**Request for Bid**

**Information**

**THIS IS NOT AN ORDER**

<table>
<thead>
<tr>
<th>RFB Number</th>
<th>4100028112</th>
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<tr>
<td>Coll. Number</td>
<td>RFP 606</td>
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<tr>
<td>Date</td>
<td>11/14/2017</td>
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<tr>
<td>Requisition No.</td>
<td>10145183</td>
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<tr>
<td>Buyer/Phone</td>
<td>Purchasing Dept. / 662-915-7448</td>
</tr>
<tr>
<td>Bid due on</td>
<td>12/14/2017</td>
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Please return the bid request to Procurement Services at the above address. Bids must be returned in the envelope provided, or addressed with the collective number and opening date displayed on the outside of envelope.

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**Vendor Bid Information submitted by:**

**Printed Name**

**Signature**

**Delivery Date ARO**

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<tr>
<th>Item</th>
<th>Material/Description</th>
<th>Quantity</th>
<th>UM</th>
<th>Unit Price</th>
<th>Amount</th>
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<tr>
<td>***IMPORTANT!!! ALL PROPOSALS ARE DUE IN PROPERLY IDENTIFIED (meaning RFP number MUST be stated on the outside of the envelope), SEALED ENVELOPES TO THE FOLLOWING: RFP # 606 PROCUREMENT SERVICES 164 JEANETTE PHILLIPS DRIVE UNIVERSITY, MS 38677 NO LATER THAN 11:00 AM, THURSDAY, DECEMBER 14, 2017. YOUR PROPOSAL MUST ARRIVE AT THE PROCUREMENT SERVICES BUILDING NO LATER THAN THE STATED DATE AND TIME. PLEASE SEND YOUR PROPOSAL IN A TIMELY FASHION THAT ALLOWS FOR UNFORESEEN DELAYS BY YOUR CHOSEN DELIVERY METHOD. IF YOU ARE TRYING TO SUBMIT YOUR PROPOSAL CLOSE TO THE STATED DATE AND TIME AND HAND DELIVERY IS IMPOSSIBLE, SHIPPING FEDEX FIRST OVERNIGHT IS CONSIDERED THE METHOD MOST LIKELY TO DELIVER PRIOR TO THE STATED DEADLINE. THE UNIVERSITY RESERVES THE RIGHT TO REJECT ALL PROPOSALS RECEIVED. PLEASE INCLUDE ORIGINAL REQUEST FOR PROPOSAL DOCUMENTS. PLEASE MAKE SURE ALL DOCUMENTS INCLUDE YOUR CORRECT NAME, COMPANY NAME, AND INSTRUCTIONS TO VENDOR GENERAL SPECIFICATIONS (1) Bids - All bids will be quoted F.O.B. University or Oxford, Mississippi. No bid will be considered unless F.O.B terms are as stated above. All prices are to be firm quotations. See “General Information to Bidder” included with bid packet. (2) Terms – Bidder will state terms of sale. Our terms are 2 ½ 10 days, net 45 days. These terms will apply unless otherwise specified. (3) Delivery – Bidder will state in bid delivery that purchaser can expect on each item. DETAILED SPECIFICATIONS It is the intent of these specifications particularly where manufacturer’s name and/or catalog number is used to select an item of comparable materials and/or design. It is not the intent to limit the biding, however, all bidders are cautioned that the listed manufacturer’s standards shall be a minimum. It is a requirement that all bidders who furnish quotations on products of manufacturer other than those listed shall furnish with their bid complete information together with full specifications of items they propose to furnish.</td>
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**Vendor Address**

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<th>Printed Name</th>
<th>Signature</th>
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<td>CONTACT INFORMATION (ADDRESS, PHONE NUMBER, FAX NUMBER, ETC.).</td>
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<td>SUBMISSIONS SHOULD INCLUDE ONE ORIGINAL AND AT LEAST FOUR (4) COPIES UNLESS MORE COPIES ARE SPECIFIED.</td>
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<td>IF YOUR COMPANY IS NEW TO DOING BUSINESS WITH THE UNIVERSITY OF MISSISSIPPI, PLEASE VISIT <a href="http://procurement.olemiss.edu/new-vendor-application/">http://procurement.olemiss.edu/new-vendor-application/</a>. PLEASE COMPLETE THE W9 AND THE VENDOR APPLICATION AND SUBMIT THESE DOCUMENTS WITH YOUR PROPOSAL.</td>
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<td>0001</td>
<td>Customer Relations Mgmt System</td>
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<td>PLEASE SEE ATTACHED EIGHT (8) PAGE DOCUMENT OF SPECIFICATIONS.</td>
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**INSTRUCTIONS TO VENDOR**

**GENERAL SPECIFICATIONS**

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2. Terms - Bidder will state terms of sale. Our terms are 2% 10 days, net 45 days. These terms will apply unless otherwise specified.
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**DETAILED SPECIFICATIONS**

It is the intent of these specifications particularly where manufacturer’s name and/or catalog number is used to select an item of comparable materials and/or design. It is not the intent to limit the bidding, however, all bidders are cautioned that the listed manufacturer’s standards shall be a minimum. It is a requirement that all bidders who furnish quotations on products of manufacturer other than those listed shall furnish with their bid complete information together with full specifications of items they propose to furnish.
The University of Mississippi
Request for Proposals # 606

Customer Relations Management System (CRM) for the Graduate School

OVERVIEW

The University of Mississippi (UM) Graduate Schools seeks a state of the art Customer Relations Management System (CRM) that provides the ability to track, e-mail, text, auto log contacts, create events/campaigns, personalized URLs (PURLS) and maintain a database of prospective students. It is anticipated that the original contract term will be for one year with the option to renew annually for three additional years.

Notice is hereby given that UM Office of Procurement Services is releasing a Request for Proposal (RFP) for responses from vendors for a Customer Relations Management System.

PROPOSAL REQUIREMENTS

1. Sealed proposals will be received in the UM Office of Procurement Services on or before 11:00 am Thursday December 14, 2017. No proposal will be accepted after this time.

2. Sealed proposals (original and four copies) must be submitted to the following address:

The University of Mississippi
Office of Procurement Services
Attn: Rachel Bost, Director – RFP # 606
164 Jeanette Phillips Drive
P.O. Box 1848
University, MS 38677

3. Proposals should be plainly marked on the outside of the container: UM Graduate School CRM proposal RFP #606. Proposals must be completed and signed in ink. The individual signing the proposal must be an authorized agent of the vendor.

4. All proposals shall remain firm for a period of ninety (90) days from the indicated submission date for proposals.

5. The license term start date will be mutually agreed upon by the vendor and UM.

6. Any questions regarding this RFP should be directed to Rachel Bost by email: rhost@olemiss.edu no later than 3:00 pm on Monday, December 4, 2017. All emails must reference RFP #606 Graduate School CRM in the subject line of the email. Any responses deemed necessary by UM will be issued as an Addendum to this RFP. Any unauthorized contact shall not be used as a basis for responding to this RFP and may result in the disqualification of the proposer’s submittal.
7. Proposal must include the name of a primary contact person, email address, and telephone number.

8. Proposal must include a detailed statement explaining how each item in the Solution and Vendor Requirements section included elsewhere in this RFP will be satisfied along with how your solution differentiates from the competition.

9. Proposal must include a project timeline showing typical implementation phases.

10. Proposal must specify any and all licensing, training, and other costs. Proposal should indicate these as one time and ongoing and present full life cycle costs for a term of four years.

11. Proposals should include any costs to integrate with current student information system.

12. Proposal must include hardware specifications and system requirements as well as any other required software such as database licenses.

13. Proposal must describe the type of training methods available.

14. Proposal must include at least two university references with similar size and mission as UM. Both of these references must involve the use of the CRM. For each reference, proposal must include institution name, contact name, title, email address, telephone number, and brief project description.

**SOLUTION AND VENDOR REQUIREMENTS**

- Vendor must verify that its application works on UM’s Oxford campus.

- Vendor must demonstrate overall quality and long-term viability as a company by responding to the following questions:

  1. What is the legal name of your company?
  
  2. How many years has your company has been in business?
  
  3. Are you a subsidiary, affiliate, or franchise? If yes, what is the name of your parent company?
  
  4. Please provide the headquarters location address, phone number and website?
  
  5. How many employees do you have worldwide? In North America? Locally?
  
  6. Please attach a copy of your most recent annual report and audited financial statements. IMPORTANT! The offeror/proposer should mark any and all pages of the proposal considered to be proprietary information which may remain confidential in accordance with Mississippi Code Annotated 25-61-9 and 79-23-1 (1972, as amended). Each page of the proposal that the proposer considers trade secrets or confidential commercial or financial information should be on a different color paper than non-confidential pages and be marked in
the upper right hand corner with the word “CONFIDENTIAL.” Failure to clearly identify trade secrets or confidential commercial or financial information will result in that information being released subject to a public records request.

7. Please provide a proposed contract for services you are providing. Any proposed contract in response to this RFP should include or comply with the provisions in the Mandatory Addendum to All University of Mississippi Contracts. (See Attachment A)

8. Is your company currently for sale or involved in any transaction to expand or to become acquired by another business entity? If yes, please explain the impact both in organizational and directional terms.

9. Provide any details of all past or pending litigation or claims filed against your company that would affect your company’s performance under a contract with UM.

10. Is your company currently in default on any loan agreement or financing agreement with any bank, financial institution, or other entity? If yes, specify date(s), details, circumstances, and prospects for resolution.

11. Does any relationship, whether by relative, business associate, capital funding agreement or any other such kinship, exist between your company and a UM employee? If yes, please explain.

12. What policies and procedures do you have in place to maintain compliance with HIPAA (Health Insurance Portability and Accountability Act), FERPA and other Federal or State programs?

13. Describe your company’s quality assurance program. What software development standards, programming guidelines, test plans, etc. are used?

14. Please describe any relevant privacy and security policies and procedures for use with the solution.

15. Describe how your company protects user data?

16. Proposal should explain the degree to which the management system meets accessibility requirements, e.g., by providing a VPAT.

17. What challenges do you anticipate in serving UM and how do you plan to manage these? What assistance will you require from UM?

18. Please provide any additional information that demonstrates the long-term viability of your company and superiority of your products and/or services.

- Solution must meet all: SAS 70 requirements, IRB standards, HIPAA regulations, US and European Safe Harbor regulations and FERPA regulations
- Solution must provide seamless integration with ongoing data collection and existing surveys created using current vendor

- The solution will be evaluated on the following **featured criteria:**

  - No limit on number of prospects
  - No limit on number of users
  - Meta information capabilities
  - Customizable branded survey skins and backgrounds & changes to templates customizable within an editing function
  - Unlimited support to all faculty, staff, and students via phone, email, and online tutorials
  - CRM should integrate with the current school planning and advising systems and the college search and planning Web sites. The Graduate School office must be able to capture leads directly from these systems and feed them directly into the CRM database

  - CRM should be integrated with our online application, providing a system where the communication functionalities of CRM can be fully utilized to pull students through the application process. Communication plans should be able to be automated and driven by applicant behavior and application data attributes.

  - CRM will provide a fully integrated solution where e-mails, student portals, electronic brochures, chat functionality, telecounseling, and phone marketing can be used in concert with each other as part of an orchestrated communication plan within one single platform. CRM should not require separate management of disparate systems to benefit from each of these functionalities now and as University of Mississippi’s needs change in the future.

  - CRM should provide detailed reporting on contacts and communication activity with a single interface for reporting on e-mail, text message, Web portals, RSS, telecounseling, chat, application activity, and general contact data.

  - CRM should be configured to seamlessly accept the GRE, GMAT, NRCCUA, and CBSS file formats. “Plug-ins” that automatically converts all pieces of data within the files into compatible, usable, and accessible formats within the CRM would be beneficial

  - CRM should seamlessly accept the GRE and GMAT formats used in most admissions offices.

  - CRM should contain GRE/GMAT, GPA, undergraduate major search capability.
➤ CRM should allow for the building of an unlimited number of queries with no coding, programming or IT support required. The Graduate School Office should be able to access information independently and quickly with a user-friendly interface.

➤ CRM will provide clients with the ability to send unlimited e-mails without a per e-mail fee or a bulk price for e-mail packages with set limitations.

➤ CRM will allow Graduate School to send communications to prospective students based on their interactions (behaviors) within the CRM. Behaviors include but are not limited to:
   ▪ Students receiving, viewing, replying, forwarding or clicking links in an e-mail campaign.
   ▪ Logging in to their personal portal.
   ▪ Interacting with content on their portal.
   ▪ Completing a survey.
   ▪ Registering for or attending an event.
   ▪ Attending an online chat session.
   ▪ Submitting questions via the CRM.
   ▪ Interacting in a telecounseling campaign.
   ▪ Completing their UM application.

➤ The prospective student portal should provide an easy and secure way for users to communicate with their prospects via a portal.

➤ CRM will have the ability to allow users to post content on the portal that is personalized for students based on their profile and interests. Content could range from customized program/major information to fun facts about campus. For applicants, the portal should also provide important key information such as deadlines, application checklists and the ability to check their application status, etc.

➤ The portal should provide a mechanism for prospective students to view a calendar of events/interviews and register for them.

➤ CRM will allow for sending SMS text-based communications to prospective students, domestically and internationally.

➤ All student-facing aspects of the CRM product should be fully 508 compliant.

➤ University of Mississippi should receive a dedicated account manager to act as a partner with the institution. Please provide a response to this request in proposal.
   • End user adoption should include
- Ease of use and intuitiveness by users
- Training resources available from vendor
- Installation, maintenance and infrastructure requirements
- Ability to seamlessly use on multiple computers/locations

REJECTION OF RESPONSES

UM reserves the right to reject responses for the following reasons, but shall not be limited to:
- Failure to follow specifications and instructions contained in this RFP
- A response that alters terms or limits contained in this RFP
- Any response determined by the University as being unreasonable

The information provided within this proposal is intended to assist vendors in the preparation of a proper response to this RFP. This RFP is designed to provide interested vendors with sufficient basic information to submit proposals meeting minimum requirements. It is not intended to limit a proposal’s content, or to exclude any relevant or essential information or data thereof. Vendors are permitted to (and encouraged to) expand upon specifications to evidence service capability under any agreement.

PROPOSAL REJECTION

This RFP does not commit UM to contract for any requirements detailed in this document. UM reserves the right to reject any or all offers and to waive informalities and minor irregularities in the proposal received.

CRITERIA FOR THE AWARD OF THE CONTRACT

UM will use the following factors and weighting scale to determine the best overall response.
- Demonstration of vendor financial stability and long-term viability (15 pts)
- Degree to which response meets all feature criteria (60 pts)
- Budget (15 pts)
- Reference checks (10 pts)
DISCLOSURE OF PROPOSAL CONTENTS

Proposals will be kept confidential until evaluations and award is completed by UM. At that time, all proposals and documents pertaining to the proposals will be open to the public, except for material that is clearly marked proprietary or confidential.

IMPORTANT! The offeror/proposer should mark any and all pages of the proposal considered to be proprietary information which may remain confidential in accordance with Mississippi Code Annotated 25-61-9 and 79-23-1 (1972, as amended). Each page of the proposal that the proposer considers trade secrets or confidential commercial or financial information should be on a different color paper than non-confidential pages and be marked in the upper right hand corner with the word “CONFIDENTIAL.”

Failure to clearly identify trade secrets or confidential commercial or financial information will result in that information being released subject to a public records request.

SUFFICIENT APPROPRIATION

Any contract awarded as a result of this RFP process may be terminated if sufficient appropriations or authorizations do not exist. Such terminations will be effected by sending written notice to the contractor. UM’s decision as to whether sufficient appropriations and authorizations are available will be accepted by the vendor as final.

CONTRACT TERMS AND CONDITIONS

The contract shall be awarded to the Offeror whose proposal is most advantageous to the University of Mississippi taking into consideration the evaluation factors set forth in this RFP. The award is subject to appropriate Institutions of Higher Learning and State Office approvals.

Any proposed contract in response to this RFP should include or comply with the provisions in the Mandatory Addendum to All University of Mississippi Contracts. (See Attachment A)

The contents of this RFP, as revised and/or supplemented, and the successful Offeror’s proposal will be incorporated into and become part of any resultant contract.

CONFIDENTIALITY

Any confidential information provided to, or developed by, the contractor in the proposal process or the performance of the contract resulting from this RFP shall be kept confidential
and shall not be made available to any individual or organization by the contractor without the prior written approval of UM.

The Contractor agrees to protect the confidentiality of all confidential information and not to publish or disclose such information to any third party without UM's written permission.

Submission of a proposal indicates Respondent’s acceptance of the evaluation technique and Respondent’s recognition that some subjective judgments must be made by UM during the assigning of points.
Please place the label below on your sealed envelope/package containing your proposal.

URGENT! SEALED BID / PROPOSAL ENCLOSED
DO NOT DELAY – DELIVER IMMEDIATELY

Vendor: _______________________
RFP Number: 606
RFP Title: Customer Relations Management System (CRM) for the Graduate School

THE UNIVERSITY OF MISSISSIPPI

PROCUREMENT SERVICES
164 JEANETTE PHILLIPS DRIVE
PO BOX 1848
UNIVERSITY, MS 38677
GENERAL INFORMATION TO BIDDERS

University of Mississippi employees may not purchase directly or indirectly any items offered for sale by the University of Mississippi.

1. EXAMINATION OF SITE (IF NECESSARY)
   Bidders should visit the site and shall be responsible for having ascertained pertinent local conditions such as location, accessibility and general character of the building, the character, and extent of existing work within the building, and any other work being performed thereon at the time of the submission of the bid. No allowance will be granted because of lack of knowledge of site conditions.

2. RECEIPT AND OPENING OF BIDS
   (A) Bids will be opened publicly at the time and place stated in the invitation for bids. The officer whose duty it is to open them will decide when the specified time has arrived and no bid received thereafter will be considered. No responsibility will be attached to any officer for the premature opening of a bid not properly addressed and identified.
   (B) Telegraphic and facsimile will not be considered, but modifications by telegraph or facsimile of bids already submitted will be considered if received prior to the hour set for opening.
   (C) Bids are to be submitted in duplicate unless otherwise specified on the forms furnished for the purpose or on exact copies thereof.
   (D) Patent errors in bids or errors in bids supported by clear and convincing evidence may be corrected.
   (E) Unless otherwise specified, bid shall be binding for minimum of 30 days.
   (F) Bids may be modified or withdrawn by written or telegraphic notice received in Procurement Services prior to time set for bid opening.
   (G) All bid prices must be typed or written in ink and any alterations to bid prices must be initialed. ALL BIDS MUST BE SIGNED IN INK.
   (H) No bid shall be evaluated for any requirement or criteria that are not disclosed in the invitation for bids. “ALL OR NONE” bids will NOT be considered unless the specifications specifically allow for this provision.
   (I) Bids submitted as an alternate will not be accepted unless an alternate bid is requested in the specifications.
   (J) In case of an error on price extension, the unit price shall prevail. Unit prices and total prices MUST be shown. Failure to do so could cause rejection of bid.
   (K) Bids that include an escalation clause shall be rejected unless otherwise specified in the bid specifications.
   (L) The owner shall have the right to increase or decrease the number of any individual items, within reasonable limits, after the lowest and best bidder is determined.
   (M) Warning is hereby given that strict adherence to the specifications will be required, and that the contractor will receive no compensation for loss in furnishing goods disapproved for not complying with the specifications.
   (N) On construction bids, envelope must contain, on the outside of the envelope, the contractor’s current Certificate of Responsibility Number and the contractor’s Licensing Number unless a statement on the exterior says that the bid enclosed is less than or did not exceed $50,000
   (O) Tax on Construction - It is incumbent upon the bidder to be familiar with the laws of the state concerning tax on construction. Any and all taxes are due (State or Federal) will be the responsibility of the vendor.

3. DELIVERY OF BIDS
   (A) All bids must be received at Procurement Services, 164 Jeanette Phillips Drive, University of Mississippi, University, MS 38677, unless otherwise specified, not later than time and date shown on bid invitation.
   (B) Bids must be in a sealed envelope and marked with name, bid file number, and date of bid opening.
   (C) If the University will be open for any reason, including but not limited to: acts of God, strikes, lockouts, riots, acts of war, epidemics, governmental regulations superimposed after the fact, fire, earthquakes, floods, or other natural disasters, (the “Force Majeure Events”), which closure prevents the opening of bids at the advertised date and time, all bids received shall be publicly opened and read aloud on the next business day that the University will be open and at the previously advertised time. The new date and time of the bid opening, as determined in accordance with this paragraph, shall not be advertised, and all Vendors/Contractors, upon submission of a bid proposal, shall be deemed to have knowledge of and shall have agreed to the provisions of this paragraph. Bids shall be received by the University until the new date and time of the bid opening as set forth herein. The University shall not be held responsible for the receipt of any bids for which the delivery was attempted and failed due to the closure of the University as a result of a Force Majeure Event. Each Vendor/Contractor shall be required to ensure the delivery and receipt of its bid by the University prior to the new date and time of the bid opening.

4. WITHDRAWAL OF BIDS
   Bids may be withdrawn on written or telegraphic request received from bidders prior to the time fixed for opening. Negligence on the part of the bidder in preparing the bid confers no right for the withdrawal of the bid after it has been opened.

5. BIDDERS PRESENT
   At the time fixed for the opening of the bids, their contents will be made public for the information of bidders and others properly interested, who may be present in person or by representative.
6. AWARD OF CONTRACT
   (A) The contract will be awarded as soon as possible to the lowest and best responsible bidder, provided his bid is reasonable and it is in the best interest of the Owner to accept it.
   (B) Each bidder shall be prepared, if so requested by the Owner, to present evidence of his experience, qualifications, and financial ability to carry out the terms of the contract.
   (C) Unless otherwise specified, the University reserves the right to award by individual items, related items, or total, whichever it deems in its best interest.
7. ACCEPTANCE OF PROPOSAL
   Only the issuance of a purchase order or a signed acceptance of a proposal constitutes acceptance on the part of the University.
8. REJECTION OF BIDS
   The Owner reserves the right to reject any and all bids when such rejection is in the interest of the Owner and to reject the bid of a bidder who is not in a position to perform the contract.
9. INTERPRETATIONS OF CONTRACT DOCUMENT
   If any person contemplating submitting a bid for the proposed contract is in doubt as to the true meaning of any part of the specifications or other proposed contract documents, he may submit to the Director of Procurement Services of the University of Mississippi, a written request for an interpretation thereof. The person submitting the request for an interpretation thereof will be responsible for its prompt delivery. Any interpretation of the proposed document will be made only by an Addendum duly issued and a copy of such Addendum will be mailed or delivered to each person receiving a set of such documents. The Owner will not be responsible for any other explanations or interpretations of the proposed documents.
10. EQUAL OR APPROVE EQUAL
   (A) Where any article or thing is specified by proprietary name, trade name, and/or name of manufacturer, with or without the addition of such expressions as “Or Equal” or “Approved Equal”, it is to be understood that the article named or the equal thereof; and it is distinctly understood (1) that the Owner is to use his own judgment in determining from time to time whether or not any article or thing proposed to be substituted is the equal of any article or thing so specified; (2) that the decision of the Owner on all such questions shall be final; and (3) that in the event of any adverse decision by the Owner, no claim of any sort shall be made or allowed against the Owner.
   (B) Where a definite material is specified, it is not the intention to discriminate against an equal product made by another manufacturer. It is rather the intention to set a definite standard. Should the bidder intend to furnish another product as an equal to that specified, he must submit with his proposal for every item for which he intends to furnish another product from that given in the specifications, a complete specification showing name of manufacturer, sizes, quality of wood, finish, upholstering or other materials included and catalog number, if the manufacturer lists the product by a catalog or plate number in any of his published literature. After the bids are opened, all bidders, if requested, may be required to furnish complete samples of any or all items listed before an award is made.
   (C) A bound brochure should be submitted with the bid. Bidder will prepare this brochure showing pictures or cuts and complete manufacturer’s specifications on each item on which a bid is submitted. The cuts and specifications must be arranged in the identical order that the items appear on the bid form and must be identified by the item number shown in the bid form. Failure to submit this brochure will be considered sufficient grounds for rejecting the bid. It shall be the bidder’s responsibility to specifically point out any deviations from the base bid. Failure to comply with this procedure may be grounds to disqualify any bid.
   (D) Should any equal product, however, be accepted by the Owner and should this equal prove defective or otherwise unsatisfactory for the service for which it is intended within the guaranty period, the contractor shall replace the defective material with material on which the specifications require him to base his proposal, without cost to the Owner.
11. RECYCLED MATERIALS
   If any product listed on this bid is available from recovered (recycled) materials, vendors are requested to submit bids on recycled materials in addition to the brands mentioned or their equivalent as well as provide an estimated shipping date on both the recycled, specified or equivalent materials.
12. DELIVERY OF MERCHANDISE
   (A) All bids will be quoted FOB University. No bid will be considered unless FOB terms are as stated. The purchaser has no storage space available; therefore, bidders must deliver as requested.
   (B) Bidder will state estimated delivery time for each item in bid.
13. CASH TERMS
   University terms are 2%-10, Net 45 days. These terms shall prevail unless otherwise specified by the bidder.
14. PAYMENT
   Assuming there is no prompt payment discount provision, payment will be made within 30 days from receipt of products in satisfactory condition, and receipt of the invoice.
15. ADVANCE PAYMENT
   The University of Mississippi is prohibited by law from making advance payments to any vendor other than state and federal agencies unless it is subscription or membership.

THE UNIVERSITY RESERVES THE RIGHT TO REJECT ANY OR ALL BIDS AND TO WAIVE INFORMALITIES.

(Rev. 4/2014)