



KENT STATE
UNIVERSITY
Procurement Department

REQUEST FOR PROPOSAL #2033

RFP #2033: Purchase of an Electronic Healthcare Records and Management System

DATE OF ISSUE: Monday, March 30, 2026

PROPOSALS DUE: Friday, April 24, 2026, no later than 4:30 PM Eastern

Proposals must be received electronically through DynamicForms. No other submission method will be accepted, unless otherwise disclosed in the RFP Instructions and Specifications. The confirmation of receipt of your response must be noted as “Signed” no later than the “Proposals Due” date and time specified above. The Forms History of your DynamicForms account will also note the date and time of your proposal submission. Proposals submitted after the “Proposals Due” date and time specified above will be rejected.

Proposals are to be submitted in accordance with the enclosed Proposal Instructions and Specifications. There will not be a formal proposal opening.

The Procurement Department shall at all times reserve the right to reject any or all proposals, award partial proposals, waive any proposal informalities or irregularities, and request new proposals if doing so is deemed to be in the best interests of Kent State University.

Questions pertaining to any specifications contained herein should be directed to:



Lawrence W. McWilliams III, C.P.M., Director
Kent State University, Procurement Department
330 Harbour Hall, 615 Loop Road
Kent, Ohio 44242-0001
Phone: 330-672-2276
Fax: 330-672-7904
procurement@kent.edu
www.kent.edu/procurement

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1.0 PROJECT TIMELINE

All respondents are expected to adhere to the following timeline in completion of the Request for Proposal process:

- **Monday, March 30, 2026:** RFP issued
- **Wednesday, April 8, 2026, 1:00 PM Eastern:** Deadline to submit questions to Larry McWilliams in Kent State University's Procurement Department via email to lmcwilli@kent.edu. (The question and answer period is voluntary and not a requirement.)
- **Wednesday, April 18, 2026, no later than 5:00 PM Eastern:** University response to vendor questions received posted to Procurement website, www.kent.edu/procurement
- **Friday, April 24, 2026, 4:30 PM Eastern:** Proposals due via DynamicForms submission; distribution of proposals received and evaluations to begin the following **Monday, April 27, 2026**
- **Period of April 27 to May 8, 2026:** Evaluation of proposals received; follow-up questions sent to select respondents AND/OR selection and scheduling of finalists for presentations/interviews, if necessary
- **Week of May 11, 2026, specific date(s) TBA:** Vendor presentations, if necessary
- **Late May/early June 2026:** Formal announcement of contract award; drafting and execution of contract and project logistics with awarded vendor to follow

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2.0 OVERVIEW OF KENT STATE UNIVERSITY

Overview of Kent State University: Kent State University is classified as an R1: Doctoral Universities – Very High Research Activity institution under the Carnegie Classification of Institutions of Higher Education. This designation reflects the university's scale, research output, and doctoral education activity.

Kent State University operates an eight-campus system serving nearly 41,000 students systemwide. The Kent Campus, which houses the university's central administration and primary procurement operations, enrolls approximately 26,000 students, including undergraduate, graduate, and professional populations. The university supports a significant residential student population and provides academic, research, healthcare, housing, dining, athletic, and auxiliary services across its campuses.

Kent State University includes the following facilities relevant to procurement and contract performance:

- Kent Campus (Kent, Ohio): Main campus and administrative headquarters
- Seven Regional Campuses across Northeast Ohio
- College of Podiatric Medicine (Independence, Ohio)
- Urban and Professional Academic Centers (Cleveland, Columbus, and New York City)
- International Academic Sites in Florence (Italy) and Geneva (Switzerland)

Kent State University offers more than 430 academic programs spanning certificate, associate, bachelor's, master's, doctoral, and professional degrees. Academic programs are organized into ten (10) colleges and one independent school, supporting a broad range of instructional and research activities. As an R1 research institution, Kent State conducts high-volume sponsored research, supports advanced laboratories and data environments, and requires vendors to meet elevated standards for security, reliability, compliance, and performance.

The university serves a diverse student body, including international students from more than 100 countries, creating operational requirements related to accessibility, data protection, logistics, and global engagement.

Kent State University sponsors nineteen (19) NCAA Division I varsity athletic teams competing in the Mid-American Conference (MAC), including Football Bowl Subdivision (FBS) football. Athletics and campus life operations contribute to procurement needs across facilities, equipment, events, health, wellness, and support services.

As a public institution, Kent State University conducts procurement in accordance with:

- State of Ohio competitive solicitation requirements
- Public transparency and records-retention laws
- Ethical standards and audit requirements

The university seeks vendors with demonstrated experience in:

- Public-sector or higher-education contracting
- Multi-year and performance-based agreements
- Regulatory, data security, and cybersecurity compliance
- Scalable and sustainable service delivery

Kent State University represents a large, complex, research-intensive public university customer with systemwide operational needs. Vendors responding to this RFP should be prepared to support multi-campus environments, comply with public-sector requirements, and operate as long-term institutional partners.

For more information about Kent State, visit www.kent.edu.

3.0 REQUEST FOR PROPOSAL INSTRUCTIONS

- 3.1 Proposal Instruction and Information:** In order to receive consideration, companies responding to this RFP are required to submit their proposal electronically through DynamicForms. No other submission method will be accepted, unless otherwise disclosed in the RFP Instructions and Specifications. The confirmation of receipt of your response must be noted as “Signed” no later than the “Proposals Due” date and time specified above. The Forms History of your DynamicForms account will also note the date and time of your proposal submission. Proposals submitted after the “Proposals Due” date and time specified above will be rejected.

Forms 1 through 9 must be completed, dated, and signed by a responsible company official, in addition to the information requested of your company.

It is the responsibility of the respondent to ensure that all required documentation, as enumerated above, is submitted on time. Any submissions received after the stated date and time, or those that do not contain the required information as enumerated above, will be considered incomplete and unresponsive, and will be disqualified.

Instructions, manufacturer’s model or catalog numbers, etc., where shown herein, are for descriptive purposes to guide the proposer in interpretation of the quality, design, and performance desired, and shall not be construed to exclude proposals based on furnishing other types of material or service which may be judged as an acceptable alternate. If the description of your offer differs in any way, you must give a complete detailed description of your quotation including pictures and literature where applicable. Unless specific exception is made, assumption will be that you are submitting a proposal exactly as the specifications of this document require. All prices MUST BE FIRM. Proposers will be expected to deliver on order(s) at the price quoted.

This RFP is part of a competitive procurement process which helps to serve the University’s best interests. It also provides Vendors with a formal and unrestrictive opportunity for their services to be considered. The process of competitive negotiation being used in this case should not be confused with the process of competitive sealed bidding. The latter process is usually used where the goods and services being procured can be precisely described and price is generally the determinative factor. With an RFP and competitive negotiation, however, price is not required to be the determinative factor, although it may be, and the University has the flexibility to negotiate with one or more Vendors to arrive at a mutually agreeable relationship. Check your proposal carefully for it may not be corrected after the proposal has been opened.

- 3.2 New Product Lines:** Upon written request by the successful proposer, new related product lines not available at the time of proposal bidding, may be added during the course of any agreement resulting from this RFP at like discounts for the represented manufacturers.
- 3.3 Specifications:** Specifications have been based on products and services familiar to the University and are used for the purpose of description and establishing quality desired. Acceptable alternates will also be considered.
- 3.4 Exceptions to Specifications:** The proposer shall clearly state in the quote any exceptions to, or deviations from, these specifications, terms or conditions; otherwise, the proposer will be responsible for compliance with all requirements listed herein. Proposers shall provide a separate, itemized list of any and all exceptions. Such list must be cross referenced to the corresponding numbered item in this bid.
- 3.5 Additional Information:** In the event that information submitted by the proposer is unclear to the University, the University may request additional explanation from the proposer for the purpose of evaluation and decisions. The proposer shall answer requests for additional information or clarification in writing, and these responses will become part of the company’s overall submission. Proposers failing to provide adequate information on any issue in a timely manner to allow a comprehensive evaluation by the University shall be considered unresponsive, and their proposal subject to rejection.

3.6 Verbal Information: Respondents shall NOT base the proposal on verbal information from any employee of the University from the date and time the RFP is received by the proposer, unless otherwise noted elsewhere in the RFP. Any such incident will invalidate the proposal, and bar that particular vendor from receiving a purchase or contract award. In case errors or omissions are found in the proposal document, companies submitting proposals shall at once inform the signee in the Procurement Department who will publish the correction to all companies.

3.7 Evaluation and Contract Award: Selection and award of contract will be made to the vendor(s) whose proposal, in the sole opinion of Kent State University, represents the best overall value to the University. Factors which determine the award are more fully detailed in the specifications, and will include, but will not be limited to, the following: The proposer's responsiveness to all specifications in the RFP, quality of the proposer's products and/or services, ability to fulfill the contract, and general responsibility as evidence of past performance. Payment terms and cash discounts will be considered as determining factors in the contract award.

Should the total potential spend of the contract resulting from this RFP, inclusive of all possible renewals, exceed or appear to exceed \$1.0 million, the final selection will be pending Board of Trustees approval at its next scheduled meeting; and appropriate contract review, approval and execution pursuant to University Policy.

Notwithstanding the above, this RFP does not commit the University to enter into any contracts as described in this document. The University reserves the right to reject any or all offers and to waive formalities and minor irregularities in the proposals it receives.

3.8 Proposer Presentations: Proposers submitting proposals which meet the selection criteria and which are deemed to be the most advantageous to the University may be required to give an oral presentation to the University selection team. Scheduling of these oral presentations will be done by the Procurement Department.

3.9 Samples: Requested samples necessary for evaluation must be provided without cost or obligation to Kent State University, and shall become the property of the University. Upon request by the supplier, unless destruction, alteration or retention of the sample is required for evaluation purposes, samples may be returned to supplier at supplier's expense.

3.10 Rights Reserved: The University reserves, and in its sole discretion may, but shall not be required to, exercise the following rights and options with respect to the proposal submission, evaluation and selection process under this RFP:

- To reject any proposal if, in the University's sole discretion, the proposal is incomplete or is not responsive to the requirements of this RFP, the Respondent does not meet the Qualifications set forth in the RFP, or it is otherwise in the University's best interest to do so;
- To supplement, amend, substitute or otherwise modify this RFP at any time prior to selection of one or more respondents for negotiation or to cancel this RFP with or without issuing another RFP;
- To accept or reject specific items or elements in any proposal and award a contract based only on such items or elements if it is deemed in the University's best interest to do so;
- To reject the proposal of any respondent that, in the University's sole judgment, has been delinquent or unfaithful in the performance of any contract with the University, or is financially or technically incapable or is otherwise not a responsible respondent;
- To waive any informality, defect, non-responsiveness and/or deviation from this RFP and its requirements that is not, in the University's sole judgment, material to the proposal;
- To permit or reject at the University's sole discretion, corrections (including for information inadvertently omitted), of proposals by some or all of the respondents following proposal submission;
- To request that some or all of the respondents modify proposals based upon the University's review and evaluation;
- To request additional or clarifying information or more detailed information from any respondent at any time, before or after proposal submission, including information inadvertently omitted by a respondent;
- To inspect and otherwise investigate projects performed by the respondent, whether or not referenced in the proposal, with or without the consent of or notice to the respondent;

- To conduct such investigations with respect to the financial, technical, and other qualifications of respondents as the University, in its sole discretion, deems necessary or appropriate.
- To enter into post-submission negotiations and discussions with any one or more respondents regarding price, scope of services, and/or any other term of their proposals, and such other contractual terms as the IUC-PG may require, at any time prior to execution of a final contract. The University may, at its sole election, enter into simultaneous, competitive negotiations with multiple respondents or negotiate with individual respondents seriatim. In the event negotiations with any respondent(s) are not satisfactory to the University, the University reserves the right to discontinue such negotiations at any time; to enter into or continue negotiations with other respondents; and, to solicit new proposals from entities that did not respond to this RFP.

3.11 Procedure for Conducting Negotiations:

—Who To Negotiate With First

After completion of the initial evaluation process, the University may begin negotiations with one or more vendors whose proposals are most in keeping with the University's requirements as enumerated in the RFP. Notification of such negotiations will be offered after a reasonable amount of time has elapsed from the proposal deadline. Negotiations shall continue to the satisfaction of the University or, if the University determines a satisfactory agreement cannot be reached, the University may initiate negotiations with one or more of the remaining vendors.

—Negotiations With Multiple Vendors

The University reserves the right, at all times during the negotiation process, to negotiate with one or more vendors at the same time, but is under no obligation to do so. The vendor(s) with whom the University enters into negotiations must have present a representative with decision-making authority.

—If Negotiations Are Unsuccessful

With respect to any of the services that are a part of this RFP, in the event that the University determines that a contract cannot be negotiated with any of the vendors who respond to the RFP, the University shall have the right to issue a new RFP or other process to seek qualified applicants, to provide the services itself, or to use another process (e.g., sole source contracting) in order to have the product(s) and/or service(s) provided.

- 3.12 **Valid Proposals:** Proposals will be considered valid for a period of one hundred-twenty (120) days after the scheduled due date, unless otherwise noted.

- 3.13 **Preferred Invoicing and Payment Methods:** The successful proposer must invoice products or services awarded exactly as indicated on a resultant University purchase order, to include cost, unit specified, quantity ordered, item descriptions, etc.

The University prefers to receive invoices for goods and services via electronic means. It is the goal of the University to make payment on invoices via Automated Clearing House (ACH) transfer or Credit Card. To that end, please indicate your company's capabilities for electronic invoicing and ACH/Credit Card payment where appropriate in Section 8 of this document.

- 3.14 **Dun and Bradstreet Data:** Kent State University reserves the right to request data from Dun and Bradstreet concerning history of company's financial and payment statistics. Proposals from companies failing to provide the requested data to Dun and Bradstreet will not be considered.

- 3.15 **Preference to United States and Ohio Products:** State of Ohio Am. H.B. 271 requires that preference be given to products produced or mined in the United States and in Ohio

- 3.16 **Buy America:** Proposals will be evaluated to determine that a proposer's offering is for a "domestic source end product", as defined in the Federal Buy America Act, 41 U.S.C.A., section 10a-10d. Any proposer's offering that does not meet this requirement shall be rejected, except in those circumstances where a determination has been made that certain articles, materials and supplies are not mined, produced or manufactured in the U.S. in sufficient and reasonably available commercial quantities and of satisfactory quality.

- 3.17 Buy Ohio:** Sections 125.09 and 125.11 of the Ohio Revised Code require that in the evaluation of bids, the University give preference to products which are “mined, excavated, produced, manufactured, raised, or grown in the state by a person where the input of Ohio products, labor, skill, or other services constitutes no less than 25% of the manufactured cost”, or products offered by bidders who have a “significant Ohio presence”, defined to mean that the bidders: (1) pay required taxes to the state of Ohio; (2) are registered and licensed to do business in the state of Ohio with the Office of Secretary of State; and (3) have ten or more employees based in Ohio, or seventy-five percent or more of their employees based in Ohio.

Any bids meeting the above criteria will be given a preference of up to five (5) percent over the lowest price "non-Ohio" bid submitted; except that such preference will not be applied against vendors from bordering states, provided that the border state imposes no greater restrictions than contained in sections 125.09 and 125.11 of the Ohio Revised Code. Where it has been determined that selection of the lowest Ohio proposer, if any, will not result in an excessive price or a disproportionately inferior product or service, the contract shall be awarded to the low Ohio proposer at the proposal price quoted. Where it is advantageous to award the contract to other than an Ohio proposer or Proposers from a border state, then the contract shall be awarded accordingly.

- 3.18 H.B. 476, State Contract and Boycotting:** Pursuant to R.C. 9.76(B), by responding to this RFP, respondent warrants that it is not boycotting any jurisdiction with whom the State of Ohio can enjoy open trade, including Israel, and will not do so during the term of any contract that may result from this RFP.
- 3.19 Voluntary Question and Answer Period:** Questions vendors may wish to pose concerning the RFP, specifications, etc., must be submitted to **Larry McWilliams in the Procurement Department via email at lmcwilli@kent.edu no later than 1:00 PM Eastern Wednesday, April 8, 2026.** The University evaluation team will review and attempt to answer any and all questions received. All questions and their corresponding answers will be posted in the “Bids” section of the Kent State Procurement Department website, www.kent.edu/procurement no later than **5:00 PM Eastern Wednesday, April 18, 2026.** The question and answer period is voluntary only and not a requirement.

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4.0 REQUEST FOR PROPOSAL CONTRACTING AND AGREEMENT TERMS

4.1 **Contract:** The following terms and conditions shall be incorporated in any final contract or purchase order resulting from this RFP except as such terms and conditions are otherwise expressly specified in any such contract or purchase order.

4.2 **Term/Period of Agreement:** The initial term of the agreement will be for five (5) years with a target inception date to be determined/negotiated post-award.

After the initial five (5)-year term, Kent State University reserves the right to renew this contract for additional one (1) year term, with mutual assent, not to exceed three (3) such renewals. Any renewal agreed upon shall occur ninety (90) days prior to the expiration of the contract then in force, for an eight (8)-year maximum contract duration. Any renewal agreed upon shall occur ninety (90) days prior to expiration of the contract then in force and shall be executed upon the mutually signed agreement of both parties.

It is understood and agreed that Kent State University reserves the right to extend the contract period a maximum of thirty (30) days beyond the normal expiration of this contract. Any further extension as may be required will be exercised through mutual assent.

4.3 **Termination:** Either party may terminate this contract after the expiration of sixty (60) days from the effective date of the contract. Termination may occur by giving the other party ninety (90) days prior written notice of its intent to terminate the contract, except that any breach of this contract shall be just cause for the University to terminate the contract immediately without such prior notice to you. The in case of any termination resulting from breach of contract, the Procurement Department may, at its discretion, prohibit proposer from submitting a proposal on any project at the University for a period of up to three (3) years.

4.4 **Choice of Law:** This Request for Proposal will be governed, interpreted and construed in accordance with the laws of the State of Ohio.

4.5 **Extended Payment Clause:** Kent State University may, upon written notice to the proposer receiving the contract, suspend or terminate the unpaid balance of this contract, if the Ohio General Assembly, in a subsequent biennium, fails to appropriate funds making possible the continuation of such payment.

4.6 **Vendor Responsibilities:** Vendor may not, during the term of the contract, or any renewals or extensions thereof, assign or transfer all or any part of the contract without the prior written consent of the University; and, should Vendor become insolvent, or if proceedings in bankruptcy shall be instituted by or against Vendor the remaining or unexpired portion of the contract shall, at the election of the University, be terminated.

4.7 **Value:** The contract will not guarantee a specific amount of business, or income and is not an exclusive contract. The University reserves the right to place purchase orders in any manner deemed by the University to be in its own best interest.

4.8 **Estimated Requirements:** The University in no way obligates itself to purchase the full quantities indicated, but the entire amount of any discount offered must be allowed whether or not the purchases are more or less than the full quantities indicated. The University's requirements may be greater than or less than the quantities shown, and the Vendor shall be obligated to fulfill all requirements as shown on the purchase orders whose mailing dates fall within the term of the contract.

4.9 **Sales Tax:** Kent State University is exempt from Ohio sales tax and federal tax and will furnish an exemption certificate upon request.

4.10 **Price and Freight:** All pricing must be quoted FOB Destination, Kent, Ohio. Include all freight, transportation, and any applicable handling and/or installation charges necessary to complete delivery on an FOB Destination basis. Please specify if your pricing is quoted delivered or pickup.

- 4.11 Title and Risk of Loss:** Supplier shall retain title and bear the risk of any loss or damage to the items purchased until they are delivered at the specified FOB point; and upon such delivery, title shall pass and supplier's responsibility for loss or damage shall cease except as resulting from the supplier's negligence or failure to comply to all stated terms and conditions. Passing of title upon such delivery shall not constitute acceptance of the terms by Kent State University.
- 4.12 Supplier Onboarding System:** Kent State University utilizes a designated third-party provider for onboarding and managing vendors in our system. Vendors awarded contracts with Kent State University must register with our designated third-party provider and provide their business information as required by our provider. Vendors are responsible for maintaining and updating their profile information via the designated third part providers system More information about Kent State University's vendor onboarding provider and process can be found on Accounts Payables homepage <https://www.kent.edu/accountspayable>
- 4.13 Payment Terms and Cash Discounts:** Kent State University will endeavor to use any cash terms offered, and these could be considered in determining the final net price depending on the discount period.
- In the event that Kent State University is entitled to a cash discount, the period of computations will commence on the date of delivery or receipt of a correctly completed invoice, whichever is later. If an adjustment is necessary due to damage, the cash discount period shall commence on the date final approval for payment is authorized. If a discount is part of the contract, but the invoice does not reflect the existence of a cash discount, the University is entitled to a cash discount with the period commencing on the date it is determined that a cash discount applies.
- 4.14 Rejection of Goods or Services:** All goods or services purchased herein are subject to approval by Kent State University. Any rejection of goods or services resulting because of nonconformity to the terms and specifications of the contract, whether held by the buyer or returned, will be at the proposer's risk and expense.
- 4.15 Guarantee and Warranty Requirements:** Vendor guarantees all products and installation against any defect in workmanship and/or materials. Full manufacturer's warranty for labor and materials for all equipment proposed, and a comprehensive list of all authorized service centers must be provided by supplier. List to include the company name, location, and telephone number.
- 4.16 Product Substitutions:** There will be no substitutions of ordered product allowed unless the University has first been notified and permission granted.
- 4.17 Price Adjustment:** All prices quoted are expected to remain firm during the initial term of the contract; however, in the event of a price change related to an increase or decrease, prices may be changed subject to a negotiated adjustment to reflect such an increase or decrease. Such negotiations and adjustments will be considered only upon written request to the Procurement Department, documented with cost data, filed prior to our request for delivery and submitted after the expiration of ninety (90) days from the date of the proposal closing.
- 4.18 Audits:** With advance notice to Vendor, from time to time during the contract term and for five (5) years after termination of the contract, Kent State University reserves the right to audit Vendor's performance under, and compliance with the requirements of, the contract. The University will utilize all invoicing and documentation, which relates to Kent State University's final cost, and internal controls documentation required under the contract including, but not limited to any applicable audit or security assessment reports or certifications such as: SAS 70 or its replacement SSAE 16, SOC 2, or ISO 27001, and copies of any applicable corporate information security policies or other supporting documentation. University personnel from the Division of Student Life, the Division of Information Technology, the Procurement Department, and/or the Auditing Department may perform these audits. Audit discrepancies must be resolved to the reasonable satisfaction of Kent State University, and the University reserves the right to terminate the any contract resulting from this RFP if at any time the audit results are not resolved to its reasonable satisfaction.

Vendor must provide access to files and information reasonably necessary, including, but not limited to all cancelled checks, work papers, books, records and accounts upon which invoices are based, and any and all documentation and justification in support of expenditures or fees incurred pursuant to the contract, to validate cost data and internal controls, and assist in the performance of each audit. Audit discrepancies must be resolved to the satisfaction of Kent State University. Kent State University reserves the right to terminate the contract at any time if the audit results are not resolved to meet the requirements of Kent State University.

- 4.19 Sales Representative:** Vendor will provide the name and telephone number of the company sales representative who may be contacted Monday through Friday 8am to 4pm (EST), exclusive of holidays. Vendor representative shall have primary responsibility for processing and correcting all breaches of this contract and shall be authorized to accept emergency and special orders. Vendor must notify the University when the regular sales representative is on vacation and identify the individual acting in his/her absence.
- 4.20 Extending Resulting Contracts:** Please advise if your company has an interest in extending your offer to the Inter-University Council of Ohio Purchasing Group (IUC-PG) membership. This is a courtesy request and there is no obligation to agree to it. It is not part of the University's selection criteria. Should you choose to extend usage, participation in the contract by other IUC-PG members is strictly voluntary on their part, and the University's sole role and responsibility would be to share the contents of the contract with them.

In no way must any decision by your company to extend the contract to the IUC-PG members negatively affect the delivery capability, general service level, prices, discounts, product availability or other contractual obligations to the University.

Please indicate in your response package if your company agrees to extend any resulting contracts to include other IUC-PG members who may have an interest in utilizing it and describe any regional or geographic limitations.

- 4.21 Time is of the Essence:** Time is of the essence in completing this project. Any breach of the terms of this contract, including, but in no way limited to the time period of performance, will be just cause to terminate the contract without prior notice to the Vendor. Termination resulting from breach will be cause, at the sole discretion of the University, to suspend the proposer from proposing on any project at the University for a period of up to three (3) years.
- 4.22 Parking:** Kent State University operates under a paid parking system. All Vendor-owned vehicles and privately-owned vehicles of Vendor personnel that are to be parked on campus must comply with existing parking regulations. If parking permits are required, the successful proposer will purchase appropriate numbers of permits from Kent State University Parking Services. All regulations concerning parking can be obtained from Parking Services. Vendor is to take care that sidewalks are not blocked and all handicap areas are fully accessible.
- 4.23 Federal, State and Local Laws:** Vendor shall, in the performance of work or services, fully comply with all applicable federal, state or local laws, rules, regulations and ordinances, and shall hold Kent State University harmless from any liability from failure of such compliance.
- 4.24 Governmental Approvals:** Vendor shall obtain all permits, certificates of inspection and any and all governmental approvals relating to his/her work, and shall pay all charges connected therewith.
- 4.25 Indemnification/Hold Harmless:** Vendor shall indemnify and hold Kent State University harmless from and against all claims, losses, expenses, damages, causes of actions and liabilities of every kind and nature (including without limitation reasonable attorney's fees), arising out of any alleged breach of any proposer's obligations or warranties or from any other acts or omissions of Vendor, its officers, agents, employees and subcontractors.
- 4.26 Force Majeure:** If University or Vendor is unable to perform any part of its obligations under this contract by reason of force majeure, the party will be excused from its obligations, to the extent that its performance is prevented by force majeure, for the duration of the event. The party must remedy with all reasonable dispatch the cause preventing it from carrying out its obligations under this contract. The term "force majeure" means without

limitation: acts of God; such as epidemics; lightning; earthquakes; fires; storms; hurricanes; tornadoes; floods; washouts; droughts; any other severe weather; explosions; restraint of government and people; war; strikes; and other like events; or any other cause that could not be reasonably foreseen in the exercised of ordinary care, and that is beyond the reasonable control of the party.

4.27 Insurance for Vendor Services: If this contract involves services, and unless otherwise approved by the University in writing, Vendor shall, at its sole cost and expense, procure and maintain, in full force and effect, the types and minimum limits of insurance specified below, covering its performance of the services provided hereunder by Vendor, its agents, representatives, employees or subcontractors. Vendor shall procure such insurance from duly licensed or approved non-admitted insurers in the State of Ohio with an “A.M. Best” rating of not less than A-VII or otherwise acceptable to the University:

(a) **Workers’ Compensation/Employers’ Liability.**

Coverage: Worker’s Compensation for losses arising from work performed by or on behalf of the Vendor

- State Fund or Self-Insurance: Statutory Limits
- Proof of Employers' Liability: \$500,000

(b) **General Liability Insurance.**

Coverage: Policy shall include bodily injury, property damage, personal injury, contractual liability, fire legal liability, medical payments coverage, and sexual molestation/abuse if Vendor is interacting with minors

- Each Occurrence: \$1,000,000
- General Aggregate Accrual: \$2,000,000
- Products-Completed Operations Aggregate Accrual: \$2,000,000

(c) **Business Automobile Liability.**

Coverage: Bodily injury and property damage for any owned, leased, hired and non-owned vehicles used in the performance of the Vendor services

- Combined Single Limit: \$1,000,000

(d) **Insurance Required as Applicable:**

(1) **Professional Liability Insurance—if applicable.**

Coverage: Policy required for licensed or certified professionals, including, without limitation, accountants, architects, consultants, and engineers.

- Each Occurrence: \$1,000,000
- General Aggregate: \$2,000,000

Professional Liability Insurance may be written on a claims-made basis provided that coverage for occurrences happening during the performance of the Services required under this Contract shall be maintained in full force and effect under the policy or “tail” coverage for a period of at least three (3) years after completion of the Services.

(2) **Liquor Liability—if applicable.**

Coverage: Policy for service provider distributing, selling or serving alcoholic beverages.

- Each Occurrence: \$1,000,000
- General Aggregate: \$1,000,000

(3) **Crime Coverage—if applicable.**

Coverage: Policy for service provider with access to cash or payments, networks or outsources services such as custodial, building management, dining, etc.

- Single Loss: \$500,000

(4) **Cyber Liability—if applicable.**

Coverage: Policy for service provider who has access to credit card information, student or employee records, health records, or any other Personally Identifiable Health Information.

- Each event for Breach Response/Event Services: \$1,000,000

(5) **Pollution Liability—if applicable.**

Coverage: Policy for service provider working with pollutants, coverage shall include coverage for 3rd party claims and clean-up.

- Each incident: \$1,000,000

All required policies shall meet the following requirements:

- shall be endorsed on a primary basis, non-contributory with any other insurance coverages and/or self-insurance carried by the University.
- all insurance herein, except Professional Liability and Pollution Liability, shall be written on an “occurrence” basis and not a “claims-made” basis.
- Shall be endorsed to include University and its governing board, officers, agents and employees as additional insureds with respect to liability arising out of the services performed by or in behalf of Vendor. Such endorsement shall be evidenced on the Certificate of Insurance as well as a copy of the endorsement to the Vendor’s insurance.
- Shall contain a waiver of subrogation in favor of University and its board, officers, agents and employees for losses arising from work performed by or on behalf of Vendor.
- Limits may be met with a combination of primary and/or excess/umbrella coverage or equivalent.
- Coverage provided by Vendor shall not be limited to the liability assumed under the indemnification provision set for in Section 4.25 above.

Service Provider shall furnish the University’s Procurement Department, at the address provided herein, with Certificates of insurance (ACORD form or equivalent) as required by the services being provided under this Contract. In no event shall Vendor perform any services or other work until Vendor has delivered or caused to be delivered to the University’s Procurement Department the required evidence of insurance coverages.

All insurance coverages shall provide for at least thirty (30) days prior written notice to be given to the University in the event coverage is reduced, suspended, voided, cancelled, or non-renewed.

- 4.28 Proprietary Information Disclosure:** All responses and accompanying documentation will become the property of the University at the time proposals are opened. All submitted proposal materials may be subject to disclosure under the Ohio Public Records Law (ORC 149.43). Personal Social Security numbers, if provided in Section 7, will be redacted prior to release. If you choose to submit documentation containing information your company considers trade secret, please be aware that the University may have a duty to release the documentation in response to a public record request. If you wish to claim that certain information contained in the materials is trade secret, your company bears the burden of identifying that information, as well as taking steps to demonstrate that it is subject to protection under the law.
- 4.29 Marketing and Advertising:** Vendor shall not willfully use the name, identifying marks or property of Kent State University for its own promotional purposes.
- 4.30 Use of Designs:** Vendor agrees that it will keep confidential the features of any equipment, tools, gauges, patterns, designs, drawings, engineering data or other technical or proprietary information furnished by the University and use such items only in the production of item(s) awarded pursuant to the contract. Upon demand or completion of resultant purchase order, the proposer shall return all such item(s) to the university at the expense of the Vendor, or make other disposition thereof as may be directed or approved by the University.
- 4.31 Performance Bond:** If required, Vendor shall, within ten (10) days of the contract award, furnish a performance bond in the amount of 100% of the contract price.
- 4.32 Equal Employment Opportunity:** Kent State University is an Equal Opportunity Employer and as such makes the following request: The proposer, in submitting a proposal and /or filling a purchase order, agrees not to discriminate against any employee or applicant for employment with respect to hiring and tenure, terms, conditions,

or privileges of employment, or any matter directly or indirectly related to employment, because of race, color, religion, gender, age, sexual orientation, national origin, disability, or identity as a disabled veteran or veteran of the Vietnam era to the extent required by law. The proposer must further agree that every subcontract or order given for the supplying of this order will contain a provision requiring nondiscrimination in employment, as herein specified. This covenant is required pursuant to Federal executive orders 11246 and 11375 and any breach thereof may be regarded as a material breach of the contract or purchase order. Additionally, Proposer must comply with the following:

The Equal Employment Opportunity Act of 1972, as amended, 42 U.S.C. 2000e et seq., which prohibits discrimination in employment because of race, color, religion, sex or national origin. The Rehabilitation Act of 1973, as amended, 29 U.S.C. 701 et seq. and 45 C.F.R. 84.3(J) and (K) implementing Sec. 504 of the Act which prohibits discrimination against qualified individuals with disabilities in the access to or participation in federally-funded services or employment. The Age Discrimination in Employment Act of 1967, as amended, which generally prohibits discrimination based upon age. The Equal Pay Act of 1963, as amended, 29 U.S.C. 206, which provides that an employer may not discriminate on the basis of sex by paying employees of different sexes differently for the same work.

- 4.33 **Prevailing Wage Rate:** If applicable under Ohio law, Vendor must agree to pay all employees involved with the installation on this project, the prevailing wage rate as ascertained by the Department of Industrial Relations of the State of Ohio.
- 4.34 **Drug Free Workplace:** Vendor agrees to comply with all applicable state and federal laws regarding drug – free workplace and shall make a good faith effort to ensure that all its employees, while working at Kent State University, will not purchase, transfer, use or possess illegal drugs or alcohol or abuse prescription drugs in any way.
- 4.35 **Smoke-Free, Tobacco-Free University:** Smoking and the use of nicotine, tobacco-derived or plant based products, and oral tobacco are not permitted on any property owned, operated or leased by Kent State University inclusive of personal vehicles parked on University property. All smoking is prohibited, including the use of electronic smoking devices, mod boxes or electronic nicotine delivery systems that create an aerosol or vapor. Vendors, contractors and other respondents to this RFP may not use cigarettes, cigars, cigarillos, cloves, hookahs, e-cigarettes, herbal and oil vaporizers, pipes, water pipes, any smokeless tobacco (chew, snuff, dip, etc.), and any other non-FDA approved nicotine products while conducting business on University property.
- 4.36 **Americans with Disabilities Act:** Without limiting the requirements of Subsection 4.49, *Electronic Information Technology Accessibility*, Seller agrees to comply with the Title II of the Americans with Disabilities Act of 1990, as amended, 42 U.S.C. §§ 12131-12134, and it implementing regulation 28 C.F.R. pt. 35, which prohibits public universities from excluding individuals with disabilities from participating in and/or receiving the benefits of University services, programs, and activities, Section 504 of the Rehabilitation Act of 1973, as amended, 29 U.S.C. § 794, and its implementing regulation at 34 C.F.R. Part 104, which prohibits a qualified individual with a disability, solely by reason of disability, from being excluded from participation in, being denied benefits of, or being subjected to discrimination under any University activity, and other applicable State of Ohio laws and regulations regarding accessibility and disability. Accordingly, Seller represents and warrants that the products and/or services provided hereunder are functionally accessible to individuals with disabilities. Compliance means that a person with a disability can acquire the same information, engage in the same interactions, and enjoy the same services as a person without a disability, in an equally effective and integrated manner, with substantially equivalent ease of use.
- 4.37 **Conflicts of Interest and Ethics Compliance:** Vendor represents, warrants, and certifies that it and its employees engaged in the administration or performance of the Agreement are knowledgeable of and understand the Ohio Ethics and Conflicts of Interest laws. Vendor further represents, warrants, and certifies that neither Vendor nor any of its employees will do any act that is inconsistent with such laws.
- 4.38 **Executive Order Banning the Expenditure of Public Funds on Offshore Services:** Vendor affirms that it has read and understands Executive Order 2019-12D issued by Ohio Governor Mike DeWine and shall abide by those

requirements in the performance of any Contract arising from this RFP, and shall perform no services required under this Contract outside of the United States.

The Vendor also affirms, understands, and agrees to immediately notify the State of any change or shift in the location(s) of services performed by the Vendor or its subcontractors under this Contract, and no services shall be changed or shifted to a location(s) that are outside of the United States.

If Vendor or any of its subcontractors perform services under this Contract outside of the United States, the performance of such services shall be treated as a material breach of the Contract. The State is not obligated to pay and shall not pay for such services. If Vendor or any of its subcontractors perform any such services, Vendor shall immediately return to the State all funds paid for those services. The State may also recover from the Vendor all costs associated with any corrective action the State may undertake, including but not limited to an audit or a risk analysis, as a result of the Vendor performing services outside the United States.

The State may, at any time after the breach, terminate the Contract, upon written notice to the Vendor. The State may recover all accounting, administrative, legal and other expenses reasonably necessary for the preparation of the termination of the Contract and costs associated with the acquisition of substitute services from a third party.

If the State determines that actual and direct damages are uncertain or difficult to ascertain, the State in its sole discretion may recover a payment of liquidated damages amounting to a percentage of the value of the Contract, such a percentage to be determined.

The State, in its sole discretion, may provide written notice to Vendor of a breach and permit the Vendor to cure the breach. Such cure period shall be no longer than 21 calendar days. During the cure period, the State may buy substitute services from a third party and recover from the Vendor any costs associated with acquiring those substitute services.

Notwithstanding the State permitting a period of time to cure the breach or the Vendor's cure of the breach, the State does not waive any of its rights and remedies provided the State in this Contract, including but not limited to recovery of funds paid for services the Vendor performed outside of the United States, costs associated with corrective action, or liquidated damages.

—Assignment/Delegation

The Vendor will not assign any of its rights, nor delegate any of its duties and responsibilities under this Contract, without prior written consent of the State. Any assignment or delegation not consented to may be deemed void by the State.

- 4.39 **Executive Order 2022-02D:** The Vendor confirms that they are not a Russian institution or company and will comply with this order at:
https://content.govdelivery.com/attachments/OHIOGOVERNOR/2022/03/03/file_attachments/2093123/Signed%20EO%202022-02D.pdf.

“Company” means a sole proprietorship, partnership, corporation, national association, *société anonyme*, limited liability company, limited partnership, limited liability partnership, joint venture, or other business organization, including their subsidiaries and affiliates, that operates to earn a profit. Pursuant to Executive Order 2022-02D and to the extent practicable, the University is prohibited from purchasing services from or investments in Russian institutions or companies.

- 4.40 **Finding for Recovery; Debarment:** Ohio Revised Code Section 9.242 prohibits any vendor who has been debarred by any state agency to participate in any contract during the debarment period. Further, Vendor represents and warrants that it is not now, and will not become during the term of any contract resulting from this RFP, subject to an unresolved finding for recovery under ORC Section 9.24 and is not under any suspension or debarment by any office of the state of Ohio or the federal government. If this representation and warranty is found to be false, any contract resulting from this RFP shall be void, and the Vendor shall immediately repay to the university any

funds paid under the contract. If Vendor becomes subject to an unresolved finding for recovery under ORC Section 9.24 and/or is suspended or debarred by any office of the state of Ohio or the federal government during the term of the contract, such finding for recovery, suspension or debarment shall be considered a material breach of such contract, and the University may, at its sole discretion, terminate the contract.

4.41 Campaign Contributions: Vendor hereby certifies that all applicable parties listed in Division (I)(3) or (J)(3) of O.R.C. Section 3517.13 are in full compliance with Divisions (I)(1) and (J)(1) of O.R.C. Section 3517.13.

4.42 Biobased Products Bid Reference Policy: The Department of Administrative Services, other state agencies and state institutions of higher education must procure biobased products that fall within the designated item categories list compiled by the United States Department of Agriculture, as maintained by the Department of Administrative Services. State agencies must procure equipment, materials, and supplies in accordance with procedures set forth in Ohio Revised Code section 123:5-1-14. Biobased products may be considered and a preference may be applied for those biobased products meeting the specifications set forth in bidding documents when applicable. For those proposals in which biobased products are offered, Vendor must list or otherwise identify and certify those products.

The minimum content for the anticipated biobased purchase shall be derived from the United States Department of Agriculture’s determination of minimum content for the designated item.

4.43 Data Security Requirements/PCI Compliance:

- 1) Will this product or service have involvement in creating, storing, processing, transmitting, or accessing University data or handling financial transactions?
 - a) If yes, will any data be removed by, accessed from, copied to, or created within systems that do not reside within the geographical boundaries of Kent State University?
 - i. If yes, complete the “Higher Education Cloud Vendor Assessment Tool Lite”, <https://www.kent.edu/it/higher-education-cloud-vendor-assessment-tool-lite> .Include a copy of any applicable audit or security assessment reports or certifications such as: SSAE 16, SOC 2, or ISO 27001 and include copies of any applicable corporate information security policies or other supporting documentation that will substantiate the questionnaire responses.
 - (1) If an NDA is required for the disbursement of any of these documents or information, provide a copy of the NDA in your response.
- 2) Will this product or service have involvement in the processing of credit card transactions (Card-Present, Card-Not-Present, Online, Phone-based, or otherwise)?
 - a) If yes, submit a QSA-signed Attestation of Compliance to the Payment Card Industry Data Security Standards (“PCI-DSS”).
 - b) If yes, Vendor acknowledges and agrees to the following statements:
 - i. Kent State University requires that Vendor at all times maintain compliance with current PCI DSS as applicable. Accordingly, the Vendor will be required to provide confirmation of compliance upon request by Kent State University throughout the contract term. Respondent hereby acknowledges that cardholder data may only be used for execution of the contracted systems or services as described herein, or as required by the PCI DSS, or as required by applicable law.
 - ii. If, during the contract term, Vendor becomes aware that systems or services provided under the contract falls out of compliance with PCI DSS requirements, the Vendor shall immediately notify the Kent State University Office of Security and Access Management.
 - iii. In the event of a breach, intrusion, or unauthorized access to cardholder data, Vendor shall immediately notify the Kent State University Office of Security and Access Management to allow for the PCI DSS breach notification process to commence. Vendor shall provide appropriate payment card companies and their respective designee’s access to Vendor’s facilities and all pertinent records to conduct a review of Vendor’s compliance with the PCI DSS requirements. Vendor acknowledges liability for any and all costs resulting from such breach, intrusion, or unauthorized access to cardholder data deemed to be the fault of Vendor. Vendor agrees to assume responsibility for informing all such individuals in accordance with applicable law and to indemnify and hold harmless Kent State University and its officers and employees from and against any claims, damages, or other harm related to such breach.

- 4.44 **European General Data Protection Regulation:** If Kent State University's Cyber Security and Privacy Department in the Division of Information Technology, determines that the services provided within this RFP involve the transfer of personal data subject to the European General Data Protection Regulation, the supplier will be required to execute the University's European General Data Protection Regulation addendum. <https://www.kent.edu/sites/default/files/file/GDPR%20Vendor%20Addendum%20KSU%20FINAL%200619%20DF.pdf>
- 4.45 **H.B. 476, State Contract and Boycotting:** Pursuant to R.C. 9.76(B) Vendor represents and warrants that Vendor is not boycotting any jurisdiction with whom the State of Ohio can enjoy open trade, including Israel, and will not do so during the contract period.
- 4.46 **Health Insurance Portability and Accountability Act of 1996 (HIPAA) Compliance:** Vendor agrees to comply with the Health Insurance Portability and Accountability Act of 1996 ("HIPAA"), and the regulations promulgated thereunder, including without limitation the federal privacy regulations (the "Federal Privacy Regulations") and the federal security standards (the "Federal Security Standards"), as such provisions are applicable to delivery of the goods or services being provided pursuant to and contract resulting from this RFP. Vendor acknowledges that an entity's status as a business associate is determined under law, regardless of such entity's opinion as to its status as a business associate; and if an entity is, under applicable law, a business associate, such entity has a direct legal obligation in its own right to comply with all legal requirements applicable to a business associate. Accordingly, Vendor agrees not to use or further disclose any protected health information, as defined in 45 CFT 164.504, or individually identifiable health information, as defined in 42 USC § 1320d (collectively the "Protected Health Information" or "PHI"), other than as permitted by the requirements of HIPAA or regulations promulgated under HIPAA including without limitation the Federal Privacy Regulations and the Federal Security Regulations. Vendor agrees to implement appropriate safeguards to prevent the use or disclosure of Protected Health Information as applicable to the performance of any agreement arising from this RFP. The successful Vendor agrees to promptly report to University any improper or unlawful use or disclosure of any PHI arising out of or relating to the products and or services arising from this RFP.
- 4.47 **Electronic Information Technology (EIT) Accessibility Compliance:** If any component of the proposed product or service is an Electronic Information Technology (EIT) product or service as such products or services are defined below in this Section, then your proposal must include a response to this section so the proposed product or service can be evaluated by university personnel for compliance with the University Policy 4-16.

EIT product(s) and/or service(s) include, but are not limited to, systems and application software (including mobile), online services such as learning management systems, content management systems, access portals, online marketing solutions, websites, web content and multimedia, digital materials (video, audio, etext, ebooks, lab simulations, virtual reality systems, augmented reality systems), telecommunications, and self-contained products such as displays, kiosks, touchscreens, operable controls (key carded door openers), and personal response systems.

To clarify, this form must be completed if **ANY COMPONENT of your product/service contains a DIGITAL (EIT) element**, something a user or administrator must interact with on a screen to use your product/service.

The following examples DO require the completion of this form.

Example 1

Physical Product: Payment kiosks on parking lots

Accompanying EIT Element: Screen that users must navigate to complete transaction

Example 2

Physical Product: Package lockers

Accompanying EIT Element: Software used by employees and users to track packages and locker use

Example 3**Physical Product:** Electric battery charging stations for vehicles**Accompanying EIT Element:** Accompanying mobile app to reserve locations and pay for charging

Pursuant to University Policy 4-16, Kent State University is committed to ensuring that its electronic and information technologies, including but not limited to, all information provided through university and third-party websites, online learning and course management systems, and curriculum, institutional and administrative data systems: (a) provide equal opportunity to the educational benefits and opportunities afforded by the technology; (b) provide equal treatment in the use of such technology; and (c) be accessible to individuals with disabilities in compliance with Section 504 of the Rehabilitation act of 1973, as amended and the Americans with Disabilities Act of 1990, as amended (ADA-AA) and other applicable laws of the State of Ohio.

Requirements for Vendors submitting a proposal for an EIT product and/or service: Provide information about the digital accessibility of proposed product(s) and/or services(s). This process is handled via an online form. Please carefully read the instructions below:

- a. The form should be completed by Vendor's **lead technical staff member** best suited to share information about the digital accessibility of the product and/or service.
- b. Form is located at: **Digital Accessibility RFP Vendor Questionnaire**
- c. If available, please make sure to attach a completed VPAT when completing the form. A blank template of the VPAT is available at **VPAT Info and Template**
NOTE: KSU may, in its sole discretion, deem as non-responsive, any form submission that is deemed by the university as incomplete.

If the proposed product or service is not an EIT product or service AND HAS NO ACCOMPANYING DIGITAL ELEMENTS, consider this section complete.

- 4.48 Sponsorship:** The successful Respondent agrees to engage with the University, as reasonably requested by the University's Corporate Partnerships and Philanthropy office, to collaboratively explore potential sponsorship, marketing and/or philanthropic opportunities that may support University initiatives and that may provide strategic value to the bidder. Nothing in this provision obligates the Respondent to make any financial or philanthropic commitment, and any such commitments shall be voluntary and subject to separate agreement, if applicable. This requirement is intended solely to facilitate communication and collaboration between the Respondent and the University's Corporate Partnerships and Philanthropy office.
- 4.49 Supplier Onboarding/PaymentWorks:** Kent State University utilizes a designated third-party provider for onboarding and managing vendors in our system. Vendors awarded contracts with Kent State University must register with our designated third-party provider and provide their business information as required by our provider. Vendors are responsible for maintaining and updating their profile information via the designated third part providers system. More information about Kent State University's vendor onboarding provider and process can be found on Accounts Payables homepage <https://www.kent.edu/accountspayable>.

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5.0 REQUEST FOR PROPOSAL FORMAT AND EVALUATION CRITERIA

5.1 Format and Content of Proposals: To respond to this RFP, vendors are to submit their proposal electronically through DynamicForms. No other submission method will be accepted, unless otherwise disclosed in the RFP Instructions and Specifications. The confirmation of receipt of your response must be noted as “Signed” no later than the “Proposals Due” date and time specified above. The Forms History of your DynamicForms account will also note the date and time of your proposal submission. Proposals submitted after the “Proposals Due” date and time specified above will be rejected. The proposal must be signed by a person authorized to bind the proposing form to the representations, commitments and statements contained in this response. Proposals should be prepared as simply as possible and provide a straightforward description of the Proposer’s capabilities to satisfy the requirements and goals of the RFP. Proposer should concentrate on accuracy, completeness, and clarity of content. All parts, pages, figures, and tables should be numbered and labeled clearly.

Kent State University considers it to be of utmost importance that the successful Vendor(s) present evidence of their ability to perform prior to the awarding of this contract partnership. The contract partnership shall be awarded to company that will best serve the interest of Kent State University, and, in determining the responsible proposer, the University shall consider the responses to the following requested information.

All proposals submitted shall conform to the following format requirements. Deviation from these requirements may disqualify a supplier from consideration. The response must contain the following information and documents:

- a. **Forms 1 through 9:** Signed and dated, completed through DynamicForms.
- b. **The submission requirements enumerated in Section 6, “Specifications”:** Please format all requirements as noted and submit via DynamicForms.
- c. If applicable, **completion of the Higher Education Cloud Vendor Assessment Tool Lite**, submitted as a separate attachment to the DynamicForms submission.
- d. **Assumptions, Clarifications, and Exclusions:** Describe any and all of the assumptions, clarifications, or exclusions to the proposal.
- e. Provide cost proposal and/or price quotation as indicated in Section 6, and include any additional specification documentation you deem necessary to support your proposal.
- f. Include any additional documentation you deem necessary to support your proposal.

5.2 Evaluation Criteria and Process: All proposals received from Vendors will be reviewed and evaluated by a committee of qualified University personnel. Selection and award of contracts will be made to the supplier(s) whose proposal, in the sole opinion of Kent State University, represents the best overall value to the University. Factors which determine the award include, but will not be limited to, the following: The proposer’s responsiveness to all specifications in the RFP, quality of the proposer’s products and/or services, ability to fulfill the contract, and general responsibility as evidence of past performance. Payment terms and cash discounts will be considered as determining factors in the contract award.

(Continued on next page.)

6.0 REQUEST FOR PROPOSAL SPECIFICATIONS

SCOPE AND INTENT

Kent State University is seeking Proposals from qualified firms which are in the business of providing and supporting a Electronic Healthcare management system that performs the various medical services and records operations and services as listed in this Request for Proposal (RFP) document. The university is very interested in collaborative and innovative strategies and programs, especially those that support and advance its commitment to enhance the student experience. The university specifically solicits your creative ideas and recommendations towards that goal.

It is the intent of the university to select one (1) vendor to provide all system requirements for Kent State University's Kent Campus Counseling and Psychological Services Department.

The respondent shall present evidence that the firm or its officers have been engaged in providing services as listed in the RFP. References must be included stating the name, position, and telephone number of a contact person.

The vendor's ability to support ongoing operations from a position of short and long term system development, will weigh significantly in the evaluation process.

See Appendices for current Kent State demographics, hardware, usage, statistics, interfaces, reporting requirements, and data conversion requirements.

GENERAL REQUIREMENTS

Service and Support

The bidder will provide a detailed description of the variety of service and support options available (service level agreement), including telephone, chat, ticketing and/or other options, as well as a detailed description of the Warranty provisions. The bidder will evaluate the scope of the proposed installation and, based on this evaluation, will suggest a "best" option in this case. The bidder will provide a detailed explanation of why this service and support option was selected as "best" in this case.

Training

Describe the level of vendor support provided in implementing, installing, and maintaining the system. If any additional vendor support or training is an extra cost, specify cost in the proposal.

Describe the proposed training packages. Indicate the type, duration, and location of training courses that are available. List any restrictions placed on the number of attendees. If any additional training is available at an extra cost, please specify what costs will be assessed to the university and indicate this in the proposal.

Implementation Schedule

Describe in detail your proposed implementation schedule, outlining timeliness for implementation, training, etc. The system must be completely installed by July 2026.

The vendor will provide on-site support personnel during start-up upon request. The proposal should indicate the number of days that this would include, number of people, and any expenses associated with this requirement.

Cost of Ownership

Provide a five (5) year total cost of ownership schedule. This should include a summary of initial investment plus recommended maintenance and support costs to the university. Provide detail on price protection for maintenance and support services.

Updates to Current Hardware/Software

All of the service and support options will include provisions to notify the university of the availability of hardware and software updates, and the associated costs e.g. scanners (if any). It is preferred that periodic software updates will occur at regular intervals at low cost (if any), and hardware updates be performed for the least possible cost on-site by Kent State personnel. The bidder will provide a description of the update/upgrade policy.

Updates for all vendor-provided hardware and software must be made available to the university, even if the university chooses not to carry an on-going maintenance agreement on that particular piece of hardware or software.

AI software as part of this system shall be HIPAA Compliant and voluntary module of the system.

Data Conversion

Vendor shall be responsible for converting data from our current system's (Medicat Cloud Hosted) to vendor's proposed system.

Data that must convert includes:

- Patron account number, Student ID number, and name including history from the past 7 years.
- Records as applicable for continuity of care.

FUNCTIONAL SPECIFICATIONS FOR CENTRAL SYSTEM AND PERIPHERALS

Performance

- 1) The system must be able to maintain a sustained user rate of at least thirty (30) active users concurrently, regardless of the size of the system configuration (number of patients, workstations) and/or other concurrent activities such as multiple report generation.
- 2) Maintain server/application accessibility and uptime at 99%.

Communications

- 1) Data Exchange Capability The system should provide an efficient and encrypted method of exchanging data between itself and other campus computing resources. The minimum data exchange capability must consist of the exchange of data files.
 - a. It must create auditable transactions for all additions and/or changes to patient records.
 - b. Audit transactions created during the data exchange must be readily identifiable for patient billing.
 - c. Data exchanges of any size must be allowed by the system while maintaining full on-line system operation. Actions occurring during the download must continue to be fully completed in real time.
 - d. The vendor should describe other data exchange capabilities inherent to the proposed system, such as real-time operations (sql etc.).

Time Schedule

- 1) The system must utilize a real-time Time Schedule which can execute unattended reports and perform routine system maintenance at pre-established times.
- 2) The Time Schedule must have provisions for at least 500 individual event commands.
- 3) The Time Schedule execution cycle must be nearly unlimited, (i.e., not on a weekly or monthly cycle), to allow the scheduling of reports and system maintenance covering an entire year.
- 4) The system must provide scheduling options for execution:
 - a. every day
 - b. every weekday only
 - c. every weekend day only
 - d. specific day(s) every week, month, or year
 - e. one time only on a date/time specified
- 5) All system reports, both standard and user-defined, must be executable via the Time Schedule.

Reporting

- 1) The system must include a report generator that runs a complete set of vendor-provided standard reports, as well as the capability to create custom reports.
- 2) Users must have the capability to copy and edit standard reports for quick report customization, as well as the ability to create "original" reports.
- 3) Reports must allow "User Group Management" by individual users to control who can run and edit the individual reports.
- 4) The Report Generator must include capabilities for automatic page headers, full page format control, and page width control.
- 5) The Report Generator must allow reports to be displayed on the screen, printed to the workstation's attached printer, and report data direct to an ASCII file in at minimum these three format types (.xlsx, .doc, .pdf).
- 6) System should provide the ability to e-mail reports directly from system using e-mail address from University domain.
- 7) The Report Generator language should support various output data formats such as the number of characters, left of right justified format, with or without decimal point, etc.
- 8) The system Report Generator must allow the execution of reports from the Report menu and from the Time Schedule.
- 9) The bidder's response must include a set of "standard" or canned reports for evaluation. (Sample reports from Kent State's current System are provided in Appendix).

Billing and Insurance

Vendor software would be preferred to enable the following:

- 1) Insurance Eligibility Verification: Real-time checking of insurance coverage, policy effective dates, and copayment amounts during scheduling.
- 2) Automated Coding & Charge Capture: Built-in ICD-10, CPT, and HCPCS codes that suggest codes based on clinical documentation to prevent under coding or over coding.
- 3) Electronic Claim Submission (EDI): The ability to submit claims directly to insurance payers, reducing manual entry and errors.
- 4) Claims Scrubbing/Error Checking: Pre-submission checks to catch missing patient information or incorrect codes to prevent denials.
- 5) Claim Tracking and Management: Tools to monitor claim status, manage rejections, and handle denials efficiently.
- 6) Patient Billing and Payment Portal: Secure patient portals allowing for online payment, billing statements, and managing outstanding balances.
- 7) Reporting and Analytics: Financial reporting tools for tracking key performance indicators (KPIs), such as daily revenue, accounts receivable (A/R), and denial rates.
- 8) Appointment/Billing Integration: Automatic generation of charges based on scheduling and documentation.
- 9) Auto Posting of claims in the system to patient accounts.

CLINICAL OPERATIONS

The proposed system must include:

- 1) Standardized and customizable clinical note templates (CAPS consultation, diagnostic intake, individual counseling, group counseling, triage/crisis intervention, case management, substance use assessment and follow-up, psychological testing, psychiatric services, discharge planning).
- 2) Ability to document phone calls and missed appointments.
- 3) Ability to generate referrals for medical, psychiatric, and off-campus therapy appointments.
- 4) Letter writing feature that enables appointment verification.
- 5) Progress notes automatically generate billing documentation.
- 6) Treatment planning, progress tracking, and goal-monitoring tools.
- 7) Ability to integrate Routine Outcome Measures (ROMs) including the CCAPS and others.
- 8) Ability to manage clinical workflows specific to higher-education populations (e.g., short-term therapy models, flexible care models, urgent care/triage).

- 9) Task list management for clinicians with open notes and other useful client list management features.
- 10) Supervision functioning (review, edit, and co-sign notes).
- 11) Ability to upload forms, emails, ROIs, insurance information, outside clinical documentation, etc. into the client's medical chart.
- 12) Optional ability to provide transcription of medical notes to the patients record.

Scheduling and Client Management

- 1) Multi-provider, multi-location calendar management.
- 2) Secure online student self-service scheduling, with configurable approval or triage logic.
- 3) Waitlist management, no-show tracking, and automated reminders (email and text).
- 4) Client list management.
- 5) Ability to support same-day/urgent appointments and crisis routing.

Secure Client Portal

- 1) Portal that allows necessary paperwork and forms to be completed by clients (informed consent, financial agreements, demographics, health history, CAPS and other clinical forms), both prior to initial appointment and on an ongoing basis.
- 2) Portal that allows information to be sent back to clients regarding clinical recommendations, homework/worksheets, coping and stabilization plans, etc.
- 3) Clients have the ability to complete forms and sign them through the portal.
- 4) Secure messaging between clients and clinicians consistent with HIPAA requirements.
- 5) Online intake forms, consent documents, and pre-session questionnaires.
- 6) Access to treatment plans, care summaries, and educational materials.
- 7) Integrated tele-mental-health (video sessions) or seamless integration with approved video platforms.

PASSWORD SPECIFICATIONS

Passwords

The university anticipates the system may be expanded to encompass many different operations throughout the campus, each requiring limited access to the central database. This limited access will allow "departmentalization" of the system: different departments will be allowed access to features and data as necessary, but access will be restricted to areas outside the operational jurisdiction of that department.

A critical component of this "departmentalization" capability is the password protection system. The system must include password protection by functional areas of the workstation software, so that individual system users have access only to functional areas and features authorized by the System Administrator.

The system should be LDAP and AZURE compliant. If not yet available, an estimated timeline must be provided showing the vendor's reasonable estimation of the quarter in which the feature will be made available. The successful vendor will be expected to provide the necessary upgrade to achieve compliance within a reasonable time frame [within two (2) quarters] for no additional charge following the successful install of an LDAP compliant system elsewhere.

The password protection system must control an individual user access to:

- Specific reports
- Demographic data
- On-line personal transaction logs
- System configuration
- Diagnostic tools

(Continued on next page.)

Mass Storage Devices and Data Redundancy

- 1) The automatic system backup must take place at the user-defined time of day and while maintaining software on-line.
- 2) Vendor should describe system used to handle data redundancy.

Disaster Recovery

Data Recovery: The system must include sufficient disaster recovery provisions to preclude the loss of any data under nearly any circumstance.

System Configuration

- 1) The system must allow for modification of the configuration by the user at any time. This system requirement will allow the university to perform the system configuration changes required to support a campus wide debit system program.
- 2) The bidder will describe the proposed system's user-configurability.

System Diagnostics

- 1) The system must provide on-line system diagnostics that allow monitoring and system troubleshooting.
- 2) Error messages from the Time Schedule and other system functions must be saved to an error message log for review at any time from any workstation.
- 3) Describe method used for remote administration and diagnostics. Detail security and encryption methods.

PCI-DSS Compliance

- 1) The Proposer must provide certification of compliance with all current Payment Card Industry (PCI) standards.
- 2) The Proposer shall address PCI compliance requirements in a manner that minimizes risk to the University while also minimizing the University's participation in PCI related activities.

FINANCIAL PROPOSAL

Provide pricing as described in proposal and required above. Include a separate document for pricing if necessary, consistent with the format here presented. Kent State University expects that all costs are included in the overall prices proposed, and that there will be no additional expenses billed to the University for any reason.

(End of section.)

7.0 DEFINITIONS

Addendum(a): Written instruments, issued solely by the Kent State University Procurement Department, that detail amendments, changes, modifications, or clarifications to the specifications, terms and conditions of this Request for Proposal (RFP). Such written instruments shall be the sole method employed by the Procurement Department to amend, change, modify or clarify this RFP, and any claims (from whatever source) that verbal amendments, changes, modifications or clarifications have been made shall be summarily rejected by the Procurement Department.

Agreement, Contract, Purchase Order: Formal award resulting from the RFP.

DI: “Design Innovation”

FTE: “Full Time Equivalent/Equivalency” or “Full Time Employment”

HECVAT: “Higher Education Cloud Vendor Assessment Tool Lite” (see §4.43)

KSU: “Kent State University”

LMS: “Learning Management System”

MSA: “Master Service(s) Agreement”

May, Should: Indicates something that is requested but not mandatory. If the Proposer fails to provide information, the Kent State University Procurement Department may, at its sole option, either request that the Proposer provide the information, or evaluate the Proposal without the information.

OUA: “Office of the University Architect”

Proposal Closing Date: The date and time specified in the RFP by which a sealed proposal must be received by the Kent State University Procurement Department. Proposals received after the stated date and time will not be considered.

Proposal Issue Date: The date and time the RFP process is opened for submission by prospective vendors.

Proposal, Quotation: Response provided by proposer.

Proposer, Vendor, Carrier, Provider, Offeror: Respondent to the RFP.

RFP: “Request for Proposal”

Shall, Must, Will: Indicates a mandatory requirement. Failure to meet mandatory requirements will invalidate the proposal, or result in the rejection of a proposal as non-responsive.

SLA: “Service Level Agreement”

SOC: “System and Organization Controls” (A series of standards designed to help measure how well a service organization conducts and regulates its information.)

SOW: “Statement of Work”

SSO: “Single Sign-On”

VPAT: “Voluntary Product Accessibility Template” (see §4.47)

8.0 SAMPLE OF RESPONSE FORMS 1-9 AS FOUND IN DYNAMICFORMS
(FOR ILLUSTRATIVE PURPOSES ONLY.)



Procurement Department
Request for Proposal Forms

Form 1: Request for Proposal Attestation Form

Kent State University Kent Campus

RFP No.: [sequential RFP number]

RFP Description: [RFP Title]

Date of Issue: [Day, Month, Date, Year]

Proposals Due: [Day, Month, Date, Year] **no later than 4:30 PM Eastern.**

Proposals must be received electronically through DynamicForms. No other submission method will be accepted, unless otherwise disclosed in the RFP Instructions and Specifications. The confirmation of receipt of your response must be noted as "Signed" no later than the "Proposals Due" date and time specified above. The Forms History of your DynamicForms account will also note the date and time of your proposal submission. Proposals submitted after the "Proposals Due" date and time specified above will be rejected.

Proposals are to be submitted in accordance with the RFP Instructions and Specifications. There will not be a formal proposal opening.

The Procurement Department shall at all times reserve the right to reject any or all proposals, award partial proposals, waive any proposal informalities or irregularities, and request new proposals if doing so is deemed to be in the best interests of Kent State University.

By signing this document, I am agreeing, on behalf of my firm, to the specifications of this Request for Proposal and accepting, without exception or amendment the Instructions, Agreement Terms, and Specifications as set forth in this document. Any and all Purchase Orders resulting from this Request for Proposal shall be subject to these Instructions, Agreement Terms and Specifications, as incorporated herein.

Submitted By *
Company Name

Authorized Signature Date

*
Printed Name

*
Title

The Proposal, including all appendices, must be submitted in a single PDF file. Forms requiring signature (s) will be signed and submitted via DynamicForms within this document.

Official Proposal *

Additional supplementary PDF documents should be attached, **only** if mandated in the Request for Proposal Instructions. In addition to its PDF file attachment, spreadsheets in .xls format must be emailed directly to Contract Manager if it is a requirement of the Request for Proposal.

Supplementary Document



Procurement Department Request for Proposal Forms

Form 2: Respondent Signature and Information Form

In addition to the information requested in the previous sections, please complete the following:

By signing below, Contractor represents and warrants the following:

- a. that it is not subject to an unresolved finding for recovery under ORC 9.24;
- b. that it is not under any suspension or debarment by any office of the state of Ohio or the federal government; and
- c. that it is not boycotting any jurisdiction with whom the State of Ohio can enjoy open trade, including Israel, and will not do so during the contract period.

If any of the representations and warranties set forth herein are false on the date the parties sign an Agreement resulting from this RFP, such Agreement shall be void ab initio, and the Contractor shall be required to immediately repay to the State any funds paid under any such Agreement.

Payment Terms	*	<input type="text"/>	
Firm Name	*	<input type="text"/>	
Address	*	<input type="text"/>	
City, State, Zip	*	<input type="text"/>	
Telephone Number	*	<input type="text"/>	Fax Number <input type="text"/>
Email	*	<input type="text"/>	

		Authorized Signature	Date
Name of Signee	*	<input type="text"/>	
Title	*	<input type="text"/>	

*All bids submitted are taken by the University as offers to sell by the Proposer and acceptance shall occur only by the issuance of a University purchase order or where appropriate, upon the execution of a written contract.

Please attach a copy of the firm's W-9 or W-8 for taxpayer verification and filing purposes. This form will complete the firm's profile within the Kent State University internal vendor system.

Taxpayer Verification Form *



Procurement Department Request for Proposal Forms

Form 3: Type of Business Form: (check all applicable classifications)

- Large Business**
- Small Business** – An independently owned and operated business 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. Department of Minority Business Enterprise (DMBE) certified women-owned and minority-owned business shall also be considered small business when they have received DMBE small business certification.
- Women-Owned Business** – A business concern that is at least 51% owned by one or more women who are U. S. citizens or legal resident aliens, or in the case of a corporation, partnership, or limited liability company or other entity, at least 51% of the equity ownership interest is owned by one or more women who are citizens of the United States or non-citizens who are in full compliance with the United States immigration law, and both the management and daily business operations are controlled by one or more women who are U. S. citizens or legal resident aliens.
- Minority-Owned Business** – A business concern that is at least 51% owned by one or more minority individuals or in the case of a corporation, partnership, or limited liability company or other entity, at least 51% of the equity ownership interest in the corporation, partnership, or limited liability company or other entity is owned by one or more minority individuals and both the management and daily business operations are controlled by one or more minority individuals.
- Ohio Certified MBE** (Attach Certificate)
- Ohio Certified EDGE** (Attach Certificate)
- Ohio OMSDC/NMSDC Certification** (Attach Certificate)
- Veteran-Owned Business** (Attach Certificate)
- WBENC Certification** (Attach Certificate)
- Other MBE or Women-Owned Certification** (Attach Certificate)



Procurement Department Request for Proposal Forms

Form 4: Buy Ohio Bidder and Product Information

All bidders are requested to complete the following information:

1. Is bidder an Ohio vendor?
 Yes No
2. Bidder qualifies as an Ohio bidder because it:
 - Is offering an Ohio product.
 - Has a significant Ohio economic presence.
 - Is located in a border state (Kentucky, Michigan, New York, Indiana or Pennsylvania) that imposes no greater restriction than contained in section 125.09 and 125.11 of the Ohio Revised Code.
3. Bidder does not qualify as an Ohio bidder
4. All products offered in this bid are Ohio products except those listed below:



Procurement Department Request for Proposal Forms

Form 6: Standard Affirmation and Disclosure Form for Executive Order 2010-09S Banning the Expenditure of Public Funds on Offshore Services

CONTRACTOR/SUBCONTRACTOR AFFIRMATION AND DISCLOSURE: By the signature affixed to this response, the Bidder/Offeror affirms, understands and will abide by the requirements of Executive Order 2011-12K issued by Ohio Governor John R. Kasich. If awarded a contract, the Bidder/Offeror becomes the Contractor and affirms that both the Contractor and any of its subcontractors shall perform no services requested under this Contract outside of the United States. The Executive Order is available at the following website:
(<https://www.scpd.org/sites/default/files/editor/N-002B-EO%202011-12K.pdf>).

The Bidder/Offeror shall provide all the name(s) and location(s) where services under this Contract will be performed in the spaces provided below or by attachment. Failure to provide this information as part of the response will deem the Bidder/Offeror not responsive and no further consideration will be given to the response. Bidder/Offeror's offering will not be considered. If the Bidder/Offeror will not be using subcontractors, indicate "Not Applicable" in the appropriate spaces.

1. Principal location of business of Contractor:

*
Street Address

*
City, State, Zip

Name/Principal location of business of subcontractor(s):

Name

Street Address, City, State, Zip

Name

Street Address, City, State, Zip

2. Location where services will be performed by Contractor:

*
Street Address

*
City, State, Zip

Name/Location where services will be performed by subcontractor(s):

Name

Street Address, City, State, Zip

Name

Street Address, City, State, Zip



Procurement Department Request for Proposal Forms

3. Location where state data will be stored, accessed, tested, maintained or backed-up, by Contractor:

*
Street Address

*
City, State, Zip

Name/Principal location of business of subcontractor(s):

Name

Street Address, City, State, Zip

Name

Street Address, City, State, Zip

Name

Street Address, City, State, Zip

Name

Street Address, City, State, Zip

Name

Street Address, City, State, Zip

4. Location where services to be performed will be changed or shifted by Contractor:

*
Street Address

*
City, State, Zip

Name/Location(s) where services will be changed or shifted to be performed by subcontractor(s):

Name

Street Address, City, State, Zip

Name

Street Address, City, State, Zip

Name

Street Address, City, State, Zip

Name

Street Address, City, State, Zip

Name

Street Address, City, State, Zip



Procurement Department Request for Proposal Forms

Form 7: Electronic Information Technology (“EIT”) Compliance Form

- I have completed Section Electronic Information Technology (“EIT”) Compliance section of the RFP and submitted all the required documents

Electronic Information Technology (“EIT”) Compliance: If the proposed product or service is an Electronic Information Technology (“EIT”) product or service as such products or services are defined below in this Section, then your proposal must include a response to this section so the proposed product or service can be evaluated by University personnel for compliance with the University Policy 4-16.

“EIT” product(s) and/or service(s) include, but are not limited to, systems and application software (including mobile), online services such as learning management systems, content management systems, access portals, online marketing solutions, websites, web content and multimedia, digital materials (video, audio, etext, ebooks, lab simulations), telecommunications, and self-contained products such as displays, kiosks, touchscreens, operable controls (key carded door openers), and personal response systems.

If the proposed product or service is not an EIT product or service, consider this section complete.

Pursuant to University Policy 4-16, Kent State University is committed to ensuring that its electronic and information technologies, including but not limited to, all information provided through university and thirdparty websites, online learning and course management systems, and curriculum, institutional and administrative data systems: (a) provide equal opportunity to the educational benefits and opportunities afforded by the technology; (b) provide equal treatment in the use of such technology; and (c) be accessible to individuals with disabilities in compliance with Section 504 of the Rehabilitation act of 1973, as amended and the Americans with Disabilities Act of 1990, as amended (ADA-AA) and other applicable laws of the State of Ohio.

Requirements for Vendors submitting a proposal for an “EIT” product and/or service: Provide information about the digital accessibility of proposed product(s) and/or services(s). This process is handled via an online form. Please carefully read the instructions below:

- a. In a web browser, visit bit.ly/eitvendorsurvey. The form should be completed by Vendor’s **lead technical staff member** best suited to share information about the digital accessibility of the product and/or service.
 - i. PLEASE DO NOT START FORM until [previewing of the list of questions](#) that will be asked.
 - ii. If available, please make sure to attach a completed VPAT when completing the form. A blank template of the VPAT is available at www.itic.org/policy/accessibility.
 - iii. NOTE: KSU may, in its sole discretion, deem as non-responsive, any form submission that is deemed by the university as incomplete.

- I am not required to complete Section 4.49 Electronic Information Technology (“EIT”) Compliance section of the RFP.



Procurement Department Request for Proposal Forms

Form 8: Data Security Requirements/PCI Compliance Form

Will this product or service have involvement in creating, storing, processing, transmitting, or accessing University data or handling financial transactions?

If yes, will any data be removed by, accessed from, copied to, or created within systems that do not reside within the geographical boundaries of Kent State University?

If yes, complete the appendage titled "Security Questionnaire for External Service Providers". Include a copy of any applicable audit or security assessment reports or certifications such as: SAS 70 or its replacement SSAE 16, SOC 2, or ISO 27001 and include copies of any applicable corporate information security policies or other supporting documentation that will substantiate the questionnaire responses.

- * I have completed Section Data Security Requirements/PCI Compliance section of the RFP and submitted all the required documents.
- I am not required to complete Section Data Security Requirements/PCI Compliance section of the RFP.



Procurement Department
Request for Proposal Forms

Form 9: Electronic Invoicing and Payment Capability Form

All bidders are required to complete the following information:

Does your company offer electronic invoicing?

* Yes No

Is your company capable of receiving payment via ACH transfer?

* Yes No

Signature _____

Date: _____

(End of document.)