

**REQUEST FOR PROPOSALS**  
**FOR**  
**FURNISHING AND DELIVERY**  
**OF**  
**RESUSCITATION EDUCATION PROGRAM**  
**FOR**  
**THE CURATORS OF THE UNIVERSITY OF MISSOURI**  
**ON BEHALF OF**  
**UNIVERSITY OF MISSOURI HEALTH CARE**  
**RFP # 21014**  
**DUE DATE: September 16, 2020**  
**TIME: 2:00 P.M.**

THE CURATORS OF THE UNIVERSITY OF MISSOURI  
Prepared by:  
Carla Gilzow  
Strategic Sourcing Specialist  
University of Missouri System Supply Chain  
2910 LeMone Industrial Blvd  
Columbia, MO 65201

Dated: August 25, 2020

**RFP # 21014**

**RESUSCITATION EDUCATION PROGRAM**

**INDEX**

**CONTENTS**

Notice to Respondents..... Page 3

General Terms and Conditions & Instructions to Respondents..... Page 4

Detailed Specifications and Special Conditions..... Page 14

Proposal Form..... Page 24

Attachment A Supplier Diversity Participation Form..... Page 26

Attachment B Supplier Registration Information ..... Page 28

Attachment C UM System Secureauth IdP Integration Questionnaire..... Page 29

Attachment D IT Security Questionnaire ..... Page 30

## NOTICE TO RESPONDENTS

The University of Missouri requests proposals for the Furnishing and Delivery of **RFP # 21014 Resuscitation Education Program** which will be received by the undersigned at UM Supply Chain, **September 16, 2020 until 2:00 p.m. The University assumes no responsibility for any vendor's on-time receipt at the designated location for proposal opening.**

Specifications and the conditions of Request for Proposal together with the printed form on which Request for Proposals must be made may be obtained by accessing the following website: <http://www.umsystem.edu/ums/fa/procurement> or from the Strategic Sourcing Specialist identified within this document.

In the event a Respondent chooses to use the Word version of the RFP to aid in preparation of its response, the Respondent should only complete the response information. Any modification by the Respondent of the specifications provided will be ignored, and the original wording of the RFP shall be the prevailing document.

If you have any questions regarding the RFP, please send them to:

*Carla Gilzow*  
*University of Missouri System Supply Chain*  
*2910 LeMone Industrial Blvd*  
*Columbia, Missouri 65201*  
*573-882-2225*  
[crqnn7@umsystem.edu](mailto:crqnn7@umsystem.edu)

**All questions regarding the RFP must be received no later than September 9, 2020 2:00 p.m.**

The University reserves the right to waive any informality in Request for Proposals and to reject any or all Request for Proposals.

THE CURATORS OF THE UNIVERSITY OF MISSOURI  
Prepared by:  
Carla Gilzow  
Strategic Sourcing Specialist  
University of Missouri System Supply Chain  
2910 LeMone Industrial Blvd  
Columbia, MO 65201

**UNIVERSITY OF MISSOURI  
REQUEST FOR PROPOSAL (RFP)  
GENERAL TERMS AND CONDITIONS  
&  
INSTRUCTIONS TO RESPONDENTS**

**A. General Terms and Conditions**

1. **Purpose:** The purpose of these specifications is to require the furnishing of the highest quality equipment, supplies, material and/or service in accordance with the specifications. These documents, and any subsequent addenda, constitute the complete set of specification requirements and proposal response forms.
2. **Governing Laws and Regulations:** Any contract issued as a result of this RFP shall be construed according to the laws of the State of Missouri. Additionally, the contractor shall comply with all local, state, and federal laws and regulations related to the performance of the contract to the extent that the same may be applicable.
3. **Taxes:** The contractor shall assume and pay all taxes and contributions including, but not limited to, State, Federal and Municipal which are payable by virtue of the furnishing and delivery of item(s) specified herein. Materials and services furnished the University are not subject to either Federal Excise Taxes or Missouri Sales Tax.
4. **Sovereign Immunity:** The Curators of the University of Missouri, due to its status as a state entity and its entitlement to sovereign immunity, is unable to accept contract provisions, which require The Curators to indemnify another party (537.600, RSMo). Any indemnity language in proposed terms and conditions will be modified to conform to language that The Curators are able to accept.
5. **Preference for Missouri Firms:** In accordance with University policy, preference shall be given to Missouri products, materials, services and firms when the goods or services to be provided are equally or better suited for the intended purpose. Firms are considered "Missouri firms" if they maintain a regular place of business in the State of Missouri.
6. **Equal Opportunity and Non-Discrimination:** In connection with the furnishing of equipment, supplies, and/or services under the contract, the contractor and all subcontractors shall agree not to discriminate against any recipients of services, or employees or applicants for employment on the basis of race, color, religion, national origin, sex, age, disability, or veteran status. The contractor shall comply with federal laws, rules and regulations applicable to subcontractors of government contracts including those relating to equal employment of minorities, women, persons with disabilities, and certain veterans. Contract clauses required by the United States Government in such circumstances are incorporated herein by reference.

**Supplier Diversity Participation:** The University of Missouri System is committed to and supports supplier diversity because it is essential to the University's mission and core values. Diverse suppliers must be at least 51% owned and controlled by someone in one of the recognized groups (see below). These firms can be a sole proprietorship, partnership, joint venture or corporation. Diverse suppliers should be certified from a recognized certifying agency. A list of certifying agencies can be found at: <https://www.umsystem.edu/ums/fa/procurement/sdsbd/what-is-supplier-diversity>.

The definition of what counts as a diverse supplier for the University of Missouri System are:

- MBE (Minority Owned Business Enterprise)
  - African American
  - Asian American
    - Pacific Asian American
    - Subcontinent Asian American
  - Hispanic American
  - Native American
- WBE (Women Owned Business Enterprise)
- DVBE (Service Disabled Veteran Owned Business Enterprise)
- VBE (Veteran Owned Business Enterprise)
- LGBT (Lesbian, Gay, Bisexual, Transgender)
- DBE (Disadvantaged Business Enterprise)

**Tier 2 Diverse Supplier Spending and Reporting:** The University strongly encourages Supplier Diversity participation in all of its contracts for goods and services. Tier 2 spend is spend reported by primary suppliers of the University of Missouri who subcontract work to, or make purchases from a diverse supplier. Depending upon the contract, primary suppliers may be asked to submit Tier 2 information with Women and Diverse Owned companies. Suppliers have two options in reporting Tier 2 dollars depending on the terms of the contract: Direct and Indirect.

- Direct dollars - those dollars directly spent with Women and Diverse Owned suppliers in the fulfillment of the contract.
- Indirect dollars - based on a percentage of revenue the University represents to the supplier. An example is as follows:
  - 1) Supplier's Total Revenues: \$10,000,000
  - 2) Revenues from University \$: \$ 4,000,000
  - 3) University % of Total Revenues: 40% (#2 divided by #1)
  - 4) Total MBE Dollars \$: \$ 150,000
  - 5) Total WBE Dollars \$: \$ 150,000
  - 6) Total University Attributable MBE \$: \$ 60,000 (#3 multiplied by #4)
  - 7) Total University Attributable WBE \$: \$ 60,000 (#3 multiplied by #5)
  - 8) Total University Attributable MWBE \$: \$ 120,000 (Sum of #6 and #7)
  - 9) University % Attributable Revenue: 3% (#8 divided by #2)

Respondents must indicate their Supplier Diversity participation levels committed to this contract on the Supplier Diversity Participation Form included in this RFP (see Attachment A). The Respondent must describe what suppliers and/or how the Respondent will achieve the Supplier Diversity goals. Evaluation of proposals shall include the proposed level of Supplier Diversity participation. Proposals that do not meet the participation requirements for Supplier Diversity will not receive any of the points during proposal review.

Suppliers/contractors will be responsible for reporting Tier 2 diverse supplier participation on an agreed upon timing (e.g., quarterly, annually) when business is awarded.

The University will monitor the contractor/supplier's compliance in meeting the Supplier Diversity participation levels committed to in the awarded proposal. If the contractor/supplier's payments to participating diverse suppliers are less than the amount committed to in the contract, the University reserves the right to cancel the contract, suspend and/or debar the contractor/supplier from participating in future contracts.

7. **Applicable Laws and Regulations:** The University serves from time to time as a contractor for the United States government. Accordingly, the provider of goods and/or services shall comply with federal laws, rules and regulations applicable to subcontractors of government contracts including those relating to equal employment opportunity and affirmative action in the employment of minorities (Executive Order 11246), women (Executive Order 11375), persons with disabilities (29 USC 706 and Executive Order 11758), and certain veterans (38 USC 4212 formerly [2012]) contracting with business concerns with small disadvantaged business concerns (Publication L. 95-507). Contract clauses required by the Government in such circumstances are incorporated herein by reference.
8. **Appropriation:** The Curators of the University of Missouri is a public corporation and, as such, cannot create indebtedness in any one year (the fiscal year beginning July 1 to June 30) above what they can pay out of the annual income of said year as set forth in 172.250, RSMo. Therefore, if the University determines it has not received adequate appropriations, budget allocations or income to enable it to meet the terms of this contract, the University reserves the right to cancel this contract with 30 days' notice.
9. **Applicable Health Related Laws and Regulations:** If these specifications or any resulting contract involves health care services or products, the Contractor agrees to maintain, and will further assure such compliance by its employees or subcontractors, the confidential nature of all information which may come to Contractor with regard to patients of the University. All services provided pursuant to this contract shall be provided in accordance with all applicable federal and state laws including The Health Insurance Portability and Accountability Act of 1996, Public Law 104-191, sections 261-264 (the Administrative Simplification sections) and the regulations promulgated pursuant thereto and regulations of the Joint Commission on Accreditation of Healthcare Organization and The Centers for Medicare & Medicaid Services (CMS).

Respondents understand and agree that the Curators of the University of Missouri, in the operation of the University Hospitals and Clinics, is regulated under federal or state laws with regard to contracting with vendors. The Contractor represents that it is not currently excluded or threatened with exclusion from participating in any federal or state funded health care program, including Medicare and Medicaid. Contractor agrees to notify the University of any imposed exclusions or sanctions covered by this representation.

The University will regularly check the "List of Excluded Individuals/Entities" (LEIE), maintained by the Office of Inspector General, United States Department of Health and Human Services ("OIG") to determine if any Bidders/Respondents have been excluded from participation in federal health care programs, as that term is defined in 42 U.S.C. §1320a-7b(f). The University reserves the sole right to reject any respondents who are excluded by the OIG, who have been debarred by the federal government, or who have otherwise committed any act that could furnish a basis for such exclusion or debarment.

10. **Inventions, Patents, and Copyrights:** The Contractor shall pay for all royalties, license fees, patent or invention rights, or copyrights and defend all suits or claims for infringements of any patent or invention right or copyrights involved in the items furnished hereunder. The Contractor shall defend, protect, and hold harmless the University its officers, agents, servants and employees against all suits of law or in equity resulting from patent and or copyright infringement concerning the contractor's performance or products produced under the terms of the contract.

Copyrights for any item developed for the University shall be the property of the University and inure to its benefit and the Contractor shall execute such documents as the University may require for the perfection thereof.

11. **Insurance:** The Contractor shall purchase and maintain such insurance as will protect the Contractor and the University against any and all claims and demands arising from the execution of the contract. Further, when stated in the Detailed Specifications and Special Conditions, the Contractor shall be required to procure and maintain the types and limits of insurance as specified.
12. **Performance Bond/Irrevocable Letter of Credit:** If a performance bond or irrevocable letter of credit is required in the Detailed Specifications and Special Conditions, the Contractor shall furnish to the University, along with their signed contract, a performance bond or unconditional irrevocable letter of credit payable to the Curators of the University of Missouri in the face amount specified in the Detailed Specifications and Special Conditions as surety for faithful performance under the terms and conditions of the contract.
13. **Vendor Gifts:** The contractor shall refrain in offering any offers of gifts to the University, and all University of Missouri employee's, in accordance with University of Missouri Policy #26301, Suppliers.

## **B. Instructions to Respondents**

1. **Request for Proposal (RFP) Document:** Respondents are expected to examine the complete RFP document and all attachments including drawings, specifications, and instructions. Failure to do so is at Request for Proposal's risk. It is the Respondents' responsibility to ask questions, request changes or clarifications, or otherwise advise the University if any language, specifications or requirements of the RFP appear to be ambiguous, contradictory, and/or arbitrary, or appear to inadvertently restrict or limit the requirements stated in the RFP to a single source.

Any and all communications from Respondents regarding specifications, requirements, competitive Request for Proposal process, etc., should be directed to the University buyer of record referenced in this RFP. It is the responsibility of the person or organization communicating the request to ensure that it is received.

The RFP document and any attachments constitute the complete set of specifications and Request for Proposal response forms. No verbal or written information that is obtained other than through this RFP or its addenda shall be binding on the University. No employee of the University is authorized to interpret any portion of this RFP or give information as to the requirements of the RFP in addition to that contained in or amended to this written RFP document. In case of any doubt or difference of opinion as to the true intent of the RFP, the decision of the University's Chief Procurement Officer shall be final and binding on all parties.

2. **Preparation of Request for Proposals: ALL RESPONSES MUST BE SUBMITTED VIA EMAIL DUE TO REMOTE WORKING DURING COVID-19. Please email the responses to Attn: Carla Gilzow at [crgnn7@umsystem.edu](mailto:crgnn7@umsystem.edu).**

To receive consideration, Request for Proposals must be received, at the email listed above, prior to the Proposal due date time stamp will be the time it arrives in the inbox. It is the respondent's full responsibility for the actual delivery of Proposals.

Unless otherwise specifically stated in the RFP, all specifications and requirements constitute minimum requirements. All Requests for Proposals must meet or exceed the stated specifications or requirements. All equipment and supplies offered must be new, of current production, and available for marketing by the manufacturer unless the RFP clearly specifies that used, reconditioned, or remanufactured equipment and supplies may be offered. Unless specifically stated and allowed in the Detailed Specifications and Special Conditions, all pricing submitted in response to this RFP is firm and fixed.

Whenever the name of a manufacturer, trade name, brand name, or model and catalog numbers followed by the words "or equal" or "approved equal" are used in the specifications it is for the purpose of item identification and to establish standards of quality, style, and features. Proposals on equivalent items of the same quality are invited. However, to receive consideration, such equivalent proposals must be accompanied by sufficient descriptive



literature and/or specifications to clearly identify the item and provide for competitive evaluation. The University will be the sole judge of equality and suitability. Whenever the name of a manufacturer is mentioned in the specifications and the words "or equal" do not follow, it shall be deemed that the words "or equal" follow unless the context specifies "no substitution." Unless noted on the Request for Proposal form, it will be deemed that the article furnished is that designated by the specifications. The University reserves the right to return, at contractor's expense, all items that are furnished which are not acceptable as equals to items specified and contractor agrees to replace such items with satisfactory items at the original proposal price.

Time will be of the essence for any orders placed as a result of this RFP. The University reserves the right to cancel any orders, or part thereof, without obligation if delivery is not made in accordance with the schedule specified by the respondents Proposal and accepted by the University. Unless otherwise specified in the Detailed Specifications and Special Conditions, all proposals shall include all packing, handling, and shipping charges FOB destination, freight prepaid and allowed.

3. **Submission of Proposals:** Respondent shall furnish information required by the solicitation in the form requested. The University reserves the right to reject proposals with incomplete information or which are presented on a different form. All proposals shall be signed, in the appropriate location, by a duly authorized representative of the Respondent's organization. Signature on the proposal certifies that the Respondent has read and fully understands all RFP specifications, plans, and terms and conditions.

By submitting a proposal, the Respondent agrees to provide the specified equipment, supplies and/or services in the RFP, at the prices quoted, pursuant to all requirements and specifications contained therein. Furthermore, the Respondent certifies that: (1) the proposal is genuine and is not made in the interest of or on behalf of any undisclosed person, firm, or corporation, and is not submitted in conformity with any agreement or rules of any group, association, or corporation; (2) the Respondent has not directly or indirectly induced or solicited any other Respondent to submit a false or sham proposal; (3) the Respondent has not solicited or induced any person, firm, or corporation to refrain from responding; (4) the Respondent has not sought by collusion or otherwise to obtain any advantage over any other Respondent or over the University.

Modifications or erasures made before proposal submission must be initialed in ink by the person signing the proposal. Proposals, once submitted, may be modified in writing prior to the exact date and time set for the RFP closing. Any such modifications shall be prepared on company letterhead, signed by a duly authorized representative, and state the new document supersedes or modifies the prior proposal. The modification must be submitted in a sealed envelope marked "Proposal Modification" and clearly identifying the RFP title, RFP number and closing date and time. Proposals may not be modified after the RFP closing date and time. Telephone and facsimile modifications are not permitted.

Proposals may be withdrawn in writing, on company letterhead, signed by a duly authorized representative and received at the designated location prior to the date and time set for RFP closing. Proposals may be withdrawn in person before the RFP closing upon presentation of proper identification. Proposals may not be withdrawn for a period of sixty (60) days after the scheduled closing time for the receipt of proposals.

All proposals, information, and materials received by the University in connection with an RFP response shall be deemed open records pursuant to 610.021 RSMo. If a Respondent believes any of the information contained in the Respondent's response is exempt from 610.021 RSMo, the Respondent's response must specifically identify the material which is deemed to be exempt and cite the legal authority for the exemption; otherwise, the University will treat all materials received as open records. The University shall make the final determination as to what materials are or are not exempt

4. **Evaluation and Award:** Any clerical errors, apparent on its face, may be corrected by the Buyer before contract award. Upon discovering an apparent clerical error, the Buyer shall contact the Respondent and request clarification of the intended proposal. The correction shall be incorporated in the notice of award. The University reserves the right to request clarification of any portion of the Respondent's response in order to verify the intent. The Respondent is cautioned, however, that its response may be subject to acceptance or rejection without further clarification.

The University reserves the right to make an award to the responsive and responsible Respondent whose product or service meets the terms, conditions, and specifications of the RFP and whose proposal is considered to best serve the University's interest. In determining responsiveness and the responsibility of the Respondent, the following shall be considered when applicable: the ability, capacity, and skill of the respondent to perform as required; whether the respondent can perform promptly, or within the time specified without delay or interference; the character, integrity, reputation, judgment, experience and efficiency of the respondent; the quality of past performance by the Respondent; the previous and existing compliance by the Respondent with related laws and regulations; the sufficiency of the Respondent's financial resources; the availability, quality and adaptability of the Respondents equipment, supplies and/or services to the required use; the ability of the respondent to provide future maintenance, service and parts.

The University has established formal protest procedures. For more information about these procedures, contact the Buyer of Record.

In case of any doubt or difference of opinion as to the items and/or services to be furnished hereunder, the decision of the Assistant Vice President Management Services, UM System shall be final and binding upon all parties.

The University reserves the right to accept or reject any or all proposals and to waive any technicality or informality.

5. **Contract Award and Assignment:** The successful Respondent(s) shall, within ten (10) days after the receipt of formal notice of award of the contract, enter into a contract prepared by the University. The Contract Documents shall include the Advertisement for Request for Proposals, Specifications and Addenda, Exhibits, Request for Proposal Form, Form of Contract, Statement of Work. Letter of Award, University Purchase Order, and Form of Performance Bond, if required.

The contract to be awarded and any amount to be paid thereunder shall not be transferred, sublet, or assigned without the prior approval of the University.

6. **Contract Termination for Cause:** In the event the Contractor violates any provisions of the contract, the University may serve written notice upon Contractor and Surety setting forth the violations and demanding compliance with the contract. Unless within ten (10) days after serving such notice, such violations shall cease and satisfactory arrangements for correction be made, the University may terminate the contract by serving written notice upon the Contractor; but the liability of Contractor and Surety for such violation; and for any and all damages resulting there from, as well as from such termination, shall not be affected by any such termination.
7. **Contract Termination for Convenience:** The University reserves the right, in its best interest as determined by the University, to cancel the contract by given written notice to the Contractor thirty (30) days prior to the effective date of such cancellation.
8. **Warranty and Acceptance:** The Contractor expressly warrants that all equipment, supplies, and/or services provided shall: (1) conform to each and every specification, drawing, sample or other description which was furnished or adopted by the University, (2) be fit and sufficient for the purpose expressed in the RFP, (3) be merchantable, (4) be of good materials and workmanship, (5) be free from defect. Such warranty shall survive delivery and shall not be deemed waived either by reason of the University's acceptance of or payment for such equipment, supplies, and/or services.

No equipment, supplies, and/or services received by the University pursuant to a contract shall be deemed accepted until the University has had a reasonable opportunity to inspect said equipment, supplies and/or services. All equipment, supplies, and/or services which do not comply with specifications and/or requirements or which are otherwise unacceptable or defective may be rejected. In addition, all equipment, supplies, and/or services which are discovered to be defective or which do not conform to any warranty of the Contractor upon inspection (or at any later time if the defects contained were not reasonably ascertainable upon the initial inspection) may be rejected.

9. **Payment:** Preferred settlement method is through the use of Electronic Accounts Payable solutions. The University encourages suppliers to opt into its Single-Use Account (SUA) credit card program for payment of invoices. The SUA is an electronic, credit card-based

payment solution that acts like a check. It provides a single 16-digit virtual account number for each payment. Similar to a check, the credit limit on each SUA is set to the specific payment amount. Payment terms for Suppliers who participate in the SUA program are Net 0 as opposed to the standard Net 30 terms. An alternative electronic solution is payment through Automated Clearing House (ACH). Payment terms associated with settlement via ACH or check will be considered to be Net 30 days. Earlier settlement will be considered if cash discounts for prompt payment are offered. Cash discounts for prompt payment will not be considered in determination of award unless specifically stated in the Detailed Specifications and Special Conditions.

The University may withhold payment or make such deductions as may be necessary to protect the University from loss or damage on account of defective work, claims, damages, or to pay for repair or correction of equipment or supplies furnished hereunder. Payment may not be made until satisfactory delivery and acceptance by the University and receipt of correct invoice have occurred.

10. **Accounting Practices:** The Contractor shall maintain, during the term of the contract, all books of account, reports, and records in accordance with generally accepted accounting practices and standard for records directly related to this contract. The Contractor agrees to make available to the University, during normal business hours, all book of account, reports and records relating to this contract for the duration of the contract and retain them for a minimum period of one (1) year beyond the last day of the contract term.
11. **Debarment and Suspension Certification:** The contractor certifies to the best of its knowledge and belief that it and its principals are not presently debarred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded from covered transactions by any Federal department or agency in accordance with Executive Order 12549 (2/18/86).
12. **Cooperative Purchasing:** The intended coverage of this RFP, and any Agreement resulting from this solicitation, shall be for the use by all faculty, staff, students, departments and affiliates of the University of Missouri, including University of Missouri Health Care.

The University of Missouri System seeks to make the terms and prices of this contract available to other higher education institutions and public entities in the State of Missouri. Extension of the terms and prices to any or all other Missouri higher education institutions and public entities is at the discretion of respondents and shall not be considered in the award of this contract. The contractor shall further understand and agree that participation by other higher education institutions and public entities is discretionary on the part of these institutions, and the University of Missouri System bears no financial responsibility for any payments due the contractor by such entities, nor will the University be responsible for contract administration for other institutions.

**UNIVERSITY OF MISSOURI**  
**DETAILED SPECIFICATIONS AND SPECIAL CONDITIONS**

**1. OBJECTIVE**

The Curators of the University of Missouri, a public organization, propose to contract on behalf of the University of Missouri Health Care (hereinafter referred to as "University") with an organization (hereinafter referred to as "Consultant"), to provide resuscitation education program that meets certification and licensing requirements for healthcare, EMS and other public safety professionals, consisting of content, equipment and certifications for CPR, basic life support, advanced life support and pediatric life support as described herein. The resuscitation education program must contain the current edition and guidelines during the term of the contract.

Proposals shall be submitted in accordance with the terms and conditions of this RFP and any addenda issued hereto. The University of Missouri System reserves the right to make multiple awards and/or to reject any and all respondents. At the discretion of The University of Missouri System, this contract may be utilized for additional services with other affiliates on an as needed basis.

**The University of Missouri System may request respondents(s) to give onsite presentations. The onsite presentations will be scheduled for the week of September 28, 2020 online. After the opening of RFP and scoring of vendor responses, we will email the selected vendors on September 21, 2020 to assign a date and time.**

**2. SCOPE**

University of Missouri Health Care is seeking proposals from qualified professional firms interested in providing the following: resuscitation education program that meets certification and licensing requirements for healthcare, EMS and other public safety professionals, consisting of content, equipment and certifications that are customized user-friendly interface, reporting and training, web accessible by multiple users across various devices, with single sign on capabilities- for CPR, basic life support, advanced life support and pediatric life support.

The resuscitation education system should include;

Features and Integrations

1. Single Sign-on.
2. Ability to transfer instructor cards to an administrator, for the purposes of assigning to individual instructors.
3. Ability to issue cards for an entire class via a single upload session.

4. Ability to issue and track certification cards electronically.
5. Video Streaming for Instructor Led Class content.
6. Sandbox Environment.
7. Evidence-based content that is updated at consistent intervals.
8. Vast offering of content and curriculum available.
9. Web accessible by multiple users across various devices.

#### Implementation and Training

1. Single point of contact for Project go-live.
2. 90-day prompt support.
3. Provide a list of product support and resources during implementation.
4. Provide resources and support that are available for ongoing training.

#### Support

1. Self-help training.
2. Vendor must provide products foreseeable enhancement roadmap.
3. Customized user-friendly interface, reporting and training.
4. Comprehensive training plan and materials.

### **3. BACKGROUND UNIVERSITY INFORMATION**

The University of Missouri has provided teaching, research and service to Missouri since 1839. It was the first publicly supported institution of higher education established in the Louisiana Purchase territory. Today, the University of Missouri is one of the nation's largest higher education institutions with more than 73,000 students, 28,000 faculty and staff on four campuses, an extension program with activities in every county of the state, comprehensive distance learning services and an extensive health care network.

As part of the state's premier academic health system, University of Missouri Health Care offers a full spectrum of care, ranging from primary care to highly specialized, multidisciplinary treatment for patients with the most severe illnesses and injuries. Patients from each of Missouri's 114 counties are served by approximately 640 faculty physicians, an additional 200 healthcare providers. The full complement of clinical staff includes a total of 6,000 physicians, nurses and health care professionals at MU Health Care. With initiatives such as the Culture of Yes and healthy lifestyle challenges, MU Health Care is a premier destination not only for patients, but also for job seekers.

MU Health Care is comprised of five hospitals: Ellis Fischel Cancer Center, the Missouri Orthopaedic Institute, the Missouri Psychiatric Center, University Hospital, and Women's and Children's Hospital, as well as 58 outpatient clinics. The inpatient hospitals have a combined 595 beds. Affiliates of MU Health Care include Capital Region Medical Center, Columbia Family Medical Group, Columbia Surgical Associates, Health Network of Missouri, MPact Health and Rusk Rehabilitation Center. MU Health Care also partners with Cerner Corporation, a Missouri based supplier of health information technology solutions,

services, devices and hardware through the Tiger Institute for Health Innovation. The Tiger Institute serves as MUHC's IT function along with working alongside MUHC clinicians and staff to develop innovative improvements to Cerner technology products. The health system is consistently ranked as a top performer in information technology advances.

MU Health Care's Ellis Fischel Cancer Center. MU Health Care is one of only two tier-one safety net health systems in Missouri (the other being Truman Medical Center in Kansas City).

MU Health Care has been a training center for American Heart Association for fifteen plus years, and six training sites reside under the center, two of which are hospitals, as well as MU School of Medicine.

Additional information regarding University of Missouri Health Care can be obtained by accessing the following: [www.muhealth.org](http://www.muhealth.org)

#### **4. CONTRACT PERIOD**

The contract period shall be from the **award date** for one (1) year with the option to renew for five (5) one-year periods.

#### **NON-FUNDING CLAUSE:**

The Curators of the University of Missouri is a public corporation and, as such, cannot create an indebtedness in any one year (the fiscal year beginning July 1 to June 30) above what they can pay out of the annual income of said year as set forth in Section 172.250 RS MO. Therefore, if the University determines it has not received adequate appropriations, budget allocations or income to enable it to meet the terms of this contract, the University reserves the right to cancel this contract with thirty (30) days' notice.

#### **5. INSTRUCTIONS FOR PROPOSAL RESPONSE**

Respondents are required to fully respond with compliance statements to each of the mandatory specifications. Respondents are required to fully respond with description of ability to meet (and how) the evaluation questions.

Respondents must be clear and concise in responses in order to be fully credited in the evaluation. Attach and reference any relevant documentation that would ensure the evaluating committee that specifications are met. If "no response" or insufficient response to substantiate compliance is provided, the University reserves the sole right to reject vendor's proposal from further consideration. Do not include responses that are superfluous or irrelevant to the specific question asked. These are not valuable in the volume of information the various evaluating teams must review.

Proposals must be submitted in the number and manner as specified below:

**Volume I** – Functional Section is to be emailed in PDF format and must contain:

\*Response to Information for Respondents and General Conditions, Mandatory Specifications and vendor responses, and Desirable Specifications and vendor responses. If there is any vendor related contract that must be signed as part of doing business, it should also be included in this section. **This section includes all response information, except pricing information and Supplier Diversity Participation Form.**

**Volume II** – Financial Section is to be emailed in PDF format and must contain

\*Proposal Form with any supplemental pricing schedules, if applicable, and Financial Summary including additional costs, if any, for Desirable Specification Compliance, functional or technical. This section should also include the Supplier Diversity Participation Form. Financial statements that may be required are also to be included in this section.

Respondent must complete and return the University Proposal Form with proposal response. Vendor quote sheets are not acceptable forms of bidding and could cause rejection of response. **All proposals must be emailed to [crgnn7@umsystem.edu](mailto:crgnn7@umsystem.edu) with the subject line to read: Request for Proposal RFP# 21014 Resuscitation Education System. Attn: Carla Gilzow**

Please limit your proposal responses to no more than **fifty (50) pages** in response to the criteria.

Note: Any Respondent's Request for Proposal that makes material modifications to the University's Terms and Conditions may be found non-responsive, as solely determined by the University.

**Confidentiality of Information:**

All records received from a Contractor will be deemed public records and presumed to be open. If the contractor submits with the Request for Proposal any information claimed to be exempt under the Revised Statutes of Missouri, Chapter 610, this information must be placed in a separate envelope and marked with:

"This data shall not be disclosed outside the University or be duplicated, used, or disclosed in whole or in part for any purpose other than to evaluate the Request for Proposal; however, if a contract is awarded to this Contractor as a result of or in connection with the submission of such information, the University shall have the right to duplicate, use, or disclose this information to the extent provided in the contract. This restriction does not limit the University's right to use information contained herein if it is obtained from another source."



## **6. EVALUATION AND CRITERIA FOR AWARD OF PROPOSAL**

Respondents must meet the mandatory/limiting criteria to be “qualified” for scoring. If requirements are not met, the respondents are disqualified from further evaluation/award. Qualified remaining respondents will be scored on their ability to meet scored desirable criteria, which includes qualitatively, how specifications are met. A team of University individuals will evaluate and assign points to vendors’ responses to the evaluation questions. At the sole option of the University, the functional/technical review team may decide to go on a site visit, at their expense, or request vendors to perform a presentation/demonstration to confirm specifications are met as provided in responses. The University could elect to not award to a potential respondent if site visits revealed compliance inconsistency.

The University may request vendors selected as finalists to come onsite to the University, at the vendor’s expense, for presentations as part of the RFP selection.

Proposals will be awarded based upon the functional and financial evaluation.

## **7. CONSULTANT’S LIABILITY AND INSURANCE REQUIREMENTS**

Contractor agrees to maintain, on a primary basis and at its sole expense, at all times during the life of any resulting contract the following insurance coverages, limits, including endorsements described herein. The requirements contained herein, as well as the University’s review or acceptance of insurance maintained by Contractor is not intended to and shall not in any manner limit or qualify the liabilities or obligations assumed by Contractor under any resulting contract. Coverage to be provided as follows by a carrier with A.M. Best minimum rating of A- VIII.

Commercial General Liability Contractor agrees to maintain Commercial General Liability at a limit of not less than \$1,000,000 Each Occurrence, \$2,000,000 Annual Aggregate. Coverage shall not contain any endorsement(s) excluding nor limiting Product/Completed Operations, Contractual Liability or Cross Liability.

Contractor may satisfy the minimum liability limits required for Commercial General Liability or Business Auto Liability under an Umbrella or Excess Liability policy. There is no minimum per occurrence limit of liability under the Umbrella or Excess Liability; however, the Annual Aggregate limit shall not be less than the highest “Each Occurrence” limit for either Commercial General Liability or Business Auto Liability. Contractor agrees to endorse The Curators of the University of Missouri, its officers, employees and agents as Additional Insured on the Umbrella or Excess Liability, unless the Certificate of Insurance state the Umbrella or Excess Liability provides coverage on a “Follow-Form” basis.

Workers’ Compensation & Employers Liability Contractor agrees to maintain Workers’ Compensation in accordance with Missouri State Statutes or provide evidence of

monopolistic state coverage. Employers Liability with the following limits: \$500,000 each accident, disease each employee and disease policy limit.

Data Breach Refer to Risk & Insurance Management for review, but at a minimum for low risk contracts only: If capturing, transmitting or access to PII, PHI or PCI then coverage must also include Data Breach coverage of \$1,000,000 per occurrence.

#### Contract Language

The Curators of the University of Missouri, its officers, employees and agents are to be Additional Insured with respect to the project to which these insurance requirements pertain. A certificate of insurance evidencing all coverage required is to be provided at least 10 days prior to the inception date of the contract between the contractor and the University. Contractor/Party is required to maintain coverages as stated and required to provide written notice of cancellation according to the policy provisions. The University reserves the right to request a copy of the policy. The University reserves the right to require higher limits on any contract provided notice of such requirement is stated in the request for proposals for such contract.

#### Indemnification

The Contractor agrees to defend, indemnify, and save harmless The Curators of the University of Missouri, their Officers, Agents, Employees and Volunteers, from and against all loss or expense from any cause of action arising from the Contractor's operations. The contractor agrees to investigate, handle, respond to and provide defense for and defend against any such liability, claims, and demands at the sole expense of the Contractor or at the option of the University, agrees to pay to or reimburse the University for the Defense Costs incurred by the University in connection with any such liability claims, or demands. The parties hereto understand and agree that the University is relying on, and does not waive or intend to waive by any provision of this Contract, any monetary limitations or any other rights, immunities, and protections provided by the State of Missouri, as from time to time amended, or otherwise available to the University, or its officers, employees, agents or volunteers.

Failure to maintain the required insurance in force may be cause for contract termination. In the event the Agency/Service fails to maintain and keep in force the required insurance or to obtain coverage from its subcontractors, the University shall have the right to cancel and terminate the contract without notice.

The insurance required by the provisions of this article is required in the public interest and the University does not assume any liability for acts of the Agency/Service and/or their employees and/or their subcontractors in the performance of this contract.

## **8. PAYMENT TERMS AND CONDITIONS**

Payment in full will be made within thirty (30) days after receiving invoices for good/services rendered as meeting all performance specifications. The University reserves the right to withhold a portion of the payment until the services have been completed. Any different payment terms desired by the respondent must be clearly stated and may or may not be accepted by the University.

Preferred settlement method is through the use of Electronic Accounts Payable solutions. The University encourages suppliers to opt into its Single-Use Account (SUA) credit card program for payment of invoices. The SUA is an electronic, credit card-based payment solution that acts like a check. It provides a single 16-digit virtual account number for each payment. Similar to a check, the credit limit on each SUA is set to the specific payment amount. Payment terms for Suppliers who participate in the SUA program are Net 0 as opposed to the standard Net 30 terms. An alternative electronic solution is payment through Automated Clearing House (ACH). Payment terms associated with settlement via ACH or check will be considered to be Net 30 days. Earlier settlement will be considered if cash discounts for prompt payment are offered. Cash discounts for prompt payment will not be considered in determination of award unless specifically stated in the Detailed Specifications and Special Conditions.

The University may withhold payment or make such deductions as may be necessary to protect the University from loss or damage on account of defective work, claims, damages, or to pay for repair or correction of equipment or supplies furnished hereunder. Payment may not be made until satisfactory delivery and acceptance by the University and receipt of correct invoice have occurred.

## **9. SECURITY REQUIREMENTS FOR INFORMATION TECHNOLOGY PURCHASES**

As part of the selection process Respondents must demonstrate compliance with the security criteria listed in the categories stated on the accompanying "University of Missouri Information Security Requirements" (ITSQ) spreadsheet by responding in writing to every statement and question. It is the respondent's responsibility to supply sufficient and complete information for a full evaluation of all items in this section, including detailed explanations. Validation of the answers provided by the respondent may be conducted during the review/assessment process. Any erroneous information could limit the respondent's ability to finalize implementation of the proposed solution. Please include any security white papers, technical documents, or policies that are applicable. Failure to provide the necessary information to meet the requirements in this section could lead to disqualification.

The University assigns data classification levels (DCL) for all University owned or hosted IT-based systems. **This system will have a DCL level of 2.** Security requirements for all DCS levels can be found at: <https://www.umsystem.edu/ums/is/infosec/classification>. The University of Missouri reserves the right to periodically audit any or all hardware and/or software infrastructure provided by the vendor to ensure compliance with industry standards and best practices as well as the requirements of the University's DCS. When applicable, the University of Missouri requires compliance with the Health Insurance Portability and Accountability Act (HIPAA), FERPA, GLBA, PCI specifications, and all other applicable state, local and federal laws and regulations.

### **Authentication**

The University requires that the vendor allow authentication to their system through existing University authentication methods. For vendor-hosted systems, Shibboleth/SAML 2.0 (SP initiated) is required. Respondent must complete the attached SecureAuth Questionnaire and provide their Shibboleth/SAML 2.0 integration documentation with their response.

### **MANDATORY CRITERIA**

Respondents must meet all mandatory requirements in this section in order to continue with a response to this RFP. Any Respondent that does not meet all of the following requirements will be removed from further consideration. Respondents must provide a written, affirmative response to each of the criteria stated below and provide substantiating information to support your answer.

### **Features and Integrations**

- 1.** It is mandatory the respondent have one-year experience providing resuscitation education system. **CONFIRM Y \_\_\_\_\_ or N \_\_\_\_\_ Provide information to support your answer.**
- 2.** It is mandatory that the respondent will execute deliverables as listed in the scope of work above, unless an edited list of deliverables is mutually agreed upon. **CONFIRM Y \_\_\_\_\_ or N \_\_\_\_\_ Provide information to support your answer.**
- 3.** It is mandatory that the respondent's education system must contain evidence-based protocols which are required with the system. **CONFIRM Y \_\_\_\_\_ or N \_\_\_\_\_ Provide information to support your answer.**
- 4.** It is mandatory that the respondent notify MUHC personnel of all updates to protocols within one (1) month of the update. **CONFIRM Y \_\_\_\_\_ or N \_\_\_\_\_ Provide information to support your answer.**

5. It is mandatory the respondent's education system have the ability to assign individual modules/skills independent of each other. **CONFIRM Y \_\_\_\_\_ or N \_\_\_\_\_ Provide information to support your answer.**
6. It is mandatory the respondent's education system have the ability to customize curriculums. **CONFIRM Y \_\_\_\_\_ or N \_\_\_\_\_ Provide information to support your answer.**
7. It is mandatory the respondent's education system must interface with mobile devices and browsers. **CONFIRM Y \_\_\_\_\_ or N \_\_\_\_\_ Provide information to support your answer.**
8. It is mandatory the respondent's education system measure, assess and report capabilities based on usage and data. The respondent must provide the data as requested to MUHC. **CONFIRM Y \_\_\_\_\_ or N \_\_\_\_\_ Provide information to support your answer.**
9. It is mandatory the respondent agrees to respond to modification requests and maintenance notifications within twenty-four (24) business hours including a resolution within five (5) business days. **CONFIRM Y \_\_\_\_\_ or N \_\_\_\_\_ Provide information to support your answer.**
10. It is mandatory the respondent's education system have the capability to interface via API/SCROM/AICC component for education record transfers to LMS or Systems. **CONFIRM Y \_\_\_\_\_ or N \_\_\_\_\_ Provide information to support your answer.**
11. It is mandatory the respondent's will initially provide equipment needed to support the most updated version of this program as well as going forward the ability to exchange outdated modules/skills for most current version modules/skills as they become available. **CONFIRM Y \_\_\_\_\_ or N \_\_\_\_\_ Provide information to support your answer.**

### **Implementation and Training**

12. It is mandatory the respondent agree to provide an implementation timeline with milestones, project plan and estimated deliverables including the timeframe for delivery of product from receipt of order. **CONFIRM Y \_\_\_\_\_ or N \_\_\_\_\_ Provide information to support your answer.**
13. It is mandatory the respondent agree to provide training and deployment assistance during implementation. **CONFIRM Y \_\_\_\_\_ or N \_\_\_\_\_ Provide information to support your answer.**

## DESIRABLE CRITERIA

It is the Respondent's responsibility to supply sufficient and complete information for a full evaluation of all items in this section, including detailed explanations.

1. It is desirable that the respondent's education system contain the following features and integrations:
  - a. Single Sign-on.
  - b. Ability to transfer instructor cards to an administrator, for the purposes of assigning to individual instructors.
  - c. Ability to issue cards for an entire class via a single upload session.
  - d. Ability to issue and track certification cards electronically.
  - e. Video Streaming for Instructor Led Class content.
  - f. Sandbox Environment.
2. It is desirable that the respondent provide the following for implementation and training:
  - a. Single point of contact for Project go-live.
  - b. 90-day prompt support.
  - c. Provide a list of product support and resources during implementation.
  - d. Provide resources and support that are available for ongoing training.
3. It is desirable that the respondent provide the following support for MUHC.
  - a. Self-help training.
  - b. Provide your product's foreseeable enhancement roadmap.
4. Provide a general overview of your company's experience in providing a Resuscitation Education Content System to Academic Medical Health Care Systems that are similar in size and scope to the University of Missouri.
5. Provide information on your company's Resuscitation Education Content System including what features/functions are superior to other systems.
6. Provide three (3) contact references of your Health Care clients that are similar in size and scope to the University of Missouri Health Care.
7. Provide three (3) contact references that are using the Resuscitation Education Content System that your company offers, currently.
8. Provide information on the evidence-based protocols used in your Resuscitation Education Content System including how often protocols are updated and how your

company stays current with American Heart Association guidelines. Describe your process for notifying users of updated protocols.

9. Describe your Resuscitation Education Content System options to assign individual modules/skills and ability to customize curriculum's.
10. Describe how and if your Resuscitation Education Content System is compatible with Electronic Health Records, Cerner Solutions or other systems including how the system interfaces with mobile devices and browsers.
11. Describe and provide examples of the measurement, assessment and reporting tool capabilities based on usage and data.
12. Describe your company's Service Level Agreement (SLA) to modification requests and maintenance.
13. Describe and provide an example of your company's licensing structure.
14. Describe and provide an example of an implementation timeline with milestones, project plan and estimated deliverables. Include the timeframe for delivery of product from receipt of order.
15. Describe training and deployment assistance offered during implementation resources and support available for ongoing training including "self-help" training.
16. Provide a list of product support and resources offered during implementation for the solution that is similar in size and scope as the University of Missouri Health Care.
17. Provide information on how your education system meets the following; certification and licensing requirements for healthcare, EMS and other public safety professionals, consisting of content, equipment and certifications for CPR, basic life support, advanced life support and pediatric life support.
18. Provide information on how your education system is able to reassign open but not completed modules/skills to different user.
19. Describe in detail what additional value-added services you would provide MUHC.

**REQUEST FOR PROPOSAL FORM**

**REQUEST FOR PROPOSALS  
FOR  
FURNISHING AND DELIVERY  
OF  
RESUSCITATION EDUCATION PROGRAM**

**FOR  
THE CURATORS OF THE UNIVERSITY OF MISSOURI  
ON BEHALF OF  
UNIVERSITY OF MISSOURI HEALTH CARE**

**RFP # 21014**

**DUE DATE: September 16, 2020  
TIME: 2:00 P.M.**

The undersigned proposes to furnish the following items and/or services in accordance with all requirements and specifications contained within this Request for Proposal issued by the University of Missouri.

Please provide pricing and rates for the scope of this project per contract term.

Total Cost \$ \_\_\_\_\_  
Resuscitation education system license fees \$ \_\_\_\_\_  
Cost per User \$ \_\_\_\_\_  
Implementation and Training fee \$ \_\_\_\_\_  
Support Fee \$ \_\_\_\_\_



**AUTHORIZED RESPONDENT REPRESENTATION**

Authorized Signature		Date	
Printed Name		Title	
Company Name			
Mailing Address			
City, State, Zip			
Phone No.		Federal Employer ID No.	
Fax No.		E-Mail Address	
Number of calendar days delivery after receipt of order: _____		Payment Terms: _____ Note: Net 30 is default. Early pay discounts encouraged.	
Select Payment Method:                      SUA                      ACH                      Check			
Circle one:      Individual      Partnership      Corporation			
If a corporation, incorporated under the laws of the State of _____			
Licensed to do business in the State of Missouri?    ___yes    ___no			
Maintain a regular place of business in the State of Missouri?    ___yes    ___no			

**This signature sheet must be returned with your proposal.**

**ATTACHMENT A  
SUPPLIER DIVERSITY PARTICIPATION FORM**

The University of Missouri System is committed to and supports supplier diversity because it is essential to the University's mission and core values. The University's Supplier Diversity efforts reflect this mission.

Tier 2 Supplier Diversity Information - The University strongly encourages Supplier Diversity participation in all of its contracts for goods and services. Tier 2 Spend is spend reported by primary suppliers of the University of Missouri who subcontract work to, or make purchases from a diverse supplier. Depending upon the contract, primary suppliers will be asked to submit Tier 2 information with Women and Diverse Owned companies. Suppliers have two options in reporting Tier 2 dollars depending on the terms of the contract: Direct and Indirect. Awarded suppliers may be asked to utilize CVM Solutions for reporting Tier 2 spend.

- Direct dollars - those dollars directly spent with Women and Diverse Owned suppliers in the fulfillment of the contract.
  
- Indirect dollars - based on a percentage of revenue the University represents to the supplier. An example is as follows:
  - Supplier's Total Revenues: \$10,000,000
  - Revenues from University \$: \$ 4,000,000
  - University % of Total Revenues: 40% (#2 divided by #1)
  - Total MBE Dollars \$: \$ 150,000
  - Total WBE Dollars \$: \$ 150,000
  - Total University Attributable MBE \$: \$ 60,000 (#3 multiplied by #4)
  - Total University Attributable WBE \$: \$ 60,000 (#3 multiplied by #5)
  - Total University Attributable MWBE \$: \$ 120,000 (Sum of #6 and #7)
  - University % Attributable Revenue: 3% (#8 divided by #2)

1. Does your company have a Supplier Diversity Program? If so, describe efforts your company has made to increase business with Women and Diverse Owned businesses (i.e. does your company have a policy statement, participate in outreach activities, promote diverse firm subcontracting, publicize contract opportunities, provide certification assistance, etc.?) Please provide examples (use additional pages if needed): \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

2. What percentage of your company's total contracting and procurement spend for the prior year was with Women and Diverse Owned businesses? Are you able to provide this information specific to University of Missouri business? \_\_\_\_\_

\_\_\_\_\_

3. Complete the following table indicating the percentage your company will subcontract with certified Women and Diverse Owned businesses should your company be the successful bidder. Note: If your company does not plan to use Women and Diverse Owned businesses to fulfill your contract obligations, please explain why not.

Supplier Name	% of Contract	Specify Direct or Indirect

If there are questions regarding supplier diversity at the University, contact Teresa Vest, [vestt@umsystem.edu](mailto:vestt@umsystem.edu).

-----THIS FORM MUST BE SUBMITTED WITH THE RESPONSE-----

**ATTACHMENT B  
SUPPLIER REGISTRATION INFORMATION**

Completion of this section is strongly encouraged. Please review and check ALL applicable boxes.

SMALL BUSINESS CONCERN:  Yes  No

The term "small business concern" shall mean a business as defined pursuant to Section 3 of the Small Business Act and relevant regulations issued pursuant thereto. Generally, this means a small business concern organized for profit, which is independently owned and operated, is not dominant in the field of operations in which it is bidding. We would consider any firm with 500 employees or less a "small business concern".

WOMAN OWNED BUSINESS (WBE):  Yes  No

A woman owned business is defined as an organization that is 51% owned, controlled and/or managed, by a woman. The determination of WBE status depends solely on ownership and operation and is not related to employment. The firm should be certified by a recognized agency (e.g., state, local, federal, etc.). Please see Public Law 106-554 for more detail.

MINORITY BUSINESS ENTERPRISE (MBE):  Yes  No

A minority business is defined as an organization that is 51% owned, controlled and/or managed by minority group members. The determination of minority status depends solely on ownership and operation and is not related to employment. The firm should be certified by a recognized agency (e.g., state, local, federal, etc.). Please see Public Law 95-507 for more detail. Place an X by the appropriate space below.

1. Asian-Indian - A U.S. citizen whose origins are from India, Pakistan and Bangladesh  (A)
2. Asian-Pacific - A U.S. citizen whose origins are from Japan, China, Indonesia, Malaysia, Taiwan, Korea, Vietnam, Laos, Cambodia, the Philippines, Thailand, Samoa, Guam, the U.S. Trust Territories of the Pacific or the Northern Marianas.  (P)
3. Black - A U.S. citizen having origins in any of the Black racial groups of Africa.  (B)
4. Hispanic - A U.S. citizen of true-born Hispanic heritage, from any of the Spanish-speaking areas Mexico, Central America, South America and the Caribbean Basin only.  (H)
5. Native American - A person who is an American Indian, Eskimo, Aleut or Native Hawaiian, and regarded as such by the community of which the person claims to be a part.  (N)

A Veteran or Service Disabled Veteran business is defined as an organization that is 51% owned, controlled and/or managed by Veterans. The firm should be certified by a recognized agency (e.g., state, local, federal, etc.). Please see Public Law 109-461 for more detail.

VETERAN BUSINESS ENTERPRISE  Yes  No

SERVICE DISABLED VETERAN BUSINESS ENTERPRISE  Yes  No

MISSOURI FIRM:  Yes  No

A Missouri Firm is defined as an organization which has and maintains within the State of Missouri a regular place of business for the transaction of their business.

**BUSINESS TYPE:**

- Manufacturer  (M)
- Distributor/Wholesaler  (D)
- Manufacturer's Representative  (F)
- Service  (S)
- Retail  (R)
- Contractor  (C)
- Other  (O)

SOLE PROPRIETORSHIP:  Yes  No

**SUPPLIER'S CERTIFICATION:**

The undersigned hereby certifies that the foregoing information is a true and correct statement of the facts and agrees to abide by the laws of the State of Missouri and the rules and regulations of the University of Missouri System now in effect including any subsequent revisions thereof. Supplier acknowledges that it is his/her responsibility to keep the information current by notifying the University of Missouri of any changes.

---

Signature of Person Authorized to Sign this Supplier Registration Information Form

Title: \_\_\_\_\_ Date: \_\_\_\_\_

# UM System Secureauth IdP Integration Questionnaire

## **Requestor Contact Information (the University/department contact)**

Requestor Name:

Requestor Email Address:

Requestor Phone Number:

Requesting Department Name:

Requesting Business Unit:

## **External/Third Party Contact Information**

Sales Contact Name:

Technical Contact Name:

Company:

Email address:

## **Service Provider (SP) Information**

1. Name of application/service:
2. Application URL:
3. Description of application/service:
4. Service Provider Solution (i.e. Shibboleth, OpenSAML 2 or other product):
5. Is your entire site protected using SSL? If no, will you use SSL to protect the authentication session? If no, explain why:
6. Will you be expecting attributes to be passed for authorization purposes? If so, list and describe attributes:
7. How will attributes be used in the application/service?
8. Will attributes be used for any other purpose? (i.e. given to third parties, used for reports, etc.)
9. Will attributes be stored? If yes, how will attributes be stored and for how long?
10. Do you support SP initiated SSO?
11. Can you consume a metadata file?
12. Does your SP support XML signature/encryption?
13. Does your SP support signed/encrypted assertions?
14. Will your SP metadata be emailed directly to us?
15. Does your SP metadata file contain, at a minimum, the following components?
  - a. <md:EntityDescriptor>
  - b. <md:SPSSODescriptor> (must include the proper protocolSupportEnumeration)
  - c. <md:KeyDescriptor>
  - d. <md:SingleLogoutService> (if any)
  - e. <md:NameIDFormat> (if any)

Please send completed questionnaire to [umdoitsasupport@umsystem.edu](mailto:umdoitsasupport@umsystem.edu).

# University of Missouri

## Information Security Requirements

Vendors must demonstrate compliance with the security criteria listed below by responding in writing to every statement and question in the identified categories. Validation of the answers provided by the vendor may be conducted during the review/audit process. Any erroneous information could limit the vendor's ability to finalize implementation of a new solution or place a hold on continued use of a current solution. Vendors are expected to maintain an awareness of the laws and regulations applicable to the use of the solution in a University environment.

### Data Classification

The University assigns data classification levels for all University owned or hosted IT-based systems. **This system will have a DCL level of 2.** Security requirements for all DCS levels can be found at: <https://www.umsystem.edu/ums/is/infosec/classification>. The University of Missouri reserves the right to periodically audit any or all hardware and/or software infrastructure provided by the vendor to ensure compliance with industry standards and best practices as well as the requirements of the University's DCS. When applicable, the University of Missouri requires compliance with the Health Insurance Portability and Accountability Act (HIPAA), FERPA, GLBA, PCI specifications, and all other applicable state, local and federal laws and regulations.

The University considers security to be an ongoing responsibility and as a result, these information security criteria are subject to additions and changes without warning. When appropriate, the vendor will be expected to work in good faith with the University to maintain compliance with new laws and regulations and/or to improve the security of the solution.

### Compensating Controls and Descriptions

All statements and questions below are mandatory unless they are not applicable. The vendor must clearly explain why a given question is not applicable. For all other questions, if a requirement cannot be met, the vendor still has an opportunity to meet the requirement by the use of compensating controls. Compensating controls must be described in full in the appropriate column, including a full explanation of the compensating control detailing how the control meets the intent of the original question. In some instances, the University has requested that the vendor provide a description to accompany their response to a particular statement or question below. Descriptions are requested when a "Meets or Exceeds" answer alone could be deceptive without further detail.

When more room is needed to fully explain the compensating control or provide further detail, attachments can be included so long as such attachments are labeled and cross-referenced in the "Comments or Explanations of compensating controls" column. The University has the sole right to determine if a proposed compensating control is acceptable and if the details provided describe a solution that truly meets or exceeds the University's needs.

### Vendor/Product Information (MUST BE COMPLETED)

Vendor Name and Contact Information \_\_\_\_\_

Product Name and Brief Description \_\_\_\_\_  
\_\_\_\_\_

### Does this solution store and/or transmit any of the following types of restricted and/or highly restricted data? Check all that apply.

- Protected Health Information (PHI)  Payment Card Industry (PCI)  Gramm-Leach-Bliley Act (GLBA)  Social Security Numbers (SSN)  Federal Educational Rights & Privacy Act (FERPA)  
 Biometric Data (fingerprints, handprints, etc.)  Personally Identifiable Information (PII)  Intellectual Property  Confidential Research

Vendor represents and warrants that their responses to the above questions are accurate and that the system configuration will continue to conform to these answers unless mutually agreed upon by the University and the Vendor. Vendor further agrees to work with the University in good faith to maintain compliance with new laws and regulations and/or to improve the security of the system.

Agreed this \_\_\_\_\_ day of \_\_\_\_\_, 20\_\_

\_\_\_\_\_  
Company Name

\_\_\_\_\_  
Signer's Name and Title

\_\_\_\_\_  
Signature

## University of Missouri Information Security Requirements

Requirements	<a href="https://www.umsystem.edu/ums/is/infosec/classification/">Response or approved compensating control required if product falls within the specified DCS Level: https://www.umsystem.edu/ums/is/infosec/classification/</a>	Meets	Does Not Meet	Comments/Compensating Control
1. The vendor must acknowledge and agree to allow the University, at its discretion, to inspect/assess all or portions of the proposed solution prior to placing the system into production. The University does not need the vendors "code" to perform such assessments, however, the University will use web application (IBM AppScan, HP WebInspect) and network vulnerability tools (Nessus) in coordination with the vendor's technical team when appropriate. The results of the assessment(s) will be provided to the University customer (i.e., the department) and to the vendor.	<a href="#">All</a>			
1.a The vendor must agree to remediate high risk security vulnerabilities that are identified by such assessments within a reasonable time frame and at no cost to the University. Medium and low risk vulnerabilities should also be remediated but will be scheduled for remediation based on a mutually agreeable timeframe. (This applies to generally accepted security vulnerabilities within the industry, NOT changes or modifications that would be considered customer-requested improvements or functionality enhancements.)	<a href="#">All</a>			
2. Upon request, details of any third party reviews related to industry or regulatory compliance must be made available for University review. Vendor MUST include third party web application and server vulnerability and/or penetration tests if available. Redacted reports are acceptable. Please check all that are available: <input type="checkbox"/> SOC2 Report <input type="checkbox"/> HiTrust Certification <input type="checkbox"/> Other <input type="checkbox"/> None available	<a href="#">DCL3 and DCL4</a>			
3. Vendor must comply with applicable industry standards and best practices for system administration and application development (i.e. OWASP). Indicate which industry standards are utilized by the vendor.	<a href="#">All</a>			
4. If applicable, Payment Card Industry - Data Security Standard (PCI-DSS) or Payment Data Security Standard (PA DSS) compliance is required. The vendor can comply with this item if it has attained PCI certification for the overall set of products/services being proposed or by having one or more system implementations that are currently PCI certified. Provide evidence of such certification attached to the response. If available, the vendor must provide a guide for PCI-compliant implementation of their product.	<a href="#">DCL4</a>			



## University of Missouri Information Security Requirements

Requirements	<a href="https://www.umsystem.edu/ums/is/infosec/classification/">Response or approved compensating control required if product falls within the specified DCS Level:</a> <a href="https://www.umsystem.edu/ums/is/infosec/classification/">https://www.umsystem.edu/ums/is/infosec/classification/</a>	Meets	Does Not Meet	Comments/Compensating Control
<b>Authentication, Authorization and Password Security</b>				
1. The University requires that the vendor allow authentication to their system through existing University authentication methods. For on-campus systems, Shibboleth/SAML2.0 (preferred) or Microsoft Active Directory (AD) is required. For vendor-hosted systems, Shibboleth/SAML 2.0 (SP initiated) is required. Vendor must provide their Shibboleth/SAML 2.0 integration documentation. Please check all that are supported: <input type="checkbox"/> Windows AD <input type="checkbox"/> LDAP <input type="checkbox"/> Shibboleth/SAML 2.0 <input type="checkbox"/> Other	<a href="#">DCL2, DCL3 and DCL4</a>			
2. For vendor-hosted systems that are unable to implement or are not required to use Shibboleth/SAML 2.0 (SP initiated) at the University's discretion, the vendor must meet the following University Password Standards: <ul style="list-style-type: none"> <li>• Passwords requirements must be enforced and meet the University Password Standard <a href="https://www.umsystem.edu/ums/is/infosec/standards-password">https://www.umsystem.edu/ums/is/infosec/standards-password</a>.</li> <li>• Passwords must be stored in a manner such that they are not decryptable. (This usually means a one-way hash and salt).</li> <li>• Password recovery mechanisms must be in place for users who forget their password.</li> <li>• The authentication session must be encrypted. (HTTPS for web applications).</li> <li>• Support for SSL v2/v3 and TLS 1.0 must be disabled. Only TLS 1.2 should be supported, 1.1 if necessary.</li> </ul>	<a href="#">DCL2, DCL3 and DCL4</a>			
<b>Application Security</b>				
1. The database must be segregated from front-end systems (i.e web and application servers.) Please describe how this is accomplished.	<a href="#">DCL3 and DCL4</a>			
<b>Cryptography/Encryption</b>				
1. Except for the viewing of static Web pages, the vendor must ensure that all other transmissions to and from the system, including file transfers, data in process, authentication mechanisms, end-user and administrator access, etc. are handled via encrypted protocols.	<a href="#">All</a>			
2. Any data stored at rest on a hard drive, on a file server and/or in a database MUST be encrypted or granted an exception by the appropriate Information Security Officer at <a href="https://www.umsystem.edu/ums/is/infosec/admin/">https://www.umsystem.edu/ums/is/infosec/admin/</a>	<a href="#">DCL4</a>			

## University of Missouri Information Security Requirements

Requirements	<a href="https://www.umsystem.edu/ums/is/infosec/classification/">Response or approved compensating control required if product falls within the specified DCS Level: https://www.umsystem.edu/ums/is/infosec/classification/</a>	Meets	Does Not Meet	Comments/Compensating Control
<b>Answer These Additional Questions If The Proposed Solution Will Be Vendor Hosted</b>				
1. The vendor must immediately disable all or part of the system functionality should a security issue be identified.	<a href="#">All</a>			
2. The University requires notification of actual or suspected security incidents/breaches within <b>24</b> hours of the vendor's first knowledge of such an event.	<a href="#">All</a>			
3. The proposed solution must be behind a firewall to protect and limit access to the system.	<a href="#">DCL3 and DCL4</a>			
4. The vendor must ensure that University of Missouri owned or provided data is segregated and protected from other customers. Please describe how this is accomplished.	<a href="#">All</a>			
5. The vendor must always change vendor-supplied defaults before installing a system on the network.	<a href="#">All</a>			
6. The vendor must remove or disable unnecessary default accounts before installing a system on the network.	<a href="#">All</a>			
7. The vendor must prohibit group, shared, or generic accounts, passwords, or other authentication methods as follows: <ul style="list-style-type: none"> <li>• Generic user IDs and accounts are disabled or removed;</li> <li>• Shared user IDs for system administration activities and other critical functions do not exist; and</li> <li>• Shared and generic user IDs are not used to administer any system component.</li> </ul>	<a href="#">All</a>			
8. The vendor must configure user password parameters to require passwords meet the following: <ul style="list-style-type: none"> <li>• Minimum password length of 8 characters</li> <li>• Contain both alphabetic and numeric characters</li> </ul>	<a href="#">All</a>			
9. The application/system/environment must be monitored consistently (24x7) for integrity and availability. Data center is hosted by: <input type="checkbox"/> Vendor <input type="checkbox"/> Third party (please specify)	<a href="#">All</a>			
10. The system must provide user access logs: <ul style="list-style-type: none"> <li>• Will you provide on-line access to query the logs?;</li> <li>• If not, can you SFTP the log to our Splunk instance?;</li> <li>• If not, can you provide a report on a schedule or on demand?;</li> <li>• What security events are logged?;</li> <li>• How long are access and security logs retained?;</li> <li>• Describe backup recovery and resiliency of information system; and</li> <li>• Do logs contain ePHI? If yes, which identifiers are collected?</li> </ul>	<a href="#">DCL3 and DCL4</a>			