



**Auburn University
Request for Proposal**

**Identity and Access Management system
RFP NO. B0008488**

Due: 10:30a.m. CST on February 12, 2020

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Section I. Request for Proposal

A. Expectations for the Auburn University Endpoint Security Solution

Auburn University ("Auburn") is a constitutionally established entity of the State of Alabama. The intent and purpose of the Request for Proposals (RFP) is to solicit sealed proposals to establish a contract for an Identity and Access Management solution for Auburn University in Auburn.

B. Proposal Overview and Definitions

Auburn University is requesting sealed proposals from qualified firms to establish a pricing agreement (contract) with a Vendor to service the University's needs for an Identity and Access Management solution with a minimum of administrative effort and at the lowest delivered overall cost.

Proposals will be received in the AU Procurement and Business Services office at 212 Ingram Hall, Auburn University, AL until 10:30am CST on February 12, 2020. After 10:00 and until the 10:30am CST bid opening, bids must be hand delivered to 212 Ingram Hall. Proposals will be publicly opened at 10:30 CST on February 12, 2020.

Throughout the remainder of this Request for Proposal, all entities involved will be referred to as follows:

- Auburn University will be referred to as "University" or "AU".
- Identity and Access Management solution provider will be referred to as "Vendor".
- This document will be referred to as "RFP".

All inquiries regarding this proposal and its contents should be directed to:

Burnette N. Tolbert, A.P.P.
Buyer at Procurement Business Services
(334) 844-3572
E-mail: tolbebn@auburn.edu

Section II. Instructions to Proposers

A. Proposal Response

- Proposals should be addressed and delivered to the Procurement and Business Services office, Auburn University, 212 Ingram Hall, Auburn University, Alabama, 36849-5101, on or before the time and date set for closing. Proposals should be in a sealed envelope marked:
Company Name
RFP Number
Data and Time Proposal is Due
- Proposers may withdraw proposals at any time prior to the time and date set for opening.
- The University reserves the sole and exclusive right to reject or accept any or all proposals and to waive any informality in proposal. The best interest of the University and their subsequent facilities shall be considered as the number one determining factor in selecting or not selecting a Proposer.
- No department, school, or office at the University has the authority to solicit official proposals other than Procurement and Business Services. All solicitation is performed under the direct supervision of the Executive Director of Procurement and Business Services and in complete accordance with the University policies and procedures.
- The University reserves the right to conduct discussions with proposers, and to accept revisions of proposals, and to negotiate price changes. The University will make reasonable efforts to protect proprietary information but all records are subject to State of Alabama open records laws.
- Proposers submitting proposals which meet the selection criteria and which are deemed to be the most advantageous to the University may be requested to give an oral presentation to a selection committee. Procurement and Business Services will schedule the presentations.
- The University is committed to the development of Small Business and Small Disadvantaged business (SB & SDB) Vendors. If subcontracting is necessary, the contractor will make every effort to use SB & SDB in the performance of this contract. Reporting will be required throughout the duration of the contract indicating the extent of SB & SDB participation.
- The Vendors shall indemnify, defend, and hold harmless the University, its officers, agents, and employees from any claims, damages, and actions of any kind or nature arising from or caused by the use of any materials, goods, equipment, or services furnished by the Vendor, provided that such liability does not attribute to the sole negligence of the University.
- Read and comply with all instructions, specifications, General Terms and Conditions, and Bid Conditions.

Section III. Form of Proposal

A. Proposal Format

- Submit one (1) original, two (2) copies, and one (1) electronic copy of the offeror's proposal in hard copy form. Use USB or CD as the electronic copy. ***Failure to include the original response, the electronic copy, and all signed copies may be grounds for rejection of your initial response without further evaluation.***
- Original proposal and all copies must be on 8-½ x 11 text weight paper, using binding tabs that will facilitate the distribution and evaluation of the proposals.
- The original hard copy response must be in a standard size 3 ring binder or binders, tabbed and numbered as described on the following page.
 - Copies must be bound but may be bound using alternative binding.
 - If there is any information or required submittals which due to size or binding cannot be incorporated following the proper tab, the offeror must provide information following the numbered tab, telling the evaluator where the information can be found in the response.
- Copies may be submitted in bulk.
- The outer carton of the response must include the name of Company, RFP number, and due date and time.
- Questions and requests for information may not be rearranged, regrouped, or divided in any way.
- No telephone, facsimile or telegraphic proposals will be considered. Proposals received after the time for closing will be returned to the proposer unopened.
- Ownership of all data, materials, and documentation originated and prepared for Auburn pursuant to this RFP shall belong exclusively to Auburn. Trade secrets or proprietary information submitted by an Offeror shall not be subject to public disclosure; however, a written notice must be provided that specifically identify the data or materials to be protected and state the reasons why protection is necessary.
- Oral Presentation: Offerors who submit a proposal in response to this RFP may be required to give an oral presentation of their proposal. This provides an opportunity for the Offeror to clarify or elaborate on the proposal but will in no way change the original proposal. This is a fact finding and explanation session only and does not include negotiation. Auburn will schedule the time and location of these presentations. Oral presentations are an option of Auburn and may or may not be conducted; therefore, proposals should be complete
- Unless stated in the response to this RFP, all Offerors will be considered to have accepted all the terms of the RFP and any addendum as issued without exception.

B. Tabular / Paginated Format

- **Tab 1:** A one to two page executive summary of the offeror's proposal, including brief descriptions of the company's expertise procuring a contract the size and scope described in the RFP, and how the proposer plans to address the University's requirements.

- **Tab 2:** Contact name(s), title(s), location(s) and resume(s) of the individual(s) responsible for the company's proposal and negotiation during this RFP process.
- **Tab 3:** The financial statements of the company for the past three years. If the company is a division of a larger corporation, the statements must be submitted for the corporation as a whole **and** for that division of the corporation.
- **Tab 4:** A listing of the company projects/customers similar in size and scope to the services described in the RFP. This list must include the name, address, telephone, and email address of the client contract administrator. If applicable, please list examples of services rendered in the state of Alabama, particularly within institutions of higher learning.
- **Tab 5:** Specific plans for providing the proposed services including, but not limited to (a) list of proposed services; (b) proposed approach and methodology (preliminary marketing plans); (c) how the services will be performed and schedules; (d) method of initiating services; and (e) description of any other services not outlined in the solicitation.
- **Tab 6:** Completed evaluation criteria for section V. Include any relevant notes.
- **Tab 7:** A list of at least five (5) references where the Offeror has provided the services described in the RFP. Include the organization, contact name, title, location, telephone number, and email address. Provide the information on past and current contracts. References should be higher-education schools preferably in the Southeast. Reference current customers/installations of similar size, scope and complexity to Auburn University.
- **Tab 8:** Provide a proposed summary and schedule for the key activities required to implement a smooth transition should you be awarded the contract. Include and identify all action or information required from Auburn.
- **Tab 9:** Exceptions to any terms and conditions.
- **Tab 10:** Additional comments.
- **Tab 11:** Vendor Disclosure Statement.
- **Tab 12:** Attachment B – Pricing Matrix
- **Tab 13:** Attachment C – Data Security Questionnaire
- **Tab 14:** Attachment D – Accessibility Questionnaire
- **Tab 15:** Appendix A – IAM Solution requirements worksheet

Section IV. Bid Conditions

A. Functional Requirements of Contract to be Awarded

a. Term

The University proposes the initial term of the agreement for an Identity and Access Management solution shall be three (3) years with the consent of both parties with the option to renew for 2 years upon consent of both parties.

B. Statement of Purpose

- a. Auburn University Office of Information Technology (OIT) is seeking a replacement of its current Identity and Access Management (IAM) system. The awarded solution will provide user lifecycle management, single sign on (SSO), Self-service password and access requests, and Identity and Access Governance (IAG). Preference will be given to solutions with little or no on-premise dependencies. Auburn University will accept proposals from single party providers as well as multiple vendor solutions from Managed Service Providers.

OIT is looking to modernize and enhance its IAM capabilities while removing much of the outdated home-grown components as well as enhance current IAG capabilities.

C. Background Information

The Office of Information Technology currently maintains the identities of approximately 70,000 active user accounts consisting of Students, employees, affiliates and service accounts, as well as approximately 46,000 alumni accounts. Annual turnover is approximately 15,000 users. User ID's originate from both our ERP system (Banner) as well as some external processes for departmental and service accounts. During semester changeover there may be updates or additions of 30,000 identities in a single night.

The current IAM system consists of approximately 30 inbound/outbound connectors and numerous external provisioning flows via file feed or database view. SSO is primarily accomplished via CAS and SAML and Auburn is a DUO campus for MFA.

Auburn University is seeking a vendor or solution provider that:

- Demonstrates strong familiarity with IAM challenges specific to higher education institutions and the current and future technologies that may be appropriate for the demands identified.
- Has strong experience and expertise with cloud based IAM.
- Is familiar with compliance regulations that pertain to data collection, data storage, data governance, and data accessibility regarding students, employees, and non-affiliated users in the University's systems.
- Has expertise with pertinent technologies in scope for Access Management, such as Oracle, Banner, Microsoft Active Directory, Microsoft Office 365, Microsoft Exchange, Microsoft Teams, Duo Security, Salesforce and ServiceNow.

- Has a minimum of three years' experience as a strategic partner or Managed Service Provider for IAM implementations with large institutions and systems of Higher Education.
- Demonstrates solid communication and presentation skills appropriate for multiple audiences, varying from executives and data custodians to programmers and IT professionals.
- Complies with security and privacy standards relevant to higher education in the US.
- Can deliver solid, experience-based and data-based justifications for each strategy, proposal, and recommendation provided.
- Can provide a resilient, high availability SSO system with little to no on-premise dependencies.
- Provides SSO IDP with full participation in InCommon/EduGain federations.

D. Scope of Work

The scope of work will include

- Develop understanding of Auburn's current IAM data flows and procedures.
- Develop a migration plan for existing users ,connectors and SSO relying parties.
- Migrating existing users and connectors from existing system with no substantial downtime.
- Training for system administration, operation and any maintenance that Auburn may be required to perform.
- Installation, provisioning or configuring all components required for the solution. If the solution is a hosted or IAAS solution provide at least 2 instances for Dev/Test.
- Successful Completion of QA testing.

E. Outcome and Performance Standards

The successful solution should provide the following:

i. Operational

a. Access Management:

- SSO (SAML/CAS/Oauth)
- MFA – Integration with DUO Security
- Modern Self-service password reset
- Access auditing and attestation, recertification
- Federated Identity including native support for InCommon federation

b. Identity Governance and Administration:

- Complete Identity lifecycle management
- Account and service provisioning, deprovisioning
- Provisioning and deprovisioning events should occur in real-time or near real-time.
- New account claiming
- Self-service requests for account or access requests

- Automated and self-service group management
- Ability to handle large changes in identity population efficiently
- Ability to accommodate multiple concurrent user roles or affiliations
- Provide for Role based provisioning/entitlement
- Hosted or IAAS solutions shall deliver SLA of 99.99% uptime

AM and IGA Feature Groupings

Access Management	Identity Governance and Administration
User authentication	Identity life cycle
Access policy management	Entitlements management
Access policy decision making and enforcement	Access requests
Coarse- and fine-grained authorization control	Access approval workflow
Adaptive access and trust elevation	Fulfillment
Single sign-on	Password management
Session management	Policy and role management
Security token services for token and protocol translation	Access certification
Access event logging and reporting	Auditing
	Reporting and analytics

ii. Security and Privacy:

- Auburn University systems and applications may contain sensitive data, including records of academic performance, medical, legal, criminal, and family details along with proprietary and confidential internal records concerning Auburn University students and employees; in addition to information that is confidential by law. Failure to protect Confidential Information from unauthorized disclosure or abuse can have legal, financial, and reputation consequences for Auburn University, its students, families, employees, and Vendor.
- Minimum Security Standards: The Vendor shall follow Auburn University's Vendor Vetting Process ("Software & Information Technology Services Approval") Policy and established Minimum Security Standards to include:
 - Application Security Best Practices
 - Access Control / Account Management
 - Authentication
 - Authorization / Provisioning / Role-based Access
 - Data Protection
 - Accountability / Logging / Auditing
 - Data Backup

- Continuity and Recovery and Information Security Policies: Upon request, the Vendor shall promptly provide Auburn University with copies of its information security policies that cover the following elements:
 - Data Classification
 - Security Training and Awareness
 - Systems Administration, Patching and Configuration
 - Application Development and Code Review
 - Incident Response
 - Disaster Recovery and Business Continuity
 - Data and System Backup
 - Compliance with Information Security or Privacy Laws, Regulations, or Standards
 - Data Ownership and Management:
- All data entered into the solution is the sole possession of the University. Vendor must agree not to use or disclose Auburn data without Auburn's written permission.
- Vendor must provide a mechanism for returning all data at the end of the contract. The mechanism must provide for automated load into a relational database system.
- Any breach of vendor system must be reported to Auburn's Chief Information Security Officer in accordance with The Alabama Data Breach Notification Act and the European Union General Data Protection Regulation.
- Support:
 - Free on demand and customizable training provided by the vendor.
 - 24/7 customer support provided by the vendor to AU IT staff. – Please detail in cost section the available tiers of support and Service Level Agreements and associated costs, if applicable.

F. 1.5 Deliverables

- G. Vendor will deliver a fully functional IAM system meeting all requirements as outlined in this document.

Section V. Evaluation Criteria

The objective of this process is to identify the Best Value Vendors that can serve the University well and provide attractive pricing. The University shall determine the award after evaluating each response on the following points. For the basis of award, each of the points will be considered in the listed order:

- A. **10%** - Demonstrated expertise, experience, and qualifications of the Offeror's personnel that will be assigned to provide Vendor services related to the Contract Requirements.
- B. **10%** - Specific plans and methodology for the providing the proposed services
- C. **5%** - Customer references
- D. **25%** - Technical Capabilities & Requirements
- E. **50%** - Pricing

Issuance of this RFP and receipt of proposals does not commit Auburn to award a contract. Auburn reserves the right to postpone receipt date, accepting or rejecting any or all proposals received in response to this RFP, or to negotiate with any of the firms submitting an RFP, or to cancel all or part of this RFP.

A. Product Features/Capabilities Overview

Provide a comprehensive narrative overview of your solution's functions and capabilities and describe how you can meet our specific requirements as outlined in the appendix A – IAM Solution requirements.

B. Operational Overview

Provide a comprehensive overview of your product(s)/services and how you can meet our specific requirements as outlined in this RFP and appendix A – IAM Solutions requirements.

Requested Topics

Describe the overall architecture of your solution and its ability to support and integrate with our current environment.

Demonstrate the operation of your solution. Describe how your product/service scales. What is the largest implementation for your product/service? Does your product/service automatically maintain performance with increased workload?

In general, what do you consider to be your top three differentiators from competitors?

C. Business Support Overview

To meet implementation objectives, our organization may require specific information from you for the services listed below. In developing your costs in Attachment B, please consider the following information:

- Online training for IT community
- Online or instructor-led training for system administrators
- Implementation services including assistance deploying product on endpoints
- Maintenance/Update services for three years.

Requested Topics

Training: Describe the end user/administrator training courses or options you offer, addressing the following:

- Location/method of delivery for training (i.e., live on-site, live online, on-demand online)
- Mentoring of individual end users by role

Testing certifications: Provide a list of any security certifications you offer or support that is related to your product. List third parties, if any, that are authorized to administer the certification.

Maintenance/update services: Describe your offerings, including:

- What services are included in your software maintenance/update program?
- What is your normal revision cycle for standard releases/updates?
- What is the normal distribution path for standard releases? Is it the same path for emergency releases/hot fixes?
- What documentation is provided with your standard releases? (Provide example(s).)

Support services: Describe your offerings, including:

- What services are included in your support service program? Provide information for both products and services if you provide both.
- Is a knowledge base accessible to end users? To system administrators?
- What are the various levels of standard service that you provide in terms of category of users supported, response time and hours of availability (e.g., Platinum Support means 2-hour response to all users, 24x7x365)?
- Is on-site support available? Provide the terms as outlined in your standard agreement.
- Do you provide consulting services on the process changes necessary to adopt your tools into the software life cycle?

Do you provide any supplemental services in addition to your primary product offering that we should be aware of, such as availability of a community platform for interaction with your client base?

D. Vendor Background and Pricing Information

Our organization is looking for a long-term relationship with our IAM vendor. Please provide the following background information:

Requested Topics

Provide pertinent contact information for your business, location of headquarters and major field offices.

Provide overall statement of revenue with breakdown as follows:

- Percent attributable to IAM product(s)
- Percent attributable to IAM services

Provide total number of years in business with specific details:

- Number of years providing IAM product(s)
- Number of years providing IAM services

Describe your IAM customer base:

- IAM product(s): Number of customers, number of user licenses, industries

- IAM services: Number of customers, number of websites tested via the service, number of websites tested per client.

Note: Provide your definition of a website (e.g., specific URLs).

Indicate your industry involvement, including membership(s) in industry organizations, participation in standards bodies and participation in the threat intelligence community. Provide a list of your solution partners.

Do you work with regional partners/value-added resellers that can provide implementation support for your solution? If so, please provide your list.

Do you provide a community exchange for your customers? If so, describe your community platform, detailing how your customers can interact throughout the community, with whom they can interact, and what type of content and training materials are available within the community.

What is your perception of market direction, and how does this affect your technology road map?

Describe your anticipation of industry/customer trends, how your product plans will meet these trends, and your approach to ensure that your solution can adapt and improve while continuing to provide value to an existing customer base.

Please provide all solution pricing for the total, proposed solution according to the information provided in this RFP.

Requested Topics

Provide a catalog of all items, including hardware, software and support services that are included in your solution, providing a description of each item, whether or not it is optional, and its associated list price.

Describe your pricing/licensing model for enterprise solutions, including any discount tiers. Please indicate any and all limitations to your enterprise pricing.

For each product above, describe how it is licensed (per user, per application, per authentication, etc.).

For SaaS solutions, describe how you price the service. Is it by size of application? Is it by contract period? Are there pricing tiers, such as for lightweight, fully automated tests versus more complex testing that requires manual intervention by your staff? Do you provide penetration testing (which includes testing outside of the application under test)?

Describe any standard discounting that you provide, such as GSA or educational discounts.

Provide prices for any additional special services, such as on-site, end user training, customization and certification training (if applicable), according to the information provided in Attachment C. Provide a total cost for each proposed solution, backed by the detail used for developing prices for Attachment C.

Provide a copy of your standard contract, together with your typical SLA for availability or quality of customer service, or product capabilities.

Section VI. AU General Terms and Conditions

1.0 – General Terms and Conditions

1.1 – These terms and conditions are hereby incorporated into this quote/bid and apply in like force to any subsequent contract order resulting from this bid quote/bid. Some conditions listed herein may not apply due to the nature of the product or service, or the manner in which it is procured.

1.2 – Whenever and wherever items of materials or equipment have been identified by describing a proprietary product, the identification is intended to be descriptive, but not restrictive, and is used to indicate the quality and characteristics of products that will be satisfactory to the University. Bids offering equal or alternate materials and equipment will be considered for award provided such items are clearly identified in the bids, and are determined by Auburn University to be of equal value in all material respects to the proprietary items specified.

Unless the firm submitting the bid has clearly indicated in its bid that it is offering an “equal,” or “alternate” items the bid shall be considered as offering the items as specified in the invitation for bids/ quotations.

If the firm submitting the bid plans to furnish an equal or alternate items, the brand name and identifying numbers and/or letters are to be inserted in the spaces provided or shall be otherwise clearly identified in the bid. The evaluation of the bids and the determination as to quality of the product offered shall be the responsibility of Auburn University. The bid award shall be based on the information furnished by the bidder or identified in the bid, as well as information reasonably available to the Procurement Services.

1.3 – The University will consider acceptable substitutes that meet, or exceed the quality of materials and workmanship of the items specified in the bid/quotation. Substitutions shall be of the same general design, size and style.

All proposed substitutes submitted must be accompanied by illustrations showing the design and style. Each illustration is to have on it, or attached to it, the item number of the specified piece to which it is an alternate. Sizes shall also be included.

All substitutes shall be listed in the spaces provided. Should additional space be required, the bidder shall use separate sheet of paper to list alternates. Any additional list should be prepared in like form to the bid document.

Auburn University will consider all proposed; however, it is not bound to any which, in the University’s opinion, is not in the University’s best interest.

1.4 – Any deviation from these general terms and conditions or exceptions taken shall be described fully and appended to the bid form on the bidder’s letterhead and over the signature of the person authorized to sign the bid form. Such appendages shall be considered part of the bidder’s bid form. In the absence of any statement of deviation or exception, the bid shall be accepted as being in strict compliance with all terms and conditions.

1.5 – There are no Federal or State laws that prohibit vendors from submitting bids/quotes lower than a price or bid given to the U. S. Government.

1.6 – The successful bidder may be required to furnish a monthly or quarterly summary of purchases made under the provision of the contract. The format and frequency of the report will be determined by the University.

1.7 – Auburn University reserves the right to require a performance bond from the successful bidder at the discretion of the University’s Procurement Professional. Unless specifically to the contrary in the bid documents, the cost of the bond shall be paid for entirely by the successful bidder.

When required, the proper and timely submission of any performance and payment bonds is a material condition for award/performance of this order. Vendor is not authorized to proceed with work and/ or deliveries unless all required bonds have been obtained, are acceptable to and received by the University.

1.8 – Failure of the successful bidder to adhere to delivery schedules as specified or to promptly replace rejected materials shall render the successful bidder liable for the difference between the “open market” and the quoted price where emergency purchases become necessary.

1.9 - Any and all items received under a resulting contract will be subject to inspection and testing to determine the quality and to ascertain that they meet specifications.

1.10 – Samples, when required, must be furnished free of expense after the opening of the bid and if not destroyed, will upon request, be returned at the bidder’s expense. Request for the return of samples must be made within ten days following the opening of bids/quotations, unless otherwise stated. Each individual sample must be labeled with the bidder’s name and item number.

1.11 – Deliveries shall be F.O.B. Auburn University (destination). Delivery by the successful bidder to the common carrier will not constitute delivery to the University.

1.12 - Successful bidder must agree to replace, free of charge, all defective items delivered under contract. All transportation charges covering return and replacement of items is to be done by the successful bidder.

1.13 - Payment for any item delivered may be withheld until all items and conditions have been complied with in full.

1.14 - It is agreed and understood that the bidders may attend the bid opening and may inspect the bid tabulation. However, no information will be given out as to opinion concerning the ultimate outcome while consideration of the award is in progress. Information regarding disposition will be available after an award is made and upon request.

1.15 – The successful bidder shall maintain, or have available for his own use, an inventory sufficient to make delivery within the time specified in this bid/quotation, provided that no default shall occur to deliver in less than the number of days stated in this bid/quotation from the date of receipt of notice to ship/deliver.

1.16 – Auburn University is not necessarily bound to accept the lowest bid if that bid is contrary to the best interest of the University. In making an award, intangible factors such as the service capability, integrity, facilities, equipment, reputation and past performance of the firm submitting the bid may be weighed. When other factors are clearly stated in the bid document, they will also be used in determining an award.

In the case of a tie for low cost, the Procurement Official may use the following: If one of the bidders has an existing contract and performance on an existing contract is satisfactory, this bidder gets the award.

Conversely, if performance on an existing contract is documented as not satisfactory, award goes to the other tie bidder. If one tie bidder is local, preference may be given to that bidder.

1.17 – All additional charges such as shipping, installation, insurance or other cost must be fully itemized with the bid/quote. Charges not specified at the time of the bid/quote will not be honored.

1.18 – It is mutually agreed by and between Auburn University and the bidder that the University's acceptance of the bidder's offer by the issuance of a Purchase Order shall create a contract between the two

parties. Any exceptions taken by the bidder, which are not included in the Purchase Order, will not be a part of the contract. Therefore, in the event of a conflict between the terms and conditions of this bid/quote and information submitted by a bidder, the terms and conditions of this bid/quotation and resulting Purchase Order will govern.

1.19 – The successful bidder must provide service manuals with full documentation and schematics when applicable and appropriate.

1.20 – The apparent silence of this specification and any supplemental specifications as to any details, or the omission from it of a detailed description concerning any point shall be regarded as meaning that the best commercial practices are to prevail, and that only materials of first quality and correct type, size, and design are to be used. All workmanship is to be first quality. All interpretations of this specification shall be made on the basis of this statement.

1.21 – Should it become necessary in order to evaluate a bidder's qualifications, the University may require the bidder to furnish information as indicated below:

1. Financial resources
2. Personnel resources
3. Executive or key person resumes
4. Evidence of ability to meet delivery schedule
5. Ability to meet specification quality requirements
6. Availability of production capacity

1.22 – In the event that the successful bidder fails to make delivery of acceptable goods on or before the agreed delivery date and the University expends unreasonable time, effort, telephone calls and correspondence, the University will bill the Vendor at a reasonable cost for such and deduct it from the applicable invoice.

1.23 – Any Purchase Order/contract resulting from this bid/quotation can be cancelled without penalty if any of the following conditions exist:

- a. Breach of contract
- b. The vendor fails to furnish a satisfactory performance bond within the time specified when such a bond is required.
- c. Failure of the vendor to make delivery within the time specified.
- d. In the event material, supplies or equipment furnished does not meet specifications.
- e. Where the contract was obtained by fraud, collusion, conspiracy or any other unlawful means.

The Purchase Order/contract may also be cancelled by convenience by any party. The effective date of cancellation shall be thirty days of written notice of intent by one of the parties. The vendor will, however, will be

required to honor all orders that were prepared and dated prior to the date of cancellation, if required to do so by the University.

1.24 – The University reserves the right to award as many term contracts for the supply of any class or type of commodity as may be to the best interest of the University.

1.25 – This section will apply when items in the bid/quotation are requested to be on a “furnish and install” basis. The successful bidder will have the complete responsibility for the items or system until it is in place and working. Any special installation preparation and requirement will be submitted to the University after the receipt of a purchase order. All transportation and cooperation arrangements will be responsibility of the successful bidder. The delivery of equipment will be coordinated so that items will be delivered directly to the installation site. This will minimize the risk of damage and avoid double handling by University personnel.

1.26 – Any alleged oral agreement made by a bidder or contractor, with any university department or employee will be disregarded.

1.27 – Prompt payment discounts (“cash discounts”) will not be considered in determining the lowest bidder.

1.28 – Successful bidder may be required to furnish policies or certificates of insurance, with Auburn University, its Board of Trustees, Faculty, Staff, and agents named as additional insured, as follows:

1. a. Workman’s Compensation – Statutory
b. Employer’s Liability - \$1,000,000.00
2. Comprehensive General Liability
 - a. General Aggregate - \$1,000,000.00
 - b. Products-Complete - \$1,000,000.00
 - c. Personal & Advertising - \$1,000,000.00
 - d. Each occurrence or single limits of - \$1,000,000.00
3. Automobile Liability
 - a. Bodily injury - \$1,000,000.00 Each Person
\$1,000,000.00 Each Occurrence
 - b. Property damage or combined single
\$1,000,000.00 each occurrence limit of
\$1,000,000

Due to the nature of some projects, Auburn University reserves the right to require additional limits of liability coverage.

1.29 - Successful bidder agrees to comply with the conditions of all applicable Federal Non-Discrimination and Equal Opportunity laws, the Federal Occupational Safety and Health Act of 1970 (OSHA), the Washington Industrial Safety Act of 1973 (WISHA), as amended, and the standards and regulations issued there under, and certifies that all items furnished and purchased will conform to and comply with such applicable standards and regulations. All applicable contracts will comply with the Davis-Bacon Act.

1.30 – ADVERTISING. No advertising or publicity matter having or containing any reference to Auburn University or any of its faculty/staff shall be made by successful bidder or any one in successful bidder’s behalf unless successful bidder has written consent of the University.

No public release of information, news release, announcement, denial or confirmation of this order or the subject matter hereof, shall be made without the University’s prior written approval.

1.31 - LAW. The laws of the State of Alabama shall govern any order, and the venue of any action brought hereunder may be laid in or transferred to the County of Lee, State of Alabama.

1.32 – PAYMENT TERMS. Unless otherwise specified in the purchase Order/contract terms of payment are “Net 30 days.”

1.33 – INSOLVENCY. If vendor ceases to conduct normal business operations (including inability to meet its obligations), or if any proceedings under bankruptcy or insolvency laws is brought by or against vendor, or a receiver for vendor is appointed or applied for, or vendor makes an assignment for the benefit of creditors, the University may terminate this order, without liability, except for deliveries previously made and for supplies completed and subsequently in accordance with the terms or the order. In the event of the vendor’s insolvency, the University shall have the right to procure the balance of this order from others without liability.

1.34 - CANCELLATION FOR LACK OF FUNDING. This purchase order/contract may be cancelled without further obligation on the part of Auburn University in the event that sufficient, appropriated funding is unavailable to assure full performance of its terms. The Vendor shall be notified in writing of such non-appropriation at the earliest opportunity.

1.35 - Contractor certifies that neither it, nor any of its employees who will provide or perform services under

this contract, have been debarred, suspended, or declared ineligible as defined in the Federal Acquisition Regulation (FAR 48 C.F.R Ch 1 Subpart 9.4). Contractor will immediately notify the University if the Contractor or any of its employees who will provide or perform services under this contract is placed on the Consolidated List of Debarred, Suspended, and Ineligible Contractors.

Attachment A. Calendar of Events

Task	Date
RFP Bid issued	1/08/2020
Pre-bid conference	1/27/2020
Deadline for questions	2/5/2020
RFP Bid Due	2/12/2020
Finalists Presentations	2/17-21/2020

Vendor will be asked to visit on-site at Auburn within two weeks of bid closing

All questions regarding the RFP should be submitted by February 5th and Auburn will reply by February 7th

All inquiries regarding this proposal and its contents should be directed to:

Burnette N. Tolbert, A.P.P.
Buyer at Procurement Business Services
(334) 844-3572
E-mail: tolbebn@auburn.edu

Attachment B. Pricing Matrix

Include your pricing structure for the product, additional features, components, training, and support. List each item per line and include various support levels. Include the 3-year plan, 2-year renewal, support cost breakdown, deployment plan cost, and any additional costs. Include any notes relevant to the line items.

Data Security Vendor Questionnaire – Attachment C

The following questions are used to help protect sensitive data that is shared between Auburn University and entities whose servers and applications utilize the data. Please answer the following questions where applicable; Mark non-applicable questions as N/A.

Representative Information: This section pertains to the person completing questionnaire. Please provide complete information so we can contact you for additional questions or clarifications if the need arises.

- Name
- Title
- Phone number
- Email address

General Information

- Company Name
- Company Address
- Company Website

Product or Service Information

1. Provide a brief description of your product or service.
2. Does this product or service capture and/or retain any of the following? (Indicate all that apply)
 - a. Names
 - b. Addresses
 - c. Date of Birth
 - d. Social Security Number
 - e. Health Information
 - f. Department of Defense Information
 - g. Banking Information
 - h. Credit or Debit Card Information
 - i. Grades
3. Will your employees have access to Auburn University data? (Indicate all that apply)
 - a. Human Resource
 - b. Student Information
 - c. Financial Records
4. Describe your web application security standards? Do you meet OWASP standards?

Application Support and Training

5. Describe your on-line help.
6. What is the process for handling password resets?
7. What is the procedure for handling customer requests for application modifications?
8. How often is the application modified and how do you notify your customers of an upcoming modification?
9. Does your application allow the customer to export application data into a standard format such as Excel?

Availability

10. What is your application/service available uptime? Scheduled maintenance window?
11. How do you scale your system during peak usage?

Data Protection

12. How do you separate Auburn University's data from other customers' data?

13. Are there any indemnity provisions (in the contract) that protect AU from any liability arising from a loss sensitive information?
14. Describe your data-at-rest and data-in-motion protection.
15. What encryption methods are used for data-at-rest and data-in-motion?
16. What kind of authentication and access control procedures are in place?
17. How do we send our data to you?
18. What methods do you use to transfer data from one place to another?
19. Do you currently utilize Multi-factor authentication to access Servers, website, user logins? If no, do you have plans to move to MFA?
20. What are your data loss prevention capabilities?
21. Is it possible for any third party (your service providers) to access data, and if so, how?
22. Is your secure gateway environment certified by an authoritative third party, and if so, who?
23. Has a security audit been performed to any of the following standards: PCI-DSS, CIS Security Benchmarks, ISO 27001/2, NIST 800-12, AICPA SOC 2 - Type II, or other (please name)? What are the results of the audit? Please included a copy of the external attestation.
24. Is sensitive data (e.g., payment card number, SSN) masked/encrypted such that only authorized individuals have access to the data?
25. Do you have plans to move away from SSL v2/v3 to TLS v1.1 or later? If so, when?

Vulnerability Management

26. Do you perform penetration testing? Has an external firm performed penetration testing?
27. Describe your virus detection methods and software.
28. How often do you scan for vulnerabilities on your network?
29. How often do you scan for vulnerabilities within your web applications?
30. How do you protect against outside threats?

Identity Management

31. How do you secure user IDs and access credentials?
32. Do you support SSO and if so, which standards?

Physical and Personnel Security

33. Do you restrict and monitor your employee access to data 24x7?
34. Do you perform background checks on all relevant personnel?
35. What were the findings of your most recent security audit? Date performed?
36. Do you use your own computing environment (including back-up and storage capacity)?
37. Do you use any 3rd party repository for file transfer, file storage or file sharing? (Ex. Dropbox, Office 365, Google Drive)?

Incident Response

38. What detection methods do you have to determine if the data has been breached by an outside source? (Intrusion Detection Systems)
39. What is your procedure for handling a data breach and how will Auburn University be notified?

Business Continuity (BC) and Disaster Recovery (DR)

40. What is your recovery point objective (RPO)?
41. What is your recovery time objective (RTO)?
42. Are your infrastructure components fully redundant?

End-of-service Support

43. Will data be packaged and delivered back to Auburn University at the end of service? If so, in what format and how soon will it be delivered?
44. How will you ensure that any Auburn data will be destroyed completely from your network at the end of service?

Accessibility Vendor Questionnaire – Attachment D

The following questions are used to determine if an application meets technical standards necessary for accommodating individuals with disabilities including auditory, cognitive, neurological, physical, speech, and visual disabilities. Please answer the following questions where applicable.

1. Do you have a Voluntary Product Accessibility Template (VPAT) completed? If so, please upload a copy with this questionnaire.

☒ Yes ☐ No

2. What has your company done to evaluate the accessibility of your product in accordance with either Section 508 of the Rehabilitation Act or WCAG 2.0 accessibility guidelines?

3. Do you know of any problems or have you received any complaints regarding the accessibility of your product? Please explain.

☒ Yes ☐ No

4. Has your product been evaluated using screen reading or voice recognition technology?

☐ Screen Reading ☐ Voice Recognition
☐ None

5. Can your product be navigated by using the keyboard only?

☒ Yes ☐ No

6. If accessibility for users with disabilities has not been implemented, when is your company planning to incorporate accessibility into the product?

7. If our users should encounter issues with accessibility, to what extent are you willing to work with the University to improve your product's accessibility?

8. If you know of organizations using your product for whom accessibility was also a priority, please provide contact information.

Attach any other supporting documentation to your email submission. Send to vetting@auburn.edu