



MISSISSIPPI STATE WORKFORCE INVESTMENT BOARD
OFFICE OF THE GOVERNOR

REQUEST FOR PROPOSALS
No. 002

For the selection of a product/service provider for

1. a licensing agreement for a software application to track and report contracts, transactions, and staff contacts with companies doing business in Mississippi, and
2. consultant services to customize and provide training on use of software and help desk support.

NOTE: THIS RFP CONTAINS MANDATORY REQUIREMENTS TO WHICH NO EXCEPTION MAY BE TAKEN. SEE SECTION VII, ITEM 2, FOR DETAILS.

Proposals are due:

BY: 1:00 p.m., CST
ON: January 25, 2018
TO: James Williams, SWIB Executive Director
AT: State Workforce Investment Board
1235 Echelon Parkway
Jackson, Mississippi 39213

Please address questions:

TO: James Williams, SWIB Executive Director
AT: Mississippi Department of Employment Security
1235 Echelon Parkway
Jackson, Mississippi 39213
EMAIL: jwilliams@swdb-ms.org

To prevent opening by unauthorized individuals, all copies of the proposal must be sealed in the package. The following must be clearly typed on a label affixed to the package in a visible location:

Proposal Submitted in Response to RFP 002
State Workforce Investment Board
ATTENTION: JAMES WILLIAMS
1235 Echelon Parkway
Jackson, Mississippi 39213
SEALED PROPOSAL – DO NOT OPEN

SWIB RFP Response Checklist

RFP Response Checklist: These items should be included in your response to RFP No. 002.

- _____ 1) One clearly marked original response and four (4) identical copy/copies of the complete proposal. Label the front and spine of a three-ring loose-leaf binder with the Vendor name and RFP number. Include the items listed below inside the binder. Please DO NOT include a copy of the RFP in the binder.
- _____ 2) *Submission Cover Sheet*, signed and dated. (Section I)
- _____ 3) *Proposal Bond*, if applicable (Section I)
- _____ 4) *Proposal Exception Summary*, if applicable (Section V)
- _____ 5) Vendor response to *RFP Questionnaire* (Section VI)
- _____ 6) Point-by-point response to *Technical Specifications* (Section VII)
- _____ 7) Vendor response to *Cost Information Submission* (Section VIII)
- _____ 8) *References* (Section IX)

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SECTION I
SUBMISSION COVER SHEET & CONFIGURATION SUMMARY

Provide the following information regarding the person responsible for the completion of your proposal. This person should also be the person the State Workforce Investment Board (SWIB) should contact for questions and/or clarifications.

Name	_____	Phone #	_____
Address	_____	Fax #	_____
	_____	E-mail	_____

Subject to acceptance by SWIB, the Vendor acknowledges that by submitting a proposal AND signing in the space indicated below, the Vendor is contractually obligated to comply with all items in this Request for Proposal (RFP), including the Standard Contract in Exhibit A if included herein, except those listed as exceptions on the Proposal Exception Summary Form. If no *Proposal Exception Summary Form* is included, the Vendor is indicating that he takes no exceptions. This acknowledgement also contractually obligates any and all subcontractors that may be proposed. Vendors who sign below may not later take exception to any point during contract negotiations. The Vendor further certifies that the company represented here is an authorized dealer in good standing of the products/services included in this proposal.

_____/_____
Original signature of Officer in Bind of Company/Date

Name (typed or printed)	_____
Title	_____
Company name	_____
Physical address	_____

State of Incorporation	_____

CONFIGURATION SUMMARY

The Vendor must provide a summary of the main components of products/services offered in this proposal using 100 words or less.

PROPOSAL BONDS

A Proposal Bond is not required for this procurement.

SECTION II PROPOSAL SUBMISSION REQUIREMENTS

The objective of the Proposal Submission Requirements section is to provide Vendors with the information required to submit a response to this Request for Proposal (RFP). Failure to follow any instruction within this RFP may, at SWIB's sole discretion, result in the disqualification of the Vendor's proposal.

1. SWIB has no obligation to locate or acknowledge any information in the Vendor's proposal that is not presented under the appropriate outline according to these instructions and in the proper location.
2. The Vendor's proposal must be received by the SWIB office, in writing, by the date and time specified. SWIB is not responsible for any delays in delivery or expenses for the development or delivery of proposals. Any proposal received after proposal opening time will be returned unopened. Any proposal received with insufficient postage will be returned unopened.
3. Proposals or alterations by fax, e-mail, or phone will not be accepted.
4. Original signatures are required on one copy of the Submission Cover Sheet and Configuration Summary, and the Vendor's original submission must be clearly identified as the original. The Vendor's original proposal must include the Proposal Bond, (if explicitly required in Section IV).
5. SWIB reserves the right to reject any proposals, including those with exceptions, prior to and at any time during negotiations.
6. SWIB reserves the right to waive any defect or irregularity in any proposal procedure.
7. The Vendor may intersperse their response following each RFP specification but must not otherwise alter or rekey any of the original text of this RFP. If SWIB determines that the Vendor has altered any language in the original RFP, SWIB may, in its sole discretion, disqualify the Vendor from further consideration. The RFP issued by SWIB is the official version and will supersede any conflicting RFP language submitted by the Vendor.
8. The Vendor must conform to the following standards in the preparation of the Vendor's proposal:
 - 8.1 The Vendor is required to submit one clearly marked original response and **four (4)** identical copy/copies of the complete proposal, including all sections and exhibits, in three-ring binders.
 - 8.2 To prevent opening by unauthorized individuals, all copies of the proposal must be sealed in the package. A label containing the information on the RFP cover page must be clearly typed and affixed to the package in a clearly visible location.

- 8.3 Number each page of the proposal.
 - 8.4 Respond to the sections and exhibits in the same order as this RFP.
 - 8.5 Label and tab the responses to each section and exhibit, using the corresponding headings from the RFP.
 - 8.6 If the Vendor does not agree with any item in any section, then the Vendor must list the item on the *Proposal Exception Summary Form*. (See Section V for additional instructions regarding Vendor exceptions.)
 - 8.7 Occasionally, an outline point in an attachment requests information which is not applicable to the products/services proposed. If the Vendor is certain the point does not apply to the given RFP, the Vendor should respond with "NOT APPLICABLE."
 - 8.8 Where an outline point asks a question or requests information, the Vendor must respond with the specific answer or information requested.
 - 8.9 When an outline point/attachment is a statement provided for the Vendor's information only, the Vendor need only read that point. The Vendor acknowledges having read and accepting, or taking exception to, all sections by signing the *Submission Cover Sheet* and providing a *Proposal Exception Summary Form*.
 - 8.10 Where a minimum requirement has been identified, respond by stating the item (e.g., device name/model number, guaranteed response time) proposed and how it will meet the specifications.
 - 8.11 The Vendor must fully respond to each requirement within the *Technical Specifications* by fully describing the manner and degree by which the proposal meets or exceeds said requirements.
9. It is the responsibility of the Vendor to clearly identify all costs associated with any item or series of items in this RFP. The Vendor must include and complete all parts of the cost proposal in a clear and accurate manner. **Omissions, errors, misrepresentations, or inadequate details in the Vendor's cost proposal may be grounds for rejection of the Vendor's proposal. Costs that are not clearly identified will be borne by the Vendor.** The Vendor must complete the *Cost Information Submission* in this RFP, which outlines the minimum requirements for providing cost information. The Vendor should supply supporting details as described in the *Cost Information Submission*.
 10. SWIB reserves the right to request additional information or clarification of a Vendor's proposal. The Vendor's cooperation during the evaluation process in providing SWIB staff with adequate responses to requests for clarification will be considered a factor in the evaluation of the Vendor's overall responsiveness. Lack of such cooperation or failure to provide the information in the manner required may, at SWIB's discretion, result in the disqualification of the Vendor's proposal.

11. Unsolicited clarifications and updates submitted after the deadline for proposals will be accepted or rejected at the sole discretion of SWIB.
12. Unsolicited clarifications in the evaluation and selection of lowest and best proposal will be considered only if all the following conditions are met:
 - 12.1 A clarification to a proposal that includes a newly announced product line or service with equal or additional capability to be provided at or less than the proposed price will be considered.
 - 12.2 Information provided must be in effect nationally and have been formally and publicly announced through a news medium that the Vendor normally uses to convey customer information.
 - 12.3 Clarifications must be received early enough in the evaluation process to allow adequate time for re-evaluation.
 - 12.4 The Vendor must follow procedures outlined herein for submitting updates and clarifications.
 - 12.5 The Vendor must submit a statement outlining the circumstances for the clarification.
 - 12.6 The Vendor must submit one clearly marked original and **four (4)** copies of the clarification.
 - 12.7 The Vendor must be specific about which part of the original proposal is being changed by the clarification (i.e., must include exact RFP reference to section and outline point).

13. **Communications with SWIB**

From the issue date of this RFP until a Vendor is selected and the selection is announced, responding Vendors or their representatives may not communicate, either orally or in writing regarding this RFP with any statewide elected official, state officer or employee, member of the legislature or legislative employee except as noted herein. To ensure equal treatment for each responding Vendor, all questions regarding this RFP must be submitted in writing to the State's contact person for the selection process, and not later than the last date for accepting responding Vendor questions provided in this RFP. All such questions will be answered officially by SWIB in writing. All such questions and answers will become addenda to this RFP, and they will be posted to the SWIB web site. Vendors failing to comply with this requirement will be subject to disqualification.

SWIB's contact person for the selection process is: James Williams, Executive Director, 1235 Echelon Parkway, Jackson, MS, jwilliams@swdb-ms.org.

SECTION III VENDOR INFORMATION

The objective of the Vendor Information section of this RFP is to provide Vendors with information required to respond to the RFP successfully.

1. **Interchangeable Designations**

The terms “Vendor” and “Contractor” are referenced throughout this RFP. Generally, references to the “Vendor” are used in conjunction with the proposing organization and procurement process leading up to the final RFP selection and award. The term “Contractor” denotes the role assumed, post-award, by the winning Vendor.

2. **Vendor’s Responsibility to Examine RFP**

Vendors must examine all documents, forms, specifications, standard provisions, and instructions.

3. **Proposal as Property of State**

All written proposal material becomes the property of SWIB.

4. **Written Amendment to RFP**

Any interpretation of a SWIB RFP will be made by written amendment only. A copy of any amendment will be posted on the SWIB website, together with the associated RFP specification. Vendors are required to check the SWIB website periodically for RFP amendments before the proposal opening date.

Any and all amendments will be posted no later than noon, seven days prior to the proposal opening date listed on the cover page of this RFP. If you are unable to access the SWIB website, you may contact James Williams and request a copy.

5. **Oral Communications Not Binding**

Only transactions which are in writing from SWIB may be considered official. No negotiations, decisions, or actions shall be executed by any Vendor as a result of any discussions with any SWIB employee.

6. **Vendor’s Responsibility for Delivery**

Vendors must ensure, through reasonable and sufficient follow-up, proper compliance with, and fulfillment of all schedules and deliverables specified within the body of this RFP. SWIB will not be responsible for the failure of any delivery medium for submission of information to or from the Vendor, including but not limited to, public and private carriers, U.S. mail, Internet Service Providers, facsimile, or e-mail.

7. **Evaluation Criteria**

SWIB’s intent in issuing this RFP is to award a contract to the lowest and best responsive Vendor who meets specifications, considering price and other factors. The Vendor’s past performance, cooperation, and ability to provide service and training are general factors that will be weighed in the selection process. More specific information concerning evaluation criteria is presented in *Technical Specifications*.

8. **Multiple Awards**
SWIB reserves the right to make multiple awards.
9. **Right to Award in Whole or Part**
SWIB reserves the right to approve an award by individual items or in total, whichever is deemed to be in the best interest of SWIB.
10. **Right to Use Proposals in Future Projects**
SWIB reserves the right to evaluate the awarded proposal from this RFP, including all products and services proposed therein, along with the resulting contractual terms, for possible use in future projects if (a) it is deemed to be in the best interest of SWIB to do so; and (b) the Vendor is willing to extend a cost less than or equal to that specified in the awarded proposal and resulting contract. A decision concerning the utilization of a Vendor's proposal for future projects is solely at the discretion of SWIB and requires the agreement of the proposing Vendor. SWIB's decision to reuse an awarded proposal will be based upon such criteria as: (1) the customer's business requirements; (2) elapsed time since the award of the original project; and/or (3) research on changes in the Vendor, market, and technical environments since the initial award.
11. **Price Changes During Award or Renewal Period**
A price increase will not be accepted during the award period or the renewal period, unless stipulated in the contract. However, SWIB will always take advantage of price decreases.
12. **Right to Request Information**
SWIB reserves the right to request information relative to a Vendor's references and financial status and to visit a Vendor's facilities during normal working hours. SWIB also reserves the right to request a current financial statement, prepared and certified by an independent auditing firm, and reserves the right to require that Vendors document their financial ability to provide the products and services proposed up to the total dollar amount of the Vendor's cost proposal. SWIB reserves the right to request information about the Vendor from any previous customer of the Vendor of whom SWIB is aware, even if that customer is not included in the Vendor's list of references.
13. **Vendor Personnel**
For RFPs including professional services specifications, the Vendor will be required to provide and/or certify the following for each individual included in the Vendor's proposal:
 - 13.1 A direct telephone number at which the individual may be contacted for a telephone interview. SWIB will pay toll charges in the continental United States. The Vendor must arrange a toll-free number for all other calls.
 - 13.2 That, if onsite interviews are required, the individual can be at the specified location in Mississippi within the timeframe specified. All costs associated with onsite interviews will be the responsibility of the Vendor.

- 13.3 That the individual is proficient in spoken and written English;
- 13.4 That the individual is a U.S. citizen or that the individual meets and will maintain employment eligibility requirements in compliance with all INS regulations. The Vendor must provide evidence of identification and employment eligibility prior to the award of a contract that includes any personnel who are not U. S. citizens.
- 13.5 That the personnel assigned to a project will remain a part of the project throughout the duration of the contract as long as the personnel are employed by the Vendor, unless replaced by the Vendor at the request of SWIB. This requirement includes the responsibility for ensuring all non-citizens maintain current INS eligibility throughout the duration of the contract.

14. **Vendor Imposed Constraints**

The Vendor must specifically document what limitations, if any, exist in working with any other Contractor acting in the capacity of SWIB's business partner, subcontractor or agent who may be managing any present or future projects; performing quality assurance; integrating the Vendor's software; and/or providing web-hosting, hardware, networking or other processing services on SWIB's behalf. The project relationship may be based on roles as either equal peers; supervisory – subordinate; or subordinate – supervisory, as determined by SWIB. SWIB recognizes that the Vendor may have trade secrets, intellectual property and/or business relationships that may be subject to its corporate policies or agreements. SWIB must understand these issues in order to decide to what degree they may impact SWIB's ability to conduct business for this project. These considerations will be incorporated accordingly into the proposal evaluation and selection process. The understanding reached between the Vendor and SWIB with regard to this business relationship precludes the Vendor from imposing any subsequent limitations of this type in future project undertakings by SWIB.

15. **Best and Final Offer**

SWIB reserves the right to solicit Best and Final Offers (BAFOs) from Vendors, principally in situations in which proposal costs eclipse available funding or SWIB believes none of the competing proposals presents a Best Value (lowest and best proposal) opportunity. Because of the time and expense incurred by both the Vendor community and SWIB, BAFOs are not routinely conducted. Vendors should offer their best pricing with the initial solicitation. Situations warranting solicitation of a BAFO will be considered an exceptional practice for any procurement. Vendors that remain in a competitive range within an evaluation may be requested to tender Best and Final Offers, at the sole discretion of SWIB. All such Vendors will be provided an equal opportunity to respond with a Best and Final Offer under a procedure to be defined by SWIB that encompasses the specific, refined needs of a project, as part of the BAFO solicitation. SWIB may re-evaluate and amend the original project specifications should it be deemed necessary in order to improve the opportunity for attaining Best Value scenarios from among the remaining competing Vendors. All BAFO proceedings will be

uniformly conducted, in writing and subject to solicitation by SWIB and receipt from the Vendors under a precise schedule.

16. **Restriction on Advertising**

The Vendor must receive written approval from the SWIB before advertising or referencing the award of the contract or the services being provided. The Vendor must agree not to refer to awards in commercial advertising in such a manner as to state or imply that the firm or its services are endorsed or preferred by the SWIB or State of Mississippi.

17. **Rights Reserved to Use Existing Product Contracts**

SWIB reserves the right on turnkey projects to secure certain products from other existing State contracts if it is in its best interest to do so. If this option is exercised, then the awarded Vendor must be willing to integrate the acquisition and implementation of such products within the schedule and system under contract.

18. **Additional Information to be Included**

In addition to answering each specification within this RFP, the Vendor must include complete product/service information, including product pictorials and technical/descriptive literature relative to any product/service offered with the proposal. Information submitted must be sufficiently detailed to substantiate that the products/services offered meet or exceed specifications.

19. **Valid Contract Required to Begin Work**

The successful Vendor should not commence any billable work until a valid contract has been executed. Any work done by the successful Vendor prior to the execution of the contract is done at the Vendor's sole risk. SWIB is under no obligation to pay for work done prior to the execution of a contract.

SECTION IV LEGAL AND CONTRACTUAL INFORMATION

The objective of the *Legal and Contractual Information* section is to provide Vendors with information required to complete a contract or agreement with SWIB successfully.

1. **Acknowledgment Precludes Later Exception**

By signing the *Submission Cover Sheet*, the Vendor is contractually obligated to comply with all items in this RFP, including the *Standard Contract* in Exhibit A if included herein, except those specifically listed as exceptions on the *Proposal Exception Summary Form*. If no *Proposal Exception Summary Form* is included, the Vendor is indicating that he takes no exceptions. Vendors who respond to this RFP by signing the *Submission Cover Sheet* may not later take exception to any item in the RFP during contract negotiations. This acknowledgement also contractually obligates any and all subcontractors that may be proposed. No exceptions by subcontractors or separate terms and conditions will be entertained after the fact.

2. **Failure to Respond as Prescribed**

Failure to respond as described in Section II: *Proposal Submission Requirements* to any item in the sections and exhibits of this RFP, including the *Standard Contract* attached as Exhibit A, if applicable, shall contractually obligate the Vendor to comply with that item.

3. **Contract Documents**

SWIB will be responsible for all document creation and editorial control over all contractual documentation related to each procurement project. The following documents will normally be included in all contracts between SWIB and the Vendor:

- 3.1 The Proposal Exception Summary Form as accepted by SWIB;
- 3.2 Contracts which have been signed by the Vendor and SWIB;
- 3.3 SWIB's Request for Proposal, including all addenda;
- 3.4 Official written correspondence from SWIB to the Vendor;
- 3.5 Official written correspondence from the Vendor to SWIB when clarifying the Vendor's proposal; and
- 3.6 The Vendor's proposal response to the SWIB RFP.

4. **Order of Precedence**

When a conflict arises regarding contract intent due to conflicting statements in documents included in the contract, the order of precedence of each document is as listed above unless modification of order is negotiated and agreed upon by both SWIB and the winning Vendor.

5. **Additional Contract Provisions**

The contract will also include such additional provisions, which are not inconsistent or incompatible with the material terms of this RFP, as may be agreed upon by the parties. All of the foregoing shall be in such form and substance as prescribed by SWIB.

6. **Mandatory Legal Provisions**

- 6.1 Any provisions disclaiming implied warranties shall be null and void. See Mississippi Code Annotated Sections 11-7-18 and 75-2-719(4). The Vendor shall not disclaim the implied warranties of merchantability and fitness for a particular purpose.
- 6.2 The Vendor shall have no limitation on liability for claims related to the following items:
- 6.2.1 Infringement issues;
 - 6.2.2 Bodily injury;
 - 6.2.3 Death;
 - 6.2.4 Physical damage to tangible personal and/or real property; and/or
 - 6.2.5 The intentional and willful misconduct or negligent acts of the Vendor and/or Vendor's employees or subcontractors.
- 6.3 All requirements that SWIB pay interest (other than in connection with lease-purchase contracts not exceeding five years) are deleted.
- 6.4 Any contract negotiated under this RFP will be governed by and construed according to the laws of the State of Mississippi.
- 6.5 Any contract negotiated under this RFP is cancelable in the event the funding authority does not appropriate funds. Notice requirements to Vendor cannot exceed sixty (60) days.
- 6.6 SWIB will deliver payments to the Vendor within forty-five (45) days after receipt of invoice and receipt, inspection, and approval of Vendor's products/services. No late charges will exceed 1.5% per month on any unpaid balance from the expiration of said period until payment is delivered.
- 6.7 SWIB shall not pay any attorney's fees, prejudgment interest or the cost of legal action to or for the Vendor.

7. **Approved Contract**

7.1 Award of Contract - A contract is considered to be awarded to a proposer once the proposer's offering has been approved as lowest and best proposal through:

7.1.1 Written notification made to proposers on SWIB letterhead, or

7.1.2 Notification posted to the SWIB website for the project, or

7.1.3 SWIB approval of same.

8. **Contract Validity**

All contracts are valid only if signed by the Executive Director and Chairman of SWIB.

9. **Order of Contract Execution**

Vendors will be required to sign contracts and to initial all contract changes before the Executive Director and Chairman of SWIB signs.

10. **Availability of Funds**

All contracts are subject to availability of funds of SWIB.

11. **Time For Negotiations**

11.1 All contractual issues must be successfully negotiated within fifteen (15) working days from the Vendor's initial receipt of the project contract from SWIB, unless SWIB consents to extend the period. Failure to complete negotiations within the stated time period constitutes grounds for rejection of the Vendor's response to this RFP. SWIB may withdraw the proposal award and begin negotiations with the next ranked Vendor immediately or pursue any other option.

11.2 Negotiations shall be limited to items to which the Vendor has noted as exceptions on their Proposal Exception Summary Form, as well as any new items that SWIB may require. All contract changes requested by the Vendor related to such exceptions noted in Vendor's proposal shall be submitted three (3) working days prior to scheduled negotiations, unless SWIB consents to a different period.

12. **Prime Contractor**

The selected Vendor will be designated the prime contractor in the proposal, and as such, shall be solely responsible for all products/services offered in the proposal and for the fulfillment of the contract with SWIB.

13. **Sole Point of Contact**

SWIB will consider the selected Vendor to be the sole point of contact with regard to contractual matters, including payment of any and all charges resulting from the contract.

- 13.1 The Vendor must acknowledge and agree that in matters of proposals, clarifications, negotiations, contracts and resolution of issues and/or disputes, the Vendor represents all contractors, third parties and/or subcontractors the Vendor has assembled for this project. The Vendor's commitments are binding on all such parties and consequently SWIB is only required to negotiate with the Vendor.
- 13.2 Furthermore, the Vendor acknowledges and agrees to pass all rights and/or services related to all general consulting, services leasing, software licensing, warranties, hardware maintenance and/or software support to SWIB from any contractor, third party or subcontractor without SWIB having to negotiate separately or individually with any such parties for these terms or conditions.
- 13.3 Should a proposing Vendor wish to assign payment of any or all charges resulting from this contract to a third party, Vendor must disclose that fact in his/her proposal, along with the third party's name, address, nature of business, and relationship to the proposing Vendor, the reason for and purpose of the assignment, and all conditions of the assignment, including but not limited to a copy of an assignment document to be executed by SWIB, the Vendor, and the third party. Such assignments will be accepted or rejected at the sole discretion of SWIB. Vendor must clearly and definitively state in his/her proposal whether the proposal is contingent upon the requested assignment of payments. Whenever any assignment of payment is requested, the proposal, contract, and assignment document must include language specifically guaranteeing that the proposing Vendor is solely and fully liable and responsible for the performance of its obligations under the subject contract. No assignment of payment will be considered at the time of purchase unless such assignment was fully disclosed in the Vendor's proposal and subsequently accepted by SWIB.
14. **SWIB Approval of Subcontractor Required**
Unless provided in the contract, the Vendor shall not contract with any other party for furnishing any of the contracted work or services without the consent, guidance, and written approval of SWIB. SWIB reserves the right of refusal and the right to request replacement of a subcontractor due to unacceptable work or conduct. This provision should not be interpreted as requiring the approval of individual contracts of employment between the Vendor and personnel assigned for services under the contract.
15. **Inclusion of Subcontract Agreements**
Copies of any agreements to be executed between the Vendor and any subcontractors must be included in the Vendor's proposal.
16. **Negotiations with Subcontractor**
In order to protect SWIB's interest, SWIB reserves the right to attempt to resolve the contractual disagreements that may arise between the Vendor and its subcontractor after award of the contract.

17. **References to Vendor to Include Subcontractor**
All references in the RFP to “Vendor” shall be construed to encompass both the Vendor and its subcontractors.
18. **Outstanding Vendor Obligations**
SWIB, at its sole discretion, may reject the proposal of a Vendor with any significant outstanding financial or other obligations to the State or who is in bankruptcy at the time of proposal submission.
19. **Equipment Condition**
For all RFPs requiring equipment, the Vendor must furnish only new equipment in response to SWIB specifications, unless an explicit requirement for used equipment is otherwise specified.
20. **Delivery Intervals**
The Vendor’s proposal must specify, in the *Cost Information Submission* and in response to any specific instructions in the *Technical Specifications*, delivery and installation intervals after receipt of order.
21. **Pricing Guarantee**
The Vendor must explicitly state, in the *Cost Information Submission* and in response to any specific instructions in the *Technical Specifications*, how long the proposal will remain valid. Unless stated to the contrary in the *Technical Specifications*, pricing must be guaranteed for a minimum of ninety (90) days.
22. **Shipping Charges**
For all RFPs requiring shipment of any product or component, all products must be delivered FOB destination to any location within the geographic boundaries of the State with all transportation charges prepaid and included in the RFP proposal or LOC quotation. Destination is the point of use.
23. **Amortization Schedule**
For all RFPs requiring equipment, contracts involving the payment of interest must include an amortization schedule clearly documenting the amount of interest payable over the term of the contract.
24. **Americans with Disabilities Act Compliance for Web Development and Portal Related Services**
All Web and Portal development work must be designed and implemented in compliance with the Electronic and Information Technology Accessibility Standards associated with Section 508 of the Rehabilitation Act and with the Web Accessibility Initiative (WAI) of the W3C.
25. **Ownership of Developed Software**
 - 25.1 When specifications require the Vendor to develop software for SWIB, the Vendor must acknowledge and agree that SWIB is the sole owner of such

developed software with exclusive rights to use, alter, or distribute the software without restriction. This requirement applies to source code, object code, and documentation.

- 25.2 SWIB may be willing to grant the Vendor a nonexclusive license to use the software subject to devising acceptable terms and license fees. This requirement is a matter of State Law, and not negotiable.

26. **Ownership of Custom Tailored Software**

In installations where the Vendor's intellectual property is modified and custom-tailored to meet the needs of SWIB, the Vendor must offer SWIB an application license entitling SWIB to use, and/or alter the software without restriction. These requirements apply to source code, object code and documentation.

27. **Terms of Software License**

The Vendor acknowledges and agrees that the term of all software licenses provided to SWIB shall be perpetual unless stated otherwise in the Vendor's proposal.

28. **SWIB is Licensee of Record**

The Vendor must not bypass the software-contracting phase of a project by licensing project software intended for SWIB use in its company name. Upon award of a project, the Vendor must ensure that SWIB is properly licensed for all software that is proposed for use in a project.

29. **Compliance with Enterprise Security Policy**

Any solution proposed in response to this RFP must be in compliance with the State of Mississippi's Enterprise Security Policy. The Enterprise Security Policy is based on industry standard best practices, policy, and guidelines and covers the following topics: web servers, email, virus prevention, firewalls, data encryption, remote access, passwords, servers, physical access, traffic restrictions, wireless, laptop and mobile devices, disposal of hardware/media, and application assessment/certification. Given that information security is an evolving technology practice, the State reserves the right to introduce new policy during the term of the contract resulting from this RFP and require the Vendor to comply with same in the event the industry introduces more secure, robust solutions or practices that facilitate a more secure posture for SWIB.

The Enterprise Security Policy is available to third parties on a need-to-know basis and requires the execution of a non-disclosure agreement prior to accessing the policy. The Vendor may request individual sections of the Enterprise Security Policy or request the entire document. Vendor must provide contact information (name, email address, phone number) to SWIB's contact person identified in Section II, Item 13 who will coordinate the secure delivery of the requested information.

30. **Negotiating with Next-Ranked Vendor**

Should SWIB cease doing business with any Vendor selected via this RFP process, for any reason, SWIB reserves the right to initiate negotiations with the next ranked Vendor.

31. **Disclosure of Proposal Information**

Vendors should be aware that any information in a proposal may be subject to disclosure or reproduction under the Mississippi Public Records Act of 1983, defined in Section 25-61-1 et seq. of the Mississippi Code Annotated. All disclosures of proposal information will be made in compliance with the State's Public Records Procedures established in accordance with the Mississippi Public Records Act.

As outlined in the Third Party Information section of the Public Records Procedures, SWIB will give written notice to any affected Vendor of a request to view or reproduce the Vendor's proposal or portion thereof. SWIB will not, however, give such notice with respect to summary information prepared in connection with the SWIB's review or evaluation of a Vendor's proposal, including, but not limited to, written presentations to the SWIB or other approving bodies, and/or similar written documentation prepared for the project file. In addition, SWIB will not provide third-party notice for requests for any contract executed as a result of this RFP, with the exception of information contained in contract exhibits identified and labeled as confidential during the contract negotiation process. SWIB will provide third-party notice of requests for any such confidential exhibits to allow Vendor the opportunity to protect the information by court order as outlined in the Public Records Procedures.

Summary information and contract terms, as defined above, become the property of SWIB, who has the right to reproduce or distribute this information without notification.

Vendors should further be aware that requests for disclosure of proposal and contract information are sometimes received by SWIB significantly after the proposal opening date. SWIB will notify the signatory "Officer in Bind of Company" provided in Section I of this RFP for Notification of Public Records Requests in the event information is requested that your company might wish to consider protecting as a trade secret or as confidential commercial or financial information. If the "Officer in Bind of Company" should not be used for notification of public records requests, Vendor should provide the alternative contact information in response to this RFP item.

32. **Risk Factors to be Assessed**

SWIB will assess risk factors that may initially exist within a given procurement and that may develop over the course of a procurement process as facts become known. SWIB, at its sole discretion, may employ the following mechanisms in mitigating these risks: proposal bonding, performance bonding, progress payment plan with retainage, inclusion of liquidated damages, and withholding payment for all portions of the products/services acquired until final acceptance. The Vendor must agree to incorporate any or all of the above terms and conditions into the customer agreement.

33. **Proposal Bond**

The Vendor is not required to include a proposal bond with its RFP proposal.

34. **Performance Bond/Irrevocable Bank Letter of Credit**

The Vendor is not required to include the price of a performance bond or irrevocable bank letter of credit with its RFP proposal.

35. **Responsibility for Behavior of Vendor Employees/Subcontractors**

The Vendor will be responsible for the behavior of all its employees and subcontractors while on the premises of any State agency or institution. Any Vendor employee or subcontractor acting in a manner determined by the administration of any State agency or institution to be detrimental, abusive, or offensive to any of the staff or student body of any State agency or institution will be asked to leave the premises and can be suspended from further work on the premises.

36. **Protests**

The Executive Director of SWIB and/or the Board Members of SWIB or their designees shall have the authority to resolve Vendor protests in connection with the selection for award of a contract.

37. **Protest Bond**

Potential Vendors may protest any of the specifications of this RFP on the belief that the specification is unlawful, unduly restrictive, or unjustifiably restraining to competition. Any such protest must be in writing and submitted to the SWIB Executive Director along with the appropriate protest bond within five (5) working days of the Official Release of the RFP. The outside of the envelope must be marked "Protest" and must specify RFP number 001.

As a condition precedent to filing any protest related to this procurement, the Vendor must procure, submit to the SWIB Executive Director with its written protest, and maintain in effect at all times during the course of the protest or appeal thereof, a protest bond in the full amount of the total estimated project lifecycle cost or \$250,000.00, whichever is less. The total estimated project lifecycle cost will be the amount used by SWIB in the computation of cost points, as the low cost in the denominator of the cost evaluation formula. The bond shall be accompanied by a duly authenticated or certified document evidencing that the person executing the bond is a licensed Mississippi agent for the bonding company. This certified document shall identify the name and address of the person or entity holding the protest bond and shall identify a contact person to be notified in the event that SWIB is required to take action against the bond. The protest bond shall not be released to the protesting Vendor until the protest is finally resolved and the time for appealing said protest has expired. The protest bond shall be procured at the protesting Vendor's expense. Prior to approval of the protest bond, SWIB reserves the right to review the protest bond and require the protesting Vendor to substitute an acceptable bond in such form as SWIB may reasonably require. The protesting Vendor shall pay the premiums on such bond.

Should the written protest submitted by the Vendor fail to comply with the content requirements of protest procedure and policy, fail to be submitted within the prescribed time limits, or fail to have the appropriate protest bond accompany it, the protest will be summarily dismissed by the SWIB Executive Director.

38. **Mississippi Employment Protection Act**

Effective July 1, 2008, Vendor acknowledges that if awarded, it will ensure its compliance with the Mississippi Employment Protection Act, Section 71-11-1, et seq. of

the Mississippi Code Annotated (Supp2008), and will register and participate in the status verification system for all newly hired employees. The term “employee” as used herein means any person that is hired to perform work within the State of Mississippi. As used herein, “status verification system” means the Illegal Immigration Reform and Immigration Responsibility Act of 1996 that is operated by the United States Department of Homeland Security, also known as the E-Verify Program, or any other successor electronic verification system replacing the E-Verify Program. Vendor will agree to maintain records of such compliance and, upon request of SWIB, to provide a copy of each such verification to SWIB.

Vendor acknowledges and certifies that any person assigned to perform services hereunder meets the employment eligibility requirements of all immigration laws of the State of Mississippi.

The Vendor acknowledges that violating the E-Verify Program (or successor thereto) requirements subjects the Vendor to the following: (a) cancellation of any state or public contract and ineligibility for any state or public contract for up to three (3) years, with notice of such cancellation being made public, or (b) the loss of any license, permit, certification or other document granted to the Vendor by an agency, department or governmental entity for the right to do business in Mississippi for up to one (1) year, or (c) both. The Vendor would also be liable for any additional costs incurred by SWIB due to contract cancellation or loss of license or permit.

SECTION V PROPOSAL EXCEPTIONS

Please return the *Proposal Exception Summary Form* at the end of this section with all exceptions to items in any Section of this RFP listed and clearly explained or state “No Exceptions Taken.” If no *Proposal Exception Summary Form* is included, the Vendor is indicating that he takes no exceptions to any item in this RFP document.

1. Unless specifically disallowed on any specification herein, the Vendor may take exception to any point within this RFP, including a specification denoted with “shall” or “must,” as long as the following are true:
 - 1.1 The specification is not a matter of State law;
 - 1.2 The proposal still meets the intent of the RFP;
 - 1.3 A *Proposal Exception Summary Form* is included with Vendor’s proposal;
and
 - 1.4 The exception is clearly explained, along with any alternative or substitution the Vendor proposes to address the intent of the specification, on the *Proposal Exception Summary Form*.

2. The Vendor has no liability to provide items to which an exception has been taken. SWIB has no obligation to accept any exception. During the proposal evaluation and/or contract negotiation process, the Vendor and SWIB will discuss each exception and take one of the following actions:
 - 2.1 The Vendor will withdraw the exception and meet the specification in the manner prescribed;
 - 2.2 SWIB will determine that the exception neither poses significant risk to the project nor undermines the intent of the RFP and will accept the exception;
 - 2.3 SWIB and the Vendor will agree on compromise language dealing with the exception and will insert same into the contract; or
 - 2.4 None of the above actions is possible, and SWIB either disqualifies the Vendor’s proposal or withdraws the award and proceeds to the next ranked Vendor.

3. Should SWIB and the Vendor reach a successful agreement, SWIB will sign adjacent to each exception which is being accepted or submit a formal written response to the *Proposal Exception Summary* responding to each of the Vendor’s exceptions. The *Proposal Exception Summary*, with those exceptions approved by SWIB, will become a part of any contract on acquisitions made under this RFP.

4. An exception will be accepted or rejected at the sole discretion of the SWIB.
5. The SWIB desires to award this RFP to a Vendor or Vendors with whom there is a high probability of establishing a mutually agreeable contract, substantially within the standard terms and conditions of the RFP, including the *Standard Contract* in Exhibit A, if included herein. As such, Vendors whose proposals, in the sole opinion of SWIB, reflect a substantial number of material exceptions to this RFP may place themselves at a comparative disadvantage in the evaluation process or risk disqualification of their proposals.

PROPOSAL EXCEPTION SUMMARY FORM

List and clearly explain any exceptions, for all RFP Sections and Exhibits, in the table below.

SWIB RFP Reference	Vendor Proposal Reference	Brief Explanation of Exception	SWIB Acceptance (sign here only if accepted)
(Reference specific outline point to which exception is taken)	(Page, section, items in Vendor's proposal where exception is explained)	(Short description of exception being made)	
1.			
2.			
3.			
4.			
5.			
6.			
7.			

SECTION VI RFP QUESTIONNAIRE

Please answer each question or provide the information as requested in this section.

1. **Certification of Authority to Sell**

The Vendor must certify Vendor is a seller in good standing, authorized to sell and able to deliver all items and related services proposed in the State of Mississippi in the time frame specified. Does the Vendor make these certifications? (A yes or no answer is required.)

2. **Certification of No Conflict of Interest**

Mississippi law clearly forbids a direct or indirect conflict of interest of a company or its employees in selling to the State. The Vendor must answer and/or provide the following:

2.1 Does there exist any possible conflict of interest in the sale of items to any institution within SWIB jurisdiction or to any governing authority? (A yes or no answer is required.)

2.2 If the possibility of a conflict does exist, provide a list of those institutions and the nature of the conflict on a separate page and include it in your proposal. The Vendor may be precluded from selling to those institutions where a conflict of interest may exist.

3. **Pending Legal Actions**

3.1 Are there any lawsuits or other legal proceedings against the Vendor that pertain to any of the software, hardware, or other materials and/or services which are a part of the Vendor's proposal? (A yes or no answer is required.)

3.2 If so, provide a copy of same and state with specificity the current status of the proceedings.

4. **Non-Disclosure of Social Security Numbers**

Does the Vendor acknowledge that any information system proposed, developed, or modified under this RFP that disseminates, in any form or manner, information or material that contains the Social Security Number of an individual, has mechanisms in place to prevent the inadvertent disclosure of the individual's Social Security Number to members of the general public or to persons other than those persons who, in the performance of their duties and responsibilities, have a lawful and legitimate need to know the individual's Social Security Number? This acknowledgement is required by Section 25-1-111 of the Mississippi Code Annotated.

5. **Order and Remit Address**

The Vendor must specify both an order and a remit address:

Remit Address (if different):

6. **Web Amendments**

As stated in Section III, SWIB will use the SWIB website to post amendments regarding RFPs before the proposal opening at:

<https://SWIB.ms.gov/>

SWIB may post clarifications until noon seven days prior to the proposal opening date listed on the cover page of this RFP or the posted extension date, if applicable.

Vendors may list any questions or items needing clarification discovered in the week prior to the proposal opening in a written format at the beginning of the proposal binder or in the comment section for the individual offering.

Does the Vendor certify that they have reviewed a copy of the SWIB amendments for RFPs as above stated? (A yes or no answer is required.)

SECTION VII TECHNICAL SPECIFICATIONS

1. **How to Respond to this Section**

- 1.1 Beginning with Item 2.1 of this section, label and respond to each outline point in this section as it is labeled in the RFP.
- 1.2 The Vendor must respond with “ACKNOWLEDGED,” “WILL COMPLY” or “AGREED” to each point in this section. In addition, many items in this RFP require detailed and specific responses to provide the requested information. Failure to provide the information requested will result in the Vendor receiving a lower score for that item, or, at the SWIB’s sole discretion, being subject to disqualification.
- 1.3 “ACKNOWLEDGED” should be used when no vendor response or vendor compliance is required. “ACKNOWLEDGED” simply means the vendor is confirming to SWIB that he read the statement. This is commonly used in the RFP sections where the agency’s current operating environment is described or where general information is being given about the project.
- 1.4 “WILL COMPLY” or “AGREED” are used interchangeably to indicate that the vendor will adhere to the requirement. These terms are used to respond to statements that specify that a vendor or vendor’s proposed solution must comply with a specific item or must perform a certain task.
- 1.5 If the Vendor cannot respond with “ACKNOWLEDGED,” “WILL COMPLY,” or “AGREED,” then the Vendor must respond with “EXCEPTION.” (See Section V, for additional instructions regarding Vendor exceptions.)
- 1.6 Where an outline point asks a question or requests information, the Vendor must respond with the specific answer or information requested.
- 1.7 In addition to the above, Vendor must provide explicit details as to the manner and degree to which the proposal meets or exceeds each specification.

2. **Mandatory Provisions or No Mandatory Provisions in Technical Requirements for this RFP**

- 2.1 Certain items in the technical specifications of this RFP are MANDATORY. Vendors are specifically disallowed from taking exception to these mandatory requirements, and proposals that do not meet all mandatory requirements are subject to immediate disqualification.

3. **General Overview and Background**

The State Workforce Investment Board (SWIB) is interested in implementing a software application to track and report contracts, transactions and staff contacts and engagement with companies doing business in Mississippi. The proposal must also include consultant services for customization, staff training, and help desk support.

Procurement Project Schedule

Task	Date
First Advertisement Date for RFP	12/14/2017
Deadline for Vendor’s Written Questions	3:00 p.m. CST on 01/08/2018
Deadline for Questions Answered and Posted to SWIB Web Site	01/15/2018
Proposal Due Date	01/25/2018 1:00 p.m. CST
Contract Negotiation	02/09 – 02/15/2018
Proposed Project Implementation Start-up	03/01/2018

4. **Statement of Understanding**

4.1 Vendors may request additional information or clarifications to this RFP using the following procedure:

4.1.1 Vendors must clearly identify the specified paragraph(s) in the RFP that is in question.

4.1.2 Vendor must deliver a written document to James Williams at the State Workforce Investment Board by Thursday, January 25, 2018, at 1:00 p.m. Central Standard Time. This document may be delivered by hand or mailed. Address information is given on page one of this RFP. **SWIB WILL NOT BE RESPONSIBLE FOR DELAYS IN THE DELIVERY OF QUESTION DOCUMENTS.** It is solely the responsibility of the vendor that the clarification document reaches SWIB on time. Vendors may contact James Williams to verify the receipt of their document. Documents received after the deadline will be rejected.

4.2 All questions will be compiled and answered, and a written document containing all questions submitted and corresponding answers will be posted on the SWIB web site by close of business on January 15, 2018.

5. **Vendor Qualifications**

The Vendor must provide a description of his organization with sufficient information to

substantiate proven expertise in the products and services being requested in this RFP. Vendor must address each of the elements specified below.

- 5.1 The Vendor must disclose any company restructurings, mergers, and acquisitions over the past three (3) years.
- 5.2 The Vendor must specify the location of the organization's principal office and the number of executive and professional personnel employed at this office.
- 5.3 The Vendor must specify the organization's size in terms of the number of full-time employees, the number of contract personnel used at any one time, the number of offices and their locations, and structure (for example, state, national, or international organization).
- 5.4 The Vendor must specify the Vendor's relationship to any parent firms, sister firms, or subsidiaries.
- 5.5 The Vendor must provide the name and the state of incorporation, if incorporated.
- 5.6 The Vendor must indicate the number of clients for which his company is currently providing software, services and support. Discuss the geographic distribution of these clients.
- 5.7 The Vendor must provide a copy of their company's most recent annual report, including consolidated balance sheets and related statements of income, stockholders' or partners' equity and changes in financial position, for each of the three (3) fiscal years preceding the end of the most recent fiscal year. The financial information listed above should be compiled, reviewed, and/or audited by a Certified Public Accountant.
- 5.8 The Vendor must provide an organizational chart identifying all personnel proposed for this project.
- 5.9 The Vendor must ensure that each staff member assigned to this project has the ability to communicate clearly in the English language both verbally and in written form.
- 5.10 The Vendor must disclose if any of the personnel proposed for this project are independent consultants, subcontractors, or acting in a capacity other than an employee of the Vendor submitting the proposal.
- 5.11 **MANDATORY** – At least one (1) of the Vendor's references, as outlined in Section IX of this RFP, must identify a public entity (city, state, province or country) in which the Vendor has implemented a program for an entity similar to the specifications listed in this RFP. Include the name,

title, telephone number and e-mail of a contact person in the state or province named.

Preference may be given to Vendors with more than one (1) successful similar public entity installation.

6. **Business Tracking Solution Requirements**

- 6.1 The Vendor must describe the software, services and support being provided and the stage of development of proposed services. The Vendor must state the number of years the Vendor has been providing the products and services being proposed.
- 6.2 Vendor's proposed solution for tracking and reporting contracts, transactions and staff engagement with business must include but not be limited to:
- 6.3 **MOBILE**
 - 6.3.1 Application should support multiple mobile devices and multiple mobile delivery options.
 - 6.3.2 Application on a mobile device should work with third party Mobile Device Management solutions.
 - 6.3.3 Application on a mobile device should respect all data visibility restrictions.
 - 6.3.4 Application on a mobile device should support SMS Text upon Record Assignment.
 - 6.3.5 Application on a mobile device should be able to support quick interactions by users based on the use case.
 - 6.3.6 Vendor should provide screenshots of the application on a mobile device.
 - 6.3.7 Application on a mobile device should support Offline Access.
 - 6.3.8 Application should support presentation of Reporting and Dashboards on mobile devices.
 - 6.3.9 Mobile Deep Links: Support for URL scheme(s) such that particular pages or records can be accessed by links that will directly invoke the mobile application(s) for optimal user experience on mobile devices.

7. Reporting and Dashboards

- 7.1 Reporting ease of use and accessibility: Report building functionality should be easy for end users to leverage (no technical SQL, querying, schema, etc. skills required) and should be accessible on both browser and mobile device platforms in real-time.
- 7.2 Real-Time Reporting: All reports should be real-time, including reports on custom fields and multi-table joins (contacts + cases, for example).
- 7.3 Standard and Custom Reports: The system should provide standard (out of the box) reports and the ability to create new custom reports based on the standard reports.
- 7.4 Wizard-driven report builder: Allows for users with differing skill sets to easily build and customize their own reports. Also provides ability to step back through the wizard when creating a report.
- 7.5 End-user Report Creation: End-users without administrative privileges should be able to create their own reports and save them to specific folders that they have been granted access to. Allow end-users to drill anywhere – highlight one or more rows and drill into the data.
- 7.6 Provide interactive charts and filters when viewing the details of a report.
- 7.7 Provide intuitive home pages for quickly finding and creating dashboards and reports.
- 7.8 Multi-table joins: Create queries based on multi-table joins in real time (Accounts with Cases, for example).
- 7.9 Drill-through to operational records - Ability to expand the aggregate numbers in a report to see all line items of data behind the numbers, and click through to the detailed records.
- 7.10 List Views - Ability to define custom list views from various places in the application rather than running a more complicated report.
- 7.11 List Views - Ability to view list data graphically with charts.
- 7.12 Ability for end users to schedule the execution time and automated delivery of their reports to other application users.
- 7.13 Report Subscriptions: End-users should be able to subscribe to a report and receive automatic notifications when certain conditions are met.

- 7.14 Conditional Highlighting in Reports: Use conditional highlighting to call direct attention to important data (i.e. if key metric falls below 80%, show field as red).
- 7.15 End-User Dashboard Creation: End-users (and not just administrators) should be able to create or modify Dashboards. Dashboards can be a combination of any number of pre-built and custom reports.
- 7.16 Trend analyses: Create multiple Dashboards, with segmentation by year, quarter, or any date.
- 7.17 Drill through to operational records: Capable of drilling to the underlying report and data from any dashboard component.
- 7.18 Ability for end users to schedule the execution time and automated delivery of their dashboards to other application users.
- 7.19 User has the ability to drill down to filtered reports from a dashboard.
- 7.20 User has the ability to view hover details on charts in reports and dashboards.
- 7.21 System should provide graphical reports and dashboard, for example, dials, gauges and sliders.
- 7.22 System should provide the ability to export reports as interactive objects, including the report data so that they can be used in presentation tools and documents and still maintain their formatting and animation capabilities.
- 7.23 System should provide drill down dashboard so that users can discover what makes up the data or report being reviewed.
- 7.24 System should provide historical reports that show trends and allow comparisons between time periods.
- 7.25 Users should be able to use report filters and/or a report generator to build their own custom reports and export these reports into Excel.
- 7.26 Automatically generate and publish reports at regular intervals to management, with no manual intervention.
- 7.27 Collaboration: Allow multiple users to discuss and collaborate on reports and dashboards to improve data quality

8. **Business Intelligence**

- 8.1 The analytics solution should not rely on data marts or Online Analytical Processing (OLAP) cubes

- 8.2 Search-based analytics platform should allow users to flexibly and easily query large data sets including structured and unstructured data
- 8.3 Analytics solution should be secure and include flexible user management controls
- 8.4 Analytics solution should support all types of mobile devices with an intuitive User interface
- 8.5 Ability to create visualizations easily with clone and save options.
- 8.6 Analytics solution shall allow easy sharing rules and allow users to easily download and share screenshots of dashboards with non-Analytics solution users
- 8.7 Analytics solution can be rapidly deployed without any on-premise components
- 8.8 Must include multiple major release upgrades each year as part of the Analytics solution
- 8.9 Analytics solution must be built on a multi-tenant cloud platform

9. **User Management and Sharing**

- 9.1 Visual Role Hierarchy: Administrator manages roles and relationships between roles from within the application, in a single easy to read page.
- 9.2 User and role management: Create new roles. Manage roles. Ensure that changes to roles do not affect parent roles.
- 9.3 Control Access Levels for Groups: Administrator controls the access level (read only, read/write, etc.) any group has to accounts, contacts and cases. Group access should not default to “owner” level (full access for all objects)
- 9.4 Sharing Model Set up a sharing model that provides organizations the ability to segment divisions. The organization should be able to set up sharing on a case-by-case basis for ultimate flexibility.
- 9.5 Audit Record Access: The organization should be able to easily view the reasons why users have or do not have access to account or case information.
- 9.6 Sharing and Reporting: The reporting engine and the Dashboards should strictly adhere to the rules set up in the sharing model and to any field level security in place.

- 9.7 Sharing and Reporting: The reporting engine and the Dashboards should strictly adhere to the rules set up in the sharing model and to any field level security in place.
- 9.8 Provide flexible sharing rules with the ability for users to easily Manage Sandbox environments that don't have to be managed by an Administrator.
- 9.9 Ability for the administrator to delegate administrative operations within the Applications.
- 9.10 Must have flexible profile management capabilities in the application.

10. **Integration**

- 10.1 Must allow the ability to import and export data on demand and have a built-in utility for data import/export.
- 10.2 Provide seamless integration of data across systems allowing users to view, search, and modify external system data without copying the data to the proposed solution.
- 10.3 Established standards: Ensure that CRM provider follows all open standards and has a history of openness. This includes compliance with WS-I Basic Profile 1.1 for web services.
- 10.4 Generated WSDL: Create web service description language specific to an organization.
- 10.5 Partner specific WSDL: Create a WSDL that is organization specific and one that is more generic for partners.
- 10.6 Publicly open API: The API should be publicly accessible and freely available to encourage innovation, progress, partnerships, and good faith.
- 10.7 Solution allows users to browse and search external content repositories
- 10.8 Excel and Word integration: Export reports into Excel with formatting. Pull CRM reports into application directly from Excel, while maintaining PivotTables and report formatting.
- 10.9 Outlook integration: Track emails in Outlook as activities in the CRM application. Provide users full control over where emails are stored in the application.
- 10.10 Web to lead and web to case: Quickly set up a form that automatically captures leads and/or cases from a web site and populates the CRM system.

10.11 Self service community: Application should be able to facilitate the creation of a community or multiple communities designed to handle self-service, case creation, and knowledge-based lookup. This should go above and beyond "communities" with robust collaboration, dynamic content and suggestions, as well as automated back-end integration.

11. Customization

11.1 All Customizations Protected Across All Upgrades: Application should be architected in such a way that upgrades to the application don't cause any customizations to stop working.

11.2 Solution must allow users to create custom navigation menus to create a shortcut to features they use most.

11.3 Create Any Custom Object: Extend existing data model to capture data unique to your organization, beyond standard custom fields. Process should be point and click.

11.4 Custom Object Search: Must allow users to locate custom objects upon search.

11.5 Custom Tabs: Create a new tab (or menu item) that will serve as a container for custom extensions to the CRM application or for a new application altogether.

11.6 Custom fields: Create new fields that are immediately searchable and reportable in the application.

11.7 Provide ability for organization to build external websites that are integrated with applications built on the Platform-as-a Service.

11.8 Custom Applications: Software-as-a-Service application should have a Platform-as-a-Service capability to expand existing solutions to create new custom applications.

11.9 Custom Lookup Fields: Application should have the ability to add custom lookup fields.

11.10 Solution must allow users to create custom success messages for certain actions.

11.11 Image Fields: Application allows the incorporation of images in the field.

11.12 Users should be able create note from any page.

11.13 Ability to rename Standard fields, tabs, objects.

- 11.14 Build Data forms with Point and Click Interface.
- 11.15 Point and Click Business Logic.
- 11.16 Approval Logic.
- 11.17 Real-Time Test Instance: Admin can easily create a clone of their On Demand production environment for testing new features prior to rolling out into production. Ability to refresh, migrate changes between test environments and real time provisioning.
- 11.18 Provides out-of-the-box, pre-built visual components to easily create apps through a declarative drag and drop framework.

12. **Infrastructure and Security**

- 12.1 Superior Uptime: The system should have high reliability and should be down a minimal amount of time for scheduled maintenance.
- 12.2 Application Response Times: Vendor must offer approximated response times that can be expected from the application. Vendor must also offer approximated transaction loads/ numbers of transactions through your service.
- 12.3 Rapid Speed for reports and analytics: Reports that contain a thousand rows should run in a few seconds.
- 12.4 Provide details of independent security audits that have been performed on your applications.
- 12.5 Vendor must provide details for past and upcoming scheduled maintenance windows.
- 12.6 Provide an overview of your security controls.
- 12.7 SOC 1 Compliance: CRM service is compliant with SOC 1.
- 12.8 Single Sign on: Application must use LDAP and be able to integrate with multiple Active Directory services and be multi domain aware. User login credentials cannot be stored in the application. Application provides the option to require a combination of password identification with PIN.
- 12.9 Application must provide the ability to easily (without requiring code) customize the login process so that additional interaction with the user, such as acceptance of terms and conditions or a second factor of authentication, can be enabled post-authentication but before the application content is accessed.

- 12.10 Must have flexible, limited use customer communities user access and identity management.
- 12.11 Provide details of intrusion detection and preventative measures that you employ to prevent service attacks to your applications.
- 12.12 Provisioning and Deprovisioning: Vendor must offer the capability to centrally manage users through corporate LDAP directory.
- 12.13 Facility – Physical: Physical security for the hosting site should include; video monitoring, Fire and water detection, biometric access screening, 24/7 security guards, dual floor trap designed raised floor.
- 12.14 Does the solution have the capability to encrypt certain data, such as SSN's?
- 12.15 Web Application Security: Secure Session Cookies (no user id/password on client) and protection against cross-site scripting and SQL injection.
- 12.16 Optional Strict Password Policies: Application must provide the following options; Minimum password length, Prevent password reuse, Lockout if invalid password entered.
- 12.17 Must have controls in place for HIPAA compliance.
- 12.18 Disaster Recovery: Vendor provides multiple levels of data redundancy.
- 12.19 Power Redundancy: N+1 UPS with complete backup, N+1 standby generators.
- 12.20 Network Redundancy: No single point of failure for network architecture.
- 12.21 Server Class and Redundancy: No single point of failure in server architecture.
- 12.22 100% multi-tenant, cloud application. No additional software or infrastructure costs are required to enable the service to operate beyond an Internet browser or mobile device.
- 12.23 Firewalls: Multiple firewalls at different levels of architecture.
- 12.24 The system will support over 50,000 users with the capability of scaling to significantly higher numbers in the future.
- 12.25 The system should offer extensive data and file storage
- 12.26 The system will provide auditing and internal capabilities to generate audit logs.

- 12.27 The system will provide auditing and internal capabilities to generate audit logs.
- 12.28 Provide access to event log files to track system usage trends and user behavior such as who is logging in and from where, what pages users are viewing, and what reports users are running and exporting.
- 12.29 Provide ability to track the changes that users make to field values in the system.
- 12.30 Solution must provide a business continuity option that includes both a primary and secondary production solution environment that are synchronized in real-time.
- 12.31 Tools should be in place to ensure the protection of customer-owned data. Such data should be returned to the customer, if the customer elects to terminate the service from the Cloud Service Provider.
- 12.32 Proactively Defend Against Security Risks - product should allow discovery and remediation of security risks.

13. **Consultant Services**

- 13.1 Hourly rate for software configuration to include assistance with data field selection and customization of reports.
- 13.2 Hourly rate for on-site training, help desk support, and web-ex training.

14. **Scoring Methodology**

- 14.1 An Evaluation Team composed of SWIB staff and Board members will review and evaluate all proposals. All information provided by the Vendors, as well as any other information available to evaluation team, will be used to evaluate the proposals.
 - 14.1.1 Each category included in the scoring mechanism is assigned a weight between one and 100.
 - 14.1.2 The sum of all categories, other than Value-Add, equals 100 possible points.
 - 14.1.3 Value-Add is defined as product(s) or service(s), exclusive of the stated functional and technical requirements and provided to SWIB at no additional charge, which, in the sole judgment of SWIB, provide both benefit and value to SWIB significant enough to distinguish the proposal and merit the award of additional points. A Value-Add rating between 0 and 5 may be assigned based on the

assessment of the evaluation team. These points will be added to the total score.

- 14.1.4 For the evaluation of this RFP, the Evaluation Team will use the following categories and possible points:

Category	Possible Points
Non-Cost Categories:	
Vendor Qualifications	10
Technical Specification: Mobile Solution Requirements, Reporting Requirements, Interface Requirements, and Consultant Requirements	20
Installation and System Requirements	10
Warranty/Maintenance	10
Additional Requirements	10
Total Non-Cost Points	60
Cost	40
Total Base Points	100
Value Add	5
Maximum Possible Points	105

- 14.2 The evaluation will be conducted in four stages as follows:

14.2.1 Stage 1 – Selection of Responsive/Valid Proposals – Each proposal will be reviewed to determine if it is sufficiently responsive to the RFP requirements to permit a complete evaluation. A responsive proposal must comply with the instructions stated in this RFP with regard to content, organization/format, Vendor experience, number of copies, bond requirement, timely delivery, and must be responsive to all mandatory requirements. No evaluation points will be awarded in this stage. Failure to submit a complete proposal may result in rejection of the proposal.

- 14.2.2 Stage 2 – Non-cost Evaluation (all requirements excluding cost)

14.2.2.1 Non-cost categories and possible point values are as follows:

Non-Cost Categories	Possible Points
Non-Cost Categories:	
Vendor Qualifications	10

Technical Specification: Mobile Solution Requirements, Reporting Requirements, Interface Requirements, and Consultant Requirements.	20
Installation and System Requirement	10
Warranty/Maintenance	10
Additional Requirements	10
Total Non-Cost Points	60
Maximum Possible Points	60

14.2.2.2 Proposals meeting fewer than 80% of the requirements in the non-cost categories may be eliminated from further consideration.

14.2.2.3 SWIB scores the non-cost categories on a 10-point scale, with 9 points for meeting the requirement. The ‘Meets Specs’ score for each category is 90% of the total points allocated for that category. For example, the “Technical Specifications category was allocated 30 points; a proposal that fully met all requirements in that section would have scored 27 points. The additional 10% is used for a proposal that exceeds the requirement for an item in a way that provides additional benefits to the SWIB.

14.3 Stage 3 – Cost Evaluation

14.3.1 Points will be assigned using the following formula:

$$(1 - ((B - A) / A)) * n$$

Where:

A = Total lifecycle cost of lowest valid proposal

B = Total lifecycle cost of proposal being scored

n = Maximum number of points allocated to cost for acquisition

14.3.2 Cost categories and maximum point values are as follows:

Cost Category	Possible Points
Lifecycle Cost	40
Maximum Possible Points	40

14.4 Stage 4 – Selection of the successful Vendor

14.4.1 On-site Demonstrations and Interviews

14.4.1.1 At the discretion of the SWIB, evaluators may request interviews, on-site presentations, demonstrations or discussions with any and all Vendors for the purpose of system overview and/or clarification or amplification of information presented in any part of the proposal.

14.4.1.2 If requested, Vendors must be prepared to make on-site demonstrations of system functionality and/or proposal clarifications to the evaluation team and its affiliates within seven calendar days of notification. Each presentation must be made by the project manager being proposed by the Vendor to oversee implementation of this project.

14.4.1.3 Proposed key team members must be present at the on-site demonstration. The evaluation team reserves the right to interview the proposed key team members during this onsite visit.

14.4.1.4 Although on-site demonstrations may be requested, the demonstration will not be allowed in lieu of a written proposal.

14.5 Final Quantitative Evaluation - Following any requested presentations, demonstrations, and/or site visits, the Evaluation Team will re-evaluate any technical/functional scores as necessary. The technical/functional and cost scores will then be combined to determine the Vendor's final score.

**SECTION VIII
COST INFORMATION SUBMISSION**

Vendors must propose a summary of all applicable project costs in the matrix that follows. The matrix must be supplemented by a cost itemization fully detailing the basis of each cost category. The level of detail must address the following elements as applicable: item, description, quantity, retail, discount, extension, and deliverable. Any cost not listed in this section may result in the Vendor providing those products or services at no charge to the SWIB or face disqualification.

QTY	DESCRIPTION	UNIT PRICE	AMOUNT
LICENSE			
MAINTENANCE & SUPPORT			
TOTAL			

If any of the items below are included in Vendor’s proposal they must be detailed below.

*If Vendor travel is necessary to meet the requirements of the RFP, the Vendor should propose fully loaded costs including travel

Fully loaded Change Order Rate: _____

SECTION IX REFERENCES

Please return the following Reference Forms, and if applicable, Subcontractor Reference Forms.

1. References

- 1.1 The Vendor must provide at least three (3) references consisting of Vendor accounts that tSWIB may contact. Required information includes customer contact name, address, telephone number, email address, and engagement starting and ending dates. Forms for providing reference information are included later in this RFP section. The Vendor must make arrangements in advance with the account references so that they may be contacted at the Project team's convenience without further clearance or Vendor intercession.

- 1.2 Any of the following may subject the Vendor's proposal to being rated unfavorably relative to these criteria or removed from further consideration, at the SWIB's sole discretion:
 - 1.2.1 Failure to provide reference information in the manner described;
 - 1.2.2 Inability of the SWIB to substantiate minimum experience or other requirements from the references provided;
 - 1.2.3 Non-responsiveness of references to the SWIB's attempts to contact them; or
 - 1.2.4 Unfavorable references that raise serious concerns about material risks to the SWIB in contracting with the Vendor for the proposed products or services.

- 1.3 **MANDATORY** – At least one (1) of the Vendor's references must identify a public entity (city, state, province or country) in which the Vendor has implemented a Soft Skills Training platform for an entity similar to the specifications listed in this RFP. Please include the name, title, telephone number and e-mail of a contact person in the state or province named.
 - 1.3.1 Preference may be given to Vendors with more than one (1) successful similar public entity installation.

- 1.4 References should be based on the following profiles and be able to substantiate the following information from both management and technical viewpoints:
 - 1.4.1 The reference installation must be for a project similar in scope and size to the project for which this RFP is issued;

- 1.4.2 The reference installation must have been operational for at least six (6) months.
- 1.5 SWIB reserves the right to request information about the Vendor from any previous customer of the Vendor of whom SWIB is aware, including the procuring agency and/or other agencies or institutions of the State, even if that customer is not included in the Vendor's list of references, and to utilize such information in the evaluation of the Vendor's proposal.
- 1.6 Unless otherwise indicated in the Scoring Methodology in Section VII, reference information available to SWIB will be used as follows:
 - 1.6.1 As documentation supporting mandatory experience requirements for companies, products, and/or individuals, as required in this RFP;
 - 1.6.2 To confirm the capabilities and quality of a Vendor, product, or individual for the proposal deemed lowest and best, prior to finalizing the award.
- 1.7 SWIB reserves the right to forego reference checking when, at SWIB's sole discretion, the evaluation team determines that the capabilities of the recommended Vendor are known to SWIB.

2. **Subcontractors**

The Vendor's proposal must identify any subcontractor that will be used and include the name of the company, telephone number, contact person, type of work subcontractor will perform, number of certified employees to perform said work, and three (3) references for whom the subcontractor has performed work that the SWIB may contact. Forms for providing subcontractor information and references are included at the end of this section.

Unless otherwise noted, the requirements found in the References section may be met through a combination of Vendor and subcontractor references and experience. Vendor's proposal should clearly indicate any mandatory experience requirements met by subcontractors. NOTE: SWIB reserves the right to eliminate from further consideration proposals in which the prime Vendor does not, in SWIB's sole opinion, provide substantive value or investment in the total solution proposed. (i.e. SWIB does not typically accept proposals in which the prime Vendor is only a brokering agent.)

REFERENCE FORM

Complete three (3) Reference Forms.

Contact Name:

Company Name:

Address:

Phone #:

E-Mail:

Project Start Date:

Project End Date:

Description of product/services/project, including start and end dates:

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SUBCONTRACTOR REFERENCE FORM

Complete a separate form for each subcontractor proposed.

Contact Name:
Company name:
Address:
Phone #:
E-Mail:

Scope of services/products to be provided by subcontractor:

Complete three (3) Reference Forms for each Subcontractor.

Contact Name:
Company name:
Address:
Phone #:
E-Mail:
Description of product/services/project, including start and end dates:

EXHIBIT A
STANDARD CONTRACT

A properly executed contract is a requirement of this RFP. After an award has been made, it will be necessary for the winning Vendor to execute a contract with SWIB. The inclusion of this contract does not preclude SWIB from, at its sole discretion, negotiating additional terms and conditions with the selected Vendor(s) specific to the projects covered by this RFP.

If Vendor cannot comply with any term or condition of this Standard Contract, Vendor must list and explain each specific exception on the *Proposal Exception Summary Form* included in Section V.

**Exhibit A
Standard Contract**

**SOFTWARE LICENSE AND APPLICATION SERVICE PROVIDER AGREEMENT
BETWEEN
STATE WORKFORCE INVESTMENT BOARD**

This Software License and Application Service Provider Agreement (hereinafter referred to as “Agreement”) is entered into by and between, **INSERT VENDOR NAME**, a **INSERT STATE OF INCORPORATION** corporation having its principal place of business at **INSERT VENDOR ADDRESS** (hereinafter referred to as “Licensor”), and SWIB, located at 1235 Echelon Parkway, Jackson, Mississippi 39213 (hereinafter referred to as “Licensee”).

WHEREAS, SWIB, pursuant to Request for Proposals (“RFP”) No. 001 requested proposals for the services of a contractor to host and maintain an Application Service Provider (“ASP”) solution for a soft skills training System; and

WHEREAS, Licensor was the successful proposer in an open, fair and competitive procurement process to provide the software and services described herein;

NOW THEREFORE, in consideration of the mutual understandings, promises and agreements set forth, the parties hereto agree as follows:

ARTICLE 1 DEFINITIONS

1.1 “Active User” means SWIB, workforce participants and any third party consultants or outsourcers engaged by SWIB actively participating on the system in any given month of operation, who shall be bound to the terms and conditions of this Agreement. Licensor does not impose a limit on the number of Active Users accessing or registering to use the system.

1.2 “Available Date” means the date upon which Licensor notifies SWIB that the Software may be accessed on the Licensor’s ASP server and SWIB any third party consultants or outsourcers engaged by SWIB may begin acceptance testing.

1.3 “Content” means any content provided by or through Active Users for use with the Software.

1.4 “Documentation” means the published user and technical manuals and documentation that Licensor makes generally available for the Software; the help files included within the Software, and any files containing presentation materials or manuals or other related materials to train and educate Licensee and the Active Users on the use of the Software.

1.5 “Enhancements” means the corrections, updates, upgrades or new versions of the Software or Documentation that Licensor may provide to Licensee under this Agreement.

1.6 “Licensee” means the SWIB, workforce participants and any third party consultants or

outsourcers engaged by SWIB who have a need to know and who shall be bound by the terms and conditions of this Agreement.

1.7 “Licensor” means **INSERT VENDOR NAME**, and its successors and assigns.

1.8 “Products” means the Software, Documentation, Corrections, Enhancements and any copy of the Software, Documentation, Corrections, or Enhancements provided by the Licensor.

1.9 “Services” means any on-line user access, customizations, interface development, consulting, education, ASP installation, system administration, training, maintenance, support, and Help Desk services provided by Licensor to Licensee.

1.10 “Software” means the machine-readable object code version of the computer programs whether embedded on disc, tape or other media used for the management of the web-based soft skills training system and Supported Interfaces (and any Documentation and help files within the Software), including any Enhancements provided pursuant to the maintenance and support terms identified herein.

1.11 “Software Error” means a reproducible defect or combination thereof in the Software that result in a failure of the Software when used in accordance with the Documentation. Software Errors do not include those errors caused by (a) Licensee’s negligence, (b) any unauthorized modification or alteration Licensee makes to the Software, (c) data that does not conform to Licensor’s specified data format, (d) operator error, or (e) use not conforming to the Licensor’s supported technical environment specified in the Documentation.

1.12 “Supported Interfaces” means application-based interfaces (API), network protocols, data formats, database schemas, and file formats used in the Software as described in the Documentation.

ARTICLE 2 PERIOD OF PERFORMANCE

Unless this Agreement is extended by mutual agreement or terminated as prescribed elsewhere herein, this Agreement shall begin on the date it is signed by all parties and shall continue in effect until the Licensor completes all tasks required herein pursuant to the project work plan, including services during the three (3) year hosting term. The web-based soft skills training system, as customized for the SWIB, must be implemented; fully functional; accepted by SWIB and all tasks (excluding hosting) required herein, including but not limited to development of required interfaces and training, completed on or before July 1, 2016, unless a change in this date is mutually agreed to in writing by the SWIB and the Licensor. At the end of the three (3) year initial ASP services term, the ASP services may, upon the written agreement of the parties, be renewed under the same terms and conditions for two one-year terms. One hundred and eighty (180) days prior to the expiration of the initial hosting term or any renewal hosting term of this Agreement, Licensor shall notify SWIB of the impending expiration and SWIB shall have sixty (60) days in which to notify Licensor of its intention to either renew or cancel the ASP services.

ARTICLE 3 SCOPE OF SERVICES

3.1 The Licensor agrees to provide to SWIB an ASP based soft skills training system and Services and associated deliverables required to provide, host and maintain a web based

application for SWIB as described in this Agreement. While the scope of work for this project is defined by the contract documents set forth herein in the article titled “Entire Agreement”, a summary of such work is outlined in Article 3.5 below.

3.2 The Licensor acknowledges that SWIB intends to be actively involved in the day-to-day progress of the project. The Licensor agrees to (a) obtain SWIB’ approval of all tasks and the time schedule for completion of said tasks prior to commencing performance, if not already contained in the approved project work plan; (b) make available to the SWIB project team members all project work papers and work-in-progress for review; (c) ensure that the Licensor Project Manager works closely together with the SWIB Project Manager, (d) provide SWIB access to the host website; (e) meet with SWIB on a regular basis at a mutually agreeable time, and as otherwise requested by SWIB, to discuss the status of the project, and (f) if required by SWIB, submit written project status reports.

3.3 The parties understand and agree that the project shall be structured with interim deliverables as set forth in the agreed upon project work plan so as to allow SWIB an opportunity to accept or reject the deliverables, including but not limited to, specifications, requirement definitions, process designs, data analyses, web layouts, screen layouts, and report layouts. The actual customizations shall not begin until SWIB has communicated its conceptual approval of the results the Licensor plans to provide. SWIB shall have ten (10) business days to review interim materials, which review period can only be reduced by mutual agreement of the Licensor and SWIB.

3.4 It is understood by the parties that the project work plan must be in place within fifteen (15) business days of execution of this Agreement and prior to any other work being performed. Once this mutually agreed upon project work plan, which will identify specific time frames and deliverable target dates for this project, has been developed, it will be incorporated into and made a part of this Agreement. The dates in the project work plan will define the agreed upon period of performance. The parties acknowledge that the project work plan will evolve and change from time to time upon the mutual written agreement of both parties. The parties agree that the deliverables and schedule set forth in the latest version of the project work plan will take precedence over any prior plans.

3.5 Licensor shall be responsible for the following:

- A.** Ensuring that all deliverables are complete and accepted by SWIB pursuant to the mutually agreed upon project work plan;
- B.** Ensuring that the host site complies with PriorityOne of the World Wide Web Consortium’s (W3C’s) Web Accessibility Initiative and guidelines in Section 508 of the Rehabilitation Act that are not covered in W3C Priority;
- C.** Reviewing with SWIB the Content a minimum of once a quarter to ensure that the Content remains timely and accurate and reaching an agreement with SWIB as to reasonable timelines for implementing Content updates delivered to the Licensor that will be posted on the site;
- D.** Tracking date sensitive items to ensure timely updates;
- E.** All Content provided by the Licensee and collected by the Software shall remain

the sole and exclusive property of the Licensee. Upon the termination or expiration of this Agreement, Licensor shall provide such Content in its possession to the Licensee pursuant to a mutually agreed upon release schedule;

F. Providing security for the host site that is agreeable to SWIB with Licensor responsible for all necessary equipment and software related to security;

G. Maintaining the accessibility of the site twenty-four (24) hours a day, seven (7) days a week at an uptime rate of 99% or greater, subject to the limitations set forth in this Agreement, including but not limited to, those in Article 4.4;

H. Completing daily backups of the site;

I. Notifying SWIB at least three (3) business days prior to any anticipated service interruption, with said notice containing a general description of the reason for the service interruption;

J. Proposing and adhering to a disaster recovery plan and providing access to such plan to the SWIB, all at Licensor's expense;

K. Maintaining the confidentiality of the data entered;

L. Providing SWIB access to all of the technical information concerning operation of the site, including but not limited to, server specifications, Internet connection information, personnel requirements and software implementations;

M. Identifying any commercially available software, by vendor and version number, integrated into the Products and describing the particular functionality of any software that is proprietary to the Licensor;

N. Maintaining the host site, with the cost for such support, maintenance, and hosting for years following the initial three (3) year period not increasing annually beyond five percent (5%) or the percent increase in the consumer price index for all Urban Consumers, US City Average (C.P.I.-U) for the preceding year, whichever is less;

O. Providing 24x7x365 support of the web site, including sub-domain support;

P. Providing redundant internet connections;

Q. Providing Dual T1 or greater connectivity;

R. Providing FTP and remote configuration access;

S. Providing SSL secure server support;

T. Providing monthly reports containing line utilization, site availability statistics, network usage, security user access reports and system performance data to SWIB;

U. Ensuring that upon termination or expiration of this Agreement that transition of the site from the Licensor to SWIB or to a successor host will be accomplished at no expense to SWIB, and with minimal interruption of the site's accessibility and insignificant changes in the site's appearance and functionality.

3.6 In the event Licensor creates any revisions to or upgrades of the system, Licensor shall provide Licensee thirty (30) days written notification of such revision or upgrade, and shall, upon request of Licensee, furnish such revision or upgrade to Licensee free of charge as part of the ASP fees.

ARTICLE 4 SCOPE OF LICENSE AND HOSTING SERVICES

4.1 Subject to the terms and conditions of this Agreement, Licensor hereby grants to Licensee a non-exclusive and non-transferable license to access the Software over the Internet and to use it for Licensee's business operations and use it on the Licensor's host server for the

initial term of the Agreement and any subsequent renewal hosting terms in accordance with, and subject to, the terms and conditions set forth in this Agreement. Licensee and Active Users are granted access to the Software, Products and Services twenty-four (24) hours a day, seven (7) days a week, three hundred and sixty five (365) days a year, subject to regularly scheduled maintenance and required repairs. The terms and conditions of this Agreement will apply to any Enhancements or additional Software Products Licensee may procure from Licensor.

4.2 Licensor will provide Licensee storage space on and access to Licensor's Software via the Internet and provide Internet access to the Software to the Active Users through Licensor's site ("ASP Services").

4.3 In connection with the ASP Services, Licensor will provide and maintain all Software and hardware, including, but not limited to, the server hardware and software, telecommunications hardware and software, security hardware and software and other software that is reasonably necessary to operate and maintain the Software.

4.4 The Software will be accessible at least ninety nine percent (99%) of the time, twenty-four (24) hours a day, seven (7) days a week, except for scheduled maintenance and required repairs, and except for any loss or interruption of the ASP Services due to causes beyond the control of Licensor. In the event that SWIB or an Active User is unable to achieve the 99% application availability during any given month, excluding scheduled maintenance, required repairs, and unavailability due to causes beyond the control of Licensor, the Licensor shall reimburse SWIB twenty-five percent (25%) of the monthly ASP hosting fees for each twenty-four (24) hour day during which there were any incidents of unavailability. Licensor shall maintain the server at a secured location with restricted access.

4.5 Licensor shall provide the Licensee with its standard managed firewall service, which shall enable secure delivery of Licensor's application services using fully redundant hardware-based firewalls. Licensor's managed firewall service will be available twenty-four (24) hours a day, seven (7) days a week.

4.6 The use of the Software by Active Users will be governed solely by the terms and conditions of this Agreement.

4.7 Licensor acknowledges that the Content is and shall remain the sole and exclusive property of Licensee. Further, Licensor acknowledges that the Content may contain valuable trade secrets of Licensee and Licensor agrees to maintain the confidentiality of the Content and shall not make the Content publicly available except as may be necessary in performing the ASP Services.

4.8 Licensee acknowledges that the Software Products shall remain the exclusive property of Licensor. Licensee agrees that except as noted herein, it will not otherwise copy, translate, modify, adapt, decompile, disassemble or reverse engineer any of the Software without the prior written consent of Licensor.

ARTICLE 5 DELIVERY; RISK OF LOSS, AND ACCEPTANCE

5.1 Licensor shall deliver, install, and make available the Software and Documentation to the Licensor's hosting environment, except as otherwise specified, and pursuant to the delivery schedule mutually agreed to by the parties.

5.2 Licensor shall assume and bear the entire risk of loss and damage to the Products from any cause whatsoever while in transit and at all times throughout Licensor's possession thereof.

5.3 SWIB shall have thirty (30) calendar days after the Available Date to evaluate and conduct the final acceptance testing of the Software to confirm that it performs without any defects and performs in accordance with the requirements of this Agreement. SWIB shall immediately thereafter notify Licensor of any defects in the Software, which must be corrected. Thereafter, Licensor shall have ten (10) business days in which to either repair or replace the defective Software unless both parties agree to extend this period, all at Licensor's expense. In the event Licensor is unable to repair or replace the Software within this ten (10) day period, MDES may terminate this Agreement pursuant to the Termination Article herein.

ARTICLE 6 CONSIDERATION AND METHOD OF PAYMENT

6.1 The total compensation to be paid to the Licensor by SWIB for all development, maintenance and ASP services, customizations, products, travel, performances and expenses under this Agreement shall not exceed the specified sum of **\$INSERT TOTAL COMPENSATION**, and shall be payable as set forth in the Payment Schedule attached hereto as Exhibit A.

6.2 Acceptance by the Licensor of the last payment due from SWIB under this Agreement shall operate as a release of all claims for money against the SWIB by the Licensor and any subcontractors or other persons supplying labor or materials used in the performance of the work under this Agreement.

ARTICLE 7 WARRANTY

7.1 Licensor represents and warrants that it has the right to license the Products provided under this Agreement.

7.2 Licensor represents and warrants that the Products provided by Licensor shall meet or exceed the minimum specifications set forth in RFP No. 001 and Licensor's Proposal, as accepted by the SWIB, in response thereto.

7.3 During the term of this Agreement, the Licensor represents and warrants that all deliverables shall be free from any defect, deficiency, faultiness, imperfection, inadequacy, incompleteness or other condition (collectively referred to herein as "Defect") which would render any such deliverable inoperable in any way or which would prevent full performance in accordance with this Agreement. This warranty includes, without limitation, correction of errors, design deficiencies, performance deficiencies, and incorrect or defective Documentation, including those found during acceptance testing, implementation, and the warranty period. Acceptance testing shall not in any way relieve the Licensor of its responsibilities to correct any Defect during the warranty period. The Licensor shall repair any Defect at no cost to the SWIB within ten (10) business days of receiving notice of the Defect from the SWIB, unless SWIB

consents in writing to a longer period of repair time. In the event Licensor is unable to repair or replace the Software within the mutually agreed upon time frame after receipt of notice of the Defect, MDES shall be entitled to a full refund of fees paid and shall have the right to terminate this Agreement in whole or in part as provided for in the Termination Article herein. Licensee's rights hereunder are in addition to any other rights Licensee may have.

7.4 During the term of this Agreement, the Licensor represents and warrants that its Services hereunder shall be performed by competent personnel and shall be of professional quality consistent with generally accepted industry standards for the performance of such Services and shall comply in all respects with the requirements of this Agreement. For any breach of this warranty, Licensor shall perform the Services again, at no cost to the SWIB, or if Licensor is unable to perform the Services as warranted, Licensor shall reimburse the SWIB the fees paid to Licensor for the unsatisfactory Services.

7.5 Licensor represents and warrants that neither the Software, nor Enhancements shall contain a disabling code, lockup program or device. Licensor further agrees that it will not, under any circumstances including enforcement of a valid contract right, (a) install or trigger a lockup program or device, or (b) take any step which would in any manner interfere with Licensee's licensed use of the Software, or Enhancements and/or which would restrict Licensee from accessing its data files or in any way interfere with the transaction of Licensee's business. For any breach of this warranty, Licensor at its expense shall, within ten (10) business days after receipt of notification of the breach, deliver Products to Licensee that are free of such disabling code, lockup program or device.

7.6 Licensor represents and warrants that neither the Software, nor Enhancements delivered to Licensee contain a computer virus. For purposes of this provision, a computer virus shall be defined as code intentionally inserted in the Software or Enhancements that will damage or destroy Licensee's applications or data. For any breach of this warranty, Licensor at its expense shall, within five (5) business days after receipt of notification of the breach, deliver Products to Licensee that are free of any virus, and shall be responsible for repairing, at Licensor's expense, any and all damage done by the virus to Licensee's site.

7.7 The Licensor represents and warrants that, upon completion of the project, the Licensor, and all subcontractors, if any, shall convey to SWIB copies of all interim reports, cost records, data collection forms, and any working papers that support the final acceptance.

7.8 Licensor represents and warrants that it has obtained all necessary rights to permit use of the graphics on the site and that the Licensor shall provide SWIB with evidentiary proof of graphic licenses and releases. Further, the Licensor represents and warrants that all Licensor-supplied graphics and content contains no scandalous or libelous material.

7.9 The Licensor represents and warrants that the deliverables provided to SWIB under this Agreement, and their use by Active Users, will not infringe or constitute an infringement of any copyright, patent, trademark, servicemark, trade secret or other proprietary right of any person or entity. Licensee agrees that it will promptly notify Licensor in writing of any such claim or action of which it has knowledge, and that it will cooperate fully in the defense and investigation

of the claim by supplying Licensor all relevant information currently available and in its possession, all at Licensor's expense. Licensor shall, to the extent authorized by Mississippi law, have sole control over the defense or settlement of any such claim or action. Licensor, at its own expense, shall defend or settle any and all infringement actions filed against Licensor or the SWIB which involve the deliverables or other items provided under this Agreement and shall pay all settlements, as well as all costs, attorney fees, damages and judgment finally awarded against the SWIB. If, in any such suit arising from such claim, the continued use of the items for the purpose intended is enjoined or threatened to be enjoined by any court of competent jurisdiction, Licensor shall, at its expense: (a) procure for the SWIB the right to continue using such items, or (b) modify or replace them with non-infringing items with equivalent functionality, or, to the extent (a) or (b) cannot be done despite Licensor's commercially reasonable efforts, (c) refund to the SWIB the fees previously paid by the SWIB for the infringing Products. Said refund shall be paid within ten (10) business days of notice to the SWIB to discontinue said use. In addition to the foregoing, the Licensor shall indemnify the SWIB in accordance with the provisions of Article 18 herein.

7.10 Licensor represents and warrants that the host site provided by the Licensor shall be reasonably expandable and scalable so SWIB can add and support additional business functions and users over time. It is understood and agreed that any standard revisions, enhancements, improvements, and upgrades to the licensed Software and host site equipment during the term of this Agreement, including operating system, database management system, and other software, shall be provided by Licensor to SWIB at no additional cost to SWIB.

7.11 Licensor represents and warrants that it presently has and will continue to maintain, at its own expense, throughout the term of this Agreement, valid licenses for all software, trademarks, service marks, patents and copyrighted material and any other proprietary information of a third party that it will deploy in support of all products Licensor uses in the performance of this Agreement.

7.12 If applicable under the given circumstances, Licensor represents and warrants that it will ensure its compliance with the Mississippi Employment Protection Act, Section 71-11-1, et seq. of the Mississippi Code Annotated (Supp2008), and will register and participate in the status verification system for all newly hired employees. The term "employee" as used herein means any person that is hired to perform work within the State of Mississippi. As used herein, "status verification system" means the Illegal Immigration Reform and Immigration Responsibility Act of 1996 that is operated by the United States Department of Homeland Security, also known as the E-Verify Program, or any other successor electronic verification system replacing the E-Verify Program. Licensor agrees to maintain records of such compliance and, upon request of the State and approval of the Social Security Administration or Department of Homeland Security where required, to provide a copy of each such verification to the State. Licensor further represents and warrants that any person assigned to perform services hereunder meets the employment eligibility requirements of all immigration laws of the State of Mississippi. Licensor understands and agrees that any breach of these warranties may subject Licensor to the following: (a) termination of this Agreement and ineligibility for any state or public contract in Mississippi for up to three (3) years, with notice of such cancellation/termination being made public, or (b) the loss of any license, permit, certification or other document granted to Licensor

by an agency, department or governmental entity for the right to do business in Mississippi for up to one (1) year, or (c) both. In the event of such termination/cancellation, Licensor would also be liable for any additional costs incurred by the State due to contract cancellation or loss of license or permit.

7.13 Licensor represents and warrants that the system provided pursuant to this Agreement will pass both internal security audits and independent security audits. For any breach of the preceding warranty at any time during which the system is covered by warranty and/or software support, Licensor shall, at its own expense and at no cost to Licensee, remediate any defect, anomaly or security vulnerability in the system by repairing and/or replacing any and all components of the system necessary in order for the system to be secure.

7.14 Licensor represents and warrants that no official or employee of Licensee or of SWIB, and no other public official of the State of Mississippi who exercises any functions or responsibilities in the review or approval of the undertaking or carrying out of the project shall, prior to the completion of said project, voluntarily acquire any personal interest, direct or indirect, in this Agreement. The Licensor warrants that it has removed any material conflict of interest prior to the signing of this Agreement, and that it shall not acquire any interest, direct or indirect, which would conflict in any manner or degree with the performance of its responsibilities under this Agreement. The Licensor also warrants that in the performance of this Agreement no person having any such known interests shall be employed.

7.15 The Licensor represents and warrants that no elected or appointed officer or other employee of the State of Mississippi, nor any member of or delegate to Congress has or shall benefit financially or materially from this Agreement. No individual employed by the State of Mississippi shall be admitted to any share or part of the Agreement or to any benefit that may arise therefrom. The SWIB may, by written notice to the Licensor, terminate the right of the Licensor to proceed under this Agreement if it is found, after notice and hearing by the SWIB Executive Director or his/her designee, that gratuities in the form of entertainment, gifts, jobs, or otherwise were offered or given by the Licensor with a view toward securing this Agreement or securing favorable treatment with respect to the award, or amending or making of any determinations with respect to the performing of such contract, provided that the existence of the facts upon which the SWIB Executive Director makes such findings shall be in issue and may be reviewed in any competent court. In the event this Agreement is terminated under this article, the SWIB shall be entitled to pursue the same remedies against the Licensor as it would pursue in the event of a breach of contract by the Licensor, including punitive damages, in addition to any other damages to which it may be entitled at law or in equity.

ARTICLE 8 EMPLOYMENT STATUS

8.1 Licensor shall, during the entire term of this Agreement, be construed to be an independent contractor. Nothing in this Agreement is intended to nor shall be construed to create an employer-employee relationship, or a joint venture relationship.

8.2 Licensor represents that it is qualified to perform the duties to be performed under this Agreement and that it has, or will secure, if needed, at its own expense, applicable personnel who shall be qualified to perform the duties required under this Agreement. Such personnel shall not

be deemed in any way, directly or indirectly, expressly or by implication, to be employees of Licensee.

8.3 Any person assigned by Licensor to perform the Services hereunder shall be the employee of Licensor, who shall have the sole right to hire and discharge its employee. Licensee may, however, direct Licensor to replace any of its employees under this Agreement.

8.4 Licensor shall pay when due, all salaries and wages of its employees and it accepts exclusive responsibility for the payment of federal income tax, state income tax, social security, unemployment compensation and any other withholdings that may be required. Neither Licensor nor employees of Licensor are entitled to state retirement or leave benefits.

ARTICLE 9 BEHAVIOR OF EMPLOYEES/SUBCONTRACTORS

Licensor will be responsible for the behavior of all its employees and subcontractors while on the premises of any Licensee location. Any employee or subcontractor acting in a manner determined by the administration of that location to be detrimental, abusive or offensive to any of the staff will be asked to leave the premises and may be suspended from further work on the premises. All Licensor employees and subcontractors who will be working at such locations shall be covered by Licensor's comprehensive general liability insurance policy.

ARTICLE 10 MODIFICATION OR RENEGOTIATION

This Agreement may be modified only by written agreement signed by the parties hereto, and any attempt at oral modification shall be void and of no effect. The parties agree to renegotiate the Agreement if federal and/or state revisions of any applicable laws or regulations make changes in this Agreement necessary.

ARTICLE 11 AUTHORITY, ASSIGNMENT AND SUBCONTRACTS

11.1 In matters of proposals, negotiations, contracts, and resolution of issues and/or disputes, the parties agree that Licensor represents all contractors, third parties, and/or subcontractors Licensor has assembled for this project. The Licensee is required to negotiate only with Licensor, as Licensor's commitments are binding on all proposed contractors, third parties, and subcontractors.

11.2 Neither party may assign or otherwise transfer this Agreement or its obligations hereunder without the prior written consent of the other party, which consent shall not be unreasonably withheld. Any attempted assignment or transfer of its obligations without such consent shall be null and void. This Agreement shall be binding upon the parties' respective successors and assigns.

11.3 Licensor must obtain the written approval of SWIB before subcontracting any portion of this Agreement. No such approval by SWIB of any subcontract shall be deemed in any way to provide for the incurrence of any obligation of SWIB in addition to the total fixed price agreed upon in this Agreement. All subcontracts shall incorporate the terms of this Agreement and shall be subject to the terms and conditions of this Agreement and to any conditions of approval that SWIB may deem necessary.

11.4 Licensors represent and warrant that any subcontract agreement Licensors enter into shall contain a provision advising the subcontractor that the subcontractor shall have no lien and no legal right to assert control over any funds held by the Licensee, and that the subcontractor acknowledges that no privity of contract exists between the Licensee and the subcontractor and that the Licensor is solely liable for any and all payments which may be due to the subcontractor pursuant to its subcontract agreement with the Licensor. The Licensor shall indemnify and hold harmless the SWIB from and against any and all claims, demands, liabilities, suits, actions, damages, losses, costs and expenses of every kind and nature whatsoever arising as a result of Licensor's failure to pay any and all amounts due by Licensor to any subcontractor, third party licensor, materialman, laborer or the like.

11.5 All subcontractors shall be bound by any negotiation, arbitration, appeal, adjudication or settlement of any dispute between the Licensor and the Licensee, where such dispute affects the subcontract.

ARTICLE 12 AVAILABILITY OF FUNDS

It is expressly understood and agreed that the obligation of SWIB to proceed under this Agreement is conditioned upon the appropriation of funds by the Mississippi State Legislature and the receipt of state and/or federal funds for the performances required under this Agreement. If the funds anticipated for the fulfillment of this Agreement are not forthcoming, or are insufficient, either through the failure of the federal government to provide funds or of the State of Mississippi to appropriate funds, or if there is a discontinuance or material alteration of the program under which funds were available to SWIB for the payments or performance due under this Agreement, SWIB shall have the right to immediately terminate this Agreement, in whole or in part, without damage, penalty, cost or expense to SWIB of any kind whatsoever, except for payment for work completed by Licensor and accepted by SWIB prior to termination. The effective date of termination shall be as specified in the notice of termination. SWIB shall have the sole right to determine whether funds are available for the payments or performances due under this Agreement.

ARTICLE 13 TERMINATION

13.1 Notwithstanding any other provision of this Agreement to the contrary, this Agreement may be terminated, in whole or in part, as follows: (a) upon the mutual, written agreement of the parties; (b) If either party fails to comply with the terms of this Agreement, the non-defaulting party may terminate the Agreement upon the giving of thirty (30) calendar days written notice unless the breach is cured within said thirty (30) day period; (c) SWIB may terminate the Agreement in whole or in part without the assessment of any penalties upon ten (10) calendar days written notice to Licensor if Licensor becomes the subject of bankruptcy, reorganization, liquidation or receivership proceedings, whether voluntary or involuntary, or (d) SWIB may terminate this Agreement in whole or in part for any reason without the assessment of any penalties after giving thirty (30) calendar days written notice specifying the effective date thereof to Licensor. The provisions of this Article 13 do not limit either party's right to pursue any other remedy available at law or in equity.

13.2 In the event SWIB terminates this Agreement, Licensor shall receive just and equitable

compensation for Services rendered by Licensor and accepted by SWIB prior to the termination. Further, upon termination of this Agreement, Licensor shall refund any and all applicable unexpended prorated annual ASP fees previously paid by Licensee.

ARTICLE 14 GOVERNING LAW

This Agreement shall be construed and governed in accordance with the laws of the State of Mississippi and venue for the resolution of any dispute shall be Jackson, Hinds County, Mississippi. Licensor expressly agrees that under no circumstances shall SWIB be obligated to pay an attorney's fee, prejudgment interest or the cost of legal action to Licensor. Further, nothing in this Agreement shall affect any statutory rights the parties may have that cannot be waived or limited by contract.

ARTICLE 15 WAIVER

Failure of either party hereto to insist upon strict compliance with any of the terms, covenants and conditions hereof shall not be deemed a waiver or relinquishment of any similar right or power hereunder at any subsequent time or of any other provision hereof, nor shall it be construed to be a modification of the terms of this Agreement. A waiver by either party, to be effective, must be in writing, must set out the specifics of what is being waived, and must be signed by an authorized representative of that party.

ARTICLE 16 SEVERABILITY

If any term or provision of this Agreement is prohibited by the laws of the State of Mississippi or declared invalid or void by a court of competent jurisdiction, the remainder of this Agreement shall be valid and enforceable to the fullest extent permitted by law provided that the SWIB's purpose for entering into this Agreement can be fully achieved by the remaining portions of the Agreement that have not been severed.

ARTICLE 17 CAPTIONS

The captions or headings in this Agreement are for convenience only, and in no way define, limit or describe the scope or intent of any provision or Article in this Agreement.

ARTICLE 18 HOLD HARMLESS

To the fullest extent allowed by law, Licensor shall indemnify, defend, save and hold harmless, protect and exonerate Licensee, SWIB, its Board Members, officers, employees, agents and representatives from and against any and all claims, demands, liabilities, suits, actions, damages, losses, costs and expenses of every kind and nature whatsoever, including without limitation, court costs, investigative fees and expenses, attorney fees and claims for damages arising out of or caused by Licensor and/or its partners, principals, agents, employees or subcontractors in the performance of or failure to perform this Agreement.

ARTICLE 19 THIRD PARTY ACTION NOTIFICATION

Licensor shall notify SWIB in writing within five (5) business days of Licensor filing bankruptcy, reorganization, liquidation or receivership proceedings or within five (5) business days of its receipt of notification of any action or suit being filed or any claim being made against Licensor or MDES by any entity that may result in litigation related in any way to this Agreement and/or which may affect the Licensor's performance under this Agreement. Failure

of the Licensor to provide such written notice to SWIB shall be considered a material breach of this Agreement and SWIB may, at its sole discretion, pursue its rights as set forth in the Termination Article herein and any other rights and remedies it may have at law or in equity.

ARTICLE 20 AUTHORITY TO CONTRACT

Licensor warrants that it is a validly organized business with valid authority to enter into this Agreement; that entry into and performance under this Agreement is not restricted or prohibited by any loan, security, financing, contractual or other agreement of any kind, and notwithstanding any other provision of this Agreement to the contrary, that there are no existing legal proceedings, or prospective legal proceedings, either voluntary or otherwise, which may adversely affect its ability to perform its obligations under this Agreement.

ARTICLE 21 NOTICE

Any notice required or permitted to be given under this Agreement shall be in writing and personally delivered or sent by electronic means provided that the original of such notice is sent by certified United States mail, postage prepaid, return receipt requested, or overnight courier with signed receipt, to the party to whom the notice should be given at their business address listed herein. SWIB' address for notice is: James Williams, Executive Director, State Workforce Investment Board, 1235 Echelon Parkway, Jackson, Mississippi 39213. The Licensor's address for notice is: **INSERT VENDOR NOTICE INFORMATION**. Notice shall be deemed given when actually received or when refused. The parties agree to promptly notify each other in writing of any change of address.

ARTICLE 22 RECORD RETENTION AND ACCESS TO RECORDS

Licensor shall establish and maintain financial records, supporting documents, statistical records and such other records as may be necessary to reflect its performance of the provisions of this Agreement. The Licensee, SWIB, any state or federal agency authorized to audit Licensee, and/or any of their duly authorized representatives, shall have unimpeded, prompt access to this Agreement and to any of the Licensor's proposals, books, documents, papers and/or records that are pertinent to this Agreement to make audits, copies, examinations, excerpts and transcriptions at the SWIB's or Licensor's office as applicable where such records are kept during normal business hours. All records relating to this Agreement shall be retained by the Licensor for three (3) years from the date of receipt of final payment under this Agreement. However, if any litigation or other legal action, by or for the SWIB or federal government has begun that is not completed at the end of the three (3) year period, or if an audit finding, litigation or other legal action has not been resolved at the end of the three (3) year period, the records shall be retained until resolution.

ARTICLE 23 INSURANCE

Licensor represents that it will maintain workers' compensation insurance as prescribed by law which shall inure to the benefit of Licensor's personnel, as well as comprehensive general liability and employee fidelity bond insurance. Licensor will, upon request, furnish SWIB with a certificate of conformity providing the aforesaid coverage.

ARTICLE 24 DISPUTES

Any dispute concerning a question of fact under this Agreement which is not disposed of by agreement of the Licensor and Licensee, shall be decided by the Executive Director of SWIB or his/her designee. This decision shall be reduced to writing and a copy thereof mailed or furnished to the parties. Disagreement with such decision by either party shall not constitute a breach under the terms of this Agreement. Such disagreeing party shall be entitled to seek such other rights and remedies it may have at law or in equity.

ARTICLE 25 COMPLIANCE WITH LAWS

25.1 Licensor shall comply with, and all activities under this Agreement shall be subject to, all Licensee policies and procedures which Licensor has received copies of, and all applicable federal, state, and local laws, regulations, policies and procedures as now existing and as may be amended or modified. Specifically, but not limited to, Licensor shall not discriminate against any employee nor shall any party be subject to discrimination in the performance of this Agreement because of race, creed, color, sex, age, national origin or disability. Further, if applicable, Licensor shall comply with the provisions of the Davis-Bacon Act including, but not limited to, the wages, recordkeeping, reporting and notice requirements set forth therein.

25.2 Licensor represents and warrants that it will comply with the state's data breach notification laws codified at Section 75-24-29 of the Mississippi Code Annotated (Supp. 2012). Further, to the extent applicable, Licensor represents and warrants that it will comply with the applicable provisions of the HIPAA Privacy Rule and Security Regulations (45 CFR Parts 160, 162 and 164) ("Privacy Rule" and "Security Regulations", individually; or "Privacy and Security Regulations", collectively); and the provisions of the Health Information Technology for Economic and Clinical Health Act, Title XIII of the American Recovery and Reinvestment Act of 2009, Pub. L. No. 111-5 (the "HITECH Act").

ARTICLE 26 CONFLICT OF INTEREST

Licensor shall notify SWIB of any potential conflict of interest resulting from the provision of services to other customers. If such conflict cannot be resolved to MDES's satisfaction, MDES reserves the right to terminate this Agreement.

ARTICLE 27 CONFIDENTIAL INFORMATION

27.1 Licensor shall treat all Licensee data and information to which it has access by its performance under this Agreement as confidential and shall not disclose such data or information to a third party without specific written consent of Licensee. In the event that Licensor receives notice that a third party requests divulgence of confidential or otherwise protected information and/or has served upon it a validly issued judicial order requiring divulgence of such information, Licensor shall promptly inform Licensee and thereafter respond in conformity with such court order to the extent mandated by state and/or federal laws, rules and regulations. This Article shall survive the termination or completion of this Agreement and shall continue in full force and effect and shall be binding upon the Licensor and its agents, employees, successors, assigns, subcontractors or any party or entity claiming an interest in this Agreement on behalf of, or under the rights of the Licensor following any termination or completion of this Agreement.

27.2 With the exception of any attached exhibits which are labeled as "confidential", the parties understand and agree that this Agreement, including any amendments and/or change

orders thereto, does not constitute confidential information, and may be reproduced and distributed by the State without notification to Licensor. SWIB will provide third party notice to Licensor of any requests received by SWIB for any such confidential exhibits so as to allow Licensor the opportunity to protect the information by court order as outlined in SWIB Public Records Procedures.

ARTICLE 28 EFFECT OF SIGNATURE

Each person signing this Agreement represents that he or she has read the Agreement in its entirety, understands its terms, is duly authorized to execute this Agreement on behalf of the parties and agrees to be bound by the terms contained herein. Accordingly, this Agreement shall not be construed or interpreted in favor of or against the State or the Licensor on the basis of draftsmanship or preparation hereof.

ARTICLE 29 OWNERSHIP OF DOCUMENTS AND WORK PRODUCTS

All Content collected by the Software shall be the property of Licensee. Licensor may use the Content only in the performance of this Agreement, unless otherwise agreed upon between the parties. Licensee acknowledges that the Products shall remain the exclusive property of Licensor and are excluded from this Article.

ARTICLE 30 ENTIRE AGREEMENT

30.1 This contract constitutes the entire agreement of the parties with respect to the subject matter contained herein and supersedes and replaces any and all prior negotiations, understandings and agreements, written or oral, between the parties relating thereto, including all terms of any “shrink-wrap”, “click-wrap” or “browse-wrap” license of the Software. The RFP No. 001 and Licensor’s Proposals, as accepted by the SWIB, in response to RFP No. 001 are hereby incorporated into and made a part of this Agreement.

30.2 The contract made by and between the parties hereto shall consist of, and precedence is hereby established by the order of the following:

- A. This Agreement signed by the parties hereto;
- B. Any exhibits attached to this Agreement;
- C. RFP No. 002 and written addenda, and
- D. Licensor’s Proposal, as accepted by the SWIB, in response to RFP No. 002.

30.3 The intent of the above listed documents is to include all items necessary for the proper execution and completion of the services by the Licensor. The documents are complementary, and what is required by one shall be binding as if required by all. A higher order document shall supersede a lower order document to the extent necessary to resolve any conflict or inconsistency arising under the various provisions thereof; provided, however, that in the event an issue is addressed in one of the above mentioned documents but is not addressed in another of such documents, no conflict or inconsistency shall be deemed to occur by reason thereof. The documents listed above are shown in descending order of priority, that is, the highest document begins with the first listed document (“A. This Agreement”) and the lowest document is listed last (“D. Licensor’s Proposal”).

ARTICLE 31 SWIB PROPERTY

Licensor shall be responsible for the proper custody of any Licensee-owned property furnished for Licensor's use in connection with Services performed pursuant to this Agreement. Licensor shall reimburse the Licensee for any loss or damage, normal wear and tear excepted.

ARTICLE 32 SURVIVAL

Articles 7, 14, 18, 22, 27, 29, and all other articles which, by their express terms so survive or which should so reasonably survive, shall survive any termination or expiration of this Agreement.

ARTICLE 33 DEBARMENT AND SUSPENSION CERTIFICATION

Licensor certifies that neither it nor its principals: (a) are presently debarred, suspended, proposed for debarment, declared ineligible or voluntarily excluded from covered transactions by any federal department or agency; (b) have, within a three (3) year period preceding this Agreement, been convicted of or had a civil judgment rendered against them for commission of fraud or a criminal offense in connection with obtaining, attempting to obtain or performing a public (federal, state or local) transaction or contract under a public transaction; violation of federal or state anti-trust statutes or commission of embezzlement, theft, forgery, bribery, falsification or destruction of records, making false statements or receiving stolen property; (c) are presently indicted of or otherwise criminally or civilly charged by a governmental entity with the commission of fraud or a criminal offense in connection with obtaining, attempting to obtain or performing a public (federal, state or local) transaction or contract under a public transaction; violation of federal or state anti-trust statutes or commission of embezzlement, theft, forgery, bribery, falsification or destruction of records, making false statements or receiving stolen property, and (d) have, within a three (3) year period preceding this Agreement, had one or more public transaction (federal, state or local) terminated for cause or default.

ARTICLE 34 SPECIAL TERMS AND CONDITIONS

It is understood and agreed by the parties to this Agreement that there are no special terms and conditions except as specifically provided in this Agreement.

ARTICLE 35 COMPLIANCE WITH ENTERPRISE SECURITY POLICY

Licensor and Licensee understand and agree that all products and services provided by Licensor under this Agreement must be and remain in compliance with the State of Mississippi's Enterprise Security Policy. The parties understand and agree that the State's Enterprise Security Policy is based on industry-standard best practices, policy, and guidelines at the time of contract execution. SWIB reserves the right to introduce a new policy during the term of this Agreement and require the Licensor to comply with same in the event the industry introduces more secure, robust solutions or practices that facilitate a more secure posture for the State of Mississippi.

ARTICLE 36 SOFTWARE SUPPORT AND MAINTENANCE

36.1 As part of the Software support and maintenance services, Licensor will maintain the Products in an operable condition according to the specifications contained in the technical manuals and as outlined in RFP No. 002 and the Licensor's Proposal in response thereto. Licensor shall provide Licensee with Enhancements to the Software as they are made generally available from time to time. Notwithstanding any other provisions of this Agreement, Licensor

shall provide support only with respect to the then-current generally available version of the Software.

36.2 Licensors shall also provide unlimited email and toll-free telephone technical support in the operation of the Software Products twenty-four (24) hours a day, seven (7) days a week. Licensors shall respond by telephone within one (1) hour to requests for support services. Licensee shall be given priority placement in the support queue for all system locking situations or problems claimed by Licensee to be a mission critical process. Upon receipt of Licensee's call, Licensors will (a) create an error report, (b) assign a severity level and (c) attempt to resolve the Software problem in accordance with the procedures and processes for problem resolution detailed below. It is understood by the parties that the Licensee and Licensors must mutually agree on whether an error is classified as a Severity Level 1, 2, or 3 error.

36.3 Severity Level 1 implies that the Software is not functioning. Some examples of Severity Level 1 Software problems are as follows: (a) Software is down and will not restart; (b) Software is not able to communicate with external systems; and (c) Software is generating a data corruption condition. Licensors shall resolve Severity Level 1 Software Errors within one (1) business day, or within a mutually agreed upon time frame. When a Severity Level 1 Software Error is reported, Licensors will assign resources necessary to correct the Software Error. If access to the Software is required, Licensee will provide a contact available to Licensors and access to Licensee's system and other software for the duration of the error correction procedures.

36.4 Severity Level 2 implies that (a) an essential function does not work as documented, or (b) testing and usage can continue but the task cannot be completed, and no workarounds exist. Licensors shall assign at least one (1) dedicated person to the problem and shall resolve Severity Level 2 Software Errors within two (2) business days, or within a mutually agreed upon time frame.

36.5 Severity Level 3 implies a Software Error such that implementations of function do not match specification and/or technical Documentation, and a workaround may exist. Licensors shall resolve Severity Level 3 Software Errors within ten (10) business days, or within a mutually agreed upon time frame.

ARTICLE 37 FORCE MAJEURE

Each party shall be excused from performance for any period and to the extent that it is prevented from performing any obligation or service, in whole or in part, as a result of causes beyond the reasonable control and without the fault or negligence of such party and/or its subcontractors. Such acts shall include without limitation acts of God, strikes, lockouts, riots, acts of war or terrorism, epidemics, governmental regulations superimposed after the fact, fire, earthquakes, floods, or other natural disasters (the "Force Majeure Events"). When such a cause arises, the Licensors shall notify the Licensee immediately in writing of the cause of its inability to perform; how it affects its performance, and the anticipated duration of the inability to perform. Delays in delivery or in meeting completion dates due to Force Majeure Events shall automatically extend such dates for a period equal to the duration of the delay caused by such events, unless the SWIB determines it to be in its best interest to terminate this Agreement.

ARTICLE 38 CHANGE ORDER RATE AND PROCEDURE

38.1 It is understood that the SWIB may, at any time by a written order, make changes in the scope of the project. No changes in scope are to be conducted or performed by the Licensor except by the express written approval of the SWIB. The Licensor shall be obligated to perform all changes requested by the Licensee, which have no price or schedule effect.

38.2 The Licensor shall have no obligation to proceed with any change that has a price or schedule effect until the parties have mutually agreed in writing thereto. Neither the SWIB nor the Licensor shall be obligated to execute such a change order; and if no such change order is executed, the Licensor shall not be obliged or authorized to perform services beyond the scope of this Agreement and the contract documents. All executed change orders shall be incorporated into previously defined deliverables.

38.3 With respect to any change orders issued in accordance with this Article, the Licensor shall be compensated for work performed under a change order according to the hourly change order rate of \$**INSERT CHANGE ORDER RATE** per hour. If there is a service that is not defined in the change order rate, the Licensor and the SWIB will negotiate the rate. The Licensor agrees that this change order rate shall be a “fully loaded” rate, that is, it includes the cost of all materials, travel expenses, per diem, and all other expenses and incidentals incurred by the Licensor in the performance of the change order. The Licensor shall invoice the Licensee upon acceptance by the Licensee of all work documented in the change order, and the Licensee shall pay invoice amounts on the terms set forth in this Agreement.

38.4 Upon agreement of the parties to enter into a change order, the parties will execute such a change order setting forth in reasonable detail the work to be performed thereunder, the revisions necessary to the specifications or performance schedules of any affected project work plan, and the estimated number of professional services hours that will be necessary to implement the work contemplated therein. The price of the work to be performed under any change order will be determined based upon the change order rate; however, the change order will be issued for a total fixed dollar amount and may not be exceeded regardless of the number of hours actually expended by the Licensor to complete the work required by that change order. The project work plan will be revised as necessary.

38.5 The Licensor will include in the progress reports delivered under this Agreement, the status of work performed under all then current change orders.

38.6 In the event the Licensor and the SWIB enter into a change order which increases or decreases the time required for the performance of any part of the work under this Agreement, the Licensor shall submit to the Licensee a revised version of the project work plan, clearly indicating all changes, at least five (5) working days prior to implementing any such changes.

38.7 The Licensee shall promptly review all revised project work plans submitted under this Agreement, and shall notify the Licensor of its approval or disapproval, in whole or in part, of the proposed revisions, stating with particularity all grounds for any disapproval, within ten (10) working days of receiving the revisions from the Licensor. If the Licensee fails to respond in

such time period or any extension thereof, the Licensee shall be deemed to have approved the revised project work plan.

ARTICLE 39 ESCROW OF SOURCE CODE

39.1 With the execution of this Agreement, the Licensor shall place and maintain a current copy of the data dictionary, Documentation, object code, and source code in escrow and shall furnish Licensee with a copy of the escrow agreement and the name and address of the agent. The escrow agreement shall authorize the escrow agent to release, at no cost to Licensee, the data dictionary, Documentation, object code, and source code to Licensee if and when the Licensee is deemed to have a right under this article. The Licensor shall pay all costs of providing and maintaining the escrow agreement, including the fees of the escrow agent. The copy of the source code placed in escrow shall be reproduced and maintained on magnetic tape or disk using a commonly accepted data recording protocol. Program documentation sufficient to allow a competent programmer to use and maintain the source code programs must accompany the source code. When a change is made to the object code or source code by or on behalf of the Licensor during the term of the escrow agreement, the revised code, including the change, shall be delivered to the escrow agent not later than thirty (30) calendar days after the change is effected by or on behalf of the Licensor.

39.2 Provided that the Licensee is not then in substantial default under this Agreement, the Licensor shall provide to Licensee, at no cost and within ten (10) calendar days after receipt of Licensee's written request for it, one (1) complete copy of the data dictionary, Documentation, object code, and source code used in the preparation of the Software and custom modifications to the source code and object code as a result of this Agreement, brought up to date as of the date of delivery of such source code to Licensee, upon the occurrence of any of the following events: (a) any or all material parts of the source code or object code is generally made available, with or without additional cost, to other users of comparable Software; or (b) the Licensor's or the software manufacturer's cessation, for any reason, to do business; or (c) the Licensor or the software manufacturer discontinues maintenance of the Software; or (d) bankruptcy, receivership, insolvency, reorganization, dissolution, liquidation, or other similar proceedings are instituted by or against the Licensor or the software manufacturer.

39.3 Upon Licensee's written request, the escrow agent shall promptly conduct, at Licensor's expense, a Verification of the deposit materials in accordance with Licensee's requirements and with the requirements herein stated. "Verification" as used herein, means a procedure or process to determine the accuracy, completeness, sufficiency and quality of the deposit materials at a level of detail reasonably requested by Licensee. Verification may include, as required by Licensee (or by a third party on behalf of Licensee), file listing, compilation, size comparison, function comparison and on-line comparison services. A copy of the verification results shall be immediately provided by the escrow agent to the SWIB.

39.4 Licensee (or a third party on behalf of Licensee) reserves the right from time to time and at any time to cause Verification of the deposit materials and to examine the deposit materials to verify conformance to the requirements of RFP No. 002, the Licensor's Proposal, as accepted by Licensee, in response thereto, and this Agreement, all at Licensor's expense. Except as otherwise required by Licensee (or by a third party on behalf of Licensee and reasonably approved by

Licensors), all Verification tasks shall be performed solely by employees of escrow agent and, at Licensee's option, of Licensee or a third party engaged by Licensee (subject to Licensor's reasonable approval of Licensee), without interference from Licensor; provided, however, that if and to the extent requested by Licensee (or by a third party on behalf of Licensee), Licensor shall at Licensor's expense provide to escrow agent and/or Licensee all reasonably necessary assistance and cooperation in connection with the performance of any Verification. Any Verification performed by the escrow agent or a third party engaged by the escrow agent (and acceptable to Licensee) shall be performed in a good, workmanlike, timely and professional manner by qualified persons fully familiar with the requirements, materials and technology involved in performing such Verifications.

39.5 Licensor shall, at its expense, implement a procedure whereby the escrow agent shall notify Licensee of all deposits to the software escrow based on software release updates. It is understood and agreed that updates shall occur at least on a quarterly basis.

For the faithful performance of the terms of this Agreement, the parties hereto have caused this Agreement to be executed by their undersigned authorized representatives.

State Workforce Investment Board

INSERT VENDOR NAME

By: _____
Authorized Signature

By: _____
Authorized Signature

Printed Name: Mark Henry

Printed Name: _____

Title: Board Chairman

Title: _____

Date: _____

Date: _____

Mississippi Department of Employment Security

By: _____
Authorized Signature

Printed Name: Jacqueline Turner

Title: Deputy Executive Director-CFO

Date: _____