



January 11, 2023

REQUEST FOR PROPOSAL

DIGITAL COPIER/PRINTERS

RFP P24JN001

DUE: 3:00 P.M., MST, 02/8/2024

Deadline for Inquiries

5:00 P.M., MST, 01/29/2024

Time and Date Set for Closing

3:00 P.M., MST, 02/8/2024

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## 1. INTRODUCTION

- 1.1. University Background. The University is a fully accredited State of Arizona institution of higher education. Additional information on the University is available at the following link. [NAU Facts and Figures](#)
- 1.2. Proposal Background
  - 1.2.1. The University is seeking Proposals to provide Digital Copiers/Printers on the [Flagstaff Arizona Mountain Campus](#) along with our [Statewide Campus Locations](#).
  - 1.2.2. This RFP is part of a competitive negotiation process intended to allow the University to obtain goods and/or services as outlined herein in a manner that is most advantageous to the University. This RFP provides the University the flexibility to negotiate with Proposers, if desired, to arrive at a mutually agreeable relationship. Price may weigh heavily in the evaluation process but will not be the only factor under consideration and may not be the determining factor. All Proposals will be considered public records and will be available for review, as allowed by Arizona law and the Code.
  - 1.2.3. It is the University's intent to select the Proposal(s), which are most favorable to the University in all respects, including scope, availability of services, quality of services, reputation, and price. If not otherwise stated herein, multiple Awards may be made or an Award(s) may be made partial, by part, by line item, or by any combination of parts if identified as being in the best interest of the University.
  - 1.2.4. The initial Contract term will be for five (5) year(s) with the possibility of five (5) successive one (1) year renewals, for a total term not to exceed ten (10) years.
- 1.3. Coverage and Participation. Unless objection is submitted with the Proposal, it is the intent of the University that any Award resulting from the RFP be available for use by all departments of the University and any other Arizona University, along with any other educational institution or Governmental entities, to the extent allowed by Arizona law and the Code.
- 1.4. Communications. All questions or inquires relating to this RFP must be directed to:

Jeff Neel  
Telephone: (928) 523-2328  
E-mail: [jeffrey.neel@nau.edu](mailto:jeffrey.neel@nau.edu)

## 2. DEFINITIONS

Capitalized terms shall have the meaning set forth in Board Policy 3-801.B <https://public.powerdms.com/ABOR/documents/1491869> with the exception of the following terms which shall have the meanings set forth below in this RFP.

- 2.1. “May” or “Should” indicates something that is not mandatory but permissible/desirable. If a Proposer fails to provide recommended information, the University may, at its sole option, ask Proposer to provide the information or evaluate the Proposal without the information.
- 2.2. “Must,” “shall,” “will” indicates a mandatory requirement. Failure to meet any mandatory requirements may result, in the University’s sole discretion, in the rejection of your proposal.
- 2.3. “MST” means Mountain Standard Time, the time zone in which the University operates. Arizona does not observe Daylight Savings Time.
- 2.4. “OEM” refers to Original Equipment Manufacturer
- 2.5. “Proprietary Information” means trade secrets and other proprietary or confidential information exempt from Arizona’s Public Records Statute pursuant to A.R.S. § 15-1640(A). Contract terms and conditions, pricing, and information generally available to the public are not considered Proprietary Information under the Code (*See* Code § 3-801(D)(1)).
- 2.6. “RFP” refers to this request for proposals P24JN001.
- 2.7. “Successful Proposer” means any Proposer selected by the University to receive an Award as a result of this RFP and to enter into a Contract to provide the University with the products or services sought by this RFP.
- 2.8. “Brand Reference” refers to the use of a specific brand name or model number that is only used to reference equipment specifications or functions.

### **3. INSTRUCTIONS TO PROPOSERS**

#### **3.1. General Requirements.**

- 3.1.1. The data, specifications, and requirements outlined herein are intended to serve as a general guideline for the University's requirements. Proposers should submit a fully detailed Proposal that adequately describes the advantages and benefits to the University. Proposers should provide a detailed response to each requirement in this RFP, individually numbered to match each requirement. At a minimum, in such case where a detailed response is not applicable, each Proposer should indicate their ability to comply with and/or agreement to the requirements of this RFP. Proposers are encouraged to provide any additional information that is not specifically identified in this RFP that would assist the University in making its evaluations based upon the disclosed evaluation criteria.
- 3.1.2. Any Person submitting a Proposal shall be deemed to have read and understand all the terms, conditions, and requirements in this RFP.
- 3.1.3. The Contracts, Purchasing and Risk Management department shall retain this RFP, and all related terms and conditions, exhibits and other attachments, in original form in an archival copy. Any modification of these, in the Proposer's submission, is grounds for immediate disqualification.
- 3.1.4. Proposer agrees that the University will not pay for or be responsible for any cost or expense incurred by Proposer in the preparation, submission, presentation, or any other action connected with proposing or otherwise responding to this RFP.
- 3.1.5. The University reserves the right to reject any or all Proposals or any part thereof, or to accept any Proposal, or any part thereof, or to withhold the Award and to waive or decline to waive irregularities in any Proposal when it determines that it is in its best interest to do so. The University also reserves the right to hold all Proposals after the Opening date and the right to accept a Proposal not withdrawn before Opening.
- 3.1.6. Proposer may withdraw their Proposal any time prior to Opening. Proposer may request to withdraw their Proposal after Opening and any time prior to selection and notice of Award. The University shall have sole authority to grant or deny such a request. In the event the University grants such a request, it may withhold issuing future Requests for Proposals to such Proposer.
- 3.1.7. All Proposals and accompanying documentation will become the property of the University at the time the Proposals are opened. It will be the Proposer's responsibility to request that samples be returned to the Proposer and provide a method for doing so at the expense of the

Proposer. If such a request is not received and a method of return is not provided, all samples shall become the property of the University forty-five (45) days from the date of Award and may be disposed of in the University's sole discretion.

- 3.1.8. Collusion with other Proposers or employees thereof, or with any employee of the University, is prohibited and may result in disqualification of the Proposer and/or cancellation of an Award. Any attempt by the Proposer, whether successful or not, to subvert or skirt the principles of open and fair competition may result in disqualification of Proposer and/or cancellation of an Award.
- 3.1.9. Each Proposer shall ensure that no improper, unethical, or illegal relationships or conflict of interest exists between or among the Proposer, the University, and any other party to this RFP. Without limiting the foregoing, Proposer shall refrain from offering or giving gratuities, in the form of entertainment, gifts or otherwise, to any officer or employee of the State of Arizona with a view toward securing a Contract or securing favorable treatment with respect to the awarding or amending, or the making of any determinations with respect to the performing of such Contract. The University reserves the right to determine the materiality of such relationships, when discovered or disclosed, whether intended or not; and to decide whether or not Proposer disqualification and/or cancellation of an Award shall result.
- 3.1.10. If any Proposer or any of the Proposer's employees, agents, or other representatives participating in this RFP need, or have questions about the University's accommodations for people with disabilities, arrangements can be made by contacting Jeff Neel at telephone (928) 523-2328, email address – [jeffrey.neel@nau.edu](mailto:jeffrey.neel@nau.edu) . Such requests should be made as early as possible to allow time to arrange the accommodation(s).
- 3.1.11. The University shall have the right to use any ideas that are contained in any Proposal received in response to this RFP, along with any adaptation of such ideas. Selection or rejection of the Proposal shall not affect the University's right of use. Provided, however, that the University will, in good faith, honor the proprietary and confidential nature of any Proposer information that is enclosed in a separate envelope from the Proposal and clearly designated and conspicuously labeled as set forth in Section 7.4.9. of this RFP.
- 3.1.12. Any protest of this procurement must comply with the requirements of section 3-809(B) of the Code.
- 3.1.13. Proposer shall acquire and maintain all necessary permits and licenses and shall adhere strictly to all Federal, State, County, or City laws, codes, regulations, and ordinances as applicable in performing any work under

this RFP.

3.1.14. The University is under no obligation whatsoever to honor or observe any information that may apparently conflict with any provision of this RFP, regardless of whether such information is obtained from any office, agent, or employee of the University. Such information shall not affect the Proposer's risks or obligations under a Contract resulting from this RFP.

3.1.15. Any Proposer exception, stipulation, counteroffer, requirement, and/or other alternative term or condition shall be considered rejected unless specifically accepted in writing by the University and thereafter incorporated into any Contract resulting from this RFP.

3.2. Attention to Terms and Conditions. Proposers are cautioned to thoroughly understand and comply with all matters covered under the Terms and Conditions section of this RFP. The Successful Proposer is expected to enter into the form of agreement approved by the Board, refer to Section 9. The University terms and conditions included in this RFP, are intended to be incorporated into the Contract. **Proposals that are contingent upon any changes to these mandatory terms and conditions may be deemed to be non-responsive and may be rejected. Proposals must state any exceptions taken to the mandatory terms and conditions in detail.**

3.3. Project Resources.

3.3.1. The Successful Proposer shall be required to provide the personnel, knowledge, and experience required to maintain an appropriate level of professionalism and coverage for performance of requirements outlined herein. The University reserves the right to review Proposer's staff assigned for relevant qualifications and experience.

3.3.2. Proposals shall include a list of proposed personnel with resumes specifying qualifications and relevant experience. Describe assignment of account representatives and/or key personnel.

3.3.3. Proposer will be required to conduct relevant and appropriate background checks and fingerprinting according to the [University's policies](#) on all assigned employees and new hires to ensure that it does not assign any employee or agent to the University who may reasonably be considered to pose a threat to the safety or welfare of the University community or its property. Proposer will share background check information and other supporting documentation including disciplinary action for any employee, upon written request by the University.

3.3.4. Proposer may subcontract installation, training, warranty, or maintenance service with prior University authorization. Proposal shall list and describe any subcontractor's qualifications and relevant experience and

describe how Proposer guarantees subcontractor performance. The Successful Proposer shall remain solely responsible for the performance of a resulting Contract from this RFP. All University payments for goods and/or services shall be made directly to the Proposer.

3.3.5. The University reserves the right to inspect Proposer's facilities prior to Award or any time throughout the term of the Contract.

- 3.4. Small Businesses. The University is committed to the development of Small Business and Small Disadvantaged Business ("SB & SDB") suppliers. If subcontracting (Tier 2 and higher) is necessary, Proposer (Tier 1) will make commercially reasonable efforts to use SB & SDB in the performance of any Contract resulting from this RFP. Proposals should include a description of the Proposer's efforts to solicit SB & SDB participation in providing the services.
- 3.5. Substitute Materials. Unless specifically stated to the contrary, any manufacturer's names, trade names, brand names or catalog numbers used in the specifications of this RFP are for the purpose of describing and/or establishing the quality, design and performance required. Any such reference is not intended to limit or restrict any Proposal and is included in order to advise on the University's needs. Any Proposal, which proposes like quality, design or performance, will be considered.

#### 4. SCOPE OF WORK

The University is seeking Proposals from qualified firms to provide leased Digital Copiers/Printers to include maintenance and service for the [Flagstaff Arizona Mountain Campus](#) and the [Statewide Campus Locations](#).

In addition, the University is seeking Proposals from qualified Hewlett-Packard (HP®) service provider/s to repair and support the University's owned HP® Desktop Printers used for our student & staff population.

Multiple Awards may be made, or an Award(s) may be made partial, by part, by line item, or by any combination of parts if identified as being in the best interest of the University.

##### 4.1. Digital Copiers/Printers

4.1.1. Proposer to provide multiple options for Digital Copier/Printer that may include features such as but not limited to:

- 4.1.1.1. Scanning capabilities
- 4.1.1.2. Color copies
- 4.1.1.3. Output
- 4.1.1.4. Keypad
- 4.1.1.5. Staple Finisher
- 4.1.1.6. Sorter
- 4.1.1.7. Mobile Print
- 4.1.1.8. Email
- 4.1.1.9. Paper size options
- 4.1.1.10. Small volume option
- 4.1.1.11. Medium volume option
- 4.1.1.12. High volume option
- 4.1.1.13. High speed Production
- 4.1.1.14. Wide Format
- 4.1.1.15. Envelope printing

4.1.2. Digital Copier/Printers to be new and delivered assembled with new parts and components.

4.1.3. Describe how monthly meter volume is reported.

4.1.4. Indicate the ability to provide the following information on quotes submitted to the University and describe how Proposer could meet this requirement.

- 4.1.4.1. Lease option
- 4.1.4.2. Purchase option

- 4.1.4.3. Tiered volume meter discount, if available
- 4.1.4.4. Model number
- 4.1.4.5. Equipment accessory options
- 4.1.4.6. Designated monthly copy volume
- 4.1.4.7. Annual Cost
- 4.1.4.8. Overage fees, if applicable
  
- 4.1.5. Indicate the ability to provide Digital Copier/Printer quotes within seven (7) business days from the date of the University's request.
  - 4.1.5.1. If not, describe how Proposer may be able to meet this requirement.
  
- 4.1.6. Indicate if any service agreements will be required for leased Digital Copier/Printers.
  
- 4.2. Accessories
  - 4.2.1. Provide optional accessories for Digital Copier/Printers proposed.
  
- 4.3. Maintenance and Services
  - 4.3.1. Provide Digital Copier/Printer maintenance and service for each model proposed.
  
- 4.4. Supplies
  - 4.4.1. Provide all consumable supplies such as toner and replacement parts at no charge to the University, with the exception of paper.
    - 4.4.1.1. Indicate the ability to comply.
  - 4.4.2. Supplies to be approved for use by the OEM(s).
  - 4.4.3. Material Safety Data Sheets to be provided upon University's request.
  - 4.4.4. Provide a minimum of one (3) spare unit of any consumable supply item required for equipment operation upon delivery and installation.
    - 4.4.4.1. Indicate the ability to comply.
  - 4.4.5. Describe supply ordering procedures to include, but not limited to, the following:

- 4.4.5.1. Online web-based capabilities.
- 4.4.5.2. Average delivery timeline from placement of order by the University to receipt of product.
- 4.4.5.3. Emergency expediting process.

4.5. Delivery/Installation/Removal

- 4.5.1. Successful Proposer to provide delivery and installation at no cost to the University on the [Flagstaff Arizona Mountain Campus](#) and all [Statewide Locations](#).
  - 4.5.1.1. Indicate the ability to comply.
- 4.5.2. Statewide locations may be added or modified as required by the University.
- 4.5.3. Provide complete network installation connecting digital copier and printer services to University computer equipment.
- 4.5.4. Provide individual identification/serial numbers posted on the front of each digital copier unit.
- 4.5.5. Indicate the ability to incorporate a tracking system for Digital Copier/Printer's location by digital means such as but not limited to RFID tagging.
- 4.5.6. Successful Proposer to remove packing material and any other associated debris from University property upon delivery and installation of digital copier and printer services.
- 4.5.7. Successful Proposer is responsible for damages to University property or premises incurred during installation, delivery and removal of digital copier and printer services.
- 4.5.8. Provide written operating instructions and in-person training for each Digital Copier/Printer unit delivered.

4.6. Service

- 4.6.1. Provide complete Digital Copier/Printer services on the [Flagstaff Arizona mountain campus](#) and all [Statewide Locations](#).

- 4.6.2. Provide complete network service for Digital Copier/Printer services connected to University computer equipment.
- 4.6.3. Describe in detail key aspects of the following services Proposed:
  - 4.6.3.1. Service call placement procedures
  - 4.6.3.2. Telephone support
  - 4.6.3.3. Online web-based support
  - 4.6.3.4. Average response times
  - 4.6.3.5. Parts inventory policies and storage locations
  - 4.6.3.6. Service facility locations
  - 4.6.3.7. Remedial
  - 4.6.3.8. Preventive maintenance.
  - 4.6.3.9. Network.
  - 4.6.3.10. Escalation processes
  - 4.6.3.11. Software/upgrades
  - 4.6.3.12. Equipment relocation
  - 4.6.3.13. Service personnel to be certified by the OEM(s)
- 4.6.4. Indicate ability to keep routine maintenance parts in stock locally, to include but not limited to:
  - 4.6.4.1. Color Drums
  - 4.6.4.2. Transfer Belts
  - 4.6.4.3. Fuser Belts and Install kits
  - 4.6.4.4. Developer Units
  - 4.6.4.5. Rubber and polymer rollers for paper feed units, print engine and inline bindery units.
- 4.6.5. Financial
  - 4.6.5.1. The University expects there will be no cost for the following services:
    - 4.6.5.1.1. Digital Copier/Printer equipment relocation, exchange, removal, and storage, to include removal or exchange due to reorganization or changing needs of a University department
    - 4.6.5.1.2. Labor, tools, supplies, transportation, handling, and any other items necessary for furnishing and servicing the digital copier equipment.
    - 4.6.5.1.3. Copies run by Successful Proposer during maintenance of Digital Copier/Printer.

- 4.6.5.2. Invoices to include, but not limited to, the following details:
  - 4.6.5.2.1. Department name and location, including room #
  - 4.6.5.2.2. Department contact and email address.
  - 4.6.5.2.3. Copier identification number
  - 4.6.5.2.4. Beginning and ending meter readings
  - 4.6.5.2.5. Billing cycle copier fees
  - 4.6.5.2.6. If applicable, overage fees charged for exceeding designated copy volume limits.
- 4.6.5.3. Invoicing issues to be resolved within no more than ten (10) business days of University notice.
  - 4.6.5.3.1. Indicate ability to comply.
- 4.6.5.4. The University will not accept third party financing.
  - 4.6.5.4.1. Proposer shall provide financing.
  - 4.6.5.4.2. University to submit purchase orders direct to Proposer.
  - 4.6.5.4.3. All applicable payments to be made direct to Proposer.
- 4.6.5.5. Proposer to hold title and be responsible for payment of all associated property taxes.
- 4.6.5.6. University shall not be liable for loss or damage to digital copier equipment, supplies, and parts, except for when the loss or damage is due to fault or negligence by the University.

4.6.6. Hard Disk Drive Security

- 4.6.6.1. If applicable, printer equipment and replacement hard disk drives are to include, at a minimum, the following security devices:
  - 4.6.6.1.1. Encryption hard drives; AES 28-128 - bit encryption.
  - 4.6.6.1.2. Data overwrite software.
- 4.6.6.2. Any single part or piece of equipment that does not have the ability to retain data to be exempt from the requirements of Section 4.6.6.1.

4.6.6.3. All University information shall be deleted from hard disk drive devices, and any other storage devices, by Proposer upon removal of equipment from the University.

4.6.7. Training

4.6.7.1. Describe trainings opportunities if available.

4.6.8. Implementation

4.6.8.1. Provide implementation process to include information that will be required to be provided by the University for a successful implementation.

4.6.8.2. Provide an implementation plan and timeline to include expected roles and responsibilities from the University and the Successful Proposer.

4.6.9. Performance Standards

4.6.9.1. Describe the ability to provide digital copier/printers that can provide an uptime of ninety-five (95) percent.

4.6.9.2. Provide how this data is tracked and reported.

4.7. Account Management

4.7.1. Provide an account manager dedicated to the University.

4.8. Accessibility and Information Technology Security Requirements.

4.8.1. All e-learning and information technology (“Technology”) developed, purchased, upgraded or renewed by or for the use of the University shall comply with all applicable University policies and Federal and State laws and regulations including but not limited to Section 504 of the Rehabilitation Act and Title II of the Americans with Disabilities Act; all of which are applicable to all benefits, services, programs, and activities provided by or on behalf of the University. The Successful Proposer shall also comply with the Web Content Accessibility Guidelines 2.1 AA.

4.8.2. [Proposals shall provide a platform that complies with accessibility accommodations.](#)

4.8.3. [Proposers shall complete the RFP Technical and Accessibility Requirements RFP.](#)

- 4.8.4. If the proposed platform is cloud based, upon Awarded the Proposer will be required to complete the [Higher Education Cloud Vendor Assessment Tool](#).
- 4.8.5. Digital Copier/Printers must interface with the University's digital network includes a 100MB Ethernet backbone and supports a wide range of environments including IP, Windows 10, Windows 11, Apple macOS 10.x, Apple macOS 11, Apple macOS 12, Apple macOS 13, UNIX/LINUX and a modest amount of Postscript.
  - 4.8.5.1. Indicate the ability to comply.
- 4.8.6. Digital Copier/Printers must comply with current applicable codes of the [Arizona Division of Occupational Safety and Health of the State of Arizona Industrial Commission](#), and the [NFPA National Electric and Fire Protection Codes](#),
- 4.9. University Printing Services
  - 4.9.1. Indicate ability to provide support and maintenance to the University Printing Services departments printers. [Printing Services Equipment List](#)
  - 4.9.2. Indicate ability to provide software for MIS PrintSmith Vision and [web2print](#) (MarketDirect Storefront) system.
- 4.10. HP® Desktop Printers Repair Services
  - 4.10.1. University [HP Printers](#)
  - 4.10.2. Proposer to describe the ability to provide the following services:
    - 4.10.2.1. Onsite troubleshooting and evaluation at no cost to the University.
    - 4.10.2.2. Quotes for repair services.
  - 4.10.3. Quotes to the University to include but not limited to the following:
    - 4.10.3.1. Detailed recommendations for repair or replacement.
    - 4.10.3.2. OEM parts & accessories
    - 4.10.3.3. Pricing
    - 4.10.3.4. Leadtime
  - 4.10.4. Indicate if Proposer will provide delivery at no cost to the University.
  - 4.10.5. Upon request, Successful Proposer to provide HP LaserJet Printer quotes to include the following:

- 4.10.5.1. Model number
- 4.10.5.2. Printer specs
- 4.10.5.3. Equipment accessory options
- 4.10.5.4. Connectivity options
- 4.10.5.5. Pricing
- 4.10.5.6. Black/White and Color
- 4.10.5.7. Multi-function
- 4.10.5.8. High speed Production
- 4.10.5.9. Wide Format, if requested
- 4.10.5.10. Manufacture Warranty
- 4.10.5.11. Purchased printer equipment is to be new Hewlett-Packard LaserJet printers.

4.10.6. Provide response time for printer service once notified by the University.

4.11. Additional Services. Proposer may offer additional goods and/or services not specifically requested in this RFP, including associated costs. The University shall determine, in its sole discretion, which additional goods/service options are the most beneficial from both a cost and service standpoint and may further negotiate these options to include or omit, at any time throughout the Contract or any renewal term, dependent on the needs of the University.

4.12. Quality Assurance Plan. Proposals shall provide a quality assurance plan that details the methods by which the Proposer guarantees performance.

4.13. Sustainability.

4.13.1. The University is committed to buying products with recycled content or environmentally sustainable alternatives. Identify all environmentally sustainable features and supply all relevant specifications of offered products. Include in the Proposal, information regarding Proposer's overall sustainable efforts.

4.13.2. Pursuant to A.R.S. §34-451, the University is required to purchase ENERGY STAR® products or those certified by the Federal Energy Management Program as energy efficient in all categories available. If this RFP is for a product in a category for which ENERGY STAR® or certified products are available, submit evidence of the ENERGY STAR® status or certification for products offered.

4.13.3. The University shall require that whenever an EPEAT registered product is available that meets specifications in this RFP, that the EPEAT registered product be offered.

## 5. PRICING AND PAYMENT

- 5.1. Proposer shall submit a detailed cost proposal in the format found in Exhibit 2 to include all aspects of providing the scope of work associated with this RFP.
- 5.2. Any pricing and/or revenue offerings in a Proposal may be considered a final offer by the University, whether stated as amounts or percentages, and/or whether or not offered on an all-or-none basis, unless otherwise specified in the Proposal. The University may accept or reject in part or entirely a Proposal's pricing and/or revenue offerings, unless otherwise specified in the Proposal. A Proposal's pricing and/or revenue offering may not be modified after Opening unless the University, at its sole discretion, permits such modification. The University may reject any Proposal in which the pricing and/or revenue offering does not conform to the prescribed manner and method in this RFP.
- 5.3. Method of Payment & Discount for Early Payment. The University's preferred method of payment is via credit card. Each Proposal shall indicate whether Proposer will:
  - 5.3.1. Accept payment via credit card at the time of purchase without assessing credit card fees.
  - 5.3.2. Offer an early payment discount (and describe the offering).
  - 5.3.3. Offer an early payment discount if paid via credit card.
  - 5.3.4. Accept payment via a Single Use Account when the invoice is processed through Accounts Payable. A Single Use Account is a card-based payment solution that acts like a check by providing a 16-digit virtual account number for each payment.

## 6. QUALIFICATIONS/FINANCIAL STATEMENTS

The University is soliciting Proposals from Persons which are in the business of providing services as listed in this RFP. Failure to include any requested information may be grounds for rejection of the Proposal.

6.1. Prior Experience. Proposals shall present a corporate history/management summary and evidence that the Proposer and/or its officers have been engaged for a minimum of five (5) years in providing similar products and services as described herein. Proposer may also describe Proposer's growth for the past three (3) years.

6.1.1. Describe any restructuring, mergers, and/or downsizing that has occurred over the past three (3) years or is anticipated in the next two (2) years.

6.1.2. Detail Proposer's experience with similar/like projects.

6.2. Disputes/Litigation.

6.2.1. Describe the material issues of any current patent or copyright lawsuits or any other legal actions against Proposer including, but not limited to, parties of dispute, description of technology involved, equipment affected, jurisdiction, and date of legal complaint.

6.2.2. Describe litigation disputes for the past 5 years related to similar projects or Proposer's ability to perform.

6.3. Proposer References.

6.3.1. Provide, at minimum, three (3) references, not including the University, identifying firms with requirements similar to those of the University. Provide the name of the firm, contact person, email, and telephone number.

6.3.2. The University may, but is not required to, contact the provided references and/or additional references not provided by Proposer. The University may give preference to those references that are most similar to the University.

## 7. RFP PROCESS

- 7.1. Intent / Right to Terminate and Recommence RFP Process. The University intends to enter into a Contract with one or more Proposers whose Proposal(s) are considered to be in the best interests of the University. However, the University may terminate this RFP process at any time up to notice of Award, without prior notice, and without liability of any kind or amount. Further, the University reserves the right to commence one or more subsequent RFP processes seeking the same or similar products or services covered hereunder.
- 7.2. Communications Regarding the RFP.
- 7.2.1. No department, school, or office at the University has the authority to solicit or receive official Proposals other than Contracts, Purchasing and Risk Management. All solicitations are performed under the supervision of the Chief Procurement Officer and in accordance with University policies and procedures.
- 7.2.2. Any and all questions regarding this RFP shall be directed to the Purchasing unit of Contracts, Purchasing and Risk Management and to no other office or individual at the University. Any Proposer who improperly attempts to communicate with unauthorized University personnel regarding the RFP may face disqualification at the discretion of the University.
- 7.2.3. All formal inquiries or requests for significant or material clarification or interpretation, or notification to the University of errors or omissions relating to this RFP must be in writing, and directed by email to: Jeff Neel. All formal inquiries must be submitted at least ten (10) calendar days before the time and date set for closing this RFP. Failure to submit inquiries by this deadline may result in the inquiry not being answered. Addenda will be posted to the University's bid board at <https://in.nau.edu/contracting-purchasing-services/nau-bid-board/>, it is the responsibility of the Proposer to obtain any addenda to this RFP. Failure to receive addenda shall not constitute a basis for claim, protest, or reissuance of the RFP.
- 7.2.4. The University may answer informal questions orally. The University makes no warranty of any kind as to the correctness of any oral answers and uses this process solely to quickly provide minor clarifications. Oral statements or instructions shall not constitute an addendum to this RFP. Proposer shall not be entitled to rely on any verbal response from the University.
- 7.3. Schedule of Events. The following is the schedule that will apply to this RFP, but may change in accordance with the University's needs.
- 7.3.1. 01-11-2024      Issuance of RFP

- 7.3.2. 01-29-2024 Technical Questions/Inquiries due no later than 5:00 PM/MST
- 7.3.3. 02-8-2024 RFP is Due Thursday, no later than 3:00 PM, MST

7.4. Submitting Proposals.

- 7.4.1. All Proposals shall be submitted, and all communications with University shall be made in accordance with the terms of this RFP.
- 7.4.2. Proposals are to be addressed and delivered to Northern Arizona University Attention: Associate Vice President Becky McGaugh 545 E. Pine Knoll Drive Flagstaff, AZ 86011 on or before February 8, 2024, at which time a representative of University will announce publicly the names of those firms or individuals submitting Proposals. No Proposals will be accepted after this time. No other public disclosure will be made regarding the RFP until after issuance of a notice of intent to Award or notice of Award of the Contract. No telephone, electronic or facsimile proposals will be considered. Conditional Proposals shall not be considered. If responding by United States Postal Services mail, allow additional time for on-campus delivery. Proposals will be opened at the Zoom meeting identified below. **Proposals received after Opening will be returned to the Proposer unopened.**

Join Zoom Meeting:

Link:

<https://nau.zoom.us/j/89159408943?pwd=SDArRk5rQTk3R3BDdb1U0cG96UzZVZz09>

Topic: Bid Opening for RFP Number P24JN001 DIGITAL COPIERS  
Day and Time: Date: February 8, 2024, 03:00 p.m., Local Arizona Time

Meeting ID: 891 5940 8943

Password: 592131

Dial by PHONE:  
1-669-900-6833 US

- 7.4.3. Proposal shall be submitted in the format shown in Exhibit 1. Proposals in any other format may be rejected.
- 7.4.4. The University may, at its sole option, ask the Proposer to provide information that is not included in the Proposal or evaluate the Proposal as submitted.

- 7.4.5. Proposals shall be signed by an individual with authority to bind the Proposer. The University may reject any Proposal if it is not signed as indicated and/or required by the areas, spaces, or forms provided within this RFP.
- 7.4.6. Proposers are to submit one (1) original Proposal to the University, in hardcopy form, along with one (1) copy(s) in electronic form, on a CD, flash drive or other removable storage device, in either Microsoft Word or as an Adobe PDF file.
- 7.4.7. Proposals must be submitted in a **marked and sealed container** (e.g., an envelope or box) and the exterior of the container must clearly and conspicuously display the following identifying information in addition to any other information otherwise required for transmittal: 1) the Name of the Proposer; 2) Title of Proposal; 3) RFP Number; and 4) Date and Time Proposals are Due.
- 7.4.8. Proposer is encouraged to use recycled paper and double-sided copying for the production of all printed and photocopied Proposal documents.
- 7.4.9. As a public institution that is subject to Arizona's Public Records laws, the University discourages Proposers from submitting confidential and/or proprietary information to the University. If the Proposer needs to submit confidential or proprietary information with its Proposal, the Proposer must submit such information in a separate envelope from the Proposal and clearly and conspicuously mark the submittals as "Confidential/Proprietary Information." The University will have sole discretion to determine whether any submitted information is actually confidential and/or proprietary. The envelope must also contain the reason(s) why the enclosed material is to be considered confidential or proprietary if deemed confidential by the University. Trade secrets or other proprietary data contained in the proposal documents shall be maintained as confidential in accordance with procedures promulgated by the Procurement Officer and subject to limitations in Arizona or Federal law. Contract terms and conditions, pricing, and information generally available to the public are not generally considered confidential information. Any watermarks, footnotes, or reference to confidential and/or proprietary throughout the Proposal will be disregarded as boilerplate markings.

7.5. Discussions with Proposers.

- 7.5.1. Following the opening of the Proposals, the University may conduct Discussions, including oral in-person presentations, with Responsible Proposers whose Proposals are determined, by the University, to be reasonably susceptible to being selected for Award. The University also reserves the right to select the most Responsive and Responsible

Proposer(s) without further discussion, negotiation, or prior notice. The University may presume that any Proposal is a best-and-final offer.

- 7.5.2. During Discussions provided for by Section 7.5.1, the University may accept revisions of Proposals and negotiate price changes. Selected Proposers participating in Discussions shall be accorded fair treatment with respect to any opportunity for Discussions or revisions of Proposals. If revisions are permitted, all selected Proposers will be invited to submit a final Proposal revision.
- 7.5.3. During any Discussion period, the University will not disclose any information derived from Proposals submitted, or from Discussions with other Proposers. Once a Contract is executed, the RFP file, and the Proposals contained therein, are in the public record and will be disclosed upon request.
- 7.5.4. After determining the Proposal(s) that is the most advantageous to the University, the University reserves the right to negotiate, prior to Award, with such Proposer(s) to finalize the terms of the Contract, resolve minor errors, clarify necessary details or responsibilities, obtain the lowest and best pricing, or otherwise as necessary to finalize the Contract.
- 7.5.5. Notification of Non-Selection. The University reserves the right not to notify Proposers not selected for further consideration or Award. The University may, in its sole discretion, post Awards to its website.

## 8. EVALUATION CRITERIA

- 8.1. Selection of Successful Proposer. The Award shall be made to the Responsible Proposer whose Proposal is determined to be the most advantageous to the University based on the evaluation factors set forth in this RFP. Price, although a consideration, will not be the sole determining factor.
- 8.2. Criteria. The evaluation of Proposals will be based on the following criteria with the indicated points possible for each category:
  - 8.2.1. Proposer's Qualifications, Project Resources, Client References (refer to Section 6).  
Possible total points: 15
  - 8.2.2. Scope of Work (refer to Section 4)  
Possible total points: 40
  - 8.2.3. Pricing (refer to Section 5).  
Possible total points: 25
  - 8.2.4. Exceptions to the Terms and Conditions of the RFP (refer to Section 3.2). Points may or may not be assigned to this category, however Proposals that are contingent upon changes to the University's terms and conditions may, if the University at its sole discretion determines not to accept the alternate terms and conditions, be considered non-responsive.  
  
No Points
  - 8.2.5. Overall responsiveness to RFP.  
Possible total points: 20

## 9. CONTRACT TERMS AND CONDITIONS AND INSURANCE

The University will require the Successful Proposer to enter into a written agreement that includes or incorporates the mandatory Terms and Conditions set forth in Exhibit 4 hereto. Proposals that are contingent upon any changes to these mandatory terms and conditions, and insurance requirements may be deemed to be non-responsive and may be rejected.

**Proposals must state, in detail, any exceptions taken to the terms and conditions included in Exhibit 4.**

## **10. CERTIFICATIONS AND FORMS**

Each Proposal must include the following certifications and forms signed by an individual with authority to bind the Proposer. University forms of certification are attached as Exhibit 3. Failure to include any of the following certifications may result in the Proposal being rejected as nonresponsive.

10.1. Proposal Certification

10.2. Anti Lobbying Certification

10.3. Federal Debarred Certification

10.4. Vendor Information

## **EXHIBIT 1 – PROPOSAL FORMAT**

In order to facilitate direct comparison, submit Proposal using the following format, listed in order, and index tabbed to match. Failure to follow instructions regarding format may result in rejection of Proposal. Proposal to be limited to ten (10) pages for responses to numbers 6 - 11. Include the following with Proposal:

1. Completed and signed RFP Certification (refer to Exhibit 3).
2. Completed and signed Anti-Lobbying Certification (refer to Exhibit 3).
3. Completed and signed Federal Debarred List Certification (refer to Exhibit 3)
4. Proposer's Qualifications and Experience (refer to Section 6.).
5. Project Resources (refer to Section 3.3).
6. Client References (refer to Section 6.3).
7. A detailed technical Proposal (refer to Section 4).
8. Exceptions to the Terms and Conditions of the RFP (refer to Section 3.2).
9. Pricing Proposal (refer to Exhibit 2).
10. Proposer Information (refer to Exhibit 3).

## **EXHIBIT 2-PRICING PROPOSAL**

Proposer shall submit a detailed cost proposal to include all aspects of providing equipment and services outlined in this Request for Proposal. Pricing may include but not limited to installation, training, service, parts, supplies (except for paper) and software.

1. Pricing List
2. Provide program options.
3. Fees not included above.

**EXHIBIT 3 – CERTIFICATIONS**

## REQUEST FOR PROPOSAL CERTIFICATION

Date:

Contracts, Purchasing, and Risk Management  
Northern Arizona University

The undersigned certifies, pursuant to Arizona Revised Statute [38-503](#), that to the best of his/her knowledge (check one):

- There is no officer or employee of Northern Arizona University who has, or whose relative has, a substantial interest in any Contract award subsequent to this RFP.
  
- The names of any and all public officers or employees of Northern Arizona University who have, or whose relative has, a substantial interest in any Contract award subsequent to this RFP are identified by name as part of the submittal.

The undersigned further certifies, in accordance with Federal Acquisition Regulation 52.209-5, that Proposer (check one)  IS or  IS NOT currently debarred, suspended, or proposed for debarment by any federal entity. The undersigned agrees to notify the University of any change in this status, shall one occur, until such time as an award has been made under this procurement action. The debarred list (List of Parties Excluded from Federal Procurement and Non-Procurement Programs) can be found at: <https://www.sam.gov/portal/SAM/#1>.

In compliance with RFP Number: \_\_\_\_\_ and after carefully reviewing all the terms and conditions imposed therein, the undersigned agrees to furnish such goods and/or services in accordance with the specifications/scope of work according to the Offer submitted or as mutually agreed upon by subsequent negotiation.

Name of Proposer		
Name of Contact		Title of Contact
Address 1		Address 2
City	State	Zip Code
		-
Telephone Number		E-mail address
(     )     -		
Print Name of Proposer's Authorized Agent		Signature of Proposer's Authorized Agent
Title of Proposer's Authorized Agent		Date

**AN AUTHORIZED AGENT OF THE OFFEROR SHALL SIGN THE PROPOSAL CERTIFICATION**

## ANTI-LOBBYING CERTIFICATION

Certification and Disclosure Regarding Payments to Influence Certain Federal Transactions (Sept 2007). In accordance with the Federal Acquisition Regulation, 52.203-11:

(a) The definitions and prohibitions contained in the clause, at FAR 52.203-12, Limitation on Payments to Influence Certain Federal Transactions, included in this solicitation, are hereby incorporated by reference in paragraph (b) of this certification.

(b) The Proposer, by signing its offer, hereby certifies to the best of his or her knowledge and belief that on or after December 23, 1989.

(1) No Federal appropriated funds have been paid or will be paid to any person for influencing or attempting to influence an officer or employee of any agency, a Member of Congress, an officer or employee of Congress, or an employee of a Member of Congress on his or her behalf in connection with the awarding of this contract;

(2) If any funds other than Federal appropriated funds (including profit or fee received under a covered Federal transaction) have been paid, or will be paid, to any person for influencing or attempting to influence an officer or employee of any agency, a Member of Congress, an officer or employee of Congress, or an employee of a Member of Congress on his or her behalf in connection with this solicitation, the Proposer shall complete and submit, with its offer, OMB standard form LLL, Disclosure of Lobbying Activities, to the Contracting Officer; and

(3) He or she will include the language of this certification in all subcontract awards at any tier and require that all recipients of subcontract awards in excess of \$100,000 shall certify and disclose accordingly.

(c) Submission of this certification and disclosure is a prerequisite for making or entering into this contract imposed by Section 1352, Title 31, United States Code. Any person who makes an expenditure prohibited under this provision or who fails to file or amend the disclosure form to be filed or amended by this provision, shall be subject to a civil penalty of not less than \$10,000, and not more than \$100,000, for each such failure.

Name of Proposer		
Name of Contact		Title of Contact
Address 1		Address 2
City	State	Zip Code
		-

Telephone Number	E-mail address
(     )     -	
Print Name of Proposer's Authorized Agent	Signature of Proposer's Authorized Agent
Title of Proposer's Authorized Agent	Date

**AN AUTHORIZED AGENT OF THE OFFEROR  
SHALL SIGN THE ANTI-LOBBYING CERTIFICATION**

## FEDERAL DEBARRED LIST CERTIFICATION

Certification Regarding Debarment, Suspension, Proposed Debarment, and Other Responsibility Matters (Dec 2001)

In accordance with the Federal Acquisition Regulation, 52.209-5:

- (a) (1) The Proposer certifies, to the best of its knowledge and belief, that—  
(i) The Proposer and/or any of its Principals—

(A) (check one) Are (  ) or are not (  ) presently debarred, suspended, proposed for debarment, or declared ineligible for the award of contracts by any Federal agency; (The debarred list (List of Parties Excluded from Federal Procurement and Nonprocurement Programs) is at <http://epls.arnet.gov> on the Web.)

(B) (check one) Have (  ) or have not (  ), within a three-year period preceding this offer, been convicted of or had a civil judgment rendered against them for: commission of fraud or a criminal offense in connection with obtaining, attempting to obtain, or performing a public (Federal, state, or local) contract or subcontract; violation of Federal or state antitrust statutes relating to the submission of offers; or commission of embezzlement, theft, forgery, bribery, falsification or destruction of records, making false statements, tax evasion, or receiving stolen property; and

(C) (check one) Are (  ) or are not (  ) presently indicted for, or otherwise criminally or civilly charged by a governmental entity with, commission of any of the offenses enumerated in paragraph (a)(1)(i)(B) of this provision.

(ii) The Proposer (check one) has (  ) or has not (  ), within a three-year period preceding this offer, had one or more contracts terminated for default by any Federal agency.

(2) “Principals,” for the purposes of this certification, means officers; directors; owners; partners; and, persons having primary management or supervisory responsibilities within a business entity (e.g., general manager; plant manager; head of a subsidiary, division, or business segment, and similar positions).

This Certification Concerns a Matter Within the Jurisdiction of an Agency of the United States and the Making of a False, Fictitious, or Fraudulent Certification May Render the Maker Subject to Prosecution Under Section 1001, Title 18, United States Code.

(b) The Proposer shall provide immediate written notice to the Contracting Officer if, at any time prior to contract award, the Proposer learns that its certification was erroneous when submitted or has become erroneous by reason of changed circumstances.

(c) A certification that any of the items in paragraph (a) of this provision exists will not necessarily result in withholding of an award under this solicitation. However, the certification

will be considered in connection with a determination of the Proposer’s responsibility. Failure of the Proposer to furnish a certification or provide such additional information as requested by the Contracting Officer may render the Proposer nonresponsible.


(d) Nothing contained in the foregoing shall be construed to require establishment of a system of records in order to render, in good faith, the certification required by paragraph (a) of this provision. The knowledge and information of an Proposer is not required to exceed that which is normally possessed by a prudent person in the ordinary course of business dealings.

(e) The certification in paragraph (a) of this provision is a material representation of fact upon which reliance was placed when making award. If it is later determined that the Proposer knowingly rendered an erroneous certification, in addition to other remedies available to the Government, the Contracting Officer may terminate the contract resulting from this solicitation for default.

Name of Proposer		
Name of Contact		Title of Contact
Address 1		Address 2
City	State	Zip Code
		-
Telephone Number		E-mail address
(    )    -		
Print Name of Proposer’s Authorized Agent		Signature of Proposer’s Authorized Agent
Title of Proposer’s Authorized Agent		Date

**AN AUTHORIZED AGENT OF THE OFFEROR  
SHALL SIGN THE FEDERAL DEBARRED LIST CERTIFICATION**

## PROPOSER INFORMATION

 <small>Contracts, Purchasing, and Risk Management</small>	<b>NORTHERN ARIZONA UNIVERSITY</b> SUBSTITUTE W-9 & VENDOR AUTHORIZATION FORM Contracts, Purchasing and Risk Management Services 928-523-4557	DO NOT SEND TO IRS RETURN TO NAU	
Foreign individuals/business entities doing business within the U.S. should complete the Foreign Substitute W-9 available at <a href="http://nau.edu/Contracting-Purchasing-Services/Forms/">http://nau.edu/Contracting-Purchasing-Services/Forms/</a> .			
<b>1. Taxpayer Identification Number (TIN):</b>		<input type="checkbox"/> Employer ID Number (EIN) <input type="checkbox"/> Social Security Number (SSN)	
<b>2 LEGAL NAME:</b> <small>(must match TIN above)</small>			
<b>3. DUNS #</b> (If applicable)			
<b>4. LEGAL MAILING ADDRESS:</b>	<small>(Where check, tax information, and general correspondence is to be sent)</small>		
DBA (Doing Business As):			
Address:			
Address Line 2:			
City:	State:	ZIP Code:	
<b>5. Remit to Address:</b>	<input type="checkbox"/> Same as Legal Mailing Address		
Address:			
Address Line 2:			
City:	State:	ZIP Code:	
<b>6. Contact Name:</b>			
Phone Number:			
Email Address:			
<b>7. ENTITY TYPE</b>			
<input type="checkbox"/> Individual (not a business)	<input type="checkbox"/> Sole proprietor (Individually owned business) or sole proprietor organized as LLC or PLLC	<input type="checkbox"/> Corporation (NOT providing health care, medical or legal services)	<input type="checkbox"/> Corporation (providing health care, medical or legal services)
<input type="checkbox"/> The US or any of its policital subdivisions or instrumentalities	<input type="checkbox"/> A state, a possession of the US, or any of their policital subdivisions or instrumentalities	<input type="checkbox"/> Tax-exempt organizations under IRC §501	<input type="checkbox"/> Partnership, LLP or partnership organized as LLC or PLLC
<b>8. Business Purpose:</b>			
<input type="checkbox"/> Medical <input type="checkbox"/> Merchandise <input type="checkbox"/> Legal <input type="checkbox"/> Other, Specify:			
<b>9. Product or Service Provided/ Purpose of Payment:</b>			

 <p>Contracts, Purchasing, and Risk Management</p>	<p><b>NORTHERN ARIZONA UNIVERSITY</b>          SUBSTITUTE W-9 &amp; VENDOR AUTHORIZATION FORM          Contracts, Purchasing and Risk Management Services          928-523-4557</p>	<p><b>DO NOT SEND TO IRS RETURN TO NAU</b></p>
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**10. FEDERAL INFORMATION – REQUIRED**

What is the Federal classification type of your business? – see definitions on link below.  
 (S.B.A. Small Business definition FAR 19.001 and size standards FAR 19.102)  
<http://www.sba.gov/size>

LARGE Business? YES  NO   
 SMALL Business? YES  NO

Please check all that apply to your business for Federal Supplier Type:

Service Disabled Veteran Owned (VD) <input type="checkbox"/>	Small Disadvantaged (SD) <input type="checkbox"/>	Women Owned (WO) <input type="checkbox"/>
Veteran Owned (VO) <input type="checkbox"/>	Minority Institution (MI) <input type="checkbox"/>	HUB Zone (HZ) <input type="checkbox"/>

Note: Supplier type will be verified through the System for Award Management  
<https://www.sam.gov>

**11. Residency (Select one):**

U.S. Person, Includes Resident Alien  
 Nonresident Alien performing services outside the U.S.

**12. CERTIFICATION**

Under penalties of perjury, I certify that :

1. The number shown on this form is my correct taxpayer identification number (or I am waiting for a number to be issued to me),
2. I am not subject to backup withholding.
3. I am a U.S. person (including a resident alien). Cross '3' if non-resident doing business outside the U.S.
4. I certify that the organization and its principals are not debarred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded by any federal department or agency from doing business with the federal government. See Federal Acquisition Regulation section [52.209-6](#) for more information regarding debarment.

**The Internal Revenue Service does not require your consent to any provision of this document other than the certification required to avoid backup withholding.**

Payment Term: Net 30 in accordance with A.R.S. [35-342](#)

<b>PRINT NAME:</b>	<b>SIGNATURE:</b>
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Title:	Date:
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NAU Contact Name and Phone/Email:

**AN AUTHORIZED AGENT OF THE OFFEROR  
SHALL SIGN THE VENDOR INFORMATION**

Northern Arizona University is an Equal Opportunity/Affirmative Action Institution.

**EXHIBIT 4 – TERMS AND CONDITIONS**

**Proposals that are contingent upon any changes to these mandatory contract terms and conditions may be deemed nonresponsive and may be rejected.** All exceptions must be submitted with justification and alternate language and **MUST** be submitted with the Proposal.

**Terms and Conditions**

The University’s Terms and Conditions are available [here](#).

**Insurance**

Without limiting any liability of or any other obligation of Contractor, Contractor shall procure and maintain (and cause its subcontractors to procure and maintain), until all of their obligations have been discharged or satisfied, including any warranty periods under this Contract, insurance against claims that may arise from or in connection with the performance of work hereunder by Contractor, its agents, representatives, employees or subcontractors, the minimum insurance coverages listed below, unless otherwise agreed to in writing. Contractor’s insurance shall be placed with companies licensed in the State of Arizona or hold approved non-admitted status on the Arizona Department of Insurance List of Qualified Authorized Insurers. Insurers shall have an “A.M. Best” rating of not less than A- VII. The University in no way warrants that the above required minimum insurer rating is sufficient to protect the Contractor from potential insurance insolvency. Self-insurance may be accepted in lieu of or in combination with the insurance coverage requested.

- 1. Commercial General Liability** of \$1,000,000 minimum limit for each occurrence and \$2,000,000 general aggregate, to include coverage for bodily injury, property damage, personal and advertising injury, and broad form contractual liability coverage. The policy shall be endorsed to include direct primary Garagekeepers Legal Liability coverage.

Each Occurrence	\$1,000,000
Damage to Rented Premises	\$50,000
Personal and Advertising Injury	\$1,000,000
General Aggregate	\$2,000,000
Products – Completed Operations Aggregate	\$1,000,000
Garage and Liability (Premises and Operations)	\$1,000,000

Garagekeepers Legal Liability – Direct Primary Coverage:

Per Auto	\$500,000
Comprehensive – Aggregate	\$1,000,000
Collision	\$500,000

2. **Automobile Liability** of \$1,000,000 minimum Combined Single Limit each occurrence, to include coverage for bodily injury and property damage for any owned, hired, and/or non-owned automobiles assigned to or used in the performance of this Contract. Policy shall be endorsed to include coverage for towing. Policy shall be endorsed to include Garagekeepers coverage on a direct primary basis with the following limits and deductibles:

Per Auto	\$500,000
Comprehensive – Aggregate	\$1,000,000
Collision	\$500,000

3. **Workers Compensation** coverage for all employees which meets Arizona statutory benefits and Employers’ Liability insurance with a minimum limit of \$1,000,000 each accident, \$1,000,000 disease – each employee, and \$1,000,000 disease – policy limit.

This requirement shall not apply to each Contractor or subcontractor that is exempt under ARS § 23-901 and when such Contractor or subcontractor executes the appropriate form (Sole Proprietor Waiver or Independent Contractor Agreement).

4. **Technology Errors and Omissions Insurance**

Each Claim	\$1,000,000
Annual Aggregate	\$2,000,000

With the Following Requirements:

- Systems analysis;
- Software design;
- Systems programming;
- Data processing;
- Systems integration;
- Outsourcing including outsourcing development and design;
- Systems design, consulting, development and modification;
- Training services relating to computer software or hardware;
- Management, repair and maintenance of computer products, networks and systems;
- Marketing, selling, servicing, distributing, installing and maintaining computer hardware or software, and
- Data entry, modification, verification, maintenance, storage, retrieval or preparation of data output;
- In the event that the professional liability insurance required by this Contract is written on a claims-made basis, Contractor 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.

- The policy shall cover professional misconduct or lack of ordinary skill for those positions defined in the Scope of Work of this contract.

## 5. Network Security Errors and Omissions Insurance

Each Claim	\$1,000,000
Annual Aggregate	\$2,000,000

### With the Following Requirements:

- Hostile action or a threat of hostile action with the intent to affect, alter, copy, corrupt, destroy, disrupt, damage, or provide unauthorized access/unauthorized use of a computer system including exposing or publicizing confidential electronic data or causing electronic data to be inaccessible.
- Computer viruses, Trojan horses, worms and another type of malicious or damaging code.
- Dishonest, fraudulent, malicious, or criminal use of a computer system by a person, whether identified or not, and whether acting alone or in collusion with other persons, to affect, alter, copy corrupt, delete, disrupt, or destroy a computer system or obtain financial benefit for any party or to steal or take electronic data.
- Denial of service for which the insured is responsible that results in the degradation of or loss of access to internet or network activities or normal use of a computer system;
- Loss of service for which the insured is responsible that results in the inability of a third party, who is authorized to do so, to gain access to a computer system and conduct normal internet or network activities.
- Access to a computer system or computer system resources by an unauthorized person or an authorized person in an unauthorized manner; and
- Loss or disclosure of confidential information no matter how it occurs.
- In the event that the professional liability insurance required by this Contract is written on a claims-made basis, Contractor 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.
- The policy shall cover professional misconduct or lack of ordinary skill for those positions defined in the Scope of Work of this contract.

6. Policies for Commercial General Liability and Automobile Liability shall be endorsed to include the State of Arizona, and its departments, agencies, boards, commissions, universities, officers, agents, and employees as additional insureds with respect to liability arising out of the activities performed by or on behalf of Contractor. Such additional insured shall be covered to the full limits of liability purchased by the Contractor, even if those limits are in excess of those required by this Contract.
7. Policies for Commercial General Liability, Automobile Liability, and Workers Compensation shall contain a waiver of subrogation endorsement in favor of the State of Arizona, and its departments, agencies, boards, commissions, universities, officers, officials, agents, and employees for losses arising from work performed by or on behalf of Contractor.
8. Such coverage shall stipulate that the insurance afforded the Contractor shall be primary and that any insurance carried by Northern Arizona University, the Arizona Board of Regents, or the State of Arizona shall be excess and not contributory insurance, as provided by ARS §41-621(E).
9. With the exception of ten (10) days' notice of cancellation for non-payment of premium, Contractor's insurance shall not be permitted to expire, be suspended, be cancelled, or materially changed for any reason without thirty (30) days prior written notice to the University.
10. Contractor will furnish the University with valid certificate(s) of insurance required by this Contract and coverage must be in effect at or prior to commencement of work under this Contract and remain in effect for the term of this Contract.
11. The University's project or purchase order number and project description will be noted on each certificate of insurance.
12. The Certificate Holder shall be listed as "State of Arizona, Arizona Board of Regents and Northern Arizona University".
13. Failure on the part of Contractor to maintain these requirements or provide evidence of renewal, shall constitute a material breach of this Contract upon which the University may immediately terminate this Contract, or, in the University's sole discretion, procure or renew such insurance and pay any and all premiums in connection therewith, and all monies so paid by the University shall be repaid by Contractor to the University upon demand, or the University may offset the cost of the premiums against any monies due to Contractor.
14. Costs for coverage broader than those required or for limits in excess of those required shall not be charged to the University.

15. The University reserves the right to request and receive proof of insurance and/or certified copies of any or all of the above policies and/or endorsements at any time throughout the term of this Contract.

Contractor's certificate(s) of insurance may include all subcontractors as insureds under its policies as required by this Contract, or Contractor will furnish to the University upon request, copies of valid certificates and endorsements for each subcontractor. Coverages for subcontractors will be subject to the minimum requirements identified above.