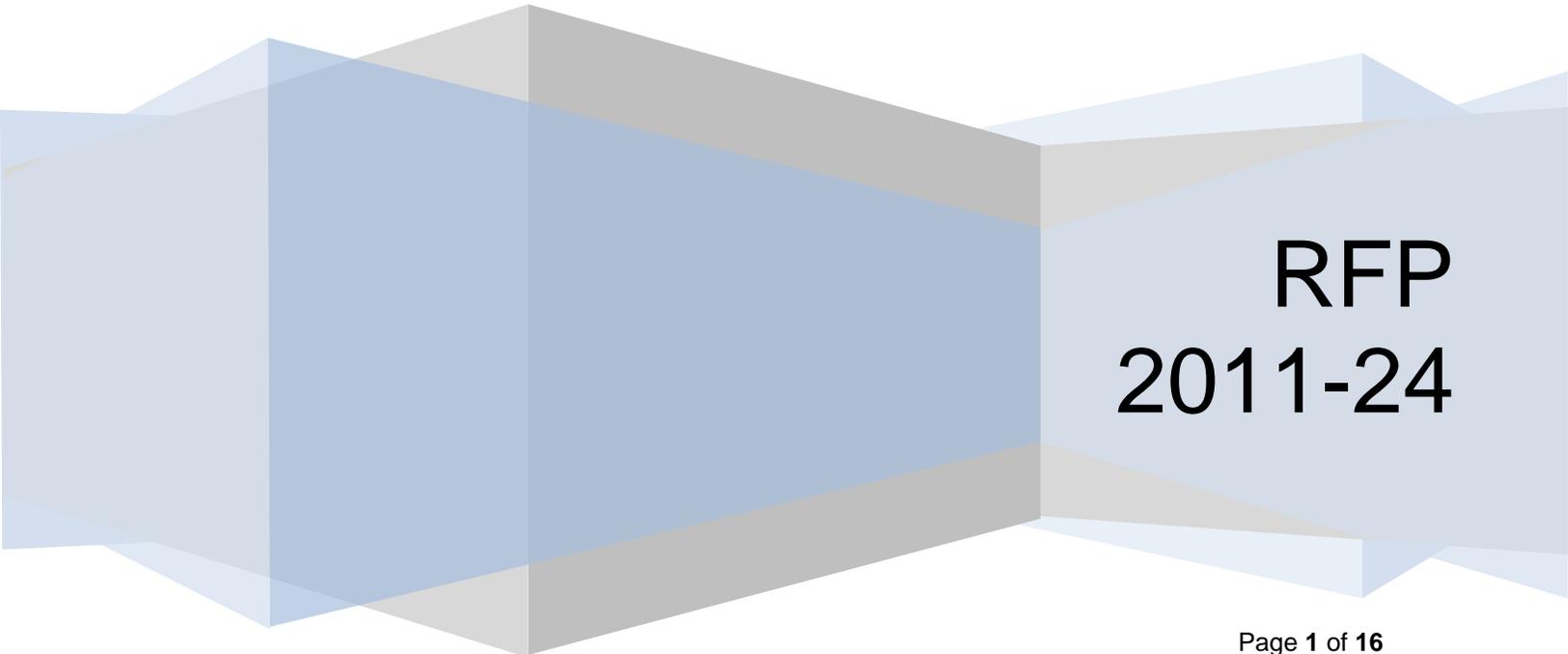


**University Medical Center
of
Southern Nevada**

**Request for Proposal
2011-24**

Pharmacy Carousel and Inventory System



**RFP
2011-24**

UNIVERSITY MEDICAL CENTER OF SOUTHERN NEVADA

REQUEST FOR PROPOSAL
RFP NO. 2011-24
Pharmacy Carousel & Inventory System

UMC is looking to identify superior proposers that can provide a Pharmacy Carousel & Inventory System for lease. Requirement will include procurement, installation, implementation, training, and support.

The RFP package is available as follows:

- Pick up - University Medical Center, Trauma Center, Contracts Management Office, 800 Rose Street, Suite 408, Las Vegas, Nevada 89106.
- By Electronic Mail or Mail – Please email a request to Contracts Management at robert.maher@umcsn.com specifying project number and description. Be sure to include company address, phone and fax numbers, email address or call (702) 207-8846.
- Internet – Visit the Clark County website at www.clarkcountynv.gov/purchasing. Click on “Current Opportunities”, scroll to bottom for UMC’s Opportunities and locate appropriate document in the list of current solicitations.

A Mandatory Pre-Proposal Conference will be held on **October 4th, 2011** at **10:00 a.m.**, at UMC Trauma Center, 800 Rose St, Las Vegas, 4th Floor Conference Room H. This will be **only** opportunity to be able to walk around and visually inspect the area.

Proposals will be accepted at the University Medical Center address specified above on, or before, **October 26, 2011** at 2:00:00 p.m., based on the time clock at the UMC Materials Management office. Proposals are time-stamped upon receipt.

PUBLISHED:
Las Vegas Review Journal
Date: September 25, 2011

University Medical Center Of Southern Nevada

**CONFIRMATION FORM
for
RECEIPT OF RFP NO. 2011-24
Pharmacy Carousel & Inventory System**

If you are interested in this invitation, immediately upon receipt please fax this confirmation form to the fax number provided at the bottom of this page.

Failure to do so means you are not interested in the project and do not want any associated addenda mailed to you.

VENDOR ACKNOWLEDGES RECEIVING THE FOLLOWING RFP DOCUMENT:

PROJECT NO. RFP NO. 2011-24

DESCRIPTION: Pharmacy Carousel & Inventory System

VENDOR MUST COMPLETE THE FOLLOWING INFORMATION:

Company Name: _____

Company Address: _____

City / State / Zip: _____

Name / Title: _____

Area Code/Phone Number: _____

Area Code/Fax Number: _____

Email Address: _____

**FAX THIS CONFIRMATION FORM TO: (702) 383-2609
Or EMAIL TO: robert.maher@umcsn.com
TYPE or PRINT CLEARLY**

GENERAL CONDITIONS
RFP NO. 2011-24
Pharmacy Carousel & Inventory System

1. TERMS

The term "OWNER" or "UMC", as used throughout this document, will mean University Medical Center of Southern Nevada. The term "BCC" as used throughout this document will mean the Board of Hospital Trustees which is the Governing Body of OWNER. The term "PROPOSER" as used throughout this document will mean the respondents to this Request for Proposal. The term "RFP" as used throughout this document will mean Request for Proposal.

2. INTENT

OWNER is soliciting proposals for a total lease of a Pharmacy Carousel & Inventory System. The contract will be for the lease of the system to include installation, implementation and maintenance/support.

3. SCOPE OF PROJECT

Background

University Medical Center of Southern Nevada, located in Las Vegas, Nevada, is a county-owned, acute-care hospital, organized under Nevada Revised Statute Chapter 450, with over 500 beds, a Level 1 Trauma Center, a Level 2 Pediatric Trauma Center and 10 urgent care clinics.

Purpose

The purpose of this RFP is to identify superior PROPOSER(s) that can provide a Pharmacy Carousel & Inventory System. This requirement will provide for adequate storage of ~1500 medicines within a carousel storage unit and an inventory system that will track ~3000 medicines, costs, inventory levels, link to other systems and more. Proposer shall be responsible for installation, operational implementation and maintenance/support.

Expectations of Business Partner

UMC strives to provide exemplary service to its patients. UMC therefore has high expectations of its business partners. It is expected that the business partner will provide quality products and service at the lowest price available in the market, but just as important is the expectation that these products and services are provided in a manner that exhibits the highest level of ethics and professionalism. It is expected that, as a result of this relationship, the business partner will work with UMC to ensure that the agreement remains competitive with continual review of market conditions.

4. DESIGNATED CONTACTS

OWNER's representative will be Rob Maher, telephone number (702) 207-8846. This representative will respond to questions concerning the scope of work of this RFP. Questions regarding the selection process for this RFP may be directed to Rob Maher, Contracts Management, robert.maher@umcsn.com.

5. CONTACT WITH OWNER DURING RFP PROCESS

Communication between a PROPOSER and a member of the BCC or between a PROPOSER and a non-designated Owner contact regarding the selection of a proponent or award of this contract is prohibited from the time the RFP is advertised until the item is posted on an agenda for award of the contract. Questions pertaining to this RFP shall be addressed to the designated contact(s) specified in the RFP document. Failure of a PROPOSER, or any of its representatives, to comply with this paragraph may result in their proposal being rejected.

6. TENTATIVE DATES AND SCHEDULE

RFP Published in Las Vegas Review-Journal	September 25, 2011
Pre proposal conference ***	October 4, 2011 ***
Final Date to Submit Questions	October 14, 2011
Last Day for Addendums	October 21, 2011
RFP Responses Due (2:00:00 pm)	October 26, 2011
RFP Evaluations	October/November 2011
Finalists Selection	November 2011
Finalists Oral Presentations (if required)	November 2011
Final Selection & Contract Negotiations	November/December 2011
Award & Approval of the Final Contract	November/December 2011

***This will be only opportunity to be able to walk around and visually inspect the area.

7. METHOD OF EVALUATION AND AWARD

Since the service requested in this RFP is not considered to be a professional service, award will be in accordance with the provisions of the Nevada Revised Statutes, Chapter 332, Purchasing: Local Governments, Section 332.065.

The proposals may be reviewed individually by staff members through an ad hoc committee. The finalists may be requested to provide OWNER a presentation and/or an oral interview. The ad hoc staff committee may review the RFP's as well as any requested presentations and/or oral interviews to gather information that will assist in making the recommendation. OWNER reserves the right to award the contract based on objective and/or subjective evaluation criteria. This contract will be awarded on the basis of which proposal OWNER deems best suited to fulfill the requirements of the RFP at a fair and reasonable price. OWNER also reserves the right not to make an award if it is deemed that no single proposal fully meets the requirement of this RFP. OWNER reserves the right to make a multiple award if it is in the best interest of OWNER.

OWNER's mission is to provide the highest quality of care to its patients. For continuity of care and other reasons, OWNER will enter into an exclusive contract for each component described. Once OWNER makes an initial selection, it will utilize required compliance considerations, and negotiate fair market value compensation for the products/services under the agreement. Based upon this process, OWNER will then negotiate a final contract(s) with PROPOSER and present the contract to the BCC for approval.

8. SUBMITTAL REQUIREMENTS

The proposal submitted should not exceed 50 pages. Other attachments may be included with no guarantee of review.

All proposals shall be on 8-1/2" x 11" paper bound with tabbed dividers labeled by evaluation criteria section to correspond with the evaluation criteria requested in Section 18. The ideal proposal will be 2-hole punched at the top and bound with a binder clip. Double sided printing is accepted, flip on short edge. Binders or spiral binding is not preferred or required.

PROPOSER shall submit one (1) clearly labeled original paper copy as well as seven (7) paper copies and one (1) electronic copy of the entire proposal. The electronic copy shall be on a CD media format in either PDF or Word version. The name of PROPOSER's firm shall be indicated on the cover of each proposal.

All proposals must be submitted in a sealed envelope plainly marked with the name and address of PROPOSER and the RFP number and title. No responsibility will attach to OWNER or any official or employee thereof, for the pre-opening of, post-opening of, or the failure to open a proposal not properly addressed and identified. FAXED OR EMAILED PROPOSALS ARE NOT ALLOWED AND WILL NOT BE CONSIDERED.

The following are detailed delivery/ mailing instructions for proposals:

Hand Delivery

University Medical Center
Materials Management
Trauma Center Building
800 Rose Street, Suite 408
Las Vegas, Nevada 89106

RFP No. 2011-24
Imaging Services Equipment
(Rm 4 & Rm 6)

U.S. Mail Delivery

University Medical Center
Materials Management
1800 West Charleston Blvd
Las Vegas, Nevada 89102

RFP No. 2011-24
Imaging Services Equipment
(Rm 4 & Rm 6)

Express Delivery

University Medical Center
Materials Management
800 Rose Street, Suite 408
Las Vegas, Nevada 89106

RFP No. 2011-24
Pharmacy Carousel &
Inventory System

Regardless of the method used for delivery, PROPOSER(S) shall be wholly responsible for the timely delivery of submitted proposals.

Proposals are time-stamped upon receipt. Proposals submitted must be time-stamped no later than 2:00:00 p.m. on the RFP opening date. RFPs time-stamped after 2:00:00 p.m., based on the time clock at the UMC Contracts Management office will be recorded as late, remain unopened and be formally rejected.

9. WITHDRAWAL OF PROPOSAL

PROPOSER(S) may request withdrawal of a posted, sealed proposal prior to the scheduled proposal opening time provided the request for withdrawal is submitted to OWNER's representative in writing. Proposals must be re-submitted and time-stamped in accordance with the RFP document in order to be accepted.

No proposal may be withdrawn for a period of 90 calendar days after the date of proposal opening. All proposals received are considered firm offers during this period. PROPOSER's offer will expire after 90 calendar days.

If a PROPOSER intended for award withdraws their proposal, that PROPOSER may be deemed non-responsible if responding to future solicitations.

10. REJECTION OF PROPOSAL

OWNER reserves the right to reject any and all proposals received by reason of this request.

11. PROPOSAL COSTS

There shall be no obligation for OWNER to compensate PROPOSER(S) for any costs of responding to this RFP.

12. ALTERNATE PROPOSALS

Alternate proposals are defined as those that do not meet the requirements of this RFP. Alternate proposals will not be considered.

13. ADDENDA AND INTERPRETATIONS

If it becomes necessary to revise any part of the RFP, a written addendum will be provided to all PROPOSER(S) in written form from OWNER's representative. OWNER is not bound by any specifications by OWNER's employees, unless such clarification or change is provided to PROPOSER(S) in written addendum form from OWNER's representative.

14. PUBLIC RECORDS

OWNER is a public agency as defined by state law, and as such, it is subject to the Nevada Public Records Law (Chapter 239 of the Nevada Revised Statutes). Under that law, all of OWNER's records are public records (unless otherwise declared by law to be confidential) and are subject to inspection and copying by any person. However, in accordance with NRS 332.061(2), a proposal that requires negotiation or evaluation by OWNER may not be disclosed until the proposal is recommended for award of a contract. PROPOSER(S) are advised that once a proposal is received by OWNER, its contents will become a public record and nothing contained in the proposal will be deemed to be confidential except proprietary information. PROPOSER(S) shall not include any information in their proposal that is proprietary in nature or that they would not want to be released to the public. Proposals must contain sufficient information to be evaluated and a contract written without reference to any proprietary information.

If a PROPOSER feels that they cannot submit their proposal without including proprietary information, they must adhere to the following procedure or their proposal may be deemed unresponsive and will not be recommended to the BCC for selection.

PROPOSER(S) must submit such information in a separate, sealed envelope labeled "Proprietary Information" with the RFP number. The envelope must contain a letter from PROPOSER's legal counsel describing the documents in the envelope, representing in good faith that the information in each document meets the narrow definitions of proprietary information set forth in NRS 332.025, 332.061 and NRS Chapter 600A, and briefly stating the reasons that each document meets the said definitions.

Upon receipt of a proposal accompanied by such a separate, sealed envelope, OWNER will open the envelope to determine whether the procedure described above has been followed.

Any information submitted pursuant to the above procedure will be used by OWNER only for the purposes of evaluating proposals and conducting negotiations and might never be used at all.

If a lawsuit or other court action is initiated to obtain proprietary information, a PROPOSER(S) who submits the proprietary information according to the above procedure must have legal counsel intervene in the court action and defend the secrecy of the information. Failure to do so shall be deemed PROPOSER's consent to the disclosure of the information by OWNER, PROPOSER's waiver of claims for wrongful disclosure by OWNER, and PROPOSER's covenant not to sue OWNER for such a disclosure.

PROPOSER(S) also agrees to fully indemnify OWNER if OWNER is assessed any fine, judgment, court cost or attorney's fees as a result of a challenge to the designation of information as proprietary.

15. PROPOSALS ARE NOT TO CONTAIN CONFIDENTIAL / PROPRIETARY INFORMATION

Proposals must contain sufficient information to be evaluated and a contract written without reference to any confidential or proprietary information. PROPOSER(S) shall not include any information in their proposal that they would not want to be released to the public. Any proposal submitted that is marked "Confidential" or "Proprietary," or that contains materials so marked, will be returned to PROPOSER and will not be considered for award.

16. COLLUSION AND ADVANCE DISCLOSURES

Pursuant to 332.820 evidence of agreement or collusion among PROPOSER(S) and prospective PROPOSER(S) acting to illegally restrain freedom of competition by agreement to bid a fixed price, or otherwise, shall render the offers of such PROPOSER(S) void.

Advance disclosures of any information to any particular PROPOSER(S) which gives that particular PROPOSER any advantage over any other interested PROPOSER(S), in advance of the opening of proposals, whether in response to advertising or an informal request for proposals, made or permitted by a member of the governing body or an employee or representative thereof, shall operate to void all proposals received in response to that particular request for proposals.

17. CONTRACT

Preferred PROPOSER shall submit a sample contract upon owner's request. OWNER reserves the right to negotiate any and all terms of the standard agreement set forth by the PROPOSER. All final contracts are subject to review and approval by the Clark County District Attorney's Office.

18. EVALUATION CRITERIA

Evaluation will be based upon your response to the questions asked below. **All questions are to be answered in the order they appear and be noted with the identifying letter and number.** PROPOSER(S) who do not answer all questions, or provide incomplete responses may be determined non-responsive and disqualified.

A. **Organizational Information**

1. Provide your organization's name, address, internet URL (if any), telephone and fax numbers. Include the name, title, direct phone number and address, and E-mail address of the individual who will serve as your organization's primary contact.
2. Provide a brief description of your organization locally, statewide and nationally (if applicable).
3. List any other factor known to PROPOSER that could materially impair the ability of PROPOSER to carry out its duties and obligations under this Agreement or that could materially affect Owner's decision.
4. All firms may indicate if they are a minority-owned business, women-owned business, physically-challenged business, small business, or a Nevada business enterprise.
5. List organization's employee demographics including:
 - a. Total number of employees
 - b. Total number of women employed
 - c. Total number of minorities employed
 - d. Total number of bilingual employees, indicate language(s) spoken
 - e. Total number of employees located in Clark County, Nevada

B. **Experience / References**

1. Include a brief summary of two (2) to three (3) recent relevant projects, with the same size and scope of work as this project, over the past 2-3 years. All firms are encouraged to indicate their experience of performing related work within the State of Nevada. Each project listed shall include;
 - a. Medical Facility Name
 - b. Address
 - c. Private or Public healthcare facility
 - d. Number of beds
 - e. Primary contact person with title
 - f. Phone number
 - g. Email address. List local medical facilities first
 - h. Description of type of work and services provided on this project
 - i. Successes

- j. Challenges and how they were overcome

C. Cost/Price

1. Set forth your proposed cost/fee schedule for the project/deliverables as described in your proposal and Scope of Project. Complete and submit **Exhibit B** (price schedule) into your proposal.
2. Contractors shall provide three (3) fair market value lease options that go out 5, 7 and 10 years. For each lease option provide a detailed breakdown of costs to include installation, implementation, maintenance, parts, support and any other associated costs. Each lease shall contain an after lease buy-out option.

D. Financials

1. Provide a copy of your company's most recent audited financials. PROPOSERS(S) that fail to provide financial information may be deemed non-responsive.

E. Project Performance / Implementation Plan

1. Describe in detail your approach to the project implementation work plan. Include a preliminary project plan that includes:
 - a. Acknowledge complete understanding of the entire RFP and capability of completing this project.
 - b. PROPOSER's concept of the project including the methodology to be used and the major deliverables to be produced.
 - c. Any assumptions.
 - d. Any constraints.
 - e. Provide a project timeline, i.e. Gantt chart (Exhibit C)
 - f. Identify and explain projected delays to the schedule to include lead times.
 - g. Provide information concerning the Installation, Implementation and Training of Team member's. Indicate the present workload of the project staff to demonstrate their ability to devote sufficient time to meet the proposed schedule.

F. Project Information

1. Inventory Storage System

Provide detailed information on the characteristics, specifications, operational capabilities of the carousel system proposed that will meet the Owner's requirements identified within the Statement of Work.

- a. Provide details and specifications of proposed system.
- b. Explain how the carousel can be operated without power.
- c. What is the expected life of the proposed system, knowing the OWNER's pharmacy pulls over 1,000 drug orders daily, 24/7/365?

2. Hardware

Provide detailed information about the following:

- a. Provide a list of hardware to include but not limited to CPU's, servers, monitors, readers and printers that will be required to fulfill OWNER's requirements as provided in the Statement of Work.

- b. Provide minimum specifications for each piece of hardware to ensure optimal operation.
- c. Describe the commerciality of each product to ensure adequate upgrades if required.

3. Software

Provided detailed information about the following:

- a. Describe the capabilities of the proposed software and its ability to be compatible with other programs.
- b. Shall be compatible to the McKesson Electronic Medical Record (EMR) system.
- c. Specifically address the compatibility to the following programs/software;
 - a. Pyxis Dispensing Machines
 - b. Cardinal Health Pharmacy Distribution
 - c. Talyst 340B Split Payment Software
 - d. Mediware Pharmacy Information System
- d. Identify two (2) locations with contact information where your company has proven to be compatible to the programs mentioned in 3.c.
- e. Identify the types of reports and audits that are capable of being produced.
- f. Describe the process to obtain upgrades to software. Are upgrades included in the lease proposal?

4. Warranty

Provide detailed warranty information.

- a. Provide information on warranty coverage for each component proposed.
- b. Provide a list of components not covered.

5. Maintenance/Repair

Provided detailed information about the following:

- a. Provide a list and explain the types of maintenance/repair services are available
- b. Provide information, types and frequency, of routine or specialized requirements for servicing equipment.
- c. What is the average downtime for the carousel's hardware and software in regards to maintenance and system failure?
- d. Identify the local or nearest representative that would be available to provide maintenance and repair services.
- e. What is the availability of spare parts, in the local area, in order to minimize downtime?

6. IT Support

Provided detailed information about the following:

- a. Provide a list and explain the types of support that is being proposed.
- b. Describe processes for routine, urgent and afterhours support.

7. Training

Provide detailed information about the types and methods of training available/proposed.

- a. Provide a list and explain the types of training that will be provided.

19. Attachments

Attachment #	Attachment Name
Exhibit A	Scope of Project
Exhibit B	Cost/Price Schedule
Exhibit C	Milestone Chart
Exhibit D	IT Requirements

Exhibit A

Pharmacy Carousel & Inventory System Scope of Project

The purpose of this requirement is to install a new Pharmacy carousel and inventory control system. This requirement will provide for adequate storage of ~1500 medicines within a carousel storage unit and an inventory system that will track ~3000 medicines, costs, inventory levels, link to other systems and more. Prospective vendors will be required to completely install, implement, train, support, maintain, and repair the system.

1. Carousel Storage Unit

The OWNER requires one (1) carousel storage unit with the following specifications.

- a. Have the capability to store ~1500 medicines
- b. Fit in an area 9 feet high by 16 feet wide by 5.5 feet deep. (Max)
- c. Have a minimum of 24 shelves
- d. Be able to operate on 208 volt, 3 phase.
- e. Be able to operate if power failure or motor malfunction (manual).
- f. Come with a work shelf for technicians while pulling prescriptions
- g. Shall be durable with long life considering the amount of usage in a hospital

2. Inventory Control System

The inventory control system shall work as the central inventory system that links the carousel, receiving room, IV Room and other devices and storage rooms together. The system shall include and/or perform the following equipment/functions;

- a. Information Technology components listed below, not all inclusive.
 - i. CPU's
 - ii. Servers
 - iii. Printers
 - iv. Bar Code Readers
 - v. Operating Software/Systems
- b. Ability to use virtual server
- c. Capability to track costs and inventories in CII safe, Pyxis devices, Crash carts and ACLS Boxes
- d. Flag "no use" items
- e. Suggests relocation of products for increased efficiency
- f. Track product expiration dates
- g. Ability to perform automated ordering
- h. Ability to generate reports (Canned and Custom)
- i. Ability to control output of labels
 - i. Be able to create different types of labels
 - ii. Provide options to print labels or not
- j. Compatible with the following programs/software
 - i. Cardinal Distribution
 - ii. Pyxis – Procar
 - iii. Any manufacturers Electronic Medical Records system
 - iv. Talyst 340B Split Payment Software
 - v. Pyxis Distribution Machines
 - vi. Other remote systems
- k. Has the ability to post off-line transactions due to power outages
- l. Provides redundancy checks for safety
- m. Ability to recognize priority orders and moves them to the front of the line
- n. Ability to use new system with old carousel if new carousel has a long lead time.
- o. Ability to run reports from other computers

3. **Implementation**

Contractor shall procure, install, configure and operations check the Pharmacy Carousel and Inventory System.

- a. Carousel and Inventory System may be accomplished at separate times depending on various lead times. This will be based on proposer's implementation plan.
- b. Contractor shall provide at least two (2) weeks notification prior to installation.

4. **Support Services**

Contractors shall provide maintenance/repair and informational support services.

- a. Maintenance/Repair
 - i. Contractor shall provide all maintenance and repairs on all items within this agreement to include scheduled, routine and emergency services.
 1. Routine: Contractor shall respond within one (1) duty day of being notified
 2. Emergency: Contractor shall respond within four (4) hours of being notified
 - ii. Contractor is required to provide all labor, tools, supplies and materials in order to restore the system to operational conditions.
- b. Informational Support
 - i. Includes IT and systems level support questions via telephone and e-mail.
 - ii. Contractor shall provide support 24 /7 365 days a year
 - iii. Conducts compliance reviews

5. **Training:** Contractor shall provide training and materials on the operation, usage, FAQs and support services (hardware and software) of the new systems.

6. **Miscellaneous:** Contractor shall be responsible for all parts, materials, supplies, tools, travel, etc to accomplish this project.

Exhibit B

Cost/Fee Schedule

** This is a sample cost/fee schedule. Contractor's may substitute their own schedule in accordance with requirements in 18.C. above.

5 Year Lease					
Description	Year 1	Year 2	Year 3	Year 4	Year 5
Pharmacy Carousel					
Inventory System					
Implementation					
Training					
Support / Maintenance / Repair					
Annual License Fees					
Buy Out after 5 Years					
Totals					
Total of all years					

Exhibit D

UMC IT Requirements for Technology Implementations

Database

- Vendor-provided databases must be developed on an industry standard platform such as Microsoft SQL or Oracle. Other database platforms may be reviewed and accepted on a case-by-case basis.
- SQL Databases must be version 2005 or later and be capable of running in a windows active/passive clustered environment.
- Vendor must provide recommendations for support, integrity maintenance, backup schemes, space considerations, etc. for any databases they provide.
- If applicable, the vendor will perform a conversion or other transition of data in the current database into the new solution.

Development

- System must be able to interface with all current hospital computer systems (including but not limited to Pharmacy, Pathology, Microbiology, Admitting, Radiology, Surgery, Respiratory, Cardiology, etc.) using healthcare standard interfaces (HL7). Other data formats will be considered on a case-by-case basis.
- System should be upgradeable for future development of computer technology (electronic medical record, computerized charting, and physician order entry) as applicable.

Configuration Management

- Vendor needs to provide specifications for all hardware and non-software requirements, server and client, to host and run their systems as a separate purchasable option.
- The Proposer will provide a detailed contract, detailing and separating hardware costs and maintenance, software license(s) and maintenance (system and any third-party software), implementation fees, training and other professional services fees.
- The Proposer will provide diagrams, charts, and graphical representations of all systems designs to include ALL components proposed in their bid. This includes internet, networks, servers, firewalls, workstations, modalities and all other IT components on or off-site that need to be procured for the Proposer's solution.

Compliance

- Proposed solutions must be compliant with all relevant regulatory requirements (HIPAA, Joint Commission, PCI, etc.) in all facets of design, delivery, execution and ongoing support.

Network/Infrastructure

- The use of a VLAN, firewall and/or other network configuration measures may be employed to isolate and contain vendor solutions that do not conform to established security and network requirements.
- All bids for such measures must include costs to implement non-conforming designs.

Systems and Operations

- Vendor-provided solutions must be developed on current and supported industry standard operating systems platforms such as Microsoft Windows Enterprise Server 2003/2008. Other operating systems may be reviewed and accepted on a case-by-case basis.
- Installation and maintenance of the server and client applications are to be provided in a WISE or InstallShield (or similar tool) method.
- UMC will manage all computer hardware installed.
- UMC will manage operating systems software, including operating system updates, asset management agents, backup agents, and anti-virus protection.
- Vendor software must not interfere or invalidate any operational function of UMC-managed software or agents.
 - Exceptions may be made for issues such as database folders/files that require exclusion from anti-virus scans
 - All proposed exceptions will be reviewed on a case-by-case basis
- Upgrades, enhancements, feature changes, and maintenance to vendor software will be done in coordination with and the cooperation of UMC IT Department personnel.
- Proposed systems must be capable of being managed remotely by the supporting vendor.
- Vendors may not service or modify the software at user request without express consent and involvement of the UMC IT Department.

- Turn-key solutions that provide hardware and software must use industry standard hardware platforms (HP, Dell, IBM, SUN) and include appropriate Intelligent Platform Management Interfaces (IPMI) for side-band management agents such as HP Integrated Lights Out (ILO2), Dell Remote Assistance Card (DRAC) or IBM Remote Supervisor Adaptor (RSA).

Project Management

- Vendor will use Microsoft Project to track and manage project status.
- Vendor needs to provide a written scope of work, including each type of resource needed and estimated work effort.
- The Proposer will need to provide 24/7 onsite support for at least the first two (2) weeks of go-live.

Security

- Client applications should not require local administrative access on the workstation computer to process or work with the server application.
- Client software must use DNS for hostname resolution and be capable of finding server resources in either a forward or reverse-lookup fashion.
- Web based portals or applications must use SSL (port 443) to perform initial sign on of users.
- Any web based feature or function must be capable of running fully in SSL (port 443) mode and be configurable to process this way if desired by UMC.
- Web-enabled applications must be Internet Explorer 7 compliant. They should not require ActiveX components or other ad-hoc components not supplied during initial install. This applies to future upgrades as well. The only exception to this is digital certificates the user may need to provide secured processing.
- Digital certificates required for processing should be quoted from a recognized public key organization (VeriSign, etc.) and pricing for certificates included in bid.
- Components of the solution on UMC's network must be capable of accepting UMC's Microsoft Active Directory Group Policy Object (AD/GPO) directives and being attached to our domain.
- Local administrative logons MAY NOT be used to install or run vendor's software. All vendor accounts must conform to UMC logon policies and be issued through Microsoft active directory including service, support, database SA and any other system access logon/password combination.
- Vendor software must be Microsoft Lightweight Directory Access Protocol (LDAP) compliant and interfaced to allow control of user access.
- All remote access by the vendor will be done by approved UMC methods, i.e., HTTPS/SSL over port 443, VPN or similar configuration. No modem or dial-in access will be permitted.

Training

- The vendor must supply systems and client training to UMC IT personnel in a train-the-trainer environment either on- or off-campus.
- The vendor will supply detailed guides for installation and administration of both server and client software
- The vendor must supply training to all affected user departments in a train-the-trainer environment, either on- or off-campus.