COMMONWEALTH OF VIRGINIA
STANDARD CONTRACT

Contract No. UCPJMU5315

This contract entered into this 9th day of October 2018, by **THIncIT, LLC** 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 November 1, 2018 through October 31, 2019 with four (4) one-year renewal options.

The contract documents shall consist of:

(1) This signed form;

(2) The following portions of the Request for Proposal # MLO-981 dated September 15, 2017:
  (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 No. One dated October 10, 2017,
  (e) Addendum No. Two dated October 17, 2017;

(3) The Contractor's Proposal dated November 1, 2017 and the following negotiated modifications to the Proposal, all of which documents are incorporated herein.
  (a) Negotiations Summary dated October 3, 2018,
  (b) Commonwealth of Virginia Agency Contract Form Addendum To Contractor's Form dated September 4, 2018, which shall govern in the event of conflict.

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

CONTRACTOR:

By: David P. Romig II
Digitally signed by David P. Romig II
DN: cn=David P. Romig II, o=THIncIT, LLC,
ou, email=David.Romig@THIncIT.com, c=US
Date: 2018.10.11 11:02:35 -04'00'
(Signature)

David P. Romig II
(Printed Name)

Title: President

PURCHASING AGENCY:

By: _Leah Frank_
(Signature)

Leah Frank
(Printed Name)

Title: Procurement Manager

1. Contractor's pricing schedule for the Purchasing Agency is as follows:

Role	Hourly Rate **Onsite**	Hourly Rate **Offsite**
Office 365/SharePoint Architect	$193.00	$150.00
Office 365/SharePoint Administrator	$178.00	$135.00
Office 365/SharePoint Developer	$158.00	$115.00
Office 365/SharePoint Web Designer	$158.00	$115.00
.Net Application Architect	$193.00	$150.00
.Net Developer	$158.00	$115.00
SQL Server BI Architect	$193.00	$150.00
SQL Server Developer	$158.00	$115.00
SQL Server DBA	$178.00	$135.00

2. Onsite pricing shall be inclusive of all travel costs.

3. Billable hours shall be for actual work hours on authorized projects/tasks rounded to the quarter hour. Billable hours shall not include travel time.

4. Contractor shall provide detailed invoicing to include project title, number of hours worked onsite and/or offsite, role of individual(s) performing the work, and specific tasks performed.

5. The Purchasing Agency reserves the right to reject any assigned personnel at any time with or without cause. Contractor shall provide a suitable replacement within a timely manner.

6. Contractor has disclosed all potential fees. Additional charges will not be accepted.

AGENCY NAME: <u>**James Madison University**</u>

CONTRACTOR NAME: THIncIT, LLC

DATE: 9/4/2018

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. In the event that the Vendor enters into terms of use agreements or other agreements of understanding with University employees and students (whether electronic, click-through, verbal, or in writing), the terms and conditions of this Agreement shall prevail.

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 paragraphs **1 through 18** 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. The parties agree that this clause does not extend the Contractor's liability beyond its own acts or those of its agents/employees;

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.

17. Requiring the "confidentiality" of the agreement, in whole or part, without (i) invoking the protection of Section 2.2-4342F of the Code of Virginia in writing prior to signing the agreement (ii) identifying the data or other materials to be protected, and (iii) stating the reasons why protection is necessary.

18. Requiring the Commonwealth to reimburse for travel and living expenses in excess of the agency policy located at https://www.jmu.edu/financemanual/procedures/4215mie.shtml.

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 _____   CONTRACTOR by _____

Title _____   Title ___President_____

Printed Name _NATASHA OWENS_____   Printed Name ____David P. Romig II_____

JUL. 2009

REQUEST FOR PROPOSAL
RFP # MLO-981

Issue Date: September 15, 2017

Title: **Information Technology Consulting Services**

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)

<u>**Sealed**</u> **Proposals Will Be Received Until** <u>**2:00 p.m. on October 19, 2017**</u> **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: Matasha Owens, Buyer Senior, Procurement Services, owensml@jmu.edu, 540/568-3137, (Fax) 540/568-7936 not later than five (5) 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:

The Computer Solution Company of Virginia, Inc. (TCSC)

1525 Huguenot Road

Midlothian, VA 23113

Date: 11/1/2017

Web Address: www.tcsc.com

Email: eric.eklund@tcsc.com

By: _____
(Signature in Ink)

Name: David P. Romig, ＃
(Please Print)

Title: President

Phone: 804-794-3491

Fax #: 804-794-6194

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; ☐ Micro

Note: This public body does not discriminate against faith-based organizations in accordance with the *Code of Virginia*, § 2.2-4343.1 or against an offeror because of race, religion, color, sex, national origin, age, disability, or any other basis prohibited by state law relating to discrimination in employment.

Rev. 12/9/15 *(Previous Rev 8/18/15)* LMF

James Madison University
Information Technology Consulting Services RFP # MLO-981 Response

Submitted by

The Computer Solution Company (TCSC)
1525 Huguenot Road
Midlothian, VA 23113
http://www.tcsc.com

Points of contact:

Kevin Carter
VP of Professional Services
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Table of Contents

1. Executive Summary

This Proposal ("Proposal"), and any appendices, schedules and attachments to it, is made pursuant to the Request for Proposal ("RFP") # MLO-981 dated September 15th, 2017 by James Madison University ("JMU") and sets forth the proposed Information Technology consulting services to be delivered by The Computer Solution Company, Inc. ("TCSC").

Project Goals and Objectives

JMU is seeking qualified firms to provide expertise in a range of services to support technologies used by the University. The contractor is desired to serve on special projects as a technology expert when requested and as needed. The contractor shall be a resource of research, implementation, troubleshooting, and other technical tasks to support James Madison University Information Technology (JMU IT) staff. The contractor will serve as a technology advisor to understand, communicate, and propose solutions as requested.

Summary of the Proposed Solution

TCSC proposes that JMU leverage TCSC staff to serve as their technology advisors for Microsoft technologies, specifically SharePoint, Office 365, Active Directory, Visual Studio .Net Development, and Business Intelligence. TCSC will provide access to a deep pool of experienced Microsoft resources including: SharePoint architects, web designers, web developers, BI specialists and trainers. TCSC has also included additional services that could provide JMU related to strategic consulting, business apps, and Nintex services as well.

Summary of Qualifications

TCSC has been providing advanced technology solutions for over thirty-five (35) years. Fifteen (15) of those have involved the design, implementation and support of SharePoint-centric business productivity solutions. TCSC is consistently recognized as central Virginia's premier partner for SharePoint solutions and over twenty (20) of the organization's delivery personnel hold their Microsoft Certified Professional Developer certification for Web Development. As a Microsoft Gold Certified Partner, we are among the elite of Microsoft's business partners, earning their highest endorsement. In addition, TCSC has been a Managed Partner since 2003, evidence that Microsoft's local and regional accounts teams are committed to working closely with the organization to ensure customer satisfaction.

TCSC has an existing relationship with JMU and familiarity with the JMU system and personnel. We believe this brings a mutual advantage that will increase project efficiency.

2. Proposal

Area of Expertise [RFP IV, 1]

Provide detailed corporate competencies/experience serving one or more of the technologies listed below.

d. Microsoft

TCSC is a Microsoft Managed Partner with the following competencies:
- Gold Application Development
- Gold Cloud Platform
- Gold Collaboration and Content
- Gold Data Platform

A copy of our partner transcript is available upon request. We welcome you to contact a local Microsoft representative to inquire about our partnership and Microsoft technology expertise. We have the knowledge, skills and commitment to help JMU with its' Microsoft services.

Microsoft Office 365 Experience

TCSC has offered Office 365 SharePoint Online consulting services for over four years. Our first engagement using Office 365 SharePoint Online was in February 2012. What follows is a brief description of select projects:
- Graduate Management Admissions Council – Envisioned and architected a new Information Architecture and provided migration assistance from existing SharePoint 2007 implementation and workloads onto Office 365 SharePoint Online Platform
- Randolph-Macon College – TCSC led the SharePoint Online deployment. Responsibilities included information architecture, branding, governance, department site configuration, training, and ongoing support.
- The Vintner Group – Created information architecture and migrated Exchange Public Folders into an organized document repository in SharePoint Online.
- Brady Trane, Inc. – Created extranet site structure for secure collaboration with outside parties and provided on-going support.
- Commonwealth Autism Society – Architected, developed, branded, and deployed non-profit's intranet.
- James Madison University – SharePoint mentoring, information architecture, ongoing support.

TCSC uses both SharePoint Server and SharePoint Online in our organization. SharePoint Server houses TCSC's formal company intranet. SharePoint Online is used for team collaboration sites, document storage, and process automation. SharePoint Online is also used to create extranet project sites for secure collaboration with clients.

Microsoft SharePoint Experience

TCSC has been working with SharePoint technologies for over fifteen (15) years and our staff is certified in configuration and development of Microsoft SharePoint Server Standard and Enterprise in on-premise, hybrid, and Office 365 deployments. We have assisted many customers with SharePoint planning, installation, configuration, and development services. Our SharePoint-related projects have including planning, installation, configuration, and development services. Some of our higher education customers include:
- James Madison University
- University of Virginia – Health System
- University of Virginia Facilities Management Department
- Germanna Community College
- Graduate Management Admission Council
- Richard Bland College

Our tenure in the SharePoint platform has also allowed us to integrate SharePoint with many different applications and line of business systems, most notably:

- SQL Server
- Oracle
- Unix Universe
- Traditional Web Services
- WCF Services
- SalesForce.Com Data
- Social Network Data – Facebook, Twitter, etc.
- Office applications – Word, Excel, Access, Visio, etc.

Application Development Experience
TCSC Over twenty (20) of the organization's delivery personnel hold their Microsoft Certified Professional Developer certification for Web Development.
TCSC maintains professional services staff who are:

- Full time employees (not sub-contractors)
- Based in Richmond, Virginia
- Experienced .NET Architects and Developers
- Experienced Project Leads
- Experienced Server Administrators
- Experienced Branding and Web Design Specialists

We have actively supported customers with web and application development services for over 10 years. These customers include: National Institute of Allergy and Infectious Diseases, VCU Health System, the University of Virginia, National Oceanic and Atmospheric Administration, Virginia Beach City Public Schools, Dominion Resources, Inc. and more. We take pride in being able to effectively source solutions for our customer's by leveraging our collective staff member knowledge and skills to ensure continued success.

I. Other Technology & Systems

Nintex Workflow and Forms
TCSC has been providing Nintex consulting services for nearly 4 years, since becoming a Nintex partner in December 2013. We are a Nintex Certified Partner selling the software and providing services. TCSC also holds hands-on Nintex workshops to educate others on the product and recently started Richmond's first Nintex Community Users Group. One of TCSC's consultant's, Andrea O'Hara has been honored with Nintex's highest award to be named a [Nintex Virtual Technical Evangelist (vTE)](). What follows is a brief description of select projects and client references:

- Anthem, Inc. – TCSC worked with Anthem to automate their internal training collaboration system, called SmartShare, utilizing automatic site provisioning and content management with Nintex Workflow. This solution not only met the team's original requirements regarding automating the site provisioning process, implementing an approval process, easy maintenance of the system, and reporting, but it also helped to smooth out the rough edges in SharePoint's UI for facilitators who had not been trained to be a site owner. The site's administrators didn't need to worry about untrained facilitators breaking their sites due to having the Full Control permission level. The Nintex workflows we deployed permitted facilitators to perform only the administrative activities that we authorized for them, such as managing membership of permission groups, changing a site's title, and archiving a site. TCSC has also worked with Anthem on other Nintex efforts.
- Centra Health – TCSC helped move Centra from Lotus Notes to Nintex Forms and Workflow. During this project, existing forms were replicated and improved upon. This included a time off request form that corresponded with a Time Off Calendar and a catering request form with cascading selections. Rules were customizable based on the forms owners as different departments have different rules.

TCSC has also been involved in recent Nintex projects with Dominion, UVA Health, and Langley Federal Credit Union. TCSC would like to leverage our partnership and Nintex expertise to assist JMU with superior forms, workflow and automation functionality if this is desired.

Provisioning of Services [RFP IV, 2]

Describe approach and methodology to providing IT consulting services to James Madison University. Include how your firm would manage the scope of projects.

TCSC will leverage Agile Scrum methodology over the Microsoft Solutions Framework (MSF) to execute projects. In Scrum, projects are divided into succinct work cadences, known as sprints, which are typically two or three weeks in duration. At the end of each sprint, stakeholders and team members meet to assess the progress of a project and plan its next steps. This allows a project's direction to be iterative and adjusted or reoriented based on completed work. MSF represents an industry-proven solution approach that provides for well-defined phases that take into account development of requirements, architectural design, detailed design, development, testing and managed release cycles. MSF, as implemented for JMU projects, will organize the overall effort approach into five distinct phases during the Project lifecycle.
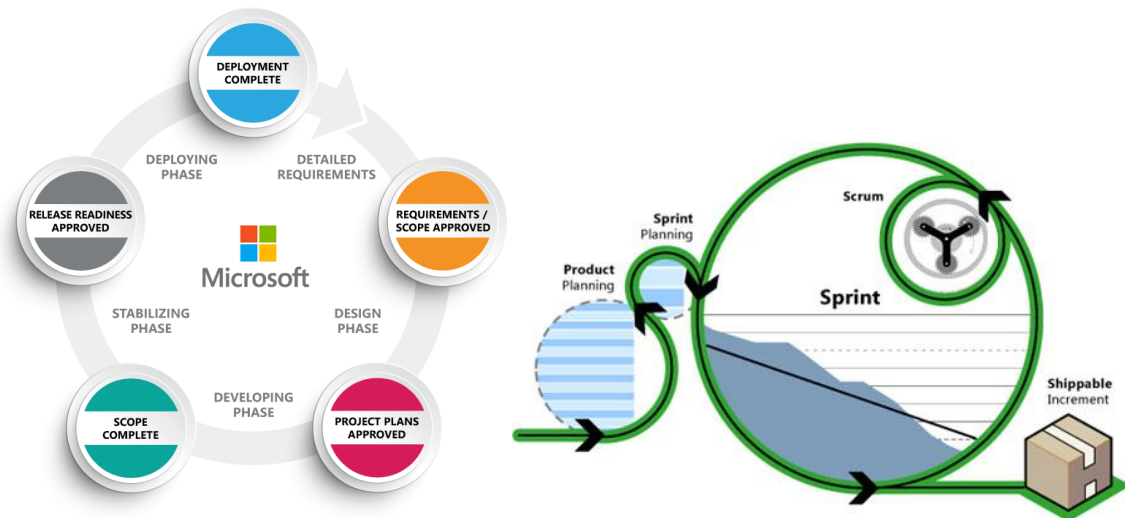
Phases

Initiation and Envisioning
In the Envisioning Phase, the team identifies the vision and scope of the project by preparing a vision and scope document.

During this phase, goals for the project are formed and a vision statement is created. This shared vision helps the team to work towards a common objective. The project team is assembled and the team members are assigned roles and responsibilities.
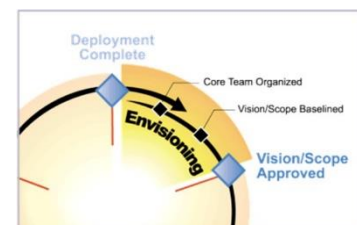
Another important activity in this phase is the identification of risks and preparation of mitigation and contingency plans. The risks identified and the mitigation plans are used throughout the life cycle of the project.

Planning

During the project, the team will spend most of its time developing the effort in a series of sprints. However, the team must first create a high-level plan for the project. This plan is a roadmap to guide more detailed decisions that will be made during the course of the project. As the team implements the plan, it will change. When the team has finished planning the project, the team will have created a product backlog and, if it is needed, a release plan.

Build the Product Backlog

The product backlog is a list of user stories that describe what your users need and value. The user stories are prioritized by business value and risk. Each story requires an estimate to help clarify priorities and to organize the work appropriately.

Prepare for the First Sprint

A sprint is a time-boxed iteration of development that is usually one to four weeks long and that produces an increment of the product that the team could ship. Before starting the first sprint, the product owner prepares the product backlog. The user stories that are high enough priority to be considered in the first sprint must be ready for the team to implement. These stories are translated to initial functional specifications that are the steps required to implement the user story.

Sprint Activities

After the team plans the sprint, it has a list of user stories that it has committed to completing. During a sprint, the team completes the tasks that are required to implement the user stories set for the sprint. The team can track its progress and make sure that it meets the customers' acceptance criteria and team criteria for finished software before finishing each sprint. Those user stories have been broken down into tasks. Each team member signs up for a task when the sprint starts. After completing that task, the team member updates its status and signs up for another task. In this manner, your team works through the list of tasks, completing the user stories.
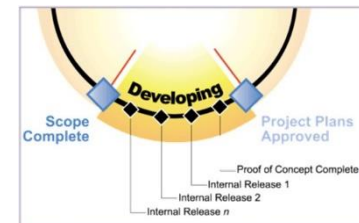
Development

During this phase, TCSC will work with JMU staff to develop the various components of the solution.

Stabilization

TCSC will assist JMU staff with testing and debugging. In addition, TCSC will respond to user testing feedback and develop systems configuration and support documentation.

Deployment

TCSC will provide and deploy final deliverables, mentoring and training sessions, identify next steps, and deliver formal project sign-off materials during this phase.

Communication Process

A formal process will be employed to facilitate project communication. There will be two key vehicles for providing this communication: a weekly status report and a mid-point status meeting.

- The TCSC Engagement Manager, working in conjunction with the JMU Project Leader, will compile status reports for distribution to both JMU and TCSC management.
- Meetings will be held to review overall status, the Project schedule, and open issues.

Issue/Risk Management Procedure

While a mutually agreed upon issue escalation process will be defined at the outset of the project, the following general procedure will be used to manage project issues and risks:

- Identify and document
- Assess impact and prioritize
- Assign responsibility
- Monitor and report progress
- Communicate issue resolution

Change Management Process

Although no changes may be anticipated, if any changes are to be made, they will be made via modification of the resulting Task Order. TCSC shall have no obligation to commence work in connection with any change until a modification has been authorized by the JMU.

Project Completion

Projects will be considered complete, when either a) all of the deliverables identified within the signed order have been completed, delivered and accepted or deemed accepted, including approved Change Orders; or b) by termination of this agreement under the provisions of the Task Order.

Personnel [RFP IV, 3]

Provide the names, qualifications, and experience in personnel to be assigned to James Madison University. Designate who would be assigned as the primary contact for this account.

The primary account contact will be Brandon Murray (Brandon.Murray@tcsc.com). Brandon is our Solutions Architect and is local to the JMU area. He has worked with JMU on several projects and has familiarity with the systems and personnel.

Resumes for personnel that may be assigned to projects at JMU can be found in Appendix C**.**

Proposed resources:

Dan Hulen – Cloud and Collaboration Team Lead

Dan is TCSC's Cloud and Collaboration Team Manager. He has over 25 years of Global IT work experience and his extensive project knowledge has stemmed from organizations as diverse as startups, banks, cooperatives, government agencies, hospitality, insurance and non-profits. Dan especially enjoys working with clients in Vision and Strategy development and leveraging Cloud technologies. Directly applicable experience includes:

- Nexstar Media Group
- Goodwill of Central and Coastal Virginia
- Tredegar Corporation

Brandon Murray – Solutions Architect

Brandon Murray is a Solutions Architect with TCSC, specializing in finding web solutions to real-life business needs. Holding bachelor degrees in both English and MIS, Brandon has used his unique background to bridge the gap between the business and technology worlds, helping clients navigate in an IT world where the only constant is constant change. He has been working with the SharePoint platform for six years and is MCITP certified in SharePoint Server 2010 and is also a Yammer Certified Network Administrator. Directly applicable experience includes:

- Langley Federal Credit Union
- Virginia Credit Union
- Centra Health
- Anthem

Product Experience: 6 Years SharePoint

David Haver – Cloud Architect

David Haver is a Cloud Architect with a very strong server administration background. He specialized in SharePoint Architecture for many years and has worked on numerous SharePoint deployments and upgrade projects. For the past 4 years he has been focused in Azure services. He assists organizations with cloud migrations from setting up and migrating to Office 365, to implementing ADFS on Azure, to full migrations of SharePoint farms or other web presence to Azure, and more. He provides technical sales support for Office 365 and Azure. He helps organizations determine if the public cloud is the right choice for their specific needs or if they should be building their own private cloud. He enjoys mentoring clientele in the areas of system design, implementation, and administration. Directly applicable experience includes:

- Old Dominion Electrical Cooperative
- Virginia Commonwealth University
- VA Housing Development Authority
- W.M. Jordan Company

Product Experience: 7 Years SharePoint and

Kevin Carter – Vice President of Professional Services and Business Intelligence Lead

Kevin is a JMU graduate who possesses over twenty-eight (28) years of Microsoft-centric system design and implementation experience. He currently serves as TCSC's VP of Professional Services where he was previously TCSC's Business Intelligence (BI) practice manager. Kevin is a data scientist with data warehousing and BI skills. His background in application and web development further strengthen his enterprise quality system delivery capability. Today, he leads seminars on IT strategy and speaks on Microsoft's business intelligence tools and strategy. Directly applicable experience with TCSC includes:

- International Mission Board – Project manager on a web-based data gathering application and the lead architect for the subsequent analysis and reporting system built for the data collected.
- ChemTreat, Inc. – Lead architect and developer for a sales analysis and reporting system.
- UVA – Project manager for a budget management system for the president's office and consultant for the facilities office on multiple business intelligence engagements.

Russ Henderson – Senior Architect
Russ Henderson is a Senior Architect at TCSC. Russ has spent the past ten years developing SQL Server and .NET solutions for clients in a variety of industries. This current role supplements his previous development experience with experience in solution architectural design, process management, delivery, and implementation. Russ holds MCTS .NET 4 certifications in Web Application Development, Data Access, and Windows Communication Foundation Development. Directly applicable experience includes:
- Swedish Match – Azure Customer Sampling Solution with data access regardless of network connectivity and mobile platform extensions
- Luck Stone – Digital Customer Experience Azure Solution
- TMEIC – Global customization of a Resource Management tool utilizing Visual Studio and SQL Server

Andrea O'Hara – Senior Consultant and Nintex vTE
Andrea O'Hara is a Consultant at specializing in light front-end development, no-code solutions, and forms and workflow. Andrea has a background in Design and Web Development and has been working with SharePoint for 4 years. She enjoys developing creative, outside-the-box solutions to help fulfill the needs of her clients as well as finding ways to increase efficiency through business process enhancements. Andrea is a Nintex vTE and Certified Workflow Pro.
- Anthem – SmartShare learning solution utilizing Nintex and SharePoint
- Schnabel Engineering – Performance review process solution with Nintex
- Klockner Pentaplast – Contract change management solution with Nintex

John McNeil – Senior Consultant
John McNeil is a developer/consultant at TCSC with more than 15 years of experience in both front-end and server-side technologies including .NET, SQL, PHP/MySQL and their related disciplines, as well as internet marketing and website design. John brings a practical approach to solving business needs by focusing on the 'big picture' as well as the technical details in a project. He has assisted many of our SharePoint clients to revive their site with a refreshed look and feel.

Scott Combs – Project Manager
Scott Combs is a seasoned, high impact project management executive. He is responsible for directing and executing project management for IT service solutions and products. He develops and improves project management practices with the goal of satisfying clients by delivering the committed scope with timely, cost effective execution.

Continuity of Personnel [RFP IV, 4]
Describe the ability to provide continuity of consultants throughout the duration of a project.

TCSC has a core principle to focus on Customer Delight. As such, we make it a key focus to not shift staff between projects and disturb project momentum and continuity if at all possible. Our typical project execution practices include keeping the key resources (project lead) in place for the full duration.

In general, TCSC's professional services organization operates on a 2 – 3 week backlog for assigning resources to efforts. This can fluctuate over time based on the type of resources needed and project volumes.

Services Available [RFP IV, 5]

Describe services available from your firm and/or partners and associated costs. 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**

TCSC can provide the following services to JMU:

SharePoint

- Architecture & Design
- Implementation Planning
- Content Organization
  - TCSC has developed techniques for guiding customers through the process of inventorying, evaluating, and organizing their content into an Information Architecture for their SharePoint deployment.
- Development
- Branding and Page Layout Design
- Project Management
- Capacity Planning
- Installation & Configuration
- Content Conversion (Migration/Upgrade)
- Training – Farm Administrator, Developer, Site Administrator, Power User, End User
- Monitoring & Administration
- Reactive Support
  - TCSC has developed its own reactive support service called SharePoint Lifeline.
    - Used for SharePoint and SharePoint Online Support
    - Exclusive Customer Portal
    - Reactive, ticket-based support
    - SLA – Reply guaranteed within one business day
    - Remote assistance (no on-site support option)
    - Provides break-fix support, primarily, with some limited new customizations/new functionality
    - Customers purchase hours of support up front and get a discount off typical T&M rates, discount increases the more hours are bought
    - Hours may be used for up to one year
    - Priced per bucket of hours as listed below.
      - $2,700 / 20 Hours
      - $5,000 / 40 Hours
      - $9,600 / 80 Hours
      - $13,800 / 120 Hours

Office 365
- SharePoint Online Planning and Deployment
- SharePoint Online Content Organization
- SharePoint Online Content Migration
- SharePoint Online Configuration and Administration
- SharePoint Online Development
- SharePoint Online Branding
- SharePoint Online Power User Training
- SharePoint Online Administrator Training
- Office 365 Adoption services

.Net Custom Web Development
- ASP .Net Web Forms Application Development
- Traditional Web Services Design and Construction
- WCF Services Design and Development
- ASP .Net MVC Web Application Development
- REST based Web Application Development
- Web CMS Deployments (SiteCore, Custom, etc.)
- Web Application Architecture
- Web Application Branding and Page Layout

SQL Server Administration and Business Intelligence Services
- Data Modeling
- Business Intelligence Maturity Assessment
- Business Intelligence Strategy Development
- Power BI Workshops, Mentoring and Assistance
- SQL Server Modernization – TCSC can provide SQL Modernization funded efforts at no cost to qualified customers by Microsoft. A SQL Modernization effort may be performed for JMU to evaluate and plan for an upgrade to a newer SQL version or to SQL Azure. This may include a POC or workshop tailored to JMU's needs.
- SQL Server Deployment Planning
- SQL Server Health Checks
- SQL Server Integration Services (SSIS) Installation, Configuration and Development
- SQL Server Analysis Services (SSAS) Installation, Configuration and Development
- SQL Server Reporting Services (SSRS) Installation, Configuration and Development
- ETL Process Architecture and Implementation
- Data Warehouse Design and Implementation
- Custom Report Development
- Custom Dashboard / Scorecard Development

Azure
- Azure Assessments, POCs, and workshops – TCSC has access to provide JMU an Azure Assessment and Workshop or POC at no cost with Microsoft funding. During this engagement, we will work with you and your team to get hands-on experience with Azure and develop a cloud assessment and consumption plan for one or more workloads that could take advantage of the cloud. The workshop will be tailored to your business needs spanning workloads including Azure Fundamentals, SQL, Power BI, Mobile and Web App Development and more.
- Managed Services for Line of Business Applications
- Platform Deployments – BaaS, Idea's, Disaster Recovery
- DevOps & Logic Apps
- Custom Development

Business Apps
- CRM
- Customer Care/Customer Portals
- Field Service
- Case Management
- Knowledge Management
- Accounting Solutions
- ERP Integration

Nintex
- Process Architecture and Design
- Solution Planning
- Development
- Training and Mentoring - $5,140 for 4 days assistance and support collaboratively creating Nintex Workflow and Forms
- Workflow and Forms Creation – Price range varies based on complexity. Estimated range - $3,640 - $4,900 per Workflow and Form.

Strategic Consulting
- Strategic Roadmaps
- Maturity/Readiness Evaluations
- Analysis and Design/Target Architecture
- Business Process Design and Automation
- Business Applications Expertise

Ability to Develop and Provide Training and Documentation [RFP IV, 6]

Describe the ability to assist in the development and offering of training and documentation.
TCSC offers onsite training courses to customers in SharePoint, Office 365, Business Intelligence and Nintex technologies. In addition to these training courses, we also can develop on-demand custom training in various adoption and integration topics.

TCSC will provide technical documentation on any software installation or custom solution that it implements. TCSC has developed its own templates for documenting various SharePoint operations and an excerpt from our SharePoint installation and configuration guide is included in Appendix D of this response.

Training Offerings [RFP IV, 7]

Describe training options and associated costs. Include a catalog of training offerings and differentiation between technical staff and end-user training.
We currently offer the following SharePoint classes on site for up to 10 attendees:
- SharePoint Farm Administrator Training - $2,160, 2 Days, Technical Staff
- SharePoint Site Administrator Training - $1,080, 1 Day, Technical Staff & Business User Staff
- SharePoint Power User Training - $1,080, 1 Day, Business User Staff
- SharePoint End User Training - $135/hr., ½ - 1 Day, Business User Staff
- SharePoint Developer Training - $135/hr., 1 - 2 Days, Technical Staff
- SharePoint Designer Training - $1,080, 1 Day, Technical Staff
- Power BI Workshop on-site - $1,500, I day, can be tailored to Technical or Business User Staff
- Nintex assistance and support collaboratively creating Nintex Workflow and Forms – 4 days, $5,140

For classes with more than 10 attendees, an additional instructor is required to facilitate any course that has labs.

For training needs outside these offerings, we can offer a customized course in SharePoint, .Net Development, SQL Server and Business Intelligence technologies. These courses are made estimated on a per case basis.

Experience in Higher Education [RFP IV, 8]

Provide examples of recent projects at higher education institutions comparable to James Madison University. Describe the project, time frame, end result, etc.

UVA Health System – SharePoint Online and Business Intelligence Consulting Services

TCSC was recently engaged to assist with SharePoint Online consulting services for UVA Health System. This is a multi-week engagement that includes SharePoint demonstrations, evaluating UVA goals and needs with the features and capabilities in SharePoint, documentation of technical and functional designs and plans, as well as architecture, design, and development services. TCSC has also assisted UVA Health System with Business Intelligence Architecture and Implementation services resulting in Dashboard Reporting Implementation and proof of concept.

> Derrick Stone
> DJS6D@hscmail.mcc.virginia.edu
> 434.924.5488

Randolph Macon – Intranet Portal with Interactive Forms

TCSC was engaged to provide a SharePoint Online Intranet Implementation for Randolph Macon College in 2014. This effort included branding, creating a governance plan, a communication solution and SharePoint Online Admin training to ensure success. Randolph Macon has also utilized TCSC's SharePoint Lifeline Support offering.

> Kirk Baumbach
> kirkbaumbach@rmc.edu
> 804.752.7263

WM Jordan – SharePoint Migration to Azure

WM Jordan, a leading construction firm in Virginia and North Carolina with expertise in Education Facilities, engaged TCSC to implement SharePoint 2013 to provide a collaborative intranet environment. TCSC was engaged with WM Jordan's SharePoint 2007 and 2010 implementations as well. In 2014, TCSC migrated WM Jordan's SharePoint environment to Azure. For WM Jordan, TCSC was responsible for the Architecture, Installation, Configuration, and Branding design for the intranet site. TCSC continues to support WM Jordan for SharePoint Server Administration, SharePoint development, and SSRS.

> Sean Cox
> scox@wmjordan.com
> 757.896.5115

Additional Higher Education Project Engagements:

- Germanna Community College – SharePoint 2010 to SharePoint Online Migration
- University of Mary Washington – Office 365/SharePoint Assessment. Business Intelligence Architecture Design Session and Strategy Planning.
- Graduate Management Admission Council (GMAC) – SharePoint Migration to SharePoint 2016 and Application Development
- Richard Bland College – SharePoint Architecture Design Session

Knowledge Transfer [RFP IV, 9]

Describe the ability to provide for a thorough transfer of knowledge to JMU IT on any given project.
TCSC will be able to provide a thorough knowledge transfer to JMU IT for three key reasons: The first reason is that TCSC includes knowledge transfer time as a standard component of our project estimates. Our corporate culture and mindset is one of wanting to equip customers with the skills needed to administer, grow and maintain their systems.

The second key reason that we will be able to provide thorough knowledge transfer is the effort we put into creating detailed installation and configuration documentation that we have developed and refined over time.

The third key reason is that TCSC believes in having a long-term relationship with our customers by fostering open communication and support channels before, during, and after projects.

Measuring Success
Getting value out of technology, getting users to adopt a system, etc. comes down to meeting specific end user needs, defining and executing a good plan with strong champions, implementing simple capabilities to raise awareness, and diving down into groups to help them run and measure themselves better. TCSC will work to help JMU adopt the planned solutions with training, mentoring and awareness. TCSC will survey users following projects go-live to see if they are engaged and happy with the new solutions.

TCSC will be happy to align to JMU's business KPIs measured identified as appropriate for engagements. From a project standpoint, the keys we measure use a couple dimensions as follows:
- Customer Satisfaction
- Overall Quality of Solution
- Quality of our Consultants and their understanding of the business needs
- How well TCSC transitioned to the internal users

Project Management [RFP IV, 10]

See Section IV, 2.

Staffing Plan [RFP IV, 11]

Describe how your firm would propose a functional staffing plan indicating the number, characteristics, and schedule for the consultants.
Engagements with TCSC typically follow the following process: James Madison University contacts TCSC to discuss their needs for technology expertise. The problem is explained in detail and a solution is proposed. A Statement of Work (SOW) is generated to include a Scope of Work defining the tasks and deliverables of the project and the estimated time to complete the project. Once the SOW is signed by JMU (or a PO is issued), resources are assigned based on the expertise TCSC feels is required by the project. In general, TCSC's professional services organization operates on a 2 – 3 week backlog for assigning resources to efforts. This can fluctuate over time based on the type of resources needed and project volumes.

Subcontracted Functions [RFP IV, 12]

Describe the functions to be subcontracted and the expertise and credentials required from the subcontractor.
No functions will be subcontracted. TCSC is a certified SWaM business.

3. VASCUPP Experience [RFP V, B, 5]

Below are listed the amount of sales TCSC had during the last twelve months with the following VASCUPP Member Institutions:

James Madison University
Gross sales: $18,542

Virginia Tech
Gross sales: $41,440

UVA Health
Gross sales: $47,636

UVA Facilities
Gross sales: $4,500

Richard Bland College
Gross sales: $3,000

University of Mary Washington
Gross sales: $9,900

4. Pricing Schedule [RFP X]

The offeror shall provide an hourly rate broken down by position type for proposed services. Provide onsite hourly rate that includes all billables (e.g. travel, lodging, etc.). Include pricing for all other products and services.

Specify any associated charge card processing fees, if applicable, to be billed to the university.

Hourly Onsite Rates

- Office 365/SharePoint Architect $193
- Office 365/SharePoint Administrator $178
- Office 365/SharePoint Developer $158
- Office 365/SharePoint Web Designer $158
- .Net Application Architect $193
- .Net Developer $158
- SQL Server BI Architect $193
- SQL Server Developer $158
- SQL Server DBA $178

Hourly Offsite Rates

- Office 365/SharePoint Architect $150
- Office 365/SharePoint Administrator $135
- Office 365/SharePoint Developer $115
- Office 365/SharePoint Web Designer $115
- .Net Application Architect $150
- .Net Developer $115
- SQL Server BI Architect $150
- SQL Server Developer $115
- SQL Server DBA $135

5. Appendices

Attachment A: Offeror Data Sheet

1. <u>QUALIFICATIONS OF OFFEROR:</u> Offerors must have the capability and capacity in all respects to fully satisfy the contractual requirements.

2. <u>YEARS IN BUSINESS:</u> Indicate the length of time you have been in business providing these types of goods and services.

    Years__36_____ Months_____

3. <u>REFERENCES:</u> 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 #
UVA Health	5 years	1215 Lee Street Charlottesville, VA 22903	Derrick Stone 434.924.5488 DJS6D@hscmail.mcc.virginia.edu
W.M. Jordan Company	8 years	11010 Jefferson Avenue Newport News, VA 23601	Sean Cox 757-896-5115 SCox@WMJordan.com
Hampton Roads Sanitation District	10 years	1434 Air Rail Avenue, Virginia Beach, VA 23455	Sean Williams 757.740.7279 sdwilliams@hrsd.com
Anthem	6 years	1330 Amerigroup Way Virginia Beach, VA 23464	Brendan McGarrett 757.473.2737 Brendan.Mcgarrett@amerigroup.com
Roanoke County Government	8 years	5925 Cove Road Roanoke, VA 24019	Chad Sweeney 540.777.8557 csweeney@roanokecountyva.gov

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

    Eric Eklund, The Computer Solution Company of Virginia, Inc., 1525 Huguenot Road, Midlothian, VA 23113

3. 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 <u>CODE OF VIRGINIA</u>, SECTION 2.2-3100 – 3131?
   [ ] YES [X] NO
   IF YES, EXPLAIN:_____

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

Offeror Name: The Computer Solution Company of Virginia, Inc.   **Preparer Name:** Cami Trainham
Date: 11/1/17

Is your firm a **Small Business Enterprise** certified by the Department of Small Business and Supplier Diversity (SBSD)? Yes_X__   No_____
   If yes, certification number: __6786_____   Certification date:___3/17/16_____

Is your firm a **Woman-owned Business Enterprise** certified by the Department of Small Business and Supplier Diversity (SBSD)?   Yes_____   No_____
   If yes, certification number: _____   Certification date:_____

Is your firm a **Minority-Owned Business Enterprise** certified by the Department of Small Business and Supplier Diversity (SBSD)? Yes____   No_____
   If yes, certification number: _____   Certification date:_____

Is your firm a **Micro Business** certified by the Department of Small Business and Supplier Diversity (SBSD)?   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.**

Micro Business is a certified Small Business under the SWaM Program and has no more than twenty-five (25) employees **AND** no more than $3 million in average annual revenue over the three-year period prior to their certification.

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

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Attachment B Continued

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

Procurement Name and Number: RFP # MLO-981

11/1/2017

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:

The Computer Solution Company of VA, Inc.   1525 Huguenot Road, Midlothian, VA 23113   Eric Eklund

Firm   Address   Contact Person/No.

Sub-Contractor's Name and Address	Contact Person & Phone Number	DMBE Certification Number or FEIN No.	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)	Federal Employer Identification Number
Offeror is a SWaM business. No subcontracting to SWaM businesses is seen as necessary at this time						

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

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Brandon Murray

Managing Consultant

SharePoint administrator, designer, and developer, solution architect, and creative problem solver with 5 years of experience creating solutions to customers' needs, providing front-line support for business units, and bridging the gap between the business and technology worlds— helping each understand the realities of the other. Highly regarded among clients, managers, and colleagues as one who achieves objectives and satisfies customers. Areas of expertise include the following:

Skills

- Expert in SharePoint Server, SharePoint Online, SharePoint Designer, PowerShell, Photoshop
- Experienced with Windows Server, MS SQL Server, IIS, and AD in a SharePoint environment
- Skilled writer, editor, communicator, listener, teammate, and collaborator
- Proficient in design analysis, documentation, and diagramming
- C#, CSS, HTML, jQuery, SQL, XML, XPATH/XSLT

Experience

TCSC

Solutions Architect

2012 – Present

Work closely with business units and IT to manage and execute a wide variety of projects related to SharePoint. Partner with business units to surface requirements and help them understand and make better use of the technologies available to them. Typical duties include installations, configurations, migrations, troubleshooting problems, designing home pages, designing and building information architectures, coding solutions, designing web parts, training end users, advising clients as to best practices, and more.

Hospital Corporation of America

SharePoint Product Analyst

2012 – 2012

Managed the migration of SharePoint sites and content on SharePoint 2007 servers to SharePoint 2010 servers. This project included designing and building new intranets and then moving the content from the old sites to the new. Served as the project manager for projects to create 1) a single web application that all of the Capital Division physicians will use to access links to the various web applications that they use in their work, and 2) replace the current virtual desktop that health workers use with an improved version. Work involved coordinating the efforts of four people in the AppDev department as well as gathering requirements information from representatives of the 17 hospitals in the division.

Hospital Corporation of America
Website Administrator
2011 – 2012
Administered SharePoint 2007 and 2010 farms for the 17 hospitals in HCA's Capital Division. Administered intranets and intranet resources on other platforms. Designed and built a SharePoint 2010 intranet used daily by hundreds of people in the Capital Division and the hospitals that the division serves. Migrated content from existing SharePoint 2007 environments to the new SharePoint 2010 environment. Partnered with the Supply Chain Director to design and build a Recall Reviews SharePoint solution that helped Supply Chain communicate recalls to the various departments of three hospitals, assign recall review tasks, and monitor task statuses via dashboard pages. Designed and built a Knowledge Base for centralizing support information and documentation needed by the Service Desk. The Knowledge Base integrated formal documentation, wikis, and data together with the use of customized workflows, web parts, and page layouts. Provided Tier 3 support, training, problem solving, and solution design for intranet users.

Liberty University (BIO)
Business Process Specialist
2010 – 2011
Served LU's Business Intelligence Office as an embedded specialist in the Finance & Administration department. Fostered communication between IT and Finance. Trained BIO and Finance personnel on SharePoint. Maintained SharePoint sites for Finance and other LU departments. Developed InfoPath solutions and integrated them into LU business processes via SharePoint workflows.

Liberty University (CAFÉ)
Instructional Technologist
2009 – 2010
Served as a SharePoint expert, offering solutions, support, and process improvements to faculty in Academic departments. Designed and implemented a project tracking system for CAFE's course development process with SharePoint, InfoPath, and SharePoint Designer workflows. Worked with LU departments, notably the Center for Academic Support and Advising Services and the Career Center, to streamline and automate various processes with InfoPath forms and SharePoint workflows. Solved a wide variety of CAFE technology needs on a day-to-day basis, including, but not limited to: training faculty, maintaining web pages, documenting systems, and researching and learning new software.

Worked with the Education Department to implement via SharePoint their specifications for a Doctoral Dissertation Portal. This solution was featured in a Microsoft Case Study here: http://www.microsoft.com/casestudies/Case_Study_Detail.aspx?CaseStudyID=4000011048.

Education & Certifications
Bachelor of Arts – English
James Madison University
May 2006

Bachelor of Science – Management Information Systems
Liberty University
May 2010
Microsoft Certified TS: Microsoft SharePoint 2010, Configuring

Microsoft Corporation
September 2011
Microsoft Certified ITP: SharePoint Administrator 2010
Microsoft Corporation
January 2013
Yammer Certified Power User and Network Administrator
Yammer, Inc. 2014

Dan Hulen
Managing Consultant

Experience
The Computer Solution Company of Virginia, Inc. (TCSC)
Managing Consultant
August 2016 - Present

Dan is TCSC's Cloud and Collaboration Team Manager. He has over 25 years of Global IT work experience and his extensive project knowledge has stemmed from organizations as diverse as startups, banks, cooperatives, government agencies, hospitality, insurance and non-profits. Dan especially enjoys working with clients in Vision and Strategy development and leveraging Cloud technologies.

Job History
- IMB – Director of Shared Technology Services/ Functional CTO – 11/2008 to 2/2016
  Responsible for leadership and management of 20-person department and infrastructure services for 5000+ person organization including multiple worldwide data centers and 25+ remote offices. Infrastructure services include: Data Center, Telephony, Internet & Network, Storage, Server, Authentication & Directory, Database, Reporting & Analytics, email, Files, Web and Portal systems. Additionally, responsible for facilitation and development of IT Vision and Strategy, Planning and Budgets, Personnel Management & Development, Information Security and Policies, Application Architecture Support, and Vendor Selection/Negotiation across many functional areas (i.e. Finance, Constituent Relations, Research, Logistics, etc.)
- IMB – Systems Architect – 11/2004 – 11/2008
  Responsible for the overall infrastructure architecture and integrally involved in the selection, development and deployment of all critical applications. During the course of my work as Systems Architect and as a member of the IT Leadership Team, I changed and significantly improved the technology environment of virtually every core system and application IMB uses; the impact on personnel productivity, stability and performance has been very significant.
- Single Stone – Managing Consultant – 1/2000 – 10/2004
  Performed numerous successful projects from managing large regulatory programs to the development of custom apps for US government agencies and non-profits.

Education
Virginia Polytechnic Institute and State University
Bachelor of Arts (BA), Economics, Cum Laude - 1992

David B. Haver
Cloud Architect

Experience

Managing Consultant
- Piloted and deployed all components of Office 365 for multiple organizations
- Installed, configured and implemented Active Directory Federation Services
- Installed, configured and implemented Active Directory Synchronization services with Windows Azure Active Directory
- Installed, configured and implemented multiple SharePoint farms using Windows Azure for Infrastructure Services
- Migrated email systems from Non-Microsoft platforms (i.e. NSMail or Google) to Exchange Online in Office 365

SharePoint Architect/SharePoint Administration/System Administration
- Installed, configured and implemented Microsoft Office SharePoint Server (2003, 2007, and 2010) in over 100 different organizations.
- Performed both minor and major version upgrades or migrations in over 50 different organizations.
- Installed, configured and implemented multiple Enterprise Project Management tools (Business Engine, PlanView, and Microsoft Project Server) in 3 different organizations.
- Performed detailed assessments of current installations and reconfigured instances from a single program based configuration to complete enterprise level configurations.
- Managed a team of 10 SharePoint Administrators/Architects.

Business Systems Analysis
- Gathered business, functional, system and interface requirements, developed prototype solutions, and developed/deployed and tested final solutions.
- Facilitated process development sessions and documented detailed process flows in order to drive out processes, collect data, and gather requirements to develop process improvements.
- Documented processes, developed initial detail design, created prototypes for process automation and developed reports.
- Interviewed and mapped business processes/requirements to SharePoint and project management tools to assist business groups in migrating from their existing tools to the SharePoint based solutions and enterprise project management tools.

Solution Development
- Developed numerous team/organizational based Microsoft SharePoint sites and process based SharePoint sites that displayed and communicated the various steps in the process.
- Developed a SharePoint solution that displayed all of the major company business rhythms.
- Developed standard SharePoint site templates that provided a better means to manage project related information and provided a single point of entry with a consistent look and feel for all projects. Developed dashboards that displayed key information about projects.
- Developed Microsoft InfoPath based solutions for project status reporting, scorecards, and idea capture.

Project Management
- Managed over 300 IT projects for various organizations by using stand PMI Project Management methodologies.
- Projects have ranged in size from 1 day assessments to full multiyear software development efforts to corporate wide infrastructure updates.

Skills

Microsoft SharePoint (all versions), SharePoint Designer (all versions), InfoPath (2003/2010), Microsoft Office including Project and Visio, Microsoft Project Server (2002), Business Engine Network, PlanView, Primavera Project Planner, Microsoft Windows Server (2000 – 2012), Microsoft SQL Server (2000 – 2012), Microsoft Windows 95 – 8, Exchange Online, Lync Online, Yammer, Active Directory Federation Services, Active Directory Synchronization with Windows Azure Active Directory, Windows Azure Infrastructure as a Service components (Networks, Storage, Virtual Machines, VPN, etc.)

Job History

The Computer Solution Company (TCSC) – 1/2008 – Present
Office 365 Technology Specialist/SharePoint Administrator/SharePoint Architect/Project Manager/Manager/Azure Architect

Virginia Housing Development Authority – 6/2007 – 12/2007
Systems Administrator/SharePoint Administrator

Circuit City Stores, Inc. – 2005 – 5/2007
Solutions Analyst/SharePoint Administrator\Systems Analyst/System Administrator

Capital One – 2003 – 2005
Business Systems Analyst/System Administrator

Duke Energy Corporation – 1990 – 2003
IT Project Manager, Project Support\Business Analyst, Asset Manager, Project Controller, Nuclear Plant Operator

Education

Microsoft Certifications
- Administering Office 365 for Small Businesses
- MCITP – SharePoint 2010
- MCTS – SharePoint 2010, Administrator
- MCTS - SharePoint 2010, Configuring
- Microsoft Office SharePoint Server 2007, Configuring
- Microsoft Windows SharePoint Services 3.0, Configuring

ITIL Foundation Certification 2006
York Technical College - Associate in Science degree (Computer Engineering) 2000 GPA 3.95

Andrea O'Hara
Senior Consultant

Skills

Technologies: ASP.Net, CSS, HTML, jQuery, XSLT, XML, VB, C#, SQL, PowerShell

Platforms: Microsoft SharePoint Server (2007, 2010, 2013, 2016), SharePoint Online

Development Environments: Microsoft SharePoint Designer (2007, 2010, 2013), Microsoft SQL Server, Microsoft Visual Studio, Adobe Creative Suite, Nintex Workflow and Forms

Experience

The Computer Solution Company of Virginia, Inc. (TCSC)
Senior Consultant
June 2014 - Present

Responsibilities:
Work closely with business units and IT to manage and execute a wide variety of projects related to SharePoint and Nintex. Partner with business units to surface requirements and help them understand and make better use of the technologies available to them. Typical duties include daily support in troubleshooting, site creation, end user access, forms and workflow creation and planning enhancements, developing and maintain document libraries, enterprise lists, site structures and collections, portal and web application planning, architecture and design, problem resolution, and advising clients as to best practices, and more.

Major Projects:
- Participated in planning and implementation of a major revamp of a critical marketing collateral approval management process on SharePoint 2010 utilizing Nintex Workflow.
- Planned and implemented several Nintex Forms and Workflow solutions to support a customer moving from Lotus Notes to Nintex Forms and Workflow on SharePoint 2010. Solutions included: Time-off request form and workflow, catering request form and workflow, equipment request form and workflow, and publication request form and workflow.
- Participated in planning and implementation of social collaboration and event hub site on SharePoint 2013. The solution utilizes Nintex Workflow to automate event site creation and content management.
- Participated in planning and implementation of intranet portal on SharePoint online.
- Participated in planning and implementation of training site hub on SharePoint 2013. The solution utilizes Nintex Workflow to automate training site creation and content management.
- Planned and implemented major revamp of capital expenditure approval process on SharePoint 2010. The solution utilizes Nintex Workflow and Nintex Forms.
- Planned and implemented major revamp of public speaking request approval process on SharePoint 2013. The solution utilizes Nintex Workflow and Nintex Forms.

Protiviti (Formerly susQtech)
Consultant
March 2012 – May 2014

Major Projects:

- Participated in full project cycle from planning to deployment for a SharePoint 2010 Special Events site for a Large Financial Brokerage. Responsibilities included: Project Management, Front-end Design and Implementation.
- Planned and implemented Nintex Workflow project to facilitate Employee Onboarding for a large Financial Brokerage. Responsibilities included: Requirements gathering, Documentation, and Implementation.
- Planned and implemented Nintex Workflow project to facilitate Grant Processing and Approval process for Philanthropic Grant Advising organization. Responsibilities included: Requirements gathering, Documentation, and Implementation.
- Participated in various design implementation projects including: Custom Master Pages, Custom Page Layouts, jQuery elements such as content rotators and tabbed web part zones, as well as general application of CSS styles.

iGROUP
Manager of Technology and Creative Services
Jan 2002 – Feb 2012

Major projects:
- Design and maintenance of corporate websites. Implemented technologies: ASP.Net, VB, CSS, and SQL.
- Creation and management of custom retail websites. Implemented technologies: ASP.Net, VB, CSS, and XML
- Design of content management system to allow custom website customers to make minor changes to their websites themselves. Implemented technologies include ASP.Net, VB.Net, CSS, and XML.
- Creation and management of cloud based CRM solution used by corporate. Implemented technologies include ASP, VB, and SQL.
- Creation and management of retail version of CRM solution used by customers. Implemented technologies include ASP, VB, and SQL.

Certifications

Microsoft Office Specialist: Microsoft SharePoint® 2010	Nov 2012
Nintex Workflow Pro	Oct 2015
Nintex vTE	February 2016

Education

Pratt Institute, School of Art and Design
- B.A., Communications Design, concentration in Graphic Design   May 2001

Westlake Training
- Introduction to Active Server Pages for New Programmers   August 2005
- Advanced Microsoft Active Server Pages   August 2005
- WestLake Capstone Series: XML Developer   August 2006
- WestLake Capstone: Fundamentals of Relational Databases   February 2009

susQtech SharePoint Academy
- SharePoint 2010 Immersion   March 2012
- SharePoint 2010 Designer Styling & Branding   March 2012

John McNeil
Senior Consultant

Skills

HTML, CSS, PHP, ASP.NET, SEO, javascript, jquery, Photoshop, Flash, Actionscript, Protools, Illustrator, SQL, MySQL, Windows Scripting, Web Services, Dreamweaver, Music composition and performance

Experience

The Computer Solution Company of Virginia, Inc. (TCSC)
Senior Consultant
May 2015 - Present

John McNeil is a developer/consultant at TCSC with more than 15 years of experience in both front-end and server-side technologies including .NET, SQL, PHP/MySQL and their related disciplines, as well as internet marketing and website design. John brings a practical approach to solving business needs by focusing on the 'big picture' as well as the technical details in a project. He has assisted many of our SharePoint clients to revive their site with a refreshed look and feel.

Job History

Jgm3 - Web Design/Developer – 1/2005 to Present
Jgm3 offers web design & development, application development, graphics, audio, video, and photo work. My clients come first and my solutions are always based on best practices and cost effectiveness.

United Dominion Realty Trust - Software Developer and Web Master – 8/2002 – 2/2011
Designed & developed custom web applications and maintained corporate intranet site. Larger projects included building a custom help desk ticketing system, user request system, change management system (for SOX compliance). Built dozens of misc. accounting and productivity applications. Worked with 3rd-party vendors on projects involving mobile technologies, rent payment systems, user interface design.

Manager – Richmond Music Center – 1996-2002
Managed store sales and inventory, helped set up store point-of-sale computer system and website.

Kevin Carter

VP Professional Services and Business Intelligence Lead

Summary

Architecture
I have developed in server, client/server and n-tier environments. My preference has been to offload as much processing as possible to the database servers. Recently, the company has moved to having multiple types of data sources, so the development work is steadily moving toward a more n-tier environment, with an emphasis on making multiple client front end applications access the server data through web services.

Software Languages
Most of my development experience has been with the Microsoft suite of development products including VB 6, VB.Net, ASP and ASP.Net. I have some systems coded in C# and have also worked with Java and BEA WebLogic. At the start of my career, I spent 7 years in Unix developing in C and 4GL languages. Recently, we began migrating our systems from .Net 1 to the .Net 2 framework and have been researching the .Net 3 structural changes. Recently, new development work has been planned using Java and the JDeveloper tool to build applications for Oracle's business intelligence and delivery platforms: ODI, OBIEE, etc.

Web Systems
I am very comfortable working in Microsoft IIS web environments and know HTML and CSS quite well. When the application requires active content, I use ASP.Net. Ajax has been a major component of our most recent web development efforts.

Database
My early work was with a file-based database product called C/Base. At Crestar, I worked with Sybase 11 and DB2. Recently, I have worked with SQL Server versions 6.5 through 2012. Our applications rely heavily on the database, so we do a lot of work with Stored Procedures and User-Defined Functions and Data Transformation Services and SSIS packages. When needed, I develop for Oracle 10 and 11 and have working knowledge of the products.

Business Intelligence
Microsoft Analysis Services provides the backbone for my recent work in data warehousing and business intelligence. We deliver the data through a number of means including custom excel templates, web pages and analytics tools from Microsoft. Our current warehouse includes transactional (activity date basis) and inventory (data snapshot) styled cubes.

Experience

TCSC
VP Professional Services
December 2013—Present

- I oversee a large Professional Services team consisting of the Cloud and Collaboration, Application Development and Business Intelligence departments which includes consultants, architects, developers, project and team managers. I am involved in making sure projects are delivered to exceed standards and best meet our clients' needs. I remain engaged in Business Intelligence and Business Analysis consulting. I lead seminars on IT Strategy and speak on Microsoft's business intelligence tools and strategy. I work with our management teams to research and set strategic direction for TCSC and its services.

TCSC
Senior Consultant
December 2008—December 2013

- TCSC wanted to build a business intelligence practice. I immediately began working with clients on how to organize their data to take advantage of the multi-dimensional capabilities built into SQL Server 2005 Analysis Services and SQL Server 2008 Analysis Services. We take this multi-dimensional data and present it to users through the use of Microsoft Excel and SQL Reporting Services and taking full advantage of the data visualization capabilities provided by the Microsoft Office PerformancePoint 2007 Monitoring and Analytics server system.

UDR, Inc.
Software Development Group Manager
1997-2008

- I am responsible for a team of developers, a webmaster and a business analyst. I am the senior project manager and point of contact for our clients throughout the organization in various departments. I take system development requests and prioritize them for scheduling. I also have to communicate status and manage the relationship with all our clients to make sure that our team is using its time wisely.

- The majority of our work has been in the area of systems integration using .Net technology. We develop web services to deliver data to our partners and have written a number of secure systems to transfer data from our vendors directly into our accounting system for validation and processing. Because of the geographic diversity, most of our client-facing systems are web-based and developed in ASP.Net. Almost all our custom applications are built on a SQL Server 2000 or 2005 platforms, except for those that integrate with our PeopleSoft accounting system's Oracle 9.1 database. Most recently, my work has been focused on business intelligence projects using Microsoft Analysis server and ProClarity for delivery of our BI solutions.

- I am a working manager for the company. In addition to my team and project management roles, I do software development work. I like to keep up with the most recent developments in order to make sure the team is aligned to take advantage of them as they become more mature. Working with clients as a developer also allows me to

keep in touch with the types of issues my team faces on a regular basis and makes me a more effective manager.

Crestar Bank
Commercial Banking Systems Team Lead
1994-1997

- Crestar was looking for someone to lead up an effort to produce a suite of Windows-based desktop software packages for the Commercial Credit division. The system had to carry a potential loan from the contact and sales effort through approval and loan documentation. My job was to build a team of developers and grow their skills. I successfully assembled a team that produced a significant number of system components in a very short period of time. The system required coordination of a number of departments in a politically difficult environment.

Team Lead/Software Developer
1987-1994

- I began with this consulting firm as a software developer working in C on AT&T Unix systems. I grew into a project management and team lead role. During my time there, the company transformed itself from a C/Unix shop into a full Microsoft partner. During a major engagement, I was put in place as a lead on the project to help restore the client's confidence after a previous lead had mishandled the client relationship.

Dominion Computer Systems
Software Developer
1986-1987

- One of my college professors hired me to work as an xBase programmer for his consulting firm during college then brought me on full-time after graduation.

Education

Averett College
Masters of Business Administration
1993-1995

James Madison University
Bachelor of Business Administration
Management Information Systems
1982-1986

Russ Henderson
Senior Architect

Skills
Language: C#, VB.NET, ASP.NET, WCF, HTML, XML, XSL, SQL, T-SQL
Environment: Visual Studio; MS SQL Server; MS Reporting Services; MS Project, SharePoint, TFS

Experience
TCSC
Senior Project Lead
December 2012 - Present

Responsibilities
Senior Architect and technical lead for TCSC Customer related projects.
Project Highlights:
- Virginia Office of the Attorney General – managed yearlong contract concerning migration of several legacy Access 1997 applications to modern web based intranet application with SharePoint incorporations. These applications included:
  o Time and Attendance maintenance application used for employee attendance entry as well as Human Resource management needs.
  o Legal Billing application allowing agency attorneys to track and bill time appropriately to client agencies.
  o Procurement Management application allowing for creation and management of procurement and invoice payment data.
  o Legislative Tracking System allowing agency attorneys to provide Virginia General Assembly and Governor the opinion of the agency regarding pending legislative matters.
- University of Virginia Facilities Management – managed update to Facilities Planning & Construction external facing internet web site to SharePoint site.
- Forensic Advantage Inc.
  o Interface between Forensic Advantage Breathalyzer data database and client specific Breathalyzer data.
  o Migration of forensic evidence pre log win form application to web based single page application
  o Configuration management tool used in migration of configuration settings between environments.
  o WCF web services for client system interactions with internal Forensic Advantage product database.

TCSC
Consultant
October 2010 – December 2012

Responsibilities
Design, develop, test and maintain web and Office applications for TCSC Customers.
Project Highlights
- Rappahannock Community College – Course Calendar Data Integration with SharePoint

- Media General – SOX documentation system conversion to SharePoint 2010 & InfoPath
- Jamestown Yorktown Federation – Custom SQL data integration development

UDR
Software Developer
March 2007 – October 2010

Responsibilities
Design, develop, test and maintain intranet based applications for large apartment real estate investment trust. Major development projects include:
- Developed system to track and maintain asset development program involving HDTV installations in apartment units. The system handles customer orders, warehouse inventory tracking, reporting, and administrative maintenance needs for companywide program. Implemented technologies include ASP.NET, VB.NET, and MS SQL.
- Developed system to allow company properties to identify tenants who no longer should be rented to. System tracks property requests, management review and approval of requests. Additionally the system facilitates the transmission of collected data to tenant screening vendors. Implemented technologies include ASP.NET, VB.NET, and MS SQL.
- Developed MS SQL Reporting Services reporting package assisting the monitoring of operational data concerning compliance with tenant insurance coverage policies.

BrownGreer PLC
Report/Web Developer
February 2006 – March 2007

Responsibilities
Collaborated with attorneys and programming staff on the development of reports to support mass claims litigation and claims administration projects. Duties included:
- Gathering and documenting requirements, designing, developing, validating, testing, and deploying new claims litigation and administration application reports using SQL and SQL stored procedures.
- Creating, maintaining, validating, and executing queries for standard and ad-hoc reporting based on user defined requirements.
- Migrating legacy Microsoft Access reports to Crystal Reports.
- Designing report layouts using Crystal Reports and Microsoft Excel.
- Designing and maintaining client web sites containing litigation and settlement materials.
- Maintaining existing internal VB.NET and VB6 applications.

Education
Virginia Commonwealth University
Post – Baccalaureate Certificate in Information Systems - 2006
Virginia Commonwealth University
BS in Environmental Studies - 2000

Scott Combs, PMP, MBA

SUMMARY

High impact project management executive with several years' experience in COTS product software implementations, custom application project management and SharePoint implementations. Experienced using MS Project and Team Foundation Server (TFS) in both agile and waterfall approaches to software development on large multi-year as well as small multi-week projects. Broad exposure across software development, hardware development and pharmaceutical services guides sound judgment. Experience across marketing, sales, product management and engineering brings insight into the business impact of decisions.

PROFESSIONAL EXPERIENCE

TCSC, *Project Management Consultant* (Midlothian, VA) **2014 – Present**
- Managing implementations of forensic laboratory information systems for crime labs and medical examiners.
- Implemented MS Dynamics CRM for sales and implementation teams
- Managing SharePoint implementations and custom application development for a variety of industries.
- Consulting on project management process methodologies for agile software development using TFS.
- Managing a portfolio of detailed project schedules ensuring timely delivery.

Mid-Atlantic Broadband, *VP of Sales and Marketing* (South Boston, VA) **2012 – 2013**
- Implemented ACT! CRM software for sales, marketing and support teams.
- Led sales and marketing for a wholesale telecommunications provider with a 30% growth rate.
- Developed detailed bid proposals specifying fiber based communication services.
- Managed a marketing program of over 8 industry trade shows, 120 community events and 24 press releases.

Mapcom Systems, *Business Development Executive* (Midlothian, VA) **2007 – 2012**
- Enhanced and maintained the ACT! CRM software for sales, marketing and support teams.
- Directed marketing for a telecommunications software firm with increasing revenue annually for five years.
- Managed a team that participates in over 70 industry events each year, including 15-20 industry presentations.
- Presented at industry events up to eight times yearly and authored articles for print and online publications.
- Developed digital pricing tools for a complex sales catalog.

Straight Path Management, *Director* (Virginia Beach, VA) **2007 – 2007**
- Designed an innovation management process for new service offerings in a pharmaceutical service setting.
- Created corporate investment dashboard for new product development comparisons across divisions.
- Created a streamlined development process to manage the pipeline for new services.

QubicaAMF, *Manager Strategic Marketing /Product Manager* (Mechanicsville, VA) **2003 – 2007**
MazeView, *Principal* (Midlothian, VA) **2001 – 2003**
SPEC, *Director of Business Development & Marketing* (Austin, TX) **2000 – 2001**
Luminex, *Director of Marketing* (Austin, TX) **1997 – 2000**
Advanced Micro Devices, *Strategic Marketing Manager* (Austin, TX) **1996 – 1997**

AT&T / NCR, *Senior Product Manager / Senior Project Leader* (Clemson, SC)   **1989 – 1995**

EDUCATION

Master of Business Administration, *Clemson University*
Bachelor of Science, Electrical Engineering, *Virginia Polytechnic Institute & State University*

Appendix D: Sample Images from TCSC Custom Install & Configuration Documentation

Figure 1 – Image of the Table of Contents from our Proprietary Installation Documentation

Table of Contents

Figure 2 - Image of a portion of the Fact Table from TCSC Installation Docs.

Field	Value
Usage and Health Data Collection DB	Usage_Health_Logging
Web Analytics Service Application Name	Web Analytics Service Application
Application Pool for Service Applications	Service Application Web Service
Web Analytics Staging Database	WA_Staging
Web Analytics Reporting Database	WA_Reporting
Data Retention Period	25
State Service Application Name	State Service Service Application
State Service Application Database	State_Service
SharePoint Foundation Search Database	Foundation_Search
Search Index Schedule Units	hourly
Search Index Schedule Value	1
Search Service Application Name	Search Service Application
Search Service Crawl Database	Search_Crawl_Store
Search Service Property Database	Search_Property_Store
Search Service Administration Database	Search_Admin
Full Crawl Schedule	Weekly on Saturday starting at 12:00 AM
Incremental Crawl Schedule	Daily starting at 7:00 AM repeating every 15 minutes for 600 minutes
Search Email Address	▉▉▉▉▉▉
Managed Metadata Service Application Name	Managed Metadata Service Application
Managed Metadata Service Database	Managed_Metadata
User Profile Service Application Name	User Profile Service Application
User Profile Database	User_Profile
User Profile Synchronization Database	User_Profile_Sync
User Profile Social Tagging Database	User_Profile_Social_Tagging
OU Selection	Select All
Exclusion Filter Attribute 1	userAccountControl
Exclusion Filter Operator 1	Bit on equals
Exclusion Filter Value 1	2
Exclusion Filter Attribute 2	mail
Exclusion Filter Operator 2	Is not present
Exclusion Filter Value 2	null
User Profile Synchronization Schedule	Daily Starting every day between 8 PM and no later than 10 PM
Secure Store Service Application	Secure Store Service Application
Secure Store Database	Secure_Store
MySite Information	
My Site Web Application Name	▉▉▉▉▉▉▉▉▉
My Site Content Database	▉▉▉▉▉▉
My Site Managed Path	personal
My Site Default Reader Group	▉▉▉▉▉▉▉▉▉
My Site Creators	Domain Users
My Site Email Notification	▉▉▉▉▉▉▉▉
My Site Host Primary Site Collection Admin	▉▉▉▉▉
My Site Host Secondary Site Collection Admin	▉▉▉▉
Portal Information	
Portal Web Application	▉▉▉▉▉▉va.us
Portal Content DB	▉▉▉▉Content
Portal Title	▉▉▉▉▉
Portal Template Used	Team Site

Figure 3 - Sample Image of Some Detailed Configuration Steps from TCSC Proprietary Install Method

Add Managed Service Accounts

1. Click on "**Security**".
2. In the "*General Security*" section click "**Configure Managed Accounts**".
3. Click "**Register Managed Account**".
4. In the "*Account Registration*" section in the "*User Name*" field, enter "████████████OINTAPPPOOL" and in the "*Password*" enter the accounts password.
5. Click "**OK**".
6. In the "*Account Registration*" section in the "*User Name*" field, enter "██████████████SERVICE" and in the "*Password*" enter the accounts password.
7. Click "**OK**".
8. In the "*Account Registration*" section in the "*User Name*" field, enter "██████████████SERVICE" and in the "*Password*" enter the accounts password.
9. Click "**OK**".
10. Close Central Administration.

Remove GUID from CA Content Database

1. Right click on Start > All Programs > Microsoft SharePoint 2010 products > SharePoint 2010 Management Shell and run as Administrator.
2. Run the following PowerShell scripts:
   a. New-SPContentDatabase -Name Central_Admin_Content -WebApplication http://███████████ and press "**Enter**".
   b. Get-SPWebApplication -Identity http://███████████ | Get-SPContentDatabase and press "**Enter**".
   c. Using the ID's from the previous step run Get-SPSite -ContentDatabase "guid of original database" | Move-SPSite -DestinationDatabase "guid of new database" and press "**Enter**".
   d. Type "**A**" for all and press "**Enter**".
   e. Perform an IIS reset by typing "**iisreset**" and press "**Enter**".
   f. Confirm the move was successful by running: Get-SPWebApplication -Identity http://███████████ | Get-SPContentDatabase press "**Enter**".
   g. Delete the original database by running: Remove-SPContentDatabase -Identity "guid of original database" press "**Enter**".
   h. Type "**Y**" and press "**Enter**" to confirm.
   i. Type "**Y**" and press "**Enter**" to confirm the second prompt.
3. Close the PowerShell window.

Start Services

Appendix E: TCSC Branding Samples Implemented in SharePoint

BROWSE   PAGE

SHARE   FOLLOW   EDIT

THE PORT OF TCSC

Corporate Services ▾   District Services   Team Collaboration   Tools   Forms   Search this site

⚠ **CRITICAL ALERT:**   Network Maintenance Outage 10/15 9-12pm

Welcome,

The portoftcsc.com community is very excited to introduce the new and enhanced portal experience. This is the same great source of valuable tools and information to help you with your work here at compare.com, but with a design that can take us into the future.

TOOLS AND APPS

Risk Rating System	Legiant	Web Mail	UltiPro	Banking Tools
Sageworks	Loan Launch	EnAct	Signature	Nautilus
Money Management	Documents	Services	Org Chart	Job Finder

ANNOUNCEMENTS

COMMUNITY

Financial Trust Attachment 9/18/2015
Join the compare.com Staff on Saturday, October 3! 9/11/2015
30th Annual Columbus Day Golf Outing - Monday, October 12 9/2/2015
portoftcsc.com, but not all businesses sing along 9/1/2015
Glen Allen opens new section of Elizabeth River Trail 8/26/2015
New Human Resource Documents Available Today 8/21/2015
Business Hours Changed 8/20/2015
Cleaning House 8/19/2015
Day One of Your Future Planning Start Now 8/16/2015
President of Operations Visiting Next Week 8/12/2015

CALENDAR

20 SEP   **Organizational Meeting** — Room 239

23 SEP   **System Outage** — 8:00 am- 8:30am

28 OCT   **Team Meet and Greet** — Corporate Headquarters

31 OCT   **Halloween** — Dress for Frights

02 NOV   **Fredericksburg Festival** — 5273 John Tyler Hwy.

📅 View Full Calendar

EMPLOYEE CORNER

Cami Jones
Senior Consultant
Glen Allen
ph. 804-555-5555
email: cjones@portoftcsc.com

Cami has been with Compare.com for 4 years. Cami's current responsibilities are: libero quis dictum scelerisque, metus diam maximus erat, sit amet tincidunt ipsum tellus nec nisl. In hac habitasse platea dictumst. Sed porttitor sem vitae ligula porttitor, a interdum eros rutrum. Proin lobortis quam ac egestas lacinia. Pellentesque rutrum luctus consequat. Mauris accumsan sapien a enim tincidunt sodales. Nullam id velit justo. Aenean eget orci quam.

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BENEFITS

Resources that benefit you.

All of your Human Resources at a lick of a button. In hac habitasse platea dictumst. Sed porttitor sem vitae ligula porttitor, a interdum eros rutrum.

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TIPS & SUGGESTIONS

HELPFUL TIPS

Have a tip for us? We are always looking for new ideas to allow us to provide you with the most informative tools to help both compare.com and out valuable employees be productive and excited about working here. Please feel out your tips, suggestions and ideas in the field below. All information contained is anonymous.

Submit

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Office 365 | SharePoint

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Solutions College
BUZZNET

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■ Applications

ADP Payroll	Campus Calendar	Campus Maps	Campus Store
Canvas LMS	Career Assessment	Edge Career Connector	Facility Reservation
MyMaconWeb	Package Tracking	PSS	R-MC Alerts
The Buzz - Collegiate Link	Tutoring	Work Order - Faculty/Staff	Work Order - Students

■ Announcements

Consolidated Facts for September 2016
Posted by R-MC on October 12, 2016

R-MC Green Facts for September 2016
Posted by R-MC on October 12, 2016

Pharos360--"The Hive"
Posted by Academic Affairs on September 23, 2016

R-MC Information Technology Services Notifications

■ Campus Calendar

UPCOMING EVENTS

College Republicans- Canned Food Drive/Presidential Straw Poll 11/2/2016 9:00 AM to 12:00 AM

Election Week 11/2/2016 2:00 PM to 5:00 PM

Service Fellows Meeting 11/2/2016 5:15 PM to 6:15 PM

German Club Meeting 11/2/2016 7:00 PM to 7:30 PM

IFC Council Meeting 11/2/2016 7:30 PM to 8:30 PM

InterVarsity Christian Fellowship Large Group 11/2/2016 8:00 PM to 9:00 PM

RA Staff Meetings 11/2/2016 9:00 PM to 11:00 PM

College Republicans- Canned Food Drive/Presidential Straw Poll 11/3/2016 9:00 AM to 12:00 AM

■ @Solutions

Tweets by @RandolphMacon

Solutions Retweeted

Student Life @RMCOSL
Do you want to run your own business and make the world a better place? Discover how social entrepreneurship can open doors for you!

SOCIAL INNOVATION:
>>>> BUSINESS FOR CHANGE

Want to run your own business and make the world a better place through your work? Discover how social entrepreneurship can open doors for you!

THURS. NOV. 3
5:30- 7 p.m.
Birdsong Hall
Randolph-Macon College

START-UP-ALOOZA ! <<< <<<
● Get inspired by young entrepreneurs
● Learn about business mentoring & local resources

Embed   View on Twitter

Solutions College
Ashland, Virginia

crm.edu   My Dacon Web   Canvas   ADP   Campus Map

P.O. Box 5005; 202 Henry Street, Ashland VA. 23005-5505
Main: 804-752-7200 | Admissions: 800-888-1762

TCSC Community

Resource Directory ▾

System Account ▾ ⚙ ?

◯ SHARE   ☆ FOLLOW ▭

MG COMMUNITY — WE'RE BETTER TOGETHER

HOME   DEPARTMENTS   TV STATIONS   DIGITAL BUSINESS   FORM CENTER

NEWS 4

WELCOME

Introducing the TCSC Human Resources section of our new portal! MG Community is a powerful and easy tool for individuals, teams and our organization. Click here to view tutorials on how to use this site! Feel free to check back often for new and exciting tools and information to help jump start and engance your career here at Media General.

ANNOUNCEMENTS

The Next Election Period for Employee Stock Purchase Plan (ESPP) Opens September 16th!
Jill Gardner - September 1, 2015

COMMUNICATION TO LEGACY LIN – ADP VANTAGE CONVERSION.
Brian Locke - September 5, 2015

ALL employees who are currently on a Semi-Monthly Pay Cycle will be going to a Bi-Weekly Pay Cycle effective September 11, 2015.
Allen Swartz - September 9, 2015

Introducing myStrength - The health club for your mind.
Janet Pennybody - Spetember 13, 2015

QUICK LINKS

- ADP Vantage
- Exit Survey Feedback
- Forms
- General Anonymous Feedback
- HR Contact Information
- New Employee Guidebook (Coming Soon)
- Onboarding Survey Feedback
- Recent Announcements
- Safety/ Risk Management- Marsh Insurance

HR 4 MANAGERS

Inform & Collaborate
- Announcements
- Manager Forum

Tools
- Compensation (Coming Soon)
- EE Relations (Coming Soon)
- Labor Relations (Coming Soon)
- Manager's Tool Kit (Coming Soon)

HR 4 HR

Resources
- BA Team Site
- HR Team Site
- State Tax Withholding Forms
- University Resumes and Documents

HR 4 ME

Benefits and Pay
→ Accessing Your MG
→ Advantage 401K Account
→ Benefit/Vendor Contact Information
→ Calculate Your pension
→ Circle of Excellence
→ Employee Discounts
→ Employee Stock Purchase Plan- ESPP
→ Fidelity 401K
→ Health and Wellness
→ Newly Hired Employees

Tools
→ Accounting and Auditing Complaint Procedures (Whistleblower)
→ Employee Guidebook for Legacy LIN
→ Employee Handbook for Legacy MG
→ Minority Scholarship & Training Program
→ Policies (Legacy LIN)
→ Policies (Legacy MG)

Career Information
→ Career Openings
→ Company Values (Coming Soon)
→ Organizational Development / Leadership (Coming Soon)
→ Resources (Coming Soon)

Collaborate
→ Employee Forum
→ Employee Search

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Headquarters - 333 E. Franklin Street Richmond, VA 23219
Office Locations | Contact Support

ADDENDUM NO. TWO

TO ALL OFFERORS:

REFERENCE:	Request for Proposal No:	**RFP# MLO-981**
	Dated:	**September 15, 2017**
	Commodity:	**Information Technology Consulting Services**
	RFP Closing On:	**November 2, 2017 at 2:00 p.m.** *(Eastern)*

Please note the clarifications and/or changes made on this proposal program:

1. QUESTION: Can you provide the type(s) of video teleconferencing equipment being used by JMU? More than one brand was mentioned in the solicitation.

    ANSWER: **WebEx, Skype, and Cisco**

2. QUESTION: Can you provide the brand of phone system being used by JMU? More than one brand was mentioned in the solicitation.

    ANSWER: **NEC**

3. QUESTION: Does JMU currently use any of the three Federation Services listed: Shibboleth, CAS, OpenID?

    ANSWER: **Shibboleth**

4. QUESTION: Which specific Cherwell products are installed and in use by JMU?

    ANSWER: **IT Service Management**

Signify receipt of this addendum by initialing *"Addendum #2"* on the signature page of your proposal.

Sincerely,

Matasha Owens, MPA, VCO, CUPO
Buyer Senior

October 10, 2017

ADDENDUM NO. ONE

TO ALL OFFERORS:

REFERENCE:	Request for Proposal No:	**RFP# MLO-981**
	Dated:	**September 15, 2017**
	Commodity:	**Information Technology Consulting Services**
	RFP Closing On:	**November 2, 2017 at 2:00 p.m.** *(Eastern)*
		~~October 19, 2017 at 2:00 p.m.~~ *(~~Eastern~~)*

Please note the clarifications and/or changes made on this proposal program:

1. **The closing date and time has been extended to <u>November 2, 2017 at 2:00 p.m.</u>**

2. <u>QUESTION:</u> Will there be a pre-proposal conference for this RFP?

   <u>ANSWER:</u> **No.**

3. <u>QUESTION:</u> Can you please provide a specific scope of work for this RFP?

   <u>ANSWER:</u> **The University does not have a specific project at this time. The intent of this RFP is to establish a contract(s) that may be utilized by the University as information technology consulting needs arise.**

4. <u>QUESTION:</u> Since the RFP is not for specific services or a specific project, what will be JMU's process for moving from a list of "pre-qualified consultants" to the development of project scopes and task orders? How will JMU engage the firm(s) who are awarded a contract as a result of this RFP.

   <u>ANSWER:</u> **JMU IT will contact the firm and describe the project for which the University requires assistance. A statement of work will be requested and additional discussions will occur.**

5. <u>QUESTION:</u> Reference IV.1.l. *Other Technology & Systems-* Is there a specific technology and systems in which JMU would be seeking additional services for? Can JMU define what it means by "other technology and system?"

   <u>ANSWER:</u> **The University does not want to limit itself to the technologies that are currently being used, so JMU is simply stating that something in addition to what is described in the RFP may be required.**

6. <u>QUESTION:</u> Does this RFP include staff augmentation? If so, how many independent IT temporary staff does the University currently have?

   <u>ANSWER:</u> **The University is open to reviewing proposals for staff augmentation services; however, JMU is not currently seeking this service. The University does not have any IT temporary staff at this time.**

7. QUESTION: Are there any budget limitations for this project?

    ANSWER: **Budget limitations will depend on the specific project.**

8. QUESTION: Reference IV.1.l. *Other Technology & Systems*- Is JMU interested in receiving proposals for analytics, data integration, and mobile development?

    ANSWER: **The University is open to receiving proposals for these services.**

9. QUESTION: Reference IV.1.f. *Cisco Technologies, Infrastructure Support, and Virtualization* – Please clarify if only firms that are exclusive to Cisco Systems can respond to the RFP.

    ANSWER: **JMU utilizes Cisco technologies currently. The University is open to receiving proposals for other services.**

10. QUESTION: Are security, risk and compliance consulting/assessment services covered under this contract, relative to the technologies listed in the RFP?

    ANSWER: **The University is open to receiving proposals for these services.**

11. QUESTION: How many permanent IT employees does the University have and will this RFP cover providing those services?

    ANSWER: **JMU currently has over 130 permanent IT employees and does not intend to replace permanent university staff with external resources.**

12. QUESTION: Is there an incumbent for IT temporary and permanent staffing services for the University?

    ANSWER: **No.**

13. QUESTION: Would JMU entertain proposals that offered expertise in technologies indirectly supportive of the technologies listed on page 1 of the RFP? For example, software that addresses areas such as mobile and video for future JMU projects (i.e. iOS, Android, Rails, NodeJS)?

    ANSWER: **The University is open to receiving proposals for these services.**

14. QUESTION: Please provide clarification for desktop management. For example, OS administration/ management, application administration/management, user support, etc.

    ANSWER: **JMU has a managed desktop environment that includes management and configuration of the OS image, which includes pre-configured standard applications. In this context, desktop management means all of the above.**

15. QUESTION: Is there an incumbent for IT consulting services? If so, please list the firm(s) previously on contract with the University.

    ANSWER: **Contracts were previously awarded to the following firms for RFP # MLO-665 dated October 15, 2012 for Information Technology Consulting Services: The Computer Solution Company of Virginia, Inc. (TCSC), LumenData, Inc., Advance Digital Systems, Planet Technologies, Dell Marketing LP, and Sycom Technology.**

16. QUESTION: Are we able to submit a partial technology response?

    ANSWER: **Offerors may submit proposals for one or all of the technology listed in the RFP. Offerors should identify their firm's technology specializations in their proposal.**

17. QUESTION: Reference IV.5.h. *NEC Voice an Collaboration Technologies* – Please clarify, in detail, what is meant by "conversion."

    ANSWER: **Conversion means everything from analysis, planning and execution of data conversion, to the same for general conversion from one technology to another.**

18. QUESTION: Some aspects of the RFP seem to be more service-provider/integrator oriented (i.e. implementation, installation and configuration, conversion, and monitoring, administration, and updates.). As an independent consulting firm, we do not sell or physically implement any products; however, we do provide oversight of such vendor-provided services. Can JMU please explain what it means by these terms and confirm this RFP is for consulting services?

    ANSWER: **The service-oriented services are just a portion of what the University is interested in procuring. JMU is also interested in consulting services.**

19. QUESTION: Are we correct in our interpretation that there is no guarantee of work resulting from this RFP?

    ANSWER: **Yes, there is no guarantee of work from JMU; however, the resulting contract(s) will be cooperative and may be utilized by any public body, cooperative purchasing organizations, public or private health or educational institutions, or any University related foundation and affiliated corporation. See VIII.I. *Cooperative Purchasing/ Use of Agreement by Third Parties* for more information.**

20. QUESTION: If a proposal is submitted by a non-SWaM business that is teamed up with a subcontractor that is SWaM certified, will it have the same status as an offer from a SWaM certified business? If not, how will that difference be reflected in the evaluation?

    ANSWER: **See VI.A. *Evaluation Criteria* on page 6 of the RFP. Proposals submitted by SWaM certified firms will receive all points allocated to the evaluation criteria designated for SWaM participation. Proposals submitted by non-SWaM firms that include a SWaM certified firm as a subcontractor on their SWaM Utilization Plan (Attachment B) may receive a portion of the points allocated to SWaM participation. Note: Offerors will only receive points for SWaM certification received from the Virginia Department of Small Business and Supplier Diversity (SBSD).**

21. QUESTION: Are firms awarded services under this RFP precluded from selling products or services on which they are consulting? Example – If a firm is consulting on the VoIP telephone system, are they precluded from being the provider of that system?

    ANSWER: **No; however, the University intends to utilize the resulting contract(s) solely for the purpose of obtaining information technology consulting services.**

22. QUESTION: Reference IV.1. – Should we provide competencies/experience only on those items which we intend to provide to JMU?

　　ANSWER: **Yes.**

23. QUESTION: Reference IV.8. – Does JMU want reference contact information as well as the project description.

　　ANSWER: **Yes.**

24. QUESTION: Are there any specific labor categories that JMU would like offerors to price? Is there a pricing template that JMU would like offerors to use? Will the University accept pricing in terms of hourly rates?

　　ANSWER: **See Section X. *Pricing Schedule* on page 17 of the RFP.**

25. QUESTION: Is there a specific format that JMU would like proposals to follow? Is there a page limit?

　　ANSWER: **See Section V. *Proposal Preparation and Submission* on page 3 of the RFP. There is no page limit; however, proposals should be complete and concise.**

26. QUESTION: Will JMU accept proposals from offerors who respond to provide services in some, but not all technology categories?

　　ANSWER: **Yes.**

27. QUESTION: Can an offeror propose and describe relevant IT services that are not specifically listed in the *Statement of Needs* section of the RFP?

　　ANSWER: **Yes. Offerors should describe any proposed services not specifically listed in the RFP in their response to *Statement of Needs* question 1.l. *Other Technology and Systems.***

28. QUESTION: Does JMU have any specific projects envisioned that fall into one or more categories over the next 6 months to a year? Can the University provide examples of these projects?

　　ANSWER: **The University has numerous projects in the pipeline. We have not determined at this point whether outside resources will be required.**

29. QUESTION: Will the awarded firm(s) be asked to provide services on JMU's campus? If so, will IT provide workstations or an assigned work area?

　　ANSWER: **The University is open to both on-site and off-site services. JMU is able to provide workstations and space in which to work.**

30. QUESTION: Please identify the number of users the awarded firm(s) will be providing support services for.

　　ANSWER: **It depends on the service. JMU has nearly 30 thousand campus customers (including students, faculty and staff.)**

31. QUESTION: Will there be a requirement for the awarded firm(s) to travel or attend training away from the JMU worksite? If so, can you please provide the estimated frequency?

    ANSWER: **No**

32. QUESTION: Will there be a requirement for the awarded firm(s) to provide IT training to JMU staff members?

    ANSWER: **The University has utilized outside resources to provide training to IT staff members in the past, but not to the university community.**

33. QUESTION: Are the awarded firm(s) required to be on-call 24/7 or is there a prescribed 40 hour work week?

    ANSWER: **It would depend on the service. Some IT staff support 24/7 services, but typically JMU does not require consultants to work beyond normal hours.**

34. QUESTION: Can you identify the type of hardware and software licensed application to be supported?

    ANSWER: **The University uses too many different things to list them all. Offerors should respond with what their firm is capable of supporting.**

35. QUESTION: Will JMU IT provide tech refresh services (i.e. life cycle management) to the existing and new systems?

    ANSWER: **That is typically the case.**

36. QUESTION: Is this RFP limited to firms who are registered with the State Corporation Commission in Virginia?

    ANSWER: **See VIII. L. *Authorization to Conduct Business in the Commonwealth* listed on page 15 of the RFP.**

37. QUESTION: What is the period of time for questions to be submitted?

    ANSWER: **Questions must be submitted no later than five (5) business days prior to the closing date and time. All questions should be submitted in writing and directed to Matasha Owens at owensml@jmu.edu.**

Signify receipt of this addendum by initialing *"Addendum #1"* on the signature page of your proposal.

Sincerely,

Matasha Owens, MPA, VCO, CUPO
Buyer Senior
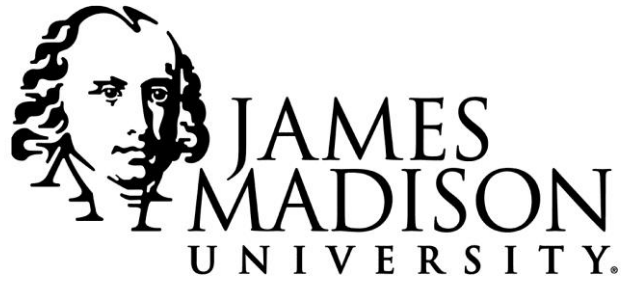
Request for Proposal

RFP # MLO-981

Information Technology Consulting Services

September 15, 2017

VIRGINIA ASSOCIATION
OF STATE COLLEGE &
UNIVERSITY PURCHASING
PROFESSIONALS

VASCUPP

REQUEST FOR PROPOSAL
RFP # MLO-981

Issue Date:	**September 15, 2017**
Title:	**Information Technology Consulting Services**
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 2:00 p.m. on October 19, 2017 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: Matasha Owens, Buyer Senior, Procurement Services, owensml@jmu.edu, 540/568-3137, (Fax) 540/568-7936 not later than five (5) 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; ☐ Micro

Note: This public body does not discriminate against faith-based organizations in accordance with the *Code of Virginia*, § 2.2-4343.1 or against an 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 # MLO-981

TABLE OF CONTENTS

    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 Information Technology Consulting Services 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 four (4) additional one-year periods.

II. BACKGROUND

James Madison University (JMU) is a comprehensive public institution in Harrisonburg, Virginia with an enrollment of approximately 22,000 students and more than 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. Further information about the University may be found at the following website: http://www.jmu.edu.

James Madison University's Office of Information Technology is responsible for technology initiatives for campus. JMU was an early adopter of PeopleSoft/Oracle's Campus Solutions product, serving as a beta for its development and implementing it early. Additionally, we use Oracle's PeopleSoft Financials, Human Resources and the Interaction Hub for JMU's self-service portal. JMU uses Oracle's Identity Management suite. JMU actively manages Windows and Macintosh computer systems. The University's network is powered by Cisco technologies. A series of NEC Private Branch Enterprises (PBX's) and gateways constitute the Voice network. James Madison University is currently utilizing the following technologies:

- Oracle Identity Management Suite 11g R2 P3
- Oracle/PeopleSoft Campus Solutions 9.2; PeopleTools 8.55.x
- Oracle/PeopleSoft Human Resources 9.2; PeopleTools 8.55.x
- Oracle/PeopleSoft Financial Management 9.2; PeopleTools 8.55.x
- Oracle/PeopleSoft Enterprise Application Portal 9.2; PeopleTools 8.55.x
- WebLogic
- Desktop Management: Microsoft Windows and Macintosh (SCCM, JAMF, Apple Enterprise Connect)
- Encryption services (Dell Data Protection Enterprise, Apple FileVault)
- Microsoft Office 365
- Microsoft Active Directory
- Microsoft Exchange 2016
- Microsoft Skype for Business 2016
- Federation Services (Shibboleth, CAS, OpenID)
- Cisco technologies (including but not limited to network and video conferencing)
- Virtualization technologies (VMWare and Unidesk)
- Cherwell ITSM
- NEC Voice and Collaboration Technologies

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

James Madison University desires to contract with qualified firms to provide expertise and a range of services to support technologies used by the University. Contractor shall serve on special projects as a technology expert when requested and as needed. Reports shall be provided back to the University summarizing options and providing recommendations. Contractor shall serve as a technology advisor to understand, communicate, and propose solutions as requested. Contractor shall serve as a resource of research, implementation, troubleshooting, and other technical tasks to support the efforts of James Madison University Information Technology (JMU IT) staff. Functional consultants shall be represented by the Contractor as experts in the tasks and functions assigned. The University reserves the right to accept or reject any proposed or assigned consultant, without cause, at any time during the duration of the contract.

1. Provide detailed corporate competencies/experience serving one or more of the technologies listed below.

    a. Oracle Core Technologies

    b. Oracle/PeopleSoft Enterprise Solutions

    c. Desktop and Mobile Device Management

    d. Microsoft

    e. Security and Federation Services

    f. Cisco Technologies, Infrastructure Support, and Virtualization

    g. Audio Visual Technologies

    h. NEC Voice and Collaboration Technologies

    i. VoIP and Unified Communications

    j. Cellular and RF Technologies

    k. Distributed Antenna Systems

    l. Other Technology & Systems

2. Describe approach and methodology to providing IT consulting services to James Madison University. Include how your firm would manage the scope of projects.

3. Provide the names, qualifications, and experience in personnel to be assigned to James Madison University. Designate who would be assigned as the primary contact for this account.

4. Describe the ability to provide continuity of consultants throughout the duration of a project.

5. Describe services available from your firm and/or partners and associated costs. 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

6. Describe the ability to assist in the development and offering of training and documentation.

7. Describe training options and associated costs. Include a catalog of training offerings and differentiation between technical staff and end-user training.

8. Provide examples of recent projects at higher education institutions comparable to James Madison University. Describe the project, time frame, end result, etc.

9. Describe the ability to provide for a thorough transfer of knowledge to JMU IT on any given project.

10. Describe your approach to project management.

11. Describe how your firm would propose a functional staffing plan indicating the number, characteristics, and schedule for the consultants.

12. Describe the functions to be subcontracted and the expertise and credentials required from the subcontractor.

V. PROPOSAL PREPARATION AND SUBMISSION

A. GENERAL INSTRUCTIONS:

To ensure timely and adequate consideration of your proposal, <u>offerors are to limit all contact</u>, whether verbal or written, pertaining to this RFP <u>to the James Madison University Procurement Office</u> 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** <u>and</u> **seven (7) 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' 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 submits 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. <u>SPECIFIC PROPOSAL INSTRUCTIONS</u>:

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. Offeror Data Sheet, included as <u>*Attachment A*</u> to this RFP.

4. Small Business Subcontracting Plan, included as <u>*Attachment B*</u> to this RFP. Offeror shall provide a Small Business Subcontracting plan which summarizes the planned utilization of Department of Small Business and Supplier Diversity (SBSD)-certified small businesses which include businesses owned by women and minorities, when they have received Department of Small Business and Supplier Diversity (SBSD) 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 unless no subcontracting opportunities exist.

5. 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.

6. 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

Allocation of points for evaluation criteria will be published to the eVA solicitation posting prior to the closing date and time.

B. <u>AWARD TO MULTIPLE OFFERORS</u>: 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 reserves the right to make multiple awards as a result of this solicitation. 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 *(Revised 8/18/15 ABS)*

A. <u>PURCHASING MANUAL</u>: 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. <u>APPLICABLE LAWS AND COURTS</u>: 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. <u>ANTI-DISCRIMINATION</u>: 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. <u>ETHICS IN PUBLIC CONTRACTING</u>: 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. <u>IMMIGRATION REFORM AND CONTROL ACT OF 1986</u>: 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. <u>DEBARMENT STATUS</u>: By submitting their proposals, offerors certify that they are not currently debarred by the Commonwealth of Virginia from submitting 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. <u>ANTITRUST</u>: 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. <u>MANDATORY USE OF STATE FORM AND TERMS AND CONDITIONS RFPs</u>: 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. <u>CLARIFICATION OF TERMS</u>: 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. <u>PAYMENT</u>:

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 proposal under this solicitation, the 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 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) 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: An 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 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, 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 offerors must register in eVA and pay the Vendor Transaction Fees specified below; failure to register will result in the

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) Department of Small Business and Supplier Diversity (SBSD)-certified Small Businesses: 1%, capped at $500 per order.
   (ii) Businesses that are not Department of Small Business and Supplier Diversity (SBSD)-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.

The specified vendor transaction fee will be invoiced, by the Commonwealth of Virginia Department of General Services, approximately 60 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. PRICING CURRENCY: Unless stated otherwise in the solicitation, offerors shall state offered 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.

VIII. SPECIAL TERMS AND CONDITIONS

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. <u>LATE PROPOSALS</u>: 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. <u>UNDERSTANDING OF REQUIREMENTS</u>: 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. <u>RENEWAL OF CONTRACT</u>: This contract may be renewed by the Commonwealth for a period of four (4) 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. <u>SUBMISSION OF INVOICES</u>:   <u>All</u> 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. <u>OPERATING VEHICLES ON JAMES MADISON UNIVERSITY CAMPUS</u>: 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; 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. <u>COOPERATIVE PURCHASING / USE OF AGREEMENT BY THIRD PARTIES</u>:   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. <u>SMALL BUSINESS SUBCONTRACTING AND EVIDENCE OF COMPLIANCE</u>:

1. It is the goal of the Commonwealth that 42% of its purchases are made from small businesses. This includes discretionary spending in prime contracts and subcontracts. All potential offerors are required to submit a Small Business Subcontracting Plan. Unless the offeror is registered as a Department of Small Business and Supplier Diversity (SBSD)-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 SBSD-certified small businesses.   This shall not exclude SBSD-certified women-owned and minority-owned businesses when they have received SBSD small business certification.   No 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 Small Business and Supplier

Diversity (SBSD) by the due date for receipt of 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 SBSD 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 Department of Small Business and Supplier Diversity (SBSD) 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 Department of Small Business and Supplier Diversity (SBSD)-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. <u>ADDITIONAL GOODS AND SERVICES</u>: 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. <u>AUTHORIZATION TO CONDUCT BUSINESS IN THE COMMONWEALTH</u>: 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. INDEMNIFICATION: Contractor agrees to indemnify, defend and hold harmless the Commonwealth of Virginia, its officers, agents, and employees from any claims, damages and actions of any kind or nature, whether at law or in equity, arising from or caused by the use of any materials, goods, or equipment of any kind or nature furnished by the contractor/any services of any kind or nature furnished by the contractor, provided that such liability is not attributable to the sole negligence of the using agency or to failure of the using agency to use the materials, goods, or equipment in the manner already and permanently described by the contractor on the materials, goods or equipment delivered.

P. 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.

Q. 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.

R. CONFIDENTIALITY OF PERSONALLY IDENTIFIABLE INFORMATION: The Contractor assures that information and data obtained as to personal facts and circumstances related to students, faculty, and staff 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.

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. 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/financeoffice/accounting-operations-disbursements/cash-investments/vendor-payment-methods.shtml

X. PRICING SCHEDULE

The Offeror shall provide an hourly rate broken down by position type for the proposed services. Provide onsite hourly rate that includes all billables (e.g. travel, lodging, etc.). Include pricing for all other products and services.

Specify any associated charge card processing fees, if applicable, to be billed to the University.

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. <u>QUALIFICATIONS OF OFFEROR:</u> Offerors must have the capability and capacity in all respects to fully satisfy the contractual requirements.

2. <u>YEARS IN BUSINESS:</u> Indicate the length of time you have been in business providing these types of goods and services.

    Years_____ Months_____

3. <u>REFERENCES:</u> 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 #

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:_____

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 Small Business and Supplier Diversity (SBSD)? Yes_____ No_____

    If yes, certification number: _____ Certification date:_____

Is your firm a **Woman-owned Business Enterprise** certified by the Department of Small Business and Supplier Diversity (SBSD)? Yes_____ No_____

    If yes, certification number: _____ Certification date:_____

Is your firm a **Minority-Owned Business Enterprise** certified by the Department of Small Business and Supplier Diversity (SBSD)? Yes_____ No_____

    If yes, certification number: _____ Certification date:_____

Is your firm a **Micro Business** certified by the Department of Small Business and Supplier Diversity (SBSD)? 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.**

Micro Business is a certified Small Business under the SWaM Program and has no more than twenty-five (25) employees **AND** no more than $3 million in average annual revenue over the three-year period prior to their certification.

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

RETURN OF THIS PAGE IS REQUIRED

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 Proposal and Subsequent Contract

_____

Date Form Completed

Offeror / Proposer:

_____   _____   _____

Firm   Address   Contact Person/No.

Sub-Contractor's Name and Address	Contact Person & Phone Number	SBSD 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)

RETURN OF THIS PAGE IS REQUIRED

**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)   Negotiations summary dated _____.

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

CONTRACTOR: PURCHASING AGENCY:

By:_____   By:_____
        (Signature)   (Signature)

_____   _____
      (Printed Name)   (Printed Name)

Title:_____   Title:_____