



COMMONWEALTH OF VIRGINIA  
STANDARD CONTRACT

Contract No. UCPJMU4397

This contract entered into this 17<sup>th</sup> day of March 2015, by Seattle Technology Group, Inc. hereinafter called the "Contractor" and Commonwealth of Virginia, James Madison University called the "Purchasing Agency".

WITNESSETH that the Contractor and the Purchasing Agency, in consideration of the mutual covenants, promises and agreements herein contained, agree as follows:

SCOPE OF CONTRACT: The Contractor shall provide the services to the Purchasing Agency as set forth in the Contract Documents.

PERIOD OF PERFORMANCE: From March 17, 2015 through March 16, 2016 with nine (9) one-year renewal options.

The contract documents shall consist of:

- (1) This signed form;
- (2) The following portions of the Request for Proposal LBS-835 dated December 19, 2014:
  - (a) The Statement of Needs,
  - (b) The General Terms and Conditions,
  - (c) The Special Terms and Conditions together with any negotiated modifications of those Special Conditions,
  - (d) Addendum One issued January 16, 2015;
- (3) The Contractor's Proposal dated January 10, 2015 and the following negotiated modifications to the Proposal, all of which documents are incorporated herein.
  - (a) Negotiations Summary, dated March 11, 2015.
  - (b) Contractor's Cloud Services Agreement as edited on March 17, 2015;
  - (c) Commonwealth of Virginia Agency Contract Form Addendum to Contractor's Form, which shall govern in conflict.

IN WITNESS WHEREOF, the parties have caused this Contract to be duly executed intending to be bound thereby.

CONTRACTOR:

By: Ryan Hamilton  
(Signature)

Ryan Hamilton

(Printed Name)

Title: President

PURCHASING AGENCY:

By: LeeAnne Beatty Smith  
(Signature)

LeeAnne Beatty Smith  
(Printed Name)

Title: Buyer Senior, CONTRACT PURCHASES

**RFP # LBS-835, Conference Services Management System**  
**Negotiation Summary for Seattle Technology Group, Inc. (Contractor)**  
**3/11/14**

1. **Conference Programmer Licensing:**

<b>Product</b>	<b>Description</b>	<b>Initial Cost</b>	<b>Annual Cost</b>
<b>Conference Programmer (CP) Perpetual Software License</b>	8 concurrent user license	\$14,000- one (1) time cost	
	Unlimited concurrent user license	\$23,000- one (1) time cost	
<b>CP Annual Maintenance</b>	includes unlimited phone and email support and updates		\$2,520/year for 8 concurrent users  \$4,140/year for unlimited concurrent users
<b>Iris Front Desk (IFD) module with unlimited users</b> Preview Housekeeping Functionality shall be provided at no additional cost through 12/31/15.	IFD annual access  One Time Set-Up Cost	\$1000	\$2000
<b>CP Hosting</b>	Annual Hosting includes one (1) production database and one archive database. Additional archive databases are \$250/year		\$2500
<b>Implementation</b>	Implementation Package including: five days on-site consulting and training; building the CP database with client rooms and buildings; creation of client contract(s) and custom reports.	\$6,250- one (1) time cost  does not include travel expenses	
<b>Report Writing</b>	Custom report creation is included in Implementation package. Custom report creation outside of this period will incur additional charges		\$125/hour

2. **Iris Registration(IR) V2 Perpetual License:**

	<b>IR Lite</b>	<b>Regular</b>	<b>Plus</b>	<b>Premium</b>
<b>Max User Accounts</b>	2	5	Unlimited	Unlimited
<b>Max Forms</b> concurrent active forms	10	20	50	Unlimited
<b>Max Registrants</b> for calendar year	500*	1500*	4000*	20000
<b>Initial Purchase Price</b> includes two (2) hours of training.	\$5,000	\$5,000	\$5,000	\$5,000
<b>Annual Maintenance</b>	\$2,500	\$5,000	\$7,500	\$10,000
<b>Total First year Cost</b>	\$7,500	\$10,000	\$12,500	\$15,000
*Purchasing Agencies that exceed the maximum registration count will be charges a <i>per registration fee</i> based on the client's current tier: IR Lite: \$5.00; Regular: \$3.33; Plus: \$1.88				

- a. Purchasing Agency and Contractor shall mutually determine when there is a cost benefit to the Purchasing Agency for upgrading to the next tier. The Purchasing Agency shall not be invoiced for upgrading to the next tier without their written approval.
- b. Clients that do not achieve the registration count for their current tier shall receive a refund credit toward the next year's annual charge based on the *per registration fee*. Not applicable for Premium tier.
- c. Contractor shall support the following payment gateways: Authorize.Net, CashNet, CyberSource, InfiNET-Commerce Manager, First Data-Connect, TouchNet TLink, PayPal- PayFlowLink, Paymentech, and Virtual Merchant by Elavan. These payment gateways shall be provided at no additional cost. Custom gateways creation is \$125/hour.

3. **A La Carte Pricing/Onsite Rates/Annual Maintenance Cap:**

- a. Development, Customization, Conversion, Termination Assistance, and/or Custom Report Creation shall be \$125/hour.
- b. \$1250/day for onsite work not including travel expenses with a two (2) day minimum. There shall be no charge for travel days/time.
- c. Travel Expenses: James Madison University is an agency of the Commonwealth of Virginia and as such, Contractors billing for travel related expenses must invoice in accordance with the Commonwealth of Virginia's per diem allowance for lodging, meals and incidental expenses (*M&IE RATE TABLE*) at the time of travel, which can be referenced at:  
<http://www.jmu.edu/finprocedures/4000/4215mie.shtml>.

- d. Contract renewal pricing shall not increase more than 5% over the previous contract year.

4. **Invoicing and Payment:**

- a. Licensing and Annual Maintenance fees shall be invoiced at the completion of the implementation with Annual Maintenance being prorated for the remainder of the calendar year. Iris Front Desk will not be prorated.
  - b. Subsequent Annual Maintenance shall be invoiced no more than forty-five (45) days prior to the beginning of the next calendar year.
  - c. Payment will be made upon the receipt of a valid invoice and in accordance with the Code of Virginia, §2.2-4347 through 2.2-4354, Prompt Payment.
  - d. The contractor will be paid on the basis of invoices submitted in accordance with the solicitation and any negotiations. James Madison University recognizes the importance of expediting the payment process for our vendors and suppliers. We are asking our vendors and suppliers to enroll in the Wells Fargo Bank single use Commercial Card Number process or electronic deposit (ACH) to your bank account so that future payments are made electronically. Contractors signed up for the Wells Fargo Bank single use Commercial Card Number process will receive the benefit of being paid in Net 15 days. Additional information is available online at:  
[http://www.jmu.edu/acctgserv/expenditures/vendor\\_pay\\_methods.shtml](http://www.jmu.edu/acctgserv/expenditures/vendor_pay_methods.shtml)
5. The Purchasing Agency will issue Purchase Orders that shall authorize the purchase of goods and services off of this contract. The Contractor shall not proceed with work until they receive a Purchase Order.
6. Purchasing Agency shall preapprove, in writing, all subcontractors or 3<sup>rd</sup> party professional service providers prior to their proceeding with work.
7. System Updates shall not affect user customizations.
8. *Basic API-Read Only* shall support all functionality of software as proposed.
9. In regards to the *NonVisual Access to Technology* term and condition of this contract the Contractor agrees to audit each page of their web applications utilizing Google Accessibility Developer Tools and as a result:
- a. For each page, identify all items labeled “Warning” and items labeled “Severe”
  - b. Develop a project plan and specifically eliminate all “Severe” items within 90 days of contract award.
  - c. Develop a project plan and either accept or eliminate “Warning” items within 90 days of contract award.



## **Cloud Services Agreement**

**Seattle Technology Group, Inc.** ("Provider"), with a principal place of business located at 1923-25th Ave. E., Seattle, WA 98112 and ("Customer") James Madison University\_, with a principal place of business located at 800 S. Main Street, Harrisonburg, VA 22807 enter into this agreement effective as of \_March 17, 2015\_ ("effective date").

WHEREAS, Customer requires hosted, third-party Cloud Service ("Services");

WHEREAS, Provider has experience and expertise in the business of providing the Services and wishes to perform the Services;

NOW THEREFORE, Provider and Customer agree as follows:

### **1 Access and License Grant**

#### **1.1 Definitions:**

1.1.1 "Writing" shall include a hard copy document with verification of receipt, a facsimile of a hard copy document with verification of receipt or an electronically transmitted document with verification of receipt.

1.1.2 "Notice" shall be in writing.

1.1.3 "Date of notice," shall be the date a writing was received.

#### **1.2 License Grant**

Provider hereby grants to Customer a non-transferable, non-exclusive right and license to access and use certain hosted Services and databases, and provide all other services such as data import/export, security, monitoring, training and support, backup and disaster recovery, upgrades, and termination assistance necessary for Customer's productive use of such Services and databases, as set forth in Exhibit A.

#### **1.3 Rent, Lease and Sublicense Restrictions.**

Customer will not rent, lease, sublicense, grant a security interest in, or otherwise transfer the Customer's right to use and possess the Services, in whole or part.

## 2 Term and Termination

### 2.1 Term.

Unless this Agreement is terminated in writing earlier in accordance with the terms set forth in this Section, the term of this Agreement (the "Initial Term") shall commence on the Effective Date and continue for the balance of the calendar year. Hosting and maintenance charges will be prorated based on the installation date for the Initial Term, (Iris Front Desk will not be prorated).

### 2.2 Termination for Convenience.

Customer, may, for its sole Convenience, terminate this Agreement in whole or with respect to any discrete Hosted Services or Databases described in Exhibit A at any time by giving notice thereof to Provider; provided that no such termination will extinguish any amount owed by the Customer to Provider prior to the notice of termination. Provider will refund to Customer a pro-rata portion of any fees Customer has paid in advance from the date of notice or the date of last use of the Services, whichever is last. Unless otherwise required by law, Provider may not withdraw availability of the Services during the Term of this Agreement without first providing Customer with 60 days advance notice of same, and then only if Provider is withdrawing availability from all of its customers.

### 2.3 Termination for Cause.

If either party materially breaches any of its obligations hereunder, including two failures of Provider to meet a Service Level, as defined in Exhibit B, within a thirty (30) day period, and such breach is not cured in a timely manner, then the non-breaching party may terminate this Agreement for cause thirty (30) days from the notice date. If in breach, the Provider shall refund to Customer a pro-rata portion of any fees the Customer has paid in advance from the date of notice and Provider shall provide termination assistance services at no cost to the Customer.

### 2.4 Data Protection After Termination.

Within thirty (30) days after any Termination of this Agreement, Provider shall return to Customer all information or data provided by Customer to Provider, and all information or data Provider has derived or compiled from such information or data ("Customer Data") in a, mutually agreed upon format and language. Provider also agrees to further remove and destroy all Customer Data remaining in its possession including all copies and backup data. Within such thirty (30) day period, Provider shall certify in writing to Customer that such destruction has been completed. In the event that returning or destroying Customer Data is not feasible, Provider must provide notification of the conditions that make

return or destruction not feasible, in which case, the Provider must continue to protect all Customer Data that it retains and agree to limit further uses and disclosures of such Customer Data.

## 2.5 Termination Assistance Services.

Provider shall provide to Customer and to a Successor Service Provider selected by Customer, at Customer's expense, assistance reasonably requested by Customer in order to effect the orderly transition of the applicable Services, in whole or in part, to Customer or to Successor Service Provider (such assistance shall be known as the "Termination Assistance Services") during the fifteen (15) calendar day period prior to, and/or following the expiration or termination of this, in whole or in part, as requested by the Customer. Provided that Provider and Customer agree as to price and scope of Provider's provisioning of Termination Assistance Services, such Termination Assistance Services may include:

- 2.5.1. developing a plan for the orderly transition of the terminated or expired Services from Service Provider; and
- 2.5.2. such other activities upon which the parties may agree.

## 3 Maintenance and Services

### 3.1 Maintenance and Support Services

Subject to the payment of the applicable subscription fees, Provider shall provide Customer with the maintenance and support services as set forth in Exhibit A of this Agreement ("Licensed Application and Services") for the term of this Agreement. Provider may also provide periodic maintenance and security updates, including among other things periodic upgrades and security patches. Provider shall notify the Customer with advance notification of significant planned downtime.

### 3.2 Professional Services.

Provider shall provide Customer with Professional Services and technical support as described and for the amounts set forth in the attached Project Plan. Provider may subcontract or otherwise delegate Professional Services to a third party.

Provider shall require all Subcontractors to be subject to the same terms applicable to Provider; provided, however, that Provider shall at all times remain responsible for its obligations under this Agreement and for any Subcontractor's performance. Customer may request removal of any subcontractor and direct Provider to replace such subcontractor if the subcontractor's performance is

materially deficient or reasonable doubts exist concerning the subcontractor's ability to perform delegated Professional Services.

### 3.3 Hosting Services.

Provider shall provide for hosting and maintenance of the Services so as to make the Services available to Customer at a designated, secure web address twenty-four (24) hours a day, seven (7) days a week, 365 days a year, with service levels as defined in Ex. B., excluding scheduled maintenance and upgrades.

Customer may have "Production" and "Non-Production" services. Production Services fall under a higher standard of services as defined in Exhibit B-Production Services. Non-Production services include test data and archive data. These are defined in Exhibit B-Non-Production Services.

If the hosting or maintenance site is moved outside the United States, Customer may terminate this Agreement with no further liability if Customer deems the intended location not suitable. Provider shall refund to Customer a pro-rata portion of any fees Customer has paid in advance from the date that Customer gives notice,

#### Backup and Recovery of Production Customer Data.

As part of the Services, Provider shall maintain a backup of Customer Data. Unless otherwise described in Exhibit A, Provider shall maintain a backup of Production Customer Data that can be recovered within six (6) hours at any point in time. Additionally, Provider shall store a backup of Production Customer Data in an off-site "hardened" facility no less than daily.

This section covers at least the following two scenarios:

Scenario 1: Customer Data Deletion or Customer Error. If the customer needs to retrieve data that has been lost due to customer error, then this can be retrieved at reasonable customer expense billed on an hourly basis with a minimum one-hour charge.

Scenario 2: Disaster Recovery. If the customer needs data restored due to interruption of services, Provider shall provide Services at no additional cost to the Customer. Provider shall notify the Customer in a timely manner when declaring a disaster and providing Services.

### 3.4 Backup and Recovery of Non-Production Customer Data

Non-production customer data includes archival databases. Archival databases are read-only and can be restored only to the original archival date.

### 3.5 Failure to Meet Service Levels.

As further described in Exhibit B, in the event Provider does not meet Service Levels, Provider shall (a) reduce the applicable monthly invoice to Customer by the amount of the applicable Service Credits as a credit, and not as liquidated damages; and (b) use commercially reasonable efforts to ensure that any unmet Service Level is subsequently met, including without limitation employing additional, employees or contractors, adding shifts, acquiring the right to use additional equipment and software, and upgrading existing software and equipment.

## 4 Fees

### 4.1 Payment.

4.2 Payment shall be made upon the receipt of a valid invoice that is in accordance with Contract# UCPJMU4397. Fees and Expenses.

If expenses are reimbursable, each request for reimbursement must be itemized and accompanied by receipts.

### 4.3 Taxes.

Provider shall charge Customer for any applicable taxes. Customer shall provide proof of their tax exempt status, if applicable.

### 4.4 Dispute Resolution. Intentionally Deleted

## 5 Proprietary Rights

### 5.1 Pre-existing Materials.

Customer acknowledges that, in the course of performing the Services, Provider may use software and related processes, instructions, methods, and techniques that have been previously developed by Provider (collectively, the "Pre-existing Materials") and that same shall remain the sole and exclusive property of Provider.

### 5.2 Customer Data.

Customer's information, or any derivatives, compilations, summaries, analyses, graphing, aggregations, or other transformations thereof, (the "Customer Data") shall be and remain the sole and exclusive property of the Customer. Customer hereby grants Provider a license to Customer Data for the sole and

exclusive purpose of providing the Services, including a license to store, record, transmit, maintain and display Customer Data only to the extent necessary to provide Services. Provider may also generate Services performance analytics utilizing Customer Data for the purpose of enhancing the Services provided or developing new Services. For avoidance of doubt, Provider agrees that it will not, and will not authorize any third party to engage in any data mining, marketing or other use of Customer Data.

### 5.3

The provisions of this Section shall survive the termination of this Agreement.

## 6 Warranty

Provider represents that the Services to be performed under this Agreement (i) shall be performed in a competent and professional manner; (ii) that Provider has the experience and is qualified to perform the tasks involved with providing the Services in an efficient and timely manner.

## 7 Indemnity

### 7.1 General.

Provider represents that it has, and will retain, full right to enter into this Agreement and provide the Services. Provider will indemnify, defend, and hold Customer, its officers, directors, agents, and employees (each, an "Indemnitee" and collectively, the "Indemnitees") harmless from and against any and all liabilities, damages, losses, expenses, claims, demands, suits, fines, or judgments (collectively "Claims"), including reasonable attorneys' fees, which may be suffered by an Indemnitee, by reason of any Claim arising out of or relating to any act, error or omission, or misconduct of Provider, its officers, directors, agents, employees, and subcontractors, during the performance of this Agreement, including, without limitation, Claims arising out of or relating to (a) bodily injury (including death) or damage to tangible personal or real property; (b) violation of any law or regulation; (c) viruses; or (d) breaches of any representations made under this Agreement; provided, however, that the foregoing indemnity shall not apply to the extent that the applicable Claim resulted from the acts, errors, omissions or misconduct of Customer, its officers, directors, agents or employees.

### 7.2 Indemnification Procedures.

Promptly after receipt by Customer of a threat of any action, or a notice of the commencement, or filing of any action against Customer or any Indemnitee, Customer shall give notice thereof to Provider, provided that failure to give or delay in giving such notice to Provider shall not relieve Provider of any



liability it may have to Customer or any Customer Indemnitee except to the extent that Provider demonstrates that the defense of such action is prejudiced thereby. Customer shall not independently defend or respond to any such claim; provided, however that (a) Customer may defend or respond to any such claim, at Provider's expense, if Customer's legal counsel determines that such defense or response is necessary to preclude a default judgment from being entered against Customer; and (b) Customer shall have the right, at its own expense, to monitor Provider's defense of any such claim. Provider shall have sole control of the defense and of all negotiations for settlement of such action. At Provider's request, Customer shall cooperate with Provider in defending or settling such action; provided, however, that Provider shall reimburse Customer for all reasonable out-of-pocket costs incurred by Customer (including, without limitation, reasonable attorney's fees and expenses) in providing such cooperation. Provider shall not assert any argument that might prejudice Customer's interest, or enter into any settlement without Customer's express written agreement, which shall not be unreasonably delayed or withheld.

#### 8 Limitation of Liability.

IN NO EVENT SHALL EITHER PARTY BE LIABLE FOR ANY INDIRECT, CONSEQUENTIAL, INCIDENTAL, LOST PROFITS OR LIKE EXPECTANCY DAMAGES ARISING OUT OF THIS AGREEMENT EVEN IF ADVISED OF THE POSSIBILITY OF SUCH. Customer's total obligation under this Agreement shall not exceed the fees paid or payable under this Agreement. This Section shall survive the termination of this Agreement.

#### 9 Confidentiality

##### 9.1 Confidentiality.

Provider will keep confidential and safeguard the security of any Customer Data and other Confidential Information (Ref. Sec. 9.2) it receives during the course of its performance, relating to personal, financial, or other non-public data of Customer, and will comply with all state and federal laws relating to data privacy and security,. Provider shall also require each of its subcontractors providing goods or services hereunder to maintain such data privacy and security. In the event the Provider may have access to credit or debit card information, Provider agrees to employ practices for safeguarding and utilizing such information common to the data management industry.

## 9.2 Non-Disclosure of Confidential Information.

The parties acknowledge that each party may be exposed to or acquire communication or data of the other party that is confidential or a privileged communication that is not intended to be disclosed to third parties.

a. Confidential Information. Any and all information ("Confidential Information") disclosed or submitted in writing or in other tangible form that is clearly and conspicuously labeled "CONFIDENTIAL" or "PROPRIETARY" shall not be disclosed to any third party. Confidential Information shall also include oral and visual disclosures, which are identified as confidential at the time of such disclosures and which are confirmed and summarized within fifteen (15) days of the disclosure by the disclosing party in a writing that sets forth the substance of the Confidential Information disclosed. Neither party shall use said Confidential Information for any purpose other than those purposes specified in this Agreement. The parties may disclose Confidential Information to employees requiring such access for the purposes of this Agreement provided, however, that prior to making any such disclosures each such employee shall be apprised of the duty and obligation to maintain Confidential Information in confidence and not to use such information for any purpose other than in accordance with the terms and conditions of this Agreement. Neither party shall be held financially liable for any inadvertent disclosure, but each will agree to use commercially reasonable efforts not to disclose any agreed to Confidential Information.

Nothing contained herein will in any way restrict or impair either party's right to use, disclose, or otherwise deal with any Confidential Information that at the time of its receipt (a) is generally available in the public domain, or thereafter becomes available to the public through no act of the receiving party; (b) was independently known prior to its receipt, or made available to such receiving party as a matter of lawful right by a third party; (c) is received without obligation of confidentiality from a third party who was free to disclose the information; or (d) is required by law, regulation or court order to be disclosed, in which case the disclosing party shall be notified immediately. The Customer shall not be required to commence or defend any action to prohibit the inspection and copying of Confidential Information.

At any time, upon the request of the disclosing party, the receiving party promptly shall deliver to the disclosing party any property of the disclosing party, which may be in the receiving party's possession or control, including any and all documents and materials containing Confidential Information of the disclosing party (and all copies of the foregoing, except that the receiving party may retain one copy for archival purposes.)

b. **Obligation of Confidentiality.** The parties agree to hold all Confidential Information in strict confidence and not to copy, reproduce, sell, transfer or otherwise dispose of, give or disclose such Confidential Information to third parties other than employees, agents, or subcontractors of such party who have a need to know in connection with this Agreement or to use such Confidential Information for any purposes whatsoever other than the performance of this Agreement. Each party agrees to advise its respective employees, agents, and subcontractors of their obligations of confidentiality hereunder and require the same to keep such information confidential.

c. **Ownership of Confidential Information.** Unless otherwise agreed to by the parties in writing, the Confidential Information of the disclosing party will be and remain the property of the disclosing party.

d. **Cooperation to Prevent Disclosure of Confidential Information.** Each party shall use its best effort to assist the other in identifying and preventing any unauthorized use or disclosure of any Confidential Information. Without limitation of the foregoing, each party shall timely advise the other party in the event either party learns or has reason to believe that any person who has had access to Confidential Information has violated or intends to violate the terms of this Agreement and each party will cooperate with the other party in seeking injunctive or other equitable relief against any such person.

e. **Remedies for Breach of Obligation of Confidentiality.** Each party acknowledges that the breach of its obligation of confidentiality may give rise to irreparable injury to the disclosing party, which damage may be inadequately compensable in the form of monetary damages. Accordingly, the disclosing party may seek to obtain injunctive relief against the breach or threatened breach of the foregoing undertakings, in addition to any other legal remedies which may be available.

f. The above obligations for Confidential Information shall be in effect for a period of three (3) years from the expiration or termination of this Agreement.

## 10 Data Security

Provider shall employ data security and security audit practices commonly used in the data management industry and update said procedures to stay abreast of common practices in the industry.

## 11 General

### 11.1 Insurance.

Unless more specific insurance provisions are attached, the following shall apply. At all times during its performance under this Agreement, Provider shall obtain and keep in force comprehensive commercial

general liability insurance, including coverage for death, bodily or personal injury, property damage, including products liability and automobile coverage, with limits of not less than \$1,000,000 each claim and \$3,000,000 each occurrence. All such certificates evidencing such insurance shall name the Customer as an additional insured and shall specifically cover Provider's obligations to defend and hold the Customer harmless as provided herein. Provider represents that it has worker's compensation insurance to the extent required by law and agrees to furnish proof of such insurance upon request. Provider shall provide such certificates to the Customer prior to commencement of services if they are requested.

#### 11.2 Relationship.

The relationship between the parties is solely that of independent contractors, not partners, joint venturers, employees, agents, or otherwise. Neither shall have any authority to bind the other in any manner, and shall not represent or imply that it has such authority.

#### 11.3 Governing Law.

This Agreement shall be governed by and construed in accordance with the laws of the State of Washington and the federal laws of the United States of America. Licensor hereby consents and submits to the jurisdiction and forum of the state and federal courts in the State of Washington in all questions and controversies arising out of this Agreement. Notwithstanding the foregoing, the parties agree that the Uniform Computer Information Transactions Act ("UCITA") enacted in any Commonwealth or State of the United States shall not apply to this Agreement or performance hereunder and the parties expressly opt-out of the applicability of UCITA to this Agreement. The United Nations Convention on the International Sale of Goods shall not apply to this Agreement.

#### 11.4 Use of Customer Name or Logo.

Provider will not use the name, logo, or any other marks without the written permission of Customer's Office.

#### 11.5 Non-Waiver.

No waiver by any party of any default or nonperformance shall be deemed a waiver of any subsequent default or performance.

#### 11.6 Assignment.

Neither party may assign any rights or obligations of this Agreement without prior written consent of the other party, which consent shall not be unreasonably withheld. In the event of any assignment,

Provider shall remain responsible for its performance and that of any assignee under this Agreement. This Agreement shall be binding upon Provider, and its successors and assigns, if any. Any assignment attempted to be made in violation of this Agreement shall be void. Notwithstanding any notice of assignment, Customer's tender of payment to the Provider, or to any person reasonably believed to be entitled to payment, shall satisfy Customer's obligation to pay, and in no event shall Customer be obligated to pay twice or be liable for any damages due to failure to pay the correct party.

#### 11.7 Force Majeure.

Neither party shall be liable for delays or any failure to perform under this Agreement due to causes beyond its control. Such delays include but are not limited to fire, explosion, flood or other natural catastrophe, governmental legislation, acts, orders or regulation, strikes or labor difficulties, to the extent not occasioned by the fault or negligence of the delayed party. Any such excuse for delay shall last only as long as the event remains beyond the reasonable control of the delayed party. However, the delayed party shall use commercially reasonable efforts to minimize the delays caused by any such event beyond its reasonable control. The delayed party must notify the other party as soon as practicable upon the occurrence of any such event, or performance by the delayed party will not be considered excused pursuant to this Section, and inform the other party of its plans to resume performance.

#### 11.8 Counterparts: Facsimile.

This Agreement may be executed in one or more counterparts, each of which shall be deemed an original, but all of which together shall constitute one and the same Agreement. The parties agree that a facsimile or electronic signature may substitute for and have the same legal effect as the original signature.

#### 11.9 Severability.

In the event that one or more of the provisions of this Agreement is determined by a court of competent jurisdiction to be invalid, unenforceable, or illegal, such invalidity, unenforceability, or illegality shall not affect any other provisions of this Agreement, and the Agreement shall be construed as if the challenged provision had never been contained herein. The parties further agree that in the event such provision is an essential part of this Agreement, they will immediately begin negotiations for a suitable replacement provision.

11.10 Entire Agreement. Intentionally Deleted

11.11 Survivability.

Provisions of this Agreement that by their sense and context are intended to survive any termination or expiration of this Agreement, or which must survive to have effect, do survive any termination or expiration of this Agreement.


11.12 No Third-Party Beneficiaries.

Nothing express or implied in this Agreement is intended to confer, upon any person other than the parties hereto any rights, remedies, obligations or liabilities whatsoever.

IN WITNESS WHEREOF, the parties hereto execute this Agreement as follows:

**Provider: Seattle Technology Group, Inc.**

By: (print) Ryan Hamilton

Signature: 

Title: President

Date: 3-17-2015

Customer: James Madison University

By: (print) LeeAnne Beatty Smith

Signature: 

Title: BUYER SERVICE CONTRACT PURCHASES

Date: 3/17/15

The attached Commonwealth of Virginia Agency Contract Form Addendum to Contractor's Form is included as part of this agreement and in case of conflict the COV Agency Contract Form Addendum to Contractor's Form governs.



Edited\_LeeAnne Beatty Smith 3/17/15

**Exhibit A**

**Licensed Applications and Services –Licensed Applications, Services, and Pricing in accordance with  
Contract#UCPJM4397**

## Exhibit B-Service Level Agreements

Service level agreements are defined for Production Services and Non-Production Services.

### Exhibit B-Production Services

#### Service Level Agreements

##### 1. Service Level Requirements for Production Services.

- a. Uptime/Downtime. Customer requires an availability of no less than 99.9% uptime per month. The Services must be generally available 24 hours a day, seven days a week.
- b. Scheduled Maintenance. Provider has a maintenance window that may limit the amount of availability during the hours of 5AM-9AM Pacific Time. Scheduled Maintenance will be excluded as Downtime for calculation of availability.
- c. Recovery Time Objective: Provider must restore at least partial service within two (2) hours. Service must be 100% restored within four (4) hours.
- d. Recovery Point Objective: When the system is brought back online, all data must be restored to a point within 6 hours before the outage.
- e. In the event of failure to meet the above SLA, the duration of such period will be considered downtime, and Customer will accrue Service Credits.

##### 2. Service Credits

- a. The Service Credit percentage will apply to the monthly fee in which the downtime occurred and will not exceed the monthly fee. Provider will issue Customer a credit (or check if credit occurs in the final service month), which will be applied to the invoice in the month following the applicable event. If a timely credit is not received, the Customer may deduct the downtime credit from the applicable invoice.
- b. Service Credits are to be provided within 30 days of the determination of the downtime.
- c. Service Credits are accumulated monthly with Monthly Cumulative Downtime being reset at the beginning of each calendar month.
- d. Provider monitoring/ticketing systems shall be the information source of record for the accumulation of Monthly Cumulative Downtime as may be verified by the Customer at its option.

##### 3. Root Cause Analysis (RCA)

- a. For all outages lasting longer than 2 hours, Provider is obligated to identify the root cause(s) of the outage and identify effective corrective actions that will prevent the problem from recurring.
- b. Provider shall apply corrective actions identified as a result of the RCA.
- c. Provider will provide RCA information to Customer as requested.

**Monthly Cumulative Downtime (minutes)**

Service Credits	Percentage of Monthly Fee
>0 to 30 minutes	5%
>30 up to 60 minutes	10%
>60 up to 120 minutes	15%
>120 up to 240 minutes	20%
>240 up to 300 minutes	25%
>300 up to 360 minutes	30%
>360 minutes	35%

**System Changes:** All changes to the system must be deployed with a minimum disruption of service and/or risk of data loss or damage. Provider agrees to provide 7 days notification of upcoming system changes.

**Issue Resolution Service Levels**

Priority	Definition	Response Time	Resolution or Workaround
Priority 1	Customer's ability to conduct business or provide service has stopped.	1 hour	24x7 response time until resolved.

Priority 2	Customer's ability to access the service is seriously degraded but can continue operations via a workaround or incremental resource for a short period of time before business stops.	2 hours	Problems will be worked during regular business hours.
Priority 3	Customer can operate most activities normally but a definite problem has been identified.	4-8 hours	Problem is worked as required.

## Exhibit B-Non-Production Services

### 1. Service Level Requirements for Non Production Services.

a. Uptime/Downtime. Customer requires an availability of no less than 99.9% uptime per month. The Services must be generally available 24 hours a day, seven days a week.

c. Recovery Time Objective: Provider will restore non-production services after production services have been fully restored.

d. Recovery Point Objective

Archive Data: When the system is brought back online, all data must be restored to the original archive date.

Test Data: Test data will not be restored.



**COMMONWEALTH OF VIRGINIA AGENCY  
CONTRACT FORM ADDENDUM TO CONTRACTOR'S FORM**

AGENCY NAME: James Madison University

CONTRACTOR NAME: Seattle Technology Group, Inc.

DATE: 3/17/2015

The Commonwealth and the Contractor are this day entering into a contract and, for their mutual convenience, the parties are using the standard form agreement provided by the Contractor. This addendum, duly executed by the parties, is attached to and hereby made a part of the contract.

The Contractor represents and warrants that it is a(n) ☐ individual proprietorship ☐ association ☐ partnership ☐ corporation ☐ governmental agency or authority authorized to do in Virginia the business provided for in this contract. (Check the appropriate box.)

Notwithstanding anything in the Contractor's form to which this Addendum is attached, the payments to be made by the Commonwealth for all goods, services and other deliverables under this contract shall not exceed Purchase Order Amounts; payments will be made only upon receipt of a proper invoice, detailing the goods/services provided and submitted to James Madison University. The total cumulative liability of the Commonwealth, its officers, employees and agents in connection with this contract or in connection with any goods, services, actions or omissions relating to the contract, shall not under any circumstance exceed payment of the above maximum purchase price plus liability for an additional amount equal to such maximum purchase price. In its performance under this contract, the Contractor acts and will act as an independent contractor, and not as an agent or employee of the Commonwealth.

The Contractor's form contract is, with the exceptions noted herein, acceptable to the Commonwealth. Nonetheless, because certain standard clauses that may appear in the Contractor's form agreement cannot be accepted by the Commonwealth, and in consideration of the convenience of using that form, and this form, without the necessity of specifically negotiating a separate contract document, the parties hereto specifically agree that, notwithstanding any provisions appearing in the attached Contractor's form contract, none of the following shall have any effect or be enforceable against the Commonwealth:

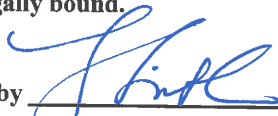

1. Requiring the Commonwealth to maintain any type of insurance either for the Commonwealth's benefit or for the contractor's benefit;
2. Renewing or extending the agreement beyond the initial term or automatically continuing the contract period from term to term;
3. Requiring or stating that the terms of the attached Contractor's form agreement shall prevail over the terms of this addendum in the event of conflict;
4. Requiring the Commonwealth to indemnify or to hold harmless the Contractor for any act or omission;
5. Imposing interest charges contrary to that specified by the Code of Virginia, §2.2-4347 through 2.2-4354, Prompt Payment;
6. Requiring the application of the law of any state other than Virginia in interpreting or enforcing the contract or requiring or permitting that any dispute under the contract be resolved in the courts of any state other than Virginia;
7. Requiring any total or partial compensation or payment for lost profit or liquidated damages by the Commonwealth if the contract is terminated before its ordinary period;
8. Requiring that the contract be "accepted" or endorsed by the home office or by any other officer subsequent to execution by an official of the Commonwealth before the contract is considered in effect;

9. Delaying the acceptance of this contract or its effective date beyond the date of execution;
10. Limiting or adding to the time period within which claims can be made or actions can be brought;
11. Limiting the liability of the Contractor for property damage or personal injury;
12. Permitting unilateral modification of this contract by the Contractor;
13. Binding the Commonwealth to any arbitration or to the decision of any arbitration board, commission, panel or other entity;
14. Obligating the Commonwealth to pay costs of collection or attorney's fees;
15. Granting the Contractor a security interest in property of the Commonwealth;
16. Bestowing any right or incurring any obligation that is beyond the duly granted authority of the undersigned agency representative to bestow or incur on behalf of the Commonwealth.

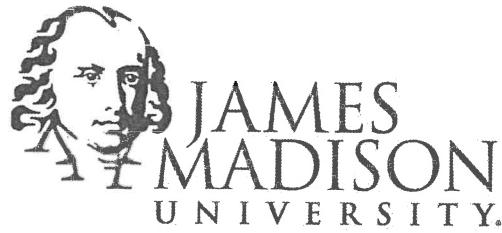
This Agency contract consisting of this Agency addendum and the attached Contractor's form contract constitute the entire agreement between the parties and may not be waived or modified except by written agreement between the parties.

This contract has been reviewed by staff of the agency. Its substantive terms are appropriate to the needs of the agency and sufficient funds have been allocated for its performance by the agency. This contract is subject to appropriations by the Virginia General Assembly.

IN WITNESS WHEREOF, the parties have caused this contract to be duly executed, intending thereby to be legally bound.

AGENCY by <u></u>	CONTRACTOR by <u></u>
Title <u>Buyer - Senior, Contract Purchases</u>	Title <u>President</u>
Printed Name <u>Lee Anne Beatty Smith</u>	Printed Name <u>Ryan Hamilton</u>

JUL. 2009



# Request for Proposal

## RFP# LBS-835

### Conference Services Management System

**12/19/14**

**James Madison University will be closed on the following  
dates for the holidays:**

**December 22<sup>nd</sup>, 2014- January 2<sup>nd</sup>, 2015**



College of William and Mary  
George Mason University  
James Madison University  
Old Dominion University  
Radford University  
The University of Virginia  
Virginia Commonwealth University  
Virginia Military Institute  
Virginia Tech

**REQUEST FOR PROPOSAL**  
**RFP # LBS-835**

**Issue Date:** December 19, 2014  
**Title:** Conference Services Management System  
**Issuing Agency:** Commonwealth of Virginia  
James Madison University  
Procurement Services MSC 5720  
752 Ott Street, Wine Price Bldg.  
First Floor, Suite 1023  
Harrisonburg, VA 22807

**Period of Contract:** From Date of Award Through One Year (Renewable)

**Sealed Proposals Will Be Received Until 2:30 p.m. on January 22, 2015 (Eastern) For Furnishing The Services Described Herein.**

*SEALED PROPOSALS MAY BE MAILED, EXPRESS MAILED, OR HAND DELIVERED DIRECTLY TO THE ISSUING AGENCY SHOWN ABOVE.*

All Inquiries For Information and Clarification Should Be Directed To: LeeAnne Beatty Smith, CPPB, VCA, CUPO, Buyer Senior Procurement Services, [smith2LB@jmu.edu](mailto:smith2LB@jmu.edu) 540/568-7523 (Fax) 540/568-7936 not later than five business days before the proposal closing date.

**NOTE: THE SIGNED PROPOSAL AND ALL ATTACHMENTS SHALL BE RETURNED**

In compliance with this Request for Proposal and to all the conditions imposed herein, the undersigned offers and agrees to furnish the goods/services in accordance with the attached signed proposal or as mutually agreed upon by subsequent negotiation.

Name and Address of Firm:

Seattle Technology Group, Inc.

1923 25<sup>th</sup> Ave E

Seattle, WA 98112

Date: January 10, 2015

Web Address: [www.seattletech.com](http://www.seattletech.com)

Email: [seatech@seattletech.com](mailto:seatech@seattletech.com)

By:   
(Signature in Ink)

Name: Ryan Hamilton  
(Please Print)

Title: President

Phone: 888-551-9996x4

Fax #: 800-442-6891

ACKNOWLEDGE RECEIPT OF ADDENDUM: #1 RA #2 RA #3 RA #4 \_\_\_\_\_ #5 \_\_\_\_\_ (please initial)

SMALL, WOMAN OR MINORITY OWNED BUSINESS:

☐ YES; ☒ NO; IF YES ⇒ ☐ SMALL; ☐ WOMAN; ☐ MINORITY IF MINORITY: ☐ AA; ☐ HA; ☐ AsA; ☐ NW

**Note: This public body 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.**

# ***REQUEST FOR PROPOSAL***

*RFP # LBS-835*

## ***TABLE OF CONTENTS***

I. PURPOSE.....	Page 1
II. BACKGROUND .....	Page 1
III. SMALL, WOMAN-OWNED AND MINORITY PARTICIPATION .....	Page 2
IV. STATEMENT OF NEEDS .....	Pages 2
V. PROPOSAL PREPARATION AND SUBMISSION .....	Pages 40
VI. EVALUATION AND AWARD CRITERIA.....	Pages 43
VII. GENERAL TERMS AND CONDITIONS.....	Pages 43
VIII. SPECIAL TERMS AND CONDITIONS .....	Pages 49
IX. METHOD OF PAYMENT .....	Page 57
X. PRICING SCHEDULE.....	Page 57
XI. ATTACHMENTS.....	Page 57
<u>A.</u> Offeror Data Sheet	
<u>B.</u> SWaM Utilization Plan	
<u>C.</u> Sample of Standard Contract	

## I. PURPOSE

The purpose of this Request for Proposal (RFP) is to solicit sealed proposals from qualified sources to enter into a contract to provide a conference services management system for James Madison University (JMU), an agency of the Commonwealth of Virginia. Initial contract shall be for one (1) year with an option to renew for nine (9) additional one-year periods.

## II. BACKGROUND

James Madison University (JMU) is a comprehensive public institution in Harrisonburg, Virginia with an enrollment of approximately 20,000 students and 3,000 faculty and staff. There are over 600 individual departments on campus that support seven academic divisions. The University offers over 120 majors, minors, and concentrations. JMU's campus covers 721 acres and is comprised of 112 buildings. JMU has 34 student housing buildings on campus with a current residence hall capacity of 6,308.

JMU's Conference Services offers logistical support for camps and conferences held on-campus and helps to foster safe, successful, and meaningful events. On average, Conference Services works with approximately eighty (80) unique camps and conferences and accommodates nearly 10,000 participants during the summer months. Conference events can be scheduled by JMU departments or organizations, as well as off-campus businesses, civic or religious organizations, and other government agencies. Conference Services manages all aspects of housing, meals, and facility space for these groups, as well as registration services and fiscal management for a limited number of clients. The office is comprised of three (3) full-time year-round employees and up to sixteen (16) student staffers during summer operations.

The Conference Services office currently uses a variety of programs and paper-based solutions to accomplish day-to-day work. The rooming process for assigning groups to residence halls is accomplished by using printed dorm diagrams along with an electronic Excel spreadsheet roster. Individual participant names are typed into the spreadsheet roster, which are then merged with another Excel document to create final rooming rosters and labels for key packets. The current process does not manage situations where residence halls are being shared between difference conference groups, gender assignments are needed by floor, or when adult staffers need to be placed in dorms housing minors. Camp check-in and check-out is done manually through printed rosters that are highlighted with important notes written in and printed dorm diagrams are used to indicate which rooms need linen.

Conference Services uses separate Excel spreadsheets to track billing information, contract details, overall group reservation dates and dorm assignments. Contracts are individually created as separate Word documents that include all contact information, billing and cost numbers, and facility assignments being manually entered. Separate Excel spreadsheets are used to track billing information and create final billing summaries and invoices for groups. Individual conference coordinators fill out detailed billing forms, including number of meal plans issued, housing accommodations and bednights (*number of individuals in single or double occupancy rooms, multiplied by number of nights spent on campus*), and other miscellaneous charges such as damages, transportation costs, lost keys, linen, and facility costs.

JMU facility reservations are handled through a centralized scheduling system (*EMS Campus 4.x*). All available space is searchable and schedulable through this system. Conference Services facilitates the reservation process for conference groups and then a printed copy confirming the reserved space is kept in the individual conference event file.



### III. SMALL, WOMAN-OWNED AND MINORITY (SWAM) PARTICIPATION

It is the policy of the Commonwealth of Virginia to contribute to the establishment, preservation, and strengthening of small businesses and businesses owned by women and minorities and to encourage their participation in State procurement activities. The Commonwealth encourages contractors to provide for the participation of small businesses, and businesses owned by women and minorities through partnerships, joint ventures, subcontracts, and other contractual opportunities. Attachment B contains information on reporting spend data with subcontractors.

### IV. STATEMENT OF NEEDS

The contractor shall have available and be able to demonstrate the use and functions of the following components and/or features for a Conference Services Management System that shall integrate with EMS Campus 4.x. The approach to integration may vary so it's important to include a full description integration method and provide references for other institutions that utilize the approach. It is expected that any proposed system will already be fully developed, tested, offered publicly for sale and available immediately for installation. For this project, the University is not interested in a custom developed system. Describe in detail the manner in which each item is addressed by the system.

#### A. Application Functionality

##### 1. General

- a. Provide an executive summary of the proposed conference management system and all available modules.

*Seattle Technology Group has been in business since 1993 providing conference management solutions to institutions of higher learning. The University of South Carolina was our first customer and they are still a customer today. Over 200 colleges and universities have implemented Conference Programmer since it was introduced. Six of those customers are in the Commonwealth of Virginia. CP is the most widely used conference services management product in North America.*

*STG conducted about \$25,000 of business with VASCUPP Institutions in 2014.*

*We have 5 full time employees. All have had been employed at STG for at least 10 years. Two of them have also had experience working with and supporting Conference Programmer at customer sites prior to joining STG. STG is a virtual company with 4 employees located in the Northwest and one near Raleigh NC.*

*STG proposes to implement the following solutions for JMU*

- *Conference Programmer, our proven and effective client server conference management product.*
  - *CP Hosting, our cloud hosting service for the Conference Programmer database.*
  - *Iris Front Desk, our mobile device enabled product to manage front desk functions.*
  - *Iris Registration V2, our third generation web registration product.*
  - *Five days of onsite implementation consulting and training.*
- b. Describe the university user interface. Provide screen shots to illustrate

There are two interfaces for interacting with Conference Programmer data. Both interfaces interact real time with the same backend database.

- *Iris Front Desk is used by the majority of users for day-to-day tasks managing guests and conferences. This interface will be used by your student staff and hall staff. It is an easy-to-use interface that takes very little training. It works well on a tablet device or from a standard web browser.*
- *Conference Programmer has comprehensive functionality and is used for the detailed management and setup of your groups. Conference Programmer includes a variety of wizards and contains the complete functionality for managing all solution elements. Conference Programmer will be used by your fulltime professional staff. Conference Programmer is a Windows application.*

### Iris Front Desk Interface

The Iris Front Desk interface is organized around activities that are occurring today or imminently. The home page provides a quick view of what is happening around campus and provides easy access to more detailed information. The search bar lets you quickly jump to a group or individual participants.



Figure 1. The Iris Front Desk home page.

Iris Front Desk
ryan

Home
Features
Setup

## Kalen Bajema

Bankers Association

[Actions](#)
[Edit](#)
[Back](#)

Desk Log  
(0)

Personal Transactions

Conference Charges

Name	Kalen Bajema	Check-In	1/7/2015
Gender	M	Check-Out	1/11/2015
Email	Kalen@Bajema.com	Checked In Date	1/10/2015 12:00:00 AM
Telephone	515-706-1224	Checked Out Date	
Address	3340 Atlanta Highway E. Providence RI 02914	Building	North Tower
Room Type	Double	Room Number	1980B
Room Style	Std Dbl		
Participant ID	1761		

Charges	(0) Charges : \$0.00
Payments	(0) Payments : \$0.00
Balance	\$0.00

Meal Plan	Std Plan
Linen	Economy

Figure 2. The Iris Front Desk Participant Detail page provides information about a participant and provides access to tasks such as check-in, check-out and assigning space.

Iris Front Desk
ryan

Home
Features
Setup

## Bankers Association

[Actions](#)
[Conferences](#)
[Back](#)

Participants  
(207)

Unassigned  
(73)

Blocked  
(96)

Subgroups  
(1)

Contacts  
(4)

Desk Log  
(3)

Cancel  
(2)

View Charges

View Clipping

Check-In	1/7/2015	Participants	206
Check-Out	1/11/2015	Account #	1265-STG-89
Contact	Jasalyn Leone	Alternate Contact	Mike Verkerk/206-524-4492
Email	Jasalyn@Leone.com	Conference Type	Adult Group
Telephone	903-557-1847	Primary Housing	North
Fax	800-442-6891	Check In Time	2 PM
Address	P.O. BOX 12 Glencoe IL 61022	Check Out Time	11 AM
Conf Status	Confirmed	Registration Location	Adult Group
Conference ID	5	Linen Code	XL-TT Adult+1 Night

Figure 3. The Iris Front Desk Conference page provides information about a conference and provides access to tasks such as group check-in and group check-out, assignments, and printable lists.

Iris Front Desk ryan

Home Features Setup

## Participant Check-In

Conferences Back

Name	Gender	Conference	Check-In	Check-Out	Building	Room	Check-In
Canton Pierre	M	Bankers Association	1/7/2015	1/11/2015			1/7/2015 7:08:19 PM
Castleman Greer	F	Bankers Association	1/7/2015	1/11/2015			1/7/2015 7:08:22 PM
Chauvin Deol	F	Bankers Association	1/7/2015	1/11/2015	North Tower	1520B	<input type="checkbox"/>
Chenault Jodie	F	Bankers Association	1/7/2015	1/11/2015			<input type="checkbox"/>
Chung Cason	M	Bankers Association	1/7/2015	1/11/2015	North Tower	2230A	<input type="checkbox"/>
Cloak Ailzbeth	F	Bankers Association	1/7/2015	1/11/2015			<input type="checkbox"/>
Cope Karl	F	Bankers Association	1/7/2015	1/11/2015			<input type="checkbox"/>
Corbett Ailish	F	Bankers Association	1/7/2015	1/11/2015			<input type="checkbox"/>
Corcoran Briana	F	Bankers Association	1/7/2015	1/11/2015			<input type="checkbox"/>
Cruthirds Bryn	F	Bankers Association	1/7/2015	1/11/2015			<input type="checkbox"/>

Showing 1 to 10 of 180 entries (filtered from 314 total entries)

2 3 4 5 18 Next

Figure 4. The Participant Check-In page allows individually checking-in participants in a group.

## Conference Programmer Interface

The Conference Programmer interface is organized by Conference. Each conference has considerable detail neatly organized in tabs. Features that you choose not to use can be hidden. All functions in Conference Programmer are accomplished through wizards. This mechanism makes most tasks straightforward and generally easy to remember. The wizards are displayed in a hierarchical tree available from every screen. The field labels and drop down lists are easily configured. There are numerous user-defined fields that can be labeled and purposed for your specific needs.

CP [Connection Info: cp:rhv6\Ryan:DBO]

File Conference Tools Function

Add Conference Delete Part Cancel Previous Next Procedures Conference Report Locate

### Adventures In Science

- Meals
- Contracts
- Meeting Facilities
- Catering
- Computation of Costs
- Task List
- EMS Bookings
- Parking
- Subgroups/Participants
- Room Assignments
- Reports
- Wizards
  - Interactive SQL Window
  - Conference Export
  - Group Check-In/Out
  - Mark Room: Cleaned
  - Batch Participant Entry
  - Import
  - Send Confirmations
  - Group Bill

Conference Name and Contact Information

Conference: Adventures In Science

Last: Perdue

First: Cleo

Address 1: 653 PARTRIDGE LANE

Address 2:

City: Enterprise

State: AL Post Code: 36330

Country:

Title: President

Phone: 415-650-1464

Fax: 800-442-6891

E-Mail: Cleo@Perdue.com

Conf No: 2

Information

Check-In: 1/2/2015

Check-Out: 1/7/2015

Nights: 5

Housing: 1200

Commuters:

Account #: 1265-STG-89

Alternate Contact: Mike Verkerk/206-324-4

Conference Type: Youth Group

Primary Housing: North

Check In Time: 2 PM

Check Out Time: 11 AM

Registration Loc: Carver Gym

Linen Code: UC Youth:3wks

Additional Information

Conf Status: Confirmed

Tax Status: Taxable

UDef 10:

UDef 11:

UDef 12:

UDef 13:

UDef 14:

UDef 15:

UDef 16:

UDef 17:

UDef 18:

UDef 19:

UDef 20:

Contract Sent:

Adventures In Science Count: 1199 Balance Due = \$200.00

Figure 5. The Conference page provides access to all data and tasks related to a conference.

5

One of the important features of Conference Programmer is the Reservation Calendar which provide the ability to block space and move assignment blocks by dragging and dropping selected participants and spaces.

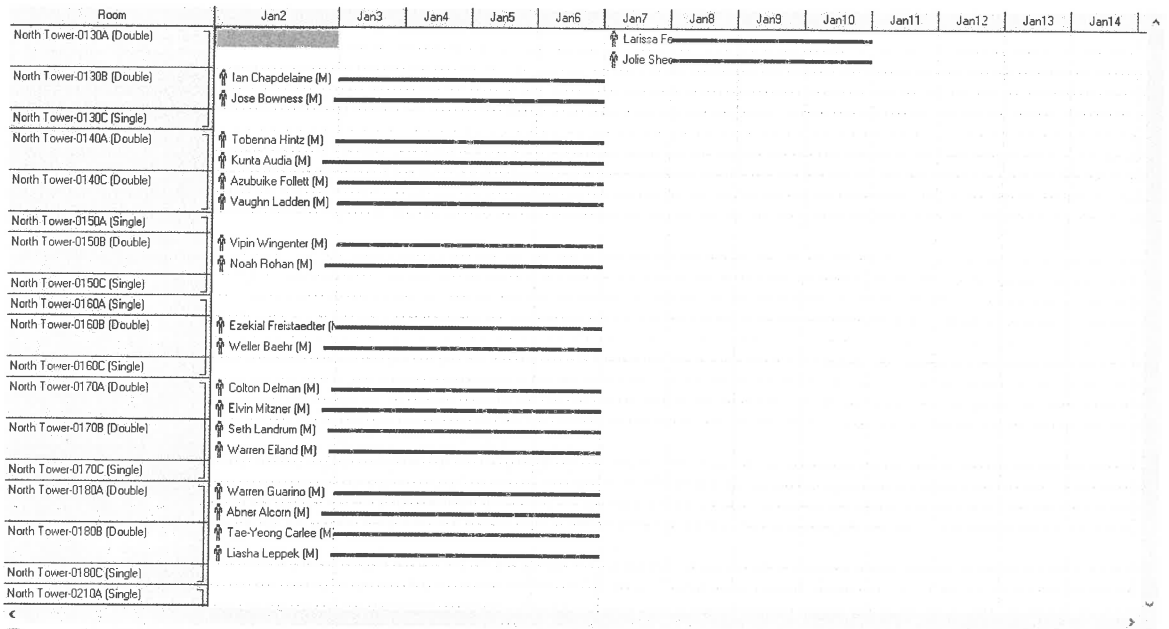


Figure 6. The Conference Programmer reservation calendar.

- c. Describe the steps involved in creating user accounts, creating/editing group permissions, and deactivating/deleting/archiving user accounts.

Users of Iris Front Desk are provided a link and they create their own account. An Administrator in Iris Front Desk manages claims to the accounts. If a user requires access to Conference Programmer then they require an SQL Account. These are created from the Administrator interface of Iris Front Desk. The users are added to database roles from within this tool. Permissions to the database tables are assigned to database roles.

Old accounts can be deactivated or deleted. Typically they are deleted.



Figure 7. The Administrator page of Iris Front Desk provides all management of User Accounts and SQL Accounts.

- d. Describe the process for archiving old data.

*This is a service provided by Seattle Technology Group as part of your annual maintenance agreement. A backup of the production database is created and named for the year ending. For example, this past years conference archive would be named CP2014. Once the backup is created a connection is created for those users needing access to past years data. We then run a utility on the production database and selectively remove elements and/or conferences. Our customers direct Seattle Tech what to keep and what to remove.*

- e. Describe the process for manually creating contact information for conference groups, sponsors, and participants. Describe how the system differentiates between different types of contact entries.

*Each conference can have multiple contacts and contact types. In Iris Front Desk, select the conference and select the Contacts shortcut. Customer can create new contact types.*

LastName	Type	Phone	Email	Details
Melissia Ibuki	Billing	586-773-1170	AnnieFBowling@dodgit.com	
Kylan Haley	On-Site	931-729-2143	RichardJWare@mailinator.com	
Evangelina Arch	On-Site	325-895-4094	RichardHRoy@spambob.com	
Evangelina Arch	Facilities	325-895-4094	RichardHRoy@spambob.com	
Houston Randall	On-Site	818-864-5726	NathanBJohnson@mailinator.com	
Adelinn Stricker	Housekeeping	707-887-0294	DanielABreunlg@seattletech.com	

Figure 8. Contact list for a conference.

- f. Describe the ability to upload and attach relevant documents to contact records. Specify accepted file extensions.

*This feature is only supported in Irv2. The purpose of the feature is to allow people to submit documents as part of their record. Thus, this information is available only for online registrants and is not available for other participants. There is no ability to associate documents with the Conference level information.*

- g. Describe the process for editing an existing contact record or other conference information.

*If the user has permissions to edit the record they simply browse to the conference and/or participant and edit the necessary fields.*

- h. Describe how the system allows the university to create and manage meal plan and catering information and rates.

*Conference Programmer has both Meals and Catering wizards within the program. The meals wizard is generally run for a specific dining hall with chosen rates. Meal plans can also be created. Examples may be "Student Plan" "Adult Plan" "Youth Plan" etc. You may run the wizard for different rates according to the plan. The Meals and Catering wizards are run for each conference. The meals wizard has a tremendous amount of flexibility. Once run you can edit any meal for any day. Furthermore, we have provided search and replace functionality that allows users to edit the meal counts, rates, times or plan.*

- i. Describe the ability for users to create checklists for conference preparation and implementation.

*The "Task List" function in Conference Programmer provides functionality for users to create, assign, and identify when each task must be performed. Once completed the user make check that the task has been completed. We have reports that display what tasks must be completed, by whom and when.*

- j. Describe how users can track an individual participant's status (i.e. registered, early arrival, no show, late arrival, early departure etc.).

*There is a status field for each participant. Status changes upon check-in or check-out can be manually changed. If status is no-show or cancel then the record is highlighted. Status types can be created and modified to fit your business rules.*

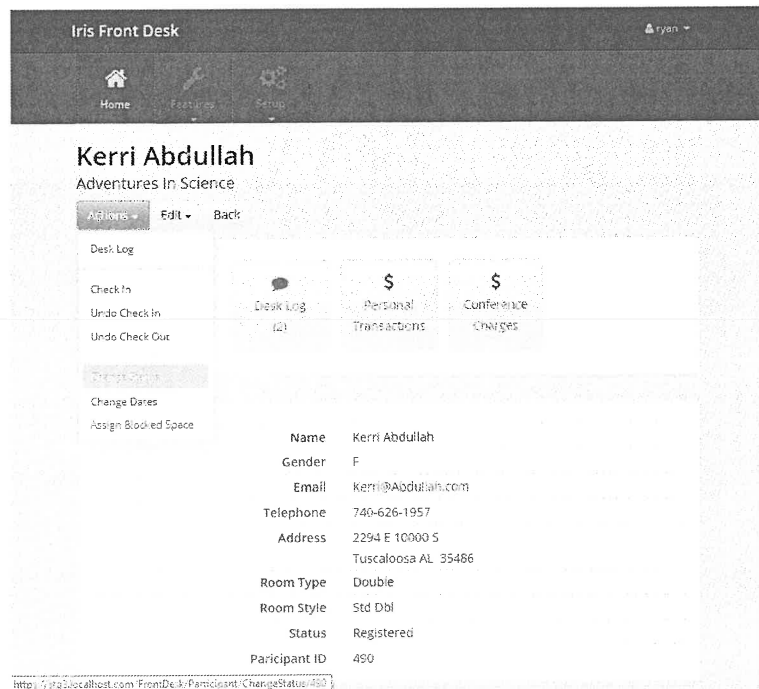


Figure 9. Participant record showing status menu.

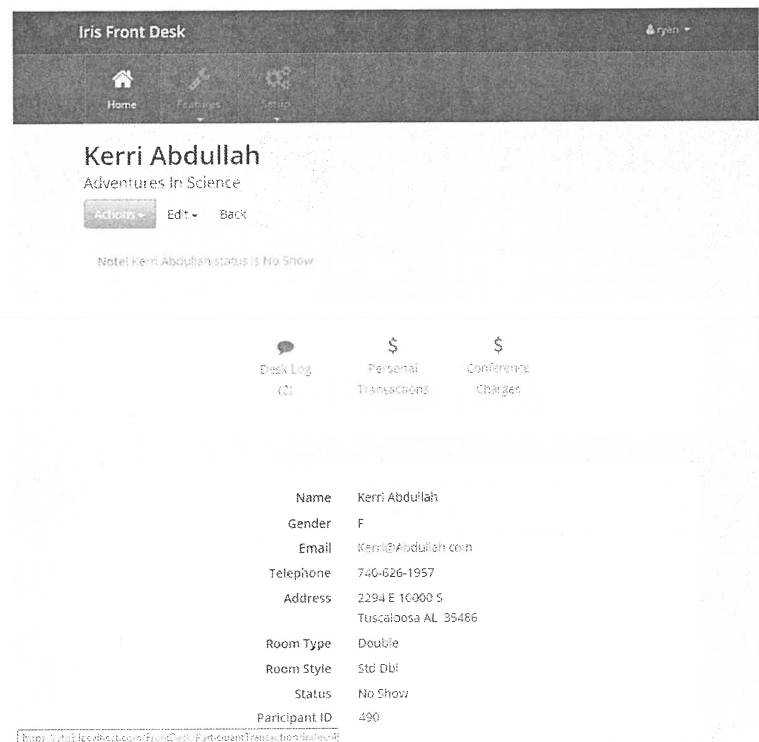


Figure 10. If the status is no-show or cancel then the record is clearly marked.

- k. Describe how standard document templates are created, managed, and used within the system (i.e. confirmation letters, itineraries, conference contracts).

*All documents of this nature would be created by Seattle Technology Group using Business Objects Crystal Reports. Some customers purchase this program in order to make report edits. Most customers request that Seattle Technology Group make the necessary changes per their*



*request. Contract can be quite complicated and it is useful to take advantage of Seattle Tech's considerable experience in this area. Creating your contract from within Conference Programmer, exporting as a pdf and emailing directly from the program is a very popular feature.*

- l. Describe system's ability to email confirmation letters, contracts, invoices, receipts, roommate forms, and other documents.

*Conference Programmer users can create email merge templates and attach files. Most letters, contracts and invoices are emailed as pdf's. Another popular feature is to email a Microsoft Excel file of blocked rooms to your customer with instructions for requested information. The ability to create the email templates that merges field data into your message drastically reduces correspondence time with your customer.*

- m. Describe the user's ability to generate name badges, event rosters, and individual key packet labels.

*These reports are all embedded within Conference Programmer as part of our standard report pack. Often our customers will request edits to these reports such as logos on name badges or edits to key packet labels to print on various labels sizes.*

- n. Describe all search capabilities and the ability to quickly locate a conference group or individual participant by query or search field.

### **Searching Iris Front Desk**

*Iris Front Desk utilizes an efficient "type ahead" search window that allows searching for conferences or participants from the same window. Each keystroke narrows the search and the suggested answer is displayed.*

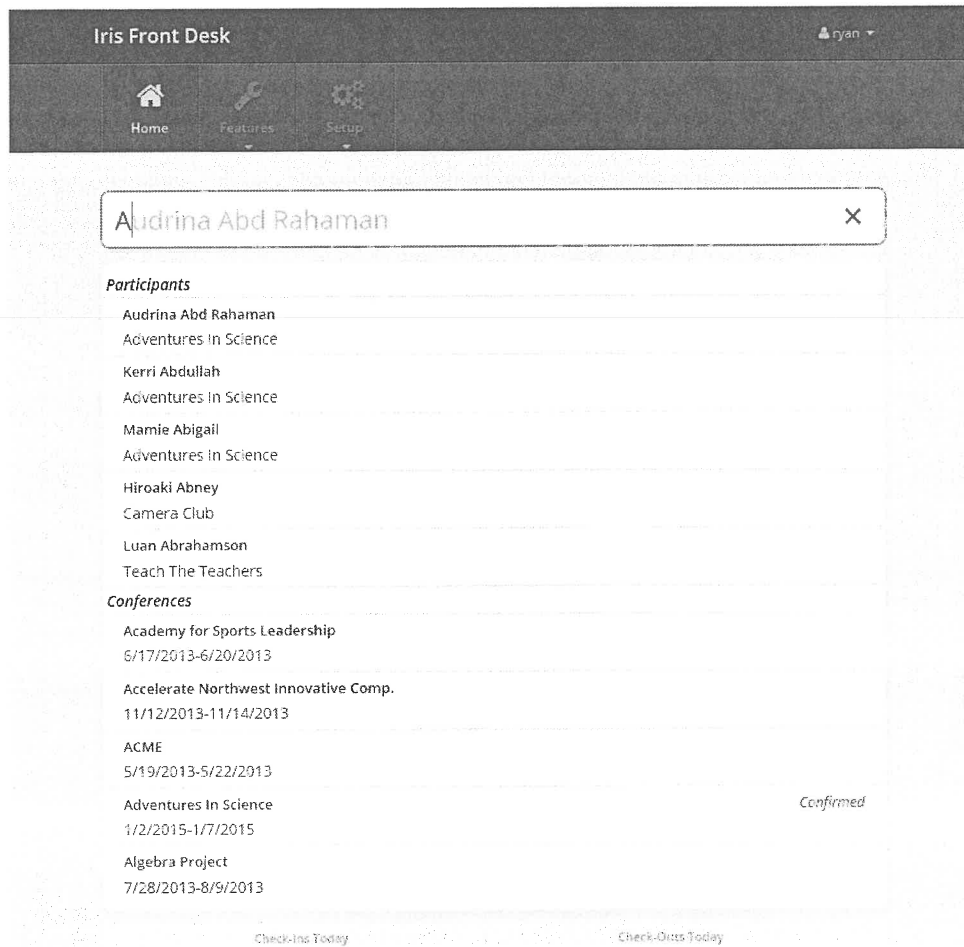


Figure 11. Iris Front Desk search window allows searching conference and participants from the same window.

### Searching Conference Programmer

*Conferences and Participants can be located within Conference Programmer by searching on any selected field. The searches for participant are either global (any conference) or confined to a specific conference. When searching for conferences, the list is restricted as one types additional characters.*

- o. Describe in great detail conference staff's ability to remotely "check-in" and "check-out" conference participants and manage conference information. Provide details on mobile device and browser compatibility.

*Iris Front Desk allows checking users in and out at the site designated for the group. From the main page select the appropriate hyperlink and then filter the list by group or building. At this point you can simply click the checkbox by each participant. Check-in or check-out can also be performed individually by select the participant and using the "Action" menu.*



Figure 12. Check-ins and check-out can be selected from the hyperlinks on the home page.

See Figure 4 on page 5 for an example of the check-in page. Iris Front Desk has been developed with a “mobile first” strategy which means that the screens were specifically designed to work most efficiently on a device such as an iPad.

- p. Describe the extent to which a user can configure or customize screens, fields, reports, and forms. (Specify any additional cost in Pricing Schedule Section X.)

Field labels and look up lists can be customized as long as users have the proper permissions. Most customization occurs when a representative from Seattle Technology Group is on-site during the initial implementation. Reports and forms are often edited at that time. Changes to the university’s configuration change as your policies and workflow changes. The custom field labels and lists are reflected in Iris Front Desk and Conference Programmer. They are configured from within Conference Programmer.

- q. Describe the ability to track customizations made to the system.

Customizations by end users are not tracked. However, program customizations are documented and tracked by Seattle Technology Group.

## 2. Housing Space Management-

- a. Describe the process for entering, managing, and using housing space information within the system.

With our Reservation Calendar (see Figure 6 on page 6) users can manage housing space with a graphical interface to the room inventory. Users can block space for a group, drag and drop participants into specific rooms and/or make room assignments based upon roommate requests. The process can vary from user to user but most customers prefer to block rooms prior to a group’s arrival. They then email their customer an Excel file of the blocked rooms. The customer enters the participant names in the Excel file and emails it back for importing. Once imported, users of Conference Programmer can re-assign rooms if necessary.

- b. Describe how housing space data displays within the system. Provide screenshots to illustrate.

Rooms are displayed in the Reservation Calendar in the order you choose. Single rooms are displayed as one space capable of housing one participant. Doubles are displayed as two space, triples as three etc. In addition to viewing participants for the conference that is currently selected, users will see participants in other conferences in a two week glance.

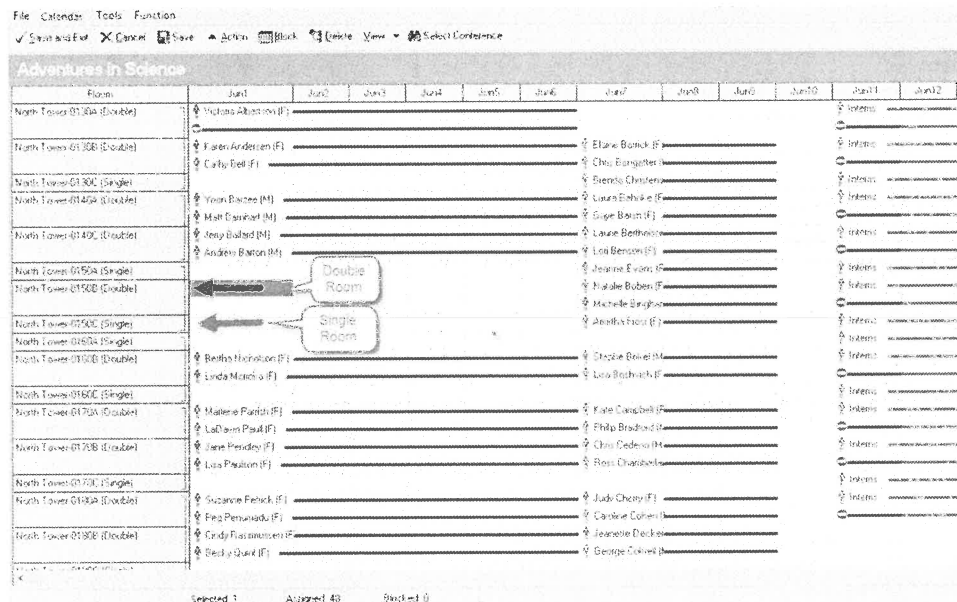


Figure 13. An example of the Reservation Calendar.

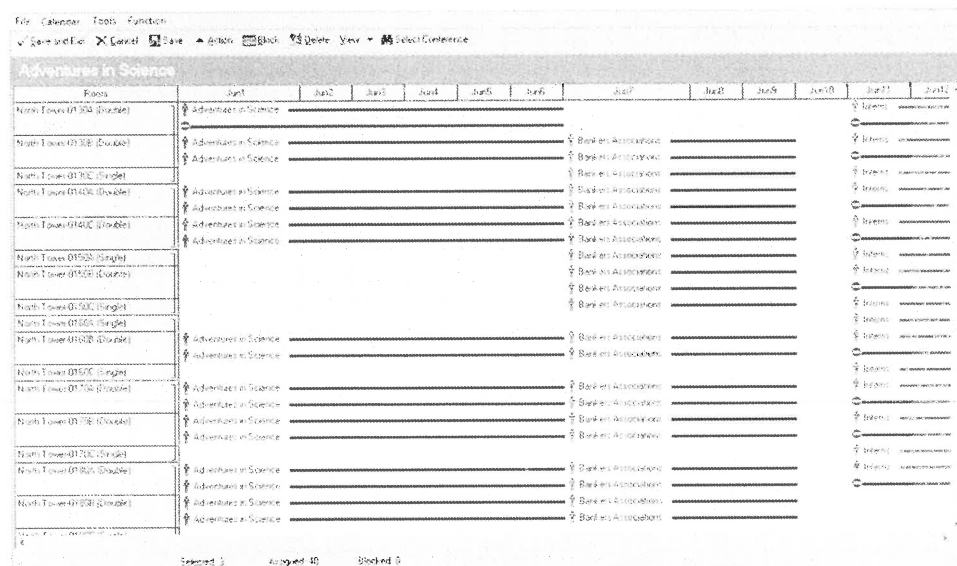


Figure 14. The Reservation Calendar can be viewed in Conference mode which displays only the group name and not the participant name.

c. Provide details on the system's capabilities in performing the following functions:

- i. Block rooms for specific groups and specific periods of time (include ability to do this across multiple residence halls).

*When blocking rooms in the Reservation Calendar, it is always done for the selected conference. Unless otherwise modified, the rooms will be blocked for the dates of the conference. You may select different dates and multiple building to block rooms for early arrivals and late departures.*

- ii. Determine available room status versus room already assigned.

*Room status is generally determined visually via the Reservation Calendar as many prefer the visual aspect it provides. Another option is to search "Vacant Rooms" for a specific building and dates. Most often this would be the participants check in and check out dates.*

iii. Differentiate between “male” rooms and “female” rooms.

*This is most easily accomplished by blocking a specific set of rooms for males and another set of rooms for females. You can then identify those rooms on the Excel file by adding an "M" or "F". Many of our customers fill the rooms with color as another way of identifying the rooms blocked for the specific gender.*

	A	B	C	D	E	F	G	H	I
	Building	Room No	Last	First	Gender	Room Type	Room Style	Check In	Check Out
2	W	0710B			F	Double	Std Dbl	8/22/2014	8/25/2014
3	W	0710B			F	Double	Std Dbl	8/22/2014	8/25/2014
4	W	0720B			F	Double	Std Dbl	8/22/2014	8/25/2014
5	W	0720B			F	Double	Std Dbl	8/22/2014	8/25/2014
6	W	0730A			F	Double	Std Dbl	8/22/2014	8/25/2014
7	W	0730A			F	Double	Std Dbl	8/22/2014	8/25/2014
8	W	0730B			F	Double	Std Dbl	8/22/2014	8/25/2014
9	W	0730B			F	Double	Std Dbl	8/22/2014	8/25/2014
10	W	0740A			F	Double	Std Dbl	8/22/2014	8/25/2014
11	W	0740A			F	Double	Std Dbl	8/22/2014	8/25/2014
12	W	0740C			F	Double	Std Dbl	8/22/2014	8/25/2014
13	W	0740C			F	Double	Std Dbl	8/22/2014	8/25/2014
14	W	0750B			F	Double	Std Dbl	8/22/2014	8/25/2014
15	W	0750B			F	Double	Std Dbl	8/22/2014	8/25/2014
16	W	0920B			M	Double	Std Dbl	8/22/2014	8/25/2014
17	W	0920B			M	Double	Std Dbl	8/22/2014	8/25/2014
18	W	0930A			M	Double	Std Dbl	8/22/2014	8/25/2014
19	W	0930A			M	Double	Std Dbl	8/22/2014	8/25/2014
20	W	0930B			M	Double	Std Dbl	8/22/2014	8/25/2014
21	W	0930B			M	Double	Std Dbl	8/22/2014	8/25/2014
22	W	0940A			M	Double	Std Dbl	8/22/2014	8/25/2014
23	W	0940A			M	Double	Std Dbl	8/22/2014	8/25/2014
24	W	0940C			M	Double	Std Dbl	8/22/2014	8/25/2014
25	W	0940C			M	Double	Std Dbl	8/22/2014	8/25/2014
26	W	0950B			M	Double	Std Dbl	8/22/2014	8/25/2014
27	W	0950B			M	Double	Std Dbl	8/22/2014	8/25/2014

Figure 15. Rooms are blocked by gender in the Reservation Calendar. The Excel file provided to the conference client needs to be manually color-coded.

iv. Quickly change a rooming assignment for one individual or a group of individuals.

*Drag and drop a single participant or group via the Reservation Calendar.*

v. Quickly view available rooms across multiple residential halls.

*The Monthly Calendar View provides a 30 day glance of occupied rooms by floor.*

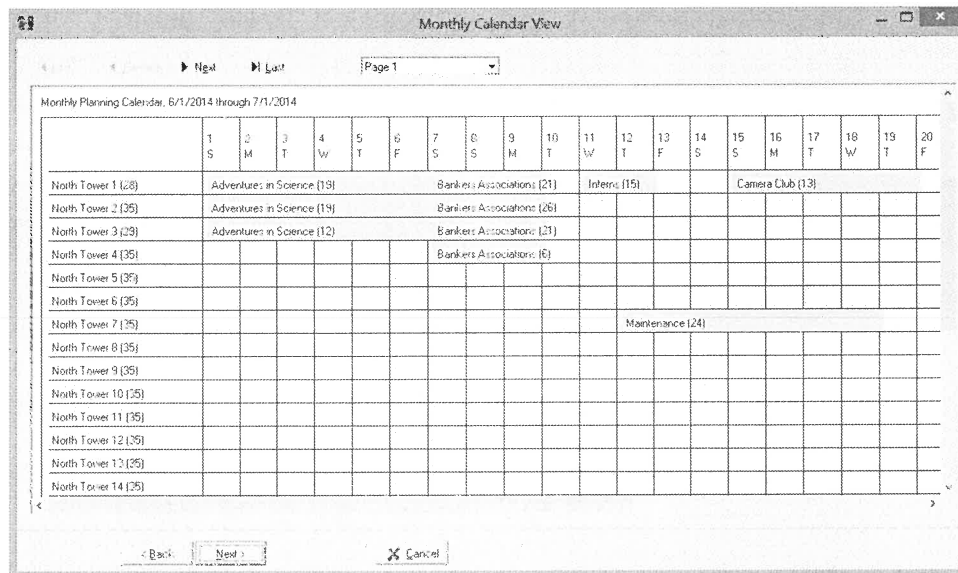


Figure 16. The Monthly Calendar View provides a quick view of occupied rooms by floor.

- vi. Print rooming roster for specific groups or entire buildings. Offeror should include information on the format and style possibilities of the roster and user's ability to customize.

*Rooming rosters by building and room order or by alpha order are included in our standard report pack. User may request custom edits to Seattle Technology Group.*

- vii. Upload/Import rooming information/assignments into system.

*This is accomplished with our Import Wizard. This is very simple and by default it is designed to check for vacancy and disallow any double booking of the room.*

- viii. Differentiate between rooms housing an "adult" versus a "minor".

*This would be accomplished by viewing one of the rooming rosters. The "Participant Type" would be displayed on the report identifying adults and minors.*

- ix. Indicate which rooms are ADA compliant.

*This is identified on the room style field on the room list table. Users may choose to have room style displayed on the Reservation Calendar when making room assignments or blocking rooms for a group.*

Room	Jun1	Jun2	Jun3	Jun4	Jun5	Jun6
North Tower-0130A (ADA)	Victoria Albertson (F)					
North Tower-0130B (I)	Karen Andersen (F)					
North Tower-0130C (I)	Cathy Bell (F)					
North Tower-0140A (I)	Yoon Barzee (M)					
	Matt Barnhart (M)					
North Tower-0140C (I)	Jerry Ballard (M)					
	Andrew Barton (M)					
North Tower-0150A (I)						
North Tower-0150B (ADA)	Sherry Monsen (F)					

Figure 17. Room style is visible in the Reservation Calendar.

- x. Print housekeeping reports and allow for prioritization of the order of room cleaning.

*One of our standard reports is titled "Housekeeping Next Occupied" This is a list of rooms needing cleaning ordered by next use. Note that we are introducing updated housekeeping functionality for the 2015 conference season. This is described in attachment labeled "Housekeeping functionality 2015."*

- xi. Differentiate between available "clean" rooms and which rooms need to be cleaned.

*We can provide a list of rooms and which are clean or dirty. However, most our customers prefer to just supply housekeeping with a list of rooms that need cleaning with options to sort such as next use, room order, or check out date and time. Note that we are introducing updated housekeeping functionality for the 2015 conference season. This is described in attachment labeled "Housekeeping functionality 2015."*

- xii. Flag rooms for maintenance needs.

*Rooms needing maintenance are blocked in the Reservation Calendar for specific dates for the Maintenance Group. Note: there is no specific functionality dedicated to reporting this information, and this is considered a workaround.*

- xiii. Indicate rooms with lost keys or lock replacement needs.

*This is accomplished by first identifying the participants that have lost keys. A list can then be generated identifying which rooms had participants that lost keys. Note: this is mostly dedicated to finding and billing those people who have lost keys rather than reporting this information to maintenance.*

- xiv. Indicate which rooms need linen or have linen and the ability to run reports on linen status.

*The "move in" report displays who is moving in to what room on a given day. The linen options are displayed on this report so housekeeping will know how to prepare the rooms.*

- xv. Differentiate between "single" room status and "double" room status.

*This is part of a participant's record and is displayed on reports and is reflected in how they are assigned and how they are presented in the Reservation Calendar. If a participant with single room status is placed in a room, then the room is considered fully occupied, even if the room is a double room.*

- xvi. Change a room's status to "offline" and indicate reason.

*Users can block rooms for a group titled "maintenance" and/or "offline" but there isn't currently a way to indicated why one room is blocked offline vs another. A work around could be to create subgroups for the offline group such as "replace carpet" "painting" etc. You could then block by the specific subgroup for the offline conference. This would display well on reports.*

- xvii. Reserve non-residential spaces within the residential halls for specific events at specific times.

*There are no limitations for blocking residence hall space. But, there are not options for blocking residence hall space by time, only per day. The Meeting Room wizard is used to block space by time and day. The Meeting Room inventory is different than the residence hall space inventory. It also allows you to bill hourly, half day or full day(s).*

- xviii. Generate reports for residence hall room inspections and indicate any issues with specific rooms.

*The "move in" report or some modification of it is generally used for inspections. It lists all rooms where participants are moving in on a given day.*

<b>Move-In : June 15, 2014</b>					
move-in roster, for , page 1				12/31/2014	
Name	Room No.	Linen	Vacated (last use)	Clean Date	Comments
<u>University Towers</u>					
Albertson Victoria	N 0130A	Economy	Friday, June 13	Saturday, June 14	
Benson Chad	N 0130A	Premium	Friday, June 13	Saturday, June 14	
Benson Len	N 0130A	Premium	Friday, June 13	Saturday, June 14	
Anderson Skip	N 0130A	Economy	Friday, June 13	Saturday, June 14	
Not Assigned Null	N 0130A		Friday, June 13	Saturday, June 14	
Anderson Karen	N 0130B	Economy	Friday, June 13	Saturday, June 14	
Bell Carly	N 0130B	Economy	Friday, June 13	Saturday, June 14	
Barrick Elaine	N 0130B	Premium	Friday, June 13	Saturday, June 14	
Bangasser Chris	N 0130B	Premium	Friday, June 13	Saturday, June 14	
Aurthur Morris	N 0130B	Premium	Friday, June 13	Saturday, June 14	
Billings Jacob	N 0130B	Economy	Friday, June 13	Saturday, June 14	
Not Assigned Null	N 0130B		Friday, June 13	Saturday, June 14	
Christensen Brenda	N 0130C	Premium	Friday, June 13	Saturday, June 14	
Berg Debbie	N 0130C	Premium	Friday, June 13	Saturday, June 14	
Danovsky Carl	N 0130C	Economy	Friday, June 13	Saturday, June 14	

Figure 18. Example move-in report where issues with the room can be noted.



6/20/2014

housekeeping report by date, for 6/20/2014 page 1

6/20/2014

Name	Building/Room	Housekeeping Notes	Chk-Out Today	Check-In/Out	Nights	Cleaned	Cleaned Date
Anderson Skip	Campus Center 0130A	This is where you add special notes	✓	6/15/14 - 6/20/14	5	<input type="checkbox"/>	6/12/14
Billings Jacob	Campus Center 0130B		✓	6/15/14 - 6/20/14	5	<input type="checkbox"/>	6/12/14
Mischakoff Theodore P	Campus Center 0130C			6/22/14 - 6/20/14	8	<input type="checkbox"/>	6/12/14
Eid Kirsten	Campus Center 0140A		✓	6/15/14 - 6/20/14	5	<input type="checkbox"/>	6/12/14
Gentry Cathy	Campus Center 0140C		✓	6/15/14 - 6/20/14	5	<input type="checkbox"/>	6/12/14
Graham Steve	Campus Center 0150A		✓	6/15/14 - 6/20/14	5	<input type="checkbox"/>	6/12/14
Hansen Marc	University Tower 0140A		✓	6/15/14 - 6/20/14	5	<input type="checkbox"/>	6/12/14
Hill Lisa	University Tower 0140C		✓	6/15/14 - 6/20/14	5	<input type="checkbox"/>	6/12/14
Vinyac Linda	University Tower 0150A		✓	6/15/14 - 6/20/14	5	<input type="checkbox"/>	6/12/14
Yaude Jane	University Tower 0150B		✓	6/15/14 - 6/20/14	5	<input type="checkbox"/>	6/12/14
Hill Chris	University Tower 0160A		✓	6/15/14 - 6/20/14	5	<input type="checkbox"/>	6/12/14
Smith Kevin	University Tower 0160B	Housekeeping Note	✓	6/15/14 - 6/20/14	5	<input type="checkbox"/>	
Tweil Gordy	University Tower 0160C		✓	6/15/14 - 6/20/14	5	<input type="checkbox"/>	
Totals:		Note: A checkmark indicates the participant is checking out today.					
Participant Count = 13		12 Checking out today					
Campus Center							
Room # 1							
Room # 2							
Room # 3							
Room # 4							
Room # 5							
Room # 6							
Room # 7							
Room # 8							

Figure 19. Example move-in report with space for comments.

### 3. Financial Processes-

- Describe the system's capability to process various electronic payment. Describe the level of integration required to accommodate payment processing.

*Electronic payments can only be made through Iris Registration. Iris Registration passes billing information and a payment amount to a hosted order form (payment processing gateway).*

- Describe how secure payment processing is ensured. Provide up to date, signed documentation that the offered solution and vendor is compliant with all PCI DSS and PADSS requirements if applicable. Provide documentation of your most current PCI system scan and the signature page from your Record of Compliance (ROC) or Attestation of Compliance (AOC).

*Iris Registration passes the registrant to the payment gateway to a hosted order page. The payment gateway is responsible for capturing credit card information from the registrant. The payment gateway then transfers payment details back to Iris Registration. Credit card information is never transferred between Iris Registration and the payment gateway.*

- Describe ability and ease of use for university users to process payment electronically.

*Electronic payments can only be processed through Iris Registration and only through the registrant portal. The registrant portal is the web application a registrant uses to register.*

- d. Describe how users can create comprehensive itemized invoices for a conference, subgroup of a conference, or individual.

*Conference Programmer allows users to apply charges to the conference level, subgroup level or individual participant level. In most cases users will copy rates from a template. Users can run the billing wizard to calculate and post these charges to the charges and payments table. An itemized invoice can then be printed.*

- e. Describe how variable conference rates would exist within the system to allow for flexibility in contract negotiations.

*Most Conference Programmer users have several billing templates set up in the system. For instance you may have unique rates for "internal" vs. "external" or "taxable" vs "non-taxable" groups. These rates can then be copied down to any conference. Once copied you may edit the rates if you and your customer have negotiated and agreed upon a unique set of rates. Also, the Computation of Costs wizard is a very useful tool for estimating charges for contract purposes.*

- f. Describe how users would record basic billing contact information and notate any special billing requests for a conference, subgroup of a conference, or individual.

*In most cases the main contact for the conference or subgroup is the billing contact. If there are billing requests, such as billing a department number, then these should be captured in user-defined field specifically purposed for the request. This provides consistency across the application. If there are very specific requests that are not part of your standard billing rules, then these should be noted in a designated area on the record.*

- g. Describe the process for invoicing for meeting spaces by varying time increments.

*First you would run the Meeting Room wizard to reserve meeting space. In running this wizard you can choose the method and units to apply the charges. Once the wizard has been run for a group, you would "Charge Meetings" to push the total charges to the "Charges and Payments" table.*

- h. Describe the process for invoicing for meals including flexibility to account for varying meal plans and head counts.

*First you would run the Meals wizard to generate meal counts, apply rates, times, dining hall and meal plan. When these are determined to be correct, you would apply the meal charges to the Charges and Payments.*

- i. Describe ability to invoice for ad-hoc services or miscellaneous charges.

*On the Charges and Payments screen in Conference Programmer you would click "Add Charge" and select the appropriate account and pre-configured tax. For common charges such as lost keys or lost meal cards, Iris Front Desk allows you to set up standard charges and accounts.*

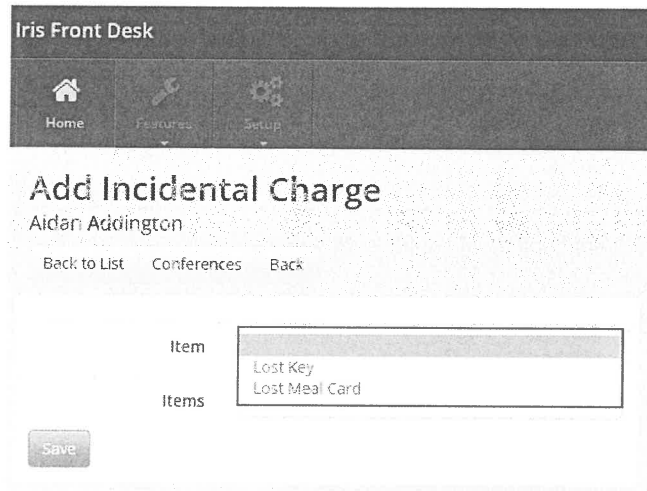


Figure 20. Iris Front Desk allows users to add common charges.

- j. Describe process for reconciling charges and payments.

*This is accomplished by running the "Reconcile Charges" Wizard and the "Reconcile Payments" wizards from Conference Programmer. Both wizards guide the user through the process.*

- k. Describe process for tracking charges and payments by account, date, conference, or participant.

*All charges and payments are recorded by account, dates, conference, and, if appropriate, to a participant. These can be viewed and reported based on this information.*

- l. Import "bednight" numbers and housing charges for a specific conference directly into billing reports.

*Bed night numbers are calculated and displayed on financial reports once the billing wizard has been run.*

- m. Describe how system allows for the discount of specific services/fees due to organizations tax-exempt or charitable organization status. Indicate how system distinguishes between tax-exempt and non-tax exempt services/fees.

*Most Conference Programmer users have several billing templates set up in the system. For instance you may have unique rates for "internal" vs. "external" or "taxable" vs "non-taxable" groups. These rates can then be copied down to any conference. Once copied you may edit the rates and/or comp specific charges if an organization is eligible for a discount.*

#### 4. Online Registration Services-

- a. Describe the system's ability to offer online registration service.

*Iris Registration allows a university user to build registration forms for a conference. A registrant can access the form to register for the conference. You can build multiple forms per conference. You can build individual forms, multiple registrant forms and group forms.*

- b. Specify supported web browsers.

*Iris Registration supports common modern browsers including Chrome, Firefox, Internet Explorer version 8 to 11, Opera and Safari.*

- c. Specify supported mobile devices.

*Iris Registration is a mobile first application meaning the layout is designed for mobile devices first.*

- d. Describe the interface for participant registration. Provide screenshots to illustrate.

*The first screen a registrant will see is the Registrant Portal login page. This page allows a registrant to create an account or use an existing account to gain access to a registration form.*

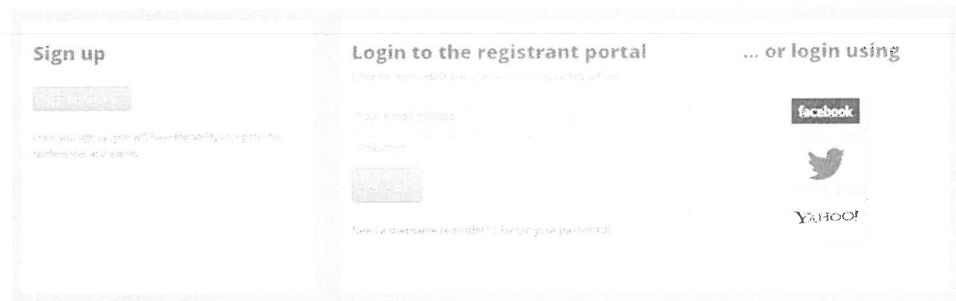


Figure 21. The registrant login page.

*Once a registrant logs in, they will be taken to the registration form they are trying to register for.*

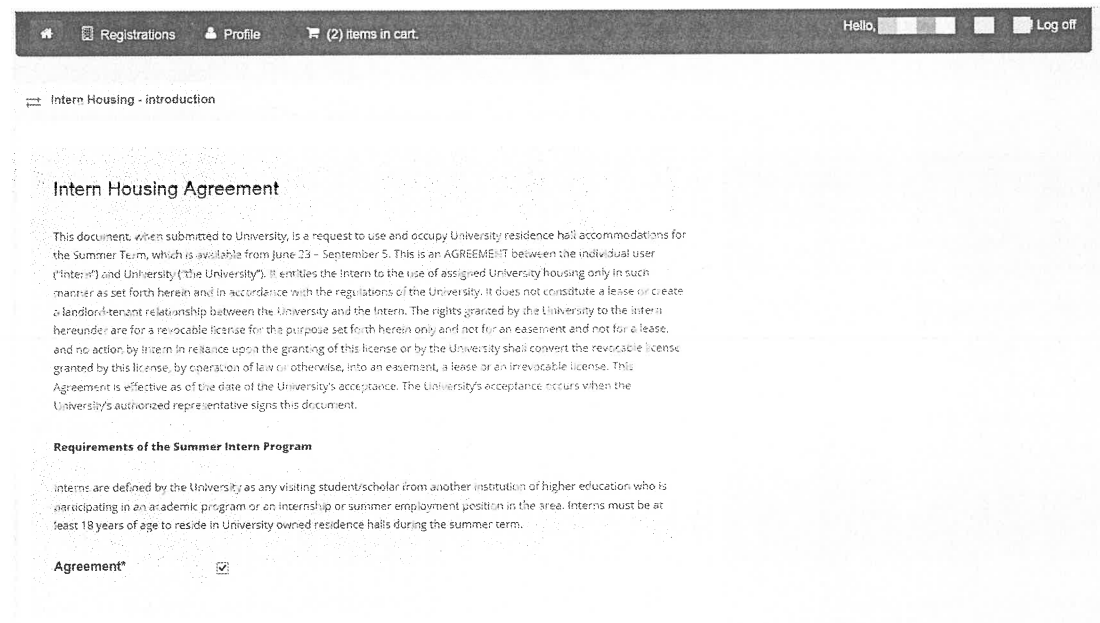


Figure 22. The first page of an example intern housing form.

- e. Describe how maps, videos, and other media are incorporated into user's experience.

*Maps and videos can be embedded into a page by using an iframe.*

- f. Describe the ability of participants to enter detailed registration information including the ability to register for sub-events within a larger conference.

*The university user that is building the form can add unlimited fields to the form. The form can also span multiple pages. Iris Registration also has events that can be setup to allow a registrant to select an event.*

- g. Describe ability to register for meal offerings for specific conferences.

*Iris Registration allows the university user to create a Chargeable Item. A chargeable item is anything the university would like to sell to a registrant. Meal offerings would be setup as a chargeable item, allowing the registrant to select what meal offerings they were interested in purchasing.*

- h. Describe ability to modify or change registration options or status.

*The university user can make updates to a registration form at any time. Changes include adding or removing fields and events, adding or removing chargeable items, adding or removing pages. The university user also has access to all registrations through the admin portal.*

- i. Describe ability to generate/print invoices and receipts for online payments.

*Iris Registration sends a receipt email when a payment is processed. This can be printed out by the registrant. Payment information will also be recorded in Conference Programmer. Invoice reports can be run from within Conference Programmer.*

## **B. Application Technology:**

- 1. Describe how the modules function as an integrated whole and detail any limitations in their ability to function independently from other modules.

*Conference Programmer is required for all modules. All other modules—Iris Front Desk and Iris Registration can be implemented separately and independently. Hosting is required for Iris Front Desk.*

- 2. Describe the application security features for data, for each module, and for the system. Describe all row-level security options as well as any field-level encryption available.

### **Conference Programmer**

*Conference Programmer is a two-tier client server application. Access to data is protected by underlying permissions to tables in the database based upon the database role. Each user of Conference Programmer is a member of a database role. The application additionally limits access to each application function based upon their membership in a role. For example, access to specific wizards can be turned on or off.*

*All communications to the database are encrypted. The data within the database is not encrypted. Users connecting to the database must be approved, by IP (or IP range) to access the database. No user identifiable or protected information is stored in CP.*

### **Iris Registration and Iris Front Desk**

*Iris Registration and Iris Front Desk are n-tier applications secured by user-claims. Access to features is based on whether the user has the specified claim to perform the function. Managers assign the claims to the user accounts. The database is accessed by a service account on the application server. All communications are encrypted. The data within the database is not encrypted. No user identifiable or protected information is stored in Iris Registration or Iris Front Desk.*

- 3. Describe any transactions or functions that are not done on a real time basis and list batch jobs required for this function.

*There is a batch process for retrieving and updating online registrations that have been received from Iris Registration. This process is initiated by users of Conference Programmer. All other processes are real time.*

4. Define what *modifiable*, *customizable* and *configurable* mean for your application.

*It is our practice to attempt, as much as possible, to integrate your existing business practices and procedures with our software solution. On the most basic level this means configuring the type of information you collect about people and groups. We allow you to select the fields which you want to collect information, name the fields, and provide lookup lists for these fields. We provide the ability to customize reports and plug them directly into the application. We turn features on or off to simplify the user interface. We have a variety of settings governing business rules, developed over many years working with a wide range of institutions.*

5. Describe the tools and expertise that university technical staff would use to support, troubleshoot, configure or customize the application.

*The solution presented for James Madison University does not require any special tools for support or troubleshooting because all of server components are managed by Seattle Technology Group. On the client side, users of Conference Programmer will need access via a specified port to the database and a predictable IP (either within a specified range or fixed). Customer requires expertise to ensure that application is not blocked from accessing our services. If JMU chooses to create their own reports, then this requires knowledge of Crystal Reports and an understanding of databases.*

6. Describe other customizations available and associated cost, i.e., hourly and fixed fee. Describe how configuration and customization will affect future releases of software.

*Customizations are available on a per hour basis. The rate is \$125 per hour. We only perform customizations that can reasonably be expected to be supported in future releases of products.*

7. Describe workflow functionality included with the application and provide a list of any function for which workflow is already built and delivered.

*The solution presented does not include workflow functionality.*

8. Describe how JMU's e-mail systems would be incorporated with your system's operation. (Faculty/Staff – on premise Exchange and students – Office365).

*Users may email directly from Conference Programmer. When using Exchange (depending on your configuration) this generally requires granting relay privileges to the IP's of those sending the email.*

*Email can then be sent from Conference Programmer by selecting an email message template. The user can create new email templates which allow them to merge from fields within CP. Attachments can be included. A copy of the email is kept in the History folder.*

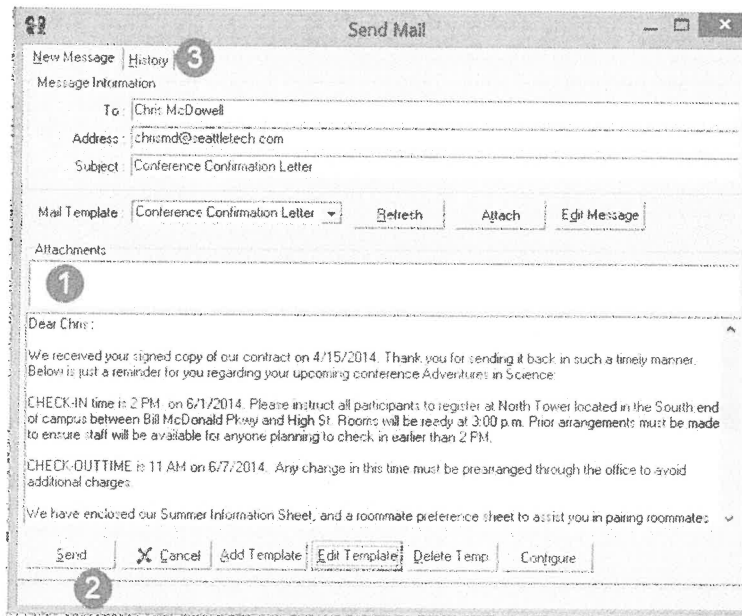


Figure 23. Email send screen.

a. Describe third party e-mailing, if this functionality is part of your solution.  
None

b. What messaging service is utilized by your system?  
None

c. Describe details of how messages look (from, etc.)

*Configuration of the email is per machine, so that the "from" can be either the specific user or a departmental account. The subject is generally the template name as show in Figure 23 above.*

### C. Reporting:

1. Describe application approach/strategy for reporting including the approach to ad-hoc reporting for power users as well as the occasional user.

*We use Crystal Reports by Business Objects. When Conference Programmer is installed a run time version of Crystal Reports is included. This does not allow users to create reports. It is for viewing only. Conference Programmer does not include ad-hoc reporting capability.*

2. Describe all reporting tools supported and how they integrate with the product. Does application licensing include any of the products?

*The application does not include licensing of Crystal Reports. A one-user license is required to create your own reports.*

3. Provide a list of all reports delivered as part of the base product including a short description of each. Also include a sample of several reports for review.

#### Folder

( 1) Overview

#### Report

Conference List by Date

	Conference List-Alpha
( 2) Pre-Conference General	Conference Cover Sheet
( 3) Pre-Conference Meal Planning	Dining Counts by Date Range
	Dining Counts by Dining Hall and Conference
( 3) Pre-Conference Meal Planning	Dining Counts by Dining Hall and Date
( 4) Pre-Conference Catering Planning	Catering by Conference and Event
	Catering Requests by Date
( 5) Pre-Conference Facilities Planning	Facilities Setup by Building and Date
	Facilities Setup by Conference and Building
	Facilities Setup by Conference and Date
	Facilities Setup by Date Range
( 6) Pre-Conference Assignment Planning	7 Day Calendar-Conferences
	7 Day Calendar-Participants
	Assignment Export
	Assignment Export-Subgroups
	Assignment List
	Assignment List-Subgroups
	Participants to be Assigned
	Reservation Calendar Assignment Summary
( 7) Registration	Extended Assignments
	Registration List
	Registration List by Subgroup
( 8) Rosters	Participant Notes
	Participant Notes-Subgroups
	Participant Rooming List
	Phone List
	Rooming List by Subgroup
	Roster by Conference
	Roster by Conference and Status
	Subgroup by Alpha
	Subgroup by Room
( 9) Housekeeping	Arrivals Report
	Building Overview
	Check-In by Date
	Conference Mailing Labels
	Daily Arrivals
	Daily Departures
	Housekeeping by Conference
	Housekeeping by Date
	Housekeeping Next Occupied
	Housekeeping Next Use
	Key Labels



	Linen Change Report
	Move-In
	Move-Out
	Name Badges
	No Check Outs
	No Check-Ins
	Participant Mailing Labels
	Registration Labels
	Rooms Yet To Clean
	Stayover Report
(11) Group Billing Worksheets	Subgroup Mailing Labels
	Cater Billing
	Computation of Costs
	Estimated Revenue
	Facilities Billing
(12) Conference Billing	Food Service Billing
	Account Summary by Conference
	Account Summary Export
	Conference Revenue Summary
	Estimated Revenue
(13) Subgroup Billing	Non-Zero Balance-Conference
	Non-Zero Balance-Subgroup by Conference
	Non-Zero Balance-Subgroup by Date
	Participant Revenue Summary by Subgroup
	Subgroup Transaction Detail
	Subgroup Transaction Detail by Account
(14) Individual Billing	Subgroup Transaction Summary by Account
	No Transactions
	Non-Zero Balance-Participant
	Participant Revenue Summary
	Participant Transaction Detail
(16) Summary Statistics	Bed Night Summary by Conference and Date
	Bed Night Summary by Conference and Date
	Capacity Summary
	Charges by Date
	Payments by Date
	Reconciliation by Deposit Number
	Revenue Summary by Conference
	Revenue Summary by Date
(17) Conference Events	Event Registration Detail
	Event Registration Summary
	Option List - Events
(18) Web Registrations	Chargeable Item Detail

	Chargeable Item Summary
	Iris Event Detail
	Iris Event Summary
	Participant Field Export
	Web Registrants' Event Registration Detail
	Web Registrants' Event Registration Summary
	Web Registrations Load Order by Conference
	Web Registrations Load Order by Date
	Web Registrations Order by Conference
	Web Registrations Order by Date
(19) Task List	Task List by Conference
	Task List by Date Range
	Task List by Staff by Conference
	Task List by Staff by Date Range
Group Bill	Group Bill Summary by Category
	Group Bill With Participant Detail
	Group Billing Summary by Account
Reconcile	Reconciliation by Transaction Number
Reconcile Charges	Monthly Review

4. Describe the process for creating a customized report.

*The easiest way is to request it from Seattle Technology Group. Otherwise, if you are creating your own report, you would select a report in Conference Programmer that most closely resembles the report you are seeking to create. You would export the Crystal report file and edit it appropriately from within Crystal reports and then use the Load feature to plug it back into the CP report tree.*

5. Describe reporting output formats available.

*Reports can be exported to many formats. The most common are Adobe Acrobat pdf, Microsoft Excel, Microsoft Word and Text. The Adobe export is limited somewhat by the Crystal implementation and it only contains the features up to Acrobat 4.*

6. Describe the types of reporting that would typically require Information Technology staff support.

*Generally we create most custom reports. If customer creates their own reports then they would not require IT staff if the report was similar to an existing report. If reports deviated significantly from an existing report, they would require technical assistance in order to understand the data relationships.*

#### D. Services:

1. Describe the training options and include a catalog of training offerings and their associated costs. Response should include differentiation between technical staff and end-user training.

### **End User Training:**

*Initial end user training is provided on-site for 3 to 5 days. Training is typically scheduled for approximately 5 hours each day. The remaining time is used to customize and configure the products for your operation. This training is tailored to your needs.*

*Prior to training, Seattle Technology Group will build your database with your data. All training is done on your data to ensure your business processes are supported by the application. By the end of training, your database will be configured and you will be entering real conference information into the applications.*

*Seattle Technology Groups training and consulting services are held with power-users and decision makers. Student Staff, non-coordinators, and IT staff are not required to attend. We strongly prefer to limit participation to a maximum of 4 users.*

*Separate, focused sessions may be held with Accounting, Housekeeping and other university stakeholders to ensure they are able to get the information that they need from the product.*

*End User training costs \$1250 Per Day with a two day minimum. We highly recommend budgeting for a two day follow up consultation between your first and second conference season to increase efficiency and resolve issues that arise after the initial implementation.*

### **Technical Staff Training:**

*Technical Staff are welcome to sit-in on end user training. There is no training geared specifically toward technical staff. Technical staff are not required for the day-to-day use of our products because end users are supported by Seattle Technology Group by phone, email and through our self-service support portal.*

*Seattle Technology Group also supports technical staff and provides detailed documentation for installation and maintenance of our applications.*

2. Describe services available from your company and/or partners including pricing information that may be included in the final contract. Examples of services that could be included are:

- a. Implementation

*Seattle Technology Group provides comprehensive implementation services for all products and clients. Seattle Technology Group's Implementation staff have been involved in the Conference Services business for over 10 years and have visited more than 50 university campuses.*

*Our Implementations are held on-site and products are 'Live' upon completion. Implementation services are billed at \$1250 per day for a minimum of 2 days.*

- b. Development

*Seattle Technology Group provides custom development services on a case-by-case basis. Our hourly rate for custom development is \$125 Per Hour. Custom development project quotes include documentation, training, project management and implementation services, as necessary.*

- c. Project Management

*Implementation Project Management is included in the purchase on the product. Custom development typically contains a project management component as included in the quote for any custom work.*

- d. Installation and Configuration

*Installation assistance is covered by our annual support agreement. Initial configuration services are included in product implementation.*

*Major configuration changes are best handled by on-site consulting billed at \$1250 per day for a two day minimum.*

*Minor changes to the configuration of the product (rooming lists, taxes, other setup options) are considered support items and covered by your annual support agreement.*

e. Conversion

*Conversion services are available and are evaluated on a case-by-case basis. Conversion services are offered at \$125 Per Hour.*

f. Monitoring, administration and upgrades

*Monitoring, administration and upgrades are covered under the annual support agreement.*

*We provide custom reporting services including creation of client facing contracts, quotes, and other business process documents at \$125 per hour. Small changes, typically less than 15 minutes are covered in your Support Agreement.*

3. Describe the support options available through your company including on-going support of the application. Describe what portions of support to be performed by IT, the customer versus the vendor.  
*STG offers support M-F 7:30AM to 4:30PM Pacific Time, average 4 hour response time. We have provided standby support for a couple of customers in the past when they had concerns about critical operations over a weekend. We can offer standby support for \$75 per hour, subject to availability. Our customers are quite pleased with the support hours, level of support and most importantly, the quality of support we provide.*

4. If support is provided to end-users directly as part of your services, provide the SLA under which you would operate.

*Please see the attached Seattle Technology Group Product Support Service Level Agreement.*

**E. General:**

1. Describe typical implementation timeline and project plan and include examples of previously used project plans for similar institutions.

*Typically, a site visit and implementation can be scheduled as early as 30 days after receipt of a purchase order. We require some configuration data from our clients such as buildings and rooming lists, rate structures, and client contracts prior to our on-site visit. Desktop support may be required to install software and configure workstations to connect to CP data.*

*On-site training, consulting, and implementation typically runs from 3 to 5 days. At the end of the on-site implementation, clients will be able to access and use the product environment of our products.*

*Additional resources or requirements discovered during on-site implementation are prioritized and completed within 30 days after the on-site consultation. The exception to this is Custom (billed) development work which would be quoted and scheduled post-implementation.*

*Please see the attached sample project plan.*

2. Describe your approach to test and production environments including licensing requirements and any additional costs.

*Our solutions to this RFP are standard products working in real customer conference operations. Our products are tested prior to release to customers. Maintaining test and production environments is not typical for our customers. Should JMU wish to have access to another CP database the cost is \$250 per year.*

3. Describe how product(s) addresses accessibility to ensure the application is accessible to people with disabilities. Describe testing for adherence to accessibility guidelines and standards.

*Our products are not developed specifically to be accessible. We use standard Microsoft tools and products and do nothing to modify them that would inhibit accessibility.*

4. Provide documentation of the testing performed and results of that testing including the Web Accessibility and Template Guide (WATG located at <http://www.vadsa.org/watg>).

*We have not tested our products against this standard.*

5. Describe the Help system(s) and how it can be modified.

*We do not have a help system. However, we have a support portal where important articles are posted and updated.*

6. Describe your relationship with the vendor(s) of any third party tools (i.e. reporting tools, application server and DBMS vendors, etc.) included in this proposal including licensing, costs, support for the product(s), and versions (e.g. full or modified).

*Seattle Technology Group is a partner with 11 Credit Card gateways and Dean Evans' EMS software. There is no additional cost from Seattle Technology Group to integrate with these tools.*

*Reports are written in Crystal Reports XI. Crystal Reports may be purchased independently from SAP Business Objects should you wish to create or modify your own reports.*

7. JMU is interested in developing a strategic relationship with the successful vendor. Provide information regarding ideas on how such a relationship can prove mutually beneficial.

*Seattle Technology Group, Inc. has worked with our customers over the years to make our products more useful and better fit their needs. This policy has served us well over the years. We have been fortunate to have had access to the smartest customers in the industry, pushing our product functionality to better solve their problems and make CP a more valuable tool. We would welcome such a relationship with JMU.*

8. Describe active user groups and how they function.

*We do not have a user group. We have always received feedback from our customers directly or via our User Forums and Support Portal. We are a small company and personally know our customers. We attend common industry tradeshows and have the opportunity to speak with our customers directly.*

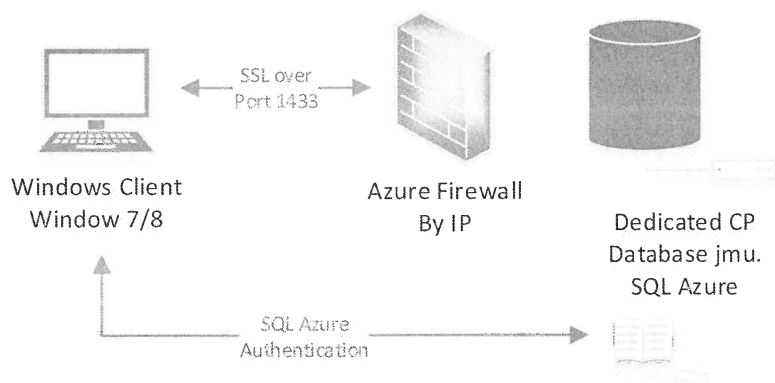
9. Describe licensing. If licensing is based on number of users, describe the models used to obtain numbers both for current and future usage.

Seattle Technology Group is proposing the 8 Concurrent User License of Conference Programmer. This allows for 8 concurrent CP users from an unlimited user population. We do not think JMU will exceed this limit. We are also proposing Iris Front Desk. IFD is a browser based product for front desk staff. IFD greatly offloads student staff users from CP. Currently, there is no user restriction on the number of IFD users. Also proposed is Iris Registration V2. IRV2 is tiered based on users, active forms and annual registrants. We are proposing the "Regular" tier. This gives JMU 5 users, 20 active forms and 1,500 registrants.

## F. Technical:

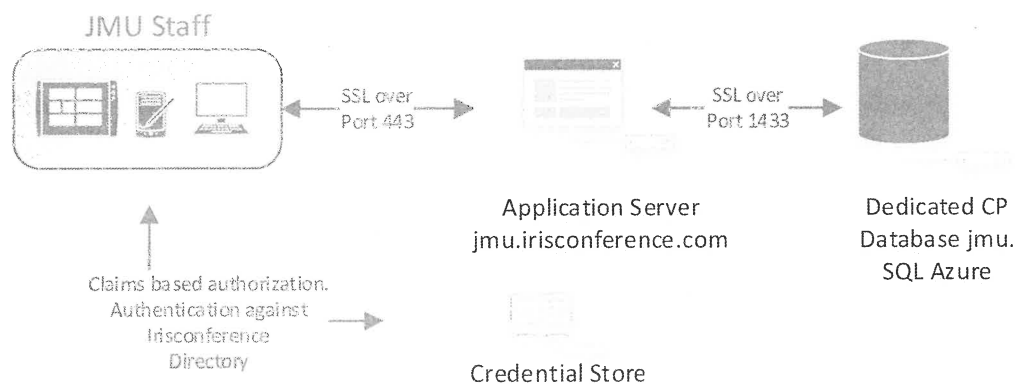
1. Architecture: Provide a detailed diagram of the architecture/technical environment proposed for the system. Describe each component, the software running on it, and its purpose. List all communications between components including the protocols, ports, direction, third parties, and whether the communications are encrypted.

### Conference Programmer



Conference Programmer is a Windows application that communicates directly with a SQL Azure database. Authentication is using SQL Azure. The Azure firewall limits access based on IP or IP Range. This IP range permission is managed by Seattle Technology Group.

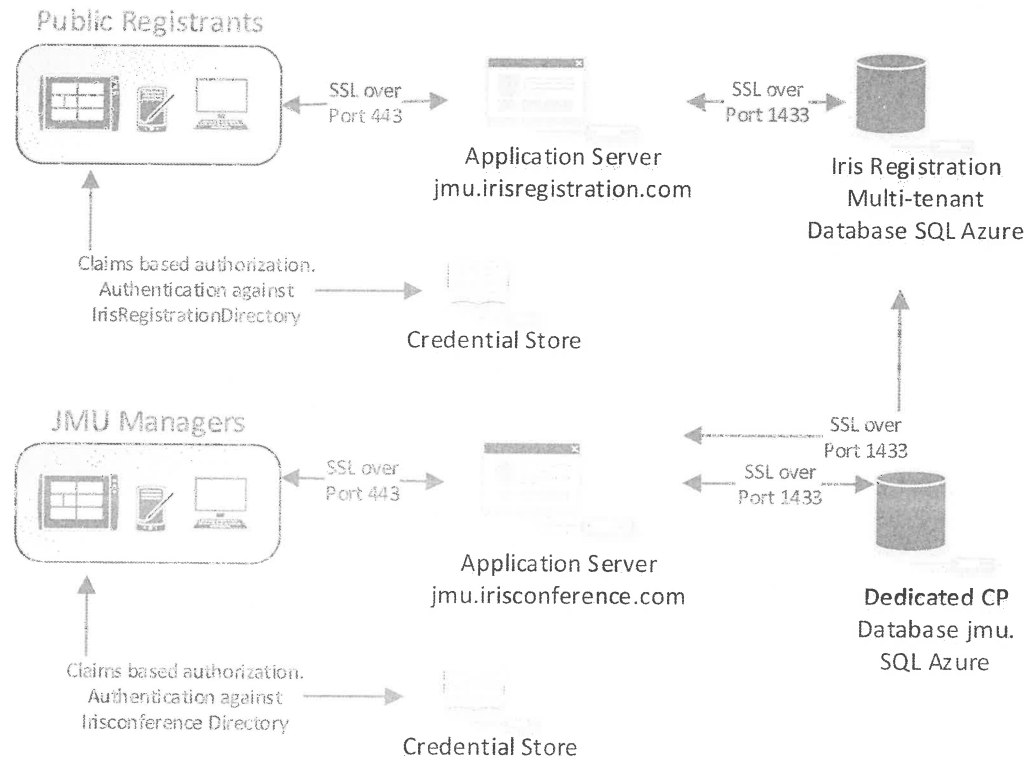
### Iris Front Desk



Iris Front Desk is an n-tier application utilizing an application web server. The client is a device or modern web browser (Chrome, Firefox, Internet Explorer version 8 to 11, Opera and Safari). The client is authenticated using forms authentication. Authorization claims are attached to the user's identity. Claims include the tenant (jmu) and other role claims. Items on the application server are secured based on these claims. Communication to the web server is

via SSL over port 443. The application server communicates to a SQL Azure database that is dedicated to JMU (single tenant database).

## Iris Registration



*Iris Registration is an n-tier application utilizing an application web server. There are two primary entry points to the application—the registration portal and the management portal. The Registrant portal is for people who are registering for a campus event. The management portal is used by staff for creating registration forms and for managing registrants and reviewing information. The registration portal requires a device or modern browser (Chrome, Firefox, Internet Explorer version 8 to 11, Opera and Safari). The client is authenticated using forms authentication. They have the opportunity to use their social login from either Twitter, Facebook, or Yahoo. The client connects using SSL over port 443.*

*The Registrant completes their registration and then selects checkout. The checkout process transfers the user to the campus payment gateway (Seattle Technology Group supports 11 gateways). All payment information is entered on the campus gateway. Seattle Technology Group does not store, process or transmit cardholder data. The campus payment gateway reports back the success or failure of the transaction and amount.*

*The management portal is an n-tier application utilizing an application web server. The client is a device or modern web browser (Chrome, Firefox, Internet Explorer version 8 to 11, Opera and Safari). The client is authenticated using forms authentication. Authorization claims are attached to the user's identity. Claims include the tenant (JMU) and other role claims. Items on the application server are secured based on these claims. Communication to the web server is via SSL over port 443. The application server communicates to a SQL Azure database that is dedicated to JMU (single tenant database).*

2. Describe the toolset from which your application is derived.

*Conference Programmer is built using Delphi 7. All other applications are developed using the Microsoft technology stack of:*

- *MVC5*
- *Entity Framework 6*
- *c#*
- *.Net 4.51*

*Also including Java script libraries:*

- *JQuery 1.10*
- *Bootstrap 3*

3. Describe the client operating system and browser requirements for your toolset. List any additional client-side software required for development/management of your toolset.

*Conference Programmer requires Windows 7 or Windows 8 and a small client install.*

*All other application are supported on devices and modern browsers (Chrome, Firefox, Internet Explorer version 8 to 11, Opera and Safari).*

*No client side plugins are required.*

4. Describe any changes to default browser or client security settings.

*No changes are required.*

5. Describe any functionality loss, installation or upgrade problems, or other difficulties if client applications are run using a regular user account.

*All applications are designed to function fully without elevated privileges.*

6. Describe your support for mobile technologies including technology used, distribution method, functionality, integration and development toolset and security.

*We have selected Twitter Bootstrap 3 as the foundation of our adaptive interface. Bootstrap promotes its technology as “designed for everyone everywhere” and “one framework every device.” This is a richly supported, widely used, powerful environment that has served us extremely well.*

7. Describe your approach to staying current with versions of software utilized by your product.

*We use an agile software development methodology that allows frequent and incremental upgrades. We carefully follow the release schedules of important components and evaluate them as appropriate. We do not upgrade just for the sake of upgrading, but we do, however, recognize that many modern components have dependencies on recent versions of underlying environments (such as JQuery and Bootstrap). We attempt to move to more recent stable versions in an incremental manner rather than occasional big jumps in versions.*

8. Provide the support lifecycle for your proposed solution.

*The solutions offered to JMU are widely used by universities in North America. There are no plans to discontinue any of the products put forth in this solution. Should the product mix change we will provide a minimum of one year notice and a migration path forward.*



9. Describe support for real-time access to data through a method other than the application.  
*Customer has direct database access to the JMU SQL Azure database. See the next item for discussion about the REST API.*
10. Describe support for integration with JMU's existing systems listed in the background statement including pricing, availability of APIs, toolkits for creating connectors, available services, etc. Provide a full list of application connectors. Describe any other methods of integration supported.  
*We support a REST API interface which currently has a very limited number of calls. We would be pleased to add specific calls as requested and specified by JMU at the rate of \$125 per hour. We will also consider requests for calls that are generic in nature that could be offered to other customers.*  
*We are in partnership with Dean Evans & Associates (EMS software). Conference Programmer leverages the EMS API. Users can create detailed conference records based on reservations in EMS. Additionally users can view and report on bookings from within Conference Programmer that are stored in EMS.*  
*Other integrations are developed on a custom basis at the rate of \$125 per hour.*
11. Describe your product's support for Web Services/Service Oriented Architecture based standards such as JSR 168 portlet development standard, and JSR 172 Web Services Interoperability Standard.  
*We support a REST API interface with a very limited number of calls. We do not support JSR 168 and JSR 172. There are currently no plans to support these specifications.*
12. Describe the ability for your product to create consumable web standards based content (such as RSS feeds, hcard, ical, and other microformat specifications) and the ability to pull XML based content from your system and any APIs supporting the delivery of such data/content.  
*We support JSON and XML in our web API. We currently do not have plans to support RSS feeds, hcard, ical, and other microformat specifications. We are, however, always interested in supporting the business use-cases of our customers. If there are use-cases supporting these formats, then we would be interested in discussing them.*

#### **G. Security:**

1. Describe any communications that are not cryptographically protected (e.g. non-https, non-ldaps, non-fips).  
*All communications in all products use SSL.*
2. Describe all authentication and authorization processes and options both end user and among component interfaces. Include interoperability with external authentication and authorization sources (e.g. directories, federations, SSO, two-factor authentication). Include all pertinent documentation describing interfaces and configuration options.
3. Describe how and where any sensitive data (e.g. credit card, financial, authentication credentials, cryptographic keys, SSN, FERPA, HIPAA or other legally regulated data), is stored on clients, servers, and participating external devices. Describe how the data is protected (e.g. cryptographic algorithms, key size and handling).
4. Describe the ability to audit and monitor the solution. Describe all logging mechanisms and

associated formats (e.g. *ascii log file, windows event log, database*). Describe abilities to export log and audit data to external systems and/or be fetched from them (e.g. *syslog, SIEM, OS/application/network monitoring systems*). Describe the effects of auditing and logging on a production implementation. Is the proposed system sized for full audit capability?

- Describe elements captured with the audit/logging. Describe your software development practices as they pertain to security (e.g. *internal/external code reviews, application scanning, penetration testing*) and whether test results will be made available to JMU.

## H. Maintenance and Support:

Because consistency and stability of the operating environment and rapid correction of system failures are critical to James Madison University, major consideration will be given to the amount and extent of hardware and software maintenance coverage and to the quality of maintenance.

- Describe the maintenance philosophy including frequency of updates, approach to completing updates, and model for obtaining them.

*Our Conference Programmer product has a feature called 'Application Update Management.' When the application launches, it checks for the latest published version of our website.*

*Published versions are releases that include release notes. One week prior to releasing a new version, we provide release notes and a copy of the executable. On release day, Application Update Management will prompt Admin/Power users to apply the latest version. At that time, the latest version will applied and stored in the CP database.*

*Bug fixes and patches are provided through Application Update Management and appear as 'Pre-Releases' in the drop down list*

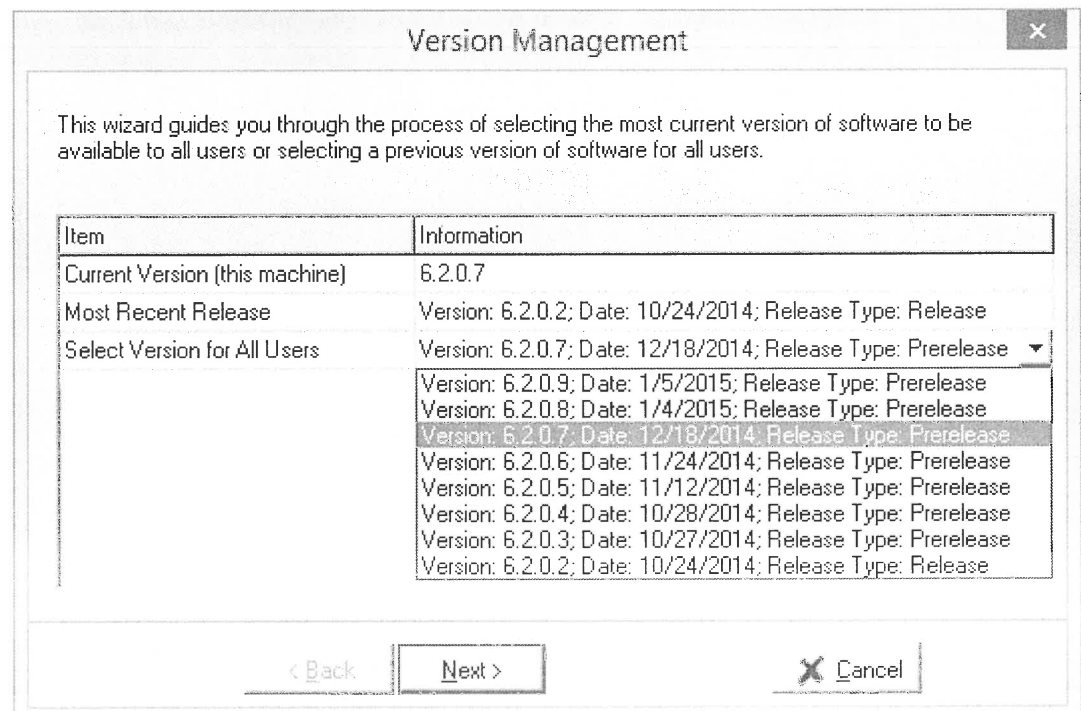


Figure 24. Version management.

*We typically provide 3 to 4 major releases during a calendar year and provide pre-release versions whenever a feature enhancement or bug fix is completed. All pre-releases posted to Application Update Management are stable. Typically, we do not release major changes to the user interface of Conference Programmer during the conference season May – August so that staff has consistent experience during the busiest time of year.*

2. Describe capabilities for remote support and indicate what access to accounts and systems is required. Describe the locations from which this activity would take place.

*Seattle Technology Group provides remote support using Citrix NetViewer during the hours of 7:30 AM and 4:30 PM PT. NetViewer connects securely over http: port 80 and allows us access to a client's machine remotely once they have granted permission.*

*We are able to transfer files, perform training, and troubleshoot issues from any desktop computer that starts a NetViewer session. We provide NetVewer session details at the beginning of most support calls.*

*Occasionally a desktop support administrator is required to install the Conference Programmer client or create a System DSN ODBC connection.*

3. Describe any maintenance options/tiers and whether they vary in cost by time of day, response time, etc.

*STG offers support M-F 7:30AM to 4:30PM Pacific Time, average 4 hour response time. We have provided stand by support for a couple of customers in the past when they had concerns about critical operations on the weekend. We can offer stand-by support for \$75 per hour, subject to availability. Our customers are quite pleased with the support hours, level of support and most importantly, the quality of support we provide.*

4. Describe services that may be required in the normal course of operating the system that are not covered under the maintenance contract.

*All services are covered under the maintenance and support agreement. Custom report creation and modifications are not covered and will be billed at \$125 per hour.*

5. Describe the maintenance costs for the first year, and, on the basis of an annually renewable contract, the maintenance costs for each of the following nine (9) years.

*STG has historically raised the Conference Programmer annual maintenance an average of about 5% per year. This increase has been implemented as approximately a 20% increase every 4-5 years.*

*Many of the products proposed are hosted and the annual charges for these products may be increased in the future based on increased functionality. JMU will have the option to add these new features and or products as they are released. Additionally, the annual charge for Iris Registration is based on the number of users, forms and annual registrants and will change based on these parameters.*

*The table below estimates a 5% annual increase in the annual maintenance of Conference Programmer. The annual hosting charges have remained unchanged.*

Year	Year 1	Year 2	Year 3	Year 4	Year 5	Year 6	Year 7	Year 8	Year 9	YR 10
------	--------	--------	--------	--------	--------	--------	--------	--------	--------	-------

<b>Maint.</b>	\$2,520	\$2,646	\$2,778	\$2,917	\$3,063	\$3,216	\$3,377	\$3,546	\$3,723	\$3,909
<b>Hosting</b>	\$9,500	\$9,500	\$9,500	\$9,500	\$9,500	\$9,500	\$9,500	\$9,500	\$9,500	\$9,500
<b>Total</b>	\$12,020	\$12,146	\$12,278	\$12,417	\$12,563	\$12,716	\$12,877	\$13,046	\$13,223	\$13,409

6. Describe the procedures for obtaining services for all types of maintenance (e.g. installation of corrective code, enhancements, applicable "escalation" procedures for providing additional assistance in diagnosing a failure that is not resolved in a timely manner to include notification procedures and timing as well as what higher levels of assistance will be made available.)

*All support, maintenance, and service requests can be initiated by dialing our toll-free support number or emailing our support email address. Issues are tracked in a Support database and escalation is handled on a case-by-case basis.*

*Issue diagnostics and resolutions typically take place through a shared screen Netviewer Session. Additional agents may be added to a session to uncover and test issues. Seattle Technology Group is a close-knit company. Non-standard issues are escalated to developers to test and resolve quickly.*

*Should an issues require a change to application code, it will be available through 'Application Update Management' functionality built into Conference Programmer OR by publishing a new build on our web-based services.*

7. Describe if and how your product impacts our ability to apply security updates in a timely manner to underlying or supporting products (e.g. Windows, Linux, Java, Oracle, MS Office, Web server). Timely is defined as no later than 30 days from the time of vendor release.

Our product does not impact the ability to install or update security patches or other software. There are no known issues or conflicts with the software listed above.

Some universities must grant an exception to the CP6 executable in their Antivirus software definitions.

8. Describe the system enhancements in development that are scheduled for release in the next twelve months.

- *Digital Signatures in Iris Front Desk*
- *Group Check-In / Out in Iris Front Desk*
- *Assignment of Vacant Spaces in Iris Front Desk*
- *Housekeeping Functionality in Iris Front Desk*

*Seattle Technology Group employs an Agile Methodology for software enhancements and development. Our product backlog contains a list of features nominated internally or by clients. The backlog is reviewed and prioritized on a quarterly basis to ensure we are providing the most value to our clients over time. Our primary focus for the 2015 Conference Season is to extend the functionality of our Front Desk Product and Registration Product.*

9. Describe all responsibilities of both the contractor and James Madison University in the isolation and diagnosis of system failures.

**James Madison is responsible for:**

- *Granting access to Seattle Technology Group to individual workstations to diagnose software issues.*

- Ensuring that a network path (firewall, access control list) has been configured to access Seattle Technology Group services from those workstations.
- Working with Seattle Technology Group to troubleshoot connection issues.
- Reinstalling the application and ODBC connections.
- Configuring anti-virus Software for Conference Programmer related exceptions.

**Seattle Technology Group is responsible for**

- Identifying and escalating and resolving any system failures
- Troubleshooting application and connection issues with James Madison University
- Working with help desk staff to resolve issues that require administrative credentials

**I. Hosted Applications:**

1. Provide a list of service outage incidents, security breaches, and application security vulnerabilities fixed over the past year.

*We suffered no outages or security breaches last year. Throughout the year scans of our software detected two vulnerabilities that required fixing. These were all fixed promptly.*

- i. *SSLv3 Padding Oracle Attack Information Disclosure Vulnerability (POODLE) SSLv3 Padding Oracle Attack Information Disclosure Vulnerability (POODLE) port 443/tcp over SSL.*
- ii. *SSLv3.0/TLSv1.0 Protocol Weak CBC Mode Server Side Vulnerability SSLv3.0/TLSv1.0 Protocol Weak CBC Mode Server Side Vulnerability port 443/tcp over SSL*

2. Provide a description and evidence of the security used in your facilities to assure the confidentiality, integrity, and availability of JMU data and services. Include:

*Please refer to the attached CP Database Cloud Hosting FAQ, Iris Front Desk FAQ, and Iris Registration FAQ for answers to items a through d.*

- a. Employee and partner vetting processes
- b. Physical, network, and system access controls
- c. Process to apply security updates in a timely manner.
- d. Internal/external vulnerability testing including network scanning, penetration testing, web application testing, code review, audits, and which, if any will be made available to JMU.

3. Describe ongoing attack and integrity monitoring methods. Provide your policy and process for notifying JMU of security breaches in your environment.

*Please refer to CP Database Cloud Hosting FAQ, Iris Front Desk FAQ, and Iris Registration FAQ.*

4. Describe the architecture of the proposed solution indicating where and how JMU will either share resources with other customers or be isolated from them.

*Conference Programmer and Iris Front Desk share a common database that is isolated from other customer databases. It is exclusive to JMU.*

*Iris Registration is a multi-tenant database but information is isolated and available only to JMU based on a JMU tenant claim.*

5. Describe your approach and policy regarding ownership of customer data that resides in your data center. Describe customer rights and abilities regarding moving and copying. Describe vendor and partner practices related to moving and copying data.

*Please refer to the attached Cloud Services Agreement.*

6. Describe where services and data storage are located geographically.

*Please refer to the Cloud Services Agreement.*

7. Describe any exit strategies you offer.

*Please refer to the Cloud Services Agreement.*

8. Describe your approach to backups and disaster recovery. Indicate whether backups can be stored at JMU and if so, how it would be accomplished.

*Please refer to the attached Cloud Services Agreement and CP Database Cloud Hosting FAQ, Iris Front Desk FAQ, and Iris Registration FAQ.*

**J. On-premise Application (if there is no on-premise option, do not complete):**

1. Describe hardware and software requirements for the proposed system(s) along with any sizing assumptions made to arrive at those requirements.
2. Describe supported server OS, hardware and/or virtualized platforms. If virtualization is supported, what virtualization technologies are supported including what components can be virtualized?
3. Describe support for load balancing and system failover including any and all vendor specific preferences. Also include any vendor specific configuration guides. Describe how scalability is accomplished as the criticality of the system(s) and number of users increase.
4. Describe the system capabilities and options for the backup and restoration of the system components (*example: database*).

**K. Privacy**

1. Provide your privacy statement and that of any partners involved in providing your proposed solution.

*Please refer to the attached Cloud Services Agreement and the Iris Registration Privacy Statement.*

2. Describe any user and/or activity information collected automatically or directly through inquiry or consent forms sent directly to you or other parties outside of the application system, whether the information collected is personally identifiable, for what purpose(s) it is collected and how long it is retained.

*Please refer to the attached Cloud Services Agreement, CP Database Cloud Hosting FAQ, Iris Front Desk FAQ, and Iris Registration FAQ.*

3. Describe the specific means used to collect such information (*via Cookies, via Web Bugs, etc.*).

- This type of information is not collected. There are no cookies or web bugs.*
4. Describe how information is stored and kept secure.

*Please refer to CP Database Cloud Hosting FAQ, Iris Front Desk FAQ, and Iris Registration FAQ.*

5. Specify whether you share the user and/or activity information with other parties. If information is shared with other parties, identify specifically who these parties are and respond to Items a. through h. for each.

*We do not share this information. Please refer to the attached Cloud Services Agreement and Cloud Hosting FAQ.*

6. Identify the type/specific information being shared with a third party or collected directly by them in connection with your offering, whether the information collected is personally identifiable, how/for what purpose(s) it is collected and how long it is retained.

*We do not share this information. Please refer to the attached Cloud Services Agreement, CP Database Cloud Hosting FAQ, Iris Front Desk FAQ, and Iris Registration FAQ.*

7. Describe the specific means used to collect such information (*via forms, cookies, web bugs, etc.*).

*This type of information is not collected. There are no cookies or web bugs.*

8. Describe how this information is stored and kept secure.

*This type of information is not collected.*

9. Specify whether your offering includes ingesting or connecting to personally identifiable transactions or other records from third parties.

*We do not connect to personally identifiable transactions or other records.*

10. Identify the type/specific information being collected/ingested through a third party or collected directly by them in connection with your offering, whether the information collected is personally identifiable, how/for what purpose(s) it is collected and how long it is retained.

*We do not connect to personally identifiable transactions or other records.*

11. Describe the specific means used to collect such information (*via forms, cookies, web bugs, etc.*)

*This type of information is not collected. There are no cookies or web bugs.*

12. Describe how this information is stored and kept secure.

*This type of information is not collected.*

## **V. PROPOSAL PREPARATION AND SUBMISSION**

### **A. GENERAL INSTRUCTIONS:**

To ensure timely and adequate consideration of your proposal, offerors are to limit all contact, whether verbal or written, pertaining to this RFP to the James Madison University Procurement Office for the duration of this Proposal process. Failure to do so may jeopardize further consideration of Offeror's proposal.

1. RFP Response: In order to be considered for selection, the **Offeror shall submit a complete response to this RFP**; and shall submit to the issuing Purchasing Agency:
  - a. **One (1) original and five (5) copies** of the entire proposal, INCLUDING ALL ATTACHMENTS. Any proprietary information should be clearly marked in accordance with 3.f below.
  - b. **One (1) electronic copy in WORD format or searchable PDF (CD or flash drive)** of the entire proposal, INCLUDING ALL ATTACHMENTS. Any proprietary information should be clearly marked in accordance with 3.f below.
  - c. Should the proposal contain **proprietary information**, provide **one (1) redacted hard copy** of the proposal and attachments **with proprietary portions removed or blacked out**. This copy should be clearly marked "*Redacted Copy*" on the front cover. The classification of an entire proposal document, line item prices and/or total proposal prices as proprietary or trade secrets is not acceptable. JMU shall not be responsible for the Contractor's failure to exclude proprietary information from this redacted copy.

No other distribution of the proposal shall be made by the Offeror.

2. The version of the solicitation issued by JMU Procurement Services as amended by any addenda is the mandatory controlling version of the document. Any modification of or additions to the solicitation by the Offeror shall not modify the official version of the solicitation issued by JMU Procurement Services unless accepted in writing by the University. Such modifications or additions to the solicitation by the Offeror may be cause for rejection of the proposal; however, JMU reserves the right to decide, on a case by case basis, in its sole discretion, whether to reject such a proposal. If the modifications or additions are not identified until after the award of the contract, the controlling version of the solicitation document shall still be the official state form issued by Procurement Services.
3. Proposal Preparation:
  - a. Proposals shall be signed by an authorized representative of the offeror. All information requested should be submitted. Failure to submit all information requested may result in the purchasing agency requiring prompt submissions of missing information and/or giving a lowered evaluation of the proposal. Proposals which are substantially incomplete or lack key information may be rejected by the purchasing agency. Mandatory requirements are those required by law or regulation or are such that they cannot be waived and are not subject to negotiation.
  - b. Proposals should be prepared simply and economically, providing a straightforward, concise description of capabilities to satisfy the requirements of the RFP. Emphasis should be placed on completeness and clarity of content.
  - c. Proposals should be organized in the order in which the requirements are presented in the RFP. All pages of the proposal should be numbered. Each paragraph in the proposal should reference the paragraph number of the corresponding section of the RFP. It is also helpful to cite the paragraph number, sub letter, and repeat the text of the requirement as it appears in the RFP. If a response covers more than one page, the paragraph number and sub letter should be repeated at the top of the next page. The proposal should contain a table of contents which cross references the RFP requirements. Information which the offeror desires to present that does not fall within any of the requirements of the RFP should be inserted at the appropriate place or be attached at the end of the proposal and designated as additional material. Proposals that are not organized in this manner risk elimination from consideration if the evaluators are unable to find where the RFP



requirements are specifically addressed.

- d. As used in this RFP, the terms “must”, “shall”, “should” and “may” identify the criticality of requirements. “Must” and “shall” identify requirements whose absence will have a major negative impact on the suitability of the proposed solution. Items labeled as “should” or “may” are highly desirable, although their absence will not have a large impact and would be useful, but are not necessary. Depending on the overall response to the RFP, some individual “must” and “shall” items may not be fully satisfied, but it is the intent to satisfy most, if not all, “must” and “shall” requirements. The inability of an offeror to satisfy a “must” or “shall” requirement does not automatically remove that offeror from consideration; however, it may seriously affect the overall rating of the offeror’s proposal.
  - e. Each copy of the proposal should be bound or contained in a single volume where practical. All documentation submitted with the proposal should be contained in that single volume.
  - f. Ownership of all data, materials and documentation originated and prepared for the State pursuant to the RFP shall belong exclusively to the State and be subject to public inspection in accordance with the Virginia Freedom of Information Act. Trade secrets or proprietary information submitted by the offeror shall not be subject to public disclosure under the Virginia Freedom of Information Act; however, the offeror must invoke the protection of Section 2.2-4342F of the Code of Virginia, in writing, either before or at the time the data is submitted. The written notice must specifically identify the data or materials to be protected and state the reasons why protection is necessary. The proprietary or trade secret materials submitted must be identified by some distinct method such as highlighting or underlining and must indicate only the specific words, figures, or paragraphs that constitute trade secret or proprietary information. The classification of an entire proposal document, line item prices and/or total proposal prices as proprietary or trade secrets is not acceptable and will result in rejection and return of the proposal.
4. Oral Presentation: Offerors who submit a proposal in response to this RFP may be required to give an oral presentation of their proposal to James Madison University. This provides an opportunity for the offeror to clarify or elaborate on the proposal. This is a fact finding and explanation session only and does not include negotiation. James Madison University will schedule the time and location of these presentations. Oral presentations are an option of the University and may or may not be conducted. Therefore, proposals should be complete.

#### B. SPECIFIC PROPOSAL INSTRUCTIONS:

Proposals should be as thorough and detailed as possible so that James Madison University may properly evaluate your capabilities to provide the required services. Offerors are required to submit the following items as a complete proposal:

- 1. Return RFP cover sheet and all addenda acknowledgments, if any, signed and filled out as required.
- 2. Plan and methodology for providing the goods/services as described in Section IV “*Statement of Needs*” of this Request for Proposal.
- 3. A written narrative statement to include, but not limited to the expertise, qualifications, and experience of the firm and resumes of specific personnel to be assigned to perform the work. Offeror should provide details on experience in working with other higher education institutions for services described within this RFP and provide a list of other higher education institutions that currently utilize the proposed system for conference management
- 4. Offeror Data Sheet, included as Attachment A to this RFP.

5. Small Business Subcontracting Plan, included as Attachment B to this RFP. Offeror shall provide a Small Business Subcontracting plan which summarizes the planned utilization of DMBE-certified small businesses which include businesses owned by women and minorities, when they have received DMBE small business certification, under the contract to be awarded as a result of this solicitation. This is a requirement for all prime contracts in excess of \$100,000.
6. Identify the amount of sales your company had during the last twelve months with each VASCUPP Member Institution. A list of VASCUPP Members can be found at: [www.VASCUPP.org](http://www.VASCUPP.org).
7. Proposed Cost. See Section X. "*Pricing Schedule*" of this Request for Proposal.

## VI. EVALUATION AND AWARD CRITERIA

### A. EVALUATION CRITERIA:

Proposals shall be evaluated by James Madison University using the following criteria:

1. Quality of products/services offered and suitability for the intended purposes.
  2. Qualifications and experience of Offeror in providing the goods/services.
  3. Specific plans or methodology to be used to perform the services.
  4. Participation of Small, Women-Owned and Minority (SWAM) Businesses
  5. Cost
- B. AWARD: 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 evaluation factors included in the Request for Proposals, including price, if so stated in the Request for Proposals. Negotiations shall be conducted with the offerors so selected. Price shall be considered, but need not be the sole determining factor. After negotiations have been conducted with each offeror so selected, the agency shall select the offeror which, in its opinion, has made the best proposal, and shall award the contract to that offeror. The Commonwealth may cancel this Request for Proposals 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. Should the Commonwealth 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 award document will be a contract incorporating by reference all the requirements, terms and conditions of the solicitation and the contractor's proposal as negotiated.

## VII. GENERAL TERMS AND CONDITIONS (Rev. 7/3/14 ABS)

- A. PURCHASING MANUAL: This solicitation is subject to the provisions of the Commonwealth of Virginia's Purchasing Manual for Institutions of Higher Education and Their Vendors and any revisions thereto, which are hereby incorporated into this contract in their entirety. A copy of the manual is available for review at the purchasing office. In addition, the manual may be accessed electronically at

<http://www.jmu.edu/procurement> or a copy can be obtained by calling Procurement Services at (540) 568-3145.

- B. APPLICABLE LAWS AND COURTS: This solicitation and any resulting contract shall be governed in all respects by the laws of the Commonwealth of Virginia and any litigation with respect thereto shall be brought in the courts of the Commonwealth. The Contractor shall comply with applicable federal, state and local laws and regulations.
- C. ANTI-DISCRIMINATION: By submitting their proposals, offerors certify to the Commonwealth that they will conform to the provisions of the Federal Civil Rights Act of 1964, as amended, as well as the Virginia Fair Employment Contracting Act of 1975, as amended, where applicable, the Virginians With Disabilities Act, the Americans With Disabilities Act and §10 of the Rules Governing Procurement, Chapter 2, Exhibit J, Attachment 1 (available for review at <http://www.jmu.edu/procurement>). If the award is made to a faith-based organization, the organization shall not discriminate against any recipient of goods, services, or disbursements made pursuant to the contract on the basis of the recipient's religion, religious belief, refusal to participate in a religious practice, or on the basis of race, age, color, gender or national origin and shall be subject to the same rules as other organizations that contract with public bodies to account for the use of the funds provided; however, if the faith-based organization segregates public funds into separate accounts, only the accounts and programs funded with public funds shall be subject to audit by the public body. (*§6 of the Rules Governing Procurement*)

In every contract over \$10,000 the provisions in 1. and 2. below apply:

1. 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 any 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 nondiscrimination 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 these requirements.
  2. The contractor will include the provisions of 1. above in every subcontract or purchase order over \$10,000, so that the provisions will be binding upon each subcontractor or vendor.
- D. ETHICS IN PUBLIC CONTRACTING: By submitting their proposals, offerors certify that their proposals are made without collusion or fraud and that they have not offered or received any kickbacks or inducements from any other offeror, supplier, manufacturer or subcontractor in connection with their proposal, and that they have not conferred on any public employee having official responsibility for this procurement transaction any payment, loan, subscription, advance, deposit of money, services or anything of more than nominal value, present or promised, unless consideration of substantially equal or greater value was exchanged.
- E. IMMIGRATION REFORM AND CONTROL ACT OF 1986: By entering into a written contract with the Commonwealth of Virginia, the Contractor certifies that the Contractor 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.

- F. DEBARMENT STATUS: By submitting their proposals, offerors certify that they are not currently debarred by the Commonwealth of Virginia from submitting bids or proposals on contracts for the type of goods and/or services covered by this solicitation, nor are they an agent of any person or entity that is currently so debarred.
- G. ANTITRUST: By entering into a contract, the contractor conveys, sells, assigns, and transfers to the Commonwealth of Virginia all rights, title and interest in and to all causes of action it may now have or hereafter acquire under the antitrust laws of the United States and the Commonwealth of Virginia, relating to the particular goods or services purchased or acquired by the Commonwealth of Virginia under said contract.
- H. MANDATORY USE OF STATE FORM AND TERMS AND CONDITIONS RFPs: Failure to submit a proposal on the official state form provided for that purpose may be a cause for rejection of the proposal. Modification of or additions to the General Terms and Conditions of the solicitation may be cause for rejection of the proposal; however, the Commonwealth reserves the right to decide, on a case by case basis, in its sole discretion, whether to reject such a proposal.
- I. CLARIFICATION OF TERMS: If any prospective offeror has questions about the specifications or other solicitation documents, the prospective offeror should contact the buyer whose name appears on the face of the solicitation no later than five working days before the due date. Any revisions to the solicitation will be made only by addendum issued by the buyer.
- J. PAYMENT:
1. To Prime Contractor:
    - a. Invoices for items ordered, delivered and accepted shall be submitted by the contractor directly to the payment address shown on the purchase order/contract. All invoices shall show the state contract number and/or purchase order number; social security number (for individual contractors) or the federal employer identification number (for proprietorships, partnerships, and corporations).
    - b. Any payment terms requiring payment in less than 30 days will be regarded as requiring payment 30 days after invoice or delivery, whichever occurs last. This shall not affect offers of discounts for payment in less than 30 days, however.
    - c. All goods or services provided under this contract or purchase order, that are to be paid for with public funds, shall be billed by the contractor at the contract price, regardless of which public agency is being billed.
    - d. The following shall be deemed to be the date of payment: the date of postmark in all cases where payment is made by mail, or the date of offset when offset proceedings have been instituted as authorized under the Virginia Debt Collection Act.
    - e. Unreasonable Charges. Under certain emergency procurements and for most time and material purchases, final job costs cannot be accurately determined at the time orders are placed. In such cases, contractors should be put on notice that final payment in full is contingent on a determination of reasonableness with respect to all invoiced charges. Charges which appear to be unreasonable will be researched and challenged, and that portion of the invoice held in abeyance until a settlement can be reached. Upon determining that invoiced charges are not reasonable, the Commonwealth shall promptly notify the contractor, in writing, as to those charges which it considers unreasonable and the basis for the determination. A contractor may not institute legal action unless a settlement cannot be reached within thirty (30) days of notification. The provisions

of this section do not relieve an agency of its prompt payment obligations with respect to those charges which are not in dispute (*Rules Governing Procurement, Chapter 2, Exhibit J, Attachment 1 § 53; available for review at <http://www.jmu.edu/procurement>*).

2. To Subcontractors:
  - a. A contractor awarded a contract under this solicitation is hereby obligated:
    - (1) To pay the subcontractor(s) within seven (7) days of the contractor's receipt of payment from the Commonwealth for the proportionate share of the payment received for work performed by the subcontractor(s) under the contract; or
    - (2) To notify the agency and the subcontractor(s), in writing, of the contractor's intention to withhold payment and the reason.
  - b. The contractor is obligated to pay the subcontractor(s) interest at the rate of one percent per month (unless otherwise provided under the terms of the contract) on all amounts owed by the contractor that remain unpaid seven (7) days following receipt of payment from the Commonwealth, except for amounts withheld as stated in (2) above. The date of mailing of any payment by U. S. Mail is deemed to be payment to the addressee. These provisions apply to each sub-tier contractor performing under the primary contract. A contractor's obligation to pay an interest charge to a subcontractor may not be construed to be an obligation of the Commonwealth.
3. Each prime contractor who wins an award in which provision of a SWAM procurement plan is a payment, evidence and certification of compliance (subject only to insubstantial shortfalls and to shortfalls arising from subcontractor default) with the SWAM procurement plan. Final payment under the contract in question may be withheld until such certification is delivered and, if necessary, confirmed by the agency or institution, or other appropriate penalties may be assessed in lieu of withholding such payment.
4. The Commonwealth of Virginia encourages contractors and subcontractors to accept electronic and credit card payments.
- K. PRECEDENCE OF TERMS: Paragraphs A through J of these General Terms and Conditions and the Commonwealth of Virginia Purchasing Manual for Institutions of Higher Education and their Vendors, shall apply in all instances. In the event there is a conflict between any of the other General Terms and Conditions and any Special Terms and Conditions in this solicitation, the Special Terms and Conditions shall apply.
- L. QUALIFICATIONS OF OFFERORS: The Commonwealth may make such reasonable investigations as deemed proper and necessary to determine the ability of the offeror to perform the services/furnish the goods and the offeror shall furnish to the Commonwealth all such information and data for this purpose as may be requested. The Commonwealth reserves the right to inspect offeror's physical facilities prior to award to satisfy questions regarding the offeror's capabilities. The Commonwealth further reserves the right to reject any proposal if the evidence submitted by, or investigations of, such offeror fails to satisfy the Commonwealth that such offeror is properly qualified to carry out the obligations of the contract and to provide the services and/or furnish the goods contemplated therein.
- M. TESTING AND INSPECTION: The Commonwealth reserves the right to conduct any test/inspection it may deem advisable to assure goods and services conform to the specifications.
- N. ASSIGNMENT OF CONTRACT: A contract shall not be assignable by the contractor in whole or in part without the written consent of the Commonwealth.

O. CHANGES TO THE CONTRACT: Changes can be made to the contract in any of the following ways:

1. The parties may agree in writing to modify the scope of the contract. An increase or decrease in the price of the contract resulting from such modification shall be agreed to by the parties as a part of their written agreement to modify the scope of the contract.
2. The Purchasing Agency may order changes within the general scope of the contract at any time by written notice to the contractor. Changes within the scope of the contract include, but are not limited to, things such as services to be performed, the method of packing or shipment, and the place of delivery or installation. The contractor shall comply with the notice upon receipt. The contractor shall be compensated for any additional costs incurred as the result of such order and shall give the Purchasing Agency a credit for any savings. Said compensation shall be determined by one of the following methods:
  - a. By mutual agreement between the parties in writing; or
  - b. By agreeing upon a unit price or using a unit price set forth in the contract, if the work to be done can be expressed in units, and the contractor accounts for the number of units of work performed, subject to the Purchasing Agency's right to audit the contractor's records and/or to determine the correct number of units independently; or
  - c. By ordering the contractor to proceed with the work and keep a record of all costs incurred and savings realized. A markup for overhead and profit may be allowed if provided by the contract. The same markup shall be used for determining a decrease in price as the result of savings realized. The contractor shall present the Purchasing Agency with all vouchers and records of expenses incurred and savings realized. The Purchasing Agency shall have the right to audit the records of the contractor as it deems necessary to determine costs or savings. Any claim for an adjustment in price under this provision must be asserted by written notice to the Purchasing Agency within thirty (30) days from the date of receipt of the written order from the Purchasing Agency. If the parties fail to agree on an amount of adjustment, the question of an increase or decrease in the contract price or time for performance shall be resolved in accordance with the procedures for resolving disputes provided by the Disputes Clause of this contract or, if there is none, in accordance with the disputes provisions of the Commonwealth of Virginia Purchasing Manual for Institutions of Higher Education and their Vendors. Neither the existence of a claim nor a dispute resolution process, litigation or any other provision of this contract shall excuse the contractor from promptly complying with the changes ordered by the Purchasing Agency or with the performance of the contract generally.

P. DEFAULT: In case of failure to deliver goods or services in accordance with the contract terms and conditions, the Commonwealth, after due oral or written notice, may procure them from other sources and hold the contractor responsible for any resulting additional purchase and administrative costs. This remedy shall be in addition to any other remedies which the Commonwealth may have.

Q. INSURANCE: By signing and submitting a bid or proposal under this solicitation, the bidder or offeror certifies that if awarded the contract, it will have the following insurance coverage at the time the contract is awarded. For construction contracts, if any subcontractors are involved, the subcontractor will have workers' compensation insurance in accordance with § 25 of the Rules Governing Procurement – Chapter 2, Exhibit J, Attachment 1, and 65.2-800 et. Seq. of the Code of Virginia (available for review at <http://www.jmu.edu/procurement>) The bidder or offeror further certifies that the contractor and any subcontractors will maintain these insurance coverage during the entire term of the contract and that all insurance coverage will be provided by insurance companies authorized to sell insurance in Virginia by the Virginia State Corporation Commission.

#### MINIMUM INSURANCE COVERAGES AND LIMITS REQUIRED FOR MOST CONTRACTS:

1. Workers' Compensation – Statutory requirements and benefits. Coverage is compulsory for employers of three or more employees, to include the employer. Contractors who fail to notify the Commonwealth of increases in the number of employees that change their workers' compensation requirement under the Code of Virginia during the course of the contract shall be in noncompliance with the contract.
2. Employer's Liability - \$100,000.
3. Commercial General Liability - \$1,000,000 per occurrence and \$2,000,000 in the aggregate. Commercial General Liability is to include bodily injury and property damage, personal injury and advertising injury, products and completed operations coverage. The Commonwealth of Virginia must be named as an additional insured and so endorsed on the policy.
4. Automobile Liability - \$1,000,000 combined single limit. *(Required only if a motor vehicle not owned by the Commonwealth is to be used in the contract. Contractor must assure that the required coverage is maintained by the Contractor (or third party owner of such motor vehicle).)*

R. ANNOUNCEMENT OF AWARD: Upon the award or the announcement of the decision to award a contract over \$50,000, as a result of this solicitation, the purchasing agency will publicly post such notice on the DGS/DPS eVA web site ([www.eva.virginia.gov](http://www.eva.virginia.gov)) for a minimum of 10 days.

S. DRUG-FREE WORKPLACE: During the performance of this 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 or purchase order 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 connection with a specific contract awarded to a contractor, 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.

T. NONDISCRIMINATION OF CONTRACTORS: A bidder, offeror, or contractor shall not be discriminated against in the solicitation or award of this contract because of race, religion, color, sex, national origin, age, disability, faith-based organizational status, any other basis prohibited by state law relating to discrimination in employment or because the bidder or offeror employs ex-offenders unless the state agency, department or institution has made a written determination that employing ex-offenders on the specific contract is not in its best interest. If the award of this contract is made to a faith-based organization and an individual, who applies for or receives goods, services, or disbursements provided pursuant to this contract objects to the religious character of the faith-based organization from which the individual receives or would receive the goods, services, or disbursements, the public body shall offer the individual, within a reasonable period of time after the date of his objection, access to equivalent goods, services, or disbursements from an alternative provider.

U. eVA BUSINESS-TO-GOVERNMENT VENDOR REGISTRATION, CONTRACTS, AND ORDERS: The eVA Internet electronic procurement solution, website portal

[www.eVA.virginia.gov](http://www.eVA.virginia.gov) , streamlines and automates government purchasing activities in the Commonwealth. The eVA portal is the gateway for vendors to conduct business with state agencies and public bodies. All vendors desiring to provide goods and/or services to the Commonwealth shall participate in the eVA Internet eprocurement solution by completing the free eVA Vendor Registration. All bidders or offerors must register in eVA and pay the Vendor Transaction Fees specified below; failure to register will result in the bid/proposal being rejected. Vendor transaction fees are determined by the date the original purchase order is issued and the current fees are as follows:

Vendor transaction fees are determined by the date the original purchase order is issued and the current fees are as follows:

- a. For orders issued July 1, 2014 and after, the Vendor Transaction Fee is:
  - (i) DMBE-certified Small Businesses: 1%, capped at \$500 per order.
  - (ii) Businesses that are not DMBE-certified Small Businesses: 1%, capped at \$1,500 per order.

For orders issued prior to July 1, 2014 the vendor transaction fees can be found at [www.eVA.virginia.gov](http://www.eVA.virginia.gov).

The specified vendor transaction fee will be invoiced, by the Commonwealth of Virginia Department of General Services, approximately 30 days after the corresponding purchase order is issued and payable 30 days after the invoice date. Any adjustments (increases/decreases) will be handled through purchase order changes.

- V. AVAILABILITY OF FUNDS: It is understood and agreed between the parties herein that the Commonwealth of Virginia shall be bound hereunder only to the extent of the funds available or which may hereafter become available for the purpose of this agreement.
- W. BID PRICE CURRENCY: Unless stated otherwise in the solicitation, bidders/offerors shall state bid/offer prices in US dollars.
- X. E-VERIFY REQUIREMENT OF ANY CONTRACTOR: Any employer with more than an average of 50 employees for the previous 12 months entering into a contract in excess of \$50,000 with James Madison University to perform work or provide services pursuant to such contract shall register and participate in the E-Verify program to verify information and work authorization of its newly hired employees performing work pursuant to any awarded contract.
- Y. TAXES: Sales to the Commonwealth of Virginia are normally exempt from State sales tax. State sales and use tax certificates of exemption, Form ST-12, will be issued upon request. Deliveries against this contract shall usually be free of Federal excise and transportation taxes.

## **VIII. SPECIAL TERMS AND CONDITIONS** (Rev. 10/1/13 ABS)

- A. AUDIT: The Contractor hereby agrees to retain all books, records, systems, and other documents relative to this contract for five (5) years after final payment, or until audited by the Commonwealth of Virginia, whichever is sooner. The Commonwealth of Virginia, its authorized agents, and/or State auditors shall have full access to and the right to examine any of said materials during said period.
- B. CANCELLATION OF CONTRACT: James Madison University reserves the right to cancel and terminate any resulting contract, in part or in whole, without penalty, upon 60 days written notice to the contractor. In the event the initial contract period is for more than 12 months, the resulting contract may be terminated by either party, without penalty, after the initial 12 months of the contract period upon 60



days written notice to the other party. Any contract cancellation notice shall not relieve the contractor of the obligation to deliver and/or perform on all outstanding orders issued prior to the effective date of cancellation.

- C. IDENTIFICATION OF PROPOSAL ENVELOPE: The signed proposal should be returned in a separate envelope or package, sealed and identified as follows:

From: _____		
Name of Offeror	Due Date	Time
_____		
Street or Box No.	RFP Number	
_____		
City, State, Zip Code	RFP Title	
_____		

Name of Purchasing Officer: \_\_\_\_\_

The envelope should be addressed as directed on the title page of the solicitation.

The offeror takes the risk that if the envelope is not marked as described above, it may be inadvertently opened and the information compromised, which may cause the proposal to be disqualified. Proposals may be hand delivered to the designated location in the office issuing the solicitation. No other correspondence or other proposals should be placed in the envelope.

- D. LATE PROPOSALS: To be considered for selection, proposals must be received by the issuing office by the designated date and hour. The official time used in the receipt of proposals is that time on the automatic time stamp machine in the issuing office. Proposals received in the issuing office after the date and hour designated are automatically non-responsive and will not be considered. The University is not responsible for delays in the delivery of mail by the U.S. Postal Service, private couriers, or the intra university mail system. It is the sole responsibility of the Offeror to ensure that its proposal reaches the issuing office by the designated date and hour.
- E. UNDERSTANDING OF REQUIREMENTS: It is the responsibility of each offeror to inquire about and clarify any requirements of this solicitation that is not understood. The University will not be bound by oral explanations as to the meaning of specifications or language contained in this solicitation. Therefore, all inquiries deemed to be substantive in nature must be in writing and submitted to the responsible buyer in the Procurement Services Office. Offerors must ensure that written inquiries reach the buyer at least five (5) days prior to the time set for receipt of offerors proposals. A copy of all queries and the respective response will be provided in the form of an addendum to all offerors who have indicated an interest in responding to this solicitation. Your signature on your Offer certifies that you fully understand all facets of this solicitation. These questions may be sent by Fax to 540/ 568-7936 or 540/568-7935.
- F. RENEWAL OF CONTRACT: This contract may be renewed by the Commonwealth for a period of nine (9) successive one year periods under the terms and conditions of the original contract except as stated in 1. and 2. below. Price increases may be negotiated only at the time of renewal. Written notice of the Commonwealth's intention to renew shall be given approximately 90 days prior to the expiration date of each contract period.
1. If the Commonwealth elects to exercise the option to renew the contract for an additional one-year period, the contract price(s) for the additional one year shall not exceed the contract price(s) of the original contract increased/decreased by no more than the percentage increase/decrease of the **other services** category of the CPI-W section of the Consumer Price Index of the United States Bureau of Labor Statistics for the latest twelve months for which statistics are available.

2. If during any subsequent renewal periods, the Commonwealth elects to exercise the option to renew the contract, the contract price(s) for the subsequent renewal period shall not exceed the contract price(s) of the previous renewal period increased/decreased by more than the percentage increase/decrease of the **other services** category of the CPI-W section of the Consumer Price Index of the United States Bureau of Labor Statistics for the latest twelve months for which statistics are available.

G. SUBMISSION OF INVOICES: All invoices shall be submitted within sixty days of contract term expiration for the initial contract period as well as for each subsequent contract renewal period. Any invoices submitted after the sixty day period will not be processed for payment.

H. OPERATING VEHICLES ON JAMES MADISON UNIVERSITY CAMPUS: Operating vehicles on sidewalks, plazas, and areas heavily used by pedestrians is prohibited. In the unlikely event a driver should find it necessary to drive on James Madison University sidewalks, plazas, and areas heavily used by pedestrians, the driver must yield to pedestrians. For a complete list of parking regulations, please go to [www.jmu.edu/parking](http://www.jmu.edu/parking); or to acquire a service representative parking permit, contact Parking Services at 540.568.3300. The safety of our students, faculty and staff is of paramount importance to us. Accordingly, violators may be charged.

I. COOPERATIVE PURCHASING / USE OF AGREEMENT BY THIRD PARTIES: It is the intent of this solicitation and resulting contract(s) to allow for cooperative procurement. Accordingly, any public body, *(to include government/state agencies, political subdivisions, etc.)*, cooperative purchasing organizations, public or private health or educational institutions or any University related foundation and affiliated corporations may access any resulting contract if authorized by the Contractor.

Participation in this cooperative procurement is strictly voluntary. If authorized by the Contractor(s), the resultant contract(s) will be extended to the entities indicated above to purchase goods and services in accordance with contract terms. As a separate contractual relationship, the participating entity will place its own orders directly with the Contractor(s) and shall fully and independently administer its use of the contract(s) to include contractual disputes, invoicing and payments without direct administration from the University. No modification of this contract or execution of a separate agreement is required to participate; however, the participating entity and the Contractor may modify the terms and conditions of this contract to accommodate specific governing laws, regulations, policies, and business goals required by the participating entity. Any such modification will apply solely between the participating entity and the Contractor.

The Contractor will notify the University in writing of any such entities accessing this contract. The Contractor will provide semi-annual usage reports for all entities accessing the contract. The University shall not be held liable for any costs or damages incurred by any other participating entity as a result of any authorization by the Contractor to extend the contract. It is understood and agreed that the University is not responsible for the acts or omissions of any entity and will not be considered in default of the contract no matter the circumstances.

Use of this contract(s) does not preclude any participating entity from using other contracts or competitive processes as needed.

J. SMALL BUSINESS SUBCONTRACTING AND EVIDENCE OF COMPLIANCE:

1. It is the goal of the Commonwealth that 40% of its purchases are made from small businesses. This includes discretionary spending in prime contracts and subcontracts. All potential bidders/offers are required to submit a Small Business Subcontracting Plan. Unless the bidder/offeror is registered as a DMBE-certified small business and 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 DMBE-certified small businesses. This shall not exclude DMBE-certified women-owned and minority-owned businesses when they have received DMBE small business certification. No bidder/offeror or subcontractor shall be considered a Small Business, a Women-Owned Business or a Minority-Owned Business unless certified as such by the Department of Minority Business Enterprise (DMBE) by the due date for receipt of bids or proposals. If small business subcontractors are used, the prime contractor agrees to report the use of small business subcontractors by providing the purchasing office at a minimum the following information: name of small business with the DMBE certification number or FEIN, phone number, total dollar amount subcontracted, category type (small, women-owned, or minority-owned), and type of product/service provided. **This information shall be submitted to: JMU Office of Procurement Services, Attn: SWAM Subcontracting Compliance, MSC 5720, Harrisonburg, VA 22807.**

2. Each prime contractor who wins an award in which provision of a small business subcontracting plan is a condition of the award, shall deliver to the contracting agency or institution with every request for payment, evidence of compliance (subject only to insubstantial shortfalls and to shortfalls arising from subcontractor default) with the small business subcontracting plan. **This information shall be submitted to: JMU Office of Procurement Services, SWAM Subcontracting Compliance, MSC 5720, Harrisonburg, VA 22807.** When such business has been subcontracted to these firms and upon completion of the contract, the contractor agrees to furnish the purchasing office at a minimum the following information: name of firm with the DMBE certification number or FEIN number, phone number, total dollar amount subcontracted, category type (small, women-owned, or minority-owned), and type of product or service provided. Payment(s) may be withheld until compliance with the plan is received and confirmed by the agency or institution. The agency or institution reserves the right to pursue other appropriate remedies to include, but not be limited to, termination for default.
3. Each prime contractor who wins an award valued over \$200,000 shall deliver to the contracting agency or institution with every request for payment, information on use of subcontractors that are not DMBE-certified small businesses. When such business has been subcontracted to these firms and upon completion of the contract, the contractor agrees to furnish the purchasing office at a minimum the following information: name of firm, phone number, FEIN number, total dollar amount subcontracted, and type of product or service provided. **This information shall be submitted to: JMU Office of Procurement Services, Attn: SWAM Subcontracting Compliance, MSC 5720, Harrisonburg, VA 22807.**

- K. ADDITIONAL GOODS AND SERVICES: The University may acquire other goods or services that the supplier provides than those specifically solicited. The University reserves the right, subject to mutual agreement, for the Contractor to provide additional goods and/or services under the same pricing, terms, and conditions and to make modifications or enhancements to the existing goods and services. Such additional goods and services may include other products, components, accessories, subsystems, or related services that are newly introduced during the term of this Agreement. Such additional goods and services will be provided to the University at favored nations pricing, terms, and conditions.
- L. 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 public body 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. A public body may void any contract with a business entity if the business entity fails to remain in compliance with the provisions of this section.

- M. PUBLIC POSTING OF COOPERATIVE CONTRACTS: James Madison University maintains a web-based contracts database with a public gateway access. Any resulting cooperative contract/s to this solicitation will be posted to the publicly accessible website. Contents identified as proprietary information will not be made public.
- N. CRIMINAL BACKGROUND CHECKS OF PERSONNEL ASSIGNED BY CONTRACTOR TO PERFORM WORK ON JMU PROPERTY: The Contractor shall obtain criminal background checks on all of their contracted employees who will be assigned to perform services on James Madison University property. The results of the background checks will be directed solely to the Contractor. The Contractor bears responsibility for confirming to the University contract administrator that the background checks have been completed prior to work being performed by their employees or subcontractors. The Contractor shall only assign to work on the University campus those individuals whom it deems qualified and permissible based on the results of completed background checks. Notwithstanding any other provision herein, and to ensure the safety of students, faculty, staff and facilities, James Madison University reserves the right to approve or disapprove any contract employee that will work on JMU property. Disapproval by the University will solely apply to JMU property and should have no bearing on the Contractor's employment of an individual outside of James Madison University.
- O. ADVERTISING In the event a contract is awarded for supplies, equipment, or services resulting from this proposal, no indication of such sales or services to James Madison University will be used in product literature or advertising without the express written consent of the University. The contractor shall not state in any of its advertising or product literature that James Madison University has purchased or uses any of its products or services, and the contractor shall not include James Madison University in any client list in advertising and promotional materials without the express written consent of the University.
- P. SPECIAL EDUCATIONAL OR PROMOTIONAL DISCOUNTS: The contractor shall extend any special educational or promotional sale prices or discounts immediately to the Commonwealth during the term of the contract. Such notice shall also advise the duration of the specific sale or discount price.
- Q. PRIME CONTRACTOR RESPONSIBILITIES: The contractor shall be responsible for completely supervising and directing the work under this contract and all subcontractors that he may utilize, using his best skill and attention. Subcontractors who perform work under this contract shall be responsible to the prime contractor. The contractor agrees that he is as fully responsible for the acts and omissions of his subcontractors and of persons employed by them as he is for the acts and omissions of his own employees.
- R. SUBCONTRACTS: No portion of the work shall be subcontracted without prior written consent of the purchasing agency. In the event that the contractor desires to subcontract some part of the work specified herein, the contractor shall furnish the purchasing agency the names, qualifications and experience of their proposed subcontractors. The contractor shall, however, remain fully liable and responsible for the work to be done by its subcontractor(s) and shall assure compliance with all requirements of the contract.
- S. CONFIDENTIALITY OF PERSONALLY IDENTIFIABLE INFORMATION: The contractor assures that information and data obtained as to personal facts and circumstances related to faculty, staff, students, and affiliates will be collected and held confidential, during and following the term of this

agreement, and will not be divulged without the individual's and the agency's written consent and only in accordance with federal law or the Code of Virginia. Contractors who utilize, access, or store personally identifiable information as part of the performance of a contract are required to safeguard this information and immediately notify the agency of any breach or suspected breach in the security of such information. Contractors shall allow the agency to both participate in the investigation of incidents and exercise control over decisions regarding external reporting. Contractors and their employees working on this project may be required to sign a confidentiality statement.

T. NONVISUAL ACCESS TO TECHNOLOGY: All information technology which, pursuant to this Agreement, is purchased or upgraded by or for the use of any State agency or institution or political subdivision of the Commonwealth (the "Technology") shall comply with the following nonvisual access standards from the date of purchase or upgrade until the expiration of this Agreement:

- (i) effective, interactive control and use of the Technology shall be readily achievable by nonvisual means;
- (ii) the Technology equipped for nonvisual access shall be compatible with information technology used by other individuals with whom any blind or visually impaired user of the Technology interacts;
- (iii) nonvisual access technology shall be integrated into any networks used to share communications among employees, program participants or the public; and
- (iv) the technology for nonvisual access shall have the capability of providing equivalent access by nonvisual means to telecommunications or other interconnected network services used by persons who are not blind or visually impaired.

Compliance with the foregoing nonvisual access standards shall not be required if the head of the using agency, institution or political subdivision determines that (i) the Technology is not available with nonvisual access because the essential elements of the Technology are visual and (ii) nonvisual equivalence is not available.

Installation of hardware, software or peripheral devices used for nonvisual access is not required when the Technology is being used exclusively by individuals who are not blind or visually impaired, but applications programs and underlying operating systems (including the format of the data) used for the manipulation and presentation of information shall permit the installation and effective use of nonvisual access software and peripheral devices.

If requested, the Contractor must provide a detailed explanation of how compliance with the foregoing nonvisual access standards is achieved and a validation of concept demonstration.

The requirements of this Paragraph shall be construed to achieve full compliance with the Information Technology Access Act, 2.2-3500 through 2.2-3504 of the *Code of Virginia*.

All information technology which, pursuant to this Agreement, is purchased or upgraded by or for the use of any Commonwealth agency or institution or political subdivision of the Commonwealth (the "Technology") shall comply with Section 508 of the Rehabilitation Act (29 U.S.C. 794d), as amended. If requested, the Contractor must provide a detailed explanation of how compliance with Section 508 of the Rehabilitation Act is achieved and a validation of concept demonstration. (<http://www.section508.gov/>). The requirements of this Paragraph along with the Non-Visual Access to Technology Clause shall be construed to achieve full compliance with the Information Technology Access Act, §§2.2-3500 through 2.2-3504 of the *Code of Virginia*.

- U. PCI DSS COMPLIANCE: James Madison University requires that the contractor shall at all times maintain compliance with the most current Payment Card Industry Data Security Standards (PCI DSS). The contractor will be required to provide written confirmation of compliance. Contractor acknowledges responsibility for the security of cardholder data as defined within the PCI DSS. Contractor acknowledges and agrees that cardholder data may only be used for completing the contracted services as described in the full text of this document, or as required by the PCI DSS, or as required by applicable law. In the event of a breach or intrusion or otherwise unauthorized access to cardholder data stored at or for the contractor, contractor shall immediately notify John F. Knight, Assistant Vice President for Finance at: (540) 568-6433, MSC 5719, Harrisonburg, VA 22807 (fax (540) 568-3346) to allow the proper PCI DSS compliant breach notification process to commence. The contractor shall provide appropriate payment card companies, acquiring financial institutions and their respective designees access to the contractor's facilities and all pertinent records to conduct a review of the contractor's compliance with the PCI DSS requirements.

In the event of a breach or intrusion the contractor acknowledges any/all costs related to breach or intrusion or unauthorized access to cardholder data entrusted to the contractor deemed to be the fault of the contractor shall be the liability of the contractor. Vendor agrees to assume responsibility for informing all such individuals in accordance with applicable law and to indemnify and hold harmless the Commonwealth of Virginia, James Madison University and its officers and employees from and against any claims, damages or other harm related to such breach.

- V. CONFIDENTIALITY (Commonwealth): The Commonwealth agrees that neither it nor its employees, representatives, or agents shall knowingly divulge any proprietary information with respect to the operation of the software, the technology embodied therein, or any other trade secret or proprietary information related thereto, except as specifically authorized by the contractor in writing or as required by the Freedom of Information Act or similar law. It shall be the contractor's responsibility to fully comply with § 11-52 D of the *Code of Virginia*. All trade secrets or proprietary information must be identified in writing or other tangible form and conspicuously labeled as "proprietary" either prior to or at the time of submission to the Commonwealth.
- W. DEFINITION - SOFTWARE: As used herein, the terms software, product, or software products shall include all related materials and documentation whether in machine readable or printed form.
- X. EXCESSIVE DOWNTIME: Equipment or software furnished under the contract shall be capable of continuous operation. Should the equipment or software become inoperable for a period of more than 24 hours, the contractor agrees to pro-rate maintenance charges to account for each full day of in operability. The period of in operability shall commence upon initial notification. In the event the equipment or software remains inoperable for more than two (2) consecutive calendar days, the contractor shall promptly replace the equipment or software at no charge upon request of the procuring agency. Such replacement shall be with new, unused product(s) of comparable quality, and must be installed and operational within two (2) consecutive calendar days following the request for replacement.
- Y. LATEST SOFTWARE VERSION: Any software product(s) provided under the contract shall be the latest version available to the general public as of the due date of this solicitation.
- Z. QUALIFIED REPAIR PERSONNEL: All warranty or maintenance services to be performed on the items specified in this solicitation as well as any associated hardware or software shall be performed by qualified technicians properly authorized by the manufacturer to perform such services. The Commonwealth reserves the right to require proof of certification prior to award and at any time during the term of the contract.

- AA. RENEWAL OF MAINTENANCE: Maintenance of the hardware or software specified in the resultant contract may be renewed by the mutual written agreement of both parties for additional one-year periods, under the terms and conditions of the original contract except as noted herein. Price changes may be negotiated at time of renewal; however, in no case shall the maintenance costs for a succeeding one-year period exceed the prior year's contract price(s), increased or decreased by more than the percentage increase or decrease in the **other services** category of the CPI-W section of the US Bureau of Labor Statistics Consumer Price Index, for the latest twelve months for which statistics are available.
- BB. SOFTWARE UPGRADES: The Commonwealth shall be entitled to any and all upgraded versions of the software covered in the contract that becomes available from the contractor. The maximum charge for upgrade shall not exceed the total difference between the cost of the Commonwealth's current version and the price the contractor sells or licenses the upgraded software under similar circumstances.
- CC. SOURCE CODE: In the event the contractor ceases to maintain experienced staff and the resources needed to provide required software maintenance, the Commonwealth shall be entitled to have, use, and duplicate for its own use, a copy of the source code and associated documentation for the software products covered by the contract. Until such time as a complete copy of such material is provided, the Commonwealth shall have exclusive right to possess all physical embodiments of such contractor owned materials. The rights of the Commonwealth in this respect shall survive for a period of twenty years after the expiration or termination of the contract. All lease and royalty fees necessary to support this right are included in the initial license fee as contained in the pricing schedule.
- DD. TERM OF SOFTWARE LICENSE: Unless otherwise stated in the solicitation, the software license(s) identified in the pricing schedule shall be purchased on a perpetual basis and shall continue in perpetuity. However the Commonwealth reserves the right to terminate the license at any time, although the mere expiration or termination of this contract shall not be construed as an intent to terminate the license. All acquired license(s) shall be for use at any computing facilities, on any equipment, by any number of users, and for any purposes for which it is procured. The Commonwealth further reserves the right to transfer all rights under the license to another state agency to which some or all of its functions are transferred.
- EE. THIRD PARTY ACQUISITION OF SOFTWARE: The contractor shall notify the procuring agency in writing should the intellectual property, associated business, or all of its assets be acquired by a third party. The contractor further agrees that the contract's terms and conditions, including any and all license rights and related services, shall not be affected by the acquisition. Prior to completion of the acquisition, the contractor shall obtain, for the Commonwealth's benefit and deliver thereto, the assignee's agreement to fully honor the terms of the contract.
- FF. TITLE TO SOFTWARE: By submitting a bid or proposal, the bidder or offeror represents and warrants that it is the sole owner of the software or, if not the owner, that it has received all legally required authorizations from the owner to license the software, has the full power to grant the rights required by this solicitation, and that neither the software nor its use in accordance with the contract will violate or infringe upon any patent, copyright, trade secret, or any other property rights of another person or organization.
- GG. WARRANTY AGAINST SHUTDOWN DEVICES: The contractor warrants that the equipment and software provided under the contract shall not contain any lock, counter, CPU reference, virus, worm, or other device capable of halting operations or erasing or altering data or programs. Contractor further warrants that neither it, nor its agents, employees, or subcontractors shall insert any shutdown device following delivery of the equipment and software.

## **IX. METHOD OF PAYMENT**

The contractor will be paid on the basis of invoices submitted in accordance with the solicitation and any negotiations. James Madison University recognizes the importance of expediting the payment process for our vendors and suppliers. We are asking our vendors and suppliers to enroll in the Wells Fargo Bank single use Commercial Card Number process or electronic deposit (ACH) to your bank account so that future payments are made electronically. Additional information is available online at: [http://www.jmu.edu/acctgserv/ expenditures/vendor\\_pay\\_methods.shtml](http://www.jmu.edu/acctgserv/ expenditures/vendor_pay_methods.shtml)

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## **X. PRICING SCHEDULE**

The contractor shall provide pricing for all products and services included in proposal including all on-going maintenance and support cost. *Please see attached: JMU Pricing Schedule*

## **XI. ATTACHMENTS**

Attachment A: Offeror Data Sheet

Attachment B: Small, Women and Minority-owned Businesses (SWaM) Utilization Plan

Attachment C: Standard Contract Sample



# ATTACHMENT A

## OFFEROR DATA SHEET

TO BE COMPLETED BY OFFEROR

1. QUALIFICATIONS OF OFFEROR: Offerors must have the capability and capacity in all respects to fully satisfy the contractual requirements.
2. YEARS IN BUSINESS: Indicate the length of time you have been in business providing these types of goods and services.

Years 21 Months \_\_\_\_\_

3. REFERENCES: Indicate below a listing of at least five (5) organizations, either commercial or governmental/educational, that your agency is servicing. Include the name and address of the person the purchasing agency has your permission to contact.

CLIENT	LENGTH OF SERVICE	ADDRESS	CONTACT PERSON/PHONE #
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*Please See Attached*

*JMU Customer List*

4. List full names and addresses of Offeror and any branch offices which may be responsible for administering the contract.

Seattle Technology Group, Inc.

1923 25th Avenue East

Seattle, WA 98112

5. RELATIONSHIP WITH THE COMMONWEALTH OF VIRGINIA: Is any member of the firm an employee of the Commonwealth of Virginia who has a personal interest in this contract pursuant to the CODE OF VIRGINIA, SECTION 2.2-3100 – 3131?

[ ] YES [X] NO

IF YES, EXPLAIN: \_\_\_\_\_

RETURN OF THIS PAGE IS REQUIRED

## ATTACHMENT B

### Small, Women and Minority-owned Businesses (SWaM) Utilization Plan

**Offeror Name:** Seattle Technology Group, Inc. **Preparer Name:** Byron Brown

**Date:** December 29,  
2014

Is your firm a **Small Business Enterprise** certified by the Department of Minority Business Enterprise?

Yes \_\_\_\_\_ No X \_\_\_\_\_

If yes, certification number: \_\_\_\_\_ Certification date: \_\_\_\_\_

Is your firm a **Woman-owned Business Enterprise** certified by the Department of Minority Business Enterprise? Yes \_\_\_\_\_ No X \_\_\_\_\_

If yes, certification number: \_\_\_\_\_ Certification date: \_\_\_\_\_

Is your firm a **Minority-Owned Business Enterprise** certified by the Department of Minority Business Enterprise? Yes \_\_\_\_\_ No X \_\_\_\_\_

If yes, certification number: \_\_\_\_\_ Certification date: \_\_\_\_\_

**Instructions:** *Populate the table below to show your firm's plans for utilization of small, women-owned and minority-owned business enterprises in the performance of the contract. Describe plans to utilize SWAMs businesses as part of joint ventures, partnerships, subcontractors, suppliers, etc.*

**Small Business:** "Small business " means a business, independently owned or operated by one or more persons who are citizens of the United States or non-citizens who are in full compliance with United States immigration law, which, together with affiliates, has 250 or fewer employees, or average annual gross receipts of \$10 million or less averaged over the previous three years.

**Woman-Owned Business Enterprise:** A business concern which is at least 51 percent 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 percent of the equity ownership interest in which is owned by one or more women, and whose management and daily business operations are controlled by one or more of such individuals. **For purposes of the SWAM**

**Program, all certified women-owned businesses are also a small business enterprise.**

**Minority-Owned Business Enterprise:** A business concern which is at least 51 percent owned by one or more minorities or in the case of a corporation, partnership or limited liability company or other entity, at least 51 percent of the equity ownership interest in which is owned by one or more minorities and whose management and daily business operations are controlled by one or more of such individuals. **For purposes of the SWAM Program, all certified minority-owned businesses are also a small business enterprise.**

**All small, women, and minority owned businesses must be certified by the Commonwealth of Virginia Department of Minority Business Enterprise (DMBE) to be counted in the SWAM program. Certification applications are available through DMBE at 800-223-0671 in Virginia, 804-786-6585 outside Virginia, or online at [www.dmbv.virginia.gov](http://www.dmbv.virginia.gov) (Customer Service).**

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# ATTACHMENT B (CNT'D)

Small, Women and Minority-owned Businesses (SWaM) Utilization Plan

Procurement Name and Number: JMU RFP# LBS-835  
 Listing of Sub-Contractors, to include, Small, Woman Owned and Minority Owned Businesses  
 for this Bid/Proposal and Subsequent Contract

Date Form Completed

Offeror / Proposer:

Seattle Technology Group, Inc

Firm

1923 25th Avenue East Seattle, WA 98112

Address

December 29, 2014

Byron Brown 888-551-9996x4

Contact Person/No.

Sub-Contractor's Name and Address	Contact Person & Phone Number	DMBE Certification Number	Services or Materials Provided	Total Subcontractor Contract Amount (to include change orders)	Total Dollars Paid Subcontractor to date (to be submitted with request for payment from JMU)
None					

(Form shall be submitted with proposal and if awarded, again with submission of each request for payment)

RETURN OF THIS PAGE IS REQUIRED

ATTACHMENT C



COMMONWEALTH OF VIRGINIA  
STANDARD CONTRACT

Contract No. \_\_\_\_\_

This contract entered into this \_\_\_\_\_ day of \_\_\_\_\_, 20\_\_\_\_, by \_\_\_\_\_ hereinafter called the "Contractor" and Commonwealth of Virginia, James Madison University called the "Purchasing Agency".

WITNESSETH that the Contractor and the Purchasing Agency, in consideration of the mutual covenants, promises and agreements herein contained, agree as follows.

SCOPE OF CONTRACT: The Contractor shall provide the services to the Purchasing Agency as set forth in the Contract Documents.

PERIOD OF PERFORMANCE: From \_\_\_\_\_ through \_\_\_\_\_

The contract documents shall consist of:

- (1) This signed form;
- (2) The following portions of the Request for Proposals dated \_\_\_\_\_:
  - (a) The Statement of Needs,
  - (b) The General Terms and Conditions,
  - (c) The Special Terms and Conditions together with any negotiated modifications of those Special Conditions;
  - (d) List each addendum that may be issued
- (3) The Contractor's Proposal dated \_\_\_\_\_ and the following negotiated modification to the Proposal, all of which documents are incorporated herein.
  - (a) Emails and written negotiations are to be incorporated by specific reference for each one of relevance.

IN WITNESS WHEREOF, the parties have caused this Contract to be duly executed intending to be bound thereby.

CONTRACTOR:

PURCHASING AGENCY:

By: \_\_\_\_\_  
(Signature)

By: \_\_\_\_\_  
(Signature)

\_\_\_\_\_  
(Printed Name)

\_\_\_\_\_  
(Printed Name)

Title: \_\_\_\_\_

Title: \_\_\_\_\_

## VI. Pricing Schedule

## James Madison University RFP# LBS-835 Pricing Schedule

Product	Description	Initial Cost	Annual Cost
Software License	Conference Programmer 8 concurrent user license.	\$14,000	
CP Annual Maintenance	Includes Unlimited Phone and Email Support and Updates		\$2,520
Implementation	Implementation Package including: five days on-site consulting and training, Building the CP database with your building and rooms, creation of your contract and Custom reports. Estimated travel expenses.	\$6,250	
		\$2,500	
Iris Registration	Iris Registration Version 2 Purchase	\$5,000	
IRV2 Regular Tier	Iris Registration V2 Regular Tier Annual Charge Includes unlimited phone and email support. Maximum 5 Users, 20 Active Forms and 1500 Registrants		\$5,000
IFD	Iris Front Desk Module Annual Charge One Time Setup charge	\$1,000	\$2,000
CP Hosting	Annual Hosting includes one production database and one archive database. Additional archive databases are \$250 per year.		\$2,500
Report Writing	Most custom reports are included in Implementation Package. Very complicated and time consuming reports will be billed at \$125 per hour, this rarely occurs.	\$0	
Total		\$28,750	\$12,020

For more information Contact:  
Byron Brown  
Director of Business Development  
bbrown@seattletech.com

1923 25<sup>th</sup> Ave. E.  
Seattle, WA 98112  
Phone 888-551-9996  
Fax 800-442-6891

# Reference List

## James Madison University

Pennsylvania State University

Pam Richards-Visnovsky

814-865-7762

[pur2@psu.edu](mailto:pur2@psu.edu)

Customer since 2012

Indiana University

Graham Shepfer

812-855-8530

[gshepfer@indiana.edu](mailto:gshepfer@indiana.edu)

Customer since 2008

Christopher Newport University

Alicia Brown

757-594-7018

[alicia.brown@cnu.edu](mailto:alicia.brown@cnu.edu)

Customer since 2008

Virginia Polytechnic Institute

Ken Belcher

540-231-8058

[kbelcher@vt.edu](mailto:kbelcher@vt.edu)

Customer since 2004

University of South Carolina

Cynthia Steele

[clsteele@mailbox.sc.edu](mailto:clsteele@mailbox.sc.edu)

Customer since 1993

# Customer List

Andrews University
Appalachian State University
Auburn University
Bishops University
Boise State University
Brigham Young University
Bryn Mawr College
Butler University
California Polytechnic State University
California State University Chico
Case Western Reserve University
Catholic University of America, The
Christopher Newport University
College of William and Mary, The
Eckerd College
Emory University
East Carolina University
Florida State University
Fort Lewis College
George Mason University
George Washington University, The
Georgetown University Law Center STG
Georgetown University Law Center CP
Georgia Southern University
Gettysburg College
Grand Valley State University
Hofstra University
Idaho State University
Indiana State University
Indiana University
Indiana Wesleyan University
Kent State University
Kansas State University
Lehigh University
Longwood University
Louisiana State University
Loyola Marymount University
Marquette University

Massachusetts Institute of Technology
Miami University
Missouri State University
Montana State University Bozeman
Mount Allison University
Mount Saint Vincent University
North Carolina State University
Northern Illinois University
Oberlin College
Occidental College
Pennsylvania State University
Portland State University
Princeton University
Purdue University
Rice University
Rutgers University
San Francisco State University
Sir Wilfred Grenfell College, Memorial U. of NF
Slippery Rock University
Southern Illinois University
Southern Utah University
SSC Services (TAMU)
Stanford Conference Registration Services
Stanford Graduate School of Business
Stanford University
Temple University
Texas A&M university
Texas Tech University
Trent University
Trinity College
Truman State University
University of Alaska Anchorage
University of Alaska Fairbanks
University of Alaska Southeast
University of Arkansas
University of California Davis
University of California Riverside

University of California San Diego
University of California Santa Barbara Alumni Association (FVC)
University of California Santa Cruz
University of Connecticut
University of Dayton
University of Florida
University of Georgia
University of Guelph
University of Hawaii
University of Iowa
University of King's College
University of Maryland Baltimore County
University of Maryland - College Park
University of Massachusetts
University of Miami
University of Michigan
University of Minnesota
University of Missouri
University of Missouri-Kansas City
University of Nevada Las Vegas
University of New Hampshire
University of New Mexico
University of North Carolina - Charlotte
University of North Carolina School of the Arts
University of North Texas
University of Northern Colorado
University of Oregon
University of Pennsylvania
University of South Carolina
University of Southern California

University of South Florida
University of St. Michael's College
University of Toronto at Scarborough
University of Tennessee
University of Tennessee Chattanooga
University of Vermont
University of Washington
University of Waterloo
University of Windsor
University of Wisconsin Madison
University of Wisconsin Oshkosh
University of Wisconsin-Platteville
Utah State University
Vanderbilt University
Virginia Polytechnic Institute
Virginia State University
Washington State University
Washington University in St. Louis
Western Illinois University
Western Oregon University
Western Washington University
Wheaton College
Williams College
College of St. Benedict
Eastern Illinois University
Illinois State University
Old Dominion University
Sacred Heart University
Villanova University
University of Massachusetts Lowell
University of Wisconsin Milwaukee
University of Tennessee Chattanooga



# Conference Programmer

## CP Version 6 Features

### What is Conference Programmer

Conference Programmer is a complete client-server solution for managing conference and event bookings designed specifically for colleges and universities. For nearly twenty years, more than 150 higher education institutions in North America have utilized Conference Programmer to plan, conduct, and analyze their Conference Services business.

Conference Programmer allows you to create quotes, contracts, and billing statements for housing, meals, meetings and other services with ease.

### Features

#### **Conference and Event Management**

- Create conferences and events, maintain contact information, and contract items
- Copy any part of a Conference record to another conference
- Email confirmation letters, contracts, invoices, and Excel documents
- Create custom rates and default items by conference
- Manage tasks and due dates for important milestones
- Customizable display screens with field labels and look up lists
- Quickly locate any conference or participant by searching on any field.

#### **Housing Management**

- Block rooms for groups in a graphical reservation calendar
- Quickly determine availability by building and room type for a date range
- Export rosters to Excel from blocked space
- Import participant rosters and room assignments into a Conference
- Batch assign, drag and drop to assign, and assign to vacant or blocked space easily
- Multiple sorting and filtering options for participants and rooms
- Provide and assign overflow space when more occupancy is needed

#### **Meeting Space Management**

- Find availability and book meeting spaces and resources for conferences and subgroups
- Graphical reservation calendar by date, ½ day or hour
- Interface with EMS to pull event reservations into Conference Programmer in real-time

### Dining Management

- Book through-the-line cafeteria style meals
- Quickly accommodate meal plan changes
- Ability to integrate with dining cards

### Financial Management

- Bill and report charges to participants, subgroups or conferences
- Define daily, nightly and flat rate billing on a conference by conference basis
- Easily copy billing templates between conferences
- Auto charge groups for housing, meals, meeting rooms, catering and incidental charges
- Bill for meals and catering based on guaranteed or actual numbers
- Bill for meetings by day, ½ day, hour or flat fee
- Track charges and payments by account, user, date, conference, subgroup and participant
- Create comprehensive invoices for conferences, subgroups and individuals
- Reconcile, lock and report charges and payment to campus financial systems
- Track payment by user or by cashbox

### Reporting

- Create complete conference contracts, quotes, and invoices
- Export and modify reports using Crystal Reports
- Over 100 standard reports in our report pack
- Detailed financial, bed night, and summary reporting
- Custom reporting services available from Seattle Tech.

### Requirements

- Operating Systems: Windows 7, Windows 8\*
- Database Software: Windows Server 2012 or higher running SQL 2012 or SQL 2014 (including express versions)\*

\*Application and Database hosting are available through Seattle Tech. Application hosting will allow Conference Programmer to run on tablets, and Apple devices.

# Iris Front Desk

## Iris Front Desk Features

### What is Iris Front Desk

Iris Front Desk is Seattle Technology Group's web-based, mobile-friendly portal to conference information. Designed specifically for desk staff, Iris Front Desk provides an intuitive dashboard of daily desk activities. Users can add participants, assign rooms, process guest check-ins and check-outs, create desk notes, and more.

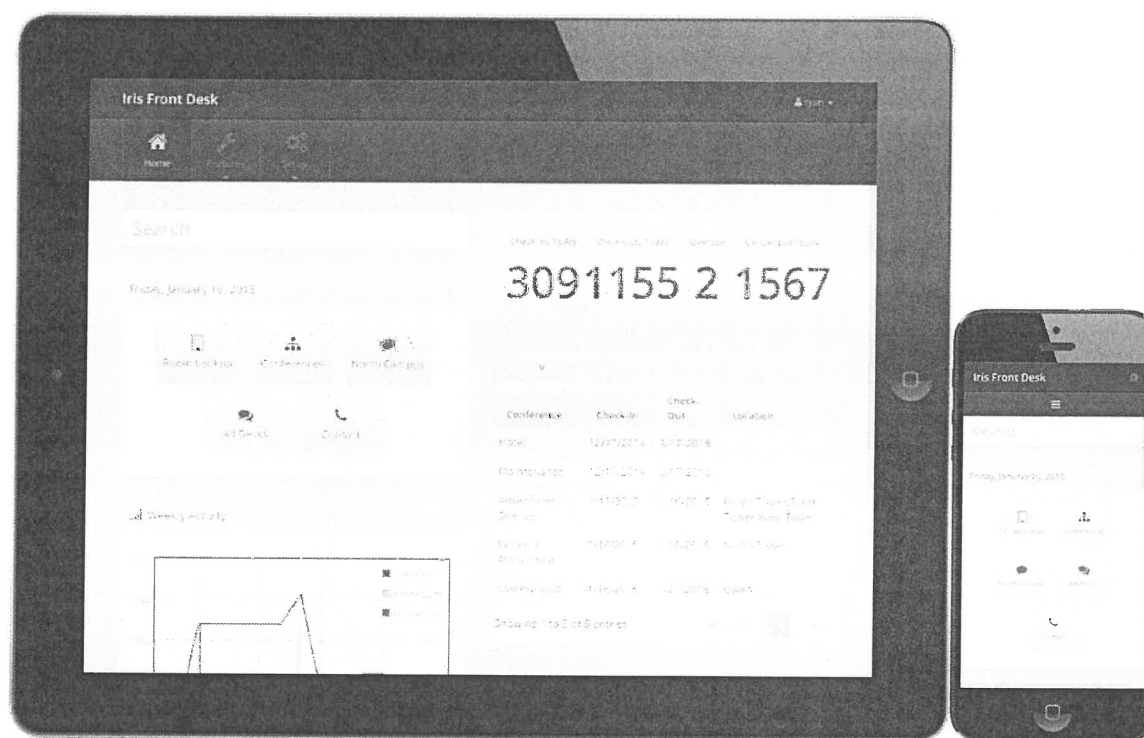


Figure 1. The Iris Front Desk dashboard as displayed in an iPad and iPhone. The screen adapts to the device you are using. The dashboard provides quick access to tasks and information.

Iris Front Desk takes your existing Conference Programmer information and displays it in an intuitive interface on the web. This web interface is easy to learn, and helps protect your CP administrative data because the feature set is strictly limited to tasks performed by your student and desk staff. It also gives you the power to manage your users, desks, and check-in process from your phone or tablet.

## Technology

Iris Front Desk utilizes an HTML5 display interface that automatically adapts to the type of device or web browser on which it is displayed.

- Web Based
- Cloud Hosted
- Mobile device optimized (IOS, Android; Phone and Tablet compatible)
- Requires Conference Programmer

## Functionality

Iris Front Desk is designed to replace Conference Programmer for your summer and student staff. This means that your full time staff will still utilize Conference Programmer for its many wizards and reports. Your summer staff, however, will have a streamlined and easy-to-use interface dedicated to their primary tasks and responsibilities. This makes training your staff much quicker and provides a modern interface for their use. We've identified a few of the primary features below:

## Participant Management

Participant information is displayed in a clean interface that allows users to quickly locate information and accomplish tasks.



Figure 2. Quickly select tasks and drill into details from the participant screen.

- Create and Modify Participant details

- Record Incidental charges and lost keys
  - Set up templates for these standard items
  - User's select from a simple drop down list
- Change a participant's status

## Check-Ins and Check-Outs

Perform on-site individual check-ins and check-outs. Performs these as a group or on a select participant. For 2015 we are including the ability to do a mass check-in or check-out. This allows you to process everyone in a single step while handling the exceptions separately. For 2015 we are also adding the ability to capture a signature with a device.

## Room Assignments

If you've blocked space with the Conference Programmer reservation calendar, then these spaces will show up as available space to make assignments. This empowers staff to quickly accommodate guest needs while complying with the space priorities that you have established.

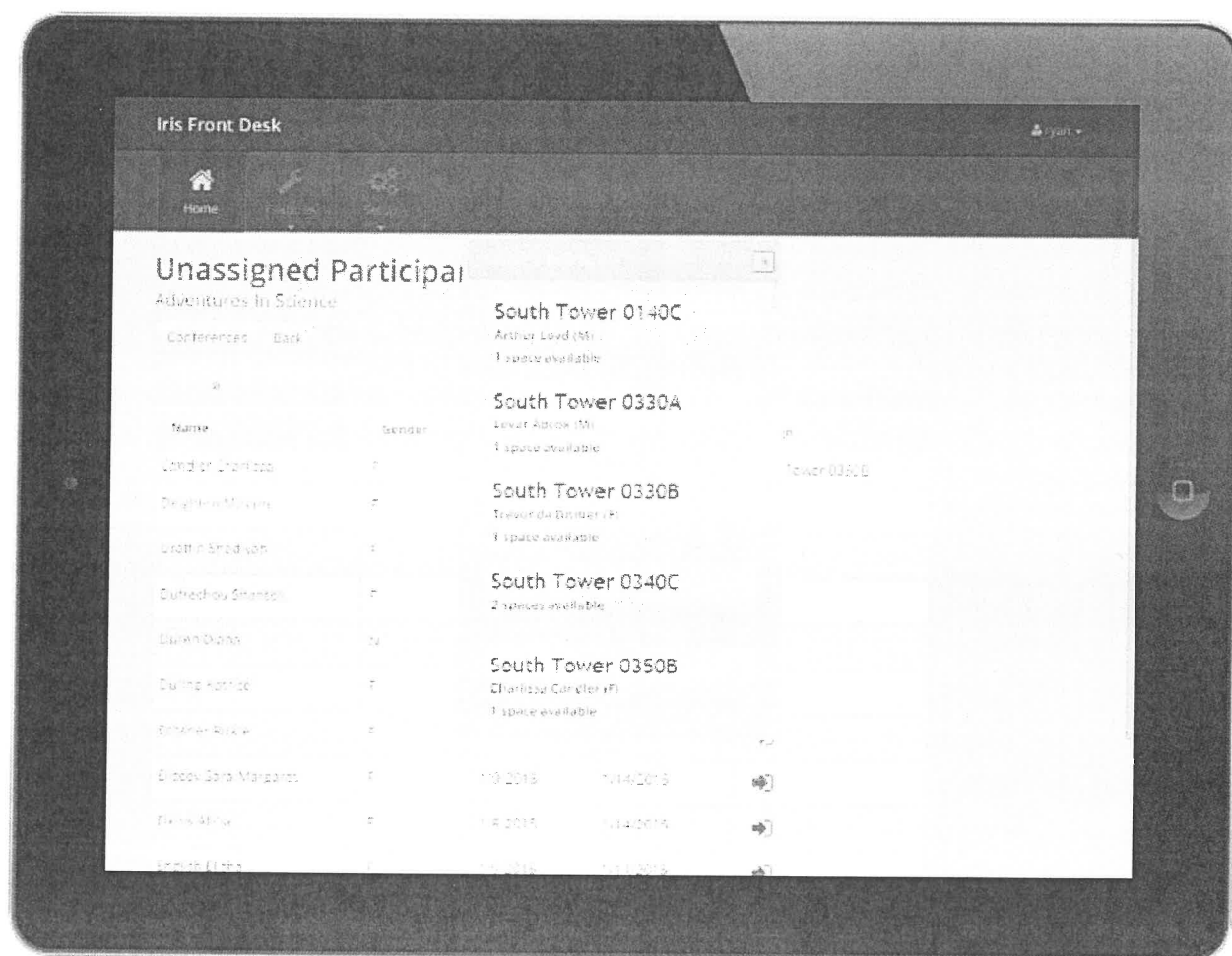


Figure 3. When selecting spaces you can see the name and gender of those already in the room.

For 2015 we are adding the option to select space from anywhere on campus. This will improve the management of orientation guests, for example, who might be placed in buildings that have not necessarily been blocked.

Users can quickly and easily make room changes and extend or shorten guest stays.

### **Desk Log**

The desk log is a central repository for information about guests and groups. This allows everyone to keep up-to-date about issues and special requests from guests. For 2015 we will be adding categories to desk log entries so that you can identify items such as Maintenance, or Lost and Found. We are also adding for 2015 the ability to flag them as reviewed or not reviewed.

### **User Management**

Iris Front Desk is designed to be a complete hosted package that can be managed with minimal IT support. You will be able to manage your user accounts and make the appropriate authorizations for them to perform their duties.

### **Requirements**

Iris Front Desk requires Conference Programmer Version 6. Iris Front Desk runs on all modern browsers including Chrome, Firefox, Internet Explorer (8 and greater), and Safari.

### **About Seattle Technology Group**

With over 150 university and college campus clients, we understand Conference, Events, and Registration Services and have built tools that simplify all of these processes.

Learn more about how Iris Front Desk and Conference Programmer 6. Contact us at 888-551-9996 x4 or [sales@seattletech.com](mailto:sales@seattletech.com)

## What is Iris Registration?

Iris Registration is a complete web-based solution for online conference and event registration. Built from the ground up using the latest cloud technology, Iris Registration gives you the tools you need to create registration forms, gather registrant information, and keep clients and attendees up to date. With 11 university approved credit card gateways, Iris Registration makes it easy and affordable to take online payments and grow your revenue through registration services

## Built for Users

Iris Registration contains three distinct portals for the three primary types of users.

### 1. Registration Administrators.

Registration Administrators have full access to functionality in Iris Registration including:

**The Form Designer:** The web form designer allows you to create and modify registration forms. It has the functionality and flexibility you need to build easy to use, attractive registration forms.

The Form Designer gives you complete control over your registration forms to:

- Have users create an account, register with Facebook or Twitter, or register anonymously
- Register individuals or groups
- Show, hide, or change entire pages or sections of a page based on user input
- Create store items with capacities for housing, dining, events and more
- Create flexible rates based on dates, quantities and other registration information
- Create discount and coupon codes for items or for entire registrations
- Allow registrants to modify registration information up to a deadline date
- Allow multiple payments by credit card and force a minimum payment

**Client Management:** Registration Administrators grant access to clients to:

- Allow clients to login and see their events and registrations
- Subscribe clients to notifications about registrations, payments and capacities

**Registrant Management:** Administrators can modify and process registrations to:

- Manually add payments and charges to registrations
- Assume the identity of a registrant to alter their registration
- Cancel and reinstate registrants
- Pull lists of registrants who need to pay or complete the registration process
- Sync registrants directly into the CP database

## 2. Registration Clients

Clients can view, download, and manager their attendees in real-time through the client portal. Your registration clients are kept up to date with automated alerts related to registrations, payments and capacities being met on their forms. You can choose which alerts your clients should receive.

## 3. Registrants

Registrants who create user accounts are able to log into Iris Registration to complete registrations, change registration items and make multiple payments.

Registration administrators have control over when and what registrants can change once they register.

## Requirements

Iris Registration Version 2 requires Conference Programmer Version 6.

## About Seattle Technology Group

Seattle Technology Group has provided registration solutions to higher education clients for over 10 years. Our registration software has registered more than 2000 events and 250,000 registrants.

With over 150 university and college campus clients, we understand Registration Services and have built tools that simplify event registrations for event coordinators, organizers and registrants.

Learn more about how Iris Registration can increase your revenues and automate your registration service business. Contact us at 888-551-9996 x4 or [sales@seattletech.com](mailto:sales@seattletech.com)



# CP Database Cloud Hosting FAQ

Frequently Asked Questions related to CP Database Cloud Hosting.

## Summary

Seattle Technology Group, Inc. has proposed hosting conferencing data in support of applications provided by Seattle Technology Group. The applications include Conference Programmer and Iris Front Desk. The primary reason for hosting data off-premise (that is, with Seattle Technology Group) is to utilize the hosted application servers and environment supporting Iris Front Desk. Iris Front Desk is Seattle Technology Group's mobile friendly portal to conference information.

The purpose of this document is to assist those people reviewing purchase CP Database Cloud Hosting with specific attention regarding technical information. This document represents a compilation of questions asked by universities. A companion piece to this document is the Seattle Technology Group Cloud Services Agreement. The Cloud Services Agreement addresses certain specific questions in this FAQ. There is an additional FAQ related Iris Front Desk specifically (Iris Front Desk FAQ).

## Classification of Data

The information to be hosted includes names (and gender), addresses, room assignments, room charges, payments received, arrival and departure dates, and information about conference groups. Seattle Technology Group prohibits storing sensitive data such as:

Social Security Number,  
Cardholder data,  
Driver's license numbers

Seattle Technology Group strongly discourages storing other personally identifiable information such as:

Date of birth,  
Place of birth,  
Mother's maiden name

## Reference Information

- **Access Privileges** – Cloud service providers should be able to demonstrate they enforce adequate hiring, oversight and access controls to enforce administrative delegation.

Seattle Technology Group is a small company with very low turnover. Your data is strictly restricted to only Seattle Technology Group, Inc. technical employees. We do not currently use contractors. Employees at Seattle Technology Group have extensive experience working with more than 150 universities.

- **Regulatory Compliance** – Enterprises are accountable for their own data even when it's in a public Cloud, and should ensure their providers are ready and willing to undergo audits.

Seattle Technology Group is committed to sharing audit information related to items which we have committed in the Cloud Services agreement. This includes information about PCI Audits and backup procedures.

- **Data Provenance** – When selecting a provider, ask where their datacenters are located and if they can commit to specific privacy requirements.

Seattle Technology Group, Inc. has selected the Microsoft SQL Azure and Microsoft Azure platform for providing database hosting and web application hosting. Information about the Microsoft Azure platform can be found [here](#).

- **Data Segregation** – Most public Clouds are shared environments, and it is critical to make sure hosting providers can guarantee complete data segregation for secure multi-tenancy.

Customer data are completely segregated in separate databases.

- **Data Recovery** – Enterprises must make sure their hosting provider has the ability to do a complete restoration in the event of a disaster.

Complete database backups are taken several times each day according to the schedule defined in the Seattle Technology Group Cloud Services Agreement. At least once per day the backup is copied offsite. We use a virtual environment that allows us to provision identical servers quickly (within the terms identified in the Cloud Services Agreement).

- **Monitoring and Reporting** – Monitoring and logging public Cloud activity is hard to do, so enterprises should ask for proof that their hosting providers can support investigations.

Database activity related to failed connections, successful connections, and blocked connections is logged.

- **Business Continuity** – Businesses come and go, and enterprises should ask hard questions about the portability of their data to avoid lock-in or potential loss if the business fails.

This is covered in Section 2.1 and 2.2 of the Cloud Services Agreement.

#### General Requirements:

- A detailed description of the customer data the vendor requires to perform their tasks and an acknowledgement that University is the data owner.

This is covered in Section 5.2 of the Cloud Services Agreement.

- Does the provider have an allowance to audit either the application or network infrastructure? What notice is required to do non-intrusive vs. intrusive scans or other vulnerability assessments?

Customer is allowed to review our audit. Requests for additional audits will be reviewed on a case-by-case basis. Windows Azure requires a 7 day notice and we would seek the same lead time. Audit results must be shared with Seattle Technology Group.

- What allowances does the vendor provide to access or request any security related configuration files, developed application code, or policy or quality assurance and testing documents.

We are willing to share our source code for purposes that we deem necessary or useful. We retain discretion.

- Are there any customization or customer specific changes allowed for your Cloud services? If so please describe. Are there additional costs?

Customizations can be built into our products at customer expense.

- What internal software/hardware/infrastructure audits do you perform and what actions do you take upon locating a security issue?

In addition to the Microsoft protection of the Windows Azure Platform as described [here](#), we utilize a qualified independent scan vendor accredited by Visa, MasterCard, American Express, Discover Card and JCB to perform network security audits conforming to the Payment Card Industry (PCI) Data Security Standards.

- Do you have an incident response plan and can you describe it? Any incident response history or examples are helpful.

Our response plan varies by the type of incident. Each incident is addressed by the appropriate staff in order to maintain the service level requirements identified in Exhibit B of the Cloud Services Agreement.

- Explain how you designate a customer contact in the event of a breach or security issue?

Our contact is the primary user at the University as designated in our internal customer database.

- Do you use the customer data for any other purposes, whether metadata (in part) or whole for other services?

No. This is covered in detail in Section 9 of the Cloud Services Agreement.

- 
- Description of scheduled maintenance times and customer notification processes. Any maintenance history provided is helpful.

Scheduled maintenance is covered in Exhibit B of the Cloud Services Agreement.

- Explain your levels of customer support for your Cloud offering beyond self-help, knowledge based or message boards. Are there additional costs associated for this support? If so, note those costs.

Customer receives unlimited email and telephone support according to our maintenance agreement.

- Define your trouble ticket severity levels. How are they assigned and how are they escalated? Is escalation automatic based on a metric or customer initiated?

We have a small and highly experienced staff. Problems needing escalation are immediately routed to the appropriate staff.

- Service Level Agreement for uptime. Targets should be 99.99% if possible but may vary. Be wary of any stated level that has disclaimers for “additional subtractions”.

This is covered in Exhibit B of the Cloud Services Agreement.

- Explain your employee hire, orientation and security training process and any non-compete or data/customer confidentiality agreements you have them sign.

We have a small and highly experienced stable workforce. They have generally been hired from a University setting. We continually review our security practices to ensure that we are maintaining best practices commonly used in the data management industry.

#### **Encryption Requirements:**

- Data in transit and file uploads or transfers must be secured with encryption protocols. Those protocols utilized should be explained by the vendor.

All data transfer is done using SSL with 256-bit encryption.

- For data in transit Cloud providers should be using SSL from an established, reliable and secure independent CA. The SSL CA needs its authentication practices audited annually by a trusted third-party auditor.

Our SSL certificates are provided by GoDaddy and meet these requirements. SSL for connections to Azure data is provided by Microsoft Azure environment.

- For data in transit SSL should deliver at minimum 128-bit encryption and optimally 256-bit encryption based on the new 2048-bit global root. And it should require a rigorous authentication process. The SSL issuing authority should maintain military-grade data centers and disaster recovery sites optimized for data protection and availability.

Our sites force 256-bit encryption. The SSL is managed by Microsoft Azure environment.

- For data in storage what Encryption technology is utilized for data storage?

We encrypt backup data with AES-256 algorithm.

- For data in storage how are encryption keys for stored data managed?

We use user name and password to secure AES-256 encryption.

- Particularly for data backup and recovery what technology is used to encrypt data backups and how are those keys managed?

For database backup storage we use AES-256 algorithm. We use user name and password to secure AES-256 encryption.

- If databases are utilized to what level is encryption applied?

Database data is not encrypted.

#### **Access Privileges and Controls:**

- A description of the physical security measures in place within your data centers. Describe both the physical data center access as well as server room and physical host access.

The data centers are managed by Microsoft to a variety of industry standards including ISO/IEC 27001:2005, SOC 1 and SOC 2 SSAE 16/ISAE 3402, Payment Card Industry (PCI) Data Security Standards (DSS) Level 1. These can be reviewed [here](#).

- How are the logical and physical data center services secured from other users and from external threats?

See above.

- What level of support does the vendor provide for Single-sign-on (SSO) or authentication utilizing customer identity management infrastructure.

Authentication uses Microsoft SQL authentication.

- What level of Administrative privileges and controls does University have over the system or software and its users?

Customer has control to create accounts and assign roles to those accounts.

### Regulatory Compliance

- What is the vendor's and any 3<sup>rd</sup> party's compliance requirements to SSAE 16/SAS70-II, SOX, PCI-DSS, ISAE3402, SOC1, 2 or 3, Safe Harbor, or other regulatory certification requirements.

The data centers are managed by Microsoft to a variety of industry standards including ISO/IEC 27001:2005, SOC 1 and SOC 2 SSAE 16/ISAE 3402, Payment Card Industry (PCI) Data Security Standards (DSS) Level 1. These can be reviewed [here](#). Seattle Technology Group, Inc. has an attestation of PCI SAQ A compliance.

- Can the vendor describe the commitment to their and any 3<sup>rd</sup> party utilized to remain in such compliance?

Seattle Technology Group, Inc. is committed to remain in compliance with the above mentioned designations.

### Data Provenance

- A detailed inventory of hardware specifications, including manufacturers, for all Cloud product offerings. Include manufacturer, model numbers, processors, disk drives, database hardware, data center networking components (routers, switches, etc.), security devices (firewalls, etc.), load balancers, and any other hardware relevant to the delivery of the service.

We utilize the Microsoft Azure Platform and utilize machines engineered and managed by them.

- A description of how often is infrastructure/hardware/software upgraded, hardened and patched and what communications/requirements are there with the customer?

We utilize the Microsoft Azure Platform and utilize machines engineered and managed by them.

- Describe the automated Information Lifecycle (Configuration Upgrade and Control) Management capabilities of your Cloud offering and the benefits clients receive from this functionality.

By utilizing the Microsoft Azure platform we are able to provide up-to-date software without worrying about the hardware on which it is running. The virtual environment provides engineered cloud services that allow reliability and scalability.

- What are any options for dedicated storage, dedicated hardware firewalls and load balancers to connect to the public Cloud offerings in your facilities?

Requests for dedicated infrastructure will be addressed on a case-by-case basis.

- Can you share networks, VPNs, firewalls and load balancers between your dedicated and public Cloud environments?

No.

- An outline of the size of the network (number of contiguous IP addresses) available to a customer's Cloud environment.

The network can be scaled as necessary to support typical user access scenarios.

- Explain your data and sensitive documents handling and destruction practices for customer data.

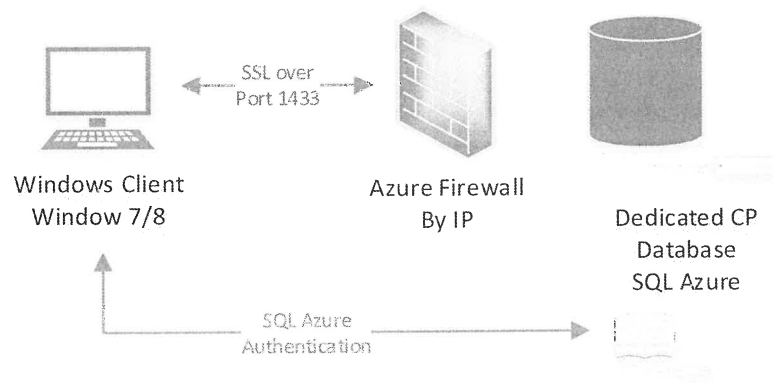
The data that are stored are names (and gender), addresses, room assignments, room charges, payments received, arrival and departure dates, and information about conference groups. This data is stored in a separate database for your university. Microsoft SQL Azure has a firewall that allows logins only based on approved IP's. Seattle Technology Group, Inc. configures the firewall and approves all IP's. 256 bit SSL is required on all connections. Database backups are encrypted with AES-256 encryption. Communication to offsite backup is secured with 256 bit SSL.

Backup data is deleted after 3 days. On an annual basis customer follows an archive process to consolidate historical data.

### Data Segregation

- Provide an overview of the dedicated single-tenant and shared (multi-tenant) Cloud services provided by the company.

The diagram below provides an overview of the cloud services provided. The Iris Front Desk users will use a multi-tenant web application that they enter with their own subdomain, such as universityname.irisconference.com. Their user identity includes a claim with this subdomain. All information is from a separate database on SQL Azure. There are no common databases except for authentication and authorization.



- Indicate if the data center components are provided by you or by another third party and a description of maintenance or transfer of those services.

All data center components are provided by Microsoft Azure.

- As a customer how are we responsible to entering or transferring data?

Customers use the two interfaces that we provide—Iris Front Desk and Conference Programmer 6. CP6 uses a direct database connection over port 1433 firewalled by IP.

- Explain how data is either physically or logically separated such that one account cannot see data from any other account.

Data is in physically separate databases. It cannot be seen from any other account.

### Data Recovery

- Describe the SAN and/or NAS storage options connected to your Cloud.



N/A.

- Describe the backup and archival process and length of time backups are available.

Every 6 hours a complete database backup is captured, encrypted, and transferred offsite to Amazon S3 storage. It remains on S3 for 3 days and is deleted.

- Do you perform test restores?

Yes. We routinely retrieve backups and restore them.

- Do you have any file or directory versioning capability or capabilities short of restoring from a backup?

We only take complete backups but we can restore to a separate server and retrieve specific information. This strategy can be useful if something is inadvertently deleted and needs to be restored.

- Location of backups and key management and storage for any backup encryption keys.

We utilize Amazon S3 (West Coast) for storage. Backups are encrypted using AES-256. They are secured with user name and password.

- What archival backup/restore/versioning is part of the agreement and what actions require any additional service fees?

This is identified in section 3.3 of the Cloud Hosting Agreement. Recovering information due to customer data deletion or customer error has an additional fee.

- Explain any shadowing or redundancy you have across multiple datacenters or repositories and if those data repositories are within the US and controlled by the vendor.

We have servers deployed in the East Coast and West Coast data centers. We do not use replication, but in case of severe disaster, one could recover from our offsite backup and deploy to the other data center. In such a scenario a customer could lose up to 6 hours of data.

- An explanation of the vendor disaster recovery plan with maximum downtime limits.

This is covered in Exhibit B of the cloud services agreement.

- Do you offer persistent Cloud images (longer than 2-week retention) or offer back up in your Cloud longer than 1-month retention?

This could be offered for an additional fee.

- Does your Cloud backup allow file based restore, without requiring clients to mount a full historic copy of their virtual machine?

Database backups are accessible only by Seattle Technology Group. These are separate from the server images and thus can be restored separately to a different database server.

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### Monitoring and Reporting

- Explain how the vendor monitors and reports upon notification of abuse or investigation. This might include DMCA notices, regulatory violations, criminal or civil investigations and additional requests made by either an outside entity or University.

Our policy is to review requests with counsel and take action as we deem appropriate based on their advice. We have never had such a request.

- Explain the dashboards and analytics that are in place for customer use.

There are no monitoring tools available to the customer. Seattle Technology Group uses the monitoring tools available through the Microsoft Azure platform.

- Explain any real-time monitoring that the customer might deploy that the vendor has developed.

There are no monitoring tools available to the customer. Seattle Technology Group uses the monitoring tools available through the Microsoft Azure platform.

- Explain what additional reporting, training, aggregate, industry, research, or other reporting information or data might be available as part of a customer subscription.

There are no monitoring tools available to the customer. Seattle Technology Group uses the monitoring tools available through the Microsoft Azure platform.

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### Business Continuity

- Do you have a formal Risk Analysis plan and review it annually?

No.

- Do you have a Disaster Recovery plan and its details?

Yes.

- What tests do you perform on your disaster recovery plan?

We routinely restore or swap server instances. We routinely restore database instances. We occasionally reroute traffic to other servers.

- What are the contract stipulations potential customer losses or for transfer of data and support to another organization should the business fail?

This is covered in Section 2.5 of the Cloud Services agreement.

# Iris Front Desk FAQ

Frequently Asked Technical Questions Related to Iris Front Desk.

## Summary

Iris Front Desk is Seattle Technology Group's, mobile-friendly portal to conference information. Designed specifically for university desk staff and student employees, Iris Front Desk provides an intuitive dashboard of daily desk activities and the ability to interact with university guest information. Users can add participants, assign rooms, process guest check-ins and check-outs, generate room lists, add items to the desk activity log, and more.

The purpose of this document is to assist those people reviewing purchase of Iris Front Desk with specific attention regarding technical specifications. This document represents a compilation of questions asked by universities. A companion piece to this document is the Seattle Technology Group Cloud Services Agreement. The Cloud Services Agreement addresses certain specific questions in this FAQ.

## What is Iris?

Iris is Seattle Technology Group's marketing term for our products that are built upon web-based technologies. This includes Iris Registration v2 and Iris Front Desk.

## Classification of Data

The information stored and used with Iris Front Desk includes names (and gender), addresses, room assignments, room charges, payments received, arrival and departure dates, and information about conference groups. *Seattle Technology Group prohibits storing sensitive data such as:*

Social Security Number,  
Cardholder data,  
Driver's license numbers

Seattle Technology Group strongly discourages storing other personally identifiable information such as:

Date of birth,  
Place of birth,  
Mother's maiden name

## Reference Information

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Data is hosted on Microsoft SQL Azure data center hosting infrastructure. The data centers are managed by Microsoft to a variety of industry standards including ISO/IEC 27001:2005, SOC 1 and SOC 2 SSAE 16/ISAE 3402, Payment Card Industry (PCI) Data Security Standards (DSS) Level 1. These can be reviewed [here](#).

- **Regulatory Compliance** – Enterprises are accountable for their own data even when it's in a public Cloud, and should ensure their providers are ready and willing to undergo audits.

Seattle Technology Group is committed to sharing audit information related to items which we have committed in the Cloud Services agreement. This includes information about PCI Audits and backup procedures.

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Seattle Technology Group, Inc. has selected the Microsoft SQL Azure and Microsoft Azure platform for providing database hosting and web application hosting. Information about the Microsoft Azure platform can be found [here](#).

- **Data Segregation** – Most public Clouds are shared environments, and it is critical to make sure hosting providers can guarantee complete data segregation for secure multi-tenancy.

Customer data are completely segregated in separate databases. Iris Front Desk is a single-tenant design.

- **Data Recovery** – Enterprises must make sure their hosting provider has the ability to do a complete restoration in the event of a disaster.

Complete database backups are taken several times each day according to the schedule defined in the Seattle Technology Group Cloud Services Agreement. At least once per day the backup is copied offsite. We use a virtual environment that allows us to provision identical servers quickly (within the terms identified in the Cloud Services Agreement).

- **Monitoring and Reporting** – Monitoring and logging public Cloud activity is hard to do, so enterprises should ask for proof that their hosting providers can support investigations.

Seattle Technology Group logs web server activity. Database activity related to failed connections, successful connections, and blocked connections is logged. All error information is logged with extensive diagnosis information to support investigations.

- **Business Continuity** – Businesses come and go, and enterprises should ask hard questions about the portability of their data to avoid lock-in or potential loss if the business fails.

This is covered in Section 2.1 and 2.2 of the Cloud Services Agreement.

**General Requirements:**

- A detailed description of the customer data the vendor requires to perform their tasks and an acknowledgement that University is the data owner.

This is covered in Section 5.2 of the Cloud Services Agreement.

- Does the provider have an allowance to audit either the application or network infrastructure? What notice is required to do non-intrusive vs. intrusive scans or other vulnerability assessments?

Customer is allowed to review our audit. Requests for additional audits will be reviewed on a case-by-case basis. Windows Azure requires a 7 day notice and we would seek the same lead time. Audit results must be shared with Seattle Technology Group.

- What allowances does the vendor provide to access or request any security related configuration files, developed application code, or policy or quality assurance and testing documents.

We are willing to share our source code for purposes that we deem necessary or useful. We retain discretion.

- Are there any customization or customer specific changes allowed for your Cloud services? If so please describe. Are there additional costs?

Customizations can be built into our products at customer expense.

- What internal software/hardware/infrastructure audits do you perform and what actions do you take upon locating a security issue?

In addition to the Microsoft protection of the Windows Azure Platform as described [here](#), we utilize a qualified independent scan vendor accredited by Visa, MasterCard, American Express, Discover Card and JCB to perform network security audits conforming to the Payment Card Industry (PCI) Data Security Standards.

- Do you have an incident response plan and can you describe it? Any incident response history or examples are helpful.

Our response plan varies by the type of incident. Each incident is addressed by the appropriate staff in order to maintain the service level requirements identified in Exhibit B of the Cloud Services Agreement.

- Explain how you designate a customer contact in the event of a breach or security issue?

Our contact is the primary user at the University as designated in our internal customer database.

- Do you use the customer data for any other purposes, whether metadata (in part) or whole for other services?

No. This is covered in detail in Section 9 of the Cloud Services Agreement.

- Description of scheduled maintenance times and customer notification processes. Any maintenance history provided is helpful.

Scheduled maintenance is covered in Exhibit B of the Cloud Services Agreement.

- Explain your levels of customer support for your Cloud offering beyond self-help, knowledge based or message boards. Are there additional costs associated for this support? If so, note those costs.

Customer receives unlimited email and telephone support according to our maintenance agreement.

- Define your trouble ticket severity levels. How are they assigned and how are they escalated? Is escalation automatic based on a metric or customer initiated?

We have a small and highly experienced staff. Problems needing escalation are immediately routed to the appropriate staff.

- Service Level Agreement for uptime. Targets should be 99.99% if possible but may vary. Be wary of any stated level that has disclaimers for "additional subtractions".

This is covered in Exhibit B of the Cloud Services Agreement.

- Any ADA or other accessibility requirements or capabilities.

We use modern development tools and development best practices to limit ADA issues. Our software has no special certifications or designations regarding compliance with ADA standards.

- Mobile device access capabilities and any security controls for protecting linking to lost or stolen customer mobile devices containing data.

Account access for mobile devices is protected by user name and password. If a device is stolen then the password must be reset or other action taken.

- Explain your employee hire, orientation and security training process and any non-compete or data/customer confidentiality agreements you have them sign.

We have a small and highly experienced stable workforce. They have generally been hired from a University setting. We continually review our security practices to ensure that we are maintaining best practices commonly used in the data management industry.

### Encryption Requirements:

- Data in transit and file uploads or transfers must be secured with encryption protocols. Those protocols utilized should be explained by the vendor.

All data transfer is done using SSL with 256-bit encryption.

- For data in transit Cloud providers should be using SSL from an established, reliable and secure independent CA. The SSL CA needs its authentication practices audited annually by a trusted third-party auditor.

Our SSL certificates are currently provided by GoDaddy and meet these requirements.

- For data in transit SSL should deliver at minimum 128-bit encryption and optimally 256-bit encryption based on the new 2048-bit global root. And it should require a rigorous authentication process. The SSL issuing authority should maintain military-grade data centers and disaster recovery sites optimized for data protection and availability.

Our sites force 256-bit encryption. The SSL issuing authority is GoDaddy.

- For data in storage what Encryption technology is utilized for data storage?

We encrypt backup data with AES-256 algorithm.

- For data in storage how are encryption keys for stored data managed?



We use user name and password to secure AES-256 encryption.

- Particularly for data backup and recovery what technology is used to encrypt data backups and how are those keys managed?

For database backup storage we use AES-256 algorithm. We use user name and password to secure AES-256 encryption.

- If databases are utilized to what level is encryption applied?

Database data is not encrypted.

#### **Access Privileges and Controls:**

- A description of the physical security measures in place within your data centers. Describe both the physical data center access as well as server room and physical host access.

The data centers are managed by Microsoft to a variety of industry standards including ISO/IEC 27001:2005, SOC 1 and SOC 2 SSAE 16/ISAE 3402, Payment Card Industry (PCI) Data Security Standards (DSS) Level 1. These can be reviewed [here](#).

- How are the logical and physical data center services secured from other users and from external threats?

See above.

- What level of support does the vendor provide for Single-sign-on (SSO) or authentication utilizing university identity management infrastructure.

Currently we only support authentication through our identity provider.

- A detailed description of those authentication methods.

The authentication and authorization infrastructure in our products is built on Windows Identity Foundation in .NET 4.5.

The methodology includes these features:

- Account Verification
- Login After Account Creation
- Deleting/Closing Accounts
- Hashed Password Storage
- Password Authentication
- Password Guessing Prevention

- Password Reset
  - Username Reminder
  - Change Username
  - Change Email
  - Change Mobile
  - Claims-aware
  - Validation
  - Account Activity Events
- Any support for two-factor authentication?

No.

- What level of Administrative privileges and controls does University have over the system or software and its users?

Customer has control to create accounts and assign claims to those accounts.

### Regulatory Compliance

- What is the vendor's and any 3<sup>rd</sup> party's compliance requirements to SSAE 16/SAS70-II, SOX, PCI-DSS, ISAE3402, SOC1, 2 or 3, Safe Harbor, or other regulatory certification requirements.

The data centers are managed by Microsoft to a variety of industry standards including ISO/IEC 27001:2005, SOC 1 and SOC 2 SSAE 16/ISAE 3402, Payment Card Industry (PCI) Data Security Standards (DSS) Level 1. These can be reviewed [here](#). Seattle Technology Group, Inc. has an attestation of PCI SAQA compliance.

- Can the vendor describe the commitment to their and any 3<sup>rd</sup> party utilized to remain in such compliance?

Seattle Technology Group, Inc. is committed to remain in compliance with the above mentioned designations.

- Will the vendor attach their latest compliance audit performed by a recognized qualified 3<sup>rd</sup> party and commit to maintaining that described level of security?

Yes.

### Data Provenance

- A detailed inventory of hardware specifications, including manufacturers, for all Cloud product offerings. Include manufacturer, model numbers, processors, disk drives, database hardware, data center networking components (routers, switches, etc.), security devices (firewalls, etc.), load balancers, and any other hardware relevant to the delivery of the service.

We utilize the Microsoft Azure Platform and utilize machines engineered and managed by them.

- A description of how often is infrastructure/hardware/software upgraded, hardened and patched and what communications/requirements are there with the customer?

We utilize the Microsoft Azure Platform and utilize machines engineered and managed by them.

- Describe the automated Information Lifecycle (Configuration Upgrade and Control) Management capabilities of your Cloud offering and the benefits clients receive from this functionality.

By utilizing the Microsoft Azure platform we are able to provide up-to-date software without worrying about the hardware on which it is running. The virtual environment provides engineered cloud services that allow reliability and scalability.

- What are any options for dedicated storage, dedicated hardware firewalls and load balancers to connect to the public Cloud offerings in your facilities?

Requests for dedicated infrastructure will be addressed on a case-by-case basis.

- Can you share networks, VPNs, firewalls and load balancers between your dedicated and public Cloud environments?

No.

- An outline of the size of the network (number of contiguous IP addresses) available to a customer's Cloud environment.

The network can be scaled as necessary to support typical user access scenarios.

- Explain your data and sensitive documents handling and destruction practices for customer data.

The data that are stored are names (and gender), addresses, room assignments, room charges, payments received, arrival and departure dates, and information about conference groups. This data is stored in a separate database for your university. Microsoft SQL Azure has a firewall

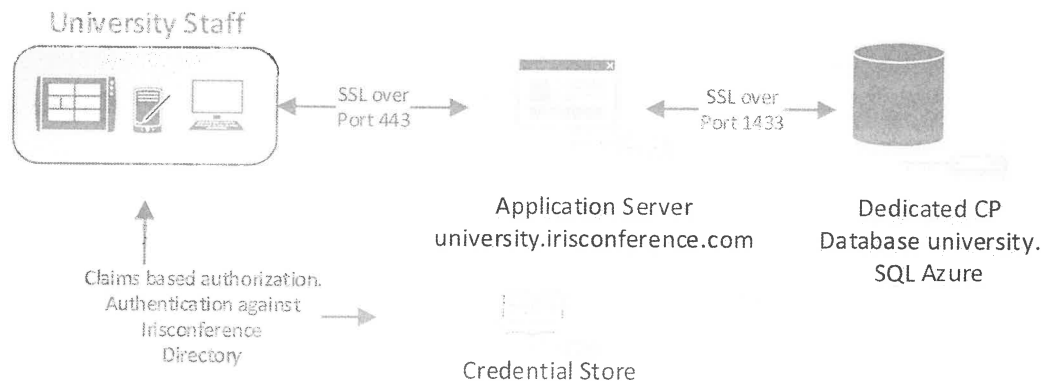
that allows logins only based on approved IP's. Seattle Technology Group, Inc. configures the firewall and approves all IP's. 256 bit SSL is required on all connections. Database backups are encrypted with AES-256 encryption. Communication to offsite backup is secured with 256 bit SSL.

Backup data is deleted after 3 days. On an annual basis customer follows an archive process to consolidate historical data.

### Data Segregation

- Provide an overview of the dedicated single-tenant and shared (multi-tenant) Cloud services provided by the company.

The diagram below provides an overview of the cloud services provided. The Iris Front Desk users will use a multi-tenant web application that they enter with their own subdomain, such as universityname.irisconference.com. Their user identity includes a claim with this subdomain. All information is from a separate database on SQL Azure. There are no common databases except for authentication and authorization.



- Notation if the data center components are provided by you or by another third party and a description of maintenance or transfer of those services.

All data center components are provided by Microsoft Azure.

- As a customer how are we responsible to entering or transferring data?

Customers use the interface that we provide—Iris Front Desk over port 443.

- Explain how data is either physically or logically separated such that one account cannot see data from any other account.

Data is in physically separate databases. It cannot be seen from any other account.

#### Data Recovery

- Describe the SAN and/or NAS storage options connected to your Cloud.

N/A.

- Describe the backup and archival process and length of time backups are available.

Every 6 hours a complete database backup is captured, encrypted, and transferred offsite to Amazon S3 storage. It remains on S3 for 3 days and is deleted.

- Do you perform test restores?

Yes. We routinely retrieve backups and restore them.

- Do you have any file or directory versioning capability or capabilities short of restoring from a backup?

We only take complete backups but we can restore to a separate server and retrieve specific information. This strategy can be useful if something is inadvertently deleted and needs to be restored.

- Location of backups and key management and storage for any backup encryption keys.

We utilize Amazon S3 (West Coast) for storage. Backups are encrypted using AES-256. They are secured with user name and password.

- What archival backup/restore/versioning is part of the agreement and what actions require any additional service fees?

This is identified in section 3.3 of the Cloud Hosting Agreement. Recovering information due to customer data deletion or customer error has an additional fee.

- Explain any shadowing or redundancy you have across multiple datacenters or repositories and if those data repositories are within the US and controlled by the vendor.

We have servers deployed in the East Coast and West Coast data centers. We do not use replication, but in case of severe disaster, one could recover from our offsite backup and deploy to the other data center. In such a scenario a customer could lose up to 6 hours of data.

- An explanation of the vendor disaster recovery plan with maximum downtime limits.

This is covered in Exhibit B of the cloud services agreement.

- Do you offer persistent Cloud images (longer than 2-week retention) or offer back up in your Cloud longer than 1-month retention?

This could be offered for an additional fee.

- Does your Cloud backup allow file based restore, without requiring clients to mount a full historic copy of their virtual machine?

Database backups are accessible only by Seattle Technology Group. These are separate from the server images and thus can be restored separately to a different database server.

### Monitoring and Reporting

- Explain how the vendor monitors and reports upon notification of abuse or investigation. This might include DMCA notices, regulatory violations, criminal or civil investigations and additional requests made by either an outside entity or University.

Our policy is to review requests with counsel and take action as we deem appropriate based on their advice. We have never had such a request.

- Explain the dashboards and analytics that are in place for customer use.

There are no monitoring tools available to the customer. Seattle Technology Group uses the monitoring tools available through the Microsoft Azure platform.

- Explain any real-time monitoring that the customer might deploy that the vendor has developed.

There are no monitoring tools available to the customer. Seattle Technology Group uses the monitoring tools available through the Microsoft Azure platform.

- Explain what additional reporting, training, aggregate, industry, research, or other reporting information or data might be available as part of a customer subscription.

There are no monitoring tools available to the customer. Seattle Technology Group uses the monitoring tools available through the Microsoft Azure platform.

### Business Continuity

- Do you have a formal Risk Analysis plan and review it annually?

No.

- Do you have a Disaster Recovery plan and its details?

Yes.

- 
- What tests do you perform on your disaster recovery plan?

We routinely restore or swap server instances. We routinely restore database instances. We occasionally reroute traffic to other servers.

- What are the contract stipulations potential customer losses or for transfer of data and support to another organization should the business fail?

This is covered in Section 2.5 of the Cloud Services agreement.

# Iris Registration FAQ

## Frequently Asked Question Related to Iris Registration

### Summary

Seattle Technology Group, Inc. has proposed implementing Iris Registration, a comprehensive cloud-hosted online registration system for conference guests.

The purpose of this document is to assist those people reviewing purchase of Iris Registration with specific attention regarding technical specifications. This document represents a compilation of questions asked by universities. A companion piece to this document is the Seattle Technology Group Iris Registration v2 Service Level Agreement. This agreement addresses certain specific questions in this FAQ.

### What is Iris?

Iris is Seattle Technology Group's marketing term for our products that are built upon web-based technologies. This includes Iris Registration and Iris Front Desk.

### Classification of Data

The collected and stored includes names (and gender), addresses, room assignments, event and item charges, payments received, arrival and departure dates, and information about conference groups. Iris Registration utilizes university's selected campus payment gateway. Iris Registration does not store, transmit, or process cardholder data.

Seattle Technology Group prohibits storing sensitive data such as:

Social Security Number,  
Cardholder data,  
Driver's license numbers

Seattle Technology Group strongly discourages storing other personally identifiable information such as:

Date of birth,  
Place of birth,  
Mother's maiden name

### Reference Information



- **Access Privileges** – Cloud service providers should be able to demonstrate they enforce adequate hiring, oversight and access controls to enforce administrative delegation.

Seattle Technology Group is a small company with very low turnover. Data is strictly restricted to only Seattle Technology Group, Inc. technical employees. We do not currently use contractors. Employees at Seattle Technology Group have extensive experience working with more than 150 universities.

- **Regulatory Compliance** – Enterprises are accountable for their own data even when it's in a public Cloud, and should ensure their providers are ready and willing to undergo audits.

Seattle Technology Group is committed to sharing audit information related to PCI Audits and backup procedures.

- **Data Provenance** – When selecting a provider, ask where their datacenters are located and if they can commit to specific privacy requirements.

Seattle Technology Group, Inc. has selected the Microsoft SQL Azure and Microsoft Azure platform for providing database hosting and web application hosting. Information about the Microsoft Azure platform can be found [here](#).

- **Data Segregation** – Most public Clouds are shared environments, and it is critical to make sure hosting providers can guarantee complete data segregation for secure multi-tenancy.

Iris Registration utilizes a multi-tenant database structure. User access to data is strictly secured based on a tenant claim as part of the users authorization.

- **Data Recovery** – Enterprises must make sure their hosting provider has the ability to do a complete restoration in the event of a disaster.

Complete database backups are taken every 6 hours. At least once per day the backup is copied offsite. We use a virtual environment that allows us to provision identical servers quickly.

- **Monitoring and Reporting** – Monitoring and logging public Cloud activity is hard to do, so enterprises should ask for proof that their hosting providers can support investigations.

Seattle Technology Group logs web server activity. Database activity related to failed connections, successful connections, and blocked connections is logged. All error information is logged with extensive diagnosis information to support investigations.

### General Requirements:

- A detailed description of the customer data the vendor requires to perform their tasks and an acknowledgement that University is the data owner.

The data collected are designated by the customer (the customer creates their own forms). This is basic information such as name and address, gender, and item selections related to events they are attending.

Customer's information, or any derivatives, compilations, summaries, analyses, graphing, aggregations, or other transformations thereof are the sole and exclusive property of the customer.

- Does the provider have an allowance to audit either the application or network infrastructure? What notice is required to do non-intrusive vs. intrusive scans or other vulnerability assessments?

Customer is allowed to review our audit. Requests for additional audits will be reviewed on a case-by-case basis. Windows Azure requires a 7 day notice and we would seek the same lead time. Audit results must be shared with Seattle Technology Group.

- What allowances does the vendor provide to access or request any security related configuration files, developed application code, or policy or quality assurance and testing documents.

We are willing to share our source code for purposes that we deem necessary or useful. We retain discretion.

- Are there any customization or customer specific changes allowed for your Cloud services? If so please describe. Are there additional costs?

Customizations can be built into our products at customer expense.

- What internal software/hardware/infrastructure audits do you perform and what actions do you take upon locating a security issue?

In addition to the Microsoft protection of the Windows Azure Platform as described [here](#), we utilize a qualified independent scan vendor accredited by Visa, MasterCard, American Express, Discover Card and JCB to perform network security audits conforming to the Payment Card Industry (PCI) Data Security Standards.

- Do you have an incident response plan and can you describe it? Any incident response history or examples are helpful.

Our response plan varies by the type of incident. Each incident is addressed by the appropriate staff in order to maintain the service level requirements identified in the Iris Registration SLA.

- Explain how you designate a customer contact in the event of a breach or security issue?

Our contact is the primary user at the University as designated in our internal customer database.

- Do you use the customer data for any other purposes, whether metadata (in part) or whole for other services?

No.

- Description of scheduled maintenance times and customer notification processes. Any maintenance history provided is helpful.

Scheduled maintenance is covered in Exhibit B of the Cloud Services Agreement.

- Explain your levels of customer support for your Cloud offering beyond self-help, knowledge based or message boards. Are there additional costs associated for this support? If so, note those costs.

Customer receives unlimited email and telephone support according to our maintenance agreement.

- Define your trouble ticket severity levels. How are they assigned and how are they escalated? Is escalation automatic based on a metric or customer initiated?

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**Encryption Requirements:**

- Data in transit and file uploads or transfers must be secured with encryption protocols. Those protocols utilized should be explained by the vendor.

All data transfer is done using SSL with 256-bit encryption.

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Database data is not encrypted.

**Access Privileges and Controls:**

- A description of the physical security measures in place within your data centers. Describe both the physical data center access as well as server room and physical host access.

The data centers are managed by Microsoft to a variety of industry standards including ISO/IEC 27001:2005, SOC 1 and SOC 2 SSAE 16/ISAE 3402, Payment Card Industry (PCI) Data Security Standards (DSS) Level 1. These can be reviewed [here](#).

- How are the logical and physical data center services secured from other users and from external threats?

See above.

- What level of support does the vendor provide for Single-sign-on (SSO) or authentication utilizing customer identity management infrastructure.

Currently we only support authentication through our identity provider.

- A detailed description of those authentication methods.

The authentication and authorization infrastructure in our products is built on Windows Identity Foundation in .NET 4.5.

The methodology includes these features:

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  - Login After Account Creation
  - Deleting/Closing Accounts
  - Hashed Password Storage
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  - Password Guessing Prevention
  - Password Reset
  - Username Reminder
  - Change Username
  - Change Email
  - Change Mobile
  - Claims-aware
  - Validation
  - Account Activity Events
- Any support for two-factor authentication?

No.

- What level of Administrative privileges and controls does University have over the system or software and its users?

Customer has control to disable accounts. For customer's management users, they can create accounts and assign claims to those accounts.

### Regulatory Compliance

- What is the vendor's and any 3<sup>rd</sup> party's compliance requirements to SSAE 16/SAS70-II, SOX, PCI-DSS, ISAE3402, SOC1, 2 or 3, Safe Harbor, or other regulatory certification requirements.

The data centers are managed by Microsoft to a variety of industry standards including ISO/IEC 27001:2005, SOC 1 and SOC 2 SSAE 16/ISAE 3402, Payment Card Industry (PCI) Data Security Standards (DSS) Level 1. These can be reviewed [here](#). Seattle Technology Group, Inc. has an attestation of PCI SAQ A compliance.

- Can the vendor describe the commitment to their and any 3<sup>rd</sup> party utilized to remain in such compliance?

Seattle Technology Group, Inc. is committed to remain in compliance with the above mentioned designations.

- Will the vendor attach their latest compliance audit performed by a recognized qualified 3<sup>rd</sup> party and commit to maintaining that described level of security?

Yes. Audit is attached.

### Data Provenance

- A detailed inventory of hardware specifications, including manufacturers, for all Cloud product offerings. Include manufacturer, model numbers, processors, disk drives, database hardware, data center networking components (routers, switches, etc.), security devices (firewalls, etc.), load balancers, and any other hardware relevant to the delivery of the service.

We utilize the Microsoft Azure Platform and utilize machines engineered and managed by them.

- A description of how often is infrastructure/hardware/software upgraded, hardened and patched and what communications/requirements are there with the customer?

We utilize the Microsoft Azure Platform and utilize machines engineered and managed by them.

- Describe the automated Information Lifecycle (Configuration Upgrade and Control) Management capabilities of your Cloud offering and the benefits clients receive from this functionality.

By utilizing the Microsoft Azure platform we are able to provide up-to-date software without worrying about the hardware on which it is running. The virtual environment provides engineered cloud services that allow reliability and scalability.

- What are any options for dedicated storage, dedicated hardware firewalls and load balancers to connect to the public Cloud offerings in your facilities?

Requests for dedicated infrastructure will be addressed on a case-by-case basis.

- Can you share networks, VPNs, firewalls and load balancers between your dedicated and public Cloud environments?

No.

- An outline of the size of the network (number of contiguous IP addresses) available to a customer's Cloud environment.

The network can be scaled as necessary to support typical user access scenarios.

- Explain your data and sensitive documents handling and destruction practices for customer data.

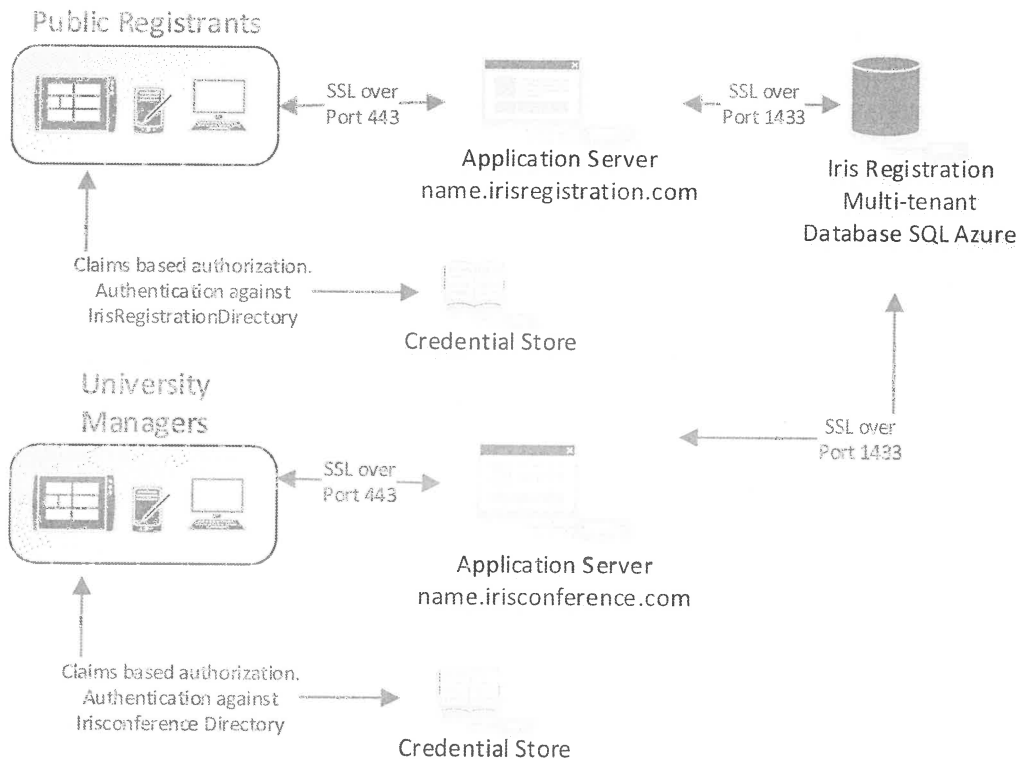
The data that are stored are names (and gender), addresses, room assignments, room charges, payments received, arrival and departure dates, and information about conference groups. Data is stored in a multi-tenant database. Access to the database is only available through API and customer portal (universityname.irisconference.com). Access to customer data is restricted based on a tenant claim as part of authorization. 256 bit SSL is required on all connections. Database backups are encrypted with AES-256 encryption. Communication to offsite backup is secured with 256 bit SSL.

Backup data is deleted after 3 days. On a periodic basis customer follows an archive process to consolidate historical data.

### Data Segregation

- Provide an overview of the dedicated single-tenant and shared (multi-tenant) Cloud services provided by the company.

The diagram below provides an overview of the cloud services provided. The Iris Registration users will use a multi-tenant web application that they enter with their own subdomain, such as `universityname.irisconference.com`. Their user identity includes a claim with this subdomain.



- Notate if the data center components are provided by you or by another third party and a description of maintenance or transfer of those services.

All data center components are provided by Microsoft Azure.

- Explain how data is either physically or logically separated such that one account cannot see data from any other account.

Data is in a multi-tenant database. Access to the data is available only through `irisconference.com` and `irisregistration.com`. Authorization includes a tenant claim. Access to tenant data requires the claim. No data from other tenants is visible.

### Data Recovery

- Describe the SAN and/or NAS storage options connected to your Cloud.



N/A.

- Describe the backup and archival process and length of time backups are available.

Every 6 hours a complete database backup is captured, encrypted, and transferred offsite to Amazon S3 storage. It remains on S3 for 3 days and is deleted.

- Do you perform test restores?

Yes. We routinely retrieve backups and restore them.

- Do you have any file or directory versioning capability or capabilities short of restoring from a backup?

We only take complete backups but we can restore to a separate server and retrieve specific information. This strategy can be useful if something is inadvertently deleted and needs to be restored.

- Location of backups and key management and storage for any backup encryption keys.

We utilize Amazon S3 (West Coast) for storage. Backups are encrypted using AES-256. They are secured with user name and password.

- Explain any shadowing or redundancy you have across multiple datacenters or repositories and if those data repositories are within the US and controlled by the vendor.

We have servers deployed in East Coast Azure data centers. We do not use replication, but in case of severe disaster, one could recover from our offsite backup and deploy to the other data center. In such a scenario a customer could lose up to 6 hours of data.

- An explanation of the vendor disaster recovery plan with maximum downtime limits.

This is covered in the Service Level Agreement.

- Do you offer persistent Cloud images (longer than 2-week retention) or offer back up in your Cloud longer than 1-month retention?

This could be offered for an additional fee.

- Does your Cloud backup allow file based restore, without requiring clients to mount a full historic copy of their virtual machine?

Database backups are accessible only by Seattle Technology Group. These are separate from the server images and thus can be restored separately to a different database server.

### Monitoring and Reporting

- Explain how the vendor monitors and reports upon notification of abuse or investigation. This might include DMCA notices, regulatory violations, criminal or civil investigations and additional requests made by either an outside entity or University.

Our policy is to review requests with counsel and take action as we deem appropriate based on their advice. We have never had such a request.

- Explain the dashboards and analytics that are in place for customer use.

There are no monitoring tools available to the customer. Seattle Technology Group uses the monitoring tools available through the Microsoft Azure platform.

- Explain any real-time monitoring that the customer might deploy that the vendor has developed.

There are no monitoring tools available to the customer. Seattle Technology Group uses the monitoring tools available through the Microsoft Azure platform.

- Explain what additional reporting, training, aggregate, industry, research, or other reporting information or data might be available as part of a customer subscription.

There are no monitoring tools available to the customer. Seattle Technology Group uses the monitoring tools available through the Microsoft Azure platform.

### Business Continuity

- Do you have a Disaster Recovery plan and its details?

Yes.

- What tests do you perform on your disaster recovery plan?

We routinely restore or swap server instances. We routinely restore database instances. We occasionally reroute traffic to other servers.



For Immediate Release

Contact: Byron Brown  
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Email: [bbrown@seattletech.com](mailto:bbrown@seattletech.com)

## **SEATTLE TECHNOLOGY GROUP ANNOUNCES INTEGRATION PARTNERSHIP WITH DEAN EVANS & ASSOCIATES**

November 19<sup>th</sup>, 2012

**Seattle, WA** - Seattle Technology Group and Dean Evans & Associates have together integrated Event Management Systems (EMS) and Conference Programmer (CP). By leveraging the CP/EMS integration, conference and events planners using EMS can now manage their residence hall space, dining halls, and overnight guests seamlessly through Conference Programmer.

Users in Conference Programmer can now create detailed conference records based on reservations in EMS and view EMS bookings. After an event, Conference Programmer housing and dining charges can be applied to an EMS reservation. A detailed PDF breakdown of all CP charges supplements the charges posted to EMS.

Seattle Technology Group believes users should be able to access their information regardless of where it lies on campus. The CP/EMS integration utilizes web services to save time and effort without adding any more data to manage.

### **About Seattle Technology Group**

Seattle Technology Group's Conference Programmer is the most widely used conference and guest housing software. CP is utilized by over 150 colleges and universities in North America.

### **About Dean Evans and Associates**

Dean Evans & Associates' EMS delivers sophisticated event management and space scheduling software to over 4,000 organizations including over 1,000 universities, colleges and schools.

# Housekeeping Functionality

## An Overview of Housekeeping in Iris FrontDesk for 2015

### The Housekeeping Dashboard

Housekeeping functionality is centered around the Housekeeping Dashboard. Similar to the dashboard for desk staff, the Housekeeping Dashboard displays important summary information for Housekeeping supervisors.

Dashboard items include the number of vacant and dirty rooms, the number of check-outs, and the remaining rooms to clean today by check-in time.

The Housekeeping Dashboard also displays room counts and statuses by building so that cleaning resources can be assigned and balanced effectively.

From the dashboard Supervisors can easily drill down into specific buildings and room statuses to determine remaining work and mark rooms as cleaned.

### How Does Housekeeping Work?

The housekeeping functionality for 2015 will introduce a queue of dirty rooms that need to be cleaned in Iris FrontDesk. Users will be able interact with the room queue by adding, removing and sorting dirty rooms.

Several different views of dirty room data will allow housekeeping staff to understand the status and cleaning requirements of rooms.

#### How do rooms get added to the queue?

Rooms are added to the dirty room queue:

- When a guest checks in
- When a front desk staff member undoes a check-in due to a dirty room
- When a staff member manually adds a room to the queue

#### How do rooms get removed from the queue?

Rooms are removed from the dirty room queue:

- When a staff member marks the room as cleaned
- When a staff member manually removes the room from the queue

### How are dirty rooms displayed?

Dirty rooms are displayed in several web-based screens for Housekeeping Supervisors. All of these rooms exist in a master list called the **Dirty Room Queue**.

The Dirty Room Queue is a printable table of all the spaces that are available to be cleaned.

The Dirty Room Queue can be sorted by:

- Building and Room #
- Days Until Next Use
- Expected Vacated Date (Check-out)
- Room Type

The Dirty Room Queue can be filtered by:

- Building
- Group
- Vacancy (Is Vacated)
- Days Until Next Use

You can also copy and paste the queue or save it into text, Excel or pdf.

### How do I access Housekeeping Information

Because Housekeeping information is stored on the Iris platform, it's available in real-time wherever you are. Housekeeping supervisors can view, update and clean rooms in the Dirty Room Queue instantly from a phone, tablet, laptop, or workstation.

### Pricing

Housekeeping Functionality will be in 'Preview' during the 2015 season. There is no charge for our Preview functionality. Preview allows you to utilize and evaluate core functionality and provide feedback on future product development.

### Requirements

Housekeeping functionality requires Iris FrontDesk, CP Hosting and Conference Programmer Version 6.

# IrisRegistration V2 SLA

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SLA Implementation Date: January 1, 2014.

## Service Level Requirements for IrisRegistration V2 Services

1. Uptime/Downtime. Customer requires an availability of no less than 99.9% uptime per month.

The Services must be generally available 24 hours a day, seven days a week.

2. Scheduled Maintenance. Provider has a maintenance window that may limit the amount of availability during the hours of 5AM-9AM Pacific Time. Scheduled Maintenance will be excluded as Downtime for calculation of availability.

3. Recovery Time Objective: Provider must restore at least partial service within two (2) hours. Service must be 100% restored within four (4) hours.

4. Recovery Point Objective: When the system is brought back online, all data must be restored to a point within two hours before the outage.

5. In the event of failure to meet the above SLA, the duration of such period will be considered downtime, and Customer will accrue Service Credits.

## Service Credits

1. The Service Credit percentage will apply to the monthly fee in which the downtime occurred and will not exceed the monthly fee. Provider will issue Customer a credit (or check if credit occurs in the final service month), which will be applied to the invoice in the month following the applicable event. If a timely credit is not received, the Customer may deduct the downtime credit from the applicable invoice.

2. Service Credits are to be provided within 30 days of the determination of the downtime.

3. Service Credits are accumulated monthly with Monthly Cumulative Downtime being reset at the beginning of each calendar month.

4. Provider monitoring/ticketing systems shall be the information source of record for the accumulation of Monthly Cumulative Downtime as may be verified by the Customer at its option.

### Root Cause Analysis (RCA)

1. For all outages lasting longer than 2 hours, Provider is obligated to identify the root cause(s) of the outage and identify effective corrective actions that will prevent the problem from recurring.
2. Provider shall apply corrective actions identified as a result of the RCA.
3. Provider will provide RCA information to Customer as requested.

### Monthly Cumulative Downtime (minutes)

Service Credits	Percentage of Monthly Fee
>10 to 30 minutes	5%
>30 up to 60 minutes	10%
>60 up to 120 minutes	15%
>120 up to 240 minutes	20%
>240 up to 300 minutes	25%
>300 up to 360 minutes	30%
>360 minutes	35%

System Changes: All changes to the system must be deployed with a minimum disruption of service and/or risk of data loss or damage. Provider agrees to provide 7 days notification of upcoming system changes.

### Issue Resolution Service Levels

Priority	Definition	Response Time	Resolution or Workaround
Priority 1	Customer's ability to conduct business or provide service has stopped.	1 hour	24x7 response time until resolved.
Priority 2	Customer's ability to access the service is seriously degraded but can continue operations via a workaround or incremental resource for a short period of time before business stops.	2 hours	Problems will be worked during regular business hours.
Priority 3	Customer can operate most activities normally but a definite problem has been identified.	4-8 hours during normal business hours of 9 am – 5 pm Pacific Standard Time, Monday through Friday.	Problem is worked as required.



# Product Support Service Level Agreement

Service Level Agreement for Seattle Technology Group products including Conference Programmer, CP Hosting, Iris Front Desk, and Iris Registration

## **Office Hours and Method of Contact**

Seattle Technology Group's support hours are 7:30 to 4:30 Pacific Time. Seattle Technology Group can be reached at [support@seattletech.com](mailto:support@seattletech.com) or dialing 888-551-9996 x 0.

## **Support Ticket Incident Response Time**

Seattle Technology Group's policy is to have an initial response to all customer cases within 4 hours. A support ticket is assigned to each case.

Initial response is defined to be the first contact by a Support Staff after the incident has been logged and a ticket generated. A status update will be communicated to the customer if the incident cannot be resolved immediately. The ticket will remain open until it is determined to be resolved by Seattle Technology Group and the customer. Closed tickets can be reopened by the customer if the issue turns out not to have been resolved.

Payment Card Industry (PCI)  
Data Security Standard

# Self-Assessment Questionnaire A and Attestation of Compliance

for

Seattle Technology Group, Inc.

Seattle Tech SAQ A - [IrisRegistration.com](https://irisregistration.com)

---

No Electronic Storage, Processing, or Transmission of Cardholder Data

Version : 2.0

## Part 1. Merchant and Qualified Security Assessor Information

### Part 1a. Merchant Organization Information

Company Name:	Seattle Technology Group, Inc.	DBA(s):	Seattle Technology Group, Inc.
Contact Name:	Ryan Hamilton	Title:	
Telephone:		E-mail:	seatech@seattletech.com
Business Address:	1923 25th Ave. E.,	City:	Seattle
State/Province:	Washington	Country:	United States of America
URL:		ZIP:	

## Part 2. Type of merchant business

Brief Description:	Event Registration
Transactions per year:	100000
Locations:	Seattle, WA

### Part 2a. Relationships

Processor:	Various	Gateway:	Various
Web-Hosting:	Microsoft Azure	Shopping Cart:	
Co-Locations:		Others:	

### Part 2b. Eligibility to complete Questionnaire A

Merchant certifies eligibility to complete this shortened version of the Self-Assessment Questionnaire because:

- Merchant does not store, process, or transmit any cardholder data on merchant premises but relies entirely on third party service providers to handle these functions
- The third party service provider(s) handling storage, processing, and/or transmission of cardholder data is confirmed to be PCI DSS compliant
- Merchant does not store any cardholder data in electronic format; and
- If Merchant does store cardholder data, such data is only in paper reports or copies of receipts and is not received electronically.

## Part 3. PCI DSS Validation

Based on the results noted in the SAQ A dated September 19, 2014, Seattle Technology Group, Inc. asserts the following compliance status:

<b>Compliant</b>	All the sections of the PCI SAQ are complete, and all questions answered "yes", resulting in an overall COMPLIANT rating, thereby Seattle Technology Group, Inc. has demonstrated full compliance with the PCI DSS.
------------------	---

### Part 3a. Confirmation of Compliant Status

Merchant confirms:

- PCI DSS Self-Assessment Questionnaire A, Version 2.0, was completed according to the instructions therein.

- All information within the above-referenced SAQ and in this attestation fairly represents the results of my assessment in all material respects.
- I have read the PCI DSS and I recognize that I must maintain full PCIDSS compliance at all times.

### Part 3b. Merchant Acknowledgement

Signature: *Electronically Signed*

Date: September 19, 2014

Name: Ryan Hamilton

Title: President

Company Name: Seattle Technology Group, Inc.

Submitted 09/19/2014

## Part 4. Rating the Assessment and Action Plan for Compliance

Compliance of the Self-Assessment Questionnaire is rated as follows:

### In each section IF...

ALL questions are answered with "Yes", "N/A" or "Compensating Controls"

ANY questions are unanswered or answered with "No"

### THEN the section rating is...

☒ - The merchant or service provider is compliant with the self-assessment portion of the PCI Data Security Standard.

Note: If "N/A" or "Compensating Controls" is marked, attach a brief explanation.

☐ - The merchant or service provider is not considered compliant. To reach compliance, the risk(s) must be resolved and the self-assessment must be retaken to demonstrate compliance.

No.	PCI DSS Requirement	Rating	Remediation Plan or Comments	Remediation Target Date
9	Restrict physical access to cardholder data	<input checked="" type="radio"/>		
12	Maintain a policy that addresses information security for all personnel	<input checked="" type="radio"/>		

## Implement Strong Access Control Measures

### Requirement 9 : Restrict physical access to cardholder data

9.6	Are all media physically secured (including but not limited to computers, removable electronic media, paper receipts, paper reports, and faxes)? For purposes of Requirement 9, "media" refers to all paper and electronic media containing cardholder data.	Yes	<input checked="" type="radio"/>
9.7	(a) Is strict control maintained over the internal or external distribution of any kind of media?	Yes	<input checked="" type="radio"/>
9.7	(b) Do controls include the following:		
9.7.1	Is media classified so the sensitivity of the data can be determined?	Yes	<input checked="" type="radio"/>
9.7.2	Is media sent by secured courier or other delivery method that can be accurately tracked?	Yes	<input checked="" type="radio"/>
9.8	Are logs maintained to track all media that is moved from a secured area, and is management approval obtained prior to moving the media (especially when media is distributed to individuals)?	Yes	<input checked="" type="radio"/>
9.9	Is strict control maintained over the storage and accessibility of media?	Yes	<input checked="" type="radio"/>
9.10	Is all media destroyed when it is no longer needed for business or legal reasons?	Yes	<input checked="" type="radio"/>
	Is destruction performed as follows:		
9.10.1 (a)	Are hardcopy materials cross-cut shredded, incinerated, or pulped so that cardholder data cannot be reconstructed?	Yes	<input checked="" type="radio"/>
9.10.1 (b)	Are containers that store information to be destroyed secured to prevent access to the contents? (For example, a "to-be-shredded" container has a lock preventing access to its contents.)	Yes	<input checked="" type="radio"/>

## Maintain an Information Security Policy

Requirement 12 : Maintain a policy that addresses information security for all personnel

12.8 If cardholder data is shared with service providers, are policies and procedures maintained and implemented to manage service providers, as follows:

12.8.1 Is a list of service providers maintained?

Yes



12.8.2 Is a written agreement maintained that includes an acknowledgement that the service providers are responsible for the security of cardholder data the service providers possess?

Yes



12.8.3 Is there an established process for engaging service providers, including proper due diligence prior to engagement?

Yes



12.8.4 Is a program maintained to monitor service providers' PCI DSS compliance status at least annually?

Yes



# Payment Card Industry (PCI) Executive Report

10/20/2014

## ASV Scan Report Attestation of Scan Compliance

Scan Customer Information				Approved Scanning Vendor Information			
Company:	Seattle Technology Group, Inc.			Company:	Qualys		
Contact:	Ryan Hamilton	Title:		Contact:	Qualys PCI ASV Support	Title:	Qualys PCI ASV Support
Telephone:		Email:	seatech@seattle-tech.com	Telephone:	866-801-6161	Email:	support@qualys.com
Business Address:	1923 25th Ave. E.,			Business Address:	1600 Bridge Parkway,		
City:	Seattle	State/Province:	Washington	City:	Redwood Shores	State/Province:	California
ZIP:		URL:		ZIP:	94065	URL:	http://www.qualys.com/

### Scan Status

- \* Compliance Status : **PASS**
- \* Number of unique components scanned: 2
- \* Number of identified failing vulnerabilities: 0
- \* Number of components found by ASV but not scanned because scan customer confirmed components were out of scope: 10
- \* Date scan completed: 10/20/2014
- \* Scan expiration date (90 days from date scan completed): 01/18/2015

### Scan Customer Attestation

Seattle Technology Group, Inc. attests on 10/20/2014 at 21:28:58 GMT that this scan includes all components\* which should be in scope for PCI DSS, any component considered out-of-scope for this scan is properly segmented from my cardholder data environment, and any evidence submitted to the ASV to resolve scan exceptions is accurate and complete. Seattle Technology Group, Inc. also acknowledges the following: 1) proper scoping of this external scan is my responsibility, and 2) this scan result only indicated whether or not my scanned systems are compliant with the external vulnerability scan requirement of PCI DSS; this scan result does not represent my overall compliance status with PCI DSS or provide any indication of compliance with other PCI DSS requirements.

### ASV Attestation

This scan and report was prepared and conducted by Qualys under certificate number 3728-01-09, according to internal processes that meet PCI DSS requirement 11.2 and the PCI DSS ASV Program Guide.

Qualys attests that the PCI DSS scan process was followed, including a manual or automated Quality Assurance process with customer boarding and scoping practices, review of results for anomalies, and review and correction of 1) disputed or incomplete results, 2) false positives, and 3) active scan interference. This report and any exceptions were reviewed by Qualys PCI ASV Support



## ASV Scan Report Executive Summary

### Part 1. Scan Information

Scan Customer Company:	Seattle Technology Group, Inc.	ASV Company:	Qualys
Date scan was completed:	10/20/2014	Scan expiration date:	01/18/2015

### Part 2. Component Compliance Summary













IP Address: 157.56.178.79 **PASS**

IP Address: 168.62.177.19 **PASS**

### Part 2. Component Compliance Summary - (Hosts Not Current)

### Part 3a. Vulnerabilities Noted for each IP Address

IP Address	Vulnerabilities Noted per IP address	Severity Level	CVSS Score	Compliance Status	Exceptions, False Positives, or Compensating Controls Noted by the ASV for this Vulnerability
168.62.177.19 port 80/tcp	150085 - Slow HTTP POST vulnerability		6.8	<b>PASS</b>	The vulnerability is not included in the NVD. This denial of service is out of scope of PCI.
168.62.177.19 {www. insregistration. com} port 80/tcp	150085 - Slow HTTP POST vulnerability		6.8	<b>PASS</b>	The vulnerability is not included in the NVD. This denial of service is out of scope of PCI.
168.62.177.19 port 443/tcp	150085 - Slow HTTP POST vulnerability		6.8	<b>PASS</b>	The vulnerability is not included in the NVD. This denial of service is out of scope of PCI.
168.62.177.19 port 443/tcp-SSL	42366 - SSLv3.0/TLSv1.0 Protocol Weak CBC Mode Vulnerability CVE-2011-3389		4.3	<b>PASS</b>	ASV Score = 2.6. Access complexity in the CVSS base metric should be High because successful exploit requires script injection with network traffic monitoring capabilities
168.62.177.19 port 80/tcp	86247 - Web Server Internal IP Address/Internal Network Name Disclosure Vulnerability CVE-2000-0649		2.6	<b>PASS</b>	
168.62.177.19 {www. insregistration. com} port 80/tcp	86247 - Web Server Internal IP Address/Internal Network Name Disclosure Vulnerability CVE-2000-0649		2.6	<b>PASS</b>	
168.62.177.19 port 443/tcp	86247 - Web Server Internal IP Address/Internal Network Name Disclosure Vulnerability CVE-2000-0649		2.6	<b>PASS</b>	
168.62.177.19 port 443/tcp-SSL	38601 - SSL/TLS use of weak RC4 cipher CVE-2013-2566		2.6	<b>PASS</b>	
168.62.177.19 port 80/tcp	150122 - Cookie Does Not Contain The "secure" Attribute		0	<b>PASS</b>	The vulnerability is not included in the NVD. ASV Score = 0
168.62.177.19 port 443/tcp	150122 - Cookie Does Not Contain The "secure" Attribute		0	<b>PASS</b>	The vulnerability is not included in the NVD. ASV Score = 0
168.62.177.19 {www. insregistration. com} port 80/tcp	150122 - Cookie Does Not Contain The "secure" Attribute		0	<b>PASS</b>	The vulnerability is not included in the NVD. ASV Score = 0
157.56.178.79 port 80/tcp	150085 - Slow HTTP POST vulnerability		6.8	<b>PASS</b>	The vulnerability is not included in the NVD. This denial of service is out of scope of PCI.

157.56.178.79 (www.irisconference.com) port 80/tcp	150085 - Slow HTTP POST vulnerability		6.8		The vulnerability is not included in the NVD. This denial of service is out of scope of PCI.
157.56.178.79 port 443/tcp-SSL	42366 - SSLv3.0/TLSv1.0 Protocol Weak CBC Mode Vulnerability CVE-2011-3389		4.3		ASV Score = 2.6. Access complexity in the CVSS base metric should be High because successful exploit requires script injection with network traffic monitoring capabilities
157.56.178.79 port 80/tcp	86247 - Web Server Internal IP Address/Internal Network Name Disclosure Vulnerability CVE-2000-0649		2.6		
157.56.178.79 port 443/tcp	86247 - Web Server Internal IP Address/Internal Network Name Disclosure Vulnerability CVE-2000-0649		2.6		
157.56.178.79 (www.irisconference.com) port 80/tcp	86247 - Web Server Internal IP Address/Internal Network Name Disclosure Vulnerability CVE-2000-0649		2.6		
157.56.178.79 port 443/tcp-SSL	38601 - SSL/TLS use of weak RC4 cipher CVE-2013-2566		2.6		

### Part 3b. Special Notes by IP Address

IP Address	Note	Item Noted (remote access software, POS software, etc.)	Scan customer's declaration that software is implemented securely (see next column if not implemented securely)	Scan customer's description of actions taken to either: 1) remove the software or 2) implement security controls to secure the software
-	-	-	-	-

## Report Summary

**Company:** Seattle Technology Group, Inc.  
**Hosts in Account:** 2  
**Hosts Scanned:** 2  
**Hosts Active:** 2  
**Scan Date:** 10/20/2014 at 20:35:59 GMT  
**Report Date:** 10/20/2014 at 21:29:06 GMT  
**Report Title:** IrisRegistration.com  
**Template Title:** Payment Card Industry (PCI) Executive Report

## Summary of Vulnerabilities

Vulnerabilities Total	102	Average Security Risk	3.0
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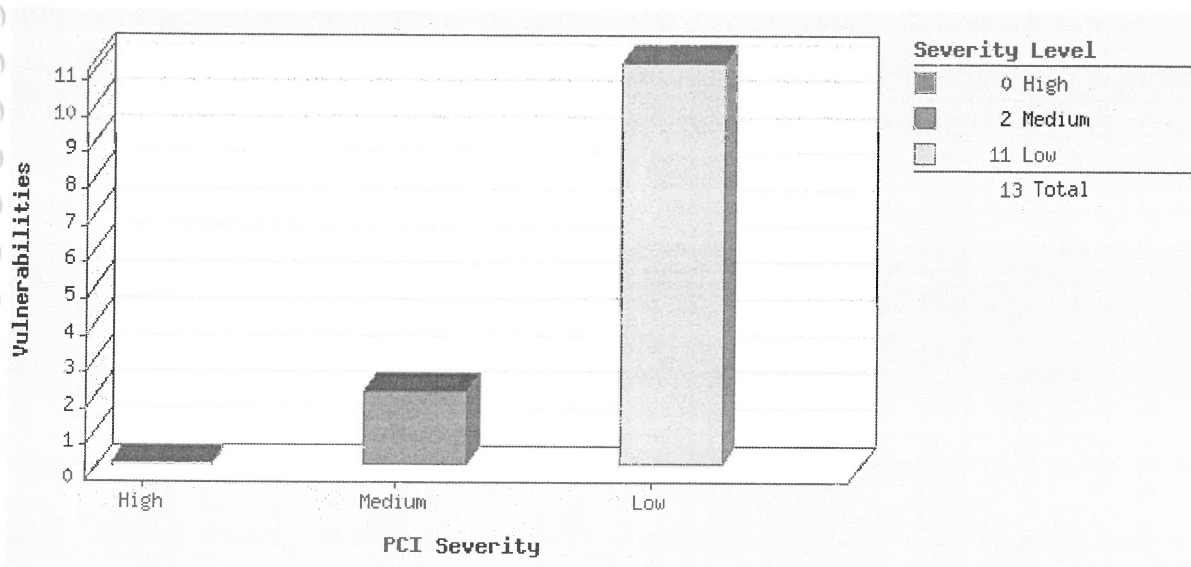
### by Severity

Severity	Confirmed	Potential	Information Gathered	Total
5	0	0	0	0
4	0	0	0	0
3	2	5	0	7
2	9	0	4	13
1	2	0	80	82
Total	13	5	84	102

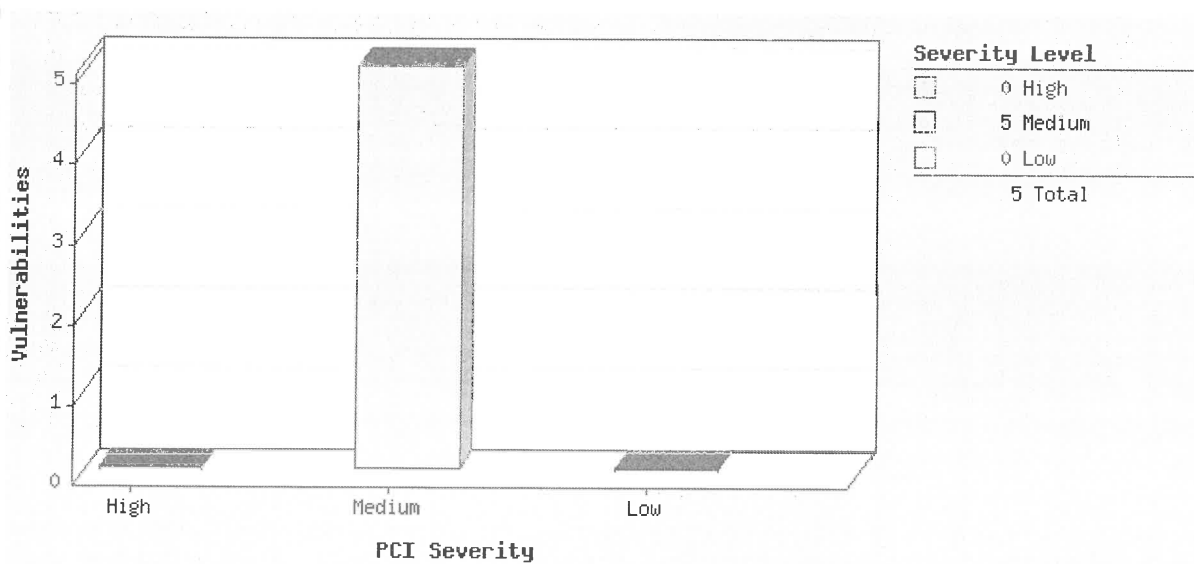
### by PCI Severity

PCI Severity	Confirmed	Potential	Total
High	0	0	0
Medium	2	5	7
Low	11	0	11
Total	13	5	18

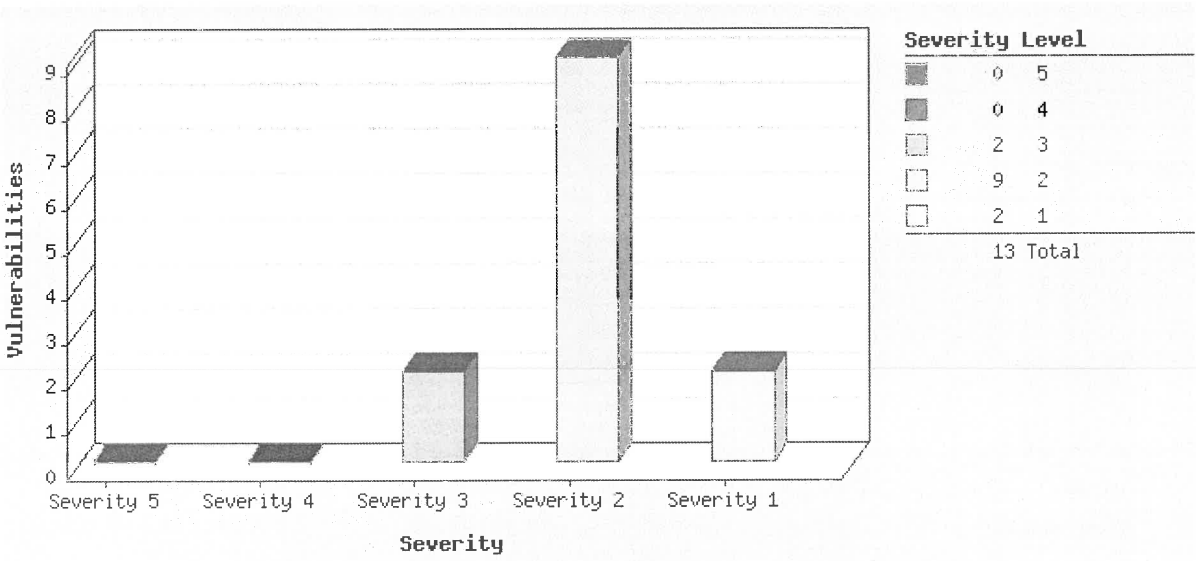
## Vulnerabilities by PCI Severity



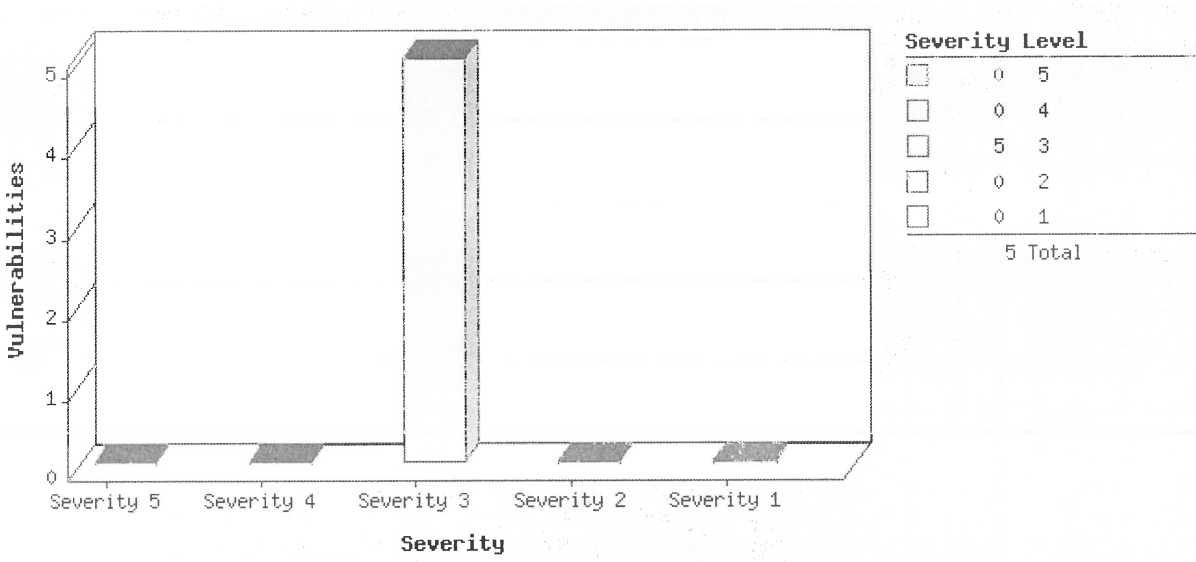
## Potential Vulnerabilities by PCI Severity



Vulnerabilities by Severity



Potential Vulnerabilities by Severity



## Appendices

### Hosts Scanned

157.56.178.79, 168.62.177.19

### Option Profile

#### Scan

Scanned TCP Ports:	Full
Scanned UDP Ports:	Standard Scan
Scan Dead Hosts:	Off
Load Balancer Detection:	Off
Password Brute Forcing:	Standard
Vulnerability Detection:	Complete
Windows Authentication:	Disabled
SSH Authentication:	Disabled
Oracle Authentication:	Disabled
SNMP Authentication:	Disabled
Perform 3-way Handshake:	Off

#### Advanced

Hosts Discovery:	TCP Standard Scan, UDP Standard Scan, ICMP On
Ignore RST packets:	Off
Ignore firewall-generated SYN-ACK packets:	Off
Do not send ACK or SYN-ACK packets during host discovery:	Off

## Report Legend






### Payment Card Industry (PCI) Status




An overall PCI compliance status of PASSED indicates that all hosts in the report passed the PCI compliance standards. A PCI compliance status of PASSED for a single host/IP indicates that no vulnerabilities or potential vulnerabilities, as defined by the PCI DSS compliance standards set by the PCI Council, were detected on the host.

An overall PCI compliance status of FAILED indicates that at least one host in the report failed to meet the PCI compliance standards. A PCI compliance status of FAILED for a single host/IP indicates that at least one vulnerability or potential vulnerability, as defined by the PCI DSS compliance standards set by the PCI Council, was detected on the host.

### Vulnerability Levels




A Vulnerability is a design flaw or mis-configuration which makes your network (or a host on your network) susceptible to malicious attacks from local or remote users. Vulnerabilities can exist in several areas of your network, such as in your firewalls, FTP servers, Web servers, operating systems or CGI bins. Depending on the level of the security risk, the successful exploitation of a vulnerability can vary from the disclosure of information about the host to a complete compromise of the host.



Severity	Level	Description
 1	Minimal	Intruders can collect information about the host (open ports, services, etc.) and may be able to use this information to find other vulnerabilities.
 2	Medium	Intruders may be able to collect sensitive information from the host, such as the precise version of software installed. With this information, intruders can easily exploit known vulnerabilities specific to software versions.
 3	Serious	Intruders may be able to gain access to specific information stored on the host, including security settings. This could result in potential misuse of the host by intruders. For example, vulnerabilities at this level may include partial disclosure of file contents, access to certain files on the host, directory browsing, disclosure of filtering rules and security mechanisms, denial of service attacks, and unauthorized use of services, such as mail-relaying.
 4	Critical	Intruders can possibly gain control of the host, or there may be potential leakage of highly sensitive information. For example, vulnerabilities at this level may include full read access to files, potential backdoors, or a listing of all the users on the host.
 5	Urgent	Intruders can easily gain control of the host, which can lead to the compromise of your entire network security. For example, vulnerabilities at this level may include full read and write access to files, remote execution of commands, and the presence of backdoors.




Severity	Level	Description
 LOW	Low	A vulnerability with a CVSS base score of 0.0 through 3.9. These vulnerabilities are not required to be fixed to pass PCI compliance.
 RED	Medium	A vulnerability with a CVSS base score of 4.0 through 6.9. These vulnerabilities must be fixed to pass PCI compliance.
 HIGH	High	A vulnerability with a CVSS base score of 7.0 through 10.0. These vulnerabilities must be fixed to pass PCI compliance.

### Potential Vulnerability Levels

A potential vulnerability is one which we cannot confirm exists. The only way to verify the existence of such vulnerabilities on your network would be to perform an intrusive scan, which could result in a denial of service. This is strictly against our policy. Instead, we urge you to investigate these potential vulnerabilities further.




Severity	Level	Description
 1	Minimal	If this vulnerability exists on your system, intruders can collect information about the host (open ports, services, etc.) and may be able to use this information to find other vulnerabilities.
 2	Medium	If this vulnerability exists on your system, intruders may be able to collect sensitive information from the host, such as the precise version of software installed. With this information, intruders can easily exploit known vulnerabilities specific to software versions.
 3	Serious	If this vulnerability exists on your system, intruders may be able to gain access to specific information stored on the host, including security settings. This could result in potential misuse of the host by intruders. For example, vulnerabilities at this level may include partial disclosure of file contents, access to certain files on the host, directory browsing, disclosure of filtering rules and security mechanisms, denial of service attacks, and unauthorized use of services, such as mail-relaying.

- |   |   |          |  |
|---|---|----------|--|
|   | 4 | Critical | If this vulnerability exists on your system, intruders can possibly gain control of the host, or there may be potential leakage of highly sensitive information. For example, vulnerabilities at this level may include full read access to files, potential backdoors, or a listing of all the users on the host.     |
|  | 5 | Urgent   | If this vulnerability exists on your system, intruders can easily gain control of the host, which can lead to the compromise of your entire network security. For example, vulnerabilities at this level may include full read and write access to files, remote execution of commands, and the presence of backdoors. |

Severity	Level	Description
 LOW	Low	A potential vulnerability with a CVSS base score of 0.0 through 3.9. These vulnerabilities are not required to be fixed to pass PCI compliance.
 MED	Medium	A potential vulnerability with a CVSS base score of 4.0 through 6.9. These vulnerabilities must be fixed to pass PCI compliance.
 HIGH	High	A potential vulnerability with a CVSS base score of 7.0 through 10.0. These vulnerabilities must be fixed to pass PCI compliance.

#### Information Gathered

Information Gathered includes visible information about the network related to the host, such as traceroute information, Internet Service Provider (ISP), or a list of reachable hosts. Information Gathered severity levels also include Network Mapping data, such as detected firewalls, SMTP banners, or a list of open TCP services.

Severity	Level	Description
	1 Minimal	Intruders may be able to retrieve sensitive information related to the host, such as open UDP and TCP services lists, and detection of firewalls.
	2 Medium	Intruders may be able to determine the operating system running on the host, and view banner versions.
	3 Serious	Intruders may be able to detect highly sensitive data, such as global system user lists.





# Conference Programmer

Implementation Plan for 2015 Conference Season

This document describes the process of installing new Conference Programmer clients.

## CP Implementation Milestones

What	Milestone Deliverable
Kick Off Meeting	Project Planning with customer Conference and IT Staff
Get Client Data to Build CP DB	A valid list of Buildings and Rooms imported into a CP Database, Rates, Contracts, Letters, Logos and other Conference Services artifacts
Database Ready	Rates, Logos, etc. imported in to a CP Database
Installation and Testing	Verified connection to CP Database from client / training workstation
Training	Completion of On-Site visit with client.
Post Installation Follow Up	To Do List, Expense Reports, Post Install Report
Close Meeting	Review implementation with client

## CP Implementation Checklist (STG Internal Document)

Task Name	Who	Status	Work Est.	Start	Finish
<b>Project Management and Planning</b>	<b>Project Lead</b>		<b>2.75</b>		
Introduction Letter	Person On Site		0.25		
<b>Project Overview Meeting with Client</b>	<b>John and Mike</b>		<b>0.5</b>		
Send 'Get Data' Documents	Project Lead		0.25		
Send 'How we do training Email'	Project Lead		0.25		
<b>Set Up Meeting with IT</b>	<b>Mike</b>		<b>0.25</b>		
Send IT Documentation	Mike		0.25		
Get Client Sign-Off on Plan	Project Lead		0.5		
Send Training Schedule to Client	Project Lead		0.5		
<b>Configure CP</b>			<b>17</b>		

Seattle Technology Group, Inc.  
Conference Programmer Implementation Guide

SeattleTechnology  
Group

Get Buildings and Rooms	John	0.25		
Get Rates, Contracts, Reports, Logos	Project Lead	0.5		
Import Buildings and Rooms	Project Lead	3		
Create Transaction Templates	Project Lead	3		
Add Logos to Standard Reports	Project Lead	2		
Create Contract and Letters	Project Lead	8		
Get Users, Add to DB Roles in CP	Project Lead	0.25		
<b>Installation</b>	<b>Mike</b>	<b>46.75</b>		
Provide DB to Client	Mike	2		
Confirm DB installation	Mike	0.25		
Install Client / Create ODBC / Test Connections For End Users	University IT Staff	2		
Install Client / Create ODBC Connections / Test Client in Training Space	University IT Staff	2		
Create Nightly Backups Confirmation	Project Lead	0.5		
Site Visit	Project Lead	40		
<b>Wrap Up</b>		<b>25</b>		
File Expense Report	Project Lead	2		
Fill Out Post Installation Report / This Report	Project Lead	2		
Fill Out To Do List	Project Lead	1		
Complete To Do List	Project Lead	20		
<b>Grand Total</b>		<b>91.5 Hrs</b>		

# Iris Front Desk

## Implementation Worksheet Sample

We need to gather a few pieces of information which will help us start your implementation.

Your Conference Programmer database will be hosted on our secure services. We will need to implement firewall exception rules and require a range of IP addresses for workstations that will need access to the databases using Conference Programmer.

Please list the range of IP addresses below. Please add more rows if needed.

### IP Address Range

Computer	IP Address

Iris Front Desk uses a subdomain which allows your university access to the web application. Do you approve of the subdomain listed here?

Subdomain: jmu

If not please provide an alternative.

Subdomain preference: \_\_\_\_\_

Thank you for taking the time to gather this information for Seattle Tech. We look forward to working with you during the implementation of Iris Front Desk.

# Iris Registration Version 2

## Implementation Project Dashboard Samples

University of Alaska Fairbanks  
Iris Registration Version 2

Overall Status	Status	Project Status Updates	Overdue Items	Documentation
Purchase Status	G	<ul style="list-style-type: none"> <li>Weekly Status call Tuesday w/TouchNet</li> <li>Training Completed – this week. <ul style="list-style-type: none"> <li>Training may not have been sufficient for her needs</li> </ul> </li> <li>Training started</li> <li>Noah to start building templates</li> <li>Ryan has converted data</li> <li>CP 6 Installed</li> <li>She is dealing with TouchNet</li> </ul>	<ul style="list-style-type: none"> <li>None</li> </ul>	Project Directory
Scope / Schedule	G			
Infrastructure Ready	G			
Client Resources	A			
Client Communication	G			
Training	G			
Documentation	A			
Dependencies	G			

**Open Issues**

- TouchNet Implementation is unknown

**Issue Mitigation**

- No Issues

**Tasks – Next 30 Days**

- Finish Training
- Close Meeting – March 14
- Noah – Reschedule / Finalize Go-Live.
- Noah to schedule training dates – 2/21
- Noah to clarify doc requirements – 2/21

UNC School of the Arts  
Iris Registration Version 2

Overall Status	Status	Project Status Updates	Overdue Items	Documentation
Purchase Status	R	<ul style="list-style-type: none"> <li>Need new function: Deleting chargeable items and events in Sync process</li> <li>Most bugs fixed.</li> <li>Suzanna is using forms</li> <li>Ryan has bug updates to finish before close meeting</li> </ul>	<ul style="list-style-type: none"> <li>None</li> </ul>	Project Directory
Scope / Schedule	A			
Infrastructure Ready	G			
Client Resources	G			
Client Communication	G			
Training	G			
Documentation	A			
Dependencies	G			

**Open Issues**

- Enter Issues Here

**Issue Mitigation**

- No Issues

**Tasks – Next 30 Days**

- Noah – Get Missing Items
- Byron – Close out meeting with Suzanna
- Fill out Lessons Learned – March 14th

## Sample Training Plan – Day One

Monday, February 23, 2015 in 102 Fisher Hall

8:00 AM -8:30 AM - **Database and Application connectivity tests.**

We will verify users can connect to the CP database and run reports.

8:30 AM-9:30 AM – **Load/Review Conference Data from MOA System**

9:30 AM – 10:45 AM - **Introduction to Conference Programmer**

- Overview of Interface and organization
- Browsing records /Locating records
- Global Setup options

10:15 AM – 10:30 AM - **Break**

10:30 AM – 12:00 PM - **Conference Based Information**

- Conference data configuration review /Customer Contact Information
- Meals and Meeting Rooms
- Cost Estimation
- Contract Generation
- Task List
- Reports Overview / Report Requests

12:00 PM – 1:00 PM – **Lunch**

1:00 PM – 2:00 PM – **Conference Review**

- Rooming List Review
- Billing Rules Review
- Contract Review

2:00 PM – 2:15 PM – **Break**

2:15 – 2:45 PM – **Conference Correspondence**

- Conference Email Functionality
- Report / Letter Functionality

3:00 – 4:00 PM – **ID Card Office Meeting**

- What Data needs to come from the Card Office to Conference Programmer
  - How
  - Constraints
- 4:00 – 5:00 PM – Database Changes, Reports, and Notes.

## Sample Training Plan – Day Two

Tuesday February 24, 2014 in 102 Fisher Hall

8:00 AM -9:00 AM - **Database and Application Changes:** Changes, reports, and fixes to the CP database that were created between Day One and Day Two will be applied to the live CP Database.

9:00 AM – 10:00 AM – **Review of Conference and Participant Data**

- Adding a Conference with Service, Transaction and Events Templates
- Meals / Meeting Rooms
- Contract Categories

10:00 AM – 10:15 AM – **Break**

10:15 -11:00 AM -- **Participant Based Information**

- Adding, modifying, and deleting participants
- Participant Reports and Participant Correspondence

11:00 AM – 12:00 PM – **Blocking Rooms and Exporting Assignment Rosters**

- Reservation Calendar Introduction
- Adding, Moving and Deleting Blocked Spaces
- Rooming List Export Report(s) and Rooming List Import Information
- Viewing, modifying, and deleting imported participants

12:00 PM – 1:00 PM – **Lunch**

1:00 PM – 2:00 PM – **Blocking Rooms and Exporting Assignment Rosters (Cont'd)**

2:00 PM – 2:15 PM **Break**

2:15 – 3:00 **Room Assignments Functionality**

- Individual Assignments and Batch Assignments
- Reservation Calendar assignments
- Reports and Report Requests

3:0 PM – 4:00 PM – **Meeting with Accounting**

- How Conference Programmer calculates billing and revenue
- Accounts Setup and Account Codes
- Standard Reporting in Conference Programmer and Departmental Reporting Requirements

4:00 – 5:00 PM - **Database Configuration and Changes**

## Sample Training Day Three

Wednesday, Feb 25th, 2015 in 102 Fisher Hall

8:00 AM -9:00 AM - **Database and Application Changes:** Changes, reports, and fixes to the CP database that were created between Day One and Day Two will be applied to the live CP Database.

9:00 AM – 10:00 AM – **Conference Set-Up, Room Blocking, Export and Import Review**

10:00 AM – 10:15 AM – **Break**

10:15 AM – 11:00 AM – **Room Assignments Functionality and Reporting (Cont'd)**

- Individual Assignments and Batch Assignments
- Reservation Calendar assignments and Removing assignments
- Reports and Report Requests

11:00 AM – 12:00 PM - **Billing in Conference Programmer**

- The Transaction Template
- Billing for Meeting Facilities and Meals
- Group Bill

12:00 PM – 1:00 PM – **Lunch**

1:00 PM – 2:00 PM – **Billing in Conference Programmer (Cont'd)**

- Troubleshooting Charges and Bills
- Financial Reports and Invoice Details
- Reports and Report Requests

2:15 PM – 4:00 PM – **Conference Programmer Review**

- **One Conference from Scratch**

4:00 PM – 5:00 PM – **Documentation of Outstanding Items**



## Sample Training Day Four

Thursday, Feb 26th, 2015 in 102 Fisher Hall

8:00 AM -9:00 AM - **Database and Application Changes:** Changes, reports, and fixes to the CP database that were created between Day One and Day Two will be applied to the live CP Database.

9:00 AM – 10:00 AM – **Iris Front Desk User Setup and Permissions**

10:00 AM – 10:15 AM – **Break**

10:15 AM – 11:00 AM – **Introduction to Iris Front Desk**

- The IFD Dashboard
- Check Ins and Checkouts
- Looking up Conferences, Participants and Subgroups
- Modifying Participant Information and Adding Incidental Charges

11:00 AM – 12:00 PM - **Room Assignments and Housekeeping**

- Assigning Blocked Spaces and Vacant Spaces
- Changing Dates
- Housekeeping Dashboard
- Marking rooms as cleaned and dirty

12:00 PM – 1:00 PM – **Lunch**

1:00 PM – 2:00 PM – **Introduction to Iris Registration Version 2**

- Overview of Iris Registration
- Overview of Form Builder and Options
- Overview of Client and Registrant Portals

2:15 PM – 3:00 PM – **Iris Registration Conference Setup**

- Creating a Conference
- Adding Chargeable Items
- Adding Rates
- Adding A Form

## Sample Training Day Five

### Friday, Feb 27th, 2015 in 102 Fisher Hall

8:00 AM -9:00 AM - **Database and Application Changes:** Changes, reports, and fixes to the CP database that were created between Day One and Day Two will be applied to the live CP Database.

#### 9:00 AM – 10:00 AM – **Iris Registration Continued**

- Building your first form
- Authentication Options
- Landing Pages
- Payment Options

#### 10:00 AM – 10:15 AM – **Break**

#### 10:15 AM – 11:00 AM – **Building Your First Form**

- The IFD Dashboard
- Check Ins and Checkouts
- Looking up Conferences, Participants and Subgroups
- Modifying Participant Information and Adding Incidental Charges

#### 11:00 AM – 12:00 PM – **Building Your First Form Continued**

- Adding Chargeable Items
- Adding Conditional Logic
- Adding a Bucket to store Files from Registrants
- Syncing Registrants into Conference Programmer

#### 12:00 PM – 1:00 PM – **Lunch**

#### 1:00 PM – 4:00 PM – **Open (Options below)**

- Open Time to review CP, Iris Front Desk, and IRV2
- Meetings with departmental stakeholders
- Guided review of all material

# Account Summary by Conference

account summary by conference, 5/1/2012-8/31/2012 page 1

3/17/2012

	Charters	Damages	Facilities	Housing	Linen	Lost Keys	Meals	Balance
Adventures in Science	0.00	750.00	31,837.50	35,802.00	2,754.00	150.00	0.00	71,293.50
Bankers Associations	0.00	0.00	1,280.00	5,620.00	0.00	0.00	13,213.20	20,113.20
Camera Club	0.00	0.00	103.00	1,543.75	325.00	0.00	1,170.00	3,141.75
Interns	12,862.50	0.00	1,425.00	8,567.00	0.00	0.00	0.00	22,854.50
Northwest Ski Extreme	0.00	0.00	0.00	1,023.75	0.00	0.00	0.00	1,023.75
Pacific Marine Exposition	0.00	0.00	1,500.00	12,450.00	0.00	0.00	8,590.00	22,540.00
Soccer Camp	5,303.75	500.00	0.00	3,600.00	567.00	0.00	0.00	9,970.75
Teach the Teachers	9,344.80	0.00	0.00	5,550.00	0.00	0.00	0.00	14,894.80
Total	27,511.05	1,250.00	36,145.50	74,156.50	3,646.00	150.00	22,973.20	165,832.25

# Capacity Summary 6/1/2012 - 6/10/2012

capacity summary by building, page 1

3/17/2012

Building	Potential Beds * Nights	Bed Nights	% Beds Used	Potential Rooms * Nights	Rooms Used *Nights	% Rooms Used
North Tower	8,950	516	5.8	5,870	291	5.0
Padua	30	0	0.0	20	0	0.0
South Tower	6,910	165	2.4	4,530	87	1.9
West Tower	5,130	501	9.8	3,350	261	7.8
<b>Totals</b>	21,020	1,182	5.6	13,770	639	4.6

# SeattleTechnology Group

The University of Western States  
Conference Services  
725 Front St., Ste 201  
Seattle, WA 98106  
555-777-888

March 13, 2012

Dan Jones  
Western Bankers Association  
2323 East Maryland St  
Portland, OR 97265

Dear Dan :

The following forms confirm your use of the facilities at UC Seattle Tech for Summer 2007 . Each form has a corresponding due date indicating when it must be received in our office .

- **UWST Conference Agreement** 6/24/2012
- **Conference Information Form** 6/24/2012
- **Addendum (if applicable)** 6/24/2012
- **American with Disabilities Act Information** 5/10/2012
- **Insurance Information** 7/9/2012

Please read all the information carefully, as the format and content of the Conference Agreement has changed this year. Call your Conference Coordinator, Joey LaComp, if you have any questions . Sign and return all pages of the Conference Agreement, the Addendum(s), and Conference Information Form by the due date . Once the Conference Agreement has been returned you will be sent a second packet of information (the Details Packet) which will contain information on specific facilities reserved, dining and catering details and other conference logistics.

Your room and board charges, which constitute your pre-payment, are listed on page two of the enclosed Agreement . Should your participant numbers fall by more than 15% from the contracted numbers, you will be billed for 85% of the guarantee for the full conference dates. Your financial responsibility is as follows

Contracted number: 150  
Number of conference nights: 4

Number beds (Singles or Doubles) x Cost x Nights				Total	10% of Total = Deposit
20	Singles	\$43.50	4	\$2,762.69	
76	Doubles	\$33.50	4	\$8,084.82	
96	Linen Service	\$3.00	4	\$914.54	
48	Parking Passes	\$5.00	4	\$762.12	
				\$12,524.17	\$1,252.42

~Conference Services does not pro-rate for late arrivals or early departures~

We look forward to working with you and finalizing your conference arrangements .

Cordially,

Assistant Director

# Conference Cover Sheet

**Western Bankers Association**

3/13/2012

## General Information

<b>Contact :</b>	Dan Jones 2323 East Maryland St Portland OR 56778 USA	<b>Arrival:</b>	Wed., August 8
<b>Phone :</b>	555-555-9998	<b>Departure:</b>	Sun., August 12
<b>Fax :</b>	555-555-9999	<b>Residential:</b>	150
<b>E-Mail :</b>	djones@comtrol.com	<b>Commuters :</b>	20
<b>Account # :</b>	1265-STG-89	<b>Total :</b>	170
<b>Alternate Contact :</b>	Joey LaComp		
<b>Conference Type :</b>	Adult Group		
<b>Primary Housing :</b>	North, West and South Tower		
<b>Check In Time :</b>	2 PM		
<b>Check Out Time :</b>	11 AM		
<b>Registration Loc :</b>	Stevens Hall		
<b>Linen Code :</b>	Economy-4577		

## Residence Hall Space Reserved (Reservation Calendar)

Building	Room Type	Date Range	# of Beds
North Tower	Double	Wed., August 8 - Sun., August 12	40
North Tower	Single	Wed., August 8 - Sun., August 12	20
West Tower	Double	Wed., August 8 - Sun., August 12	30
West Tower	Single	Wed., August 8 - Sun., August 12	10
<b>Totals:</b>			100

## Meeting Space

Beginning Date and Time	Ending Date and Time	Building and Room Number	Event
8/8/2012 8:00AM	8/8/2012 11:00AM	North Tower 100	Pending Forclosures
8/8/2012 10:00AM	8/8/2012 12:00PM	South Tower 275	General Use
8/9/2012 8:00AM	8/9/2012 11:00AM	North Tower 100	Pending Forclosures
8/10/2012 8:00AM	8/10/2012 11:00AM	North Tower 100	Pending Forclosures
8/11/2012 8:00AM	8/11/2012 11:00AM	North Tower 100	Pending Forclosures
8/12/2012 8:00AM	8/12/2012 11:00AM	North Tower 100	Pending Forclosures

## Meals

### Dining Hall Counts :

		Breakfast		Lunch		Dinner	
North	8/8/12	150	8:00AM	170	12:00PM	150	5:00PM
North	8/8/12	150	8:00AM	170	12:00PM	150	5:00PM
North	8/9/12	150	8:00AM	170	12:00PM	150	5:00PM
North	8/9/12	150	8:00AM	170	12:00PM	150	5:00PM

## Conference Cover Sheet

North	8/10/12	150	8:00AM	170	12:00PM	150	5:00PM
North	8/10/12	150	8:00AM	170	12:00PM	150	5:00PM
North	8/11/12	150	8:00AM	170	12:00PM	150	5:00PM
North	8/11/12	150	8:00AM	170	12:00PM	150	5:00PM
North	8/12/12	150	8:00AM	170	12:00PM	150	5:00PM
North	8/12/12	150	8:00AM	170	12:00PM	150	5:00PM
<b>Totals</b>		1,500		1,700		1,500	

### Additional Information (Contracts)

#### Mission Statement

The Campus Recreation Department strives to meet the dynamic needs and interests of students by providing programs and services that promote positive physical and mental health, encourage lifetime interest in active, healthy lifestyles and provide student leadership opportunities that compliment academic experience. We promote an environment that values, embraces, and enriches individual differences by providing students, faculty, and staff with programs that reflect the diversity of Seattle Tech State University.

#### Parking

Western Bankers will be parking in lot G.

#### Late Departures

There will be 5 late departures. They will check out no later than 4 PM.

#### Early Arrivals

There will be 3 early arrivals. They will arrive before 9 AM. There room assignments are in the North Tower. Have access cards ready for pick up.

### Conference Notes

1. 4 masters needed at Registration.
2. First Regis. in RA's apt. Biomed will go beyond our time on its own.  
MUST return keys and Reg. cards the next business day, before 12 noon, to avoid additional charges.
3. 2nd Regis on own. Find out when it is in order to provide signs on time.
4. RA's will conduct checkout on own.
5. Want a designated day in week to pick up phonecards to save time and reduce paperwork for Shirley.
6. Signs: 1) First Registr: They will pick up signs after Reg and put in RA's apt. We will pick up from there (all signs back in Conley basement room #2)

# Estimated Revenue

From 6/1/2012 to 8/31/2012

## Adventures in Science 6/1/2012 - 6/7/2012

Housing subtotal	\$25,200.00
Sales and Bed Tax	1,474.20
Dining Services total	30,012.50
Sales Tax on Dining	0.00
Catering Charges	280.50
Catering Tax	16.41
Meeting Space subtotal	\$1,825.00
INITIAL ESTIMATED COST	\$57,318.00
ESTIMATED TAX	\$1,490.61
TOTAL ESTIMATED COST	\$58,808.61

## Bankers Associations 6/7/2012 - 6/10/2012

Housing subtotal	\$9,000.00
Sales and Bed Tax	1,246.50
Dining Services total	17,558.00
Sales Tax on Dining	0.00
Catering Charges	N/A
Catering Tax	N/A
Meeting Space subtotal	\$450.00
INITIAL ESTIMATED COST	\$16,808.00
ESTIMATED TAX	\$1,246.50
TOTAL ESTIMATED COST	\$18,054.50

## Camera Club 6/15/2012 - 6/20/2012

Housing subtotal	\$2,100.00
Sales and Bed Tax	122.85
Dining Services total	2,470.50
Sales Tax on Dining	0.00
Catering Charges	50.45
Catering Tax	0.00
Meeting Space subtotal	N/A
INITIAL ESTIMATED COST	\$4,620.95
ESTIMATED TAX	\$122.85
TOTAL ESTIMATED COST	\$4,743.80

## Interns 6/11/2012 - 6/13/2012

Housing subtotal	\$12,600.00
Sales and Bed Tax	737.10
Dining Services total	12,862.50
Sales Tax on Dining	0.00
Catering Charges	N/A
Catering Tax	N/A
Meeting Space subtotal	\$250.00



# Estimated Revenue

From 6/1/2012 to 8/31/2012

INITIAL ESTIMATED COST	\$25,712.50
ESTIMATED TAX	\$737.10
<b>TOTAL ESTIMATED COST</b>	<b>\$26,449.60</b>

## Northwest Ski Extreme 8/15/2012 - 8/18/2012

Housing subtotal	\$1,125.00
Sales and Bed Tax	65.81
Dining Services total	1,647.00
Sales Tax on Dining	0.00
Catering Charges	N/A
Catering Tax	N/A
Meeting Space subtotal	N/A
INITIAL ESTIMATED COST	\$2,772.00
ESTIMATED TAX	\$65.81
<b>TOTAL ESTIMATED COST</b>	<b>\$2,837.81</b>

## Pacific Marine Exposition 6/6/2012 - 6/9/2012

Housing subtotal	\$13,176.00
Sales and Bed Tax	770.80
Dining Services total	13,395.60
Sales Tax on Dining	0.00
Catering Charges	N/A
Catering Tax	N/A
Meeting Space subtotal	\$1,000.00
INITIAL ESTIMATED COST	\$27,571.60
ESTIMATED TAX	\$770.80
<b>TOTAL ESTIMATED COST</b>	<b>\$28,342.40</b>

## Soccer Camp 6/23/2012 - 6/29/2012

Housing subtotal	\$5,700.00
Sales and Bed Tax	333.45
Dining Services total	4,803.75
Sales Tax on Dining	0.00
Catering Charges	N/A
Catering Tax	N/A
Meeting Space subtotal	\$500.00
INITIAL ESTIMATED COST	\$11,003.75
ESTIMATED TAX	\$333.45
<b>TOTAL ESTIMATED COST</b>	<b>\$11,337.20</b>

## Teach the Teachers 8/22/2012 - 8/25/2012

Housing subtotal	\$7,980.00
Sales and Bed Tax	466.83
Dining Services total	8,344.80
Sales Tax on Dining	0.00

# *Estimated Revenue*

*From 6/1/2012 to 8/31/2012*

Catering Charges	N/A
Catering Tax	N/A
Meeting Space subtotal	\$1,000.00
INITIAL ESTIMATED COST	\$17,324.80
ESTIMATED TAX	\$466.83
<b>TOTAL ESTIMATED COST</b>	<b>\$17,791.63</b>

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**Total Estimated Revenue for 6/1/2012 to 8/31/2012 :\$168,365.55**

# SeattleTechnology Group

## INVOICE

Chris McDowell  
1200 Broad Street  
Bellingham WA 98225

Invoice Date: 03/08/2012

Invoice No. 645345

Thank you for your participation in University Housing's Conference Services Program. We appreciate the opportunity to serve you and your program participants.

### *Adventures in Science*

*Camp/Conference Dates: June 01 - June 07, 2008*

	<i>Amount</i>	<i>Tax</i>	<i>Total</i>
<b>Housing</b>			
Extra Linens. 6 Days @ \$4.75/Day.	28.50	0.00	28.50
Housing Fee. 917 Nights @ \$20.00/Night.	18,340.00	1,072.89	20,880.09
Lost Keys - 2 Sets. 1 @ \$150.00.	150.00	0.00	150.00
Fan Rental. 5 Nights @ \$3.75/Night.	18.75	0.00	18.75
<b>Facilities</b>			
Facilities charges.	1,840.00	0.00	1,840.00
<b>Meals</b>			
Dining charges North.	24,755.00	0.00	24,755.00
<b>Payment</b>			
Payment received. Check.	-5,000.00	0.00	-5,000.00
<b>Balance:</b>	40,132.25	1,072.89	<u>42,672.34</u>

As per section VIII. E. of your Summer Conference Contract, payment must be received by University Housing within thirty days of the date of this invoice. Unpaid invoices will be assessed a late fee of 5% for every 30 day period in which these charges remain unpaid. This invoice may be settled via check, credit card, or an Intra-University Payment Form. All groups who provide a Sales & Use Tax Certificate of Exemption Form will be exempt from sales tax.

Checks should be made payable to the *University of the West* and sent to the attention of:

Housing Business and Human Resources Office  
Conference Services Program  
Department of University Housing  
Russ Hall, University of the West  
Seattle, WA 98556

Please contact (706) 542-8306 or [ifidh@uypa.edu](mailto:ifidh@uypa.edu) to discuss payment via credit card or E-Ticket, or if you have any questions regarding this invoice.

# Adventures in Science

group billing with participant detail, page 1

3/17/2012

Name	Check-In/Out	Item	Charge	Tax	Total
<b>North Tower</b>					
Albertson Victoria	Jun 1-Jun 7, 08	Nightly Housing Rate. 6 Nights @ \$35.00/Night.	210.00	12.29	239.09
	Jun 1-Jun 7, 08	Registration Fee. 6 Nights @ \$4.00/Night.	24.00	0.00	24.00
	Jun 1-Jun 7, 08	Economy Linen Plan. 6 Nights @ \$3.00/Night.	18.00	0.00	19.44
Andersen Karen	Jun 1-Jun 7, 08	Economy Linen Plan. 6 Nights @ \$3.00/Night.	18.00	0.00	19.44
	Jun 1-Jun 7, 08	Lost Keys - 2 Sets. 1 @ \$150.00.	150.00	0.00	150.00
	Jun 1-Jun 7, 08	Registration Fee. 6 Nights @ \$4.00/Night.	24.00	0.00	24.00
	Jun 1-Jun 7, 08	Nightly Housing Rate. 6 Nights @ \$35.00/Night.	210.00	12.29	239.09
Ballard Jerry	Jun 1-Jun 7, 08	Nightly Housing Rate. 6 Nights @ \$35.00/Night.	210.00	12.29	239.09
	Jun 1-Jun 7, 08	Registration Fee. 6 Nights @ \$4.00/Night.	24.00	0.00	24.00
	Jun 1-Jun 7, 08	Economy Linen Plan. 6 Nights @ \$3.00/Night.	18.00	0.00	19.44
Barnhart Matt	Jun 1-Jun 7, 08	Economy Linen Plan. 6 Nights @ \$3.00/Night.	18.00	0.00	19.44
	Jun 1-Jun 7, 08	Registration Fee. 6 Nights @ \$4.00/Night.	24.00	0.00	24.00
	Jun 1-Jun 7, 08	Nightly Housing Rate. 6 Nights @ \$35.00/Night.	210.00	12.29	239.09
Barton Andrew	Jun 1-Jun 7, 08	Nightly Housing Rate. 6 Nights @ \$35.00/Night.	210.00	12.29	239.09
	Jun 1-Jun 7, 08	Registration Fee. 6 Nights @ \$4.00/Night.	24.00	0.00	24.00
	Jun 1-Jun 7, 08	Economy Linen Plan. 6 Nights @ \$3.00/Night.	18.00	0.00	19.44
Barzee Yoon	Jun 1-Jun 7, 08	Economy Linen Plan. 6 Nights @ \$3.00/Night.	18.00	0.00	19.44
	Jun 1-Jun 7, 08	Registration Fee. 6 Nights @ \$4.00/Night.	24.00	0.00	24.00
	Jun 1-Jun 7, 08	Nightly Housing Rate. 6 Nights @ \$35.00/Night.	210.00	12.29	239.09
Bell Cathy	Jun 1-Jun 7, 08	Nightly Housing Rate. 6 Nights @ \$35.00/Night.	210.00	12.29	239.09
	Jun 1-Jun 7, 08	Registration Fee. 6 Nights @ \$4.00/Night.	24.00	0.00	24.00
	Jun 1-Jun 7, 08	Economy Linen Plan. 6 Nights @ \$3.00/Night.	18.00	0.00	19.44
Matsen Chris	Jun 1-Jun 7, 08	Economy Linen Plan. 6 Nights @ \$3.00/Night.	18.00	0.00	19.44
	Jun 1-Jun 7, 08	Registration Fee. 6 Nights @ \$4.00/Night.	24.00	0.00	24.00
	Jun 1-Jun 7, 08	Nightly Housing Rate. 6 Nights @ \$35.00/Night.	210.00	12.29	239.09
Matson Rita	Jun 1-Jun 7, 08	Nightly Housing Rate. 6 Nights @ \$35.00/Night.	210.00	12.29	239.09
	Jun 1-Jun 7, 08	Registration Fee. 6 Nights @ \$4.00/Night.	24.00	0.00	24.00
	Jun 1-Jun 7, 08	Economy Linen Plan. 6 Nights @ \$3.00/Night.	18.00	0.00	19.44
Maughan Carlos	Jun 1-Jun 7, 08	Economy Linen Plan. 6 Nights @ \$3.00/Night.	18.00	0.00	19.44
	Jun 1-Jun 7, 08	Registration Fee. 6 Nights @ \$4.00/Night.	24.00	0.00	24.00
	Jun 1-Jun 7, 08	Nightly Housing Rate. 6 Nights @ \$35.00/Night.	210.00	12.29	239.09
McBride Kay	Jun 1-Jun 7, 08	Nightly Housing Rate. 6 Nights @ \$35.00/Night.	210.00	12.29	239.09
	Jun 1-Jun 7, 08	Registration Fee. 6 Nights @ \$4.00/Night.	24.00	0.00	24.00
	Jun 1-Jun 7, 08	Economy Linen Plan. 6 Nights @ \$3.00/Night.	18.00	0.00	19.44
McDonald Gail	Jun 1-Jun 7, 08	Economy Linen Plan. 6 Nights @ \$3.00/Night.	18.00	0.00	19.44
	Jun 1-Jun 7, 08	Registration Fee. 6 Nights @ \$4.00/Night.	24.00	0.00	24.00

# Adventures in Science

group billing with participant detail, page 2

3/17/2012

Name	Check-In/Out	Item	Charge	Tax	Total
McDonald Gail	Jun 1-Jun 7, 08	Nightly Housing Rate. 6 Nights @ \$35.00/Night.	210.00	12.29	239.09
McElroy Gilbert	Jun 1-Jun 7, 08	Nightly Housing Rate. 6 Nights @ \$35.00/Night.	210.00	12.29	239.09
	Jun 1-Jun 7, 08	Registration Fee. 6 Nights @ \$4.00/Night.	24.00	0.00	24.00
	Jun 1-Jun 7, 08	Economy Linen Plan. 6 Nights @ \$3.00/Night.	18.00	0.00	19.44
McLennan Marshall	Jun 1-Jun 7, 08	Economy Linen Plan. 6 Nights @ \$3.00/Night.	18.00	0.00	19.44
	Jun 1-Jun 7, 08	Registration Fee. 6 Nights @ \$4.00/Night.	24.00	0.00	24.00
	Jun 1-Jun 7, 08	Nightly Housing Rate. 6 Nights @ \$35.00/Night.	210.00	12.29	239.09
Merrell Allan	Jun 1-Jun 7, 08	Nightly Housing Rate. 6 Nights @ \$35.00/Night.	210.00	12.29	239.09
	Jun 1-Jun 7, 08	Registration Fee. 6 Nights @ \$4.00/Night.	24.00	0.00	24.00
	Jun 1-Jun 7, 08	Economy Linen Plan. 6 Nights @ \$3.00/Night.	18.00	0.00	19.44
Merrill Debbie	Jun 1-Jun 7, 08	Economy Linen Plan. 6 Nights @ \$3.00/Night.	18.00	0.00	19.44
	Jun 1-Jun 7, 08	Registration Fee. 6 Nights @ \$4.00/Night.	24.00	0.00	24.00
	Jun 1-Jun 7, 08	Nightly Housing Rate. 6 Nights @ \$35.00/Night.	210.00	12.29	239.09
Money Yo Yo	Jun 1-Jun 7, 08	Nightly Housing Rate. 6 Nights @ \$35.00/Night.	210.00	12.29	239.09
	Jun 1-Jun 7, 08	Registration Fee. 6 Nights @ \$4.00/Night.	24.00	0.00	24.00
	Jun 1-Jun 7, 08	Economy Linen Plan. 6 Nights @ \$3.00/Night.	18.00	0.00	19.44
Monsen Sherry	Jun 1-Jun 7, 08	Economy Linen Plan. 6 Nights @ \$3.00/Night.	18.00	0.00	19.44
	Jun 1-Jun 7, 08	Registration Fee. 6 Nights @ \$4.00/Night.	24.00	0.00	24.00
	Jun 1-Jun 7, 08	Nightly Housing Rate. 6 Nights @ \$35.00/Night.	210.00	12.29	239.09
Morioka Linda	Jun 1-Jun 7, 08	Nightly Housing Rate. 6 Nights @ \$35.00/Night.	210.00	12.29	239.09
	Jun 1-Jun 7, 08	Registration Fee. 6 Nights @ \$4.00/Night.	24.00	0.00	24.00
	Jun 1-Jun 7, 08	Economy Linen Plan. 6 Nights @ \$3.00/Night.	18.00	0.00	19.44
Morris Tony	Jun 1-Jun 7, 08	Economy Linen Plan. 6 Nights @ \$3.00/Night.	18.00	0.00	19.44
	Jun 1-Jun 7, 08	Registration Fee. 6 Nights @ \$4.00/Night.	24.00	0.00	24.00
	Jun 1-Jun 7, 08	Nightly Housing Rate. 6 Nights @ \$35.00/Night.	210.00	12.29	239.09
Nelson Willie	Jun 1-Jun 7, 08	Nightly Housing Rate. 6 Nights @ \$35.00/Night.	210.00	12.29	239.09
	Jun 1-Jun 7, 08	Registration Fee. 6 Nights @ \$4.00/Night.	24.00	0.00	24.00
	Jun 1-Jun 7, 08	Economy Linen Plan. 6 Nights @ \$3.00/Night.	18.00	0.00	19.44
Nicholson Bertha	Jun 1-Jun 7, 08	Economy Linen Plan. 6 Nights @ \$3.00/Night.	18.00	0.00	19.44
	Jun 1-Jun 7, 08	Registration Fee. 6 Nights @ \$4.00/Night.	24.00	0.00	24.00
	Jun 1-Jun 7, 08	Nightly Housing Rate. 6 Nights @ \$35.00/Night.	210.00	12.29	239.09
Nyberg Jeff	Jun 1-Jun 7, 08	Nightly Housing Rate. 6 Nights @ \$35.00/Night.	210.00	12.29	239.09
	Jun 1-Jun 7, 08	Registration Fee. 6 Nights @ \$4.00/Night.	24.00	0.00	24.00
	Jun 1-Jun 7, 08	Economy Linen Plan. 6 Nights @ \$3.00/Night.	18.00	0.00	19.44
Parrish Marlene	Jun 1-Jun 7, 08	Economy Linen Plan. 6 Nights @ \$3.00/Night.	18.00	0.00	19.44
	Jun 1-Jun 7, 08	Registration Fee. 6 Nights @ \$4.00/Night.	24.00	0.00	24.00
	Jun 1-Jun 7, 08	Nightly Housing Rate. 6 Nights @ \$35.00/Night.	210.00	12.29	239.09

# Adventures in Science

group billing with participant detail, page 3

3/17/2012

Name	Check-In/Out	Item	Charge	Tax	Total
Paull LaDawn	Jun 1-Jun 7, 08	Nightly Housing Rate. 6 Nights @ \$35.00/Night.	210.00	12.29	239.09
	Jun 1-Jun 7, 08	Registration Fee. 6 Nights @ \$4.00/Night.	24.00	0.00	24.00
	Jun 1-Jun 7, 08	Economy Linen Plan. 6 Nights @ \$3.00/Night.	18.00	0.00	19.44
Paulson Lisa	Jun 1-Jun 7, 08	Economy Linen Plan. 6 Nights @ \$3.00/Night.	18.00	0.00	19.44
	Jun 1-Jun 7, 08	Registration Fee. 6 Nights @ \$4.00/Night.	24.00	0.00	24.00
	Jun 1-Jun 7, 08	Nightly Housing Rate. 6 Nights @ \$35.00/Night.	210.00	12.29	239.09
Pendley Jane	Jun 1-Jun 7, 08	Nightly Housing Rate. 6 Nights @ \$35.00/Night.	210.00	12.29	239.09
	Jun 1-Jun 7, 08	Registration Fee. 6 Nights @ \$4.00/Night.	24.00	0.00	24.00
	Jun 1-Jun 7, 08	Economy Linen Plan. 6 Nights @ \$3.00/Night.	18.00	0.00	19.44
Penumadu Peg	Jun 1-Jun 7, 08	Economy Linen Plan. 6 Nights @ \$3.00/Night.	18.00	0.00	19.44
	Jun 1-Jun 7, 08	Registration Fee. 6 Nights @ \$4.00/Night.	24.00	0.00	24.00
	Jun 1-Jun 7, 08	Nightly Housing Rate. 6 Nights @ \$35.00/Night.	210.00	12.29	239.09
Petrick Suzanne	Jun 1-Jun 7, 08	Nightly Housing Rate. 6 Nights @ \$35.00/Night.	210.00	12.29	239.09
	Jun 1-Jun 7, 08	Registration Fee. 6 Nights @ \$4.00/Night.	24.00	0.00	24.00
	Jun 1-Jun 7, 08	Economy Linen Plan. 6 Nights @ \$3.00/Night.	18.00	0.00	19.44
Quint Becky	Jun 1-Jun 7, 08	Economy Linen Plan. 6 Nights @ \$3.00/Night.	18.00	0.00	19.44
	Jun 1-Jun 7, 08	Registration Fee. 6 Nights @ \$4.00/Night.	24.00	0.00	24.00
	Jun 1-Jun 7, 08	Nightly Housing Rate. 6 Nights @ \$35.00/Night.	210.00	12.29	239.09
Rasmussen Cindy	Jun 1-Jun 7, 08	Nightly Housing Rate. 6 Nights @ \$35.00/Night.	210.00	12.29	239.09
	Jun 1-Jun 7, 08	Registration Fee. 6 Nights @ \$4.00/Night.	24.00	0.00	24.00
	Jun 1-Jun 7, 08	Economy Linen Plan. 6 Nights @ \$3.00/Night.	18.00	0.00	19.44
Reel Julie	Jun 1-Jun 7, 08	Economy Linen Plan. 6 Nights @ \$3.00/Night.	18.00	0.00	19.44
	Jun 1-Jun 7, 08	Registration Fee. 6 Nights @ \$4.00/Night.	24.00	0.00	24.00
	Jun 1-Jun 7, 08	Nightly Housing Rate. 6 Nights @ \$35.00/Night.	210.00	12.29	239.09
Reyes Linda	Jun 1-Jun 7, 08	Nightly Housing Rate. 6 Nights @ \$35.00/Night.	210.00	12.29	239.09
	Jun 1-Jun 7, 08	Registration Fee. 6 Nights @ \$4.00/Night.	24.00	0.00	24.00
	Jun 1-Jun 7, 08	Economy Linen Plan. 6 Nights @ \$3.00/Night.	18.00	0.00	19.44
Ricketts Kathy	Jun 1-Jun 7, 08	Economy Linen Plan. 6 Nights @ \$3.00/Night.	18.00	0.00	19.44
	Jun 1-Jun 7, 08	Registration Fee. 6 Nights @ \$4.00/Night.	24.00	0.00	24.00
	Jun 1-Jun 7, 08	Nightly Housing Rate. 6 Nights @ \$35.00/Night.	210.00	12.29	239.09
Vitel Marseille	Jun 1-Jun 7, 08	Nightly Housing Rate. 6 Nights @ \$35.00/Night.	210.00	12.29	239.09
	Jun 1-Jun 7, 08	Registration Fee. 6 Nights @ \$4.00/Night.	24.00	0.00	24.00
	Jun 1-Jun 7, 08	Economy Linen Plan. 6 Nights @ \$3.00/Night.	18.00	0.00	19.44
Wakefield Judy	Jun 1-Jun 7, 08	Economy Linen Plan. 6 Nights @ \$3.00/Night.	18.00	0.00	19.44
	Jun 1-Jun 7, 08	Registration Fee. 6 Nights @ \$4.00/Night.	24.00	0.00	24.00
	Jun 1-Jun 7, 08	Nightly Housing Rate. 6 Nights @ \$35.00/Night.	210.00	12.29	239.09
Walker Doneette	Jun 1-Jun 7, 08	Nightly Housing Rate. 6 Nights @ \$35.00/Night.	210.00	12.29	239.09

# Adventures in Science

group billing with participant detail, page 4

3/17/2012

Name	Check-In/Out	Item	Charge	Tax	Total
Walker Doneette	Jun 1-Jun 7, 08	Registration Fee. 6 Nights @ \$4.00/Night.	24.00	0.00	24.00
	Jun 1-Jun 7, 08	Economy Linen Plan. 6 Nights @ \$3.00/Night.	18.00	0.00	19.44
Walker Richard	Jun 1-Jun 7, 08	Economy Linen Plan. 6 Nights @ \$3.00/Night.	18.00	0.00	19.44
	Jun 1-Jun 7, 08	Registration Fee. 6 Nights @ \$4.00/Night.	24.00	0.00	24.00
	Jun 1-Jun 7, 08	Nightly Housing Rate. 6 Nights @ \$35.00/Night.	210.00	12.29	239.09
Wallace Mike	Jun 1-Jun 7, 08	Nightly Housing Rate. 6 Nights @ \$35.00/Night.	210.00	12.29	239.09
	Jun 1-Jun 7, 08	Registration Fee. 6 Nights @ \$4.00/Night.	24.00	0.00	24.00
	Jun 1-Jun 7, 08	Economy Linen Plan. 6 Nights @ \$3.00/Night.	18.00	0.00	19.44
Wamamuro Judith	Jun 1-Jun 7, 08	Economy Linen Plan. 6 Nights @ \$3.00/Night.	18.00	0.00	19.44
	Jun 1-Jun 7, 08	Registration Fee. 6 Nights @ \$4.00/Night.	24.00	0.00	24.00
	Jun 1-Jun 7, 08	Nightly Housing Rate. 6 Nights @ \$35.00/Night.	210.00	12.29	239.09
Warner Ann L.	Jun 1-Jun 7, 08	Nightly Housing Rate. 6 Nights @ \$35.00/Night.	210.00	12.29	239.09
	Jun 1-Jun 7, 08	Registration Fee. 6 Nights @ \$4.00/Night.	24.00	0.00	24.00
	Jun 1-Jun 7, 08	Economy Linen Plan. 6 Nights @ \$3.00/Night.	18.00	0.00	19.44
Whited Mary Ann	Jun 1-Jun 7, 08	Economy Linen Plan. 6 Nights @ \$3.00/Night.	18.00	0.00	19.44
	Jun 1-Jun 7, 08	Registration Fee. 6 Nights @ \$4.00/Night.	24.00	0.00	24.00
	Jun 1-Jun 7, 08	Nightly Housing Rate. 6 Nights @ \$35.00/Night.	210.00	12.29	239.09
Wilding Ed	Jun 1-Jun 7, 08	Nightly Housing Rate. 6 Nights @ \$35.00/Night.	210.00	12.29	239.09
	Jun 1-Jun 7, 08	Registration Fee. 6 Nights @ \$4.00/Night.	24.00	0.00	24.00
	Jun 1-Jun 7, 08	Economy Linen Plan. 6 Nights @ \$3.00/Night.	18.00	0.00	19.44
Willay Lecil	Jun 1-Jun 7, 08	Economy Linen Plan. 6 Nights @ \$3.00/Night.	18.00	0.00	19.44
	Jun 1-Jun 7, 08	Registration Fee. 6 Nights @ \$4.00/Night.	24.00	0.00	24.00
	Jun 1-Jun 7, 08	Nightly Housing Rate. 6 Nights @ \$35.00/Night.	210.00	12.29	239.09
Wilson Tommy	Jun 1-Jun 7, 08	Nightly Housing Rate. 6 Nights @ \$35.00/Night.	210.00	12.29	239.09
	Jun 1-Jun 7, 08	Registration Fee. 6 Nights @ \$4.00/Night.	24.00	0.00	24.00
	Jun 1-Jun 7, 08	Economy Linen Plan. 6 Nights @ \$3.00/Night.	18.00	0.00	19.44
Wizer Brycey	Jun 1-Jun 7, 08	Economy Linen Plan. 6 Nights @ \$3.00/Night.	18.00	0.00	19.44
	Jun 1-Jun 7, 08	Registration Fee. 6 Nights @ \$4.00/Night.	24.00	0.00	24.00
	Jun 1-Jun 7, 08	Nightly Housing Rate. 6 Nights @ \$35.00/Night.	210.00	12.29	239.09
Won Jo Carla	Jun 1-Jun 7, 08	Nightly Housing Rate. 6 Nights @ \$35.00/Night.	210.00	12.29	239.09
	Jun 1-Jun 7, 08	Registration Fee. 6 Nights @ \$4.00/Night.	24.00	0.00	24.00
	Jun 1-Jun 7, 08	Economy Linen Plan. 6 Nights @ \$3.00/Night.	18.00	0.00	19.44
Woo-lin Jeani	Jun 1-Jun 7, 08	Economy Linen Plan. 6 Nights @ \$3.00/Night.	18.00	0.00	19.44
	Jun 1-Jun 7, 08	Registration Fee. 6 Nights @ \$4.00/Night.	24.00	0.00	24.00
	Jun 1-Jun 7, 08	Nightly Housing Rate. 6 Nights @ \$35.00/Night.	210.00	12.29	239.09
Yeska Jeanne	Jun 1-Jun 7, 08	Nightly Housing Rate. 6 Nights @ \$35.00/Night.	210.00	12.29	239.09
	Jun 1-Jun 7, 08	Registration Fee. 6 Nights @ \$4.00/Night.	24.00	0.00	24.00

# Adventures in Science

group billing with participant detail, page 5

3/17/2012

Name	Check-In/Out	Item	Charge	Tax	Total
Yeska Jeanne	Jun 1-Jun 7, 08	Economy Linen Plan. 6 Nights @ \$3.00/Night.	18.00	0.00	19.44
Yrigoyen LeeAnn	Jun 1-Jun 7, 08	Economy Linen Plan. 6 Nights @ \$3.00/Night.	18.00	0.00	19.44
	Jun 1-Jun 7, 08	Registration Fee. 6 Nights @ \$4.00/Night.	24.00	0.00	24.00
	Jun 1-Jun 7, 08	Nightly Housing Rate. 6 Nights @ \$35.00/Night.	210.00	12.29	239.09
<b>North Tower Total</b>			12,750.00	614.50	14,276.50

## South Tower

Riedelback Todorowski	Jun 1-Jun 7, 08	Nightly Housing Rate. 6 Nights @ \$35.00/Night.	210.00	12.29	239.09
	Jun 1-Jun 7, 08	Registration Fee. 6 Nights @ \$4.00/Night.	24.00	0.00	24.00
	Jun 1-Jun 7, 08	Economy Linen Plan. 6 Nights @ \$3.00/Night.	18.00	0.00	19.44
Riggs Mary	Jun 1-Jun 7, 08	Economy Linen Plan. 6 Nights @ \$3.00/Night.	18.00	0.00	19.44
	Jun 1-Jun 7, 08	Registration Fee. 6 Nights @ \$4.00/Night.	24.00	0.00	24.00
	Jun 1-Jun 7, 08	Nightly Housing Rate. 6 Nights @ \$35.00/Night.	210.00	12.29	239.09
Roberts Dayakar	Jun 1-Jun 7, 08	Nightly Housing Rate. 6 Nights @ \$35.00/Night.	210.00	12.29	239.09
	Jun 1-Jun 7, 08	Registration Fee. 6 Nights @ \$4.00/Night.	24.00	0.00	24.00
	Jun 1-Jun 7, 08	Economy Linen Plan. 6 Nights @ \$3.00/Night.	18.00	0.00	19.44
Santamarina Peter	Jun 1-Jun 7, 08	Economy Linen Plan. 6 Nights @ \$3.00/Night.	18.00	0.00	19.44
	Jun 1-Jun 7, 08	Registration Fee. 6 Nights @ \$4.00/Night.	24.00	0.00	24.00
	Jun 1-Jun 7, 08	Nightly Housing Rate. 6 Nights @ \$35.00/Night.	210.00	12.29	239.09
Sather Leslie	Jun 1-Jun 7, 08	Nightly Housing Rate. 6 Nights @ \$35.00/Night.	210.00	12.29	239.09
	Jun 1-Jun 7, 08	Registration Fee. 6 Nights @ \$4.00/Night.	24.00	0.00	24.00
	Jun 1-Jun 7, 08	Economy Linen Plan. 6 Nights @ \$3.00/Night.	18.00	0.00	19.44
Sauve Aurora	Jun 1-Jun 7, 08	Economy Linen Plan. 6 Nights @ \$3.00/Night.	18.00	0.00	19.44
	Jun 1-Jun 7, 08	Registration Fee. 6 Nights @ \$4.00/Night.	24.00	0.00	24.00
	Jun 1-Jun 7, 08	Nightly Housing Rate. 6 Nights @ \$35.00/Night.	210.00	12.29	239.09
Schmidt Camille	Jun 1-Jun 7, 08	Nightly Housing Rate. 6 Nights @ \$35.00/Night.	210.00	12.29	239.09
	Jun 1-Jun 7, 08	Registration Fee. 6 Nights @ \$4.00/Night.	24.00	0.00	24.00
	Jun 1-Jun 7, 08	Economy Linen Plan. 6 Nights @ \$3.00/Night.	18.00	0.00	19.44
Schmitz Laurel	Jun 1-Jun 7, 08	Economy Linen Plan. 6 Nights @ \$3.00/Night.	18.00	0.00	19.44
	Jun 1-Jun 7, 08	Registration Fee. 6 Nights @ \$4.00/Night.	24.00	0.00	24.00
	Jun 1-Jun 7, 08	Nightly Housing Rate. 6 Nights @ \$35.00/Night.	210.00	12.29	239.09
Scoggins Shannon	Jun 1-Jun 7, 08	Nightly Housing Rate. 6 Nights @ \$35.00/Night.	210.00	12.29	239.09
	Jun 1-Jun 7, 08	Registration Fee. 6 Nights @ \$4.00/Night.	24.00	0.00	24.00
	Jun 1-Jun 7, 08	Economy Linen Plan. 6 Nights @ \$3.00/Night.	18.00	0.00	19.44
Seby Susan	Jun 1-Jun 7, 08	Economy Linen Plan. 6 Nights @ \$3.00/Night.	18.00	0.00	19.44
	Jun 1-Jun 7, 08	Registration Fee. 6 Nights @ \$4.00/Night.	24.00	0.00	24.00
	Jun 1-Jun 7, 08	Nightly Housing Rate. 6 Nights @ \$35.00/Night.	210.00	12.29	239.09
Seshadri Cem	Jun 1-Jun 7, 08	Nightly Housing Rate. 6 Nights @ \$35.00/Night.	210.00	12.29	239.09



# Adventures in Science

group billing with participant detail, page 6

3/17/2012

Name	Check-In/Out	Item	Charge	Tax	Total
Seshadri Cem	Jun 1-Jun 7, 08	Registration Fee. 6 Nights @ \$4.00/Night.	24.00	0.00	24.00
	Jun 1-Jun 7, 08	Economy Linen Plan. 6 Nights @ \$3.00/Night.	18.00	0.00	19.44
Shepherd Jane	Jun 1-Jun 7, 08	Economy Linen Plan. 6 Nights @ \$3.00/Night.	18.00	0.00	19.44
	Jun 1-Jun 7, 08	Registration Fee. 6 Nights @ \$4.00/Night.	24.00	0.00	24.00
	Jun 1-Jun 7, 08	Nightly Housing Rate. 6 Nights @ \$35.00/Night.	210.00	12.29	239.09
Shull Darrell	Jun 1-Jun 7, 08	Nightly Housing Rate. 6 Nights @ \$35.00/Night.	210.00	12.29	239.09
	Jun 1-Jun 7, 08	Registration Fee. 6 Nights @ \$4.00/Night.	24.00	0.00	24.00
	Jun 1-Jun 7, 08	Economy Linen Plan. 6 Nights @ \$3.00/Night.	18.00	0.00	19.44
Simpson Diane	Jun 1-Jun 7, 08	Economy Linen Plan. 6 Nights @ \$3.00/Night.	18.00	0.00	19.44
	Jun 1-Jun 7, 08	Registration Fee. 6 Nights @ \$4.00/Night.	24.00	0.00	24.00
	Jun 1-Jun 7, 08	Nightly Housing Rate. 6 Nights @ \$35.00/Night.	210.00	12.29	239.09
Smith Linda	Jun 1-Jun 7, 08	Nightly Housing Rate. 6 Nights @ \$35.00/Night.	210.00	12.29	239.09
	Jun 1-Jun 7, 08	Registration Fee. 6 Nights @ \$4.00/Night.	24.00	0.00	24.00
	Jun 1-Jun 7, 08	Economy Linen Plan. 6 Nights @ \$3.00/Night.	18.00	0.00	19.44
Smith Richard	Jun 1-Jun 7, 08	Economy Linen Plan. 6 Nights @ \$3.00/Night.	18.00	0.00	19.44
	Jun 1-Jun 7, 08	Registration Fee. 6 Nights @ \$4.00/Night.	24.00	0.00	24.00
	Jun 1-Jun 7, 08	Nightly Housing Rate. 6 Nights @ \$35.00/Night.	210.00	12.29	239.09
Sornson Brennen	Jun 1-Jun 7, 08	Nightly Housing Rate. 6 Nights @ \$35.00/Night.	210.00	12.29	239.09
	Jun 1-Jun 7, 08	Registration Fee. 6 Nights @ \$4.00/Night.	24.00	0.00	24.00
	Jun 1-Jun 7, 08	Economy Linen Plan. 6 Nights @ \$3.00/Night.	18.00	0.00	19.44
Stewart Karen	Jun 1-Jun 7, 08	Economy Linen Plan. 6 Nights @ \$3.00/Night.	18.00	0.00	19.44
	Jun 1-Jun 7, 08	Registration Fee. 6 Nights @ \$4.00/Night.	24.00	0.00	24.00
	Jun 1-Jun 7, 08	Nightly Housing Rate. 6 Nights @ \$35.00/Night.	210.00	12.29	239.09
Sung-Soo Tammy	Jun 1-Jun 7, 08	Nightly Housing Rate. 6 Nights @ \$35.00/Night.	210.00	12.29	239.09
	Jun 1-Jun 7, 08	Registration Fee. 6 Nights @ \$4.00/Night.	24.00	0.00	24.00
	Jun 1-Jun 7, 08	Economy Linen Plan. 6 Nights @ \$3.00/Night.	18.00	0.00	19.44
Swanson Mark	Jun 1-Jun 7, 08	Economy Linen Plan. 6 Nights @ \$3.00/Night.	18.00	0.00	19.44
	Jun 1-Jun 7, 08	Registration Fee. 6 Nights @ \$4.00/Night.	24.00	0.00	24.00
	Jun 1-Jun 7, 08	Nightly Housing Rate. 6 Nights @ \$35.00/Night.	210.00	12.29	239.09
Taylor Becky	Jun 1-Jun 7, 08	Nightly Housing Rate. 6 Nights @ \$35.00/Night.	210.00	12.29	239.09
	Jun 1-Jun 7, 08	Registration Fee. 6 Nights @ \$4.00/Night.	24.00	0.00	24.00
	Jun 1-Jun 7, 08	Economy Linen Plan. 6 Nights @ \$3.00/Night.	18.00	0.00	19.44
Tierney Joyce	Jun 1-Jun 7, 08	Economy Linen Plan. 6 Nights @ \$3.00/Night.	18.00	0.00	19.44
	Jun 1-Jun 7, 08	Registration Fee. 6 Nights @ \$4.00/Night.	24.00	0.00	24.00
	Jun 1-Jun 7, 08	Nightly Housing Rate. 6 Nights @ \$35.00/Night.	210.00	12.29	239.09
Tobler Donette	Jun 1-Jun 7, 08	Nightly Housing Rate. 6 Nights @ \$35.00/Night.	210.00	12.29	239.09
	Jun 1-Jun 7, 08	Registration Fee. 6 Nights @ \$4.00/Night.	24.00	0.00	24.00

# Adventures in Science

group billing with participant detail, page 7

3/17/2012

Name	Check-In/Out	Item	Charge	Tax	Total
Tobler Donette	Jun 1-Jun 7, 08	Economy Linen Plan. 6 Nights @ \$3.00/Night.	18.00	0.00	19.44
Trimmen Marshall	Jun 1-Jun 7, 08	Economy Linen Plan. 6 Nights @ \$3.00/Night.	18.00	0.00	19.44
	Jun 1-Jun 7, 08	Registration Fee. 6 Nights @ \$4.00/Night.	24.00	0.00	24.00
	Jun 1-Jun 7, 08	Nightly Housing Rate. 6 Nights @ \$35.00/Night.	210.00	12.29	239.09
Turnbolm Nancy	Jun 1-Jun 7, 08	Nightly Housing Rate. 6 Nights @ \$35.00/Night.	210.00	12.29	239.09
	Jun 1-Jun 7, 08	Registration Fee. 6 Nights @ \$4.00/Night.	24.00	0.00	24.00
	Jun 1-Jun 7, 08	Economy Linen Plan. 6 Nights @ \$3.00/Night.	18.00	0.00	19.44
Udy Michael	Jun 1-Jun 7, 08	Economy Linen Plan. 6 Nights @ \$3.00/Night.	18.00	0.00	19.44
	Jun 1-Jun 7, 08	Registration Fee. 6 Nights @ \$4.00/Night.	24.00	0.00	24.00
	Jun 1-Jun 7, 08	Nightly Housing Rate. 6 Nights @ \$35.00/Night.	210.00	12.29	239.09
VanZwol Nancy	Jun 1-Jun 7, 08	Nightly Housing Rate. 6 Nights @ \$35.00/Night.	210.00	12.29	239.09
	Jun 1-Jun 7, 08	Registration Fee. 6 Nights @ \$4.00/Night.	24.00	0.00	24.00
	Jun 1-Jun 7, 08	Economy Linen Plan. 6 Nights @ \$3.00/Night.	18.00	0.00	19.44
<b>South Tower Total</b>			6,804.00	331.83	7,628.31
<b>West Tower</b>					
Bishop Peter	Jun 1-Jun 7, 08	Economy Linen Plan. 6 Nights @ \$3.00/Night.	18.00	0.00	19.44
	Jun 1-Jun 7, 08	Registration Fee. 6 Nights @ \$4.00/Night.	24.00	0.00	24.00
	Jun 1-Jun 7, 08	Nightly Housing Rate. 6 Nights @ \$35.00/Night.	210.00	12.29	239.09
Brandes Peggy	Jun 1-Jun 7, 08	Nightly Housing Rate. 6 Nights @ \$35.00/Night.	210.00	12.29	239.09
	Jun 1-Jun 7, 08	Registration Fee. 6 Nights @ \$4.00/Night.	24.00	0.00	24.00
	Jun 1-Jun 7, 08	Economy Linen Plan. 6 Nights @ \$3.00/Night.	18.00	0.00	19.44
Brown Michelle	Jun 1-Jun 7, 08	Economy Linen Plan. 6 Nights @ \$3.00/Night.	18.00	0.00	19.44
	Jun 1-Jun 7, 08	Registration Fee. 6 Nights @ \$4.00/Night.	24.00	0.00	24.00
	Jun 1-Jun 7, 08	Nightly Housing Rate. 6 Nights @ \$35.00/Night.	210.00	12.29	239.09
Brylawski Amy	Jun 1-Jun 7, 08	Nightly Housing Rate. 6 Nights @ \$35.00/Night.	210.00	12.29	239.09
	Jun 1-Jun 7, 08	Registration Fee. 6 Nights @ \$4.00/Night.	24.00	0.00	24.00
	Jun 1-Jun 7, 08	Economy Linen Plan. 6 Nights @ \$3.00/Night.	18.00	0.00	19.44
Burke Gloria	Jun 1-Jun 7, 08	Economy Linen Plan. 6 Nights @ \$3.00/Night.	18.00	0.00	19.44
	Jun 1-Jun 7, 08	Registration Fee. 6 Nights @ \$4.00/Night.	24.00	0.00	24.00
	Jun 1-Jun 7, 08	Nightly Housing Rate. 6 Nights @ \$35.00/Night.	210.00	12.29	239.09
Buys Stephanie	Jun 1-Jun 7, 08	Nightly Housing Rate. 6 Nights @ \$35.00/Night.	210.00	12.29	239.09
	Jun 1-Jun 7, 08	Registration Fee. 6 Nights @ \$4.00/Night.	24.00	0.00	24.00
	Jun 1-Jun 7, 08	Economy Linen Plan. 6 Nights @ \$3.00/Night.	18.00	0.00	19.44
Callahan Vicki	Jun 1-Jun 7, 08	Economy Linen Plan. 6 Nights @ \$3.00/Night.	18.00	0.00	19.44
	Jun 1-Jun 7, 08	Registration Fee. 6 Nights @ \$4.00/Night.	24.00	0.00	24.00
	Jun 1-Jun 7, 08	Nightly Housing Rate. 6 Nights @ \$35.00/Night.	210.00	12.29	239.09
Cameron Susan	Jun 1-Jun 7, 08	Nightly Housing Rate. 6 Nights @ \$35.00/Night.	210.00	12.29	239.09

# Adventures in Science

group billing with participant detail, page 8

3/17/2012

Name	Check-In/Out	Item	Charge	Tax	Total
Cameron Susan	Jun 1-Jun 7, 08	Registration Fee. 6 Nights @ \$4.00/Night.	24.00	0.00	24.00
	Jun 1-Jun 7, 08	Economy Linen Plan. 6 Nights @ \$3.00/Night.	18.00	0.00	19.44
Cella Terri	Jun 1-Jun 7, 08	Economy Linen Plan. 6 Nights @ \$3.00/Night.	18.00	0.00	19.44
	Jun 1-Jun 7, 08	Registration Fee. 6 Nights @ \$4.00/Night.	24.00	0.00	24.00
	Jun 1-Jun 7, 08	Nightly Housing Rate. 6 Nights @ \$35.00/Night.	210.00	12.29	239.09
Charles Gary	Jun 1-Jun 7, 08	Nightly Housing Rate. 6 Nights @ \$35.00/Night.	210.00	12.29	239.09
	Jun 1-Jun 7, 08	Registration Fee. 6 Nights @ \$4.00/Night.	24.00	0.00	24.00
	Jun 1-Jun 7, 08	Economy Linen Plan. 6 Nights @ \$3.00/Night.	18.00	0.00	19.44
Chesley Carolyn	Jun 1-Jun 7, 08	Economy Linen Plan. 6 Nights @ \$3.00/Night.	18.00	0.00	19.44
	Jun 1-Jun 7, 08	Registration Fee. 6 Nights @ \$4.00/Night.	24.00	0.00	24.00
	Jun 1-Jun 7, 08	Nightly Housing Rate. 6 Nights @ \$35.00/Night.	210.00	12.29	239.09
Clarke Tom	Jun 1-Jun 7, 08	Nightly Housing Rate. 6 Nights @ \$35.00/Night.	210.00	12.29	239.09
	Jun 1-Jun 7, 08	Registration Fee. 6 Nights @ \$4.00/Night.	24.00	0.00	24.00
	Jun 1-Jun 7, 08	Economy Linen Plan. 6 Nights @ \$3.00/Night.	18.00	0.00	19.44
Clift Mary	Jun 1-Jun 7, 08	Economy Linen Plan. 6 Nights @ \$3.00/Night.	18.00	0.00	19.44
	Jun 1-Jun 7, 08	Registration Fee. 6 Nights @ \$4.00/Night.	24.00	0.00	24.00
	Jun 1-Jun 7, 08	Nightly Housing Rate. 6 Nights @ \$35.00/Night.	210.00	12.29	239.09
Cline Jennifer	Jun 1-Jun 7, 08	Nightly Housing Rate. 6 Nights @ \$35.00/Night.	210.00	12.29	239.09
	Jun 1-Jun 7, 08	Registration Fee. 6 Nights @ \$4.00/Night.	24.00	0.00	24.00
	Jun 1-Jun 7, 08	Economy Linen Plan. 6 Nights @ \$3.00/Night.	18.00	0.00	19.44
Colver D. Vaughan	Jun 1-Jun 7, 08	Economy Linen Plan. 6 Nights @ \$3.00/Night.	18.00	0.00	19.44
	Jun 1-Jun 7, 08	Registration Fee. 6 Nights @ \$4.00/Night.	24.00	0.00	24.00
	Jun 1-Jun 7, 08	Nightly Housing Rate. 6 Nights @ \$35.00/Night.	210.00	12.29	239.09
Cook Lee	Jun 1-Jun 7, 08	Nightly Housing Rate. 6 Nights @ \$35.00/Night.	210.00	12.29	239.09
	Jun 1-Jun 7, 08	Registration Fee. 6 Nights @ \$4.00/Night.	24.00	0.00	24.00
	Jun 1-Jun 7, 08	Economy Linen Plan. 6 Nights @ \$3.00/Night.	18.00	0.00	19.44
Cooper Debra	Jun 1-Jun 7, 08	Economy Linen Plan. 6 Nights @ \$3.00/Night.	18.00	0.00	19.44
	Jun 1-Jun 7, 08	Registration Fee. 6 Nights @ \$4.00/Night.	24.00	0.00	24.00
	Jun 1-Jun 7, 08	Nightly Housing Rate. 6 Nights @ \$35.00/Night.	210.00	12.29	239.09
Cordova Beth	Jun 1-Jun 7, 08	Nightly Housing Rate. 6 Nights @ \$35.00/Night.	210.00	12.29	239.09
	Jun 1-Jun 7, 08	Registration Fee. 6 Nights @ \$4.00/Night.	24.00	0.00	24.00
	Jun 1-Jun 7, 08	Economy Linen Plan. 6 Nights @ \$3.00/Night.	18.00	0.00	19.44
Coupe Cherry	Jun 1-Jun 7, 08	Economy Linen Plan. 6 Nights @ \$3.00/Night.	18.00	0.00	19.44
	Jun 1-Jun 7, 08	Registration Fee. 6 Nights @ \$4.00/Night.	24.00	0.00	24.00
	Jun 1-Jun 7, 08	Nightly Housing Rate. 6 Nights @ \$35.00/Night.	210.00	12.29	239.09
Craig Horst	Jun 1-Jun 7, 08	Nightly Housing Rate. 6 Nights @ \$35.00/Night.	210.00	12.29	239.09
	Jun 1-Jun 7, 08	Registration Fee. 6 Nights @ \$4.00/Night.	24.00	0.00	24.00

# Adventures in Science

group billing with participant detail, page 9

3/17/2012

Name	Check-In/Out	Item	Charge	Tax	Total
Craig Horst	Jun 1-Jun 7, 08	Economy Linen Plan. 6 Nights @ \$3.00/Night.	18.00	0.00	19.44
Cummings Tyla	Jun 1-Jun 7, 08	Economy Linen Plan. 6 Nights @ \$3.00/Night.	18.00	0.00	19.44
	Jun 1-Jun 7, 08	Registration Fee. 6 Nights @ \$4.00/Night.	24.00	0.00	24.00
	Jun 1-Jun 7, 08	Nightly Housing Rate. 6 Nights @ \$35.00/Night.	210.00	12.29	239.09
Davidson Julie	Jun 1-Jun 7, 08	Nightly Housing Rate. 6 Nights @ \$35.00/Night.	210.00	12.29	239.09
	Jun 1-Jun 7, 08	Registration Fee. 6 Nights @ \$4.00/Night.	24.00	0.00	24.00
	Jun 1-Jun 7, 08	Economy Linen Plan. 6 Nights @ \$3.00/Night.	18.00	0.00	19.44
Day Jean	Jun 1-Jun 7, 08	Economy Linen Plan. 6 Nights @ \$3.00/Night.	18.00	0.00	19.44
	Jun 1-Jun 7, 08	Registration Fee. 6 Nights @ \$4.00/Night.	24.00	0.00	24.00
	Jun 1-Jun 7, 08	Nightly Housing Rate. 6 Nights @ \$35.00/Night.	210.00	12.29	239.09
Dettman Kathy	Jun 1-Jun 7, 08	Nightly Housing Rate. 6 Nights @ \$35.00/Night.	210.00	12.29	239.09
	Jun 1-Jun 7, 08	Registration Fee. 6 Nights @ \$4.00/Night.	24.00	0.00	24.00
	Jun 1-Jun 7, 08	Economy Linen Plan. 6 Nights @ \$3.00/Night.	18.00	0.00	19.44
Dewey Margaret	Jun 1-Jun 7, 08	Economy Linen Plan. 6 Nights @ \$3.00/Night.	18.00	0.00	19.44
	Jun 1-Jun 7, 08	Registration Fee. 6 Nights @ \$4.00/Night.	24.00	0.00	24.00
	Jun 1-Jun 7, 08	Nightly Housing Rate. 6 Nights @ \$35.00/Night.	210.00	12.29	239.09
Dischbein Caryl	Jun 1-Jun 7, 08	Nightly Housing Rate. 6 Nights @ \$35.00/Night.	210.00	12.29	239.09
	Jun 1-Jun 7, 08	Registration Fee. 6 Nights @ \$4.00/Night.	24.00	0.00	24.00
	Jun 1-Jun 7, 08	Economy Linen Plan. 6 Nights @ \$3.00/Night.	18.00	0.00	19.44
Drynan Marci	Jun 1-Jun 7, 08	Economy Linen Plan. 6 Nights @ \$3.00/Night.	18.00	0.00	19.44
	Jun 1-Jun 7, 08	Registration Fee. 6 Nights @ \$4.00/Night.	24.00	0.00	24.00
	Jun 1-Jun 7, 08	Nightly Housing Rate. 6 Nights @ \$35.00/Night.	210.00	12.29	239.09
Duff Janelle	Jun 1-Jun 7, 08	Nightly Housing Rate. 6 Nights @ \$35.00/Night.	210.00	12.29	239.09
	Jun 1-Jun 7, 08	Registration Fee. 6 Nights @ \$4.00/Night.	24.00	0.00	24.00
	Jun 1-Jun 7, 08	Economy Linen Plan. 6 Nights @ \$3.00/Night.	18.00	0.00	19.44
Dunning Chris	Jun 1-Jun 7, 08	Economy Linen Plan. 6 Nights @ \$3.00/Night.	18.00	0.00	19.44
	Jun 1-Jun 7, 08	Registration Fee. 6 Nights @ \$4.00/Night.	24.00	0.00	24.00
	Jun 1-Jun 7, 08	Nightly Housing Rate. 6 Nights @ \$35.00/Night.	210.00	12.29	239.09
Eddington Kathryn	Jun 1-Jun 7, 08	Nightly Housing Rate. 6 Nights @ \$35.00/Night.	210.00	12.29	239.09
	Jun 1-Jun 7, 08	Registration Fee. 6 Nights @ \$4.00/Night.	24.00	0.00	24.00
	Jun 1-Jun 7, 08	Economy Linen Plan. 6 Nights @ \$3.00/Night.	18.00	0.00	19.44
Edil Susan	Jun 1-Jun 7, 08	Economy Linen Plan. 6 Nights @ \$3.00/Night.	18.00	0.00	19.44
	Jun 1-Jun 7, 08	Registration Fee. 6 Nights @ \$4.00/Night.	24.00	0.00	24.00
	Jun 1-Jun 7, 08	Nightly Housing Rate. 6 Nights @ \$35.00/Night.	210.00	12.29	239.09
Ellenberger David	Jun 1-Jun 7, 08	Nightly Housing Rate. 6 Nights @ \$35.00/Night.	210.00	12.29	239.09
	Jun 1-Jun 7, 08	Registration Fee. 6 Nights @ \$4.00/Night.	24.00	0.00	24.00
	Jun 1-Jun 7, 08	Economy Linen Plan. 6 Nights @ \$3.00/Night.	18.00	0.00	19.44

# Adventures in Science

group billing with participant detail, page 10

3/17/2012

Name	Check-In/Out	Item	Charge	Tax	Total
Engbersen Kim	Jun 1-Jun 7, 08	Economy Linen Plan. 6 Nights @ \$3.00/Night.	18.00	0.00	19.44
	Jun 1-Jun 7, 08	Registration Fee. 6 Nights @ \$4.00/Night.	24.00	0.00	24.00
	Jun 1-Jun 7, 08	Nightly Housing Rate. 6 Nights @ \$35.00/Night.	210.00	12.29	239.09
Eyre Ann L.	Jun 1-Jun 7, 08	Nightly Housing Rate. 6 Nights @ \$35.00/Night.	210.00	12.29	239.09
	Jun 1-Jun 7, 08	Registration Fee. 6 Nights @ \$4.00/Night.	24.00	0.00	24.00
	Jun 1-Jun 7, 08	Economy Linen Plan. 6 Nights @ \$3.00/Night.	18.00	0.00	19.44
Farfegnugen Karen	Jun 1-Jun 7, 08	Economy Linen Plan. 6 Nights @ \$3.00/Night.	18.00	0.00	19.44
	Jun 1-Jun 7, 08	Registration Fee. 6 Nights @ \$4.00/Night.	24.00	0.00	24.00
	Jun 1-Jun 7, 08	Nightly Housing Rate. 6 Nights @ \$35.00/Night.	210.00	12.29	239.09
Fiebiger Jackie	Jun 1-Jun 7, 08	Nightly Housing Rate. 6 Nights @ \$35.00/Night.	210.00	12.29	239.09
	Jun 1-Jun 7, 08	Registration Fee. 6 Nights @ \$4.00/Night.	24.00	0.00	24.00
	Jun 1-Jun 7, 08	Economy Linen Plan. 6 Nights @ \$3.00/Night.	18.00	0.00	19.44
Flaig April	Jun 1-Jun 7, 08	Economy Linen Plan. 6 Nights @ \$3.00/Night.	18.00	0.00	19.44
	Jun 1-Jun 7, 08	Registration Fee. 6 Nights @ \$4.00/Night.	24.00	0.00	24.00
	Jun 1-Jun 7, 08	Nightly Housing Rate. 6 Nights @ \$35.00/Night.	210.00	12.29	239.09
Flandro Rick	Jun 1-Jun 7, 08	Nightly Housing Rate. 6 Nights @ \$35.00/Night.	210.00	12.29	239.09
	Jun 1-Jun 7, 08	Registration Fee. 6 Nights @ \$4.00/Night.	24.00	0.00	24.00
	Jun 1-Jun 7, 08	Economy Linen Plan. 6 Nights @ \$3.00/Night.	18.00	0.00	19.44
Foisy Marnie	Jun 1-Jun 7, 08	Economy Linen Plan. 6 Nights @ \$3.00/Night.	18.00	0.00	19.44
	Jun 1-Jun 7, 08	Registration Fee. 6 Nights @ \$4.00/Night.	24.00	0.00	24.00
	Jun 1-Jun 7, 08	Nightly Housing Rate. 6 Nights @ \$35.00/Night.	210.00	12.29	239.09
Gammon Ann	Jun 1-Jun 7, 08	Nightly Housing Rate. 6 Nights @ \$35.00/Night.	210.00	12.29	239.09
	Jun 1-Jun 7, 08	Registration Fee. 6 Nights @ \$4.00/Night.	24.00	0.00	24.00
	Jun 1-Jun 7, 08	Economy Linen Plan. 6 Nights @ \$3.00/Night.	18.00	0.00	19.44
Gant Grant	Jun 1-Jun 7, 08	Economy Linen Plan. 6 Nights @ \$3.00/Night.	18.00	0.00	19.44
	Jun 1-Jun 7, 08	Registration Fee. 6 Nights @ \$4.00/Night.	24.00	0.00	24.00
	Jun 1-Jun 7, 08	Nightly Housing Rate. 6 Nights @ \$35.00/Night.	210.00	12.29	239.09
Gibson Mel	Jun 1-Jun 7, 08	Nightly Housing Rate. 6 Nights @ \$35.00/Night.	210.00	12.29	239.09
	Jun 1-Jun 7, 08	Registration Fee. 6 Nights @ \$4.00/Night.	24.00	0.00	24.00
	Jun 1-Jun 7, 08	Economy Linen Plan. 6 Nights @ \$3.00/Night.	18.00	0.00	19.44
Glover Carolyn	Jun 1-Jun 7, 08	Economy Linen Plan. 6 Nights @ \$3.00/Night.	18.00	0.00	19.44
	Jun 1-Jun 7, 08	Registration Fee. 6 Nights @ \$4.00/Night.	24.00	0.00	24.00
	Jun 1-Jun 7, 08	Nightly Housing Rate. 6 Nights @ \$35.00/Night.	210.00	12.29	239.09
Goldblum Jeff	Jun 1-Jun 7, 08	Nightly Housing Rate. 6 Nights @ \$35.00/Night.	210.00	12.29	239.09
	Jun 1-Jun 7, 08	Registration Fee. 6 Nights @ \$4.00/Night.	24.00	0.00	24.00
	Jun 1-Jun 7, 08	Economy Linen Plan. 6 Nights @ \$3.00/Night.	18.00	0.00	19.44
Gonzales Lori	Jun 1-Jun 7, 08	Economy Linen Plan. 6 Nights @ \$3.00/Night.	18.00	0.00	19.44

# Adventures in Science

group billing with participant detail, page 11

3/17/2012

Name	Check-In/Out	Item	Charge	Tax	Total
Gonzales Lori	Jun 1-Jun 7, 08	Registration Fee. 6 Nights @ \$4.00/Night.	24.00	0.00	24.00
	Jun 1-Jun 7, 08	Nightly Housing Rate. 6 Nights @ \$35.00/Night.	210.00	12.29	239.09
Goodman Donell	Jun 1-Jun 7, 08	Nightly Housing Rate. 6 Nights @ \$35.00/Night.	210.00	12.29	239.09
	Jun 1-Jun 7, 08	Registration Fee. 6 Nights @ \$4.00/Night.	24.00	0.00	24.00
	Jun 1-Jun 7, 08	Economy Linen Plan. 6 Nights @ \$3.00/Night.	18.00	0.00	19.44
Goss Jason	Jun 1-Jun 7, 08	Economy Linen Plan. 6 Nights @ \$3.00/Night.	18.00	0.00	19.44
	Jun 1-Jun 7, 08	Registration Fee. 6 Nights @ \$4.00/Night.	24.00	0.00	24.00
	Jun 1-Jun 7, 08	Nightly Housing Rate. 6 Nights @ \$35.00/Night.	210.00	12.29	239.09
Griffiths Vicki	Jun 1-Jun 7, 08	Nightly Housing Rate. 6 Nights @ \$35.00/Night.	210.00	12.29	239.09
	Jun 1-Jun 7, 08	Registration Fee. 6 Nights @ \$4.00/Night.	24.00	0.00	24.00
	Jun 1-Jun 7, 08	Economy Linen Plan. 6 Nights @ \$3.00/Night.	18.00	0.00	19.44
Hamilton Perry	Jun 1-Jun 7, 08	Economy Linen Plan. 6 Nights @ \$3.00/Night.	18.00	0.00	19.44
	Jun 1-Jun 7, 08	Registration Fee. 6 Nights @ \$4.00/Night.	24.00	0.00	24.00
	Jun 1-Jun 7, 08	Nightly Housing Rate. 6 Nights @ \$35.00/Night.	210.00	12.29	239.09
Hamilton Tuncer	Jun 1-Jun 7, 08	Nightly Housing Rate. 6 Nights @ \$35.00/Night.	210.00	12.29	239.09
	Jun 1-Jun 7, 08	Registration Fee. 6 Nights @ \$4.00/Night.	24.00	0.00	24.00
	Jun 1-Jun 7, 08	Economy Linen Plan. 6 Nights @ \$3.00/Night.	18.00	0.00	19.44
Hansen W. J.	Jun 1-Jun 7, 08	Economy Linen Plan. 6 Nights @ \$3.00/Night.	18.00	0.00	19.44
	Jun 1-Jun 7, 08	Registration Fee. 6 Nights @ \$4.00/Night.	24.00	0.00	24.00
	Jun 1-Jun 7, 08	Nightly Housing Rate. 6 Nights @ \$35.00/Night.	210.00	12.29	239.09
Hargraves Peter	Jun 1-Jun 7, 08	Nightly Housing Rate. 6 Nights @ \$35.00/Night.	210.00	12.29	239.09
	Jun 1-Jun 7, 08	Registration Fee. 6 Nights @ \$4.00/Night.	24.00	0.00	24.00
	Jun 1-Jun 7, 08	Economy Linen Plan. 6 Nights @ \$3.00/Night.	18.00	0.00	19.44
Hendricks Susanne	Jun 1-Jun 7, 08	Economy Linen Plan. 6 Nights @ \$3.00/Night.	18.00	0.00	19.44
	Jun 1-Jun 7, 08	Registration Fee. 6 Nights @ \$4.00/Night.	24.00	0.00	24.00
	Jun 1-Jun 7, 08	Nightly Housing Rate. 6 Nights @ \$35.00/Night.	210.00	12.29	239.09
Hesse Lynn	Jun 1-Jun 7, 08	Nightly Housing Rate. 6 Nights @ \$35.00/Night.	210.00	12.29	239.09
	Jun 1-Jun 7, 08	Registration Fee. 6 Nights @ \$4.00/Night.	24.00	0.00	24.00
	Jun 1-Jun 7, 08	Economy Linen Plan. 6 Nights @ \$3.00/Night.	18.00	0.00	19.44
Heywood Margaret	Jun 1-Jun 7, 08	Economy Linen Plan. 6 Nights @ \$3.00/Night.	18.00	0.00	19.44
	Jun 1-Jun 7, 08	Registration Fee. 6 Nights @ \$4.00/Night.	24.00	0.00	24.00
	Jun 1-Jun 7, 08	Nightly Housing Rate. 6 Nights @ \$35.00/Night.	210.00	12.29	239.09
Hiatt Robert	Jun 1-Jun 7, 08	Nightly Housing Rate. 6 Nights @ \$35.00/Night.	210.00	12.29	239.09
	Jun 1-Jun 7, 08	Registration Fee. 6 Nights @ \$4.00/Night.	24.00	0.00	24.00
	Jun 1-Jun 7, 08	Economy Linen Plan. 6 Nights @ \$3.00/Night.	18.00	0.00	19.44
Hubacka Chris	Jun 1-Jun 7, 08	Economy Linen Plan. 6 Nights @ \$3.00/Night.	18.00	0.00	19.44
	Jun 1-Jun 7, 08	Registration Fee. 6 Nights @ \$4.00/Night.	24.00	0.00	24.00

# Adventures in Science

group billing with participant detail, page 12

3/17/2012

Name	Check-In/Out	Item	Charge	Tax	Total
Hubacka Chris	Jun 1-Jun 7, 08	Nightly Housing Rate. 6 Nights @ \$35.00/Night.	210.00	12.29	239.09
Hyung Lisa	Jun 1-Jun 7, 08	Nightly Housing Rate. 6 Nights @ \$35.00/Night.	210.00	12.29	239.09
	Jun 1-Jun 7, 08	Registration Fee. 6 Nights @ \$4.00/Night.	24.00	0.00	24.00
	Jun 1-Jun 7, 08	Economy Linen Plan. 6 Nights @ \$3.00/Night.	18.00	0.00	19.44
J Billy Bob	Jun 1-Jun 7, 08	Economy Linen Plan. 6 Nights @ \$3.00/Night.	18.00	0.00	19.44
	Jun 1-Jun 7, 08	Registration Fee. 6 Nights @ \$4.00/Night.	24.00	0.00	24.00
	Jun 1-Jun 7, 08	Nightly Housing Rate. 6 Nights @ \$35.00/Night.	210.00	12.29	239.09
Johnson Bouvier	Jun 1-Jun 7, 08	Nightly Housing Rate. 6 Nights @ \$35.00/Night.	210.00	12.29	239.09
	Jun 1-Jun 7, 08	Registration Fee. 6 Nights @ \$4.00/Night.	24.00	0.00	24.00
	Jun 1-Jun 7, 08	Economy Linen Plan. 6 Nights @ \$3.00/Night.	18.00	0.00	19.44
Jorgenson Olj	Jun 1-Jun 7, 08	Economy Linen Plan. 6 Nights @ \$3.00/Night.	18.00	0.00	19.44
	Jun 1-Jun 7, 08	Registration Fee. 6 Nights @ \$4.00/Night.	24.00	0.00	24.00
	Jun 1-Jun 7, 08	Nightly Housing Rate. 6 Nights @ \$35.00/Night.	210.00	12.29	239.09
Judd Kevin	Jun 1-Jun 7, 08	Nightly Housing Rate. 6 Nights @ \$35.00/Night.	210.00	12.29	239.09
	Jun 1-Jun 7, 08	Registration Fee. 6 Nights @ \$4.00/Night.	24.00	0.00	24.00
	Jun 1-Jun 7, 08	Economy Linen Plan. 6 Nights @ \$3.00/Night.	18.00	0.00	19.44
Kalani Michelle	Jun 1-Jun 7, 08	Economy Linen Plan. 6 Nights @ \$3.00/Night.	18.00	0.00	19.44
	Jun 1-Jun 7, 08	Registration Fee. 6 Nights @ \$4.00/Night.	24.00	0.00	24.00
	Jun 1-Jun 7, 08	Nightly Housing Rate. 6 Nights @ \$35.00/Night.	210.00	12.29	239.09
Keisel Jeff	Jun 1-Jun 7, 08	Nightly Housing Rate. 6 Nights @ \$35.00/Night.	210.00	12.29	239.09
	Jun 1-Jun 7, 08	Registration Fee. 6 Nights @ \$4.00/Night.	24.00	0.00	24.00
	Jun 1-Jun 7, 08	Economy Linen Plan. 6 Nights @ \$3.00/Night.	18.00	0.00	19.44
Kelly Jill	Jun 1-Jun 7, 08	Economy Linen Plan. 6 Nights @ \$3.00/Night.	18.00	0.00	19.44
	Jun 1-Jun 7, 08	Registration Fee. 6 Nights @ \$4.00/Night.	24.00	0.00	24.00
	Jun 1-Jun 7, 08	Nightly Housing Rate. 6 Nights @ \$35.00/Night.	210.00	12.29	239.09
Kendall David	Jun 1-Jun 7, 08	Nightly Housing Rate. 6 Nights @ \$35.00/Night.	210.00	12.29	239.09
	Jun 1-Jun 7, 08	Registration Fee. 6 Nights @ \$4.00/Night.	24.00	0.00	24.00
	Jun 1-Jun 7, 08	Economy Linen Plan. 6 Nights @ \$3.00/Night.	18.00	0.00	19.44
Knop Lisa	Jun 1-Jun 7, 08	Economy Linen Plan. 6 Nights @ \$3.00/Night.	18.00	0.00	19.44
	Jun 1-Jun 7, 08	Registration Fee. 6 Nights @ \$4.00/Night.	24.00	0.00	24.00
	Jun 1-Jun 7, 08	Nightly Housing Rate. 6 Nights @ \$35.00/Night.	210.00	12.29	239.09
Koop Chris	Jun 1-Jun 7, 08	Nightly Housing Rate. 6 Nights @ \$35.00/Night.	210.00	12.29	239.09
	Jun 1-Jun 7, 08	Registration Fee. 6 Nights @ \$4.00/Night.	24.00	0.00	24.00
	Jun 1-Jun 7, 08	Economy Linen Plan. 6 Nights @ \$3.00/Night.	18.00	0.00	19.44
Krick Natalie	Jun 1-Jun 7, 08	Economy Linen Plan. 6 Nights @ \$3.00/Night.	18.00	0.00	19.44
	Jun 1-Jun 7, 08	Registration Fee. 6 Nights @ \$4.00/Night.	24.00	0.00	24.00
	Jun 1-Jun 7, 08	Nightly Housing Rate. 6 Nights @ \$35.00/Night.	210.00	12.29	239.09

# Adventures in Science

group billing with participant detail, page 13

3/17/2012

Name	Check-In/Out	Item	Charge	Tax	Total
Kyu Sun Erica	Jun 1-Jun 7, 08	Nightly Housing Rate. 6 Nights @ \$35.00/Night.	210.00	12.29	239.09
	Jun 1-Jun 7, 08	Registration Fee. 6 Nights @ \$4.00/Night.	24.00	0.00	24.00
	Jun 1-Jun 7, 08	Economy Linen Plan. 6 Nights @ \$3.00/Night.	18.00	0.00	19.44
Lacanienta Linda Lou	Jun 1-Jun 7, 08	Economy Linen Plan. 6 Nights @ \$3.00/Night.	18.00	0.00	19.44
	Jun 1-Jun 7, 08	Registration Fee. 6 Nights @ \$4.00/Night.	24.00	0.00	24.00
	Jun 1-Jun 7, 08	Nightly Housing Rate. 6 Nights @ \$35.00/Night.	210.00	12.29	239.09
Lang Kelly	Jun 1-Jun 7, 08	Nightly Housing Rate. 6 Nights @ \$35.00/Night.	210.00	12.29	239.09
	Jun 1-Jun 7, 08	Registration Fee. 6 Nights @ \$4.00/Night.	24.00	0.00	24.00
	Jun 1-Jun 7, 08	Economy Linen Plan. 6 Nights @ \$3.00/Night.	18.00	0.00	19.44
LeMoine Sharon	Jun 1-Jun 7, 08	Economy Linen Plan. 6 Nights @ \$3.00/Night.	18.00	0.00	19.44
	Jun 1-Jun 7, 08	Registration Fee. 6 Nights @ \$4.00/Night.	24.00	0.00	24.00
	Jun 1-Jun 7, 08	Nightly Housing Rate. 6 Nights @ \$35.00/Night.	210.00	12.29	239.09
Leo Mary	Jun 1-Jun 7, 08	Nightly Housing Rate. 6 Nights @ \$35.00/Night.	210.00	12.29	239.09
	Jun 1-Jun 7, 08	Registration Fee. 6 Nights @ \$4.00/Night.	24.00	0.00	24.00
	Jun 1-Jun 7, 08	Economy Linen Plan. 6 Nights @ \$3.00/Night.	18.00	0.00	19.44
Lockman Sheri	Jun 1-Jun 7, 08	Economy Linen Plan. 6 Nights @ \$3.00/Night.	18.00	0.00	19.44
	Jun 1-Jun 7, 08	Registration Fee. 6 Nights @ \$4.00/Night.	24.00	0.00	24.00
	Jun 1-Jun 7, 08	Nightly Housing Rate. 6 Nights @ \$35.00/Night.	210.00	12.29	239.09
Luben Angie	Jun 1-Jun 7, 08	Nightly Housing Rate. 6 Nights @ \$35.00/Night.	210.00	12.29	239.09
	Jun 1-Jun 7, 08	Registration Fee. 6 Nights @ \$4.00/Night.	24.00	0.00	24.00
	Jun 1-Jun 7, 08	Economy Linen Plan. 6 Nights @ \$3.00/Night.	18.00	0.00	19.44
<i>West Tower Total</i>			19,152.00	934.04	21,472.28
<b>Totals</b>					
Participant Count = 153			38,706.00	1,880.37	43,377.09



# SeattleTechnology Group

Skip Anderson  
640 West Lake Samish Drive  
Boulder, CO 97666

Invoice Number: 0677557

Invoice Date: 3/8/2012

Thank you for your participation in University Housing's Conference Services Program. We appreciate the opportunity to serve you and your program participants.

## Confirmation

Confirmation Date:	3/8/12	Arrival Date:	Sunday June 15, 2008
Conference:	Camera Club	Departure Date:	Friday June 20, 2008
Confirmed In:	North Tower 0130A	Nights Reserved:	5
Room Type:	Single		

## Account Summary

Date	Item	Amount	Tax	Total
<b>Charges</b>				
6/20/2008	1 Lost Key. 1 @ \$75.00.	75.00	0.00	75.00
6/20/2008	Single Room. 5 Nights @ \$23.75/Night.	118.75	6.95	125.70
6/20/2008	Camera Club T-Shirt. 1 @ \$14.00.	14.00	0.00	14.00
6/20/2008	Lobster Dinner and Lecture. 1 @ \$25.00.	25.00	0.00	25.00
<b>Payment</b>				
11/8/2001	Payment received. Check.			\$100.00
<b>Balance Due :</b>		232.75	6.95	139.70

This invoice may be settled via check, credit card, or E-Ticket. All Groups who provide a Sales & Use Tax Certificate of Exemption Form will be exempt from sales tax.

Checks should be made payable to the *University Conference Services* and sent to the attention of:

Housing Business and Human Resources Office  
Conference Services Program  
Department of University Housing  
Russ Hall, University of The West  
Seattle, WA 30388

Please contact (706) 542-8306 or [ifidh@uyypa.edu](mailto:ifidh@uyypa.edu) to discuss payment via credit card or E-Ticket, or if you have any questions regarding this invoice.

# Adventures in Science

participant rooming list, page 1

3/17/2012

Name	Building/Room	Status	Check-In/Out	# of Nights
Albertson Victoria	North Tower 0130A	Registered	June 1 - June 7, 2012	6
Andersen Karen	North Tower 0130B	Registered	June 1 - June 7, 2012	6
Bell Cathy		Registered	June 1 - June 7, 2012	6
Barnhart Matt	North Tower 0140A	Registered	June 1 - June 7, 2012	6
Barzee Yoon		Registered	June 1 - June 7, 2012	6
Ballard Jerry	North Tower 0140C	Registered	June 1 - June 7, 2012	6
Barton Andrew		Registered	June 1 - June 7, 2012	6
Money Yo Yo	North Tower 0150B	Registered	June 1 - June 7, 2012	6
Monsen Sherry		Registered	June 1 - June 7, 2012	6
Morioka Linda	North Tower 0160B	Registered	June 1 - June 7, 2012	6
Nicholson Bertha		Registered	June 1 - June 7, 2012	6
Parrish Marlene	North Tower 0170A	Registered	June 1 - June 7, 2012	6
Paull LaDawn		Registered	June 1 - June 7, 2012	6
Paulson Lisa	North Tower 0170B	Registered	June 1 - June 7, 2012	6
Pendley Jane		Registered	June 1 - June 7, 2012	6
Penumadu Peg	North Tower 0180A	Registered	June 1 - June 7, 2012	6
Petrick Suzanne		Registered	June 1 - June 7, 2012	6
Quint Becky	North Tower 0180B	Registered	June 1 - June 7, 2012	6
Rasmussen Cindy		Registered	June 1 - June 7, 2012	6
Reel Julie	North Tower 0210B	Registered	June 1 - June 7, 2012	6
Reyes Linda		Registered	June 1 - June 7, 2012	6
Ricketts Kathy	North Tower 0220B	Registered	June 1 - June 7, 2012	6
Vitel Marseille		Registered	June 1 - June 7, 2012	6
Wakefield Judy	North Tower 0230A	Registered	June 1 - June 7, 2012	6
Walker Doneette		Registered	June 1 - June 7, 2012	6
Wamamuro Judith	North Tower 0230B	Registered	June 1 - June 7, 2012	6
Warner Ann L.		Registered	June 1 - June 7, 2012	6
Whited Mary Ann	North Tower 0240A	Registered	June 1 - June 7, 2012	6
Willay Lecil		Registered	June 1 - June 7, 2012	6

# Adventures in Science

participant rooming list, page 2

3/17/2012

Name	Building/Room	Status	Check-In/Out	# of Nights
Wizer Brycey	North Tower 0240C	Registered	June 1 - June 7, 2012	6
Won Jo Carla		Registered	June 1 - June 7, 2012	6
Woo-lin Jeani	North Tower 0250B	Registered	June 1 - June 7, 2012	6
Yeska Jeanne		Registered	June 1 - June 7, 2012	6
Yrigoyen LeeAnn	North Tower 0260B	Registered	June 1 - June 7, 2012	6
Matsen Chris	North Tower 0270A	Registered	June 1 - June 7, 2012	6
Matson Rita		Registered	June 1 - June 7, 2012	6
McBride Kay	North Tower 0270B	Registered	June 1 - June 7, 2012	6
McDonald Gail		Registered	June 1 - June 7, 2012	6
Maughan Carlos	North Tower 0330A	Registered	June 1 - June 7, 2012	6
McElroy Gilbert		Registered	June 1 - June 7, 2012	6
Merrell Allan	North Tower 0330B	Registered	June 1 - June 7, 2012	6
Morris Tony		Registered	June 1 - June 7, 2012	6
Wallace Mike	North Tower 0330C	Registered	June 1 - June 7, 2012	6
Nelson Willie	North Tower 0340A	Registered	June 1 - June 7, 2012	6
Nyberg Jeff		Registered	June 1 - June 7, 2012	6
Walker Richard	North Tower 0340C	Registered	June 1 - June 7, 2012	6
Wilding Ed		Registered	June 1 - June 7, 2012	6
Wilson Tommy	North Tower 0350B	Registered	June 1 - June 7, 2012	6
McLennan Marshall	North Tower 0360B	Registered	June 1 - June 7, 2012	6
Merrill Debbie		Registered	June 1 - June 7, 2012	6
Riggs Mary	South Tower 0130B	Registered	June 1 - June 7, 2012	6
Sather Leslie		Registered	June 1 - June 7, 2012	6
Sauve Aurora	South Tower 0140A	Registered	June 1 - June 7, 2012	6
Schmidt Camille		Registered	June 1 - June 7, 2012	6
Schmitz Laurel	South Tower 0140C	Registered	June 1 - June 7, 2012	6
Scoggins Shannon		Registered	June 1 - June 7, 2012	6
Seby Susan	South Tower 0150B	Registered	June 1 - June 7, 2012	6

# Adventures in Science

participant rooming list, page 3

3/17/2012

Name	Building/Room	Status	Check-In/Out	# of Nights
Shepherd Jane	South Tower 0150B	Registered	June 1 - June 7, 2012	6
Simpson Diane	South Tower 0160B	Registered	June 1 - June 7, 2012	6
Smith Linda		Registered	June 1 - June 7, 2012	6
Stewart Karen	South Tower 0170A	Registered	June 1 - June 7, 2012	6
Sung-Soo Tammy		Registered	June 1 - June 7, 2012	6
Taylor Becky	South Tower 0170B	Registered	June 1 - June 7, 2012	6
Tierney Joyce		Registered	June 1 - June 7, 2012	6
Tobler Donette	South Tower 0180A	Registered	June 1 - June 7, 2012	6
Trimmen Marshall		Registered	June 1 - June 7, 2012	6
Turnbolm Nancy	South Tower 0180B	Registered	June 1 - June 7, 2012	6
VanZwol Nancy		Registered	June 1 - June 7, 2012	6
Riedelback Todorowski	South Tower 0210B	Registered	June 1 - June 7, 2012	6
Roberts Dayakar		Registered	June 1 - June 7, 2012	6
Santamarina Peter	South Tower 0220B	Registered	June 1 - June 7, 2012	6
Seshadri Cem		Registered	June 1 - June 7, 2012	6
Shull Darrell	South Tower 0230A	Registered	June 1 - June 7, 2012	6
Smith Richard		Registered	June 1 - June 7, 2012	6
Sornson Brennen	South Tower 0230B	Registered	June 1 - June 7, 2012	6
Swanson Mark		Registered	June 1 - June 7, 2012	6
Udy Michael	South Tower 0240A	Registered	June 1 - June 7, 2012	6
Brandes Peggy	West Tower 0710B	Registered	June 1 - June 7, 2012	6
Brown Michelle		Registered	June 1 - June 7, 2012	6
Burke Gloria	West Tower 0720B	Registered	June 1 - June 7, 2012	6
Buys Stephanie		Registered	June 1 - June 7, 2012	6
Callahan Vicki	West Tower 0730A	Registered	June 1 - June 7, 2012	6
Cameron Susan		Registered	June 1 - June 7, 2012	6
Chesley Carolyn	West Tower 0730B	Registered	June 1 - June 7, 2012	6
Clift Mary		Registered	June 1 - June 7, 2012	6
Cline Jennifer	West Tower 0740A	Registered	June 1 - June 7, 2012	6

# Adventures in Science

participant rooming list, page 4

3/17/2012

Name	Building/Room	Status	Check-In/Out	# of Nights
Cooper Debra	West Tower 0740A	Registered	June 1 - June 7, 2012	6
Cordova Beth	West Tower 0740C	Registered	June 1 - June 7, 2012	6
Coupe Cherry		Registered	June 1 - June 7, 2012	6
Brylawski Amy	West Tower 0750A	Registered	June 1 - June 7, 2012	6
Cummings Tyla	West Tower 0750B	Registered	June 1 - June 7, 2012	6
Davidson Julie		Registered	June 1 - June 7, 2012	6
Glover Carolyn	West Tower 0760A	Registered	June 1 - June 7, 2012	6
Day Jean	West Tower 0760B	Registered	June 1 - June 7, 2012	6
Dettman Kathy		Registered	June 1 - June 7, 2012	6
Dewey Margaret	West Tower 0770A	Registered	June 1 - June 7, 2012	6
Dischbein Caryl		Registered	June 1 - June 7, 2012	6
Drynan Marci	West Tower 0770B	Registered	June 1 - June 7, 2012	6
Duff Janelle		Registered	June 1 - June 7, 2012	6
Eyre Ann L.	West Tower 0780A	Registered	June 1 - June 7, 2012	6
Farfegnugen Karen		Registered	June 1 - June 7, 2012	6
Fiebigler Jackie	West Tower 0780B	Registered	June 1 - June 7, 2012	6
Flaig April		Registered	June 1 - June 7, 2012	6
Foisy Marnie	West Tower 0810B	Registered	June 1 - June 7, 2012	6
Gammon Ann		Registered	June 1 - June 7, 2012	6
Gonzales Lori	West Tower 0820B	Registered	June 1 - June 7, 2012	6
Goodman Donell		Registered	June 1 - June 7, 2012	6
Griffiths Vicki	West Tower 0830A	Registered	June 1 - June 7, 2012	6
Hamilton Perry		Registered	June 1 - June 7, 2012	6
Hamilton Tuncer	West Tower 0830B	Registered	June 1 - June 7, 2012	6
Hendricks Susanne		Registered	June 1 - June 7, 2012	6
Hesse Lynn	West Tower 0840A	Registered	June 1 - June 7, 2012	6
Heywood Margaret		Registered	June 1 - June 7, 2012	6
Hubacka Chris	West Tower 0840C	Registered	June 1 - June 7, 2012	6
Hyung Lisa		Registered	June 1 - June 7, 2012	6

# Adventures in Science

participant rooming list, page 5

3/17/2012

Name	Building/Room	Status	Check-In/Out	# of Nights
Kalani Michelle	West Tower 0850B	Registered	June 1 - June 7, 2012	6
Kelly Jill		Registered	June 1 - June 7, 2012	6
Knop Lisa	West Tower 0860B	Registered	June 1 - June 7, 2012	6
Koop Chris		Registered	June 1 - June 7, 2012	6
Krick Natalie	West Tower 0870A	Registered	June 1 - June 7, 2012	6
Kyu Sun Erica		Registered	June 1 - June 7, 2012	6
Lacanienta Linda Lou	West Tower 0870B	Registered	June 1 - June 7, 2012	6
Lang Kelly		Registered	June 1 - June 7, 2012	6
LeMoine Sharon	West Tower 0880A	Registered	June 1 - June 7, 2012	6
Leo Mary		Registered	June 1 - June 7, 2012	6
Lockman Sheri	West Tower 0880B	Registered	June 1 - June 7, 2012	6
Luben Angie		Registered	June 1 - June 7, 2012	6
Bishop Peter	West Tower 0920B	Registered	June 1 - June 7, 2012	6
Cella Terri		Registered	June 1 - June 7, 2012	6
Charles Gary	West Tower 0930A	Registered	June 1 - June 7, 2012	6
Clarke Tom		Registered	June 1 - June 7, 2012	6
Colver D. Vaughan	West Tower 0930B	Registered	June 1 - June 7, 2012	6
Cook Lee		Registered	June 1 - June 7, 2012	6
Craig Horst	West Tower 0940A	Registered	June 1 - June 7, 2012	6
Dunning Chris		Registered	June 1 - June 7, 2012	6
Ellenberger David	West Tower 0940C	Registered	June 1 - June 7, 2012	6
Engberson Kim		Registered	June 1 - June 7, 2012	6
Flandro Rick	West Tower 0950B	Registered	June 1 - June 7, 2012	6
Gant Grant		Registered	June 1 - June 7, 2012	6
Gibson Mel	West Tower 0960B	Registered	June 1 - June 7, 2012	6
Goldblum Jeff		Registered	June 1 - June 7, 2012	6
Goss Jason	West Tower 0970A	Registered	June 1 - June 7, 2012	6
Hansen W. J.		Registered	June 1 - June 7, 2012	6
Hargraves Peter	West Tower 0970B	Registered	June 1 - June 7, 2012	6

# Adventures in Science

participant rooming list, page 6

3/17/2012

Name	Building/Room	Status	Check-In/Out	# of Nights
Hiatt Robert	West Tower 0970B	Registered	June 1 - June 7, 2012	6
J Billy Bob	West Tower 0980A	Registered	June 1 - June 7, 2012	6
Johnson Bouvier		Registered	June 1 - June 7, 2012	6
Jorgenson Olj	West Tower 0980B	Registered	June 1 - June 7, 2012	6
Judd Kevin		Registered	June 1 - June 7, 2012	6
Keisel Jeff	West Tower 1010B	Registered	June 1 - June 7, 2012	6
Kendall David		Registered	June 1 - June 7, 2012	6
Eddington Kathryn	West Tower 1020B	Registered	June 1 - June 7, 2012	6
Edil Susan		Registered	June 1 - June 7, 2012	6
<b>Totals</b>				
Participant Count = 153		Count of Nights = 918		

# Camera Club

Participant Transaction Detail page 1

3/17/2012

Date	Description	Charges	Payments	Tax	Total
<b>Anderson Skip</b>					
11/8/2001	Payment received. Visa.	0.00	376.99	0.00	-376.99
11/8/2001	Payment received. Check.	0.00	68.76	0.00	-68.76
6/20/2008	Meal Plan A. 6 Days @ \$15.00/Day.	90.00	0.00	0.00	90.00
6/20/2008	Single Room. 5 Nights @ \$23.75/Night.	118.75	0.00	0.00	118.75
6/20/2008	Camera Club T-Shirt. 1 @ \$14.00.	14.00	0.00	0.00	14.00
6/20/2008	Lobster Dinner and Lecture. 1 @ \$25.00.	25.00	0.00	0.00	25.00
Total		247.75	445.75	0.00	-198.00
<b>Billings Jacob</b>					
6/20/2008	Meal Plan A. 6 Days @ \$15.00/Day.	90.00	0.00	0.00	90.00
6/20/2008	Single Room. 5 Nights @ \$23.75/Night.	118.75	0.00	0.00	118.75
6/20/2008	Lobster Dinner and Lecture. 1 @ \$25.00.	25.00	0.00	0.00	25.00
Total		233.75	0.00	0.00	233.75
<b>Denoyer Carl</b>					
6/20/2008	Meal Plan A. 6 Days @ \$15.00/Day.	90.00	0.00	0.00	90.00
6/20/2008	Single Room. 5 Nights @ \$23.75/Night.	118.75	0.00	0.00	118.75
6/20/2008	Camera Club T-Shirt. 1 @ \$14.00.	14.00	0.00	0.00	14.00
6/20/2008	Lobster Dinner and Lecture. 1 @ \$25.00.	25.00	0.00	0.00	25.00
Total		247.75	0.00	0.00	247.75
<b>Eid Kirsten</b>					
6/20/2008	Meal Plan A. 6 Days @ \$15.00/Day.	90.00	0.00	0.00	90.00
6/20/2008	Single Room. 5 Nights @ \$23.75/Night.	118.75	0.00	0.00	118.75
Total		208.75	0.00	0.00	208.75
<b>Gentry Cathy</b>					
6/20/2008	Meal Plan A. 6 Days @ \$15.00/Day.	90.00	0.00	0.00	90.00
6/20/2008	Single Room. 5 Nights @ \$23.75/Night.	118.75	0.00	0.00	118.75
Total		208.75	0.00	0.00	208.75
<b>Grunheit Steve</b>					
6/20/2008	Meal Plan A. 6 Days @ \$15.00/Day.	90.00	0.00	0.00	90.00
6/20/2008	Single Room. 5 Nights @ \$23.75/Night.	118.75	0.00	0.00	118.75
Total		208.75	0.00	0.00	208.75
<b>Hansen Marci</b>					
6/20/2008	Meal Plan A. 6 Days @ \$15.00/Day.	90.00	0.00	0.00	90.00
6/20/2008	Single Room. 5 Nights @ \$23.75/Night.	118.75	0.00	0.00	118.75



# Camera Club

Participant Transaction Detail page 2

3/17/2012

Date	Description	Charges	Payments	Tax	Total
Total		208.75	0.00	0.00	208.75
<b>Hill Chris</b>					
6/20/2008	Meal Plan A. 6 Days @ \$15.00/Day.	90.00	0.00	0.00	90.00
6/20/2008	Single Room. 5 Nights @ \$23.75/Night.	118.75	0.00	0.00	118.75
Total		208.75	0.00	0.00	208.75
<b>Hill Lila</b>					
6/20/2008	Meal Plan A. 6 Days @ \$15.00/Day.	90.00	0.00	0.00	90.00
6/20/2008	Single Room. 5 Nights @ \$23.75/Night.	118.75	0.00	0.00	118.75
Total		208.75	0.00	0.00	208.75
<b>Smith Kevin</b>					
6/20/2008	Meal Plan A. 6 Days @ \$15.00/Day.	90.00	0.00	0.00	90.00
6/20/2008	Single Room. 5 Nights @ \$23.75/Night.	118.75	0.00	0.00	118.75
Total		208.75	0.00	0.00	208.75
<b>Tweit Gordy</b>					
6/20/2008	Meal Plan A. 6 Days @ \$15.00/Day.	90.00	0.00	0.00	90.00
6/20/2008	Single Room. 5 Nights @ \$23.75/Night.	118.75	0.00	0.00	118.75
Total		208.75	0.00	0.00	208.75
<b>Vitijlac Linda</b>					
6/20/2008	Meal Plan A. 6 Days @ \$15.00/Day.	90.00	0.00	0.00	90.00
6/20/2008	Single Room. 5 Nights @ \$23.75/Night.	118.75	0.00	0.00	118.75
Total		208.75	0.00	0.00	208.75
<b>Yaude Jane</b>					
6/20/2008	Meal Plan A. 6 Days @ \$15.00/Day.	90.00	0.00	0.00	90.00
6/20/2008	Single Room. 5 Nights @ \$23.75/Night.	118.75	0.00	0.00	118.75
Total		208.75	0.00	0.00	208.75
Report Total		2,816.75	445.75	0.00	2,371.00

## Albertson, Victoria | Western Bankers Association

North Tower, 0430B | Phone:7048 | F | Double |

Keys Out	Date/Time	Codes	Staff Initial	
Keys In	Date/Time	Codes	Staff Initial	
Parking Tag	Date Issued	Staff Initial	Date Returned	Staff Initial
Other	Out	In	Guest Signature	

Victoria Albertson  
594 W. 1425 N. Apt. X  
Sandy UT 84093

(801) 394-1407 |

Notes

SeattleTechnology  
Group

## Andersen, Karen | Western Bankers Association

North Tower, 0430B | Phone:7048 | F | Double |

Keys Out	Date/Time	Codes	Staff Initial	
Keys In	Date/Time	Codes	Staff Initial	
Parking Tag	Date Issued	Staff Initial	Date Returned	Staff Initial
Other	Out	In	Guest Signature	

Karen Andersen  
4623 Deercreek  
Salt Lake City UT 84105

(801) 278-1153 |

Notes

SeattleTechnology  
Group

Ballard, Jerry | Western Bankers Association

North Tower, 0980A | Phone:7608 | M | Double |

Keys Out	Date/Time	Codes	Staff Initial	
Keys In	Date/Time	Codes	Staff Initial	
Parking Tag	Date Issued	Staff Initial	Date Returned	Staff Initial
Other	Out	In	Guest Signature	

Jerry Ballard  
721 East 50 South  
Potsdam NY 13676

(801) 373-3274 |

Notes

SeattleTechnology  
Group

Barnhart, Matt | Western Bankers Association

North Tower, 0980A | Phone:7608 | M | Double |

Keys Out	Date/Time	Codes	Staff Initial	
Keys In	Date/Time	Codes	Staff Initial	
Parking Tag	Date Issued	Staff Initial	Date Returned	Staff Initial
Other	Out	In	Guest Signature	

Matt Barnhart  
594 W. 1425 N. Apt. X  
W. Valley City UT 84128

(801) 394-1407 |

Notes

SeattleTechnology  
Group

Barton, Andrew | Western Bankers Association

North Tower, 0980B | Phone:7608 | M | Double |

Keys Out	Date/Time	Codes	Staff Initial	
Keys In	Date/Time	Codes	Staff Initial	
Parking Tag	Date Issued	Staff Initial	Date Returned	Staff Initial
Other	Out	In	Guest Signature	

Andrew Barton  
3456 Highland Dr  
Bellingham WA 98288

Notes

SeattleTechnology  
Group

Barzee, Yoon | Western Bankers Association

North Tower, 0980B | Phone:7608 | M | Double |

Keys Out	Date/Time	Codes	Staff Initial	
Keys In	Date/Time	Codes	Staff Initial	
Parking Tag	Date Issued	Staff Initial	Date Returned	Staff Initial
Other	Out	In	Guest Signature	

Yoon Barzee  
1502 North 1900 East  
Sungbuk-ku  
Seoul, Korea 136-701  
(208) 663-4568 |

Notes

SeattleTechnology  
Group

Bell, Cathy | Western Bankers Association

North Tower, 0440A | Phone:7049 | F | Double |

Keys Out	Date/Time	Codes	Staff Initial	
Keys In	Date/Time	Codes	Staff Initial	
Parking Tag	Date Issued	Staff Initial	Date Returned	Staff Initial
Other	Out	In	Guest Signature	

Cathy Bell  
1804 South 1700 East  
Helena MT 59601

(801) 463-4629 |

Notes	SeattleTechnology Group
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Bishop, Peter | Western Bankers Association

North Tower, 1010B | Phone:7609 | M | Double |

Keys Out	Date/Time	Codes	Staff Initial	
Keys In	Date/Time	Codes	Staff Initial	
Parking Tag	Date Issued	Staff Initial	Date Returned	Staff Initial
Other	Out	In	Guest Signature	

Peter Bishop  
1669 West 1300 North  
2540 Dolp Street  
Honolulu HI 96822  
(801) 489-1344 |

Notes	SeattleTechnology Group
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# North Tower

## Guest Registration Form

**Group: Western Bankers Association**    **Dates: 8/8/2012 - 8/12/2012**

Print Date: 3/13/2012

Key Given	Room No.	Key Returned	Initial	Last Name, First	Room Type	Linen	Date In	Date Out	Total Nights	Lost Access Card	Lost Key
<input type="checkbox"/>	0430B	<input type="checkbox"/>		Albertson Victoria	Double	Economy	8/8/2012	8/12/2012	4	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	0430B	<input type="checkbox"/>		Andersen Karen	Double	Economy	8/8/2012	8/12/2012	4	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	0440A	<input type="checkbox"/>		Bell Cathy	Double	Economy	8/8/2012	8/12/2012	4	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	0440A	<input type="checkbox"/>		Brandes Peggy	Double	Economy	8/8/2012	8/12/2012	4	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	0440C	<input type="checkbox"/>		Brown Michelle	Double	Economy	8/8/2012	8/12/2012	4	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	0440C	<input type="checkbox"/>		Burke Gloria	Double	Economy	8/8/2012	8/12/2012	4	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	0450A	<input type="checkbox"/>		Brylawski Amy	Single	Economy	8/8/2012	8/12/2012	4	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	0450B	<input type="checkbox"/>		Buys Stephanie	Double	Economy	8/8/2012	8/12/2012	4	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	0450B	<input type="checkbox"/>		Callahan Vicki	Double	Economy	8/8/2012	8/12/2012	4	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	0450C	<input type="checkbox"/>		Glover Carolyn	Single	Economy	8/8/2012	8/12/2012	4	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	0460A	<input type="checkbox"/>		Wallace Mike	Single	Economy	8/8/2012	8/12/2012	4	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	0460B	<input type="checkbox"/>		Cameron Susan	Double	Economy	8/8/2012	8/12/2012	4	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	0460B	<input type="checkbox"/>		Chesley Carolyn	Double	Economy	8/8/2012	8/12/2012	4	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	0470A	<input type="checkbox"/>		Clift Mary	Double	Economy	8/8/2012	8/12/2012	4	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	0470A	<input type="checkbox"/>		Cline Jennifer	Double	Economy	8/8/2012	8/12/2012	4	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	0470B	<input type="checkbox"/>		Cooper Debra	Double	Economy	8/8/2012	8/12/2012	4	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	0470B	<input type="checkbox"/>		Cordova Beth	Double	Economy	8/8/2012	8/12/2012	4	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	0480A	<input type="checkbox"/>		Coupe Cherry	Double	Economy	8/8/2012	8/12/2012	4	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	0480A	<input type="checkbox"/>		Cummings Tyla	Double	Economy	8/8/2012	8/12/2012	4	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	0480B	<input type="checkbox"/>		Davidson Julie	Double	Economy	8/8/2012	8/12/2012	4	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	0480B	<input type="checkbox"/>		Day Jean	Double	Economy	8/8/2012	8/12/2012	4	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	0510B	<input type="checkbox"/>		Dettman Kathy	Double	Economy	8/8/2012	8/12/2012	4	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	0510B	<input type="checkbox"/>		Dewey Margaret	Double	Economy	8/8/2012	8/12/2012	4	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	0520B	<input type="checkbox"/>		Dischbein Caryl	Double	Economy	8/8/2012	8/12/2012	4	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	0520B	<input type="checkbox"/>		Drynan Marci	Double	Economy	8/8/2012	8/12/2012	4	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	0530A	<input type="checkbox"/>		Duff Janelle	Double	Economy	8/8/2012	8/12/2012	4	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	0530A	<input type="checkbox"/>		Eddington Kathryn	Double	Economy	8/8/2012	8/12/2012	4	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	0530B	<input type="checkbox"/>		Edil Susan	Double	Economy	8/8/2012	8/12/2012	4	<input type="checkbox"/>	<input type="checkbox"/>

# North Tower

## Guest Registration Form

**Group: Western Bankers Association**    **Dates: 8/8/2012 - 8/12/2012**

Print Date: 3/13/2012

Key Given	Room No.	Key Returned	Initial	Last Name, First	Room Type	Linen	Date In	Date Out	Total Nights	Lost Access Card	Lost Key
<input type="checkbox"/>	0530B	<input type="checkbox"/>		Eyre Ann L.	Double	Economy	8/8/2012	8/12/2012	4	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	0540A	<input type="checkbox"/>		Farfegnugen Karen	Double	Economy	8/8/2012	8/12/2012	4	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	0540A	<input type="checkbox"/>		Fiebiger Jackie	Double	Economy	8/8/2012	8/12/2012	4	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	0540C	<input type="checkbox"/>		Flaig April	Double	Economy	8/8/2012	8/12/2012	4	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	0540C	<input type="checkbox"/>		Foisy Marnie	Double	Economy	8/8/2012	8/12/2012	4	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	0550B	<input type="checkbox"/>		Gammon Ann	Double	Economy	8/8/2012	8/12/2012	4	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	0550B	<input type="checkbox"/>		Gonzales Lori	Double	Economy	8/8/2012	8/12/2012	4	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	0560B	<input type="checkbox"/>		Goodman Donell	Double	Economy	8/8/2012	8/12/2012	4	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	0560B	<input type="checkbox"/>		Griffiths Vicki	Double	Economy	8/8/2012	8/12/2012	4	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	0570A	<input type="checkbox"/>		Hamilton Perry	Double	Economy	8/8/2012	8/12/2012	4	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	0570A	<input type="checkbox"/>		Hamilton Tuncer	Double	Economy	8/8/2012	8/12/2012	4	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	0570B	<input type="checkbox"/>		Hendricks Susanne	Double	Economy	8/8/2012	8/12/2012	4	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	0570B	<input type="checkbox"/>		Hesse Lynn	Double	Economy	8/8/2012	8/12/2012	4	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	0580A	<input type="checkbox"/>		Heywood Margaret	Double	Economy	8/8/2012	8/12/2012	4	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	0580A	<input type="checkbox"/>		Hubacka Chris	Double	Economy	8/8/2012	8/12/2012	4	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	0580B	<input type="checkbox"/>		Hyung Lisa	Double	Economy	8/8/2012	8/12/2012	4	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	0580B	<input type="checkbox"/>		Kalani Michelle	Double	Economy	8/8/2012	8/12/2012	4	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	0610B	<input type="checkbox"/>		Kelly Jill	Double	Economy	8/8/2012	8/12/2012	4	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	0610B	<input type="checkbox"/>		Knop Lisa	Double	Economy	8/8/2012	8/12/2012	4	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	0620B	<input type="checkbox"/>		Koop Chris	Double	Economy	8/8/2012	8/12/2012	4	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	0620B	<input type="checkbox"/>		Krick Natalie	Double	Economy	8/8/2012	8/12/2012	4	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	0630A	<input type="checkbox"/>		Kyu Sun Erica	Double	Economy	8/8/2012	8/12/2012	4	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	0630A	<input type="checkbox"/>		Lacanienta Linda Lou	Double	Economy	8/8/2012	8/12/2012	4	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	0630B	<input type="checkbox"/>		Lang Kelly	Double	Economy	8/8/2012	8/12/2012	4	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	0630B	<input type="checkbox"/>		LeMoine Sharon	Double	Economy	8/8/2012	8/12/2012	4	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	0640A	<input type="checkbox"/>		Leo Mary	Double	Economy	8/8/2012	8/12/2012	4	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	0640A	<input type="checkbox"/>		Lockman Sheri	Double	Economy	8/8/2012	8/12/2012	4	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	0640C	<input type="checkbox"/>		Luben Angie	Double	Economy	8/8/2012	8/12/2012	4	<input type="checkbox"/>	<input type="checkbox"/>

# North Tower

## Guest Registration Form

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Key Given	Room No.	Key Returned	Initial	Last Name, First	Room Type	Linen	Date In	Date Out	Total Nights	Lost Access Card	Lost Key
<input type="checkbox"/>	0640C	<input type="checkbox"/>		Matsen Chris	Double	Economy	8/8/2012	8/12/2012	4	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	0650B	<input type="checkbox"/>		Matson Rita	Double	Economy	8/8/2012	8/12/2012	4	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	0650B	<input type="checkbox"/>		McBride Kay	Double	Economy	8/8/2012	8/12/2012	4	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	0660B	<input type="checkbox"/>		McDonald Gail	Double	Economy	8/8/2012	8/12/2012	4	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	0660B	<input type="checkbox"/>		McLennan Marshall	Double	Economy	8/8/2012	8/12/2012	4	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	0670A	<input type="checkbox"/>		Merrill Debbie	Double	Economy	8/8/2012	8/12/2012	4	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	0670A	<input type="checkbox"/>		Money Yo Yo	Double	Economy	8/8/2012	8/12/2012	4	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	0670B	<input type="checkbox"/>		Monsen Sherry	Double	Economy	8/8/2012	8/12/2012	4	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	0670B	<input type="checkbox"/>		Morioka Linda	Double	Economy	8/8/2012	8/12/2012	4	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	0680A	<input type="checkbox"/>		Nicholson Bertha	Double	Economy	8/8/2012	8/12/2012	4	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	0680A	<input type="checkbox"/>		Parrish Marlene	Double	Economy	8/8/2012	8/12/2012	4	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	0680B	<input type="checkbox"/>		Paull LaDawn	Double	Economy	8/8/2012	8/12/2012	4	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	0680B	<input type="checkbox"/>		Paulson Lisa	Double	Economy	8/8/2012	8/12/2012	4	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	0710B	<input type="checkbox"/>		Pendley Jane	Double	Economy	8/8/2012	8/12/2012	4	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	0710B	<input type="checkbox"/>		Penumadu Peg	Double	Economy	8/8/2012	8/12/2012	4	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	0720B	<input type="checkbox"/>		Petrick Suzanne	Double	Economy	8/8/2012	8/12/2012	4	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	0720B	<input type="checkbox"/>		Quint Becky	Double	Economy	8/8/2012	8/12/2012	4	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	0730A	<input type="checkbox"/>		Rasmussen Cindy	Double	Economy	8/8/2012	8/12/2012	4	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	0730A	<input type="checkbox"/>		Reel Julie	Double	Economy	8/8/2012	8/12/2012	4	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	0730B	<input type="checkbox"/>		Reyes Linda	Double	Economy	8/8/2012	8/12/2012	4	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	0730B	<input type="checkbox"/>		Ricketts Kathy	Double	Economy	8/8/2012	8/12/2012	4	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	0740A	<input type="checkbox"/>		Riggs Mary	Double	Economy	8/8/2012	8/12/2012	4	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	0740A	<input type="checkbox"/>		Sather Leslie	Double	Economy	8/8/2012	8/12/2012	4	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	0740C	<input type="checkbox"/>		Sauve Aurora	Double	Economy	8/8/2012	8/12/2012	4	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	0740C	<input type="checkbox"/>		Schmidt Camille	Double	Economy	8/8/2012	8/12/2012	4	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	0750B	<input type="checkbox"/>		Schmitz Laurel	Double	Economy	8/8/2012	8/12/2012	4	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	0750B	<input type="checkbox"/>		Scoggins Shannon	Double	Economy	8/8/2012	8/12/2012	4	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	0760B	<input type="checkbox"/>		Seby Susan	Double	Economy	8/8/2012	8/12/2012	4	<input type="checkbox"/>	<input type="checkbox"/>



# North Tower

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Key Given	Room No.	Key Returned	Initial	Last Name, First	Room Type	Linen	Date In	Date Out	Total Nights	Lost Access Card	Lost Key
<input type="checkbox"/>	0760B	<input type="checkbox"/>		Shepherd Jane	Double	Economy	8/8/2012	8/12/2012	4	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	0770A	<input type="checkbox"/>		Simpson Diane	Double	Economy	8/8/2012	8/12/2012	4	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	0770A	<input type="checkbox"/>		Smith Linda	Double	Economy	8/8/2012	8/12/2012	4	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	0770B	<input type="checkbox"/>		Stewart Karen	Double	Economy	8/8/2012	8/12/2012	4	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	0770B	<input type="checkbox"/>		Sung-Soo Tammy	Double	Economy	8/8/2012	8/12/2012	4	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	0920B	<input type="checkbox"/>		Taylor Becky	Double	Economy	8/8/2012	8/12/2012	4	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	0920B	<input type="checkbox"/>		Tierney Joyce	Double	Economy	8/8/2012	8/12/2012	4	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	0930A	<input type="checkbox"/>		Tobler Donette	Double	Economy	8/8/2012	8/12/2012	4	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	0930A	<input type="checkbox"/>		Trimmen Marshall	Double	Economy	8/8/2012	8/12/2012	4	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	0930B	<input type="checkbox"/>		Turnbolm Nancy	Double	Economy	8/8/2012	8/12/2012	4	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	0930B	<input type="checkbox"/>		VanZwol Nancy	Double	Economy	8/8/2012	8/12/2012	4	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	0940A	<input type="checkbox"/>		Vitel Marseille	Double	Economy	8/8/2012	8/12/2012	4	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	0940A	<input type="checkbox"/>		Wakefield Judy	Double	Economy	8/8/2012	8/12/2012	4	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	0940C	<input type="checkbox"/>		Walker Doneette	Double	Economy	8/8/2012	8/12/2012	4	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	0940C	<input type="checkbox"/>		Wamamuro Judith	Double	Economy	8/8/2012	8/12/2012	4	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	0950B	<input type="checkbox"/>		Warner Ann L.	Double	Economy	8/8/2012	8/12/2012	4	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	0950B	<input type="checkbox"/>		Whited Mary Ann	Double	Economy	8/8/2012	8/12/2012	4	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	0960B	<input type="checkbox"/>		Willay Lecil	Double	Economy	8/8/2012	8/12/2012	4	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	0960B	<input type="checkbox"/>		Wizer Brycey	Double	Economy	8/8/2012	8/12/2012	4	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	0970A	<input type="checkbox"/>		Won Jo Carla	Double	Economy	8/8/2012	8/12/2012	4	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	0970A	<input type="checkbox"/>		Woo-lin Jeani	Double	Economy	8/8/2012	8/12/2012	4	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	0970B	<input type="checkbox"/>		Yeska Jeanne	Double	Economy	8/8/2012	8/12/2012	4	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	0970B	<input type="checkbox"/>		Yrigoyen LeeAnn	Double	Economy	8/8/2012	8/12/2012	4	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	0980A	<input type="checkbox"/>		Ballard Jerry	Double	Economy	8/8/2012	8/12/2012	4	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	0980A	<input type="checkbox"/>		Barnhart Matt	Double	Economy	8/8/2012	8/12/2012	4	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	0980B	<input type="checkbox"/>		Barton Andrew	Double	Economy	8/8/2012	8/12/2012	4	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	0980B	<input type="checkbox"/>		Barzee Yoon	Double	Economy	8/8/2012	8/12/2012	4	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	1010B	<input type="checkbox"/>		Bishop Peter	Double	Economy	8/8/2012	8/12/2012	4	<input type="checkbox"/>	<input type="checkbox"/>

# North Tower

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Print Date: 3/13/2012

Key Given	Room No.	Key Returned	Initial	Last Name, First	Room Type	Linen	Date In	Date Out	Total Nights	Lost Access Card	Lost Key
<input type="checkbox"/>	1010B	<input type="checkbox"/>		Cella Terri	Double	Economy	8/8/2012	8/12/2012	4	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	1020B	<input type="checkbox"/>		Charles Gary	Double	Economy	8/8/2012	8/12/2012	4	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	1020B	<input type="checkbox"/>		Clarke Tom	Double	Economy	8/8/2012	8/12/2012	4	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	1030A	<input type="checkbox"/>		Colver D. Vaughan	Double	Economy	8/8/2012	8/12/2012	4	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	1030A	<input type="checkbox"/>		Cook Lee	Double	Economy	8/8/2012	8/12/2012	4	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	1030B	<input type="checkbox"/>		Craig Horst	Double	Economy	8/8/2012	8/12/2012	4	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	1030B	<input type="checkbox"/>		Dunning Chris	Double	Economy	8/8/2012	8/12/2012	4	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	1040A	<input type="checkbox"/>		Ellenberger David	Double	Economy	8/8/2012	8/12/2012	4	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	1040A	<input type="checkbox"/>		Engberson Kim	Double	Economy	8/8/2012	8/12/2012	4	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	1040C	<input type="checkbox"/>		Flandro Rick	Double	Economy	8/8/2012	8/12/2012	4	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	1040C	<input type="checkbox"/>		Gant Grant	Double	Economy	8/8/2012	8/12/2012	4	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	1050B	<input type="checkbox"/>		Gibson Mel	Double	Economy	8/8/2012	8/12/2012	4	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	1050B	<input type="checkbox"/>		Goldblum Jeff	Double	Economy	8/8/2012	8/12/2012	4	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	1060B	<input type="checkbox"/>		Goss Jason	Double	Economy	8/8/2012	8/12/2012	4	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	1060B	<input type="checkbox"/>		Hansen W. J.	Double	Economy	8/8/2012	8/12/2012	4	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	1070A	<input type="checkbox"/>		Hargraves Peter	Double	Economy	8/8/2012	8/12/2012	4	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	1070A	<input type="checkbox"/>		Hiatt Robert	Double	Economy	8/8/2012	8/12/2012	4	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	1070B	<input type="checkbox"/>		J Billy Bob	Double	Economy	8/8/2012	8/12/2012	4	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	1070B	<input type="checkbox"/>		Johnson Bouvier	Double	Economy	8/8/2012	8/12/2012	4	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	1080A	<input type="checkbox"/>		Jorgenson Olj	Double	Economy	8/8/2012	8/12/2012	4	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	1080A	<input type="checkbox"/>		Judd Kevin	Double	Economy	8/8/2012	8/12/2012	4	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	1080B	<input type="checkbox"/>		Keisel Jeff	Double	Economy	8/8/2012	8/12/2012	4	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	1080B	<input type="checkbox"/>		Kendall David	Double	Economy	8/8/2012	8/12/2012	4	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	1110B	<input type="checkbox"/>		Maughan Carlos	Double	Economy	8/8/2012	8/12/2012	4	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	1110B	<input type="checkbox"/>		McElroy Gilbert	Double	Economy	8/8/2012	8/12/2012	4	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	1120B	<input type="checkbox"/>		Merrell Allan	Double	Economy	8/8/2012	8/12/2012	4	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	1120B	<input type="checkbox"/>		Morris Tony	Double	Economy	8/8/2012	8/12/2012	4	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	1130A	<input type="checkbox"/>		Nelson Willie	Double	Economy	8/8/2012	8/12/2012	4	<input type="checkbox"/>	<input type="checkbox"/>

# North Tower

## Guest Registration Form

**Group: Western Bankers Association**    **Dates: 8/8/2012 - 8/12/2012**

Print Date: 3/13/2012

Key Given	Room No.	Key Returned	Initial	Last Name, First	Room Type	Linen	Date In	Date Out	Total Nights	Lost Access Card	Lost Key
<input type="checkbox"/>	1130A	<input type="checkbox"/>	_____	Nyberg Jeff	Double	Economy	8/8/2012	8/12/2012	4	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	1130B	<input type="checkbox"/>	_____	Riedelback Todorowski	Double	Economy	8/8/2012	8/12/2012	4	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	1130B	<input type="checkbox"/>	_____	Roberts Dayakar	Double	Economy	8/8/2012	8/12/2012	4	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	1140A	<input type="checkbox"/>	_____	Santamarina Peter	Double	Economy	8/8/2012	8/12/2012	4	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	1140A	<input type="checkbox"/>	_____	Seshadri Cem	Double	Economy	8/8/2012	8/12/2012	4	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	1140C	<input type="checkbox"/>	_____	Shull Darrell	Double	Economy	8/8/2012	8/12/2012	4	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	1140C	<input type="checkbox"/>	_____	Smith Richard	Double	Economy	8/8/2012	8/12/2012	4	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	1150B	<input type="checkbox"/>	_____	Sornson Brennen	Double	Economy	8/8/2012	8/12/2012	4	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	1150B	<input type="checkbox"/>	_____	Swanson Mark	Double	Economy	8/8/2012	8/12/2012	4	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	1160B	<input type="checkbox"/>	_____	Udy Michael	Double	Economy	8/8/2012	8/12/2012	4	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	1160B	<input type="checkbox"/>	_____	Walker Richard	Double	Economy	8/8/2012	8/12/2012	4	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	1170A	<input type="checkbox"/>	_____	Wilding Ed	Double	Economy	8/8/2012	8/12/2012	4	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	1170A	<input type="checkbox"/>	_____	Wilson Tommy	Double	Economy	8/8/2012	8/12/2012	4	<input type="checkbox"/>	<input type="checkbox"/>

# Bankers Associations

roster by conference and status, page 1

3/17/2012

Name	Building/Room	Check-In/Out	# of Nights
<b><i>Canceled</i></b>			
Bokel Stephe		6/7 - 6/10/2012	0
Hamilskine Reginald		6/7 - 6/10/2012	0
Lamb Joyce		6/7 - 6/10/2012	0
<i>Count of Canceled"3</i>			<i>Count of Nights:</i> 0
<b><i>Commuter</i></b>			
Anosike Irbin		6/7 - 6/10/2012	0
<i>Count of Commuter"1</i>			<i>Count of Nights:</i> 0
<b><i>No-Show</i></b>			
Anjewierden Shari	North Tower 2680B	6/7 - 6/10/2012	0
Barsh Gaye	North Tower 2680B	6/7 - 6/10/2012	0
Bingham Michelle	North Tower 0150B	6/7 - 6/10/2012	0
Ferkovich Tara	North Tower 0220B	6/7 - 6/10/2012	0
<i>Count of No-Show"4</i>			<i>Count of Nights:</i> 0
<b><i>Registered</i></b>			
Bangatter Chris	North Tower 0130B	6/7 - 6/10/2012	3
Barrick Elaine	North Tower 0130B	6/7 - 6/10/2012	3
Behnke Laura	North Tower 0140A	6/7 - 6/10/2012	3
Benson Lori	North Tower 0140C	6/7 - 6/10/2012	3
Berthelson Laurie	North Tower 0140C	6/7 - 6/10/2012	3
Boben Natalie	North Tower 0150B	6/7 - 6/10/2012	3
Boshvich Lisa	North Tower 0160B	6/7 - 6/10/2012	3
Bradford Philip	North Tower 0170A	6/7 - 6/10/2012	3
Campbell Kate	North Tower 0170A	6/7 - 6/10/2012	3
Cedeno Chris	North Tower 0170B	6/7 - 6/10/2012	3
Chamberlain Ross	North Tower 0170B	6/7 - 6/10/2012	3
Cherry Judy	North Tower 0180A	6/7 - 6/10/2012	3
Christensen Brenda	North Tower 0130C	6/7 - 6/10/2012	3
Cohen Caroline	North Tower 0180A	6/7 - 6/10/2012	3
Cottrell George	North Tower 0180B	6/7 - 6/10/2012	3
Decker Jeanette	North Tower 0180B	6/7 - 6/10/2012	3
DeHay Ann	North Tower 0210B	6/7 - 6/10/2012	3
Dowse Natalie	North Tower 0210B	6/7 - 6/10/2012	3
Evans Jeanne	North Tower 0150A	6/7 - 6/10/2012	3
Finlinson Lori	North Tower 0220B	6/7 - 6/10/2012	3

# Bankers Associations

roster by conference and status, page 2

3/17/2012

Name	Building/Room	Check-In/Out	# of Nights
Foley Axel	North Tower 0230A	6/7 - 6/10/2012	3
Franklin Judy	North Tower 0230A	6/7 - 6/10/2012	3
Frost Amirtha	North Tower 0150C	6/7 - 6/10/2012	3
Fullmer Leslie	North Tower 0230B	6/7 - 6/10/2012	3
Garner Joy Lynn	North Tower 0230B	6/7 - 6/10/2012	3
Graham Mindy	North Tower 0240A	6/7 - 6/10/2012	3
Gurr Linda	North Tower 0240A	6/7 - 6/10/2012	3
Gutz Mike	North Tower 0240C	6/7 - 6/10/2012	3
Guymon Melissa	North Tower 0240C	6/7 - 6/10/2012	3
Handy Rosalyn	North Tower 0250B	6/7 - 6/10/2012	3
Hatch Judy	North Tower 0260B	6/7 - 6/10/2012	3
Haynes Steve	North Tower 0260B	6/7 - 6/10/2012	3
Hinkelman Sherry	North Tower 0270A	6/7 - 6/10/2012	3
Holfeltz Darlene	North Tower 0130A	6/7 - 6/10/2012	3
Hollingsworth Jan	North Tower 0270B	6/7 - 6/10/2012	3
Houston Mary	North Tower 0270B	6/7 - 6/10/2012	3
Jamsa James	North Tower 0280A	6/7 - 6/10/2012	3
Jcykowski Karla	North Tower 0280A	6/7 - 6/10/2012	3
Jensen Margaret	North Tower 0280B	6/7 - 6/10/2012	3
Jones Carol	North Tower 0280B	6/7 - 6/10/2012	3
Kjar Ken	North Tower 0330A	6/7 - 6/10/2012	3
Landau Walter	North Tower 0330B	6/7 - 6/10/2012	3
Mathie Carol	North Tower 0330B	6/7 - 6/10/2012	3
Maxfield Janet	North Tower 0270C	6/7 - 6/10/2012	3
Maxwell Theron	North Tower 0280C	6/7 - 6/10/2012	3
McGillivray Jessie	North Tower 0310A	6/7 - 6/10/2012	3
McKenzie Heber	North Tower 0320A	6/7 - 6/10/2012	3
Mitchell Mrs.	North Tower 0340A	6/7 - 6/10/2012	3
Moffatt Mary	North Tower 0340A	6/7 - 6/10/2012	3
Montague Wilbur	North Tower 0340C	6/7 - 6/10/2012	3
Morgenthau Robert	North Tower 0340C	6/7 - 6/10/2012	3
Munford Paul	North Tower 0350B	6/7 - 6/10/2012	3
Newman Daughter	North Tower 0350B	6/7 - 6/10/2012	3
Oldroyd Patty	North Tower 0360B	6/7 - 6/10/2012	3
Pasqualino Tito	North Tower 0360B	6/7 - 6/10/2012	3
Persons Rod	North Tower 0370A	6/7 - 6/10/2012	3
Prestwich Krista	North Tower 0370A	6/7 - 6/10/2012	3

# Bankers Associations

roster by conference and status, page 3

3/17/2012

Name	Building/Room	Check-In/Out	# of Nights
Rash Kathy	North Tower 0370B	6/7 - 6/10/2012	3
Rawson Alan	North Tower 0370B	6/7 - 6/10/2012	3
Reigle Sonia	North Tower 0380A	6/7 - 6/10/2012	3
Reno Janet	North Tower 0380A	6/7 - 6/10/2012	3
Rice Diane	North Tower 0380B	6/7 - 6/10/2012	3
Rouzi Shirley	North Tower 0380B	6/7 - 6/10/2012	3
Rubin Robert	North Tower 0410B	6/7 - 6/10/2012	3
Seeley Tammy	North Tower 0410B	6/7 - 6/10/2012	3
Seinfeld Jerry	North Tower 0420B	6/7 - 6/10/2012	3
Sellars Mary	North Tower 0420B	6/7 - 6/10/2012	3
Shaw Cydney	North Tower 0430A	6/7 - 6/10/2012	3
Sires Jim	West Tower 0730B	6/7 - 6/10/2012	3
Southwick Beth	West Tower 0710B	6/7 - 6/10/2012	3
Spalding Teri	West Tower 0710C	6/7 - 6/10/2012	3
Spencer Collette	West Tower 0710B	6/7 - 6/10/2012	3
Steere Nancy	West Tower 0720B	6/7 - 6/10/2012	3
Stubbs Craig	West Tower 0730B	6/7 - 6/10/2012	3
Tarr Jeanie	West Tower 0720B	6/7 - 6/10/2012	3
Thornton Debbie	West Tower 0720A	6/7 - 6/10/2012	3
Tortellini Alfonso	West Tower 0740A	6/7 - 6/10/2012	3
Tripp Russ	West Tower 0740A	6/7 - 6/10/2012	3
Tuttle Susan	West Tower 0730A	6/7 - 6/10/2012	3
Valora Laurel	West Tower 0730A	6/7 - 6/10/2012	3
Wilson Tommy	West Tower 0740C	6/7 - 6/10/2012	3
Wolf Lona	South Tower 0350B	6/7 - 6/10/2012	3
Yarden Zev	West Tower 0740C	6/7 - 6/10/2012	3
Zavenini Nicholas	West Tower 0750B	6/7 - 6/10/2012	3

Count of Registered" 84

Count of Nights: 252

## Totals

Participant Count: 92

Count of Nights: 252

THE REGENTS OF THE UNIVERSITY OF THE WEST  
CONFERENCE AGREEMENT

**Date of Agreement: 03/13/2012**

This agreement is made and entered into between the **Regents of The University of the West**, on behalf of Campus Conference, Events & Catering Services (here in after called "CECS") at the Seattle campus (hereinafter called "University") and **The Adventures in Science** (*official/legal name of organization*) whose official address is **3455 North Shore Drive Chatsworth, CB 97334** (hereinafter called "Sponsoring Organization"). In consideration of the mutual promises and agreements of the parties hereto, it is hereby agreed as follows:

I. LODGING

A. HDRS agrees to reserve residence hall lodging accommodations for the conference **The Adventures in Science**, details as follows: Location:            (see § V.F.)

150 Estimated participants and staff [NOTE: this is your "**Reserved Number**"]

165 Reserved Bed Spaces

**01-June-2012**

Check-in date, FIRST night of accommodation.

**07-June-2012**

Check out date.

20 Additional participants (estimated) who shall attend but shall not reside in University owned housing

B. DEADLINE - GUARANTEED NUMBER: The Sponsoring Organization agrees to provide, in writing, a "**Guaranteed Number**" of participants and staff by 05/02/2012 (30 days prior to the first day of the conference). The Sponsoring Organization must guarantee at least 75% of the initial "Reserved Number,". (see §IV.B.2.a).

NOTE: If the Sponsoring Organization fails to submit a Guaranteed Number by the aforementioned deadline date, the Reserved Number of participants and staff (or apartments) from §I.A. shall be used as the Guaranteed Number.

C. DEADLINE - PARTICIPANT LIST: The Sponsoring Organization agrees to provide a list of participants and staff. The University will provide a placement sheet 30 days prior to the event date for room assignments. The sponsoring organization agrees to submit/return the completed form no later than two weeks (14 days) prior to the check-in date. If this list is not received by the above date, there shall be an additional late processing fee of \$50 per each calendar day late. (see §V.E.2).

D. Check-in time on 06/01/2012 shall be no earlier than 2 PM.  
Staff check-in on .

E. Check-out time on 06/07/2012 shall be no later than 11 AM.  
Staff check-out on .

F. The University shall provide light housekeeping service.

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- G. The University SHALL NOT provide linen service. Linen service includes a pillow, pillow case, two flat sheets, towel, hand towel, and wash cloth, per person. Linen numbers will be based on your final guarantee number, additional linen sets required will be charged at a flat rate of \$20.00 per set.

## II. FOOD SERVICE

- A. The University agrees to make available to the conference participants and staff residing in its residence halls the following dining commons meals:

750 breakfasts

845 lunches

905 dinners

Meals begin with **Dinner** on **06/01/2012** and end with **Breakfast** on **06/07/2012**.

Meals in the residence halls are buffet style, and all you care to eat.

Cash door prices are:

- \$6.95 for breakfast      \$9.95 for lunch      \$11.95 for dinner  
(rates may be subject to change)

**Your designated meal times are as follows:**

		<i>Breakfast</i> (guests / time)	<i>Lunch</i> (guests / time)	<i>Dinner</i> (guests / time)
North	6/1/2012	<i>No Breakfast Service</i>	<i>No Lunch Service</i>	150 @ 5:00PM
	6/2/2012	150 @ 8:00AM	170 @ 12:00PM	150 @ 5:00PM
	6/3/2012	<i>No Breakfast Service</i>	170 @ 12:00PM	150 @ 5:00PM
	6/4/2012	150 @ 8:00AM	165 @ 12:00PM	150 @ 5:00PM
	6/5/2012	150 @ 8:00AM	170 @ 12:00PM	155 @ 5:00PM
	6/6/2012	150 @ 8:00AM	170 @ 12:00PM	150 @ 5:00PM
	6/7/2012	150 @ 8:00AM	<i>No Lunch Service</i>	<i>No Dinner Service</i>

- B. The University reserves the right to designate all meal hours, and determine how meals are provided. All special meals and catered events are to be arranged only through CECS.

- 1) Special meals and catered events must be arranged no later than thirty (30) days prior to the first day of the conference. The final number of participants for special meals and catered events must be confirmed ten (10) full working days prior to the event. Charges may vary depending on your choices. Applicable Sales Tax shall be assessed on all catered or special event food functions.
- 2) For catered meals taken in lieu of regular meals, the Sponsoring Organization shall receive a per-person credit toward their catered event for an amount equal to the equivalent of the specific dining commons meal.
- 3) Each conference participant will be issued a meal card or wrist band. It must be presented to the cashier when entering the Residential Restaurant at meal times. Meal cards and wrist bands must be returned at the time of check out. The cost for lost meal cards or a wrist band is \$50.00 each. If a meal card or wrist band is lost, please contact CECS immediately.

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C. If you are planning to serve alcohol at any event on campus, please inform CECS 30 days prior to the event. The service of alcoholic beverages must be in accordance with UCR guidelines and applicable state law. No alcohol is allowed in any of our residence halls, bedrooms or meeting rooms. The Alumni and Visitor Center or the Barn, are the only locations where alcohol is allowed. The University reserves the right to refuse service of alcohol to any individual. Additional liability, insurance and permission forms are required for organizations serving alcoholic beverages.

### III. FACILITIES AND EQUIPMENT

- A. **DEADLINE - ROOMS/FACILITIES:** Arrangements for use of classrooms, meeting rooms, auditoriums and athletic facilities must be made no later than thirty (30) days prior to the first day of the conference. Additional fees may apply to meeting rooms usage depending upon your specific requirements and arrangement needs.
- B. **DEADLINE - EQUIPMENT:** Audio-visual and special equipment requests must be submitted fourteen (14) days prior to the first day of the conference.
- C. The CECS event coordinator will meet with your group organizer to finalize all of your meeting room requests. They will coordinate with the various departments on campus to fulfill all of your requirements.
- D. Rates and facilities available are subject to change without notice.
- E. Meeting space assigned:
  - 1) Facilities -- Meeting facilities, auditoriums and/or classrooms requested by the Sponsoring Organization shall be reserved by the University, based on availability. The Sponsoring Organization shall be billed for these facilities, based on current University rates. The Sponsoring Organization shall be responsible for any cancellation fees pertaining to a particular space.
  - 2) Keys -- There is an additional charge of \$50 for any lost or unreturned room key. The Sponsoring Organization shall be charged this fee for any keys lost by participants during the conference, or any keys not returned by check-out time. There will be an additional charge to the Sponsoring Organization of \$50 for any lost or unreturned facility key.
  - 3) Equipment -- Additional costs for equipment are determined by the appropriate University supplier or by the rental price charged by outside vendors. **All equipment charges and services rendered may be subject to tax.**
  - 4) Parking -- Conference participants who wish to park on campus must obtain a parking permit for the duration of the conference. Permitted must park only in designated lots and must abide by all campus parking and traffic regulations. CECS is not authorized to waive parking citations or fines. The University reserves the right to engage the services of Parking personnel for check-in or check-out traffic management, most fees are already covered in the package price rate, however, there may be some additional fees involved for security or other services that may be required depending upon the type of your event.
  - 5) Damages -- The Sponsoring Organization shall be charged for any destruction or defacement of University property that is caused by any participants or guests of the Sponsoring Organization. Charges may include, but are not limited to; excessive cleaning, lost, missing or damaged room items, moving of furniture, or failure to abide by University policies and procedures.

### IV. FINANCIAL ARRANGEMENTS & AGREEMENT DEADLINE

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A. DEADLINE - CONFERENCE AGREEMENT

The Sponsoring Organization agrees to return this agreement, signed by a representative by March 27, 2012 with a non refundable deposit of **\$3,867.50**

**IMPORTANT DEADLINE NOTICE:**

this AGREEMENT SHALL BE RENDERED NULL AND VOID IF not RETURNED, signed, TO THE UNIVERSITY BY THE ABOVE DATE. THE SPONSORING ORGANIZATION SHALL then BE REQUIRED TO RESUBMIT A REQUEST TO THE UNIVERSITY TO DETERMINE AVAILABILITY OF CONFERENCE LODGING/FACILITIES, AND A NEW AGREEMENT SHALL BE PRODUCED.

B. CHARGES/COMPUTATION OF COSTS

1) Room & Board Fees and applicable taxes

Per-person charges for lodging and standard meals shall be assessed by the University and billed to the Sponsoring Organization as follows: (estimated computation of costs)

Category	#	Item	Rate	# Units	Units	Amount	
<u>Housing</u>							
	50	Singles	Single room North Tower	\$43.50	7	Night(s)	\$15,225.00
	100	Doubles	Double room North Tower	\$33.50	7	Night(s)	\$23,450.00
Subtotal							\$38,675.00
<b>Totals</b>							
						\$38,675.00	

2) Attrition Fee Schedule

a) Guarantee Number: Thirty (30) days prior to the first day of the conference, the Sponsoring Organization must provide the Guaranteed Number of participants and staff. If the Guaranteed Number is less than 75% of the initial Reserved Number, the Sponsoring Organization shall be charged for the full 75% of the initial "Reserved Number".

b) Guaranteed but Not Present Fee: Based on check-in records from the conference, if the **number of participants and staff actually residing** in the residence halls is fewer than the Guaranteed Number provided on **the guaranteed date**, the Sponsoring Organization shall be charged the full guarantee number at the full package rate.

c) Any additional approved lodging and meal costs shall be assessed accordingly, and the contract may be updated using revised matrices to reflect these changes. All participants shall be charged a package rate. If a participant's actual length of stay does not conform exactly to any package, s/he shall be charged for the approved package (with the same arrival date) that is closest to the actual length of stay. The package charged shall be for a number of nights greater than or equal to the participant's actual stay.

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### C. PAYMENT SCHEDULE & BILLING

- 1) All conference expenses, including auxiliary services, housing and food, service charges etc., will be billed as one invoice to the "Sponsoring Organization". The agreement/contract, with an estimated amount of total charges, will be sent to the client for review. The signed contract, with a **deposit of 10%**, will be due **14 days** from the date of contract mailing.
- 2) The Sponsoring Organization agrees to pay the following:
  - 50% of the estimated total charges **30 days prior** to the event date.
  - The remaining of the estimated room & board fees for the Guaranteed Number, or the actual number of participants/staff (whichever is higher), and the total estimated charges for room/facility rentals and catered events, **7 days** prior to the event date.
- 3) As soon as is practical after the completion of the conference, the University shall provide the Sponsoring Organization with an invoice listing all charges and credits. The invoice shall be considered accurate and final if not disputed within ten (10) days of receipt. Any additional use of facilities and/or services not specified in this agreement is subject to additional charges.
- 4) The Sponsoring Organization shall pay the University for all unpaid charges within thirty (30) days of the billing date. If the University does not receive payment in full within thirty (30) days (and no prior arrangements have been made), the balance due is subject to a late charge of 1.389% per month (18% annually).
- 5) Request for proposals or Computation of costs will be quoted at the package price rates for your convenience, and will be an estimation of charges. Final invoicing shall reflect actual charges and there will be a more detailed break out, providing a more comprehensive view of your specific fees.

### V. PROGRAM/ REGISTRATION DETAILS

- A. The Sponsoring Organization shall submit to the University a tentative written agenda thirty (30) days prior to the commencement of the program. A final written agenda shall be submitted fourteen (14) days prior to the commencement of the program.
- B. All programming/events must be approved by the University.

Initial \_\_\_\_\_

- C. It is the responsibility of the group director/staff personnel to inform program participants and visitors of applicable guidelines and emergency procedures. A detailed packet of information will be provided to the group director for information purposes. We suggest disseminating this information at the first group meeting, or when everyone is together.

Important Housing Unit Regulations

- No pets
- No smoking in University Buildings - Smoking is allowed in designated smoking areas only
- No alcohol/substance abuse - Use of these substances will result in disciplinary action and/or removal from the residence halls, and the University campus
- Do not move or rearrange residence hall furniture-fines may be assessed
- Do not tamper with fire alarms or extinguishers - They are there for an actual emergency, fines will be assessed for false alarms
- Please make sure all trash is placed in the proper receptacles, and linen is stacked neatly for pick-up.

- D. There is a Residence Services Office for each residential hall (RSO). They are open during the Summer months, days and times may vary, and will be posted for your convenience. Many front desk type services are offered at these locations, please see your Guest Information booklet for further information. A conference assistant is also available on call after hours in case of any emergency, and their number will be posted at each (RSO) office within all of the halls.

- E. The Residence Service Offices will be handling your guest lists and registration information. The University will provide a placement sheet 30 days prior to the event date for room assignments. The sponsoring organization agrees to submit/return the completed form, gender specific, no later than two weeks (14 days) prior to the check-in date. This allows the RSO staff to finalize all placements prior to your arrival, and provide you with a confirmed copy of the rooming list (7) days prior to your event. You may wish to allow the Residence Service team to assign your guests to rooms, and they will be glad to assist you with that process as well.

- 1.) A final placement sheet is required by University emergency guidelines, and will be kept confidential.
- 2.) A \$50.00 charge will be assessed each day the placement sheet is late.

- F. ASSIGNMENTS -- HDRS does not promise or guarantee participant assignment to any particular residence hall room, floor, or building. HDRS may require participants and guests of the Sponsoring Organization to move to another room, floor, or building at the University's discretion, practicable, reasonable notice shall be given to the Sponsoring Organization.

## VI. SUPERVISION

Adult, live-in supervision is required with all youth groups. The University requires one (1) adult, eighteen (18) years of age or older, for every ten (10) youths in attendance. (The University considers a youth to be any person under eighteen (18) years of age.) The Sponsoring Organization shall provide adequate supervision of all participants in the program, in accordance with all University policies, procedures and house rules to the University's satisfaction during their entire stay at the University. HDRS reserves the right to request additional supervision at its discretion. If the Sponsoring Organization does not provide adequate supervision within 24 hours after the request, HDRS shall contract for the appropriate services at the expense of the Sponsoring Organization.

Initial \_\_\_\_\_

## VII. ADDITIONAL REQUIREMENTS & INFORMATION

A. CONFERENCE MATERIALS SENT TO THE UNIVERSITY -- The Sponsoring Organization must inform HDRS of any materials being shipped to the University in order to coordinate receipt of packages. The Sponsoring Organization must arrange for the return shipping (at its own expense) of any surplus materials. HDRS reserves the right to discard any materials not removed within three days after the close of the conference. The University is not responsible for any lost or damaged items left on University property.

### B. USE OF RES HALL FITNESS ROOMS -- Indemnification Requirement

The Sponsoring Organization shall indemnify, defend and hold harmless the University, its officers, agents and employees against any and all claims that may be made or instituted against any of them by reason of injury (including death) arising out of the use of the residential Fitness Rooms by the Sponsoring Organization's participants and guests even if such injury is caused by or results from the negligent acts or omissions of the University, its officers, employees or agents.

C. SECURITY, HEALTH & SAFETY -- When using University facilities, it shall be the Sponsoring Organization's responsibility to ensure that:

1. Medical release forms on each conference participant are filled out and maintained, and are available to staff here on campus for emergency purposes. An emergency duty form will be requested from the sponsoring organization, indicating emergency cell phone numbers, and who in the group holds the medical release forms.
2. Properly certified medical personnel are used as required in the event of an injury to a participant or spectator resulting from or arising out of its activities on University property. Medical emergency services are available and can be reached by calling 911.
3. Activities are conducted in a manner that take into account the health, safety, and well-being of the Sponsoring Organization's participants; that appropriately trained personnel staff supervise activities on University property; and that in the event that its own personnel are unable to supervise or control matters that may result from or arise during their activities on University property, such that these matters may then pose a threat to persons or property, it shall contact law enforcement agencies immediately and request assistance. Law enforcement services are available and can be reached at phone number (555-888-1111) or 911.

D. ENTRY -- University personnel designated to perform such duties as cleaning, inventory, repairs, and emergency service, may enter any residence hall room or area to perform their duties. When practicable such personnel shall give prior notification to the occupants of the room of intended entry.

E. PROPERTY -- The University assumes no responsibility and provides no insurance or financial protection for the personal property of the participants and guests of the Sponsoring Organization.

## VIII. INDEMNIFICATION

The Sponsoring Organization shall defend, indemnify and hold the University, its officers, agents, and employees, harmless from and against any and all claims, damages, costs, expenses (including reasonable attorneys' fees), losses, or liabilities, arising out of or in any way connected with the performance of this Agreement including, without limitation, claims for loss or damage to any property, or for death or injury to any person or persons with the exception of those claims, damages, costs, expenses, losses, or liabilities arising from the sole negligence of the University, its officers, agents, or employees.

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IX. INSURANCE

The Sponsoring Organization, at its sole cost and expense, shall insure its activities in connection with this agreement and obtain, keep in force, and maintain insurance as follows:

A. COMMERCIAL FORM GENERAL LIABILITY

(Contractual liability included) with minimum limits as follow:

1. General Aggregate	<u>\$1,000,000</u>
2. Products/Completed Operations Aggregate	<u>\$2,000,000</u>
3. Personal and Advertising Injury	<u>\$1,000,000</u>
4. Each Occurrence	<u>\$2,000,000</u>

B. BUSINESS AUTOMOBILE LIABILITY

For owned, scheduled, non-owned, or hired automobiles with a combined single limit of not less than dollars \$1,000,000 per occurrence.

\*Required only if vehicles are driven into the center campus or special circumstances involving parking lots with vehicle use beyond normal parking operations.

C. WORKERS' COMPENSATION as required under California State law.

D. ADDITIONAL REQUIREMENTS:

1. The coverage required under Subparagraph IX.A and IX.B.. shall not limit the liability of the Sponsoring Organization.
2. The coverage referred to under Subparagraph IX.A and IX.B. shall include THE REGENTS OF The University of the West as an additional insure. **General Liability coverage shall be endorsed to include The University of the West as an additional insured.**
3. The Certificate of Insurance CERTIFICATE HOLDER shall be named as follows, and mailed accordingly:  
REGENTS OF The University of the West  
Conference, Events & Catering Services  
1923 25th Ave. West H1344  
3544 Chuckanut Drive  
Seattle, WA 87999

Initial \_\_\_\_\_

4. Certificates of Insurance are due to the CECS office **THIRTY (30) DAYS** prior to the event date. Advance written notice to the University of any material modification, change, or cancellation of the above insurance coverage requires 10 days advance written notice as well as for non-payment of premium.
5. Failure to meet the University's insurance requirements shall make this agreement null and void and shall result in cancellation of event.
6. Any Third-Party Vendors who provide Event Equipment, Catering Services, Disk Jockey services, etc. shall insure, at their sole cost and expense, their activities and obtain, keep in force, and maintain insurance. If Sponsoring Organization intends to use a Third Party Vendor it shall notify University and University shall provide to Sponsoring Organization the types and limits of insurance that it requires of the Third Party Vendor. The Third Party Vendor shall be required to provide evidence of coverage before it can provide services, (30 days prior to the event date).

**IMPORTANT DEADLINE NOTICE:**

**IF CERTIFICATES OF INSURANCE AND ENDORSEMENTS ARE NOT FURNISHED BY THE ABOVE DATE, THIS AGREEMENT SHALL BE RENDERED NULL AND VOID. THE SPONSORING ORGANIZATION SHALL THEN BE REQUIRED TO RESUBMIT A REQUEST TO THE UNIVERSITY TO DETERMINE AVAILABILITY OF CONFERENCE LODGING/FACILITIES, AND A NEW AGREEMENT SHALL BE PRODUCED.**

**X. ADVANCE PUBLICITY**

A. The Sponsoring Organization agrees to submit to HDRS for its advance approval all information regarding their conference program, rates, etc., before printing or mailing. HDRS shall not unnecessarily withhold approval and shall approve the material within (10) ten working days. If HDRS does not contact the Sponsoring Organization concerning the material within that time, the Sponsoring Organization may assume the material is approved.

B. Advertised room and board rates may not exceed actual rates charged by HDRS.

C. The name "The University of the West" is the property of the State. No person shall, without the permission of The Regents of The University of the West, use this name, or any abbreviation of it or any name of which these words are a part in any of the following ways:

- 1) To designate any business, social, political, religious, or other organization, including but not limited to, any corporation, firm, partnership, association, group, activity or enterprise; or
- 2) To imply, indicate or otherwise suggest that any such organization is connected or affiliated with, or is endorsed, favored, or supported by or is opposed by the The University of the West; or
- 3) To display, advertise, or announce this name publicly at or in connection with any meeting, assembly, or demonstration, or any propaganda, advertising or promotional activity of any kind which has for its purpose or any part of its purpose, support, endorsement, advancement, of any political, religious, sociological, economic movement, activity or program.

Provided, that nothing in this section shall interfere with, or restrict, the right of any person to make a true and accurate statement of his present or former relationship or connection with, his employment by, or his enrollment in, The University of the West in the course of stating his experience or qualifications for any academic, governmental, business, or professional, credit or enrollment, or in connection with any academic, governmental, professional, or other employment whatsoever.

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XI. AMERICANS WITH DISABILITIES ACT

In accordance with the provisions of the Americans with Disabilities Act, certain services, facilities and/or accommodations may be required for participants in Sponsoring Organization's event. It is the Sponsoring Organization's sole responsibility to determine whether any such needs exist and whether the University has the capability to provide for them. The sponsoring Organization agrees to pay all costs for such services, equipment, or facilities furnished by University at the request of the Sponsoring Organization.

XII. SEXUAL HARASSMENT POLICY

The University of the West is committed to creating and maintaining a community in which all persons who participate in programs and activities at the University can work together in an atmosphere free of all forms (including sexual) of harassment, exploitation, or intimidation. Specifically, every member of a program held at the University should be aware that the University is strongly opposed to sexual harassment and that such behavior is prohibited both by law and by University policy. It is the intention of the University to take whatever action may be needed to prevent, correct and if necessary, discipline behavior which violates this policy.

XIII. APPLICABLE LAW

A. This agreement shall be governed by the laws of The University of the West.

B. Tax-exempt organizations must furnish a State Certificate of Exemption to the University forty-five (45) days prior to the conference.

XIV. CANCELLATION

A. If, for any reason, the Sponsoring Organization wishes to cancel the conference, it may do so up to **30 days prior** to the event date with written notice.

B. If written notice is received after **30 days** prior to the scheduled conference, a 50% cost of all estimated charges will be assessed to the sponsoring group.

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XV. FORCE MAJEURE

A. In the event that the University buildings, property or facilities shall be destroyed or substantially damaged by fire or other casualty, or in the event that other circumstances render the fulfillment of this agreement impractical or impossible, the Sponsoring Organization shall be obligated to pay the fees hereinabove stipulated only for those services, activities and events which shall have occurred prior to said casualty or circumstances.

B. The Sponsoring Organization hereby waives any claim for damages or compensation resulting from fire, casualty, or other circumstances causing curtailment of this agreement.

C. If any event a force majeure occurs or is likely to occur, including an act of God, actions or directives of a court or public authority or government, war or any threat to social stability, such as terrorism, riots, death threat, hideous crime, or civil disturbance, fire, explosion, flood, shortage of fuel, power or raw materials, disruption of transportation or communications, strikes or other labor disruption, or any other natural or man-made event beyond the reasonable control of either party, which, in the sole opinion of the University may affect the safety and/or feasibility of attendance at University by any of the Sponsoring Organization's participants at University, shall be entitled, with a written notice at any time, to terminate this Agreement and/or cancel registration of any of its participants.

D. The University shall not be held responsible for accommodation of a room due to "Acts of Nature," (e.g., flood, earthquake, and unusual weather conditions). The University also reserves the right to make special room assignments to accommodate those conditions.

E. The University at its sole discretion reserves the right to refuse service to any Sponsoring Organization or individual whose actions are deemed inappropriate.

F. If this Agreement is terminated and/or if the registration for any of Sponsoring Organization's participants is cancelled pursuant to set forth above, but prior to commencement of the conference, University shall refund one hundred percent (100%) of the fees paid for any participant whose registration is so cancelled. In case the termination and/or cancellation of registration pursuant is effected after the conference has begun, University shall be entitled to deduct a portion of the fees paid for the period from the commencement of the conference until the date of the termination/cancellation notice. In addition, the Sponsoring Organization's obligation to pay a part or whole of the charges which have not been paid until the termination date shall also cease to exist.

XVI. NONWAIVER

It is agreed that any waiver and non-enforcement by the University of any term or condition of this Agreement shall not constitute a waiver of any subsequent breach of the same or any other term or condition of this Agreement. Acceptance by the University of any payment after the Sponsoring Organization's breach of any provision of this Agreement shall not be deemed a waiver of such provision or any prior subsequent breach of any provision, other than the Sponsoring Organization's failure to make timely payments so accepted whether or not the University knew of the breach at the time such payment was accepted.

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**\*Please initial at the bottom left of each page, indicating that you have read and understand the principles of this agreement.**

Initial \_\_\_\_\_

We, the undersigned, do hereby enter into this facilities and services agreement, as witnessed by our signatures below, and warrant that we have authority to sign on behalf of the University or the Sponsoring Organization.

**REGENTS of The University of the West**

**Seattle Campus**

**Conference, Events & Catering Services**

\_\_\_\_\_  
*Sponsoring Organization*

*(Official/Legal Name of Organization)*

*Representative* (Oranizer)

\_\_\_\_\_  
*Representative*

**Director, Conference, Events & Catering Services**

*Title*

*Title* \_\_\_\_\_

Date: \_\_\_\_\_

Date \_\_\_\_\_

Phone \_\_\_\_\_

Cell Phone: \_\_\_\_\_

Email \_\_\_\_\_

**IMPORTANT DEADLINE NOTICE:**

**THE FOLLOWING ITEMS MUST BE RETURNED TO THE UNIVERSITY BY**

- 03/27/2012 CONFERENCE AGREEMENT, SIGNED BY REPRESENTATIVE OF SPONSORING ORGANIZATION
- 03/27/2012 NONREFUNDABLE DEPOSIT
- 05/02/2012 CERTIFICATES OF INSURANCE FOR ALL INSURANCE REQUIREMENTS
- 05/02/2012 FINAL GUARANTEE NUMBER
- 05/02/2012 FINAL AGENDA
- 05/02/2012 50% ESTIMATED BALANCE PAYMENT
- 05/18/2012 FINAL PLACEMENT SHEET ACCORDING TO GENDER
- 05/25/2012 REMAINING BALANCE PAYMENT

**IF ALL ITEMS ARE NOT RETURNED TO THE UNIVERSITY BY THE ABOVE DATE, THIS AGREEMENT SHALL BE RENDERED NULL AND VOID. THE SPONSORING ORGANIZATION SHALL THEN BE REQUIRED TO RESUBMIT A REQUEST TO THE UNIVERSITY TO DETERMINE AVAILABILITY OF CONFERENCE LODGING/FACILITIES, AND A NEW AGREEMENT SHALL BE PRODUCED.**

**PLEASE MAKE ALL PAYMENTS PAYABLE TO "UC REGENTS"**

**MAIL ALL PAYMENTS TO THE FOLLOWING ADDRESS:**

The University of the West  
Conference, Events & Catering Services  
1923 25th Ave. West H1344  
3544 Chuckanut Drive  
Seattle, WA 87999

Initial \_\_\_\_\_

# SeattleTechnology Group

Pete Dawson  
344 Chuckanut Drive  
Bellingham, WA 98225

Invoice Date: 3/8/2012  
Invoice Number: 678965

Conference: **Northwest Ski Extreme**  
Subgroup: Crystal Mountain  
Arrival Date: Friday, August 15, 2008  
Departure Date: Monday, August 18, 2008

Thank you for your participation in University Housing's Conference Services Program. We appreciate the opportunity to serve you and your program participants.

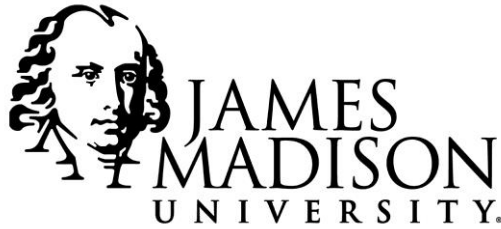
## Account Summary

Date	Item - Name	Amount	Tax	Total
<b>Charges</b>				
8/18/2008	Double Room. 3 Nights @ \$15.00/Night. Chad Benson	45.00	0.00	45.00
8/18/2008	Double Room. 3 Nights @ \$15.00/Night. Lori Benson	45.00	0.00	45.00
8/18/2008	Single Room. 3 Nights @ \$21.00/Night. Morris Aurthor	63.00	0.00	63.00
8/18/2008	Single Room. 3 Nights @ \$21.00/Night. Debbie Berg	63.00	0.00	63.00
8/18/2008	Single Room. 3 Nights @ \$21.00/Night. Gary Schloss	63.00	0.00	63.00
8/18/2008	Single Room. 3 Nights @ \$21.00/Night. Kim Schloss	63.00	0.00	63.00
<b>Balance Due :</b>				<b>342.00</b>

## On-Campus Housing

Name	Building and Room	Room Type	Check-In/Out	# of Nights
Aurthor Morris	North Tower 0130B	Single	August 15 - August 18	3
Benson Chad	North Tower 0130A	Double	August 15 - August 18	3
Benson Lori	North Tower 0130A	Double	August 15 - August 18	3
Berg Debbie	North Tower 0130C	Single	August 15 - August 18	3
Schloss Gary	North Tower 0140A	Single	August 15 - August 18	3
Schloss Kim	North Tower 0140C	Single	August 15 - August 18	3

Please contact (706) 542-8306 or [ifidh@uypa.edu](mailto:ifidh@uypa.edu) to discuss payment via credit card or E-Ticket, or if you have any questions regarding this invoice.



# Request for Proposal

## RFP# LBS-835

**Conference Services Management System**

**12/19/14**

**James Madison University will be closed on the following  
dates for the holidays:**

**December 22<sup>nd</sup>, 2014- January 2<sup>nd</sup>, 2015**



College of William and Mary  
George Mason University  
James Madison University  
Old Dominion University  
Radford University  
The University of Virginia  
Virginia Commonwealth University  
Virginia Military Institute  
Virginia Tech

# REQUEST FOR PROPOSAL

RFP # LBS-835

**Issue Date:** December 19, 2014  
**Title:** Conference Services Management System  
**Issuing Agency:** Commonwealth of Virginia  
James Madison University  
Procurement Services MSC 5720  
752 Ott Street, Wine Price Bldg.  
First Floor, Suite 1023  
Harrisonburg, VA 22807

**Period of Contract:** From Date of Award Through One Year (Renewable)

**Sealed Proposals Will Be Received Until 2:30 p.m. on January 22, 2015 (Eastern) For Furnishing The Services Described Herein.**

*SEALED PROPOSALS MAY BE MAILED, EXPRESS MAILED, OR HAND DELIVERED DIRECTLY TO THE ISSUING AGENCY SHOWN ABOVE.*

All Inquiries For Information and Clarification Should Be Directed To: LeeAnne Beatty Smith, CPPB, VCA, CUPO, Buyer Senior Procurement Services, [smith2LB@jmu.edu](mailto:smith2LB@jmu.edu) 540/568-7523 (Fax) 540/568-7936 not later than five business days before the proposal closing date.

**NOTE: THE SIGNED PROPOSAL AND ALL ATTACHMENTS SHALL BE RETURNED**

In compliance with this Request for Proposal and to all the conditions imposed herein, the undersigned offers and agrees to furnish the goods/services in accordance with the attached signed proposal or as mutually agreed upon by subsequent negotiation.

Name and Address of Firm:

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
By: \_\_\_\_\_  
(Signature in Ink)  
Name: \_\_\_\_\_  
(Please Print)  
Title: \_\_\_\_\_  
Date: \_\_\_\_\_  
Phone: \_\_\_\_\_  
Web Address: \_\_\_\_\_  
Fax #: \_\_\_\_\_  
Email: \_\_\_\_\_

ACKNOWLEDGE RECEIPT OF ADDENDUM: #1\_\_\_\_\_ #2\_\_\_\_\_ #3\_\_\_\_\_ #4\_\_\_\_\_ #5\_\_\_\_\_ (please initial)

SMALL, WOMAN OR MINORITY OWNED BUSINESS:

☐ YES; ☐ NO; IF YES ⇒⇒ ☐ SMALL; ☐ WOMAN; ☐ MINORITY IF MINORITY: ☐ AA; ☐ HA; ☐ AsA; ☐ NW

**Note: This public body 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.**

# ***REQUEST FOR PROPOSAL***

*RFP # LBS-835*

## ***TABLE OF CONTENTS***

I. PURPOSE .....	Page 1
II. BACKGROUND .....	Page 1
III. SMALL, WOMAN-OWNED AND MINORITY PARTICIPATION .....	Page 2
IV. STATEMENT OF NEEDS .....	Pages 2-11
V. PROPOSAL PREPARATION AND SUBMISSION .....	Pages 11-13
VI. EVALUATION AND AWARD CRITERIA.....	Pages 14
VII. GENERAL TERMS AND CONDITIONS.....	Pages 14-20
VIII. SPECIAL TERMS AND CONDITIONS .....	Pages 20-28
IX. METHOD OF PAYMENT .....	Page 28
X. PRICING SCHEDULE.....	Page 28
XI. ATTACHMENTS.....	Page 28

[A.](#) Offeror Data Sheet

[B.](#) SWaM Utilization Plan

[C.](#) Sample of Standard Contract

## **I. PURPOSE**

The purpose of this Request for Proposal (RFP) is to solicit sealed proposals from qualified sources to enter into a contract to provide a conference services management system for James Madison University (JMU), an agency of the Commonwealth of Virginia. Initial contract shall be for one (1) year with an option to renew for nine (9) additional one-year periods.

## **II. BACKGROUND**

James Madison University (JMU) is a comprehensive public institution in Harrisonburg, Virginia with an enrollment of approximately 20,000 students and 3,000 faculty and staff. There are over 600 individual departments on campus that support seven academic divisions. The University offers over 120 majors, minors, and concentrations. JMU's campus covers 721 acres and is comprised of 112 buildings. JMU has 34 student housing buildings on campus with a current residence hall capacity of 6,308.

JMU's Conference Services offers logistical support for camps and conferences held on-campus and helps to foster safe, successful, and meaningful events. On average, Conference Services works with approximately eighty (80) unique camps and conferences and accommodates nearly 10,000 participants during the summer months. Conference events can be scheduled by JMU departments or organizations, as well as off-campus businesses, civic or religious organizations, and other government agencies. Conference Services manages all aspects of housing, meals, and facility space for these groups, as well as registration services and fiscal management for a limited number of clients. The office is comprised of three (3) full-time year-round employees and up to sixteen (16) student staffers during summer operations.

The Conference Services office currently uses a variety of programs and paper-based solutions to accomplish day-to-day work. The rooming process for assigning groups to residence halls is accomplished by using printed dorm diagrams along with an electronic Excel spreadsheet roster. Individual participant names are typed into the spreadsheet roster, which are then merged with another Excel document to create final rooming rosters and labels for key packets. The current process does not manage situations where residence halls are being shared between different conference groups, gender assignments are needed by floor, or when adult staffers need to be placed in dorms housing minors. Camp check-in and check-out is done manually through printed rosters that are highlighted with important notes written in and printed dorm diagrams are used to indicate which rooms need linen.

Conference Services uses separate Excel spreadsheets to track billing information, contract details, overall group reservation dates and dorm assignments. Contracts are individually created as separate Word documents that include all contact information, billing and cost numbers, and facility assignments being manually entered. Separate Excel spreadsheets are used to track billing information and create final billing summaries and invoices for groups. Individual conference coordinators fill out detailed billing forms, including number of meal plans issued, housing accommodations and bednights (*number of individuals in single or double occupancy rooms, multiplied by number of nights spent on campus*), and other miscellaneous charges such as damages, transportation costs, lost keys, linen, and facility costs.

JMU facility reservations are handled through a centralized scheduling system (*EMS Campus 4.x*). All available space is searchable and schedulable through this system. Conference Services facilitates the reservation process for conference groups and then a printed copy confirming the reserved space is kept in the individual conference event file.

### III. SMALL, WOMAN-OWNED AND MINORITY (SWAM) PARTICIPATION

It is the policy of the Commonwealth of Virginia to contribute to the establishment, preservation, and strengthening of small businesses and businesses owned by women and minorities and to encourage their participation in State procurement activities. The Commonwealth encourages contractors to provide for the participation of small businesses, and businesses owned by women and minorities through partnerships, joint ventures, subcontracts, and other contractual opportunities. Attachment B contains information on reporting spend data with subcontractors.

### IV. STATEMENT OF NEEDS

The contractor shall have available and be able to demonstrate the use and functions of the following components and/or features for a Conference Services Management System that shall integrate with EMS Campus 4.x. The approach to integration may vary so it's important to include a full description integration method and provide references for other institutions that utilize the approach. It is expected that any proposed system will already be fully developed, tested, offered publicly for sale and available immediately for installation. For this project, the University is not interested in a custom developed system. Describe in detail the manner in which each item is addressed by the system.

#### A. Application Functionality

##### 1. General

- a. Provide an executive summary of the proposed conference management system and all available modules.
- b. Describe the university user interface. Provide screen shots to illustrate.
- c. Describe the steps involved in creating user accounts, creating/editing group permissions, and deactivating/deleting/archiving user accounts.
- d. Describe the process for archiving old data.
- e. Describe the process for manually creating contact information for conference groups, sponsors, and participants. Describe how the system differentiates between different types of contact entries.
- f. Describe the ability to upload and attach relevant documents to contact records. Specify accepted file extensions.
- g. Describe the process for editing an existing contact record or other conference information.
- h. Describe how the system allows the university to create and manage meal plan and catering information and rates.
- i. Describe the ability for users to create checklists for conference preparation and implementation.
- j. Describe how users can track an individual participant's status (*i.e. registered, early arrival, no show, late arrival, early departure etc.*).



- k. Describe how standard document templates are created, managed, and used within the system (*i.e. confirmation letters, itineraries, conference contracts*).
- l. Describe system's ability to email confirmation letters, contracts, invoices, receipts, roommate forms, and other documents.
- m. Describe the user's ability to generate name badges, event rosters, and individual key packet labels.
- n. Describe all search capabilities and the ability to quickly locate a conference group or individual participant by query or search field.
- o. Describe in great detail conference staff's ability to remotely "check-in" and "check-out" conference participants and manage conference information. Provide details on mobile device and browser compatibility.
- p. Describe the extent to which a user can configure or customize screens, fields, reports, and forms. (*Specify any additional cost in Pricing Schedule Section X.*)
- q. Describe the ability to track customizations made to the system.

2. Housing Space Management-

- a. Describe the process for entering, managing, and using housing space information within the system.
- b. Describe how housing space data displays within the system. Provide screenshots to illustrate.
- c. Provide details on the system's capabilities in performing the following functions:
  - i. Block rooms for specific groups and specific periods of time (include ability to do this across multiple residence halls).
  - ii. Determine available room status versus room already assigned.
  - iii. Differentiate between "male" rooms and "female" rooms.
  - iv. Quickly change a rooming assignment for one individual or a group of individuals.
  - v. Quickly view available rooms across multiple residential halls.
  - vi. Print rooming roster for specific groups or entire buildings. Offeror should include information on the format and style possibilities of the roster and user's ability to customize.
  - vii. Upload/Import rooming information/assignments into system.
  - viii. Differentiate between rooms housing an "adult" versus a "minor".
  - ix. Indicate which rooms are ADA compliant.

- x. Print housekeeping reports and allow for prioritization of the order of room cleaning.
- xi. Differentiate between available “clean” rooms and which rooms need to be cleaned.
- xii. Flag rooms for maintenance needs.
- xiii. Indicate rooms with lost keys or lock replacement needs.
- xiv. Indicate which rooms need linen or have linen and the ability to run reports on linen status.
- xv. Differentiate between “single” room status and “double” room status.
- xvi. Change a room’s status to “offline” and indicate reason.
- xvii. Reserve non-residential spaces within the residential halls for specific events at specific times.
- xviii. Generate reports for residence hall room inspections and indicate any issues with specific rooms.

### 3. Financial Processes-

- a. Describe the system’s capability to process various electronic payment. Describe the level of integration required to accommodate payment processing.
- b. Describe how secure payment processing is ensured. Provide up to date, signed documentation that the offered solution and vendor is compliant with all PCI DSS and PADSS requirements if applicable. Provide documentation of your most current PCI system scan and the signature page from your Record of Compliance (ROC) or Attestation of Compliance (AOC).
- c. Describe ability and ease of use for university users to process payment electronically.
- d. Describe how users can create comprehensive itemized invoices for a conference, subgroup of a conference, or individual.
- e. Describe how variable conference rates would exist within the system to allow for flexibility in contract negotiations.
- f. Describe how users would record basic billing contact information and notate any special billing requests for a conference, subgroup of a conference, or individual.
- g. Describe the process for invoicing for meeting spaces by varying time increments.
- h. Describe the process for invoicing for meals including flexibility to account for varying meal plans and head counts.
- i. Describe ability to invoice for ad-hoc services or miscellaneous charges.
- j. Describe process for reconciling charges and payments.

- k. Describe process for tracking charges and payments by account, date, conference, or participant.
  - l. Import “bednight” numbers and housing charges for a specific conference directly into billing reports.
  - m. Describe how system allows for the discount of specific services/fees due to organizations tax-exempt or charitable organization status. Indicate how system distinguishes between tax-exempt and non-tax exempt services/fees.
4. Online Registration Services-
- a. Describe the system’s ability to offer online registration service.
  - b. Specify supported web browsers.
  - c. Specify supported mobile devices.
  - d. Describe the interface for participant registration. Provide screenshots to illustrate.
  - e. Describe how maps, videos, and other media are incorporated into user’s experience.
  - f. Describe the ability of participants to enter detailed registration information including the ability to register for sub-events within a larger conference.
  - g. Describe ability to register for meal offerings for specific conferences.
  - h. Describe ability to modify or change registration options or status.
  - i. Describe ability to generate/print invoices and receipts for online payments.

**B. Application Technology:**

- 1. Describe how the modules function as an integrated whole and detail any limitations in their ability to function independently from other modules.
- 2. Describe the application security features for data, for each module, and for the system. Describe all row-level security options as well as any field-level encryption available.
- 3. Describe any transactions or functions that are not done on a real time basis and list batch jobs required for this function.
- 4. Define what *modifiable*, *customizable* and *configurable* mean for your application.
- 5. Describe the tools and expertise that university technical staff would use to support, troubleshoot, configure or customize the application.
- 6. Describe other customizations available and associated cost, i.e., hourly and fixed fee. Describe how configuration and customization will affect future releases of software.
- 7. Describe workflow functionality included with the application and provide a list of any function for which workflow is already built and delivered.

8. Describe how JMU's e-mail systems would be incorporated with your system's operation. (*Faculty/Staff – on-premise Exchange and students – Office365*).
  - a. Describe third party e-mailing, if this functionality is part of your solution.
  - b. What messaging service is utilized by your system?
  - c. Describe details of how messages look (*from, etc.*)

**C. Reporting:**

1. Describe application approach/strategy for reporting including the approach to ad-hoc reporting for power users as well as the occasional user.
2. Describe all reporting tools supported and how they integrate with the product. Does application licensing include any of the products?
3. Provide a list of all reports delivered as part of the base product including a short description of each. Also include a sample of several reports for review.
4. Describe the process for creating a customized report.
5. Describe reporting output formats available.
6. Describe the types of reporting that would typically require Information Technology staff support.

**D. Services:**

1. Describe the training options and include a catalog of training offerings and their associated costs. Response should include differentiation between technical staff and end-user training.
2. Describe services available from your company and/or partners including pricing information that may be included in the final contract. Examples of services that could be included are:
  - a. Implementation
  - b. Development
  - c. Project Management
  - d. Architecture and Design
  - e. Capacity Planning
  - f. Installation and Configuration
  - g. Performance and Scalability
  - h. Conversion
  - i. Monitoring, administration and upgrades

j. Operations metrics

3. Describe the support options available through your company including on-going support of the application. Describe what portions of support to be performed by IT, the customer versus the vendor.
4. If support is provided to end-users directly as part of your services, provide the SLA under which you would operate.

**E. General:**

1. Describe typical implementation timeline and project plan and include examples of previously used project plans for similar institutions.
2. Describe your approach to test and production environments including licensing requirements and any additional costs.
3. Describe how product(s) addresses accessibility to ensure the application is accessible to people with disabilities. Describe testing for adherence to accessibility guidelines and standards.
4. Provide documentation of the testing performed and results of that testing including the Web Accessibility and Template Guide (*WATG located at <http://www.vadsa.org/watg>*).
5. Describe the Help system(s) and how it can be modified.
6. Describe your relationship with the vendor(s) of any third party tools (*i.e. reporting tools, application server and DBMS vendors, etc.*) included in this proposal including licensing, costs, support for the product(s), and versions (*e.g. full or modified*).
7. JMU is interested in developing a strategic relationship with the successful vendor. Provide information regarding ideas on how such a relationship can prove mutually beneficial.
8. Describe active user groups and how they function.
9. Describe licensing. If licensing is based on number of users, describe the models used to obtain numbers both for current and future usage.

**F. Technical:**

1. Architecture: Provide a detailed diagram of the architecture/technical environment proposed for the system. Describe each component, the software running on it, and its purpose. List all communications between components including the protocols, ports, direction, third parties, and whether the communications are encrypted.
2. Describe the toolset from which your application is derived.
3. Describe the client operating system and browser requirements for your toolset. List any additional client-side software required for development/management of your toolset.
4. Describe any changes to default browser or client security settings.
5. Describe any functionality loss, installation or upgrade problems, or other difficulties if client

applications are run using a regular user account.

6. Describe your support for mobile technologies including technology used, distribution method, functionality, integration and development toolset and security.
7. Describe your approach to staying current with versions of software utilized by your product.
8. Provide the support lifecycle for your proposed solution.
9. Describe support for real-time access to data through a method other than the application.
10. Describe support for integration with JMU's existing systems listed in the background statement including pricing, availability of APIs, toolkits for creating connectors, available services, etc. Provide a full list of application connectors. Describe any other methods of integration supported.
11. Describe your product's support for Web Services/Service Oriented Architecture based standards such as JSR 168 portlet development standard, and JSR 172 Web Services Interoperability Standard.
12. Describe the ability for your product to create consumable web standards based content (*such as RSS feeds, hcard, ical, and other microformat specifications*) and the ability to pull XML based content from your system and any APIs supporting the delivery of such data/content.

#### **G. Security:**

1. Describe any communications that are not cryptographically protected (*e.g. non-https, non-ldaps, non-ftps*).
2. Describe all authentication and authorization processes and options both end user and among component interfaces. Include interoperability with external authentication and authorization sources (*e.g. directories, federations, SSO, two-factor authentication*). Include all pertinent documentation describing interfaces and configuration options.
3. Describe how and where any sensitive data (*e.g. credit card, financial, authentication credentials, cryptographic keys, SSN, FERPA, HIPAA or other legally regulated data*), is stored on clients, servers, and participating external devices. Describe how the data is protected (*e.g. cryptographic algorithms, key size and handling*).
4. Describe the ability to audit and monitor the solution. Describe all logging mechanisms and associated formats (*e.g. ascii log file, windows event log, database*). Describe abilities to export log and audit data to external systems and/or be fetched from them (*e.g. syslog, SIEM, OS/application/network monitoring systems*). Describe the effects of auditing and logging on a production implementation. Is the proposed system sized for full audit capability?
5. Describe elements captured with the audit/logging. Describe your software development practices as they pertain to security (*e.g. internal/external code reviews, application scanning, penetration testing*) and whether test results will be made available to JMU.

## **H. Maintenance and Support:**

Because consistency and stability of the operating environment and rapid correction of system failures are critical to James Madison University, major consideration will be given to the amount and extent of hardware and software maintenance coverage and to the quality of maintenance.

1. Describe the maintenance philosophy including frequency of updates, approach to completing updates, and model for obtaining them.
2. Describe capabilities for remote support and indicate what access to accounts and systems is required. Describe the locations from which this activity would take place.
3. Describe any maintenance options/tiers and whether they vary in cost by time of day, response time, etc.
4. Describe services that may be required in the normal course of operating the system that are not covered under the maintenance contract.
5. Describe the maintenance costs for the first year, and, on the basis of an annually renewable contract, the maintenance costs for each of the following nine (9) years.
6. Describe the procedures for obtaining services for all types of maintenance (*e.g. installation of corrective code, enhancements, applicable "escalation" procedures for providing additional assistance in diagnosing a failure that is not resolved in a timely manner to include notification procedures and timing as well as what higher levels of assistance will be made available.*)
7. Describe if and how your product impacts our ability to apply security updates in a timely manner to underlying or supporting products (*e.g. Windows, Linux, Java, Oracle, MS Office, Web server*). Timely is defined as no later than 30 days from the time of vendor release.
8. Describe the system enhancements in development that are scheduled for release in the next twelve months.
9. Describe all responsibilities of both the contractor and James Madison University in the isolation and diagnosis of system failures.

## **I. Hosted Applications:**

1. Provide a list of service outage incidents, security breaches, and application security vulnerabilities fixed over the past year.
2. Provide a description and evidence of the security used in your facilities to assure the confidentiality, integrity, and availability of JMU data and services. Include:
  - a. Employee and partner vetting processes
  - b. Physical, network, and system access controls
  - c. Process to apply security updates in a timely manner.
  - d. Internal/external vulnerability testing including network scanning, penetration testing, web application testing, code review, audits, and which, if any will be made available to JMU.

3. Describe ongoing attack and integrity monitoring methods. Provide your policy and process for notifying JMU of security breaches in your environment.
4. Describe the architecture of the proposed solution indicating where and how JMU will either share resources with other customers or be isolated from them.
5. Describe your approach and policy regarding ownership of customer data that resides in your data center. Describe customer rights and abilities regarding moving and copying. Describe vendor and partner practices related to moving and copying data.
6. Describe where services and data storage are located geographically.
7. Describe any exit strategies you offer.
8. Describe your approach to backups and disaster recovery. Indicate whether backups can be stored at JMU and if so, how it would be accomplished.

**J. On-premise Application (if there is no on-premise option, do not complete):**

1. Describe hardware and software requirements for the proposed system(s) along with any sizing assumptions made to arrive at those requirements.
2. Describe supported server OS, hardware and/or virtualized platforms. If virtualization is supported, what virtualization technologies are supported including what components can be virtualized?
3. Describe support for load balancing and system failover including any and all vendor specific preferences. Also include any vendor specific configuration guides. Describe how scalability is accomplished as the criticality of the system(s) and number of users increase.
4. Describe the system capabilities and options for the backup and restoration of the system components (*example: database*).

**K. Privacy**

1. Provide your privacy statement and that of any partners involved in providing your proposed solution.
2. Describe any user and/or activity information collected automatically or directly through inquiry or consent forms sent directly to you or other parties outside of the application system, whether the information collected is personally identifiable, for what purpose(s) it is collected and how long it is retained.
3. Describe the specific means used to collect such information (*via Cookies, via Web Bugs, etc.*).
4. Describe how information is stored and kept secure.
5. Specify whether you share the user and/or activity information with other parties. If information is shared with other parties, identify specifically who these parties are and respond to Items a. through h. for each.



6. Identify the type/specific information being shared with a third party or collected directly by them in connection with your offering, whether the information collected is personally identifiable, how/for what purpose(s) it is collected and how long it is retained.
7. Describe the specific means used to collect such information (*via forms, cookies, web bugs, etc.*).
8. Describe how this information is stored and kept secure.
9. Specify whether your offering includes ingesting or connecting to personally identifiable transactions or other records from third parties.
10. Identify the type/specific information being collected/ingested through a third party or collected directly by them in connection with your offering, whether the information collected is personally identifiable, how/for what purpose(s) it is collected and how long it is retained.
11. Describe the specific means used to collect such information (*via forms, cookies, web bugs, etc.*)
12. Describe how this information is stored and kept secure.

## V. PROPOSAL PREPARATION AND SUBMISSION

### A. GENERAL INSTRUCTIONS:

**To ensure timely and adequate consideration of your proposal, offerors are to limit all contact, whether verbal or written, pertaining to this RFP to the James Madison University Procurement Office for the duration of this Proposal process. Failure to do so may jeopardize further consideration of Offeror's proposal.**

1. RFP Response: In order to be considered for selection, the **Offeror shall submit a complete response to this RFP**; and shall submit to the issuing Purchasing Agency:
  - a. **One (1) original and five (5) copies** of the entire proposal, INCLUDING ALL ATTACHMENTS. Any proprietary information should be clearly marked in accordance with 3.f below.
  - b. **One (1) electronic copy in WORD format or searchable PDF (CD or flash drive)** of the entire proposal, INCLUDING ALL ATTACHMENTS. Any proprietary information should be clearly marked in accordance with 3.f below.
  - c. Should the proposal contain **proprietary information**, provide **one (1) redacted hard copy** of the proposal and attachments **with proprietary portions removed or blacked out**. This copy should be clearly marked "*Redacted Copy*" on the front cover. The classification of an entire proposal document, line item prices and/or total proposal prices as proprietary or trade secrets is not acceptable. JMU shall not be responsible for the Contractor's failure to exclude proprietary information from this redacted copy.

No other distribution of the proposal shall be made by the Offeror.

2. The version of the solicitation issued by JMU Procurement Services as amended by any addenda is the mandatory controlling version of the document. Any modification of or additions to the solicitation by the Offeror shall not modify the official version of the solicitation issued by JMU

Procurement Services unless accepted in writing by the University. Such modifications or additions to the solicitation by the Offeror may be cause for rejection of the proposal; however, JMU reserves the right to decide, on a case by case basis, in its sole discretion, whether to reject such a proposal. If the modifications or additions are not identified until after the award of the contract, the controlling version of the solicitation document shall still be the official state form issued by Procurement Services.

3. Proposal Preparation:

- a. Proposals shall be signed by an authorized representative of the offeror. All information requested should be submitted. Failure to submit all information requested may result in the purchasing agency requiring prompt submissions of missing information and/or giving a lowered evaluation of the proposal. Proposals which are substantially incomplete or lack key information may be rejected by the purchasing agency. Mandatory requirements are those required by law or regulation or are such that they cannot be waived and are not subject to negotiation.
- b. Proposals should be prepared simply and economically, providing a straightforward, concise description of capabilities to satisfy the requirements of the RFP. Emphasis should be placed on completeness and clarity of content.
- c. Proposals should be organized in the order in which the requirements are presented in the RFP. All pages of the proposal should be numbered. Each paragraph in the proposal should reference the paragraph number of the corresponding section of the RFP. It is also helpful to cite the paragraph number, sub letter, and repeat the text of the requirement as it appears in the RFP. If a response covers more than one page, the paragraph number and sub letter should be repeated at the top of the next page. The proposal should contain a table of contents which cross references the RFP requirements. Information which the offeror desires to present that does not fall within any of the requirements of the RFP should be inserted at the appropriate place or be attached at the end of the proposal and designated as additional material. Proposals that are not organized in this manner risk elimination from consideration if the evaluators are unable to find where the RFP requirements are specifically addressed.
- d. As used in this RFP, the terms “must”, “shall”, “should” and “may” identify the criticality of requirements. “Must” and “shall” identify requirements whose absence will have a major negative impact on the suitability of the proposed solution. Items labeled as “should” or “may” are highly desirable, although their absence will not have a large impact and would be useful, but are not necessary. Depending on the overall response to the RFP, some individual “must” and “shall” items may not be fully satisfied, but it is the intent to satisfy most, if not all, “must” and “shall” requirements. The inability of an offeror to satisfy a “must” or “shall” requirement does not automatically remove that offeror from consideration; however, it may seriously affect the overall rating of the offeror’s proposal.
- e. Each copy of the proposal should be bound or contained in a single volume where practical. All documentation submitted with the proposal should be contained in that single volume.
- f. Ownership of all data, materials and documentation originated and prepared for the State pursuant to the RFP shall belong exclusively to the State and be subject to public inspection in accordance with the Virginia Freedom of Information Act. Trade secrets or proprietary information submitted by the offeror shall not be subject to public disclosure under the Virginia Freedom of Information Act; however, the offeror must invoke the protection of Section 2.2-4342F of the Code of Virginia, in writing, either before or at the time the data is submitted. The written notice must specifically identify the data or materials to be protected and state the reasons why protection is necessary. The proprietary or trade secret materials submitted must be

identified by some distinct method such as highlighting or underlining and must indicate only the specific words, figures, or paragraphs that constitute trade secret or proprietary information. The classification of an entire proposal document, line item prices and/or total proposal prices as proprietary or trade secrets is not acceptable and will result in rejection and return of the proposal.

4. Oral Presentation: Offerors who submit a proposal in response to this RFP may be required to give an oral presentation of their proposal to James Madison University. This provides an opportunity for the offeror to clarify or elaborate on the proposal. This is a fact finding and explanation session only and does not include negotiation. James Madison University will schedule the time and location of these presentations. Oral presentations are an option of the University and may or may not be conducted. Therefore, proposals should be complete.

**B. SPECIFIC PROPOSAL INSTRUCTIONS:**

Proposals should be as thorough and detailed as possible so that James Madison University may properly evaluate your capabilities to provide the required services. Offerors are required to submit the following items as a complete proposal:

1. Return RFP cover sheet and all addenda acknowledgments, if any, signed and filled out as required.
2. Plan and methodology for providing the goods/services as described in Section IV “*Statement of Needs*” of this Request for Proposal.
3. A written narrative statement to include, but not limited to the expertise, qualifications, and experience of the firm and resumes of specific personnel to be assigned to perform the work. Offeror should provide details on experience in working with other higher education institutions for services described within this RFP and provide a list of other higher education institutions that currently utilize the proposed system for conference management.
4. Offeror Data Sheet, included as Attachment A to this RFP.
5. Small Business Subcontracting Plan, included as Attachment B to this RFP. Offeror shall provide a Small Business Subcontracting plan which summarizes the planned utilization of DMBE-certified small businesses which include businesses owned by women and minorities, when they have received DMBE small business certification, under the contract to be awarded as a result of this solicitation. This is a requirement for all prime contracts in excess of \$100,000.
6. Identify the amount of sales your company had during the last twelve months with each VASCUPP Member Institution. A list of VASCUPP Members can be found at: [www.VASCUPP.org](http://www.VASCUPP.org).
7. Proposed Cost. See Section X. “*Pricing Schedule*” of this Request for Proposal.

## **VI. EVALUATION and AWARD CRITERIA**

### **A. EVALUATION CRITERIA:**

Proposals shall be evaluated by James Madison University using the following criteria:

1. Quality of products/services offered and suitability for the intended purposes.
2. Qualifications and experience of Offeror in providing the goods/services.
3. Specific plans or methodology to be used to perform the services.
4. Participation of Small, Women-Owned and Minority (SWAM) Businesses
5. Cost

- B. **AWARD:** 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 evaluation factors included in the Request for Proposals, including price, if so stated in the Request for Proposals. Negotiations shall be conducted with the offerors so selected. Price shall be considered, but need not be the sole determining factor. After negotiations have been conducted with each offeror so selected, the agency shall select the offeror which, in its opinion, has made the best proposal, and shall award the contract to that offeror. The Commonwealth may cancel this Request for Proposals 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. Should the Commonwealth 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 award document will be a contract incorporating by reference all the requirements, terms and conditions of the solicitation and the contractor's proposal as negotiated.

## **GENERAL TERMS AND CONDITIONS *(Rev. 7/3/14 ABS)***

- A. **PURCHASING MANUAL:** This solicitation is subject to the provisions of the Commonwealth of Virginia's Purchasing Manual for Institutions of Higher Education and Their Vendors and any revisions thereto, which are hereby incorporated into this contract in their entirety. A copy of the manual is available for review at the purchasing office. In addition, the manual may be accessed electronically at <http://www.jmu.edu/procurement> or a copy can be obtained by calling Procurement Services at (540) 568-3145.
- B. **APPLICABLE LAWS AND COURTS:** This solicitation and any resulting contract shall be governed in all respects by the laws of the Commonwealth of Virginia and any litigation with respect thereto shall be brought in the courts of the Commonwealth. The Contractor shall comply with applicable federal, state and local laws and regulations.
- C. **ANTI-DISCRIMINATION:** By submitting their proposals, offerors certify to the Commonwealth that they will conform to the provisions of the Federal Civil Rights Act of 1964, as amended, as well as the Virginia Fair Employment Contracting Act of 1975, as amended, where applicable, the Virginians With Disabilities Act, the Americans With Disabilities Act and §10 of the Rules Governing Procurement, Chapter 2, Exhibit J, Attachment 1 (available for review at

<http://www.jmu.edu/procurement>). If the award is made to a faith-based organization, the organization shall not discriminate against any recipient of goods, services, or disbursements made pursuant to the contract on the basis of the recipient's religion, religious belief, refusal to participate in a religious practice, or on the basis of race, age, color, gender or national origin and shall be subject to the same rules as other organizations that contract with public bodies to account for the use of the funds provided; however, if the faith-based organization segregates public funds into separate accounts, only the accounts and programs funded with public funds shall be subject to audit by the public body. (*§6 of the Rules Governing Procurement*)

In every contract over \$10,000 the provisions in 1. and 2. below apply:

1. 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 any 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 nondiscrimination 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 these requirements.
  2. The contractor will include the provisions of 1. above in every subcontract or purchase order over \$10,000, so that the provisions will be binding upon each subcontractor or vendor.
- D. ETHICS IN PUBLIC CONTRACTING: By submitting their proposals, offerors certify that their proposals are made without collusion or fraud and that they have not offered or received any kickbacks or inducements from any other offeror, supplier, manufacturer or subcontractor in connection with their proposal, and that they have not conferred on any public employee having official responsibility for this procurement transaction any payment, loan, subscription, advance, deposit of money, services or anything of more than nominal value, present or promised, unless consideration of substantially equal or greater value was exchanged.
- E. IMMIGRATION REFORM AND CONTROL ACT OF 1986: By entering into a written contract with the Commonwealth of Virginia, the Contractor certifies that the Contractor 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.
- F. DEBARMENT STATUS: By submitting their proposals, offerors certify that they are not currently debarred by the Commonwealth of Virginia from submitting bids or proposals on contracts for the type of goods and/or services covered by this solicitation, nor are they an agent of any person or entity that is currently so debarred.
- G. ANTITRUST: By entering into a contract, the contractor conveys, sells, assigns, and transfers to the Commonwealth of Virginia all rights, title and interest in and to all causes of action it may now have or hereafter acquire under the antitrust laws of the United States and the Commonwealth of Virginia, relating to the particular goods or services purchased or acquired by the Commonwealth of Virginia under said contract.

- H. MANDATORY USE OF STATE FORM AND TERMS AND CONDITIONS RFPs: Failure to submit a proposal on the official state form provided for that purpose may be a cause for rejection of the proposal. Modification of or additions to the General Terms and Conditions of the solicitation may be cause for rejection of the proposal; however, the Commonwealth reserves the right to decide, on a case by case basis, in its sole discretion, whether to reject such a proposal.
- I. CLARIFICATION OF TERMS: If any prospective offeror has questions about the specifications or other solicitation documents, the prospective offeror should contact the buyer whose name appears on the face of the solicitation no later than five working days before the due date. Any revisions to the solicitation will be made only by addendum issued by the buyer.
- J. PAYMENT:
1. To Prime Contractor:
    - a. Invoices for items ordered, delivered and accepted shall be submitted by the contractor directly to the payment address shown on the purchase order/contract. All invoices shall show the state contract number and/or purchase order number; social security number (for individual contractors) or the federal employer identification number (for proprietorships, partnerships, and corporations).
    - b. Any payment terms requiring payment in less than 30 days will be regarded as requiring payment 30 days after invoice or delivery, whichever occurs last. This shall not affect offers of discounts for payment in less than 30 days, however.
    - c. All goods or services provided under this contract or purchase order, that are to be paid for with public funds, shall be billed by the contractor at the contract price, regardless of which public agency is being billed.
    - d. The following shall be deemed to be the date of payment: the date of postmark in all cases where payment is made by mail, or the date of offset when offset proceedings have been instituted as authorized under the Virginia Debt Collection Act.
    - e. Unreasonable Charges. Under certain emergency procurements and for most time and material purchases, final job costs cannot be accurately determined at the time orders are placed. In such cases, contractors should be put on notice that final payment in full is contingent on a determination of reasonableness with respect to all invoiced charges. Charges which appear to be unreasonable will be researched and challenged, and that portion of the invoice held in abeyance until a settlement can be reached. Upon determining that invoiced charges are not reasonable, the Commonwealth shall promptly notify the contractor, in writing, as to those charges which it considers unreasonable and the basis for the determination. A contractor may not institute legal action unless a settlement cannot be reached within thirty (30) days of notification. The provisions of this section do not relieve an agency of its prompt payment obligations with respect to those charges which are not in dispute (*Rules Governing Procurement, Chapter 2, Exhibit J, Attachment 1 § 53; available for review at <http://www.jmu.edu/procurement>*).
  2. To Subcontractors:
    - a. A contractor awarded a contract under this solicitation is hereby obligated:
      - (1) To pay the subcontractor(s) within seven (7) days of the contractor's receipt of payment from the Commonwealth for the proportionate share of the payment received for work

performed by the subcontractor(s) under the contract; or

- (2) To notify the agency and the subcontractor(s), in writing, of the contractor's intention to withhold payment and the reason.
  - b. The contractor is obligated to pay the subcontractor(s) interest at the rate of one percent per month (unless otherwise provided under the terms of the contract) on all amounts owed by the contractor that remain unpaid seven (7) days following receipt of payment from the Commonwealth, except for amounts withheld as stated in (2) above. The date of mailing of any payment by U. S. Mail is deemed to be payment to the addressee. These provisions apply to each sub-tier contractor performing under the primary contract. A contractor's obligation to pay an interest charge to a subcontractor may not be construed to be an obligation of the Commonwealth.
  3. Each prime contractor who wins an award in which provision of a SWAM procurement plan is a payment, evidence and certification of compliance (subject only to insubstantial shortfalls and to shortfalls arising from subcontractor default) with the SWAM procurement plan. Final payment under the contract in question may be withheld until such certification is delivered and, if necessary, confirmed by the agency or institution, or other appropriate penalties may be assessed in lieu of withholding such payment.
  4. The Commonwealth of Virginia encourages contractors and subcontractors to accept electronic and credit card payments.
- K. PRECEDENCE OF TERMS: Paragraphs A through J of these General Terms and Conditions and the Commonwealth of Virginia Purchasing Manual for Institutions of Higher Education and their Vendors, shall apply in all instances. In the event there is a conflict between any of the other General Terms and Conditions and any Special Terms and Conditions in this solicitation, the Special Terms and Conditions shall apply.
- L. QUALIFICATIONS OF OFFERORS: The Commonwealth may make such reasonable investigations as deemed proper and necessary to determine the ability of the offeror to perform the services/furnish the goods and the offeror shall furnish to the Commonwealth all such information and data for this purpose as may be requested. The Commonwealth reserves the right to inspect offeror's physical facilities prior to award to satisfy questions regarding the offeror's capabilities. The Commonwealth further reserves the right to reject any proposal if the evidence submitted by, or investigations of, such offeror fails to satisfy the Commonwealth that such offeror is properly qualified to carry out the obligations of the contract and to provide the services and/or furnish the goods contemplated therein.
- M. TESTING AND INSPECTION: The Commonwealth reserves the right to conduct any test/inspection it may deem advisable to assure goods and services conform to the specifications.
- N. ASSIGNMENT OF CONTRACT: A contract shall not be assignable by the contractor in whole or in part without the written consent of the Commonwealth.
- O. CHANGES TO THE CONTRACT: Changes can be made to the contract in any of the following ways:
1. The parties may agree in writing to modify the scope of the contract. An increase or decrease in the price of the contract resulting from such modification shall be agreed to by the parties as a part of their written agreement to modify the scope of the contract.
  2. The Purchasing Agency may order changes within the general scope of the contract at any time by written notice to the contractor. Changes within the scope of the contract include, but are not limited

to, things such as services to be performed, the method of packing or shipment, and the place of delivery or installation. The contractor shall comply with the notice upon receipt. The contractor shall be compensated for any additional costs incurred as the result of such order and shall give the Purchasing Agency a credit for any savings. Said compensation shall be determined by one of the following methods:

- a. By mutual agreement between the parties in writing; or
  - b. By agreeing upon a unit price or using a unit price set forth in the contract, if the work to be done can be expressed in units, and the contractor accounts for the number of units of work performed, subject to the Purchasing Agency's right to audit the contractor's records and/or to determine the correct number of units independently; or
  - c. By ordering the contractor to proceed with the work and keep a record of all costs incurred and savings realized. A markup for overhead and profit may be allowed if provided by the contract. The same markup shall be used for determining a decrease in price as the result of savings realized. The contractor shall present the Purchasing Agency with all vouchers and records of expenses incurred and savings realized. The Purchasing Agency shall have the right to audit the records of the contractor as it deems necessary to determine costs or savings. Any claim for an adjustment in price under this provision must be asserted by written notice to the Purchasing Agency within thirty (30) days from the date of receipt of the written order from the Purchasing Agency. If the parties fail to agree on an amount of adjustment, the question of an increase or decrease in the contract price or time for performance shall be resolved in accordance with the procedures for resolving disputes provided by the Disputes Clause of this contract or, if there is none, in accordance with the disputes provisions of the Commonwealth of Virginia Purchasing Manual for Institutions of Higher Education and their Vendors. Neither the existence of a claim nor a dispute resolution process, litigation or any other provision of this contract shall excuse the contractor from promptly complying with the changes ordered by the Purchasing Agency or with the performance of the contract generally.
- P. DEFAULT: In case of failure to deliver goods or services in accordance with the contract terms and conditions, the Commonwealth, after due oral or written notice, may procure them from other sources and hold the contractor responsible for any resulting additional purchase and administrative costs. This remedy shall be in addition to any other remedies which the Commonwealth may have.
- Q. INSURANCE: By signing and submitting a bid or proposal under this solicitation, the bidder or offeror certifies that if awarded the contract, it will have the following insurance coverage at the time the contract is awarded. For construction contracts, if any subcontractors are involved, the subcontractor will have workers' compensation insurance in accordance with § 25 of the *Rules Governing Procurement – Chapter 2, Exhibit J, Attachment 1, and 65.2-800 et. Seq. of the Code of Virginia* (available for review at <http://www.jmu.edu/procurement>). The bidder or offeror further certifies that the contractor and any subcontractors will maintain these insurance coverage during the entire term of the contract and that all insurance coverage will be provided by insurance companies authorized to sell insurance in Virginia by the Virginia State Corporation Commission.

#### MINIMUM INSURANCE COVERAGES AND LIMITS REQUIRED FOR MOST CONTRACTS:

1. Workers' Compensation – Statutory requirements and benefits. Coverage is compulsory for employers of three or more employees, to include the employer. Contractors who fail to notify the Commonwealth of increases in the number of employees that change their workers' compensation requirement under the Code of Virginia during the course of the contract shall be in noncompliance with the contract.



2. Employer's Liability - \$100,000.
  3. Commercial General Liability - \$1,000,000 per occurrence and \$2,000,000 in the aggregate. Commercial General Liability is to include bodily injury and property damage, personal injury and advertising injury, products and completed operations coverage. The Commonwealth of Virginia must be named as an additional insured and so endorsed on the policy.
  4. Automobile Liability - \$1,000,000 combined single limit. *(Required only if a motor vehicle not owned by the Commonwealth is to be used in the contract. Contractor must assure that the required coverage is maintained by the Contractor (or third party owner of such motor vehicle.)*
- R. ANNOUNCEMENT OF AWARD: Upon the award or the announcement of the decision to award a contract over \$50,000, as a result of this solicitation, the purchasing agency will publicly post such notice on the DGS/DPS eVA web site ([www.eva.virginia.gov](http://www.eva.virginia.gov)) for a minimum of 10 days.
- S. DRUG-FREE WORKPLACE: During the performance of this 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 or purchase order 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 connection with a specific contract awarded to a contractor, 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.
- T. NONDISCRIMINATION OF CONTRACTORS: A bidder, offeror, or contractor shall not be discriminated against in the solicitation or award of this contract because of race, religion, color, sex, national origin, age, disability, faith-based organizational status, any other basis prohibited by state law relating to discrimination in employment or because the bidder or offeror employs ex-offenders unless the state agency, department or institution has made a written determination that employing ex-offenders on the specific contract is not in its best interest. If the award of this contract is made to a faith-based organization and an individual, who applies for or receives goods, services, or disbursements provided pursuant to this contract objects to the religious character of the faith-based organization from which the individual receives or would receive the goods, services, or disbursements, the public body shall offer the individual, within a reasonable period of time after the date of his objection, access to equivalent goods, services, or disbursements from an alternative provider.
- U. eVA BUSINESS-TO-GOVERNMENT VENDOR REGISTRATION, CONTRACTS, AND ORDERS: The eVA Internet electronic procurement solution, website portal [www.eVA.virginia.gov](http://www.eVA.virginia.gov), streamlines and automates government purchasing activities in the Commonwealth. The eVA portal is the gateway for vendors to conduct business with state agencies and public bodies. All vendors desiring to provide goods and/or services to the Commonwealth shall participate in the eVA Internet procurement solution by completing the free eVA Vendor Registration. All bidders or offerors must register in eVA and pay the Vendor Transaction Fees specified below; failure to register will result in the bid/proposal being rejected. Vendor transaction

fees are determined by the date the original purchase order is issued and the current fees are as follows:

Vendor transaction fees are determined by the date the original purchase order is issued and the current fees are as follows:

- a. For orders issued July 1, 2014 and after, the Vendor Transaction Fee is:
  - (i) DMBE-certified Small Businesses: 1%, capped at \$500 per order.
  - (ii) Businesses that are not DMBE-certified Small Businesses: 1%, capped at \$1,500 per order.

For orders issued prior to July 1, 2014 the vendor transaction fees can be found at [www.eVA.virginia.gov](http://www.eVA.virginia.gov).

The specified vendor transaction fee will be invoiced, by the Commonwealth of Virginia Department of General Services, approximately 30 days after the corresponding purchase order is issued and payable 30 days after the invoice date. Any adjustments (increases/decreases) will be handled through purchase order changes.

- V. **AVAILABILITY OF FUNDS:** It is understood and agreed between the parties herein that the Commonwealth of Virginia shall be bound hereunder only to the extent of the funds available or which may hereafter become available for the purpose of this agreement.
- W. **BID PRICE CURRENCY:** Unless stated otherwise in the solicitation, bidders/offerors shall state bid/offer prices in US dollars.
- X. **E-VERIFY REQUIREMENT OF ANY CONTRACTOR:** Any employer with more than an average of 50 employees for the previous 12 months entering into a contract in excess of \$50,000 with James Madison University to perform work or provide services pursuant to such contract shall register and participate in the E-Verify program to verify information and work authorization of its newly hired employees performing work pursuant to any awarded contract.
- Y. **TAXES:** Sales to the Commonwealth of Virginia are normally exempt from State sales tax. State sales and use tax certificates of exemption, Form ST-12, will be issued upon request. Deliveries against this contract shall usually be free of Federal excise and transportation taxes.

## **VII. SPECIAL TERMS AND CONDITIONS** (Rev. 10/1/13 ABS)

- A. **AUDIT:** The Contractor hereby agrees to retain all books, records, systems, and other documents relative to this contract for five (5) years after final payment, or until audited by the Commonwealth of Virginia, whichever is sooner. The Commonwealth of Virginia, its authorized agents, and/or State auditors shall have full access to and the right to examine any of said materials during said period.
- B. **CANCELLATION OF CONTRACT:** James Madison University reserves the right to cancel and terminate any resulting contract, in part or in whole, without penalty, upon 60 days written notice to the contractor. In the event the initial contract period is for more than 12 months, the resulting contract may be terminated by either party, without penalty, after the initial 12 months of the contract period upon 60 days written notice to the other party. Any contract cancellation notice shall not relieve the contractor of the obligation to deliver and/or perform on all outstanding orders issued prior to the effective date of cancellation.

- C. IDENTIFICATION OF PROPOSAL ENVELOPE: The signed proposal should be returned in a separate envelope or package, sealed and identified as follows:

From: _____		
Name of Offeror	Due Date	Time
_____		
Street or Box No.	RFP Number	
_____		
City, State, Zip Code	RFP Title	
_____		

Name of Purchasing Officer: \_\_\_\_\_

The envelope should be addressed as directed on the title page of the solicitation.

The offeror takes the risk that if the envelope is not marked as described above, it may be inadvertently opened and the information compromised, which may cause the proposal to be disqualified. Proposals may be hand delivered to the designated location in the office issuing the solicitation. No other correspondence or other proposals should be placed in the envelope.

- D. LATE PROPOSALS: To be considered for selection, proposals must be received by the issuing office by the designated date and hour. The official time used in the receipt of proposals is that time on the automatic time stamp machine in the issuing office. Proposals received in the issuing office after the date and hour designated are automatically non-responsive and will not be considered. The University is not responsible for delays in the delivery of mail by the U.S. Postal Service, private couriers, or the intra university mail system. It is the sole responsibility of the Offeror to ensure that its proposal reaches the issuing office by the designated date and hour.
- E. UNDERSTANDING OF REQUIREMENTS: It is the responsibility of each offeror to inquire about and clarify any requirements of this solicitation that is not understood. The University will not be bound by oral explanations as to the meaning of specifications or language contained in this solicitation. Therefore, all inquiries deemed to be substantive in nature must be in writing and submitted to the responsible buyer in the Procurement Services Office. Offerors must ensure that written inquiries reach the buyer at least five (5) days prior to the time set for receipt of offerors proposals. A copy of all queries and the respective response will be provided in the form of an addendum to all offerors who have indicated an interest in responding to this solicitation. Your signature on your Offer certifies that you fully understand all facets of this solicitation. These questions may be sent by Fax to 540/ 568-7936 or 540/568-7935.
- F. RENEWAL OF CONTRACT: This contract may be renewed by the Commonwealth for a period of nine (9) successive one year periods under the terms and conditions of the original contract except as stated in 1. and 2. below. Price increases may be negotiated only at the time of renewal. Written notice of the Commonwealth's intention to renew shall be given approximately 90 days prior to the expiration date of each contract period.
1. If the Commonwealth elects to exercise the option to renew the contract for an additional one-year period, the contract price(s) for the additional one year shall not exceed the contract price(s) of the original contract increased/decreased by no more than the percentage increase/decrease of the **other services** category of the CPI-W section of the Consumer Price Index of the United States Bureau of Labor Statistics for the latest twelve months for which statistics are available.
  2. If during any subsequent renewal periods, the Commonwealth elects to exercise the option to renew the contract, the contract price(s) for the subsequent renewal period shall not exceed the contract

price(s) of the previous renewal period increased/decreased by more than the percentage increase/decrease of the **other services** category of the CPI-W section of the Consumer Price Index of the United States Bureau of Labor Statistics for the latest twelve months for which statistics are available.

- G. SUBMISSION OF INVOICES: All invoices shall be submitted within sixty days of contract term expiration for the initial contract period as well as for each subsequent contract renewal period. Any invoices submitted after the sixty day period will not be processed for payment.
- H. OPERATING VEHICLES ON JAMES MADISON UNIVERSITY CAMPUS: Operating vehicles on sidewalks, plazas, and areas heavily used by pedestrians is prohibited. In the unlikely event a driver should find it necessary to drive on James Madison University sidewalks, plazas, and areas heavily used by pedestrians, the driver must yield to pedestrians. For a complete list of parking regulations, please go to [www.jmu.edu/parking](http://www.jmu.edu/parking); or to acquire a service representative parking permit, contact Parking Services at 540.568.3300. The safety of our students, faculty and staff is of paramount importance to us. Accordingly, violators may be charged.
- I. COOPERATIVE PURCHASING / USE OF AGREEMENT BY THIRD PARTIES: It is the intent of this solicitation and resulting contract(s) to allow for cooperative procurement. Accordingly, any public body, (*to include government/state agencies, political subdivisions, etc.*), cooperative purchasing organizations, public or private health or educational institutions or any University related foundation and affiliated corporations may access any resulting contract if authorized by the Contractor.

Participation in this cooperative procurement is strictly voluntary. If authorized by the Contractor(s), the resultant contract(s) will be extended to the entities indicated above to purchase goods and services in accordance with contract terms. As a separate contractual relationship, the participating entity will place its own orders directly with the Contractor(s) and shall fully and independently administer its use of the contract(s) to include contractual disputes, invoicing and payments without direct administration from the University. No modification of this contract or execution of a separate agreement is required to participate; however, the participating entity and the Contractor may modify the terms and conditions of this contract to accommodate specific governing laws, regulations, policies, and business goals required by the participating entity. Any such modification will apply solely between the participating entity and the Contractor.

The Contractor will notify the University in writing of any such entities accessing this contract. The Contractor will provide semi-annual usage reports for all entities accessing the contract. The University shall not be held liable for any costs or damages incurred by any other participating entity as a result of any authorization by the Contractor to extend the contract. It is understood and agreed that the University is not responsible for the acts or omissions of any entity and will not be considered in default of the contract no matter the circumstances.

Use of this contract(s) does not preclude any participating entity from using other contracts or competitive processes as needed.

- J. SMALL BUSINESS SUBCONTRACTING AND EVIDENCE OF COMPLIANCE:
1. It is the goal of the Commonwealth that 40% of its purchases are made from small businesses. This includes discretionary spending in prime contracts and subcontracts. All potential bidders/offers are required to submit a Small Business Subcontracting Plan. Unless the bidder/offeror is registered as a DMBE-certified small business and 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 DMBE-certified small businesses. This shall not exclude DMBE-certified women-owned and minority-owned businesses when they have received DMBE small business certification. No bidder/offeror or subcontractor shall be considered a Small Business, a Women-Owned Business or a Minority-Owned Business unless certified as such by the Department of Minority Business Enterprise (DMBE) by the due date for receipt of bids or proposals. If small business subcontractors are used, the prime contractor agrees to report the use of small business subcontractors by providing the purchasing office at a minimum the following information: name of small business with the DMBE certification number or FEIN, phone number, total dollar amount subcontracted, category type (small, women-owned, or minority-owned), and type of product/service provided. **This information shall be submitted to: JMU Office of Procurement Services, Attn: SWAM Subcontracting Compliance, MSC 5720, Harrisonburg, VA 22807.**

2. Each prime contractor who wins an award in which provision of a small business subcontracting plan is a condition of the award, shall deliver to the contracting agency or institution with every request for payment, evidence of compliance (subject only to insubstantial shortfalls and to shortfalls arising from subcontractor default) with the small business subcontracting plan. **This information shall be submitted to: JMU Office of Procurement Services, SWAM Subcontracting Compliance, MSC 5720, Harrisonburg, VA 22807.** When such business has been subcontracted to these firms and upon completion of the contract, the contractor agrees to furnish the purchasing office at a minimum the following information: name of firm with the DMBE certification number or FEIN number, phone number, total dollar amount subcontracted, category type (small, women-owned, or minority-owned), and type of product or service provided. Payment(s) may be withheld until compliance with the plan is received and confirmed by the agency or institution. The agency or institution reserves the right to pursue other appropriate remedies to include, but not be limited to, termination for default.
3. Each prime contractor who wins an award valued over \$200,000 shall deliver to the contracting agency or institution with every request for payment, information on use of subcontractors that are not DMBE-certified small businesses. When such business has been subcontracted to these firms and upon completion of the contract, the contractor agrees to furnish the purchasing office at a minimum the following information: name of firm, phone number, FEIN number, total dollar amount subcontracted, and type of product or service provided. **This information shall be submitted to: JMU Office of Procurement Services, Attn: SWAM Subcontracting Compliance, MSC 5720, Harrisonburg, VA 22807.**

K. **ADDITIONAL GOODS AND SERVICES:** The University may acquire other goods or services that the supplier provides than those specifically solicited. The University reserves the right, subject to mutual agreement, for the Contractor to provide additional goods and/or services under the same pricing, terms, and conditions and to make modifications or enhancements to the existing goods and services. Such additional goods and services may include other products, components, accessories, subsystems, or related services that are newly introduced during the term of this Agreement. Such additional goods and services will be provided to the University at favored nations pricing, terms, and conditions.

L. **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 public body 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. A public body may void any contract with a business entity if the business entity fails to remain in compliance with the provisions of this section.

- M. PUBLIC POSTING OF COOPERATIVE CONTRACTS: James Madison University maintains a web-based contracts database with a public gateway access. Any resulting cooperative contract/s to this solicitation will be posted to the publicly accessible website. Contents identified as proprietary information will not be made public.
- N. CRIMINAL BACKGROUND CHECKS OF PERSONNEL ASSIGNED BY CONTRACTOR TO PERFORM WORK ON JMU PROPERTY: The Contractor shall obtain criminal background checks on all of their contracted employees who will be assigned to perform services on James Madison University property. The results of the background checks will be directed solely to the Contractor. The Contractor bears responsibility for confirming to the University contract administrator that the background checks have been completed prior to work being performed by their employees or subcontractors. The Contractor shall only assign to work on the University campus those individuals whom it deems qualified and permissible based on the results of completed background checks. Notwithstanding any other provision herein, and to ensure the safety of students, faculty, staff and facilities, James Madison University reserves the right to approve or disapprove any contract employee that will work on JMU property. Disapproval by the University will solely apply to JMU property and should have no bearing on the Contractor's employment of an individual outside of James Madison University.
- O. ADVERTISING In the event a contract is awarded for supplies, equipment, or services resulting from this proposal, no indication of such sales or services to James Madison University will be used in product literature or advertising without the express written consent of the University. The contractor shall not state in any of its advertising or product literature that James Madison University has purchased or uses any of its products or services, and the contractor shall not include James Madison University in any client list in advertising and promotional materials without the express written consent of the University.
- P. SPECIAL EDUCATIONAL OR PROMOTIONAL DISCOUNTS: The contractor shall extend any special educational or promotional sale prices or discounts immediately to the Commonwealth during the term of the contract. Such notice shall also advise the duration of the specific sale or discount price.
- Q. PRIME CONTRACTOR RESPONSIBILITIES: The contractor shall be responsible for completely supervising and directing the work under this contract and all subcontractors that he may utilize, using his best skill and attention. Subcontractors who perform work under this contract shall be responsible to the prime contractor. The contractor agrees that he is as fully responsible for the acts and omissions of his subcontractors and of persons employed by them as he is for the acts and omissions of his own employees.
- R. SUBCONTRACTS: No portion of the work shall be subcontracted without prior written consent of the purchasing agency. In the event that the contractor desires to subcontract some part of the work specified herein, the contractor shall furnish the purchasing agency the names, qualifications and experience of their proposed subcontractors. The contractor shall, however, remain fully liable and responsible for the work to be done by its subcontractor(s) and shall assure compliance with all requirements of the contract.
- S. CONFIDENTIALITY OF PERSONALLY IDENTIFIABLE INFORMATION: The contractor assures that information and data obtained as to personal facts and circumstances related to faculty,

staff, students, and affiliates will be collected and held confidential, during and following the term of this agreement, and will not be divulged without the individual's and the agency's written consent and only in accordance with federal law or the Code of Virginia. Contractors who utilize, access, or store personally identifiable information as part of the performance of a contract are required to safeguard this information and immediately notify the agency of any breach or suspected breach in the security of such information. Contractors shall allow the agency to both participate in the investigation of incidents and exercise control over decisions regarding external reporting. Contractors and their employees working on this project may be required to sign a confidentiality statement.

T. NONVISUAL ACCESS TO TECHNOLOGY: All information technology which, pursuant to this Agreement, is purchased or upgraded by or for the use of any State agency or institution or political subdivision of the Commonwealth (the "Technology") shall comply with the following nonvisual access standards from the date of purchase or upgrade until the expiration of this Agreement:

- (i) effective, interactive control and use of the Technology shall be readily achievable by nonvisual means;
- (ii) the Technology equipped for nonvisual access shall be compatible with information technology used by other individuals with whom any blind or visually impaired user of the Technology interacts;
- (iii) nonvisual access technology shall be integrated into any networks used to share communications among employees, program participants or the public; and
- (iv) the technology for nonvisual access shall have the capability of providing equivalent access by nonvisual means to telecommunications or other interconnected network services used by persons who are not blind or visually impaired.

Compliance with the foregoing nonvisual access standards shall not be required if the head of the using agency, institution or political subdivision determines that (i) the Technology is not available with nonvisual access because the essential elements of the Technology are visual and (ii) nonvisual equivalence is not available.

Installation of hardware, software or peripheral devices used for nonvisual access is not required when the Technology is being used exclusively by individuals who are not blind or visually impaired, but applications programs and underlying operating systems (including the format of the data) used for the manipulation and presentation of information shall permit the installation and effective use of nonvisual access software and peripheral devices.

If requested, the Contractor must provide a detailed explanation of how compliance with the foregoing nonvisual access standards is achieved and a validation of concept demonstration.

The requirements of this Paragraph shall be construed to achieve full compliance with the Information Technology Access Act, 2.2-3500 through 2.2-3504 of the *Code of Virginia*.

All information technology which, pursuant to this Agreement, is purchased or upgraded by or for the use of any Commonwealth agency or institution or political subdivision of the Commonwealth (the "Technology") shall comply with Section 508 of the Rehabilitation Act (29 U.S.C. 794d), as amended. If requested, the Contractor must provide a detailed explanation of how compliance with Section 508 of the Rehabilitation Act is achieved and a validation of concept demonstration. (<http://www.section508.gov/>). The requirements of this Paragraph along with the Non-Visual Access

to Technology Clause shall be construed to achieve full compliance with the Information Technology Access Act, §§2.2-3500 through 2.2-3504 of the *Code of Virginia*.

- U. PCI DSS COMPLIANCE: James Madison University requires that the contractor shall at all times maintain compliance with the most current Payment Card Industry Data Security Standards (PCI DSS). The contractor will be required to provide written confirmation of compliance. Contractor acknowledges responsibility for the security of cardholder data as defined within the PCI DSS. Contractor acknowledges and agrees that cardholder data may only be used for completing the contracted services as described in the full text of this document, or as required by the PCI DSS, or as required by applicable law. In the event of a breach or intrusion or otherwise unauthorized access to cardholder data stored at or for the contractor, contractor shall immediately notify John F. Knight, Assistant Vice President for Finance at: (540) 568-6433, MSC 5719, Harrisonburg, VA 22807 (fax (540) 568-3346) to allow the proper PCI DSS compliant breach notification process to commence. The contractor shall provide appropriate payment card companies, acquiring financial institutions and their respective designees access to the contractor's facilities and all pertinent records to conduct a review of the contractor's compliance with the PCI DSS requirements.

In the event of a breach or intrusion the contractor acknowledges any/all costs related to breach or intrusion or unauthorized access to cardholder data entrusted to the contractor deemed to be the fault of the contractor shall be the liability of the contractor. Vendor agrees to assume responsibility for informing all such individuals in accordance with applicable law and to indemnify and hold harmless the Commonwealth of Virginia, James Madison University and its officers and employees from and against any claims, damages or other harm related to such breach.

- V. CONFIDENTIALITY (Commonwealth): The Commonwealth agrees that neither it nor its employees, representatives, or agents shall knowingly divulge any proprietary information with respect to the operation of the software, the technology embodied therein, or any other trade secret or proprietary information related thereto, except as specifically authorized by the contractor in writing or as required by the Freedom of Information Act or similar law. It shall be the contractor's responsibility to fully comply with § 11-52 D of the *Code of Virginia*. All trade secrets or proprietary information must be identified in writing or other tangible form and conspicuously labeled as "proprietary" either prior to or at the time of submission to the Commonwealth.
- W. DEFINITION - SOFTWARE: As used herein, the terms software, product, or software products shall include all related materials and documentation whether in machine readable or printed form.
- X. EXCESSIVE DOWNTIME: Equipment or software furnished under the contract shall be capable of continuous operation. Should the equipment or software become inoperable for a period of more than 24 hours, the contractor agrees to pro-rate maintenance charges to account for each full day of in operability. The period of in operability shall commence upon initial notification. In the event the equipment or software remains inoperable for more than two (2) consecutive calendar days, the contractor shall promptly replace the equipment or software at no charge upon request of the procuring agency. Such replacement shall be with new, unused product(s) of comparable quality, and must be installed and operational within two (2) consecutive calendar days following the request for replacement.
- Y. LATEST SOFTWARE VERSION: Any software product(s) provided under the contract shall be the latest version available to the general public as of the due date of this solicitation.
- Z. QUALIFIED REPAIR PERSONNEL: All warranty or maintenance services to be performed on the items specified in this solicitation as well as any associated hardware or software shall be performed by qualified technicians properly authorized by the manufacturer to perform such services. The



Commonwealth reserves the right to require proof of certification prior to award and at any time during the term of the contract.

- AA. RENEWAL OF MAINTENANCE: Maintenance of the hardware or software specified in the resultant contract may be renewed by the mutual written agreement of both parties for additional one-year periods, under the terms and conditions of the original contract except as noted herein. Price changes may be negotiated at time of renewal; however, in no case shall the maintenance costs for a succeeding one-year period exceed the prior year's contract price(s), increased or decreased by more than the percentage increase or decrease in the **other services** category of the CPI-W section of the US Bureau of Labor Statistics Consumer Price Index, for the latest twelve months for which statistics are available.
- BB. SOFTWARE UPGRADES: The Commonwealth shall be entitled to any and all upgraded versions of the software covered in the contract that becomes available from the contractor. The maximum charge for upgrade shall not exceed the total difference between the cost of the Commonwealth's current version and the price the contractor sells or licenses the upgraded software under similar circumstances.
- CC. SOURCE CODE: In the event the contractor ceases to maintain experienced staff and the resources needed to provide required software maintenance, the Commonwealth shall be entitled to have, use, and duplicate for its own use, a copy of the source code and associated documentation for the software products covered by the contract. Until such time as a complete copy of such material is provided, the Commonwealth shall have exclusive right to possess all physical embodiments of such contractor owned materials. The rights of the Commonwealth in this respect shall survive for a period of twenty years after the expiration or termination of the contract. All lease and royalty fees necessary to support this right are included in the initial license fee as contained in the pricing schedule.
- DD. TERM OF SOFTWARE LICENSE: Unless otherwise stated in the solicitation, the software license(s) identified in the pricing schedule shall be purchased on a perpetual basis and shall continue in perpetuity. However the Commonwealth reserves the right to terminate the license at any time, although the mere expiration or termination of this contract shall not be construed as an intent to terminate the license. All acquired license(s) shall be for use at any computing facilities, on any equipment, by any number of users, and for any purposes for which it is procured. The Commonwealth further reserves the right to transfer all rights under the license to another state agency to which some or all of its functions are transferred.
- EE. THIRD PARTY ACQUISITION OF SOFTWARE: The contractor shall notify the procuring agency in writing should the intellectual property, associated business, or all of its assets be acquired by a third party. The contractor further agrees that the contract's terms and conditions, including any and all license rights and related services, shall not be affected by the acquisition. Prior to completion of the acquisition, the contractor shall obtain, for the Commonwealth's benefit and deliver thereto, the assignee's agreement to fully honor the terms of the contract.
- FF. TITLE TO SOFTWARE: By submitting a bid or proposal, the bidder or offeror represents and warrants that it is the sole owner of the software or, if not the owner, that it has received all legally required authorizations from the owner to license the software, has the full power to grant the rights required by this solicitation, and that neither the software nor its use in accordance with the contract will violate or infringe upon any patent, copyright, trade secret, or any other property rights of another person or organization.
- GG. WARRANTY AGAINST SHUTDOWN DEVICES: The contractor warrants that the equipment and software provided under the contract shall not contain any lock, counter, CPU reference, virus, worm,

or other device capable of halting operations or erasing or altering data or programs. Contractor further warrants that neither it, nor its agents, employees, or subcontractors shall insert any shutdown device following delivery of the equipment and software.

## **VIII. METHOD OF PAYMENT**

The contractor will be paid on the basis of invoices submitted in accordance with the solicitation and any negotiations. James Madison University recognizes the importance of expediting the payment process for our vendors and suppliers. We are asking our vendors and suppliers to enroll in the Wells Fargo Bank single use Commercial Card Number process or electronic deposit (ACH) to your bank account so that future payments are made electronically. Additional information is available online at: [http://www.jmu.edu/acctgserv/expenditures/vendor\\_pay\\_methods.shtml](http://www.jmu.edu/acctgserv/expenditures/vendor_pay_methods.shtml)

## **IX. PRICING SCHEDULE**

The contractor shall provide pricing for all products and services included in proposal including all on-going maintenance and support cost.

## **X. ATTACHMENTS**

[Attachment A](#): Offeror Data Sheet

[Attachment B](#): Small, Women and Minority-owned Businesses (SWaM) Utilization Plan

[Attachment C](#): Standard Contract Sample

ATTACHMENT A

OFFEROR DATA SHEET

TO BE COMPLETED BY OFFEROR

1. QUALIFICATIONS OF OFFEROR: Offerors must have the capability and capacity in all respects to fully satisfy the contractual requirements.
2. YEARS IN BUSINESS: Indicate the length of time you have been in business providing these types of goods and services.

Years\_\_\_\_\_ Months\_\_\_\_\_

3. REFERENCES: Indicate below a listing of at least five (5) organizations, either commercial or governmental/educational, that your agency is servicing. Include the name and address of the person the purchasing agency has your permission to contact.

CLIENT	LENGTH OF SERVICE	ADDRESS	CONTACT PERSON/PHONE #
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4. List full names and addresses of Offeror and any branch offices which may be responsible for administering the contract.


5. RELATIONSHIP WITH THE COMMONWEALTH OF VIRGINIA: Is any member of the firm an employee of the Commonwealth of Virginia who has a personal interest in this contract pursuant to the [CODE OF VIRGINIA](#), SECTION 2.2-3100 – 3131?

[ ] YES [ ] NO

IF YES, EXPLAIN:\_\_\_\_\_


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## ATTACHMENT B

### Small, Women and Minority-owned Businesses (SWaM) Utilization Plan

**Offeror Name:** \_\_\_\_\_ **Preparer Name:** \_\_\_\_\_  
**Date:** \_\_\_\_\_

Is your firm a **Small Business Enterprise** certified by the Department of Minority Business Enterprise?  
Yes \_\_\_\_\_ No \_\_\_\_\_

If yes, certification number: \_\_\_\_\_ Certification date: \_\_\_\_\_

Is your firm a **Woman-owned Business Enterprise** certified by the Department of Minority Business Enterprise? Yes \_\_\_\_\_ No \_\_\_\_\_

If yes, certification number: \_\_\_\_\_ Certification date: \_\_\_\_\_

Is your firm a **Minority-Owned Business Enterprise** certified by the Department of Minority Business Enterprise? Yes \_\_\_\_\_ No \_\_\_\_\_

If yes, certification number: \_\_\_\_\_ Certification date: \_\_\_\_\_

**Instructions:** *Populate the table below to show your firm's plans for utilization of small, women-owned and minority-owned business enterprises in the performance of the contract. Describe plans to utilize SWAMs businesses as part of joint ventures, partnerships, subcontractors, suppliers, etc.*

**Small Business:** "Small business " means a business, independently owned or operated by one or more persons who are citizens of the United States or non-citizens who are in full compliance with United States immigration law, which, together with affiliates, has 250 or fewer employees, or average annual gross receipts of \$10 million or less averaged over the previous three years.

**Woman-Owned Business Enterprise:** A business concern which is at least 51 percent 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 percent of the equity ownership interest in which is owned by one or more women, and whose management and daily business operations are controlled by one or more of such individuals. **For purposes of the SWAM**

**Program, all certified women-owned businesses are also a small business enterprise.**

**Minority-Owned Business Enterprise:** A business concern which is at least 51 percent owned by one or more minorities or in the case of a corporation, partnership or limited liability company or other entity, at least 51 percent of the equity ownership interest in which is owned by one or more minorities and whose management and daily business operations are controlled by one or more of such individuals. **For purposes of the SWAM Program, all certified minority-owned businesses are also a small business enterprise.**

**All small, women, and minority owned businesses must be certified by the Commonwealth of Virginia Department of Minority Business Enterprise (DMBE) to be counted in the SWAM program. Certification applications are available through DMBE at 800-223-0671 in Virginia, 804-786-6585 outside Virginia, or online at [www.dmbv.virginia.gov](http://www.dmbv.virginia.gov) (Customer Service).**

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## ATTACHMENT B (CNT'D)

### Small, Women and Minority-owned Businesses (SWaM) Utilization Plan

Procurement Name and Number: \_\_\_\_\_  
Listing of Sub-Contractors, to include, Small, Woman Owned and Minority Owned Businesses  
for this Bid/Proposal and Subsequent Contract

\_\_\_\_\_  
Date Form Completed

Offeror / Proposer:

\_\_\_\_\_  
Firm Address Contact Person/No.

Sub-Contractor's Name and Address	Contact Person & Phone Number	DMBE Certification Number	Services or Materials Provided	Total Subcontractor Contract Amount (to include change orders)	Total Dollars Paid Subcontractor to date (to be submitted with request for payment from JMU)

*(Form shall be submitted with proposal and if awarded, again with submission of each request for payment)*

Revised 3/20/14 (ABS)

**RETURN OF THIS PAGE IS REQUIRED**

ATTACHMENT C



**COMMONWEALTH OF VIRGINIA  
STANDARD CONTRACT**

Contract No. \_\_\_\_\_

This contract entered into this \_\_\_\_\_ day of \_\_\_\_\_, 20\_\_\_\_, by \_\_\_\_\_ hereinafter called the "Contractor" and Commonwealth of Virginia, James Madison University called the "Purchasing Agency".

WITNESSETH that the Contractor and the Purchasing Agency, in consideration of the mutual covenants, promises and agreements herein contained, agree as follows:

**SCOPE OF CONTRACT:** The Contractor shall provide the services to the Purchasing Agency as set forth in the Contract Documents.

**PERIOD OF PERFORMANCE:** From \_\_\_\_\_ through \_\_\_\_\_

The contract documents shall consist of:

- (1) This signed form;
- (2) The following portions of the Request for Proposals dated \_\_\_\_\_:
  - (a) The Statement of Needs,
  - (b) The General Terms and Conditions,
  - (c) The Special Terms and Conditions together with any negotiated modifications of those Special Conditions;
  - (d) List each addendum that may be issued
- (3) The Contractor's Proposal dated \_\_\_\_\_ and the following negotiated modification to the Proposal, all of which documents are incorporated herein.
  - (a) Emails and written negotiations are to be incorporated by specific reference for each one of relevance.

IN WITNESS WHEREOF, the parties have caused this Contract to be duly executed intending to be bound thereby.

**CONTRACTOR:**

**PURCHASING AGENCY:**

By: \_\_\_\_\_  
(Signature)

By: \_\_\_\_\_  
(Signature)

\_\_\_\_\_  
(Printed Name)

\_\_\_\_\_  
(Printed Name)

Title: \_\_\_\_\_

Title: \_\_\_\_\_



January 16, 2015

**ADDENDUM NO. ONE**

**TO ALL OFFERORS:**

**REFERENCE:** Request for Proposal No: **RFP# LBS-835**  
RFP Issue Date: **December 19, 2014**  
Commodity: **Conference Services Management System**  
RFP Closing On: **January 22, 2015 at 2:30 p.m. (Eastern)**

**Please note the clarifications or change(s) made on this proposal:**

**Question:** In section II, the RFP states that JMU's Conference Services offers registration services for a limited number of clients. Can you please provide how many events per year, on average, that JMU Conference Services is managing the registration for and how many annual registrations are processed across these events?

**Answer:** JMU currently only consistently provides registration services for 2 (two) of our clients, but we are interested in expanding if we have a simple useable solution to offer. The current 2 (two) clients register around 450-500 individuals between them. JMU also has a client that cycles through every three years that we do registration for involving around 800 individuals.

Sincerely,

LeeAnne Beatty Smith, CPPB, VCA, CUPO  
Buyer Senior, Contract Purchases  
Phone: (540-568-7523)

PROCUREMENT SERVICES  
MSC 5720  
752 Ott Street  
Wine-Price Building  
Harrisonburg, VA 22807  
540.568.7523 Phone