



0520262407 Addendum 1

Ohio University - Enterprise Survey and/or Course Evaluation Solution

Issue Date: 5/27/2026

Questions Deadline: 6/8/2026 10:00 AM (ET)

Response Deadline: 6/24/2026 03:00 PM (ET)

Ohio University

Contact Information

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Event Information

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Title: Ohio University - Enterprise Survey and/or Course Evaluation Solution
Type: RFP-OU
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Notes: Ohio University seeks competitive proposals for software solutions that support enterprise survey administration, course evaluation management, or both, to meet the University's diverse assessment, feedback, and reporting needs.

The selected vendor(s) will provide a secure, accessible, and scalable platform that enables the University to design, distribute, manage, analyze, and retain survey and/or course evaluation data across academic and administrative units.

All proposals shall be submitted through our eSourcing platform, Ionwave. Please visit <https://miamiu-ohiousourcing.ionwave.net/Login.aspx> to register and access the platform. A quick tutorial on responding to bids is found in the help section upon registering.

PLEASE NOTE: This competitive bid event/request for proposals (CBE/RFP) is for Ohio University only. OHIO does not collaborate on awards with Miami University. The Ionwave platform (e-Sourcing) license is shared between the two universities.

Billing Information

Address: Accounts Payable
Lindley Hall
N162
Ohio University Accounts Payable
1 Ohio University
Athens, OH 45701
Email: accounts.payable@ohio.edu

Bid Activities

RFP Questions Due

6/8/2026 10:00:00 AM (ET)

Questions will be responded to as a whole after cutoff time/date. Response to questions can take one to three business days to post.

Bid Attachments

Non-Disclosure and Data Protection.docx

[View Online](#)

For reference purposes only - the awarded vendor will be required to sign the non-disclosure and data protection agreement upon award and contract execution to comply with the Family Educational Rights and Privacy Act (FERPA) of 1974 and PCI-DSS compliance.

IT Security Outsourcing Technology Qualtrics Survey.pdf

[View Online](#)

For reference purposes only - this is a copy of the IT Security Qualtrics Survey. Do not complete this PDF version or include with your bid submission

IT Accessibility Software Qualtrics Survey.pdf

[View Online](#)

For reference purposes only - this is a copy of the IT Accessibility Qualtrics Survey. Do not complete this PDF version or include with your bid submission.

OHIO University Side Letter 2026.docx

[View Online](#)

For SAMPLE purposes only: In no event will Ohio University ever agree to: indemnify, defend, hold harmless or pay others' attorney fees; binding arbitration or mediation; choice of law in any state other than Ohio; the confidentiality of anything that is subject to the Ohio Public Record's Act or is a trade secret under Ohio law; give up control of defense or settlement of a claim against Ohio University; the relinquishment of any intellectual property created/discovered by Ohio; or any other language contrary to Ohio law. This side letter may be used as an Exhibit to the awarded vendor's terms should the need become prevalent.

Requested Attachments

Submission Requirements

(Attachment required)

Provide a statement of work that addresses the capabilities outlined in the specific requirements detailed in either Section A, Section B, or both.

Pricing Proposal

(Attachment required)

Ohio University is open to different pricing structures. However, the vendor must provide all recurring and non-recurring pricing details, including implementation, setup, support, and training costs, which includes students, faculty, and administrators. Vendor must provide any special pricing for additional offerings.

Please describe your pricing models and options, including volume pricing tiers, as well as discounts for educational institutions, government agencies, not-for-profit organizations, and multi-year agreements. Identify any pricing assumptions, limitations, or factors that may affect future pricing.

Additionally, explain how services are billed.

Timeline/Implementation Plan

(Attachment required)

Provide a detailed implementation plan to support a **July 1, 2027** go-live date with initial support, ongoing support, and maintenance needs. The plan should include the anticipated timeline, estimated hours, and university resource needs (functional and technical) for implementation and ongoing support, go-live support, and post go-live support.

Respondent Terms

(Attachment required)

Provide your standard terms and conditions of service as part of your proposal response for legal and security review. They will be evaluated to assess compatibility with the State's standard terms and conditions.

Certificate of Insurance

(Attachment required)

Supplier shall be required to upload a copy of their Certificate of Insurance to the response attachment portion of this bid as required in Attribute 8.

VPAT Requirement

(Attachment required)

Vendor User Interface must be ADA-compliant and meet the WCAG 2.1 AA standard. Vendor must provide a VPAT or proof of completion of the Qualtrics survey must be uploaded here. The link is provided to complete within the "Attributes" tab, Section 9.

HECVAT or SOC2 Type 2 Requirement

(Attachment required)

If the vendor provides a HECVAT 3.2 or newer, the security and accessibility workbooks are not required; If the vendor provides a SOC2 Type 2 report, or a HECVAT version older than 3.2, vendor must complete the Security Workbook and Accessibility Workbook. The link is provided to complete within the "Attributes" tab, Section 10. Proof of completion must be uploaded here.

Bid Attributes

1 General Information

1. Proposal Description: OHIO University of Athens, OHIO (hereafter called The University) invites proposals for a service engagement titled "**Ohio University Enterprise Software and Course Evaluations**" as described herein. The information provided herein is intended to assist firms in responding properly to this Request for Proposal. The University believes this RFP provides interested firms with sufficient information to submit proposals that meet minimum requirements. It is not intended to limit a proposal's content or to exclude any relevant or essential data. Firms are encouraged to include additional information that will substantiate their service or product quality and service capabilities. The University will receive proposals electronically via the protocol described in the Deadline and Delivery Section of this RFP.
2. Alternates and Variations from Requirements: Wherever items or services have been specifically described, such identification is descriptive and not restrictive. It indicates the quality and characteristics that are satisfactory. If the respondent has an equal or alternative proposal, that proposal must be described clearly and completely. The University will consider alternatives that meet or exceed the specified quality and characteristics. The University is not bound to accept any proposals that are not in its best interest. The determination as to the acceptability of the alternate offered is the responsibility of the University, and will be based on information furnished by the respondent, as well as information reasonably available to the University. Unless the respondent clearly indicates that an alternative is being offered, it will be assumed that the proposal meets the requirements exactly as specified in this document. CAUTION TO RESPONDENTS: It is not the responsibility of the University to secure any information not identified in the respondent's response. Information furnished may include specific references to catalogs, brochures, or other material previously furnished. Otherwise, such information must accompany the proposal.
3. Method of Award: Awards for goods and services will be made to the respondent(s) providing the most responsive and responsible proposal that provides the best overall value to the University. The University reserves the right to reject any or all proposals and is not bound to accept the lowest-cost proposal if it is not in the University's best interests. In making an award, factors such as the firm's service capability, integrity, facilities, equipment, reputation, and past performance will be weighed. The University reserves the right to make multiple awards.
4. Compliance with Federal, State and Local Laws: Any supplier warrants, in submitting a proposal and in the performance of any resulting award, that if applicable, Executive Order 13496 (29 CFR 471, Appendix A to Subpart A), Ohio Executive Order 2022-02D (https://content.govdelivery.com/attachments/OHIOGOVERNOR/2022/03/03/file_attachments/2093123/Signed%20EO%202022-02D.pdf), and 41 CFR 60-1.4(a), 60-1.7, 60-4.3 are incorporated herein. If applicable, all vendors and their subcontractors shall abide by the requirements of 41 CFR 60-300.5(a) and 60-741.5(a). These regulations prohibit discrimination against qualified individuals based on their status as protected veterans or individuals with disabilities, and prohibit discrimination against all individuals based on their race, color, religion, sex, sexual orientation, gender identity, or national origin. Moreover, these regulations require that covered prime vendors and subcontractors take affirmative action to employ and advance in employment individuals without regard to race, color, religion, sex, sexual orientation, gender identity, national origin, disability or veteran status. Vendor further warrants that it: 1) has complied with or will comply with all applicable federal, state, University and local laws, ordinances and all lawful orders, rules and regulations there under; 2) that every sub-contract for any ensuing order will contain a provision requiring non-discrimination in employment as specified above, and 3) that it is not now, and will not become subject to an unresolved find for recovery under ORC 9.24, prior to the award of any contract or agreement arising out of this RFP, without notifying the University of such finding. Any breach thereof may be regarded as material breach of contract or purchase order and cause for cancellation.

2 Compliance with Federal, State and Local Laws

Supplier acknowledgement of compliance with Federal, State, and Local laws

☐ I acknowledge compliance requirements

(Required: Check if applicable)

3 Institutional Background

Institutional Background

Ohio University was chartered by the state of Ohio in 1804 and is the oldest university in the Northwest Territory. Located in the scenic Appalachian foothills of southeastern Ohio, the University is the oldest of the 14 state-assisted universities in Ohio. The main campus is in Athens, located in southeastern Ohio, about 75 miles from Columbus. The student headcount of Ohio University for Fall 2025 was 30,915, including approximately 1,000 students enrolled in the University's Heritage College of Osteopathic Medicine. There are approximately 6,000 students enrolled in OHIO Online programs, both undergraduate and graduate. The University had an additional 3,903 students on the Chillicothe, Eastern (St. Clairsville), Lancaster, Southern (Ironton), and Zanesville regional campuses. The Dublin Extension Campus and the Cleveland Extension Campus offer additional learning locations for students. The University enrolled nearly 1,100 international students from 210 countries.

The University is organized academically into twelve colleges: Arts and Sciences, Business, Communication, the Gladys W. and David H. Patton College of Education, the Russ College of Engineering and Technology, Fine Arts, Health Sciences and Professions, Honors Tutorial, University, Graduate, Voinovich School of Leadership and Public Service as well as the Heritage College of Osteopathic Medicine. In addition, students may pursue degrees through the Center for International Studies or one of five Regional campuses. The University offers more than 250 undergraduate majors. On the graduate level, the University grants master's degrees in nearly all of its major academic divisions, as well as doctoral degrees in selected departments. The Doctor of Osteopathic Medicine degree is granted through the Heritage College of Osteopathic Medicine.

The university employs 4,395 employees, including 1,087 full-time faculty members. The Higher Learning Commission accredits the University. Under the Carnegie Classification of Institutions of Higher Education, Ohio University has earned the R1 Classification (very high research activity).

The University maintains long-term ratings of "Aa3" and "stable" from Moody's and "A+" from Standard & Poor's continuously each year.

Specific History and Current Information

The purpose of this RFP is to identify, evaluate, and potentially select one or more vendor solutions to support **enterprise survey administration and/or course evaluation management** at Ohio University.

Ohio University currently supports a wide range of survey and course evaluation activities across academic and administrative units using a combination of tools, processes, and workflows. These activities support institutional assessment, instructional improvement, accreditation, research, and operational decision-making. Over time, this distributed approach has resulted in varying user experiences, differing levels of functionality, and challenges related to consistency, integration, and long-term data access.

Through this RFP, the University seeks to evaluate solutions that can provide scalable, secure, and user-friendly capabilities to meet current and future surveying and course evaluation needs. The University recognizes that survey administration and course evaluation workflows may require different functional approaches and does not assume that a single solution must address all use cases. As such, vendors may respond to this RFP with proposals that support **general surveys only**, **course evaluations only**, or **both**, and the University reserves the right to make multiple awards.

All data collected through any selected solution will remain the sole property of Ohio University. The selected vendor(s) will not be permitted to commercialize, reuse, or disclose University data without explicit written consent. Ohio University retains the right to access, export, retain, and delete all data as needed, including upon termination of an agreement.

The University intends for any selected solution(s) to support sustainable long-term use, institutional reporting needs, and evolving requirements, while maintaining compliance with applicable data protection, accessibility, and security standards.

4 Scope of Services

Ohio University seeks competitive proposals for software solutions that support **enterprise survey administration, course evaluation management, or both**, to meet the diverse assessment, feedback, and reporting needs of the University.

The selected vendor(s) will provide a secure, accessible, and scalable platform that enables the University to design, distribute, manage, analyze, and retain survey and/or course evaluation data across academic and administrative units.

Detailed functional, technical, and implementation requirements are outlined in subsequent sections of this RFP.

Purpose and Intended Use

The purpose of this RFP is to identify one or more vendor partners capable of supporting University-wide surveying and/or course evaluation activities, including but not limited to:

- Academic course evaluations, called student evaluations of teaching (SET) at OHIO, that provide valuable feedback to instructors and are also one portion of faculty evaluation activities.
- Institutional research and assessment
- Academic program and accreditation support
- Administrative and operational surveys
- Student, faculty, and staff feedback initiatives

Vendors may respond with solutions that address:

- General enterprise survey functionality only
- Course evaluation functionality only
- A unified solution that supports both survey and course evaluation use cases

The University anticipates that different solutions may best meet different functional needs and therefore reserves the right to make **multiple awards**.

5 Functional Respondent Capabilities

Ohio University seeks competitive proposals for software solutions that support **enterprise survey administration, course evaluation management, or both**, to meet the University's diverse assessment, feedback, and reporting needs.

Vendors may respond to:

- Section A – General Survey Platform Requirements
- Section B – Course Evaluation Platform Requirements
- Both Section A and Section B

Vendors must clearly indicate which section(s) they are responding to in their proposal. Failure to respond to a selected section in full may result in the proposal being deemed non-responsive for that section only.

Supporting documentation is required for all claimed functionality and may include screenshots, videos, configuration descriptions, or written explanations.

☐ Section A – General Survey Platform

☐ Section B – Course Evaluation Platform

(Required: Check all that apply)

6 Section A: Enterprise Survey Platform Requirements

1.0 Company Background

Vendors must provide comprehensive company information to establish credibility and demonstrate the capability to deliver enterprise survey solutions:

- Company description including history, size (employees), revenue range, and target market. Include ownership structure, years in business, and geographic presence.
- Experience delivering enterprise survey solutions in higher education. Detail number of clients, institution types served, and years in this sector.
- Three client references from comparable institutions in the United States with contact name, title, email, phone, deployment size, and years as client.
- Complete product offerings and roadmap for the next 12-24 months, including development methodology and how customer feedback influences direction.
- Evidence of compliance with U.S. and international intellectual property laws. Document patents, copyrights, trademarks, and licensing compliance.

All information will be evaluated for completeness and alignment with institutional needs. Responses should be thorough yet concise, focusing on qualifications most relevant to enterprise survey deployment.

2.0 Functional Requirements

The following requirements apply to Survey Tools Only. Vendors must indicate whether each requirement is Fully Supported, Partially Supported, or Not Supported.

2.1 Branding and Administration

- Ability to apply institutional and unit-level branding
- Ability to provide administrative dashboards
- Ability to provide user dashboards for survey creators

2.2 Survey Question Types

- Support for multiple choice, text entry, rank order, matrix/table, slider, side-by-side, constant sum, drill down, Likert scale, Net Promoter Score, file upload, and signature
- Support for approval workflows including signature capture

2.3 Survey Design and Configuration

- Simple, intuitive, accessible interface for survey creation, management, and analysis
- Preview and test surveys prior to distribution
- Copy surveys and reuse templates
- Upload survey structures using CSV or Excel
- Configure validation rules
 - Support longitudinal and multi-phase survey designs

2.4 Logic, Automation, and Embedded Data

- Support display logic and branching to show or hide questions based on previous responses
- Capture and use embedded data from query strings, contact lists, and external integrations
- Support loop and merge functionality to repeat question blocks dynamically
- Assign scoring to responses for assessment and evaluation purposes
- Support custom scripting (JavaScript) for advanced customization and validation

2.5 Distribution and Authentication

- Distribute surveys via email invitations, anonymous links, and SMS messaging
- Manage contact lists and exception lists to control survey distribution
- Define respondent pools and implement sub-sampling strategies
- Limit total number of responses and control response rates
- Require authentication prior to participation using institutional credentials
- Embed surveys in external webpages using iframe or JavaScript integration

2.6 Messaging and Notifications

- Schedule automated reminders and triggered messages based on response status

- o Describe all message or reminder types or resources that support this, for example, QR codes
- Implement safeguards to reduce spam classification and ensure deliverability
- Control or limit outgoing communications to prevent over-messaging

2.7 Fraud Prevention

- Detect and prevent bot activity through advanced algorithms, CAPTCHA integration, and IP monitoring
- Configure fraud detection settings with customizable thresholds and automated responses

2.8 Collaboration and Content Management

- Provide role-based permission controls with granular access management for user roles and survey access
- Support controlled collaboration with users outside the institution, including role-based access for external contributors
- Support collaborative editing of surveys with real-time updates, version control, and change tracking
- Transfer ownership of surveys and data between users, maintaining integrity and audit trails
- Create and manage user groups with hierarchical structures and bulk management capabilities
- Recover deleted surveys, reports, or assets through comprehensive backup and recovery systems

2.9 Reporting and Analytics

- Provide reporting and analysis tools including crosstabulation, trend analysis, and statistical functions
- Export data in multiple formats (Excel, CSV, SPSS, XML, TSV) with customizable field mapping. Describe any other supported types, for example, PDF
- Anonymize data through configurable rules and compliance with GDPR and FERPA requirements
- Describe capabilities for integration with institutional data warehouses and business intelligence tools (e.g., Power BI, Tableau)
- Describe the ability for users to create, save, and share custom reports
- Provide sample reports or visualizations based on comparable higher education implementations

2.10 Roles and Permissions

- Define system roles including administrator, power user, content creator, analyst, and viewer
- Provide granular permissions for survey creation, distribution, access, and deletion with fine-grained controls
- Describe how the platform supports a decentralized administration model with centralized governance
 - o Responses should address how institutional administrators can define and enforce standards while enabling academic and administrative units to manage local configurations within those constraints
 - o Describe support for hierarchical administration structures (e.g., institution, college, department, program), centralized template and content management, and the ability to enforce or restrict standardized elements where required

2.11 Support and Administrative Services

Vendors must describe how their solution supports ongoing operational support, training, and service delivery. Responses should be specific and include documentation where applicable.

2.11.1 Service Levels and Availability

- Provide detailed Service Level Agreements (SLAs), including:
 - o System availability and uptime commitments aligned with technical availability requirements defined in Section 3.1
 - o Scheduled maintenance windows
 - o Historical uptime performance
- Describe how support quality is measured, including satisfaction metrics, SLAs, or reporting provided to customers

2.11.2 Scope of Support

- Describe support provided for all user groups, including:
 - o Students
 - o Faculty
 - o Administrators
 - o Technical support staff
- Describe support model, including synchronous and asynchronous options

2.11.3 Hours of Operation

- Provide days and hours of support operation
- Identify support availability in Eastern Time or equivalent coverage

2.11.4 Support Channels

- Identify all available support channels, including:
 - o Phone
 - o Email
 - o Chat
 - o Ticketing system
 - o Knowledge base or self-service portal
- Provide typical response times by channel

2.11.5 Service Limits

- Describe any limitations on support usage, including:
 - o Tiered support models
 - o User group restrictions
 - o Volume or access limitations

2.11.6 Support Organization

- Identify customer support structure, including:
 - o Designated account or success managers
 - o Escalation contacts
- Describe ability to support coordination with multiple University stakeholders

2.11.7 Issue Resolution and Escalation

- Provide documented escalation procedures
- Describe incident response process, including:
 - o Severity levels
 - o Response time targets
 - o Resolution time targets
 - o Involvement of third-party providers (if applicable)

2.11.8 Outage Management

- Describe outage notification process, including:
 - o Timing of notifications
 - o Communication channels
 - o Stakeholder impact awareness

2.11.9 Training and Self-Service

- Describe training and onboarding resources available for:
 - o Administrators
 - o Faculty
 - o Students
- Include:
 - o Documentation

- o Tutorials or videos
- o Live or on-demand training
- Provide estimated time to basic competency for each user group

2.11.10 Language Support (if applicable)

- Identify supported languages for:
 - o Platform interface
 - o Support services

2.11.11 Administrative Roles and Effort

- Describe typical system roles required to support the platform
- Identify expected institutional roles (e.g., IT, IR, academic units)
- Provide estimated level of effort to maintain and support the system annually

3.0 Technical Requirements

Vendors must describe how their solution meets the following technical requirements.

3.1 Platform Architecture and Availability

- Cloud-hosted Solution: Cloud-hosted SaaS enterprise platform without on-premises infrastructure. Provide cloud infrastructure details, security certifications, and data center locations.
- High Availability: Minimum 99.9% uptime with historical statistics and SLAs.
- Disaster Recovery: Comprehensive disaster recovery with backup procedures, RTO, and RPO.
- Scalability: Support concurrent usage at enterprise scale during peak periods

3.2 Identity, Authentication, and Access Control

- Single Sign-On: Support SSO via SAML 2.0 with implementation details.
- Identity Provider Integration: Integrate with institutional IdPs supporting LDAP and Active Directory.
 - o Describe support for automated provisioning based on directory services (e.g., Active Directory).
- Role-Based Access Control: Granular RBAC with custom roles for administrators, faculty, staff, and students.

3.3 LMS Integration (Optional)

- Canvas LMS Integration: Support Canvas integration with roster sync and evaluation links. This capability is highly preferred though optional.
- LTI Standards: Support LTI for embedded survey deployment in LMS environments.

3.4 Enterprise System Integrations

- SIS and HRIS Integration: Integration with SIS, HRIS, and institutional systems via REST APIs.
- Attribute-Based Sampling: Support attribute-based sampling for targeted deployment by demographic, academic, or organizational attributes.

3.5 APIs and Data Interoperability

- Provide REST APIs for survey and data management
- Support bulk data export in standard formats (CSV, JSON, Excel)
- Support webhooks or event-based integrations

3.6 Data Security and Privacy

- Comply with the Family Educational Rights and Privacy Act (FERPA) for the protection of student education records
- Support HIPAA requirements
 - o Where relevant, please outline any features or capabilities that enable compliance with

additional regulations or standards, including those specific to unique research or survey settings.

- Provide current SOC 2 Type II audit reports and/or completed HECVAT documentation demonstrating controls for security, availability, integrity, confidentiality, and privacy
- Support confidential, anonymous, and attributed survey or evaluation configurations, as appropriate

3.7 Accessibility and Inclusive Design

- Comply with Web Content Accessibility Guidelines (WCAG) 2.1 Level AA standards
- Support accessibility features including screen reader compatibility, keyboard navigation, and appropriate color contrast
- Provide a current Voluntary Product Accessibility Template (VPAT) documenting accessibility conformance, known limitations, and remediation plans

3.8 Performance and Scalability

- Ability to support large-scale survey deployments with concurrent respondents
- Stable performance during research, administrative, and pulse-survey use cases
- The technical requirements outlined above are essential for ensuring survey tools meet operational and compliance needs. Vendors must provide detailed responses demonstrating how their solution addresses each requirement.

3.9 Data Retention, Archiving, and Deletion

- Provide configurable data retention policies
- Support archiving and permanent deletion per institutional policies
- University must retain data access after contract termination

3.10 Logging, Auditing, and Monitoring

- Provide audit logs for system activity, data access, and administrative changes

3.11 Compatibility and Localization

- Support modern browsers and mobile devices with responsive design
- Support multi-language capabilities and localization settings

3.12 Hosting and Data Residency

- All sensitive data (e.g., FERPA, HIPAA, PII) must be stored in compliance with obligations outlined in the Data Processing Agreement for this RFP[WL1.1]
- Disclose hosting providers, data centers, and third-party services

3.13 Information Technology Requirements

- Comply with all applicable institutional, federal, and regulatory data protection requirements
- Provide current SOC 2 Type II audit reports and/or completed HECVAT documentation
- Provide a current VPAT documenting accessibility compliance with WCAG 2.1 Level AA and applicable Section 508 standards
- Support secure data handling practices, including encryption in transit and at rest, access controls, audit logging, and incident response procedures
- Comply with University data protection, privacy, and non-disclosure requirements and execute required data processing agreements as a condition of contract

4.0 Project Management and Rollout

- Designated implementation project manager with higher education experience
- Implementation plan with timeline, milestones, and deliverables
- Required vendor and University resources
- Data migration approach and limitations
- Access to a testing/staging/sandbox environment is required

- Go-live support and risk mitigation
- Change management and enhancement approach

7 Section B: Course Evaluation Platform Requirements

1.0 Company Background

Vendors must provide comprehensive company information to establish credibility and demonstrate capability to deliver enterprise survey solutions:

- Company description including history, size (employees), revenue range, and target market. Include ownership structure, years in business, and geographic presence.
- Experience delivering course evaluation solutions in higher education. Detail number of clients, institution types served, and years in this sector.
- Three client references from comparable institutions in the United States with contact name, title, email, phone, deployment size, and years as client.
- Complete product offerings and roadmap for the next 12-24 months, including development methodology and how customer feedback influences direction.
- Evidence of compliance with U.S. and international intellectual property laws. Document patents, copyrights, trademarks, and licensing compliance.

All information will be evaluated for completeness and alignment with institutional needs. Responses should be thorough yet concise, focusing on qualifications most relevant to enterprise survey deployment.

2.0 Functional Requirements

Indicate Fully Supported, Partially Supported, or Not Supported for each requirement.

2.1 Data Retention and Historical Access

- Retain evaluation data with full historical access to results, reports, and analytics for minimum 10 years, including archived courses and departed instructors.

2.2 Roles and Permissions

- Support multiple user roles: instructors, chairs, deans, administrators, IT staff, institutional research, and leadership.
- Allow single users to hold multiple roles with appropriate permissions.
- Provide granular permissions at institution, college, department, program, and course levels with restrictions for sensitive data.
- Describe how the platform supports a decentralized administration model with centralized governance.
 - o Responses should address how institutional administrators can define and enforce standards (e.g., templates, questions, and policies) while enabling academic and administrative units to manage local configurations within those constraints.
 - o Describe support for hierarchical administration structures (e.g., institution, college, department, program), centralized template and content management, and the ability to enforce or restrict standardized elements where required.
 - o As a specific example of decentralization, describe support for college-level review or support for evaluations. For example, IT centrally supports course evaluation software but questions are determined by colleges and departments. See more detail about course evaluation procedures at OHIO on this Standard Operating Procedure page: <https://www.ohio.edu/provost/projects-initiatives/advance-ohio-higher-education-work-groups/student-evaluations-sop>

2.3 Course and Evaluation Management

- Create custom evaluations with multiple question types (multiple-choice, Likert, ranking, matrix, open-ended) and conditional logic.
- Accommodate team-taught and cross-listed courses with separate or combined evaluations.

- Manage modular question sets at institution, college, department, and course levels, enabling composite evaluations.

2.4 Enrollment and Evaluation Controls

- Refine enrollment data prior to survey launch
- Exclude withdrawn students automatically
- Enforce anonymity thresholds
- Refresh class data prior to distribution

2.5 Messaging and Notifications

- Aggregate student notifications across courses
- Configure reminders by evaluation cycle
- Provide detail about capabilities for supporting various messaging capabilities (e.g., email, SMS, and LMS messaging)[WL2.1]

2.6 Reporting and Analytics

- Generate reports at the instructor, department, and college levels
 - Support data visualization through charts, dashboards, and trend analysis; describe available capabilities
 - Provide dashboard functionality tailored to user roles, including configurable views and access to relevant metrics
- Track and report response rates in real time
- Provide statistical analysis capabilities, including measures such as means and standard deviations
- Enforce anonymity thresholds and data suppression rules in all reporting outputs
- Describe capabilities for integration with institutional data warehouses and business intelligence tools (e.g., Power BI, Tableau)
- Support the creation, saving, and sharing of custom reports by end users
- Provide sample reports or visualizations based on comparable higher education implementations
- Support report delivery either immediately upon completion or on a scheduled basis
- Enable comparison of datasets across academic units, courses, and terms
- Support export of data and reports in multiple formats, including PDF, Excel, CSV, and SPSS
- Confirm that the University retains full ownership of all data, with perpetual access

2.7 Support and Administrative Services

Vendors must describe how their solution supports ongoing operational support, training, and service delivery. Responses should be specific and include documentation where applicable.

2.7.1 Service Levels and Availability

- Provide detailed Service Level Agreements (SLAs), including:
 - System availability and uptime commitments aligned with technical availability requirements defined in Section 3.1
 - Scheduled maintenance windows
 - Historical uptime performance
- Describe how support quality is measured, including satisfaction metrics, SLAs, or reporting provided to customers.

2.7.2 Scope of Support

- Describe support provided for all user groups, including:
 - Students
 - Faculty
 - Administrators
 - Technical support staff
- Describe support model, including synchronous and asynchronous options

2.7.3 Hours of Operation

- Provide days and hours of support operation
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2.7.4 Support Channels

- Identify all available support channels, including:
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2.7.7 Issue Resolution and Escalation

- Provide documented escalation procedures
- Describe incident response process, including:
 - o Severity levels
 - o Response time targets
 - o Resolution time targets
 - o Involvement of third-party providers (if applicable)

2.7.8 Outage Management

- Describe outage notification process, including:
 - o Timing of notifications
 - o Communication channels
 - o Stakeholder impact awareness

2.7.9 Training and Self-Service

- Describe training and onboarding resources available for:
 - o Administrators
 - o Faculty
 - o Students
- Include:
 - o Documentation
 - o Tutorials or videos
 - o Live or on-demand training
- Provide estimated time to basic competency for each user group

2.7.10 Language Support (if applicable)

- Identify supported languages for:

- o Platform interface
- o Support services

2.7.11 Administrative Roles and Effort

- Describe typical system roles required to support the platform
- Identify expected institutional roles (e.g., IT, IR, academic units)
- Provide estimated level of effort to maintain and support the system annually

3.0 Technical Requirements

Vendors must describe how their solution meets the following technical requirements.

3.1 Platform Architecture and Availability

- Cloud-hosted deployment: Full SaaS delivery model with no on-premises infrastructure
- High availability: Minimum 99.9% uptime guarantee with documented SLAs
- Disaster recovery: Comprehensive backup procedures with defined RTOs
- Scalability: Support concurrent usage at enterprise scale during peak periods

3.2 Identity, Authentication, and Access Control

- Single Sign-On (SSO): Full support for SAML 2.0 authentication protocols
- Identity Provider integration: Compatible with institutional directory services
- Role-based access control: Granular permissions for admins, instructors, and students

3.3 LMS Integration (Required)

- Canvas integration: Native integration with Canvas LMS for seamless user experience
- LTI 1.3 compliance: Support for LTI 1.3 standard for automated evaluation delivery and tracking

3.4 SIS Integration

- PeopleSoft integration: Ability to integrate in order to[WL3.1] leverage SIS data for automated data synchronization
- Roster synchronization: Automatic sync of rosters, enrollments, and instructor assignments
- Data integrity: Preserve manual corrections and prevent overwrites during sync

3.5 APIs and Data Interoperability

- Provide comprehensive REST APIs for data management including evaluation creation, response submission, and results retrieval with proper authentication and documentation.
- Support bulk export in standard formats (CSV, JSON, XML) with customizable field selection.

3.6 Data Security and Privacy

- Comply with the Family Educational Rights and Privacy Act (FERPA) for the protection of student education records
- Provide current SOC 2 Type II audit reports and/or completed HECVAT documentation demonstrating controls for security, availability, integrity, confidentiality, and privacy
- Support confidential, anonymous, and attributed survey or evaluation configurations, as appropriate

3.7 Accessibility and Inclusive Design

- Comply with Web Content Accessibility Guidelines (WCAG) 2.1 Level AA standards
- Support accessibility features including screen reader compatibility, keyboard navigation, and appropriate color contrast
- Provide a current Voluntary Product Accessibility Template (VPAT) documenting accessibility conformance, known limitations, and remediation plans

3.8 Performance and Scalability

- Demonstrated ability to handle peak, institution-wide response loads (e.g., end-of-term evaluations)
- No material degradation during high-concurrency periods

3.9 Data Retention, Archiving, and Deletion

- Support customizable retention policies with automated archiving and secure deletion.
- Archived data must remain accessible for reporting with documented procedures for long-term preservation.

3.10 Logging, Auditing, and Monitoring

- Maintain comprehensive audit logs of administrative actions, configuration changes, data access, and evaluation lifecycle events. Logs must be tamper-evident and retained per requirements.

3.11 Compatibility and Localization

- Support current versions of major browsers (Chrome, Firefox, Safari, Edge) with fully responsive mobile interfaces.
- Support multiple language interfaces with ability to create evaluations in multiple languages.

3.12 Hosting and Data Residency

- All sensitive data (e.g., FERPA, HIPAA, PII) must be stored in compliance with obligations outlined in the Data Processing Agreement for this RFP[WL4.1]
- Disclose hosting providers, data centers, and third-party services

3.13 Information Technology Requirements

- Comply with all applicable institutional, federal, and regulatory data protection requirements
- Provide current SOC 2 Type II audit reports and/or completed HECVAT documentation
- Provide a current VPAT documenting accessibility compliance with WCAG 2.1 Level AA and applicable Section 508 standards
- Support secure data handling practices, including encryption in transit and at rest, access controls, audit logging, and incident response procedures
- Comply with University data protection, privacy, and non-disclosure requirements and execute required data processing agreements as a condition of contract

4.0 Project Management and Rollout

- **Implementation Plan and Timeline:** Provide detailed plan with timelines for deployment including milestones, deliverables, testing, training, and go-live dates. Identify dependencies, risks, mitigation strategies, and duration from contract to deployment.
- **Dedicated Project Leadership:** Assign dedicated project manager and implementation team. Describe team qualifications, higher education experience, communication protocols, meeting cadence, and escalation procedures.
- **Resource Commitments:** Identify resources required from University and vendor including personnel commitments, technical infrastructure, data preparation, and prerequisite activities.
- **Migration from Current Evaluation Systems:** Describe migration approach including data migration strategies, legacy handling, parallel operations, cutover procedures, and risk mitigation.
- **Go-Live and Transition Support:** Provide comprehensive support during go-live including on-site or remote availability, user acceptance testing, soft launch, post-launch monitoring, and support hours during critical periods.
- **Change Management and System Updates:** Describe change management for updates including release notifications, testing environments, rollback capabilities, user communications, update frequency, and emergency patch processes.

8 Certificate of Insurance

Supplier shall be required to upload a copy of their Certificate of Insurance to the response attachment portion of this bid and must follow these standards or better:

Service provider shall procure and maintain at its own expense until all of their obligations, including any warranty periods under any awarded contract, are satisfied, insurance against claims for injury to persons or damage to property which may arise from or in connection with the performance of the work hereunder by the Service Provider, its agents, representatives, employees, or subcontractors a minimum insurance coverage of:

(i) commercial general liability insurance (or equivalent professional liability insurance), including Products and Completed Operations coverage, covering itself and employees in the minimum amounts of at least One Million Dollars (\$1,000,000) per occurrence and Two Million Dollars (\$2,000,000) in the annual aggregate;

(ii) professional liability insurance, including cyber liability or privacy and network liability. Coverage limits shall not be less than \$1,000,000 per loss or event. Such policy shall include coverage for losses arising from the breach of information security or cyber liability (including Technology Errors & Omissions, Network Security and Privacy Liability, Media Liability, Liability arising from the introduction of a computer virus, and Liability arising from theft, dissemination, and/or use of confidential information).

In the event the insurance is written on a claims-made basis, Supplier warrants that any retroactive date under the policy shall precede the effective date of this Contract; and that either continuous coverage will be maintained or an extended discovery period will be exercised for a period of two (2) years beginning at the time work under this Contract is completed. If such insurance is maintained on an occurrence form basis, Supplier shall maintain insurance for an additional period of one (1) year following termination of Contract. If such insurance is maintained on a claims-made basis, Supplier shall maintain such insurance for an additional period of three (3) years following termination of the Contract and

(iii) Supplier must maintain crime coverage, including employee dishonesty, forgery or alteration, and computer fraud, including endorsement Client's Property (CR 0401 or equivalent). The policy shall include coverage for all directors, officers, agents, and employees of the Supplier. The bond or policy shall include coverage for extended theft and mysterious disappearance. The bond or policy shall not contain a condition requiring an arrest and conviction. Coverage limits shall not be less than \$1,000,000 per loss and

(iv) to the extent required by law, workers' compensation/employers' liability insurance in the minimum amount of One Million Dollars (\$1,000,000) covering its employees.

Insurance is to be placed with duly licensed or approved non-admitted insurers in the State of Ohio with an "A.M. Best" rating of not less than A- VII. All policies shall be endorsed to apply on a primary basis, non-contributory with any other insurance coverages and/or self-insurance carried by the University. Except for workers' compensation and employers' liability insurance, all policies shall be endorsed to include Ohio University and its governing board, officers, agents, and employees as additional insured with respect to liability arising out of the activities performed by or on behalf of the Service Provider.

Limits can be met with a combination of primary and/or excess/umbrella coverage or equivalent. Coverage provided by the Service Provider shall not be limited to the liability assumed under the indemnification provisions of the awarded contract.

9 Digital Accessibility

Per University Policy 04.001, it is the University's expectation that information technology be accessible to people with disabilities, including those who use assistive technologies, whether the IT product is designed, developed or purchased from a third-party. Accessibility generally enhances usability for all users. Thus, by supporting IT accessibility, Ohio University helps ensure that as broad a population as possible will have access to, benefit from, and contribute to its digital information and services.

Vendor User Interface shall be ADA-compliant and meet the WCAG 2.1 AA standard. Additionally, the vendor must complete the [Digital Accessibility Questionnaire](#) prior to submission or complete the accessibility section of HECVAT version 4.04 or later.

Company shall ensure that the Technology complies with the most current accessibility requirements of section 508 of the Rehabilitation Act of 1973, as amended (29 U.S.C. 794d), and its implementing regulations set forth at Title 36, Code of Federal Regulations, Part 1194; and the Web Content Accessibility Guidelines (collectively, the "Accessibility Requirements"). When differences exist between Section 508 and WCAG 2.1 AA, the WCAG 2.1 AA compliance standard shall apply.

Company will submit to University a voluntary product accessibility template ("VPAT") for the Technology. The VPAT depicts the degree to which the Technology complies with accessibility requirements.

Upon receipt of the VPAT, University may test the Technology for compliance with the Accessibility Requirements and will submit to Company a report indicating areas where the Technology is not compliant ("Accessibility Report"). No later than thirty (30) days after receiving the Accessibility Report, Company will create a roadmap detailing the methods and reasonable timeframes for remediating the Technology so that it is in compliance with the Accessibility Requirements (the "Roadmap"). Company will remediate any errors and issues described in the Accessibility Report as well as any other issues not within conformance to Accessibility Requirements within the timeframes described in the Roadmap. If the Technology does not meet the Accessibility Requirements, then that may be factored into the decision-making process as it relates to the bid award.

☐ I have completed required Survey or HECVAT/VPAT
(Required: Check if applicable)

10 Information Security and Data Protection

If Company uses University's Personal Information, they shall use Personal Information only for the purposes of performing its obligations under the Agreement, shall not disclose or otherwise make available Personal Information to any third party and meet their obligations to adhere to the principle of least privilege. Company will be bound by confidentiality requirements at least as restrictive as those set forth herein; to treat Proprietary Information as confidential information, and protect and safeguard the confidentiality of the Personal Information with at least the same degree of care as Company would protect its own confidential information, but in no event with less than a commercially reasonable degree of care; and to notify University if Company becomes aware of any loss or disclosure of any Personal Information promptly to ensure that University will be in compliance with the reporting requirements of GLBA, FERPA, Ohio Revised Code 1349.19, or any other law as applicable. As such, company will implement and maintain sufficient information security protocols to secure and protect the confidentiality of all the Personal Information in Company's possession or control (or in the possession or control of its employees, contractors, subcontractors, and other representatives). To evaluate the company's ability to comply with these requirements the company will provide to the University a copy of their Higher Education Community Vendor Assessment Toolkit (HECVAT) for review and analysis by the University. HECVAT documentation is preferred, but if unavailable the company can submit a copy of their SOC2 Type 2 report or complete the OHIO Vendor Security Questionnaire available at: https://ohio.qualtrics.com/jfe/form/SV_56bLkvUFKS6YAPH

☐ I have completed required Survey or HECVAT/SOC2
(Required: Check if applicable)

1 Data Integration or Implementation Cost

Will your company need to integrate with the University? If yes, will Ohio IT need to assist in the integration of systems? Is there a setup cost and what it is? Is it a one-time cost or an annual Cost? Is there SSO functionality; if yes, is there an implementation cost? Any costs must be specified without your proposal submission.

☐ Yes, there is an integration need for setup

☐ No, the software does not need OIT integration

(Optional: Check all that apply)

1 Respondent Terms

Proposers are required to submit their standard terms and conditions of service as part of their proposal response. This information should be included as a separate attachment in the "Response Attachments" tab.

These terms and conditions will be reviewed during the evaluation process to assess compatibility with the State's standard terms and conditions and to identify potential areas of negotiation. When submitting a draft agreement, please be aware of the terms and conditions requirements of Ohio Revised Code [Section 9.27](#).

Any conflicts with ORC 9.27 will be considered during the evaluation period. Additionally, the University may incorporate language into the agreement addressing items such as, but not limited to: Termination for Cause/Convenience, Confidentiality, Nondiscrimination, Compliance with Law, Governing Law, Forum Selection, Sovereign Immunity, and Inspection/Audit. Alternatively, the University may propose the addition of a Side Letter Addendum, attached for your reference (see Attachments tab).

1 Evaluation Criteria

All proposals received from contractors will be reviewed and evaluated by a committee of qualified University personnel. The University intends to accept the proposal(s) that best fulfills the interests of the University from a service, financial, and environmental viewpoint. Proposals will be evaluated according to the following criteria listed here:

- A. Financial Costs and Benefits: Overall price and cost efficiency of purchase
- B. Vendor Qualifications, Relevant Experience, References and overall quality of submission and ability to meet scope.
- C. Ability to meet requirements, as described in Specifications and Requirements based on substantiation and documentation that show how a feature or function operates.
- D. Project Timeline/Implementation Plan.
- E. Quality of response to meet request outlined in the Scope of Services and Specifications: Completeness, responsiveness, clarity.
- F. Completion alignment with RFP requirements and compliance with Ohio University's procurement, security, and accessibility requirements.

Selection and award of contract(s) will be made to the supplier whose proposal, in the sole opinion of OHIO University, represents the best overall value to the University.

1 4 Deadline and Delivery

Deadline & Delivery

OHIO University will receive proposals through the OHIO University eSourcing Platform (please visit our [Supplier Information](#) webpage for information on the eSourcing Platform) until the due date specified in the Event Details section of the RFP. Firms submitting proposals will be responsible for delivery of the documents via the eSourcing Platform. Any proposal received after the time and date specified, prepared or submitted, may not be eligible for consideration. Respondents are cautioned to write all descriptions and monetary amounts clearly so there is no doubt as to the intent and scope of the proposal. Erasures and other changes in the proposal must bear the signature or initials of the respondent.

Digital Signature must be provided in the Response Submission section of the eSourcing Platform.

Failure to provide this information may result in rejection of the proposal. The University reserves the right to reject any proposal not prepared and submitted according to the provisions herein outlined, and may reject any or all proposals. Any proposal may be withdrawn prior to the proposal due date.

IMPORTANT NOTE: The respondent is cautioned against last minute attempts to meet the due date & time and OHIO University will not be responsible for network outages, failure to register as a respondent, and other related internet malfunctions on the part of the respondent in submitting their bid. The respondent will receive an electronic confirmation of successful submission of the bid. Plan ahead.

1 5 Questions

Formal Questions

All questions are considered formal and may be submitted through the Questions tab in the eSourcing Platform. All responses will be posted to the eSourcing Platform in the Questions tab. Registered respondents will receive email notifications of responses to questions. Please see the Activities section for the deadline for submitting questions.

1 6 Period of Agreement

1. Initial term: The initial term of the Agreement shall be for approximately three (3) years, with an option to extend as noted below
2. Renewal Options: After the initial term, OHIO University reserves the right to renew the contract for additional one (1) year terms with mutual assent, not to exceed two (2) renewals. Any renewal agreed upon shall occur ninety (90) days prior to expiration of the contract then in force.
3. Termination: Either party may terminate this contract after the expiration of sixty (60) days from the effective date of the contract term. Termination may occur by giving the other party ninety (90) days prior written notice of intent to terminate; except that any breach of this contract shall be just cause to terminate immediately the contract and any obligations existing thereunder without any prior notice to you.

1. Shortlist: The University reserves the right to shortlist the Respondents on all of the stated criteria. However, The University may determine that shortlisting is not necessary.
2. Interviews: The University reserves the right to conduct interviews with all or some of the Respondents at any point during the evaluation process. However, The University may determine that interviews are not necessary. In the event interviews are conducted, information provided during the interview process shall be taken into consideration when evaluating the stated criteria.
3. Additional Investigations: The University reserves the right to make such additional investigations as it deems necessary to establish the competence and financial stability of any firm submitting a proposal.
4. Prior Experience: Experiences with The University and entities which evaluation committee members represent shall be taken into consideration when evaluating qualifications and experience.
5. Sustainability: Ohio University is committed to being a steward of our environmental, social and financial resources and, as such, gives preference to bidders who can effectively speak to their commitment to sustainability. The Ohio University Sustainability Plan (found online at www.ohio.edu/sustainability) outlines institutional goals and benchmarks that are expected to be addressed in the successful bidder's submission. In particular, bidders are asked to speak of their values and practices in relationship to local products, fair labor, emission reduction, Conflict Free products, low-or-no Volatile Organic Compounds, recycled content/recyclable products, and energy efficiency.
6. Exceptions To Contract Terms And Specifications: The Respondent shall clearly identify any proposed deviations from the Contract Terms or Specifications in the Request for Proposal. Each exception must be clearly defined and referenced to the proper paragraph in this RFP. The exception shall include, at a minimum, the Respondent's proposed substitute language and opinion as to why the suggested substitution will provide equivalent or better service and performance. If no exceptions are noted in the Respondent's proposal, The University will assume Complete conformance with The University's Contract Terms and Specifications which are included as "Agreement for Services". Respondents who wish to propose modifications to the contract provisions must clearly identify the proposed deviations and any proposed substitute language. However, the provisions of the Request for Proposal cannot be modified without the express written approval of the Director of Procurement or his/her designee. If a proposal or offer is returned with modifications to the contract provisions that are not expressly approved in writing by the Director or his/her designee, the contract provisions contained in The University's Request for Proposal shall prevail.
7. Negotiations: The University reserves the right to conduct discussions with Respondents, and to accept revisions of proposals, and to negotiate price changes. During this discussion period, The University will not disclose any information derived from proposals submitted. Once an award is made, proposal documents are public record and will be disclosed upon request (see Additional Terms & Conditions, in the Instructions for Respondents Section, below).

1 8 Additional Terms & Conditions of Submitting a Proposal

Additional Terms & Conditions of Submitting a Proposal

1. Costs incurred by respondent The respondent, by submitting a proposal, agrees that any cost incurred by the respondent in responding to this RFP, or in support of activities associated with this request, are to be borne by the respondent and may not be billed to the University. The University will incur no obligation or liability whatsoever to anyone by reason of issuance of this RFP, or action by anyone relative thereto.
2. Signature & submission: Proposals must be dated, signed by an official authorized to bind the respondent to the terms of the proposal and submitted to the OHIO University Procurement Services in accordance with the terms and conditions of this RFP.
3. Obtaining clarification: All issues and questions raised in this RFP must be answered in full. Each respondent understands and agrees that it has a duty to inquire about and clarify any RFP issue that the respondent does not fully understand or believes may be interpreted in more than one way. Every attempt will be made to promptly answer all inquiries from each respondent.
4. Freight Terms: If applicable, all prices quoted are to be F.O.B. Destination. Unless clearly stated otherwise by the respondent, prices quoted will include all charges for transportation, packaging, etc., necessary to complete delivery on an F.O.B. Destination basis.
5. No Bid Requirement: If you are unable to submit a proposal, please date and sign the Terms & Conditions sheet, and indicate "NO BID". Give a brief explanation, and return the sheet before the due date.
6. Contractual obligations: The contents of proposals submitted by the successful respondent will be considered contractual obligations upon award.
7. Sales Tax: The University, as an instrumentality of the State of Ohio, is exempt from Ohio sales tax and Federal excise tax, including Federal transportation tax.
8. Formal & Informal RFPs/Proposal opening: This is an informal RFP and will not be read at a public opening. Written requests for proposal results must include the Request for Proposal number and closing date. If the respondent wishes to obtain a copy of the proposal tabulation and/or evaluation form(s) once award is complete, respondent should provide a self-addressed, stamped envelope with the proposal.
9. Proprietary Information: All evaluation documents for proposals are non-proprietary and subject to public disclosure after contract award. All proposal documents and information are subject to public disclosure under Ohio Revised Code Section 149.43. To exempt information provided in the proposal from public disclosure, respondents should identify any and all sections of their proposal they consider trade secrets or proprietary information. In the event of a public document request, the OHIO University Legal Affairs Office will review the sections so identified, and will make the final determination as to the need to disclose. Respondents will be solely responsible for protecting their own trade secret or proprietary information, and will be responsible for all costs associated with protecting this information from disclosure. The University will keep one (1) copy of proposals in accordance with its record retention schedule.
10. Use of OHIO University's Name: No Supplier providing proposals, products or services to the University will appropriate or make use of OHIO University's name or other identifying marks or property in its advertising without prior written consent of OHIO University.
11. Gratuities and gifts: Gratuities are not acceptable. OHIO University, by written notice to Respondent, may immediately reject any proposal, or cancel any contract that results from this RFP, if the University finds that gratuities were given or offered. Gratuities are defined as gifts, entertainment, or any other compensation offered or given by the Respondent, or any agent or representative of the Respondent, to an OHIO University officer or employee, in an effort to secure an award or preferential treatment.

1
9**Accessible Experience****Accessible Experience**

Ohio University is committed to providing an accessible, usable, and integrated experience for people with all abilities. Should any Vendor require reasonable accommodation in the process of submitting a proposal, requests should be directed to the Office for University Accessibility at 740-593-2620. Requests should be made in a timely manner as a late request for accommodation will not result in an extension of the proposal deadline.

Per University Policy 04.001, it is the University's expectation that information technology be accessible to people with disabilities, including those who use assistive technologies, whether the IT product is designed, developed or purchased from a third-party. Accessibility generally enhances usability for all users. Thus, by supporting IT accessibility, Ohio University helps ensure that as broad a population as possible will have access to, benefit from, and contribute to its digital information and services.

In order to support an accessible experience, the following criteria apply to this RFP:

2
0**ADA**

In submitting a proposal, Respondent certifies that the programs, services, and activities provided to the general public under the resulting contract conform to the Americans with Disabilities Act of 1990, as amended, and the Rehabilitation Act of 1973 and the regulations issued there under by the federal government.

☐ I acknowledge conformance to laws and regulations

(Required: Check if applicable)

2
1**ADA**

Respondent acknowledges and understands that if applicable, its programs, services, and activities are being licensed by the Customer to be provided to its students. Respondent acknowledges and understands that as a public institution of higher education that receives federal funding, the Customer is required to comply with the Americans with Disabilities Act, 42 U.S.C. 12101 et seq. and Section 504 of the Rehabilitation Act 29 USC 701 et. Seq. Respondent agrees that its software will comply with the Americans with Disabilities Act, 42 U.S.C. 12101 et seq. and Section 504 of the Rehabilitation Act, 29 USC 701 et seq. as those laws apply to Customer. Respondent agrees that programs, services, and activities provided will be accessible to individuals with disabilities and will meet current Web Content Accessibility Guidelines. Respondent agrees that failure to provide an accessible product is a breach of Agreement.

☐ I acknowledge conformance to laws and regulations

(Required: Check if applicable)

2
2**ADA**

Respondent agrees to provide evidence of compliance with the aforementioned requirements before any agreement becomes effective and any other time upon reasonable request from the university. In the event that information technology provided under an agreement does not fully comply with the standards as set forth above, Respondent will promptly advise the university in writing of the noncompliance and provide detailed information regarding the remediation plan. Respondent agrees to promptly respond to and resolve any complaint regarding accessibility of its products or services. Failure to comply with these accessibility standards shall constitute a breach of agreement.

☐ I acknowledge process and responsibilities

(Required: Check if applicable)

2
3

Company Name and Address

For purpose of sending a Purchase Order

(Required: Maximum 500 characters allowed)

2
4

Fax Number for Ordering

(____) _____ - _____ ext: _____

(Required)

2
5

Website Address

(Required: Enter URL)

2
6

Proposal Prices are valid for

(e.g. "120 days", a minimum of 60 days is preferred)

(Required: Maximum 1000 characters allowed)

2
7

FOB point

☐ Destination ☐ Origin

(Required: Check only one)

2
8

Payment Terms

The University's standard payment terms are Net 30 from the date of the invoice

☐ Net 30 ☐ Net 45 ☐ Net 60 ☐ Other

(Required: Check only one)

2
9

Representative Name

(Required: Maximum 500 characters allowed)

3
0

Representative Phone

(____) _____ - _____ ext: _____

(Required)

3
1

Representative Email Address

(Optional: Email address)

3
2

Is Respondent's firm a certified Minority Business Enterprise in the State of Ohio?

☐ NO ☐ YES

(Optional: Check only one)

3
3

Is Respondent's firm a certified EDGE Supplier in the State of Ohio?

☐ NO ☐ YES

(Optional: Check only one)

3
4

Is Respondent's firm a certified Disadvantaged Business Enterprise?

☐ NO ☐ YES

(Optional: Check only one)

3
5

References

Provide a minimum of 3 and a maximum of 6 references. They should ideally be similar to OHIO University - i.e., mid to large size state-funded institutions of higher learning, who have contracted with the respondent for the same services and/or products. If such references are not available, list references which match as closely as possible.

3
6

Reference #1

Company Name
Address
Contract Name
Phone
Email Address

(Required: Maximum 1000 characters allowed)

3
7

Reference #2

Company Name
Address
Contract Name
Phone
Email Address

(Required: Maximum 1000 characters allowed)

3
8

Reference #3

Company Name
Address
Contract Name
Phone
Email Address

(Required: Maximum 1000 characters allowed)

3
9

Reference #4

Company Name
Address
Contract Name
Phone
Email Address

(Optional: Maximum 1000 characters allowed)

4
0

Reference #5

Company Name
Address
Contract Name
Phone
Email Address

(Optional: Maximum 1000 characters allowed)

4
1

Reference #6

Company Name
Address
Contract Name
Phone
Email Address

(Optional: Maximum 1000 characters allowed)

Supplier Information

Company Name:

Contact Name:

Address:

Phone:

Fax:

Email:

Supplier Notes

By submitting your response, you certify that you are authorized to represent and bind your company.

Print Name

Signature