceptive show of competition in the compilation of the accompanying bid or offer that is being submitted;

(2) In any manner, directly or indirectly, entered into any agreement of any kind to fix the bid price or price proposal of the bidder or offeror or of any competitor, or otherwise taken any action in restraint of free competitive bidding in connection with the contract for which the accompanying bid or offer is submitted.

I. CERTIFICATION OF TAX PAYMENT

I FURTHER AFFIRM THAT: Except as validly contested, the business has paid, or has arranged for payment of, all taxes due the State of Maryland and has filed all required returns and reports with the Comptroller of the Treasury, the State Department of Assessments and Taxation, and the Department of Labor, Licensing, and Regulation, as applicable, and will have paid all withholding taxes due the State of Maryland prior to final settlement.

J. CONTINGENT FEES

I FURTHER AFFIRM THAT:

The business has not employed or retained any person, partnership, corporation, or other entity, other than a bona fide employee, bona fide agent, bona fide salesperson, or commercial selling agency working for the business, to solicit or secure the Contract, and that the business has not paid or agreed to pay any person, partnership, corporation, or other entity, other than a bona fide employee, bona fide agent, bona fide salesperson, or commercial selling agency, any fee or any other consideration contingent on the making of the Contract.

K. CERTIFICATION REGARDING INVESTMENTS IN IRAN

(1) The undersigned certifies that, in accordance with State Finance and Procurement Article, §17-705, Annotated Code of Maryland:

(a) It is not identified on the list created by the Board of Public Works as a person engaging in investment activities in Iran as described in State Finance and Procurement Article, §17-702, Annotated Code of Maryland; and

(b) It is not engaging in investment activities in Iran as described in State Finance and Procurement Article, §17-702, Annotated Code of Maryland.

2. The undersigned is unable to make the above certification regarding its investment activities in Iran due to the following activities:

L. CONFLICT MINERALS ORIGINATED IN THE DEMOCRATIC REPUBLIC OF CONGO (FOR SUPPLIES AND SERVICES CONTRACTS)

I FURTHER AFFIRM THAT:

The business has complied with the provisions of State Finance and Procurement Article, §14-413, Annotated Code of Maryland governing proper disclosure of certain information regarding conflict minerals originating in the Democratic Republic of Congo or its neighboring countries as required by federal law.

M. ACKNOWLEDGEMENT

I ACKNOWLEDGE THAT this Affidavit is to be furnished to the Procurement Officer and may be distributed to units of: (1) the State of Maryland; (2) counties or other subdivisions of the State of Maryland; (3) other states; and (4) the federal government. I further acknowledge that this Affidavit is subject to applicable laws of the United States and the State of Maryland, both criminal and civil, and that nothing in this Affidavit or any contract resulting from the submission of this bid or proposal shall be construed to supersede, amend, modify or waive, on behalf of the State of Maryland, or any unit of the State of Maryland having jurisdiction, the exercise of any statutory right or remedy conferred by the Constitution and the laws of Maryland with respect to any misrepresentation made or any violation of the obligations, terms and covenants undertaken by the above business with respect to (1) this Affidavit, (2) the contract, and (3) other Affidavits comprising part of the contract.

I DO SOLEMNLY DECLARE AND AFFIRM UNDER THE PENALTIES OF PERJURY THAT THE CONTENTS OF THIS AFFIDAVIT ARE TRUE AND CORRECT TO THE BEST OF MY KNOWLEDGE, INFORMATION, AND BELIEF.

Date: _____ By: _____ (print name of Authorized Representative and Affiant)

_____ (signature of Authorized Representative and Affiant)

RFP # BC-21057-R Online Event Ticketing System Requirement Form

Instructions: For each requirement, indicate with an "X" whether the requirement is standard functionality, a customization, provided through an additional 3rd party software or if unable to meet that requirement.

Completed by:	
Date Completed:	
Product Name and Version:	

	Functionality	Standard Function	Customization	Additional 3rd Party Software	Unable to Meet	Comments
I. General Ticketing System Needs (Items starting with "May" or "Highly Desired" are not required)						
1	Must be hosted as a Software as a Service (SaaS) or similar cloud based service.					
2	Must provide a mobile friendly web-based interface for ticket claim and purchase, via one (1) of these approaches: i. Mobile-responsive webpage design, or ii. A specific web-based mobile interface.					
3	Must support mobile device redemption of tickets, via scanning an attendee cellphone or other device.					
4	Must be compatible with visual accessibility software and have previously tested with a screen reader.					
5	Must be able to organize events into separate departments, with each department having a separate page listing the related events. <i>Example: Soccer events listed on a separate page from Music events.</i>					
6	Must be able to print a physical ticket or ticket paper at front of event/Box Office locations when a customer does not have a smartphone. Alternatively, provide a method to email an electronic ticket if existing customer is purchasing at Box Office.					
7	Must have functions, interventions, and preventative measures to combat fraud and counterfeiting, such that tickets cannot be forged, duplicated, or redeemed multiple times.					
8	Must allow authentication of UMBC ticket customers via Single Sign-on in line with the InCommon Federation's Shibboleth approach, and will be available for integration with UMBC's Shibboleth implementation.					

Functionality		Standard Function	Customization	Additional 3rd Party Software	Unable to Meet	Comments
9	Must support authentication of Staff/Administrative users via Single Sign-on in line with the InCommon Federation's Shibboleth approach, and will be available for integration with UMBC's Shibboleth implementation.					
10	Must provide an option to authenticate and create accounts for non-UMBC constituents via at minimum one (1) major Social Authentication method (Facebook, Google, Twitter, etc.).					
11	Must include a granular permissions model to allow administrator to set security for staff users.					
12	Must have a service contact for administrators with after-hours service and weekend service.					
13	Must allow a simple method to communicate with all ticket purchasers for an event, either via a communication function or easy export of emails per event. <i>Example: Communication with show attendees in case of emergency.</i>					
14	Highly desired to provide a separate gateway or URL to events specifically to use Shibboleth SSO, such that both of the below conditions are met: i. If signed in, the person following that link is already authenticated and signed in when viewing the event, or ii. If not signed in, is prompted to authenticate and is then returned to the event. <i>Example: A student browsing on an event in the myUMBC Portal clicks on a "Buy Tickets" link, taking them to the event, and already authenticated via Single Sign-on.</i>					
15	Highly desired to support one (1) or more of the following visual impairment friendly options: i. Purchase by seat option ii. Purchase by price option.					
16	Highly desired to offer one (1) or more of the following: i. A method of linking events to Season Passes, and facilitating the purchase and redemption of season passes, ii. A flexible membership module.					

Functionality		Standard Function	Customization	Additional 3rd Party Software	Unable to Meet	Comments
17	Highly desired to be able to link season passes to specific seats for seated events. <i>Example: A Basketball Season Ticket holder has the same seat assigned and reserved throughout the season. That seat is not available for purchase.</i>					
18	Highly desired to be able to group multi-day or recurring events that are ticketed separately, by an overall page. <i>Example: A show that has a run of multiple dates displays all dates selectable on a single page. Baseball season events are grouped on a single page.</i>					
19	Highly desired to be able to create a template for events or copy/clone a previously created event.					
20	Highly desired to provide a function to “transfer” tickets to another person, with controls at the event level as to whether transfer is allowed. <i>Example: A season ticket holder transfers a seat for one event to a friend. Patron A transfers a ticket purchased for a music concert to Patron B. A Student Government funded events sets tickets only to be sold to students, and does not allow transfer.</i>					
21	May support mobile/wearable device redemption via Near Field Communication (NFC).					
22	May offer an option to visually style or brand tickets on a per department, and/or per event basis.					
23	May offer an administrative option to facilitate support for pricing, distribution and redemption of Group Sales. <i>Example: System functions that support large blocks of seats purchased in bulk.</i>					

II. Comp Ticket Requirements

A Comp Ticket is defined as a no-cost ticket provisioned for a paid event. The ticket must not have a cost tied to the customer, or to the University.

Example: Comp tickets provided to members of a specific major, such as Music majors attending Music events for free. Other examples include family members of athletes, friends of show performers, VIPs.

1	Must provide unlimited comp tickets supported through the system for all events, at either no cost or an annual administrative fee.					
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Functionality		Standard Function	Customization	Additional 3rd Party Software	Unable to Meet	Comments
2	Highly desired to provide a function to automatically award comp tickets based on rules. <i>Example: Giving a group of account holders automatic comp tickets to a specific group of events based on enrollment data or major.</i>					
3	Highly desired to allow an ad-hoc upload of emails for the purposes of awarding comp tickets.					
4	May provide coupon codes as an additional functionality for supporting comp tickets <i>Example: A user receives an individual code AB123CD234DE536 that redeems to a free ticket.</i>					
5	May implement a quota functionality on all distributed coupon codes.					
6	May offer a method of linking comp tickets to be limited to specific seats, or tiers of seats, per event.					
III. Financial Requirements						
1	Must implement one (1) of the following payment gateway solutions: i. Host a payment portal for online purchases, supporting at minimum Credit Card transactions. Optionally facilitate other payment types such as PayPal or Masterpass. ii. Integrate with Higher One CASHNet eMarket Checkout.					
2	Must demonstrate PCI compliance for the purposes of online credit card/ACH sales, and box office point of sale for cash, check, credit card purchases.					
3	Must be able to handle both cash and Credit Card transactions at front of event/Box Office locations.					
4	Must allow for event pricing flexibility to include all of the following features: Multiple price points/price tiers, Date sensitive prices, and Reserved seating prices.					

Functionality		Standard Function	Customization	Additional 3rd Party Software	Unable to Meet	Comments
5	<p>Must allow multiple Custom Fields to be set with each Department, for the purposes of export from the payment gateway (See Data Management #3).</p> <p><i>Example: Support custom fields used to comprise a Department's chartstring in the Financial system such as "Department ID".</i></p>					
6	<p>Must allow multiple Custom Fields to be set with each Event, for the purposes of export from the payment gateway (See Data Management #3).</p> <p><i>Example: Support custom fields used to comprise a Department's chartstring in the Financial system such as "Account Code", "Fund Code", "Project ID".</i></p>					
7	<p>Must, in receipt of funds from online sales, have disbursal/settlement of funds to UMBC at minimum be batched together by Department.</p> <p><i>Example: The Basketball team sells a total of \$X dollars in a period. The Dance department sells a total of \$Y dollars in the same period. When funds are disbursed to UMBC, the amounts X and Y must be listed separately and not merged together.</i></p>					
8	<p>Must include real time reporting on system data for all of the following reconciliation needs:</p> <ul style="list-style-type: none"> i. Transactions by settlement batch including price paid and price, less all fees, ii. Transactions by event and date range, iii. Transactions by box office/online, and iv. Transactions by check or EFT number of payment remitted to UMBC. 					
9	<p>Must provide a function to print a transaction receipt for in-person purchases.</p>					
10	<p>Must automatically email a receipt to a customer for online purchases.</p>					
11	<p>Highly desired to allow for a simple and efficient refund process to customers, with refund tied to original transaction.</p>					

Functionality		Standard Function	Customization	Additional 3rd Party Software	Unable to Meet	Comments
12	Highly desired to have a "customer lookup" function for in person sales, such that a sale can be done and is tied to existing account holders.					
13	May provide SMS text message receipts to customers.					
14	May, in receipt of funds from online sales, allow UMBC to set a schedule of when disbursal/settlement of financial transactions happen.					
15	May, in receipt of funds from online sales, have disbursal of funds batched more granularly by event. <i>(This is a further granularity to Financial Requirements #6)</i>					
16	May allow ticket purchasers of multiple tickets, an optional field to include email or name of each additional ticket holder, or a way to "share" that ticket with them.					
IV. Data Management						
1	Must support one (1) or more of the following for Import: i. Automatic import of data to account holders from a flat file on an SFTP dropsite on a nightly basis, ii. An API to push data to account holders on a nightly basis.					
2	Must support one (1) or more of the following for Export of system information, including but not limited to events, purchases/claims for tickets, and data about the accounts that redeemed tickets: i. Automatic export of data to a flat file on an SFTP dropsite on a nightly basis, ii. An API to pull system data on a nightly basis.					

Functionality		Standard Function	Customization	Additional 3rd Party Software	Unable to Meet	Comments
3	<p>Must be able to export all Payment Gateway transactions as a flat file export to an SFTP dropsite. Export should be able to meet the following fields as an example, but it will be necessary to refine an exact format upon implementation:</p> <ul style="list-style-type: none"> i. Transaction Reference Number ii. Customer ID iii. Date/Time Stamp of purchase iv. Payment Method v. Description of Purchase vi. Department Name (or code) vii. Custom field(s) of Department that held event (ex. Department ID) (See Financial Requirements #5) viii. Custom fields(s) of Event (ex. Account Code, Fund Code, Project ID) (See Financial Requirements #6) ix. Transaction amount 					
4	Highly desired for administrators to have a self-service file import of account holder information via a web-based interface, or provide a customer service facilitated file import.					

UMBC ONLINE EVENT TICKETING SYSTEM
RFP #BC-21057-R - FIRM EXPERIENCE ON SIMILAR OR RELEVANT PROJECTS

PROPOSER: _____

Note: Three (3) separate projects are to be submitted

1. Customer Name: _____
2. Customer Address: _____
3. Contact Name and Title: _____
4. Contact Phone #: _____
5. Describe customer's facility: _____

Contract Start Date (Month/Year): _____

Contract Completion Date (Month/Year): _____

Contract Amount (\$): _____

6. Detail of services provided:

ONLINE EVENT TICKETING SYSTEM

**COMPANY PROFILE
RFP #BC-21057-R**

COMPANY NAME: _____

ADDRESS OF PARENT COMPANY: _____

DATE OF INCORPORATION: _____ STATE OF INCORPORATION: _____

NUMBER OF GEOGRAPHIC LOCATIONS: _____

LOCATION OF ALL GEOGRAPHIC OFFICES AND THEIR FUNCTION

LOCATION:

FUNCTION:

_____	_____
_____	_____
_____	_____

OF YEARS IN BUSINESS UNDER PRESENT NAME: _____

OTHER OR FORMER NAMES UNDER WHICH YOUR ORGANIZATION HAS OPERATED:

TYPE OF ORGANIZATION (I.E., SOLE PROPRIETOR, CORPORATION, PARTNERSHIP, INDIVIDUAL, JOINT VENTURE):

TYPE OF SERVICES PERFORMED:

ATTACHMENT B
Contract Documents

NOTE: These are provided for information. ONLY the successful Firm will be required to complete these forms.

- Contract
- Contract Affidavit

CONTRACT
BETWEEN
THE UNIVERSITY OF MARYLAND, BALTIMORE COUNTY
AND

By this Contract, made as of the ___ day of _____, 2017, by and between The University of Maryland, Baltimore County, a constituent institution of the University System of Maryland, agency of the State of Maryland (“University”), 1000 Hilltop Circle, Baltimore, Maryland 21250, and _____ (“Contractor”), for _____, the parties hereby agree as follows:

1. **TERM OF CONTRACT:** The term of this Contract shall begin on _____, 2015 and terminate on _____.
2. **SCOPE OF CONTRACT:** The Contractor's obligations and duties under this Contract shall include, but are not limited to, the terms, conditions and specifications contained in RFP No. and any amendments or changes thereto as well as the Contractor's proposal submitted in response to the aforementioned RFP (collectively referred to hereinafter as the “Contract Documents”). These obligations and duties are subject to the unilateral right of the University to order, in writing, changes in the work within the scope of the Contract.
3. **COMPENSATION AND METHOD OF PAYMENT:**
 - A. As compensation for satisfactory performance of the work described in Paragraph 2, above, the University will pay the Contractor \$_____.
 - B. The Contractor's Federal Tax Identification Number or, where applicable, Social Security Number is _____.
 - C. The Contractor shall be paid only for items or services that are specifically named in this Contract. No additional costs for items or services will be paid by the University without its prior express written consent.
4. **DELIVERY:** Delivery shall be made in accordance with bid/RFP specifications. The University reserves the right to test any materials, equipment, supplies or services delivered to determine if the specifications have been met. The materials listed in the specifications shall be delivered FOB the point or points specified prior to or on the date specified in the solicitation. Any material that is defective or fails to meet the terms of the specifications shall be rejected. Rejected materials shall be promptly replaced. The University reserves the right to purchase replacement materials in the open market. Contractors failing to promptly replace materials lawfully rejects shall be liable for any excess price paid for the replacement plus applicable expenses, if any.
5. **NON-HIRING OF EMPLOYEES:** No employee of the State of Maryland or any unit thereof, whose duties as such employee include matters relating to or affecting the subject matter of this Contract, shall, while so employed, become or be an employee of the party or parties hereby contracting with the State of Maryland or any unit thereof.
6. **RESPONSIBILITY OF CONTRACTOR:**
 - A. The Contractor shall perform the services with that standard of care, skill and diligence normally provided by a Contractor in the performance of services similar to the services hereunder.
 - B. Notwithstanding any review, approval, acceptance or payment for the services by the University, the Contractor shall be responsible for professional and technical accuracy of its work, design drawings, specifications and other materials furnished by the Contractor under this Contract.
7. **DISSEMINATION OF INFORMATION:**
 - A. During the term of this Contract, the Contractor shall not release any information related to the services or performance of the services under this Contract nor publish any final reports or documents without the prior written approval of the University.
 - B. The Contractor shall indemnify and hold harmless the University, its officers, agents and employees, from all liability which may be incurred by reason of dissemination, publication, distribution or circulation, in any manner whatsoever, of any information, data, documents, or materials pertaining in any way to this Contract by the Contractor, its agents or employees.

8. **OWNERSHIP OF DOCUMENTS AND MATERIALS:** The Contractor agrees that all documents and materials, including but not limited to, reports, drawings, studies, specifications, estimates, maps, photographs, designs graphics, mechanical, artwork, and computations prepared by or for it under the terms of this Contract shall at anytime during the performance of the services be made available to the University upon request by the University and shall become and remain the exclusive property of the University upon termination or completion of the services. The University shall have the right to use same without restriction or limitation and without compensation to the Contractor other than that provided by this Contract. The University shall be the owner for purposes of copyright, patent or trademark registration.
9. **PATENTS, COPYRIGHTS AND TRADE SECRETS:**
- A. If the Contractor furnishes any design, device, material, process or other item which is covered by a patent or copyright or which is deemed proprietary to or a trade secret of another, Contractor shall obtain the necessary permission or license to use such item.
 - B. Contractor will defend or settle, at its own expense, any claim or suit against the University alleging that any such item furnished by Contractor infringes any patent, trademark, copyright, or trade secret. Contractor also will pay all damages and costs that by final judgment may be assessed against the University due to such infringement and all attorneys' fees and litigation expenses reasonably incurred by the University to defend against such a claim or suit. The obligations of this paragraph are in addition to those stated in paragraph 16 below.
 - C. If any products furnished by Contractor become, or in Contractor's opinion, are likely to become, the subject of a claim of infringement, Contractor will, at its option: (1) procure for the University the right to continue using the applicable item; (2) replace the product with a non-infringing product substantially complying with the item's specifications; or (3) modify the item so it becomes non-infringing and performs in a substantially similar manner to the original item.
10. **DISPUTES:** This Contract shall be subject to the provisions of University System of Maryland Procurement Policies and Procedures. Pending resolution of a claim, the Contractor shall proceed diligently with the performance of the Contract in accordance with the Procurement Officer's decision. Any dispute that is not subject to the jurisdiction of the Maryland State Board of Contract Appeals, as provided in the University System Procurement Policies and Procedures, shall be brought in and heard by the courts of the State of Maryland, and the parties voluntarily consent to the exclusive jurisdiction of the courts of this State for any such proceeding.
11. **NON-DISCRIMINATION IN EMPLOYMENT:** During the performance of this contract, the Contractor agrees as follows: (a) The Contractor will not discriminate against any employee, applicant for employment, or individual because of race, color, religion, creed, age, sex, sexual orientation, gender identity or expression, marital status, national origin, veteran's status, genetic information, and/or physical or mental handicap. The Contractor will take affirmative action to ensure that applicants are employed, and that employees are treated during employment, without regard to their race, color, religion, creed, age, sex, sexual orientation, gender identity or expression, marital status, national origin, veteran's status, genetic information, and/or physical or mental handicap; (b) The Contractor shall establish and maintain a written sexual harassment policy and shall inform their employees of the policy. The policy must, at minimum, contain a notice that sexual harassment will not be tolerated and employees who practice it will be disciplined; (c) The Contractor will post in conspicuous places, available to employees, applicants for employment, and representatives of each labor union with which the covered Contractor has a collective bargaining agreement, notices setting forth the provisions of the nondiscrimination clause in subsection (a); (d) In the event of the Contractor's noncompliance with the nondiscrimination clause, this contract may be cancelled, terminated, or suspended in whole or in part and the Contractor may be declared ineligible for further contracts with the University of Maryland Baltimore County (UMBC); and (e) The Contractor will include the provisions of paragraphs (a) through (d) in every subcontract so that such provisions will be binding upon each subcontractor or vendor.
12. **CIVIL RIGHTS ACT 1964:** Vendors and Contractors providing materials, equipment, supplies or services to the State under this Contract herewith assure the State that they are conforming to the Civil Rights Act of 1964, the Civil Rights Restoration Act of 1988, and the Civil Rights Act of 1991, and Section 202 of Executive Order 11246 of the President of the United States of America as amended by Executive Order 11375, as applicable.

13. **AFFIRMATIVE ACTION:** The Contractor and all subcontractors shall develop and maintain affirmative action plans directed at increasing the utilization of women and members of minority groups on State public works projects, pursuant to the Executive Order 11246 of the President of the United States of America and guidelines on Affirmative Action issued by the Equal Employment Opportunities Commission (EEOC) 29 C.F.R. part 1608 and the Governor of Maryland's Executive Order 01.01.1993.16.
14. **CONFLICT OF INTEREST LAW:** It is unlawful for any University officer, employee, or agent to participate personally in his official capacity through decision, approval, disapproval, recommendation, advice, or investigation in any contract or other matter in which he, his spouse, parent, child, brother, or sister, has a financial interest or to which any firm, corporation, association, or other organization in which he has a financial interest or in which he is serving as an officer, director, trustee, partner, or employee, or any person or organization with whom he is negotiating or has any arrangement concerning prospective employment, is a party, unless such officer, employee, or agent has previously complied with the provisions of Article 40A, §3-101 et seq of the Annotated Code of Maryland.
15. **CONTINGENT FEE PROHIBITION:** The Contractor, Architect, or Engineer (as applicable) warrants that it has not employed or retained any person, partnership, corporation, or other entity, other than a bona fide employee or agent working for the Contractor, Architect, or Engineer, to solicit or secure this agreement, and that it has not paid or agreed to pay any person, partnership, corporation, or other entity, other than a bona fide employee or agent, any fee or any other consideration contingent on the making of this agreement.
16. **INTELLECTUAL PROPERTY:** Contractor agrees to indemnify and save harmless the State, its officers, agents and employees with respect to any claim, action, cost or judgment for patent infringement, or trademark or copyright violation arising out of purchase or use of materials, supplies, equipment or services covered by this Contract.
17. **SOFTWARE CONTRACTS:** As specifically provided by Maryland Code Annotated, Commercial Law Article, Section 21-104, the parties agree that this Contract shall not be governed by the Uniform Computer Information Transaction Act ("UCITA"), Title 21 of the Maryland Code Annotated, Commercial Law Article, as amended from time to time. This Contract shall be governed by the common law of Maryland relating to written agreements, as well as other statutory provisions, other than UCITA, which may apply, and shall be interpreted and enforced as if UCITA had never been adopted in Maryland. Contractor agrees that, as delivered to the University, the software does not contain any program code, virus, worm, trap door, back door, timer or clock that would erase data, or programming or otherwise cause the software to become inoperable, inaccessible, or incapable of being used in accordance with its conditions, or manually on command of Contractor.
18. **EPA COMPLIANCE:** Materials, supplies, equipment and services shall comply in all respects with the federal Noise Control Act of 1972, where applicable. Power equipment, to the greatest extent possible, shall be the quietest available. Equipment certified by the US EPA as a Low Noise Emission Product pursuant to the Federal Noise Control Act of 1972 shall be considered to meet the intent of the regulation. The Contractor must supply and have immediately available to their employees spill containment equipment/supplies necessary to contain any hazards they may introduce to the job site. The Contractor is responsible for any and all costs incurred by the University in remediating spills or releases of materials he/she introduced onto the job site.
19. **TERMINATION OF MULTI-YEAR CONTRACTS DUE TO LACK OF APPROPRIATIONS:** If the General Assembly fails to appropriate funds or if funds are not otherwise made available for continued performance for any fiscal period of this Contract succeeding the first fiscal period, this Contract shall be canceled automatically as of the beginning of the fiscal year for which funds were not appropriated or otherwise made available; provided, however, that this will not affect either the State's rights or the Contractor's rights under any termination clause in this Contract. The effect of termination of the Contract hereunder will be to discharge both the Contractor and the State of Maryland from future performance of the Contract, but not from their rights and obligations existing at the time of termination. The Contractor shall be reimbursed for the reasonable value of any non-recurring costs incurred but not amortized in the price of the Contract. The State shall notify the Contractor as soon as it has knowledge that funds may not be available for the continuation of this Contract for each succeeding fiscal period beyond the first.

20. **TERMINATION FOR DEFAULT:** If the Contractor fails to fulfill its obligation under this contract properly and on time, or otherwise violates any provision of the contract, the University may terminate the contract by written notice to the Contractor. The notice shall specify the acts or omissions relied upon as cause for termination. All finished or unfinished work provided by the Contractor shall, at the University=s option, become the University=s property. The University shall pay the Contractor fair and equitable compensation for satisfactory performance prior to receipt of notice of termination, less the amount of damages caused by Contractor=s breach. If damages are more than the compensation payable to the Contractor, the Contractor will remain liable after termination and the University can affirmatively collect damages. Termination hereunder, including the determination of the rights and obligations of the parties, shall be governed by the provisions of USM Procurement Policies and Procedures.
21. **TERMINATION FOR CONVENIENCE:** The performance of work under this Contract may be terminated by the University in accordance with this clause in whole, or from time to time in part, whenever the University shall determine that such termination is in the best interest of the University. The University will pay all reasonable costs associated with this Contract that the Contractor has incurred up to the date of termination and all reasonable costs associated with termination of the Contract. However, the Contractor shall not be reimbursed for any anticipatory profits that have not been earned up to the date of termination. Termination hereunder, including the determination of the rights and obligations of the parties, shall be governed by the provisions of USM Procurement Policies and Procedures.
22. **DELAYS AND EXTENSIONS OF TIME:** The Contractor agrees to perform this agreement continuously and diligently. No charges or claims for damages shall be made by the Contractor for any delays or hindrances, regardless of cause, in the performance of services under this Contract. Time extensions will be granted only for excusable delays that arise from unforeseeable causes beyond the control and without the fault or negligence of the Contractor, including but not restricted to, acts of God, acts of the public enemy, acts of the State in either its sovereign or contractual capacity, acts of another Contractor in the performance of a State Contract, fires, floods, epidemics, quarantine restrictions, strikes, freight embargoes, or the delay of a sub-contractor or supplier arising from unforeseeable causes beyond the control and without the fault or negligence of either the Contractor or the subcontractors or suppliers.
23. **VARIATIONS IN ESTIMATED QUANTITIES:** N/A
24. **LIQUIDATED DAMAGES:** N/A
25. **SUSPENSION OF WORK:** The procurement officer unilaterally may order the Contractor in writing to suspend, delay or interrupt all or any part of the work for such period of time as the Procurement Officer may determine to be appropriate for the convenience of the University.
26. **PRE-EXISTING REGULATIONS:** In accordance with the provisions of Section 11-206 of the State Finance and Procurement Article, Annotated Code of Maryland, the regulations set forth in USM Procurement Policies and Procedures in effect on the date of execution of this Contract are applicable to this Contract.
27. **FINANCIAL DISCLOSURE:** The Contractor shall comply with the provisions of Section 13-221 of the State Finance and Procurement Article of the Annotated Code of Maryland, as from time to time amended, which requires that every business that enters into contracts, leases or other agreements with the State of Maryland or its agencies during a calendar year under which the business is to receive in the aggregate \$100,000 or more, shall, within 30 days of the time when the aggregate value of these contracts, leases or other agreements reaches \$100,000, file with the Secretary of State of Maryland certain specified information to include disclosure of beneficial ownership of the business.
28. **POLITICAL CONTRIBUTION DISCLOSURE:** The Contractor shall comply with Article 33, Sections 14-101 through 14-104, of the Annotated Code of Maryland, which requires that every person that enters into contracts, leases, or other agreements with the State, a county, or an incorporated municipality, or their agencies, during a calendar year under which the person receives in the aggregate \$100,000 or more shall file

with the State Administrative Board of Election Laws a statement disclosing contributions in excess of \$500 to a candidate for elective office in any primary or general election. The statement shall be filed with the State Administrative Board of Election Laws: (1) before a purchase or execution of a lease or contract by the State, a county, an incorporated municipality, or their agencies, and shall cover the preceding two calendar years; and (2) if the contribution is made after the execution of a lease or contract, then twice a year, throughout the contract term, on: (a) February 5, to cover the 6-month period ending January 31; and (b) August 5, to cover the 6-month period ending July 31.

29. **RETENTION OF RECORDS**: The Contractor shall retain and maintain all records and documents relating to this Contract for three (3) years after final payment by the University hereunder or any applicable statute of limitations, whichever is longer, and shall make them available for inspection and audit by authorized representatives of the University, including the Procurement Officer or the Procurement Officer's designee, at all reasonable times.
30. **AUDIT**: The University reserves the right to request an independent review of the Contractor's financial operations and overall contract compliance ("Review"). The Review would be at the Contractor's expense and comprised of an agreed upon procedures engagement by an independent certified public accountant with a protocol acceptable to both parties at the time of the request.
31. **COMPLIANCE WITH LAWS**: The Contractor hereby represents and warrants that:
- A. It is qualified to do business in the State of Maryland and that it will take such action as, from time to time hereafter, may be necessary to remain so qualified;
 - B. It is not in arrears with respect to the payment of any monies due and owing the State of Maryland, or any department or unit thereof, including but not limited to the payment of taxes and employee benefits, and that it shall not become so in arrears during the term of this Contract;
 - C. It shall comply with all federal, State and local laws, regulations, and ordinances applicable to its activities and obligations under this Contract; and
 - D. It shall obtain at its expense, all licenses, permits, insurance, and governmental approval, if any, necessary to the performance of its obligations under this Contract.
32. **COST AND PRICE CERTIFICATION**: By submitting cost or price information, the Contractor certifies to the best of its knowledge that the information submitted is accurate, complete, and current as of a mutually determined specified date prior to the conclusion of any price discussions or negotiations for:
- A. A negotiated contract, if the total contract price is expected to exceed \$100,000, or a smaller amount set by the procurement officer; or
 - B. A change order or contract modification, expected to exceed \$100,000, or a smaller amount set by the procurement officer.
 - C. The price under this Contract and any change order or modification hereunder, including profit or fee, shall be adjusted to exclude any significant price increases occurring because the Contractor furnished cost or price information which, as of the date agreed upon between the parties, was inaccurate, incomplete, or not current.
33. **TRUTH-IN NEGOTIATION CERTIFICATION**: [Mandatory provision for architectural services or engineering services contracts exceeding \$100,000. It shall be in substantially the same form as follows: or insert "N/A" if not applicable.] The Contractor by submitting cost or price information, including wage rates or other actual unit costs, certifies to the best of its knowledge, information and belief, that:
- A. the wage rates and other factual unit costs supporting the firm's compensation, as set forth in the proposal, are accurate, complete and current as of the contract date;
 - B. if any items of compensation were increased due to the furnishing of inaccurate, incomplete or noncurrent wage rates or other units of costs, the State is entitled to an adjustment in all appropriate items of compensation, including profit or fee, to exclude any significant sum by which the price was increased because of the defective data. The University's right to adjustment includes the right to a price adjustment for defects in costs or pricing data submitted by a prospective or actual subcontractor; and
 - C. If additions are made to the original price of the contract, such additions may be adjusted to exclude any significant sums where it is determined the price has been increased due to inaccurate, incomplete or noncurrent wage rates and other factual costs.

34. **PAYMENT OF UNIVERSITY OBLIGATIONS:** Payments to the Contractor pursuant to this Contract shall be made no later than 30 days after the University's receipt of a proper invoice from the Contractor. Each such invoice must reflect the Contractor's federal tax identification number. Charges for late payment of invoices, other than as prescribed by Title 15, Subtitle 1, of the State Finance and Procurement Article, Annotated Code of Maryland, as from time to time amended, are prohibited.
35. **SET-OFF:** The University may deduct from and set-off any amounts due and payable to the Contractor any back-charges or damages sustained by the University by virtue of any breach of this Contract by the Contractor or by virtue of the failure or refusal of the Contractor to perform the services or any part of the services in a satisfactory manner. Nothing herein shall be construed to relieve the Contractor of liability for additional costs resulting from a failure to satisfactorily perform the services.
36. **INDEMNIFICATION:** The University shall not assume any obligations to indemnify, hold harmless, or pay attorneys' fees that may arise from or in any way be associated with the performance or operation of this Contract.
37. **PROHIBITION AGAINST SHIFTING MARYLAND INCOME TO OUT-OF-STATE AFFILIATES:** Contractor may not, for any period during the Contract term, seek to reduce the amount of Contractor's income subject to Maryland income tax by payments made to an affiliated entity or an affiliate's agent for the right to use trademarks, trade names, or other tangible property associated with Contractor. Contractor agrees that during the course of this Contract it shall not make any such royalty or similar payments to any affiliated company; and if any such royalty or similar payments are made, Contractor and the affiliated company shall file separate Maryland income tax, under a formula that reasonably apportions the income of the affiliated company among the states, including Maryland, in which the Contractor does business. Contractor agrees that it is authorized to bind its affiliated entities to the terms hereof.
38. **USE OF CONTRACTOR'S FORMS NOT BINDING ON STATE:**
- A. The use or execution by the University of any forms, orders, agreements, or other documents of any kind, other than the Contract documents, used pursuant to or in the administration of any contract awarded by the University to the Contractor, shall not bind the University to any of the terms and conditions contained therein except those provisions:
- (1) Generally describing for the purposes of ordering: equipment or services to be provided, locations, quantities, delivery or installation dates, and, to the extent consistent with the Contract Documents, prices; and
- (2) not otherwise inconsistent with the Contract Documents.
- B. Any such form, order, or others document shall not vary, modify, or amend the terms and provisions of the Contract Documents, notwithstanding any provision to the contrary in such document, unless all of the following conditions are met:
- (1) the document expressly refers to the particular document and provision of the Contract Documents being modified and plainly and conspicuously identifies any modifications thereto as a modification; and
- (2) the document is executed on behalf of the University by the procurement officer; and
- (3) execution of the document is approved by the procurement authority whose approval is required by law.
39. **ASSIGNMENT:** This Contract and the rights, duties, and obligations hereunder may not be assigned or subcontracted by Contractor without the prior written consent of the University.
40. **WAIVER OF JURY:** UNIVERSITY AND CONTRACTOR, HEREBY WAIVE TRIAL BY JURY IN ANY ACTION OR PROCEEDING TO WHICH THEY ARE PARTIES ARISING OUT OF OR IN ANY WAY PERTAINING TO THIS CONTRACT. IT IS AGREED AND UNDERSTOOD THAT THIS WAIVER CONSTITUTES A WAIVER OF TRIAL BY JURY OF ALL CLAIMS AGAINST ALL PARTIES WHO ARE NOT PARTIES TO THIS CONTRACT. THIS WAIVER IS KNOWINGLY, WILLINGLY AND VOLUNTARILY MADE BY UNIVERSITY AND CONTRACTOR, WHO HEREBY REPRESENT AND WARRANT THAT NO REPRESENTATIONS OF FACT OR OPINION HAVE BEEN MADE BY AN INDIVIDUAL TO INDUCE THIS WAIVER OF TRIAL BY JURY OR TO IN ANY WAY MODIFY OR NULLIFY ITS EFFECT.

41. **MARYLAND LAW:** This Agreement shall be governed by and construed in accordance with the laws of the State of Maryland, without regard to its conflicts of law or choice of law principles.
42. **FORCE MAJEURE:** If either party's performance(s) hereunder is rendered impossible, hazardous or is otherwise prevented or impaired due to sickness, inability to perform, accident, interruption or failure of means of transportation, Act(s) of God, riots, strikes, labor difficulties, epidemics, earthquakes, any act or order of any public authority, and/or any other cause or event, similar or dissimilar, beyond that party's control, then each party's obligations with respect to the affected performance(s) shall be excused and neither party will have any liability in connection therewith.
43. **SUCCESSORS AND ASSIGNS.** This Agreement will bind upon and inure to the benefit of the parties hereto and their respective personal representatives/successors and assigns. Successors and assigns shall agree to assume in writing the obligations under this Contract.
44. **COMPLIANCE WITH FERPA:** The University agrees that, for purposes of the Family Educational Rights and Privacy Act of 1974 (20 U.S.C. § 1232g) as amended ("FERPA"), the Contractor will be considered a contractor to whom functions and services have been outsourced by the University. As a result of these function and services, the Contractor might have access to educational records, as defined by FERPA. Contractor agrees that it shall not re-disclose personally identifiable educational records that it receives from the University pursuant to this Agreement, unless such disclosure is authorized to perform the functions and services provided through this agreement or is authorized under FERPA. Contractor expressly warrants and represents that it shall not use the student information or educational records provided by the University for any purpose other than to comply with the terms of this Agreement with the University. Contractor shall indemnify and hold harmless the University from and against any and all claims, suits, proceedings, costs, losses, damages, liabilities, expenses, demands, and judgments, including court costs, attorney's fees, and other reasonable expenses of litigation, which may arise out of, relate to, or be a consequence of, an unauthorized disclosure of educational records. Contractor will, upon discovery, or receipt of notice, of a potential, or actual, material unauthorized disclosure of educational records, immediately report said occurrence to the University. Contractor will work with the University to remediate the unauthorized disclosure (or anticipated unauthorized disclosure) at the expense of Contractor. The terms of the remediation are the sole and exclusive determination of the University.
45. **SMOKE-FREE CAMPUS:** In an effort to provide a healthy, smoke-free environment for everyone on campus, and in accordance with USM policy, effective, July 1, 2013, UMBC has become smoke-free campus. The campus has provided two designated areas removed from major pedestrian traffic. All existing smoking urns have been removed, and new urns have been placed at each designated smoking area. Permanent smoking shelters will be installed during the fall semester. The two locations will be the Park Road Smoking Area, adjacent to Lots 1 and 3; and the Fine Arts Service Smoking Area, near the Fine Arts Building service area. To ensure that this policy is adhered to, individuals found in violation will be directed to review the smoking policy online at smokefree.umbc.edu. Those violating the policy after that will be subject to a fine. This new policy reflects a national movement to provide healthy, smoke-free environments on college campuses and brings UMBC in line with more than 800 colleges in the United States that are already smoke free.
46. **RESPONSIBILITY FOR TECHNOLOGY EXPORT CONTROL:**
- A. The Seller shall comply with all applicable U.S. export control laws and regulations in the performance of this Purchase Order and the distribution and use of resulting work products. Generally, U.S. export control laws and regulations apply to any shipment, transmission, transfer, or exposure to any foreign person, as defined in 22 CFR 120.16, of commodities (equipment, hardware, or material); technology (technical data, information, or assistance); and software (commercial or custom), regardless of where (inside or outside the United States) or how it may occur.
 - B. The Seller shall be responsible for obtaining the appropriate licenses or other approvals for exports of commodities, technology, and software, unless an exemption or exception applies. The Seller shall also be responsible for obtaining the appropriate licenses or other approvals before utilizing a foreign person or entity in the performance of this Purchase Order, including instances where the work is to be performed at the LLNL, where the foreign person or entity will have access to any information, technology, or software subject to export control.
 - C. The Seller shall be responsible for all regulatory record-keeping requirements associated with the

use of licenses and license exemptions and exceptions.

- D. The Seller shall ensure that the provisions of this clause apply to its subcontractors
47. **CONTRACT CONTROLS:** It is mutually agreed that any attached contract, or addenda thereto, by and between the University and the Contractor pertaining to this Contract is supplemental and subordinate to this University of Maryland, Baltimore County Contract. The terms and conditions of this University of Maryland, Baltimore County Contract shall, at all times and in all events and situations, be controlling.
48. **CONTRACT AFFIDAVIT:** The Contract Affidavit required by the USM Procurement Policies and Procedures, consisting of Authorized Representative statement, Certification of Corporate Registration and Tax Payment, and Certain Affirmations Valid is attached and is a part of this Contract that must be executed by an authorized representative of the Contractor.
49. **ENTIRE AGREEMENT:**
- A. This Contract constitutes the entire agreement of the parties and supersedes all prior written or oral and all contemporaneous oral agreements, understandings, and negotiations between the parties with respect to the subject matter hereof. This Contract is intended by the parties as the final expression of their agreement and may not be contradicted by evidence of any prior or contemporaneous agreement.
- B. Headings: All headings are for reference purposes only and must not affect the interpretation of this Contract. All references to days in this Agreement mean calendar days, unless otherwise expressly stated. All references to including mean including without limitation.
- C. Partial Invalidity. Any provision of this Contract which is found to be invalid or unenforceable shall be ineffective to the extent of such invalidity or unenforceability, and the invalidity or unenforceability of such provision shall not affect the validity or enforceability of the remaining provisions hereof.
- D. Notices. Any notice required to be given hereunder shall be deemed to have been given either when served personally, by facsimile, or when sent by first class mail addressed to the parties at the addresses set forth in this Agreement.
- E. Counterparts. This Contract may be executed simultaneously, in two (2) or more counterparts, each of which shall be deemed an original and all of which, when taken together, shall constitute one and the same document. The signature of any party to any counterpart shall be deemed a signature to, and may be appended to any other counterpart.

(Signatures to be placed on the following page)

IN WITNESS WHEREOF, the parties have caused this Contract to be executed on their behalf by the undersigned as of the date first shown above.

Contractor: _____

Witness

BY: _____
Signature

Typed/Printed Name

Title

Date

Telephone Number

University of Maryland Baltimore County

Witness

BY: _____
Signature

Typed/Printed Name

Title

Date

Telephone Number

CONTRACT AFFIDAVIT

(This affidavit is a mandatory contract addendum in accordance with USM Procurement Policies and Procedures, but it is only required from the successful Contractor.)

A. AUTHORIZED REPRESENTATIVE

I HEREBY AFFIRM THAT:

I am the (title) SAMPLE and the duly authorized representative of (business) SAMPLE and that I possess the legal authority to make this Affidavit on behalf of myself and the contractor for which I am acting.

B. CERTIFICATION OF CORPORATION REGISTRATION AND TAX PAYMENT

I FURTHER AFFIRM THAT:

(1) The business named above is a (domestic___) (foreign___) [check one] corporation registered in accordance with the Corporations and Associations Article, Annotated Code of Maryland, and that it is in good standing and has filed all its annual reports, together with filing fees, with the Maryland State Department of Assessments and Taxation, and that the name and address of its resident agent filed with the State Department of Assessments and Taxation is:

Name: _____
Address: _____

(2) Except as validly contested, the Contractor has paid, or has arranged for payment of, all taxes due the State of Maryland and has filed all required returns and reports with the Comptroller of the Treasury, the State Department of Assessments and Taxation, and the Employment Security Administration, as applicable, and will have paid all withholding taxes due to the State of Maryland prior to final settlement.

C. CERTIFICATION REGARDING INVESTMENTS IN IRAN

(1) The undersigned bidder or offeror certifies that, in accordance with State Finance & Procurement Article, §17-705:

(i) it is not identified on the list created by the Board of Public Works as a person engaging in investment activities in Iran as described in §17-702 of State Finance & Procurement; and

(ii) it is not engaging in investment activities in Iran as described in State Finance & Procurement Article, §17-702.

(2) The undersigned bidder or offeror is unable to make the above certification regarding its investment activities in Iran due to the following activities:

D. CERTAIN AFFIRMATIONS VALID

I FURTHER AFFIRM THAT:

To the best of my knowledge, information, and belief, each of the affirmations, certifications, or acknowledgments contained in that certain Proposal Affidavit dated _____, 20__, and executed by me for the purpose of obtaining the contract to which this Exhibit is attached remains true and correct in all respects as if made as of the date of this Contract Affidavit and as if fully set forth herein.

I DO SOLEMNLY DECLARE AND AFFIRM UNDER THE PENALTIES OF PERJURY THAT THE CONTENTS OF THIS AFFIDAVIT ARE TRUE AND CORRECT TO THE BEST OF MY KNOWLEDGE, INFORMATION, AND BELIEF.

Date: _____ By: _____

Revised January 2013

END OF RFP DOCUMENT