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FOR RFP# 04-21-22
CONFERENCE & MEETING ROOM SCHEDULING SOFTWARE
FOR
SANTA CLARA COUNTY OFFICE OF EDUCATION

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NOTE: The Table of Contents is to be made a part of the above referenced bid.

Jas Sohal
Purchasing Manager

SCHEDULE OF EVENTS
CONFERENCE & MEETING ROOM SCHEDULING SOFTWARE

RFP Issuance	3/21/22
RFP Advertisement	3/22 & 3/29/22
Last Day to Submit Proposal Questions	4/5/22
RFP Due to the SCCOE	4/11/22, 3:00 PM
Interviews or Demos	Week of 4/18/22
Contract Award	TBD

INSTRUCTIONS AND GENERAL CONDITIONS
CONFERENCE & MEETING ROOM SCHEDULING SOFTWARE

NOTICE IS HEREBY GIVEN that the Santa Clara County Office of Education, herein after referred to as the SCCOE, will receive up to, but no later than **Monday, April 11, 2022, at 3:00 PM** sealed proposals for the award of a contract for: CONFERENCE & MEETING ROOM SCHEDULING SOFTWARE

Proposals shall be received in Purchasing Services at the SCCOE at 1290 Ridder Park Drive, San Jose California 95131 Attn: Purchasing – Mail Code 254.

CONTACT

Interested firms should direct technical questions in writing to Steve Pinkoski via email at spinkoski@sccoe.org. Any administrative questions regarding proposal procedures should be directed to Manager, Purchasing Services via email at jsohal@sccoe.org.

SUBMITTAL OF PROPOSAL

The SCCOE is requesting Two (2) copies of the proposals be submitted. All proposals submitted must be in sealed envelopes bearing on the outside the name of the firm, the address, and the name of the RFP (**RFP# 04-21-22: CONFERENCE & MEETING ROOM SCHEDULING SOFTWARE**) for which the proposal is submitted. It is the sole responsibility of the firm to see that the proposal is received in proper date and time. Any proposal received after the scheduled closing time for receipt of proposals will be returned to the firm unopened.

PROPOSAL RESULTS

Proposal results are available for inspection in the Purchasing Office at the SCCOE, 1290 Ridder Park Drive, San Jose, California 95131, upon execution of the contract to the successful company.

SIGNING OF PROPOSALS

The signature of all persons signing shall be in longhand and executed by principal duly authorized to make contracts. The consultant's legal name shall be fully stated. Obligations assumed by such signature must be fulfilled.

ALTERATION OR VARIATION OF TERMS

It is mutually understood and agreed that no alteration or variation of the terms of this proposal or purchase order shall be valid unless made or confirmed in writing and signed by the parties hereto, and that no oral understanding or agreements not incorporated herein, and no alterations or variations of the terms hereof unless made or confirmed in writing between the parties hereto shall be binding on any of the parties hereto.

ASSIGNABILITY

A contract is not assignable by consultant either in whole or in part. The contract shall extend to and be binding upon and inure to the benefit of the heirs, executors, administrators, successors, and assignees of the respective parties hereto.

WARANTY

Vendor warrants to the Santa Clara County Office of Education (SCCOE) and/or its SCCOE's that the goods and/or services covered by this order will conform to the drawings, Specifications, samples, description, and time provisions furnished by the SCCOE and will be of first-class material and workmanship and free from defects; and the SCCOE reserves the right to cancel the unfilled portion of this order without liability to vendor for breach of this warranty. Goods will be received subject to inspection and acceptance at destination by the SCCOE and risk of loss before acceptance shall be on vendor. Defective goods rejected by the SCCOE may without prejudice to any other legal remedy, be held at vendor's risk and returned at vendor's expense. Defects are not waived by acceptance of goods or by failure to notify vendor thereof.

The contractor shall warrant that all materials and workmanship shall be the quality, quantity and character specified and shown, and that any defect due to the use of any improper workmanship or materials discovered and made known to contractor within one (1) year from the filing of the Notice of Completion shall be made good by contractor without additional expense to the SCCOE.

RIGHT & REMEDIES FOR DEFAULT

1. In the event any item furnished by the vendor in the performance of the contract or purchase order shall fail to conform to the Specifications thereof, or the same submitted by the vendor with his quote, the SCCOE may reject the same, and it shall thereupon become the duty of the vendor to reclaim and remove the same forthwith, without expense to the SCCOE, and immediately to replace all such rejected items with others conforming to such Specifications or samples providing that should the vendor fail, neglect, or refuse to do so the SCCOE shall thereupon have the right to purchase in the open market in lieu thereof, a corresponding quantity of any such items to deduct from any moneys due to that, may thereafter become due the vendor the difference between the prices named in the contract or purchase order and the actual cost thereof to the SCCOE. In the event the vendor shall fail to make prompt delivery as specified of any item, the same condition as to the rights of the SCCOE to purchase in the open market and to reimbursement set forth above shall apply, except when delivery is delayed by fire, strike, freight embargo, or Act of God, or the government.
2. Cost of inspection of materials and/or services provided which do not meet Specifications will be at the expense of the vendor.
3. The rights and remedies of the SCCOE provided above shall be exclusive and are in addition to any other rights and remedies provided by the law or under the Contract.

OSHA

All material, equipment, or labor shall comply with the required standards of OSHA and CAL OSHA 1973 as last revised.

COMPLIANCE WITH STATUTE

Consultant hereby warrants that all applicable Federal and State statutes and regulations and/or local ordinances will be complied with in connection with the delivery of the services offered.

PRICE, TERMS, AND CONDITIONS

Price, terms, and conditions of this proposal are considered valid for ninety (90) days, from date of proposal opening, unless the offering party in writing allows for a longer period of time.

1. Any cash discounts given to the SCCOE must be so stated on the quote.

2. Cash discounts taken by the SCCOE, unless otherwise stated on the quote form shall be computed from the total invoice amount. This amount may include material, labor, taxes, shipping, storage and other related costs.
3. Prompt payment discounts offered for payment taken within a specified time period will not be considered in evaluating offers for award. However, offered discounts will be taken if payment is made within the discount period, even though not considered in the evaluation of offers.
4. In connection with any discount offered, time will be computed from date of complete delivery of the services specified, or from date correct invoices are received, if the latter is later than the date of delivery. Payment is deemed to be made for the purpose of earning the discount on the date of mailing the warrant or check.

MODIFICATIONS

Changes in or additions to the Proposal Form, recapitulations of the work bid upon alternative proposals, or any other modifications of the Proposal Form which is not specifically called for in the contract documents may result in the rejection of the proposal as not being responsive to the Proposal. No oral or telephone modification of any proposal submitted will be considered, and a telephone modification may be considered only if the postmark evidence that a confirmation of the telephone duly signed by the consultant was placed in the mail prior to the proposal opening.

ERASURES

The proposal submitted must not contain any erasures, interlineations, or other corrections unless each such correction is suitably authenticated by affixing in the margin immediately opposite the correction the initials of the persons signing the proposal.

WITHDRAWAL OF PROPOSALS

Consultants may withdraw their proposal either personally, by written request, or by a phone call request confirmed in the manner specified above at any time prior to the scheduled closing time for receipt of proposals.

EVIDENCE OF RESPONSIBILITY

Upon the request of the SCCOE, a consultant whose proposal is under consideration for award may be required to submit promptly to the SCCOE's satisfaction evidence showing the consultant's professional licenses or certificates, financial resources, experience, and organization for the performance of the contract.

LISTING OF SUBCONTRACTORS

Each consultant shall include with the sealed proposal a list of the proposed subcontractors on this project as required by the Subletting and Subcontracting Fair Practices Act (Gov. Code Sec. 4100 and following). Forms for this purpose are furnished with the contract documents.

WORKER'S COMPENSATION

In accordance with the provisions of Section 3700 of the Labor Code, Security Service shall secure the payment of compensation to employees. Security Service shall sign and file with SCCOE the following certificate prior to performing the work under this contract: "I am aware of the provisions of Section 3700 of the Labor Code which requires every employer to be insured against liability for worker's compensation or to undertake self-insurance in accordance with the provisions of that code, and I will comply with such provisions before commencing the performance of the work of this contract." The certificate is included herein.

INSURANCE REQUIREMENTS

Security Service shall take out and maintain and shall require all subcontractor, if any, whether primary or secondary, to take out and maintain:

1. Public Liability Insurance for injuries including accidental death to any one person in an amount not less than \$1,000,000;
2. Subject to the same limit for each person on account of one accident, in an amount not less than \$1,000,000;
3. Property Damage Insurance in an amount not less than \$500,000;
4. Worker's Compensation Insurance in an amount adequate to cover all employees;
5. Professional Liability Insurance (errors and omissions) in an amount not less than \$1,000,000;
6. Automotive and truck where operated in amounts as above.

PROOF OF CARRIAGE OF INSURANCE

Company shall not commence work nor shall company allow any subcontractor to commence work under this contract until all required insurance and certificates have been delivered in duplicate to and approved by SCCOE:

1. Certificates and insurance policies shall include the following clause:
 - a. "This policy shall not be canceled or reduced in required limits of liability or amounts of insurance until notice has been mailed to SCCOE stating date of cancellation or reduction may not be less than ten (10) days after date of mailing notice."
2. Certificate of insurance shall state in particular those insured, extent of insurance, location and operation to which insurance applies, expiration date and cancellation and reduction notice.

RESPONSIBILITY OF CONTRACOR

Contractor shall be solely responsible for:

1. Compliance of subcontractors with insurance requirements; and
2. Other insurance coverage including, but not limited to loss, theft, fire, property damage, and glass breakage.

EXPERIENCE

All labor performed on this contract shall be competent and skilled for this work. All work executed under this contract shall be done in the best, most thorough, substantial, and professional manner.

THE SCCOE RIGHTS AND OPTIONS

The SCCOE reserves the right to postpone selection for its own convenience, to withdraw this Request for Proposals at any time, and to reject any and all proposals without indicating any reason for rejection; or to negotiate with any, all, or none of the respondents to the RFP. This RFP does not obligate the County Office of Education to negotiate a contract. Proposals will not be returned. No compensation shall be paid for any work related to preparation of any proposals.

SPECIFICATIONS
FOR
CONFERENCE & MEETING ROOM SCHEDULING SOFTWARE

The Santa Clara County Office of Education (SCCOE) is soliciting written proposals from qualified firms who possess the organizational, functional, and technical capabilities to provide a conference room scheduling software solution that aligns with SCCOE's goals to 1) Provide quality support to districts, schools, students, and communities, and 2) Be a premier service organization. This RFP is for Commercial Off-The-Shelf software including systems integration services for installation, configuration, and training. As a Request for Proposal (RFP) this is not an invitation to bid, and although price is very important, other factors will be taken into consideration.

The project scope, content of proposal, and vendor selection process are summarized herein.

I. Introduction

Santa Clara County Office of Education seeks to procure a state-of-the-art conference room scheduling system. The ideal solution should have the ability to be deployed in a modular fashion allowing for the resolution of immediate business needs and the ability to add functionality in a phased implementation. The proposed solution must configure and implement processes and functionality for booking conferences, meeting rooms, and desks/workspaces; coordinating custodial and catering services; and eventually integrating signage and wayfinding. This RFP is for Commercial Off-The-Shelf software including the systems integration services that will perform installation, configuration, and training.

II. Scope of Services

1. Purpose and Background

Over time, the SCCOE has developed and implemented methodologies for delivering conference space booking services. For the most part, these methodologies have been developed by operational teams to meet work requirements. As a result, services are not uniformly designed, and disparate business and support processes and multiple toolsets are utilized to manage these services. In addition, there are multiple ways for clients to both request and track meeting reservations resulting in inconsistent results.

The purpose of this RFP is to obtain a Commercial Off-The-Shelf solution to meet the current need for an application that will allow the SCCOE to implement a comprehensive conference, meeting room, workspace, catering, and custodial scheduling system comprising both the operational and logistical activities around scheduling events, services, and facilities through a standard integrated toolset. The proposed solution must also offer full integration and compatibility with ServiceNow and Office365 and other enterprise systems. The system must also offer integration with signage and wayfinding which the SCCOE anticipates implementing in a later phase. This will position the SCCOE to expand upon its service portfolio and quickly onboard the additional services which are lacking in the current systems.

Any additional functionality not specifically mentioned in this RFP which the Vendor thinks may be beneficial to the SCCOE should also be proposed. The SCCOE's intention is to update certain support processes, to the extent required, to work with the Vendor-supplied system. Scalability is critical in our environment. Preference is for a cloud-based, hosted solution.

2. Objectives

Specifically, the SCCOE is seeking an experienced and trusted vendor to provide the following:

A software application for booking and scheduling meeting rooms, facilities, and services in support of conferences and events. The software will optimize room assignments based on room resources selected by the user. Resources include tangible items such as chairs and tables and intangible items such as catering and custodial services. The SCCOE intends to use this application for managing events, meetings, room, and desk/workspace reservations at multiple venues.

The project will include the following work items:

- **Select a commercial Off-The-Shelf, enterprise, scalable software package that will meet the SCCOE's Room Booking software requirements, replacing the existing system and providing expanded functionality and a single view for clients to request services.**
- **Define the process deployment roadmap and develop a high-level implementation plan to best meet SCCOE priorities and support strategic initiatives.**
- **Develop a more detailed process deployment plan once the software and integrator have been selected.**
- **Work with an experienced integrator of the selected software to successfully complete implementation of the functionality within the SCCOE's budget.**
- **Train the in-house conference coordinator(s) and identified SCCOE system administrators, users, and support staff in the use and administration of the software.**
- **Establish a maintenance and technical support program for the software suite.**

3. Mandatory Technical and Function Requirements:

The following are mandatory technical and functional requirements that must be met to remain eligible for consideration. You must clearly show that your product meets these mandatory technical and functional requirements. Proposals containing solutions that do not clearly demonstrate that the mandatory technical and functional requirements are met may be rejected by the SCCOE without further consideration. See Attachment A for the Mandatory Technical and Functional Response document.

SCCOE prefers a software that offers the purchase of modules separately but recognizes that some software solutions package all modules together and do not offer modules separately. Software with both itemized and packaged modules will be considered.

4. SaaS-Specific Technical Requirements:

The solution must comply with SCCOE's security and backup requirements. The vendor must include backup procedures, data redundancy and availability information, and compliance documentation for hosted services. the following technical requirements are mandatory:

- a. The solution uses encryption (non-proprietary format) at storage;
- b. The solution uses encryption (non-proprietary format) in transit;
- c. The solution supports authentication through Active Directory;
- d. SCCOE retains ownership of all data.

5. Statement of Work

Describe how your solution will meet and/or exceed the requirements, addressing each of the following areas per attachment A. **(Due to the format of the attachment we will provide you ATTACHMENT "A" as a separate document as well).**

STATEMENT OF WORK ATTACHMENT - A

Please indicate "Yes" or "No" to signify compliance to each functional requirement. If you do not comply, you **MUST** describe exactly how you achieve each requirement. If you do not describe how you meet each requirement you may be found unresponsive. The determination that you have achieved all the mandatory technical requirements will be made from this document.

Item ID	FUNCTIONAL REQUIREMENT	Function Available in Current Base Product Y/N	Function Available with Customization or Add-ons to Base Product Y/N	Function Unavailable Y/N	Describe How Requirement is Met
	General - Scheduling Requirements				
G1	System provides comprehensive scheduling functionality at multiple SCCOE sites (Ridder Park and others) for conference rooms, meeting rooms, and individual workspaces for return to work.				
G2	System provides the ability for users to request basic technology needs, furniture needs, catering needs and before/after event custodial services.				
G3	Supports a searchable "menu" of items available for each room (what equipment comes with each room, which equipment needs to be requested ahead of time and how far ahead of time.)				
G4	System supports identifying room/space characteristics				
g4.1	Capacity				
g4.2	Accessibility				
g4.3	Ability to identify special needs (contracts, fees, media equipment, catering, room use agreements etc.)				
g4.4	AV and technology equipment available				
g4.5	Technology support hours				

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g4.6	Room type (lab, fixed seating, desk/workspace)				
g4.7	Furniture				
g4.8	Availability (hours, closures, etc.)				
g4.9	Accurate room descriptions based on meeting needs (closed walls for confidential meetings, open spaces, etc.)				
g4.10	Ability to view various seating configurations for each room				
g4.11	Catering allowed				
g4.12	Custodial service				
g4.13	Ability to schedule additional custodial, maintenance, and security needs or services, including billing				
g4.14	Restriction type user/department/etc.)				
g4.15	Room restrictions i.e., cannot schedule a dance class above or next to a library (some of the conf rooms, the furniture cannot be rearranged)				
g4.16	Security integration (door locking system, building security)				
g4.17	Electrical outlets				
g4.18	Access to podium				
g4.19	Ability to display maps/floor plans/wayfinding for each room				
G5	System supports ServiceNow Integration, for example by using REST API, JSON.				
G6	System supports ServiceNow Integration, for example by using REST API, JSON.				
G7	System provides (or integrates with existing communication systems to provide) appropriate email notifications as required to conference schedulers,				

Item ID	FUNCTIONAL REQUIREMENT	Function Available in Current Base Product Y/N	Function Available with Customization or Add-ons to Base Product Y/N	Function Unavailable Y/N	Describe How Requirement is Met
	caterers, facilities, security, media, technology and other personnel involved in supporting SCCOE events regarding space use and needs.				
g7.1	Confirmation email is automatically sent upon approval of reservation				
g7.2	Confirmation of catering request				
g7.3	Confirmation of technology request (integrated with ServiceNow)				
g7.4	Notification of cancellation of a "preferred" room reservation (when a user wants to book a room that is not available, but it later becomes available)				
g7.5	When a preferred room is not available, system gives comparable suggestions for rooms that are actually available				
g7.6	Ability to track existing bookings and send reminders (number of days/weeks)				
G8	Ability to change/update/cancel room reservations/assignments as needed. Describe how change notifications are handled.				
G9	System allows users (individuals seeking to reserve space) to place requests online pending confirmation				
G10	System supports requesting and tracking additional technology needs on the day of event				
G11	System prevents double booking but does provide conflict resolution				
G12	Ability to view, apply, and invoice for charges for room, equipment, and other items.				

Item ID	FUNCTIONAL REQUIREMENT	Function Available in Current Base Product Y/N	Function Available with Customization or Add-ons to Base Product Y/N	Function Unavailable Y/N	Describe How Requirement is Met
G13	Calendar shows prep time, meeting time and cleanup time				
G14	Support for "day of" event booking ability (visibility into availability)				
G15	Ability to see who booked the room and their contact information				
G16	Ability to book recurring meetings				
G17	Ability to see history of room request approval				
G18	Mobile-device friendly				
G19	System is user-friendly				
g19.1	Quick learning curve				
g19.2	Intuitive interface, easy data entry				
g19.3	"Little to know" training required for basic room reservations				
g19.4	Fast performance				
g19.5	Easy to understand user guides and instructions				
g19.6	Interfaces with existing systems (ServiceNow, Office365, etc.)				
g19.7	Easy-to-use option for canceling a booking				
g19.8	Option to swap rooms				
G20	System provides clear guidance and instructions on how to book a room (who to contact, parameters needed to book a room)				
G21	Ability to see all rooms available for booking and associated maps, by site and building (Ridder Park South Building, etc.)				
G22	Updated maps of each floor's layout with visible seating options, capacity, and visible				

Item ID	FUNCTIONAL REQUIREMENT	Function Available in Current Base Product Y/N	Function Available with Customization or Add-ons to Base Product Y/N	Function Unavailable Y/N	Describe How Requirement is Met
G23	Ability to change/update/cancel room reservations/assignments as needed. Describe how change notifications are handled.				
G24	Ability to identify special needs (contracts, fees, media equipment, catering, room use agreements, etc.)				
G25	System provides strong role-based security to limit views/update access to the room level, with ability to decentralize where necessary to allow for administrators with different roles to have different access levels to the system, e.g., some may read only, others may change, approve requests, release rooms, access to only certain buildings or even specific rooms etc.; System recognizes internal vs. external to SCCOE users. (Internal and external have different rights, views, etc.)				
g25.1	Administrator Role				
g25.2	System allows for multiple administrators who have access to approve only those events occurring in their area of responsibility				
g25.3	Room Manager/Coordinator role				
g25.4	Custodial/Maintenance/Catering staff role				
	Calendar Requirements				
C1	Calendar integration with Outlook (Office 365) required				
c1.1	Integration with Zoom				
c1.2	Integration with Aventri				
C2	Provides multiple calendar views by day, week, month and year.				

Item ID	FUNCTIONAL REQUIREMENT	Function Available in Current Base Product Y/N	Function Available with Customization or Add-ons to Base Product Y/N	Function Unavailable Y/N	Describe How Requirement is Met
C3	Ability to access calendar to see when a room is available				
C4	System generates automatic master calendar of all events occurring in all venues				
C5	Ability to select which events appear on an outward facing calendar and have all events viewable on an internal calendar				
C6	Requestors can opt-in or opt-out of their event appearing on the public calendar				
C7	System allows approval before event is published to the master calendar or the public facing calendar				
C8	Filter function to allow search by individual, team, department and/or date by every field in the entry system and ability to filter by rooms not already booked				
C9	Searchable info on who booked the room and when, name of event and host, with ability to refer questions and support updates, etc.				
C10	Ability to add images and attachments to events on a calendar				
C11	Information on expected and confirmed attendance for meetings in each room				
C12	Information on cancellations (cancellation notification, frequency of cancellations by room or user)				
Event Scheduling Requirements					
E.1	Catering orders can be placed through the system				
e1.1	Information such as menus and prices are available				

Item ID	FUNCTIONAL REQUIREMENT	Function Available in Current Base Product Y/N	Function Available with Customization or Add-ons to Base Product Y/N	Function Unavailable Y/N	Describe How Requirement is Met
e1.2	Orders and automatic price quotations can occur online				
e1.3	System can schedule catering orders.				
e1.4	Requesters can update catering orders prior to the event date based on restrictions placed in the system by catering department administrators				
E2	Ability to identify different set-up and tear-down time for different rooms and venues				
E3	Administrators can deny a request for space				
E4	Ability to maintain separate inventory of equipment, including furniture and AV for each area of administrator responsibility and decrements automatically equipment availability when equipment is reserved				
E5	System automatically notifies support services such as facilities, security, and HVAC maintenance personnel when appropriate event parameters are met. Describe how notification is accomplished				
E6	Automatic alert of room reservation request is sent to building administrator responsible for approving requests				
E7	Allow administrators to assign status levels such as "tentative"				
E8	Allows users and/or administrators to identify user types such as "district," "administration," "external," etc.				

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E9	Integrates with a video display system to show daily building events and wayfaring.				
E10	System allows for set-up and tear-down times to change depending on type of event.				
E11	Users have a section to type special request, directions, etc.				
E12	Ability to clarify for requesters advance notice needed for different venues, e.g., small meeting and conference rooms may be available immediately while larger facilities require set-up				
E13	Room Information for users can include pictures, set-up diagrams, set-up possibilities, occupancy, room policies, etc.				
E14	Building administrator can quickly view the status of building room usage on any given day				
E15	Users can easily find the name and contact number of the individual responsible for the reservation of each space				
	External User				
Ex1	Ability for external users to view facility use calendars and availability				
ex1.1	Guests can also view availability for SCCOE staff and initiate meetings based on free/busy status (users cannot see individual calendar details)				
ex1.2	Ability for external users to create an account and be authorized before submitting requests				
ex1.3	Approval process in place depending on guests (districts)				

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	use rooms with no need for approval; vendors and non-profits must be vetted)				
ex1.4	Rooms can have different approvers depending on room/location/groups				
Ex2	Temporary Wi-Fi SSID information scheduled and provided prior to meeting				
Ex2.1	Aruba Wi-Fi integration				
Ex3	System software needs to distinguish between rooms that are/are not accessible by external users				
Ex4	Ability to obtain instant approval for certain rooms so bookings can happen quickly and efficiently - can see if others are "looking" at the same room/date/time				
Ex5	System provides "receipt" or record of requester and what was requested				
Ex6	System can be administered by a facilities or event manager/coordinator				
Ex7	System allows schedules to be easily readjusted for cancelations or changes to times, equipment, or catering needs				
Ex8	System automatically notifies all attendees of changes				
Ex9	System provides different limits of how far out meetings can be booked				
Ex10	System prompts users for how much setup time is needed by user - facility setup times are specified by coordinator				

Item ID	FUNCTIONAL REQUIREMENT	Function Available in Current Base Product Y/N	Function Available with Customization or Add-ons to Base Product Y/N	Function Unavailable Y/N	Describe How Requirement is Met
Ex11	System can check availability and book multiple rooms at the same time for big events				
Ex12	System integrates into meeting recording and streaming services and schedules resources accordingly				
Ex13	System prompts users for required layout/configuration and provides them with drawings so they can choose layout with preset configurations				
Ex14	System allows for billing for additional security or other support staff (technology, facilities, custodial, etc.)				
	Reporting				
R1	Weekly/daily room usage and availability reports				
R2	Ad Hoc reporting tool is provided with the system and custom reports and dashboards can be easily created				
r2.1	activity information				
r2.2	catering orders				
r2.3	room signs				
r2.4	daily schedules				
r2.5	activity information				
r2.6	utilization reports (frequency of use per room)				
r2.7	contracts				
r2.8	inventory				
R3	System can automatically develop invoices, if appropriate				
R4	Room availability reports for day of events/meetings				
R5	Occupied room reports				
R6	Recurring events reports per department/program				

Item ID	FUNCTIONAL REQUIREMENT	Function Available in Current Base Product Y/N	Function Available with Customization or Add-ons to Base Product Y/N	Function Unavailable Y/N	Describe How Requirement is Met
R7	Room usage reports for internal meetings				
r7.1	Which rooms are open for internal (SCCOE) use only				
R8	"Owner" reports (room approvers)				
R9	Reports of which rooms have a fixed setup and which are flexible				
R10	Room equipment reports				
R11	Catering order and progress tracking reports per room/per event				
R12	Registration/roster reports of each meeting's attendees to be achieved by connecting with Aventri or other software				
R13	No show reports to determine which departments/programs have a habit of not cancelling unused rooms				
R14	External organization reports for producing invoices and frequency of use				
R15	Ability to include reporting for custodial and maintenance worker time spent in set-up and cleanup				
R16	Analytics and utilization reporting. Please describe the type of reporting that is available out of the box. Describe the type of reports that must be developed by the customer and describe the process for development of those reports.				
R17	Ability to generate accounting transaction reports				
	Non-functional Requirements				

Item ID	FUNCTIONAL REQUIREMENT	Function Available in Current Base Product Y/N	Function Available with Customization or Add-ons to Base Product Y/N	Function Unavailable Y/N	Describe How Requirement is Met
N1	Software application front end client must be capable of running on the latest Microsoft OS platforms				
N2	Application is hosted and offered as SAAS				
N3	Application must have ability to be modified or allow additional functionality to be added due to changes in SCCOE's business process.				
N4	Application must meet all requirements listed at the time of demonstration/presentation, should one be requested.				

III. Submission Requirements

All proposals shall include the following information, organized as separate sections of the proposal. The proposal should be concise and to the point.

1. Contractor Identification:

Provide the name of the firm, the firm's principal place of business, the name and telephone number of the contact person and company tax identification number.

2. Client References:

Provide a minimum of *five (5)* client references. References should be California cities or other large public sector entities. Provide the designated person's name, title, organization, address, telephone number, and the project(s) that were completed under that client's direction.

3. Price Proposal:

The proposal shall include pricing for all services. Pricing shall be all inclusive unless indicated otherwise on a separate pricing sheet. The Proposal shall itemize all services, including hourly rates for all professional, technical and support personnel, and all other charges related to completion of the work shall be itemized. Pricing proposal needs to milestone/module based for implementation services.

The proposal should be itemized:

- Software application, itemized by module if applicable
- Professional services to develop and deploy the initial solution
- Training
- Recurring maintenance cost and ongoing support

4. Contract Terminations:

If your organization has had a contract terminated in the last five (5) years, describe such incident. Termination for default is defined as notice to stop performance due to the vendor's non-performance or poor performance and the issue of performance was either (a) not litigated due to inaction on the part of the vendor, or (b) litigated and such litigation determined that the vendor was in default.

Submit full details of the terms for default including the other party's name, address, and phone number. Present the vendor's position on the matter. The SCCOE will evaluate the facts and may, at its sole discretion, reject the proposal on the grounds of past experience.

If the firm has not experienced any such termination for default or early termination in the past five (5) years, so indicate.

EVALUATION CRITERIA

A selection panel comprised of SCCOE staff will be convened to evaluate proposals in accordance with the criteria contained herein. The SCCOE's Selection Committee will review and evaluate proposals in three (3) phases.

Phase One: Initial Selection:

The Selection Committee will first determine if each submitted proposal is responsive to this RFP. A responsive proposal is a proposal that conforms to all the material aspects of the requirements in the RFP, a demonstrated understanding of the RFP requirements and the financial stability to successfully implement a comprehensive room booking software system. The Committee will determine whether each Proposer correctly submitted and completed all the necessary forms, documents and information in the format requested. If the SCCOE, at its sole discretion, determines a proposal to be non-responsive, the proposal will not be elevated to Phase Two of the process.

Phase Two: Elevation:

In Phase Two of the review process, the Selection Committee will review the Proposer's written proposals and determine if each responsible Proposer has the capacity, experience, knowledge, understanding, and reliability to fully perform the contract requirements.

Phase Two will be weighted following the criteria listed below. The Committee will short-list up to three vendors for software demonstrations and interviews.

Qualifications-Vendor background, vendor's proposed team, vendor's experience successfully implementing an ITSM system of equal or greater size than SCCOE, prior experience and references with other public entities	15%
Technical and Functional Requirements	25%
Project Scope-Comprehensive Project Plan including technical infrastructure design and Implementation Plan	20%
Training, Support, and Technical Documentation	15%
Pricing	25%

Phase Three: Final Selection:

Upon satisfactory completion of Demos, Proposers may be asked to update proposal information based on discussions or comments from software demonstrations, e.g., pricing. The SCCOE will select a finalist to complete software and implementation negotiations. If third-party software is involved, the SCCOE may elect to negotiate with these vendors first. The primary vendor will be expected to assist with negotiations. The top ranked finalist will be based upon the proposal that is determined to be the most advantageous to the Santa Clara County Office of Education. If the negotiations result in a satisfactory agreement, a contract will be recommended.

CERTIFICATE OF NONDISCRIMINATION BY SELLER

As a supplier of goods or services to the SCCOE, the firm listed below certifies that it does not discriminate in its employment with regard to race, religion, creed, sex, national origin, or handicap; that it is in compliance with all Federal, State, and local directives and executive orders regarding nondiscrimination in employment; and that it agrees to demonstrate positively and aggressively the principal of equal opportunity in employment.

We agree specifically:

1. To establish or observe employment policies which affirmatively promote opportunities for minority persons at all job levels.
2. To communicate this policy to all persons concerned, including all company employees, outside recruiting services (especially those serving minority communities) and the minority communities at large.
3. To take affirmative steps to hire minority employees within the company.

FIRM NAME: _____

TITLE OF OFFICER SIGNING: _____

SIGNATURE: _____

DATE: _____

REGARDING WORKER'S COMPENSATION

Labor Code Section 3700.

“Every employer except the State and all political subdivisions or institutions thereof, shall secure the payment of compensation in one or more of the following ways:

- A. By being insured against liability to pay compensation in one or more insurers duly authorized to write compensation insurance in this State.
- B. By securing from the Director of Industrial Relations a certificate of consent to self-insure, which may be given upon furnishing proof satisfactory to the Director of Industrial Relations of ability to self-insure and to pay any compensation that may become due to his or her employees.”

I am aware of the provisions of Section 3700 of the Labor Code which require every employer to be insured against liability for workers' compensation or to undertake self-insurance in accordance with the provisions of that code, and I will comply with such provisions before commencing the performance of the work of this contract.

Signature: _____

(In accordance with Article 5 (commencing at Section 1860), Chapter 1, Part 7, Division 2 of the Labor Code, the above certificate must be signed and filed with the awarding body prior to performing any work under this contract.)

NONCOLLUSION DECLARATION

(To Be Executed By Bidder and Submitted With Bid)

I, _____, declare as follows:

That I am the _____ of _____, the party making the attached bid; that the attached bid is not made in the interest of, or on behalf of, any undisclosed person, partnership, company, association, organization, or corporation; that the bid is genuine and not collusive or sham; that the bidder has not directly or indirectly induced or solicited any other bidder to put in a false or sham bid, or that anyone shall refrain from bidding; that the bidder has not in any manner, directly or indirectly, sought by agreement, communication, or to fix any overhead, profit, or cost element of the bid price, or of that of any other bidder, or to secure any advantage against the public body awarding the contract of anyone interested in the proposed contract; that all statements contained in the bid are true; and further, that the bidder has not, directly or indirectly, submitted his or her bid price or any breakdown thereof, or the contents thereof, or divulged information or data relative thereto, or paid, and will not pay, any fee to any corporation, partnership, company association, organization, bid depository, or to any member or agent thereof to effectuate a collusive or sham bid.

I declare under penalty of perjury under the laws of the State of California that the foregoing is true and correct.

Executed this _____ day of _____, 2020, at

_____, California

Authority: Public Contract Code 7106
CCP 2015.5 Id5,p.2

DRUG-FREE WORKPLACE CERTIFICATION

This Drug-Free Workplace Certification is required pursuant to Government Code sections 8350 et seq., the Drug-Free Workplace Act of 1990. The Drug-Free Workplace Act of 1990 requires that every person or organization awarded a contract for the procurement of any property or services from any State agency must certify that it will provide a drug-free workplace by doing certain specified acts. In addition, the Act provides that each contract awarded by a State agency may be subject to suspension of payments or termination of the contract, and the contractor may be subject to debarment from future contracting, if the state agency determines that specified acts have occurred.

Pursuant to Government Code section 8355, every person or organization awarded a contract from a State agency shall certify that it will provide a drug-free workplace by doing all of the following:

- a) publishing a statement notifying employees that the unlawful manufacture, distribution, dispensation, possession or use of a controlled substance is prohibited in the person's or organization's workplace and specifying actions which will be taken against employees for violations of the prohibition;
- b) establishing a drug-free awareness program to inform employees about all of the following:
 - 1) the dangers of drug abuse in the workplace;
 - 2) the person's or organization's policy of maintaining a drug-free workplace;
 - 3) the availability of drug counseling, rehabilitation and employee-assistance programs;
 - 4) the penalties that may be imposed upon employees for drug abuse violations;
- c) requiring that each employee engaged in the performance of the contract be given a copy of the statement required by subdivision (a) and that, as a condition of employment on the contract, the employee agrees to abide by the terms of the statement.

I, the undersigned, agree to fulfill the terms and requirements of Government Code section 8355 listed above and will publish a statement notifying employees concerning (a) the prohibition of controlled substance at the workplace, (b) establishing a drug-free awareness program, and (c) requiring that each employee engaged in the performance of the contract be given a copy of the statement required by section 8355(a) and requiring that the employee agree to abide by the terms of that statement.

I also understand that if the SANTA CLARA COUNTY OFFICE OF EDUCATION determines that I have either (a) made a false certification herein, or (b) violated this certification by failing to carry out the requirements of section 8355, that the contract awarded herein is subject to suspension of payments, termination, or both. I further understand that, should I violate the terms of the Drug-Free Workplace Act of 1990, I may be subject to debarment in accordance with the requirements of section 8350 et seq.

I acknowledge that I am aware of the provisions of Government Code section 8350 et seq. and hereby certify that I will adhere to the requirements of the Drug-Free Workplace Act of 1990.

NAME OF CONTRACTOR

Signature

Print Name

Title

Date

Contractor’s Disclosure Form Regarding SCCOE Officials

To be completed by Contractor:

Name of Contractor:	
---------------------	--

**Are any of Contractor’s employees (or owners) ALSO current SCCOE employees/Board members?
or former SCCOE employees/Board members within the last year?** (Check “Yes” or “No” as applicable.)

NO. None of Contractor’s employees (or owners) are **ALSO** current SCCOE employees/Board members, or former SCCOE employees/Board members within the last year.

YES. Contractor’s employees (or owners) listed in the table below are **ALSO** current SCCOE employees/Board members, or former SCCOE employees/Board members within the last year. (Complete the table below. The list may be continued on an additional page as needed.)

NAME of current SCCOE employee/Board member, or former SCCOE employee/Board member within the last year, who is ALSO Contractor’s employee (or owner):	JOB TITLE(S) AT SCCOE of current SCCOE employee/Board member, or former SCCOE employee/Board member within the last year, who is ALSO Contractor’s employee (or owner):	DATE on which individual left SCCOE employment/Board. Or, if the individual is currently an SCCOE employee/Board member, write “current.”	If individual is a current SCCOE employee/Board member, <u>how is he/she to be paid?</u> (I.e., through SCCOE Human Resources or Contractor plans to pay directly, etc.)

Certification By the Contractor:

On behalf of Contractor, I hereby certify that, to Contractor’s knowledge, the information provided in this form is true, accurate, and complete. I agree that during the term of this Agreement, if Contractor learns of information that differs from that provided above, including but not limited to the hiring of new personnel who are current SCCOE employees or Board members, or former SCCOE employees or Board members within the last year. Contractor will promptly update this form with the SCCOE.

Contractor Signature: _____

Print Name of Signatory: _____

Date: _____

The following is SCCOE's Professional Services Agreement that you are expected to sign after award of this RFP and the general conditions listed in the agreement apply to this proposal.

Following are the required documents in this agreement that you must sign and send back with your RFP response:

- **NOTICE TO PARTIES**
- **W9 FORM**

PROFESSIONAL SERVICES AGREEMENT FOR SERVICES

STATEMENT OF THE PARTIES

This AGREEMENT is made between The Santa Clara County Office of Education, a California public agency hereinafter called "SCCOE" and _____, hereinafter called "CONTRACTOR," to furnish certain services described in Appendix A, entitled "Scope of Work" which is attached to and incorporated herein by reference, upon the terms and conditions stated herein. SCCOE and CONTRACTOR shall be collectively referred to as "the Parties" for the purposes of this Agreement.

1. TERM

- 1.1 The term of this Agreement shall be for a period beginning on _____ and ending on _____, unless otherwise terminated in accordance with Section 11 of this Agreement.

2. REPRESENTATIONS AND COMPLIANCE WITH LAWS

- 2.1 CONTRACTOR warrants and represents that CONTRACTOR and their key personnel have the required licenses and certifications to perform the scope of services described in Appendix A, Scope of Work.
- 2.2 CONTRACTOR further certifies that CONTRACTOR is not suspended or disbarred from public contracting or otherwise precluded from performing the services described in the Scope of Work, Appendix A due to any violation of laws or regulations that may be applicable to the services provided pursuant to this Agreement. CONTRACTOR shall comply with all applicable laws, codes, ordinances, rules, regulations.

3. COMPENSATION AND PAYMENTS

- 3.1 Not to Exceed Amount. The compensation paid by SCCOE under this Agreement shall be in an amount not to exceed \$ _____ inclusive of all travel and lodging, taxes, fees, costs, overhead, and expenses. Any amendment to this Agreement which increases the compensation paid hereunder shall be in writing and fully executed by the SCCOE and CONTRACTOR. SCCOE shall not be responsible for any tax liability, costs or expenses arising out of or related to CONTRACTOR's performance of this Agreement.
- 3.2 Schedule of Payments. The compensation paid to CONTRACTOR pursuant to this Agreement shall be made in accordance with agreed upon rates and performance milestones set forth in the Appendix B hereto, entitled "Compensation and Schedule of Payments", which is incorporated herein by reference.
- 3.3 Payments. Payments will be made upon SCCOE's receipt of CONTRACTOR's invoice, which shall be accompanied by sufficient supporting documentation and contain sufficient detail to allow a proper review of expenditures, should SCCOE require an audit to be performed.
- 3.4 Acceptance of Defective Work. The parties understand and agree that SCCOE has the right to withhold payments from CONTRACTOR for any unsatisfactory service until such time as service is performed satisfactorily. Should the SCCOE temporarily accept work that SCCOE deems to be defective or unsatisfactory in part, SCCOE may require that CONTRACTOR remedy or replace its defective or unsatisfactory work at CONTRACTOR'S sole expense. Payments made pursuant to this Agreement shall not waive or diminish CONTRACTOR'S obligation to perform its duties under this Agreement to the satisfaction of SCCOE and in accordance with the dates and milestones set forth in Appendix B, Compensation and Schedule of Payments, nor shall payments to CONTRACTOR waive or diminish CONTRACTOR'S obligation to remedy or replace its unsatisfactory work or performance if CONTRACTOR is requested to do so by SCCOE in accordance with Sections 8, 9 or 10 of this Agreement.
- 3.5 SCCOE may correct or replace CONTRACTOR's unsatisfactory or defective work if after five (5) calendar day's written notice, to CONTRACTOR, CONTRACTOR fails or refuses to correct the defective or unsatisfactory work and the cost of SCCOE's repair or replacement of said defective work shall be deducted from any amounts due or to become due to CONTRACTOR under this Agreement.

4. INDEPENDENT CONTRACTOR

- 4.1 CONTRACTOR shall be deemed at all times to be an independent CONTRACTOR and not an employee of the SCCOE. CONTRACTOR shall be wholly responsible for the manner in which it performs the services required of it under this Agreement. Nothing contained in this Agreement shall be construed as creating an employment or agency relationship between the SCCOE and CONTRACTOR or its agents and employees. Any direction from the SCCOE shall be construed as providing for direction as to conformity to SCCOE policy and not as the means by which such a result is obtained. The SCCOE does not retain the right to control the means or the method by which CONTRACTOR performs work under this Agreement.
- 4.2 CONTRACTOR shall be responsible for all costs and expenses incidental to the performance of services for SCCOE as outlined in Appendix A, including but not limited to, all costs of equipment, all employees, agent, and subcontractor costs, all fees, fines, licenses, bonds, or state and federal income tax, unemployment insurance, and all applicable withholdings required or imposed against CONTRACTOR or CONTRACTOR'S employees, agents or subcontractors.

5. INSURANCE

Without in anyway limiting CONTRACTOR's liability pursuant to the "Indemnification" section of this Agreement, CONTRACTOR shall procure and maintain during the full term of this Agreement the following insurance amounts, coverage and endorsements:

- 5.1 Commercial General Liability Insurance with limits not less than \$1,000,000 (one million dollars) each occurrence Combined Single Limit for Bodily Injury and Property Damage (including coverage for claims of sexual abuse and molestation).
 - a. Each and every General Liability policy and endorsement shall include the following:
 - 1) Name as Additional Insured the Santa Clara County Office of Education, its Board, officers, employees, interns, volunteers, agents and representatives and invitees.
 - 2) State that such policy is primary insurance to any other insurance available to the Additional Insured, with respect to any claims arising out of this Agreement and that such policies apply separately to each insured against who claim is made or suit is brought.
 - 3) If any policies are written on a claims-made form, CONTRACTOR agrees to maintain such insurance continuously in effect for three years following completion of this Agreement or extend the period for reporting claims for three years following the completion of this Agreement, such that occurrences which take place during the Agreement period shall be insured for three years following completion of the Agreement.
- 5.2 Automobile Liability Insurance which shall include coverage for owned, non-owned, and hired autos, with bodily injury and property damage liability limits not less than \$1,000,000 per accident.
- 5.3 Workers' Compensation Insurance, with Employer's Liability limits not less than \$1,000,000 (one million dollars) each accident. CONTRACTOR agrees to release, indemnify and hold harmless SCCOE from all claims, fines, and actions, including any award by a Worker's Compensation tribunal or similar administrative body, or in a court of law, arising out of claims by an employee or agent of CONTRACTOR or its subcontractor for work related injuries arising out of the performance of this Agreement.
- 5.4 Professional Liability (E & O) Insurance with limits not less than \$1,000,000.00 (one million dollars) each occurrence and in the aggregate. Coverage must at a minimum apply to negligent Errors and Omissions arising out of professional services, performed under the contract, with any deductible not to exceed \$100,000 each claim. If the insurance is written on a claims-made form, it shall continue for three years following termination of this Agreement. The insurance shall have a retroactive date of placement prior to or coinciding with the effective date of this Agreement.

6. VERIFICATION OF INSURANCE COVERAGE

6.1 The CONTRACTOR shall furnish certificates of insurance to the SCCOE responsible administrator for review and approval at the time of signing this Agreement. The Certificates shall clearly indicate that the CONTRACTOR has obtained insurance of the type, amount and classification required by these provisions, in excess of any pending claims at the time of execution of the contract to the CONTRACTOR. CONTRACTOR shall maintain coverage with equal or better rating as identified herein for the term of this contract. CONTRACTOR shall provide written notice to the SCCOE Director of Risk Management of any material change, cancellation and/or notice of non-renewal of the insurance within ten (10) calendar days of the change. CONTRACTOR shall furnish a copy of the insurance policy or policies upon request of the SCCOE Risk Manager within (10) ten calendar days of written request.

7. INDEMNIFICATION

7.1 CONTRACTOR shall hold harmless, indemnify and defend SCCOE, its Board, officials, agents, and employees harmless from any and all claims, losses and causes of actions which may arise out of the performance of this Agreement as a result of any act of negligence or negligent omission, recklessness, or intentionally wrong conduct of the CONTRACTOR or the sub-contractor. The CONTRACTOR shall pay all claims and losses of any nature whatsoever in connection therewith and shall defend all suits related to work performed under this Agreement, in the name of SCCOE when applicable, and shall pay all costs, including without limitation reasonable attorneys' fees and appellate attorney's fee, and judgments which may issue thereon. The CONTRACTOR's obligation under this paragraph shall not be limited in any way to the agreed upon contract price, or the CONTRACTOR's limit of, or lack of, sufficient insurance protection and shall apply to the full extent that it is caused by the negligence, act, omission, recklessness or intentional wrongful conduct of the CONTRACTOR, its agents, servants or representatives.

8. DEFAULT

8.1 If CONTRACTOR fails to comply with any term or condition of this Agreement, or fails to perform any of its obligations hereunder, then CONTRACTOR shall be in default. Upon the occurrence of a default hereunder SCCOE, in addition to all remedies available to it by law, may immediately, upon written notice to CONTRACTOR, terminate this Agreement whereupon all payments, advances, or other compensation paid by the SCCOE to CONTRACTOR while CONTRACTOR was in default shall be immediately returned to the SCCOE. CONTRACTOR understands and agrees that termination of this Agreement under this section shall not release CONTRACTOR from any obligation accruing prior to the effective date of termination. In the event of termination due to default, in addition to the foregoing, SCCOE may also suspend or withhold reimbursements from CONTRACTOR until such time as the actions giving rise to default have been cured.

8.2 CONDITIONS CONSTITUTING DEFAULT. A finding of Default and subsequent termination for cause may include, without limitation, any of the following:

- a. CONTRACTOR fails to obtain or maintain the insurance or endorsements, certifications, licenses, and/or clearances.
- b. CONTRACTOR fails to comply, in a substantial or material sense, with any of its duties under this Agreement, with any terms or conditions set forth in this Agreement.
- c. CONTRACTOR fails to commence the work to be performed under this Agreement within the time provided or contemplated herein, or fails to complete the work to be performed under this Agreement in a timely manner as required by this Agreement and/or stated in Appendix A Scope of Work and Appendix B Compensation and Schedule of Payments.
- d. CONTRACTOR fails to submit an invoice for work performed within sixty (60) days of completion of the contract.

8.3 TIME TO CURE DEFAULT. The SCCOE Responsible Administrator shall provide written notice to CONTRACTOR as to a finding of default, and CONTRACTOR shall take all necessary action to cure said default within five (5) calendar days of the Default or a longer time as SCCOE may state in said notice, after which time the SCCOE may terminate the Agreement. The SCCOE Responsible

Administrator at his/her sole discretion may allow additional days to perform any required cure if CONTRACTOR provides written justification deemed reasonably sufficient.

9. DISPUTE RESOLUTION

- 9.1 Prior to any action or resort to any legal remedy, SCCOE and CONTRACTOR agree to exercise reasonable efforts, and to negotiate in good faith, to amicably resolve any dispute that may arise concerning the performance by either party of their obligations under this Agreement. If SCCOE's and CONTRACTOR'S Responsible Administrator cannot resolve disputes through such negotiations, then the each Parties' representative will escalate the dispute to their respective executives who shall have authority to resolve the controversy and who are at a higher level of management than the representatives conducting the initial negotiation.
- 9.2 CONTRACTOR understands and agrees that all disputes between it and SCCOE based upon an alleged violation of the terms of this Agreement by the SCCOE shall be submitted for resolution in the following manner:
- 9.3 The initial step shall be for the CONTRACTOR to notify the SCCOE Responsible Administrator in writing of the dispute and submit a copy to the SCCOE Risk Manager.
- 9.4 Should the CONTRACTOR and the SCCOE Responsible Administrator fail to resolve the dispute the CONTRACTOR shall submit their dispute in writing, with all supporting documentation, to the Chief Business Officer. Upon receipt of said notification the Chief Business Officer shall review the issues relative to the dispute and issue a written finding.
- 9.5 Should the CONTRACTOR and the Chief Business Officer fail to resolve the dispute the CONTRACTOR shall submit their dispute in writing within five (5) calendar days of the issuance of the written finding to the Deputy Superintendent. Failure to submit such appeal of the written finding within the stipulated timeframe shall constitute acceptance of the finding by the CONTRACTOR. Upon receipt of said notification the Deputy Superintendent shall review the issues relative to the dispute and issue a written finding.
- 9.6 If the executives cannot resolve the dispute to the satisfaction of both Parties, then SCCOE and Contractor may attempt to mutually agree on the conditions under which such unresolved disputes can be referred to mediation or non-binding arbitration.

10. MEDIATION – WAIVER OF JURY TRIAL

- 10.1 In an effort to engage in a cooperative effort to resolve conflict which may arise during the course of the performance of this Agreement and/or following the completion of the work to be performed under this Agreement the parties to this Agreement agree, that all disputes between them shall be submitted to non-binding mediation, unless otherwise agreed in writing by the parties. A certified Mediator, who the parties find mutually acceptable, will conduct any Mediation Proceedings in Santa Clara County, State of California, or another mutually agreeable location if the parties so agree in writing. The parties will split the costs of a certified mediator on a 50/50 basis. The CONTRACTOR agrees to include such similar contract provisions with all Sub-CONTRACTORS, volunteers, interns, agents, and/or independent contractors and/or CONTRACTOR's retained for the project(s), thereby providing for non-binding mediation as the primary mechanism for dispute resolution.
- 10.2 In an effort to expedite the conclusion of any litigation the parties voluntarily waive their right to jury trial or to file permissive counterclaims in any action arising under this Agreement.

11. TERMINATION

SCCOE'S RIGHT TO TERMINATE

- 11.1 SCCOE, through its Responsible Administrator has the right to terminate this Agreement for any reason or no reason, upon ten (10) days' written notice. Upon termination of this Agreement, all charts, sketches, studies, drawings, and other documents, including all electronic copies related to work authorized under this Agreement, whether finished or not, must be turned over to the Responsible Administrator. The CONTRACTOR shall be paid all sums earned up to the date of termination as stated in the written notices provided by SCCOE, in accordance with provisions of Appendix B, Compensation and Schedule of Payments, provided that said documentation is turned over to the Responsible Administrator within ten (10) business days of termination. Failure to timely deliver the documentation

shall be cause to withhold any payments due without recourse by CONTRACTOR until all documentation is delivered to the Responsible Administrator.

- 11.2 CONTRACTOR shall have no recourse or remedy from a termination made by SCCOE except to retain the fees earned and already disbursed as compensation for the satisfactory work that was performed in complete compliance with the Agreement, as full and final settlement of any claim, action, demand, cost, charge or entitlement it may have, or will, have against SCCOE, its officials or employees.

12. CONTRACTOR'S RIGHT TO TERMINATE

- 12.1 The CONTRACTOR shall have the right to terminate this Agreement, in writing, following breach by SCCOE, if the breach of contract has not been corrected within sixty (60) days from the date SCCOE receipt of a written statement from CONTRACTOR specifying its breach of its duties under this Agreement.
- 12.2 The termination provisions set forth an incremental process for termination that allows the parties the opportunity to communicate regarding their dispute and attempt to informally resolve the matter before terminating the Agreement and thereby avoid unnecessary interruption or costs associated with litigation.

13. CONFLICT OF INTEREST

- 13.1 CONTRACTOR warrants and represents that it has read, understands, and will comply with the Conflict of Interest laws and requirements for the State of California. CONTRACTOR further represents that to the best of his/her knowledge there exists no actual or potential conflict between the CONTRACTOR's family, business or financial interest and the services provided under this Agreement. In the event of any change in either private interests or services under this Agreement, CONTRACTOR will immediately notify SCCOE of any question regarding possible conflict.

14. OWNERSHIP OF CREATIONS AND WORK FOR HIRE

- 14.1 CONTRACTOR hereby assigns to SCCOE all right, title, and interest, including, but not limited to, all copyright rights, in all materials and creations created by CONTRACTOR in its performance under this Agreement. CONTRACTOR shall execute any documents necessary to effectuate such assignment, with the exception that CONTRACTOR hereby grants to SCCOE an irrevocable, fully-paid royalty-free license to use any document provided to SCCOE. CONTRACTOR warrants that it has the lawful right to grant the forgoing license to SCCOE.
- 14.2 All tracings, plans, documents, drawings, specifications, maps, computer files, and/or reports prepared or obtained under this Agreement, as well as all data collected, together with summaries and charts derived therefrom, including all electronic digital copies will be considered works made for hire. Based on incremental transfer wherein the above shall become the property of SCCOE upon payments made to CONTRACTOR or termination of the Agreement without restriction or limitation on their use and will be made available on request, to SCCOE at any time during the performance of such services and/or upon completion or termination of this Agreement. CONTRACTOR shall not copyright any material and products or patent any invention developed under this Agreement. SCCOE shall have the right to visit the site for inspection of the work and the products of CONTRACTOR at any time. The foregoing provisions shall survive the term and termination of this Agreement.

15. PRIVACY OF STUDENT RECORDS

- 15.1 CONTRACTOR and its employees, agents and volunteers shall comply at all times with the requirements relating to the confidentiality of "Protected Health Information" (PHI) as that term is defined in the Health Insurance Portability and Accountability Act of 1996 and the rules and regulations thereunder (collectively, "HIPPA") as is necessary.
- 15.2 CONTRACTOR and its employees, agents and volunteers shall comply at all times with the requirements relating to the confidentiality of student education records in accordance with federal and state law, including, but not limited to the Family Education Rights and Privacy Act (FERPA) as amended 20 U.S.C. 1232g; 34 C.F.R. § 99.33 (a), (b) and California Education Code § 49064 and §49076.
- 15.3 If CONTRACTOR obtains access to student education records in connection with the work performed under this Agreement, CONTRACTOR agrees to hold all student education records that it may receive pursuant to this Agreement in strict confidence, and further agrees not to re-disclose such records except as authorized by applicable law or regulation or by the parent or guardian's prior written consent. (34 C.F.R. § 99.33 (a), (b); Cal. Ed. Code § 49076.)

16. AUDIT AND INSPECTION OF RECORDS

16.1 The CONTRACTOR agrees to maintain and make available to the SCCOE accurate accounting and other records relative to its obligations under this Agreement. The CONTRACTOR will participate promptly and cooperatively in any audits conducted by the SCCOE or its nominee, and permit the SCCOE or a representative to perform an audit, examine and make copies from such books and records during regular business hours at a location in Santa Clara County, California or a mutually agreeable location. The CONTRACTOR shall maintain such data and records for a period of not less than five years after a final payments under this Agreement or until after final audit has been completed, whichever is later.

17. SUBCONTRACTING

The CONTRACTOR is prohibited from subcontracting this Agreement or any services provided pursuant to this Agreement unless such subcontracting is agreed to in writing and executed in the same manner as this Agreement. No party on the basis of this Agreement shall in any way contract on behalf of or in the name of the other party of this Agreement, and violation of this provision shall confer no rights on any third party and shall be void.

18. ASSIGNMENT

It is understood, and agreed that the services to be performed by the CONTRACTOR are personal in character and neither this Agreement nor any duties or obligations hereunder shall be assigned or delegated by the CONTRACTOR without the prior written consent of the Responsible Administrator or her designee.

19. NON DISCRIMINATION

Contractor agrees that it shall not discriminate on the basis of sex, race, religious creed, national origin, age, marital status, sexual orientation, gender, AIDS/ARC/HIV status, or disability, in its performance under this Agreement.

20. WAIVER

20.1 Either party's failure at any time to enforce any default or right reserved to it, or to require performance of any of the Agreement's terms, covenants, or provisions by the other party at the time designated, shall not be a waiver of any such default or right to which the party is entitled, nor shall it in any way affect the right of the party to enforce such provisions thereafter.

21. VENUE

21.1 This Agreement shall be governed by the laws of the State of California. The venue for all litigation relative to this Agreement shall be Santa Clara County.

22. SECTION HEADINGS

22.1 The section headings contained herein are for convenience in reference and are not intended to define the scope of any provision of this Agreement.

23. EXECUTION OF THE AGREEMENT, EXECUTION IN COUNTERPARTS

23.1 Original copies of this Agreement shall be executed by the respective party's authorized signatory(ies). This Agreement may be executed in one or more counterparts, each of which shall be deemed an original agreement, but all of which shall be considered one instrument and shall become a binding agreement when one or more counterparts have been signed by each of the parties and delivered to the other.

24. SEVERABILITY

24.1 If any term or provision of this Agreement shall be found illegal or unenforceable, this Agreement shall remain in full force and effect and such term or provision shall be deemed stricken.

25. NOTICE TO PARTIES

All notices to be given by the parties hereto shall be in writing and served by depositing the same in the United States Post Office, postage prepaid and registered, as follows:

NOTICE TO THE SCCOE OFFICE:

Santa Clara County Office of Education
 Division:
 1290 Ridder Park Drive, MC _____
 San Jose, CA 95131
 Ph: _____ Fax: _____
 Email: _____

NOTICE TO THE CONTRACTOR

CONTRACTOR	
CONTACT PERSON NAME	
STREET ADDRESS	
CITY	
STATE	
ZIP	
TELEPHONE	
FAX	
EMAIL ADDRESS	
TAXPAYER I.D.	

26. NO THIRD PARTY BENEFICIARY

No persons other than the CONTRACTOR and SCCOE shall have any rights whatsoever under this Agreement.

27. SIGNATURES OF THE PARTIES

**CONTRACTOR
APPROVED BY:**

**SANTA CLARA COUNTY OFFICE OF
EDUCATION APPROVED BY:**

Print Name

Print Name

Print Contractor Company Name

Print Title

Title

Signature

Date

Signature

Date

For Contracts Office/Risk Management Use Only:

RM#: _____

Date: _____ **Signature:** _____

**APPENDIX A
SCOPE OF SERVICES**

Description of Services – The services to be performed pursuant to this Agreement include the following:

If additional space is required, please continue on the following page.

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SERVICE LOCATION

Address

City, State, Zip

Project Milestones and Deliverables – CONTRACTOR shall submit invoices to SCCOE at the completion of each project milestone provided pursuant to this Agreement in accordance with the dates and times set forth in Schedule B Compensation and Schedule of Payments. Payments will be due upon completion and acceptance of the deliverables specified herein.

Project Milestones List project milestones and number them below	Date for Completion ("On or about" when date is not established)	Location ("On or about" when location is not established)

Deliverables and Acceptance Criteria

Deliverables List project deliverables and number them below	Acceptance Criteria

**APPENDIX B
COMPENSATION AND SCHEDULE OF PAYMENTS**

Total Compensation Amount

The total not to exceed amount of this Professional Services Agreement is

\$ _____.

Key Personnel Name / Job Title / Certification <small>List the name, job title, and certification, and rate for each key personnel and number them below</small>	Rate

The services performed under this agreement will be compensated in accordance with the CONTRACTOR rate schedule noted above.

Non reimbursable Expenses - Travel is not a reimbursable expense and all travel costs must be included in the total contract price.

INVOICES

INVOICES FOR LEGAL SERVICES, WORKER'S COMPENSATION, EMPLOYEE BENEFITS, AND STUDENT RELATED MATTERS ARE CONSIDERED TO BE CONFIDENTIAL IN NATURE AND SHALL BE SUBMITTED DIRECTLY TO THE SCCOE RESPONSIBLE ADMINISTRATOR FOR REVIEW AND APPROVAL.

All non-confidential invoices will be submitted directly to Accounts Payable. SCCOE generally will process and pay bills within thirty (30) days from receipt. Each bill shall include an invoice showing the amount of services rendered during the billing period and the fee for such services. If reimbursement of expenses is authorized, CONTRACTOR shall submit invoices for such expenses, including full documentation of each expense incurred. The invoice shall be accompanied by a separate confidential invoice support statement that briefly describes each item of work performed, the identity of the person who performed the work, the time of performance if payment is on an hourly basis, and itemized reimbursable expenses. Payments are subject to a final review upon completion of services or other termination of this contract.

By signing the filled-out form, you:

1. Certify that the TIN you are giving is correct (or you are waiting for a number to be issued),
2. Certify that you are not subject to backup withholding, or
3. Claim exemption from backup withholding if you are a U.S. exempt payee. If applicable, you are also certifying that as a U.S. person, your allocable share of any partnership income from a U.S. trade or business is not subject to the withholding tax on foreign partners' share of effectively connected income, and
4. Certify that FATCA code(s) entered on this form (if any) indicating that you are exempt from the FATCA reporting, is correct. See *What is FATCA reporting*, later, for further information.

Note: If you are a U.S. person and a requester gives you a form other than Form W-9 to request your TIN, you must use the requester's form if it is substantially similar to this Form W-9.

Definition of a U.S. person. For federal tax purposes, you are considered a U.S. person if you are:

- An individual who is a U.S. citizen or U.S. resident alien;
- A partnership, corporation, company, or association created or organized in the United States or under the laws of the United States;
- An estate (other than a foreign estate); or
- A domestic trust (as defined in Regulations section 301.7701-7).

Special rules for partnerships. Partnerships that conduct a trade or business in the United States are generally required to pay a withholding tax under section 1446 on any foreign partners' share of effectively connected taxable income from such business. Further, in certain cases where a Form W-9 has not been received, the rules under section 1446 require a partnership to presume that a partner is a foreign person, and pay the section 1446 withholding tax. Therefore, if you are a U.S. person that is a partner in a partnership conducting a trade or business in the United States, provide Form W-9 to the partnership to establish your U.S. status and avoid section 1446 withholding on your share of partnership income.

In the cases below, the following person must give Form W-9 to the partnership for purposes of establishing its U.S. status and avoiding withholding on its allocable share of net income from the partnership conducting a trade or business in the United States.

- In the case of a disregarded entity with a U.S. owner, the U.S. owner of the disregarded entity and not the entity;
- In the case of a grantor trust with a U.S. grantor or other U.S. owner, generally, the U.S. grantor or other U.S. owner of the grantor trust and not the trust; and
- In the case of a U.S. trust (other than a grantor trust), the U.S. trust (other than a grantor trust) and not the beneficiaries of the trust.

Foreign person. If you are a foreign person or the U.S. branch of a foreign bank that has elected to be treated as a U.S. person, do not use Form W-9. Instead, use the appropriate Form W-8 or Form 8233 (see Pub. 515, *Withholding of Tax on Nonresident Aliens and Foreign Entities*).

Nonresident alien who becomes a resident alien. Generally, only a nonresident alien individual may use the terms of a tax treaty to reduce or eliminate U.S. tax on certain types of income. However, most tax treaties contain a provision known as a "saving clause." Exceptions specified in the saving clause may permit an exemption from tax to continue for certain types of income even after the payee has otherwise become a U.S. resident alien for tax purposes.

If you are a U.S. resident alien who is relying on an exception contained in the saving clause of a tax treaty to claim an exemption from U.S. tax on certain types of income, you must attach a statement to Form W-9 that specifies the following five items.

1. The treaty country. Generally, this must be the same treaty under which you claimed exemption from tax as a nonresident alien.
2. The treaty article addressing the income.
3. The article number (or location) in the tax treaty that contains the saving clause and its exceptions.
4. The type and amount of income that qualifies for the exemption from tax.
5. Sufficient facts to justify the exemption from tax under the terms of the treaty article.

Example. Article 20 of the U.S.–China income tax treaty allows an exemption from tax for scholarship income received by a Chinese student temporarily present in the United States. Under U.S. law, this student will become a resident alien for tax purposes if his or her stay in the United States exceeds 5 calendar years. However, paragraph 2 of the first Protocol to the U.S.–China treaty (dated April 30, 1984) allows the provisions of Article 20 to continue to apply even after the Chinese student becomes a resident alien of the United States. A Chinese student who qualifies for this exception (under paragraph 2 of the first protocol) and is relying on this exception to claim an exemption from tax on his or her scholarship or fellowship income would attach to Form W-9 a statement that includes the information described above to support that exemption.

If you are a nonresident alien or a foreign entity, give the requester the appropriate completed Form W-8 or Form 8233.

Backup Withholding

What is backup withholding? Persons making certain payments to you must under certain conditions withhold and pay to the IRS 24% of such payments. This is called "backup withholding." Payments that may be subject to backup withholding include interest, tax-exempt interest, dividends, broker and barter exchange transactions, rents, royalties, nonemployee pay, payments made in settlement of payment card and third party network transactions, and certain payments from fishing boat operators. Real estate transactions are not subject to backup withholding.

You will not be subject to backup withholding on payments you receive if you give the requester your correct TIN, make the proper certifications, and report all your taxable interest and dividends on your tax return.

Payments you receive will be subject to backup withholding if:

1. You do not furnish your TIN to the requester,
2. You do not certify your TIN when required (see the instructions for Part II for details),
3. The IRS tells the requester that you furnished an incorrect TIN,
4. The IRS tells you that you are subject to backup withholding because you did not report all your interest and dividends on your tax return (for reportable interest and dividends only), or
5. You do not certify to the requester that you are not subject to backup withholding under 4 above (for reportable interest and dividend accounts opened after 1983 only).

Certain payees and payments are exempt from backup withholding. See *Exempt payee code*, later, and the separate instructions for the Requester of Form W-9 for more information.

Also see *Special rules for partnerships*, earlier.

What is FATCA Reporting?

The Foreign Account Tax Compliance Act (FATCA) requires a participating foreign financial institution to report all United States account holders that are specified United States persons. Certain payees are exempt from FATCA reporting. See *Exemption from FATCA reporting code*, later, and the instructions for the Requester of Form W-9 for more information.

Updating Your Information

You must provide updated information to any person to whom you claimed to be an exempt payee if you are no longer an exempt payee and anticipate receiving reportable payments in the future from this person. For example, you may need to provide updated information if you are a C corporation that elects to be an S corporation, or if you no longer are tax exempt. In addition, you must furnish a new Form W-9 if the name or TIN changes for the account; for example, if the grantor of a grantor trust dies.

Penalties

Failure to furnish TIN. If you fail to furnish your correct TIN to a requester, you are subject to a penalty of \$50 for each such failure unless your failure is due to reasonable cause and not to willful neglect.

Civil penalty for false information with respect to withholding. If you make a false statement with no reasonable basis that results in no backup withholding, you are subject to a \$500 penalty.

Criminal penalty for falsifying information. Willfully falsifying certifications or affirmations may subject you to criminal penalties including fines and/or imprisonment.

Misuse of TINs. If the requester discloses or uses TINs in violation of federal law, the requester may be subject to civil and criminal penalties.

Specific Instructions

Line 1

You must enter one of the following on this line; **do not** leave this line blank. The name should match the name on your tax return.

If this Form W-9 is for a joint account (other than an account maintained by a foreign financial institution (FFI)), list first, and then circle, the name of the person or entity whose number you entered in Part I of Form W-9. If you are providing Form W-9 to an FFI to document a joint account, each holder of the account that is a U.S. person must provide a Form W-9.

a. Individual. Generally, enter the name shown on your tax return. If you have changed your last name without informing the Social Security Administration (SSA) of the name change, enter your first name, the last name as shown on your social security card, and your new last name.

Note: ITIN applicant: Enter your individual name as it was entered on your Form W-7 application, line 1a. This should also be the same as the name you entered on the Form 1040/1040A/1040EZ you filed with your application.

b. Sole proprietor or single-member LLC. Enter your individual name as shown on your 1040/1040A/1040EZ on line 1. You may enter your business, trade, or "doing business as" (DBA) name on line 2.

c. Partnership, LLC that is not a single-member LLC, C corporation, or S corporation. Enter the entity's name as shown on the entity's tax return on line 1 and any business, trade, or DBA name on line 2.

d. Other entities. Enter your name as shown on required U.S. federal tax documents on line 1. This name should match the name shown on the charter or other legal document creating the entity. You may enter any business, trade, or DBA name on line 2.

e. Disregarded entity. For U.S. federal tax purposes, an entity that is disregarded as an entity separate from its owner is treated as a "disregarded entity." See Regulations section 301.7701-2(c)(2)(iii). Enter the owner's name on line 1. The name of the entity entered on line 1 should never be a disregarded entity. The name on line 1 should be the name shown on the income tax return on which the income should be reported. For example, if a foreign LLC that is treated as a disregarded entity for U.S. federal tax purposes has a single owner that is a U.S. person, the U.S. owner's name is required to be provided on line 1. If the direct owner of the entity is also a disregarded entity, enter the first owner that is not disregarded for federal tax purposes. Enter the disregarded entity's name on line 2, "Business name/disregarded entity name." If the owner of the disregarded entity is a foreign person, the owner must complete an appropriate Form W-8 instead of a Form W-9. This is the case even if the foreign person has a U.S. TIN.

Line 2

If you have a business name, trade name, DBA name, or disregarded entity name, you may enter it on line 2.

Line 3

Check the appropriate box on line 3 for the U.S. federal tax classification of the person whose name is entered on line 1. Check only one box on line 3.

IF the entity/person on line 1 is a(n) . . .	THEN check the box for . . .
<ul style="list-style-type: none"> Corporation 	Corporation
<ul style="list-style-type: none"> Individual Sole proprietorship, or Single-member limited liability company (LLC) owned by an individual and disregarded for U.S. federal tax purposes. 	Individual/sole proprietor or single-member LLC
<ul style="list-style-type: none"> LLC treated as a partnership for U.S. federal tax purposes, LLC that has filed Form 8832 or 2553 to be taxed as a corporation, or LLC that is disregarded as an entity separate from its owner but the owner is another LLC that is not disregarded for U.S. federal tax purposes. 	Limited liability company and enter the appropriate tax classification. (P= Partnership; C= C corporation; or S= S corporation)
<ul style="list-style-type: none"> Partnership 	Partnership
<ul style="list-style-type: none"> Trust/estate 	Trust/estate

Line 4, Exemptions

If you are exempt from backup withholding and/or FATCA reporting, enter in the appropriate space on line 4 any code(s) that may apply to you.

Exempt payee code.

- Generally, individuals (including sole proprietors) are not exempt from backup withholding.
- Except as provided below, corporations are exempt from backup withholding for certain payments, including interest and dividends.
- Corporations are not exempt from backup withholding for payments made in settlement of payment card or third party network transactions.
- Corporations are not exempt from backup withholding with respect to attorneys' fees or gross proceeds paid to attorneys, and corporations that provide medical or health care services are not exempt with respect to payments reportable on Form 1099-MISC.

The following codes identify payees that are exempt from backup withholding. Enter the appropriate code in the space in line 4.

- 1—An organization exempt from tax under section 501(a), any IRA, or a custodial account under section 403(b)(7) if the account satisfies the requirements of section 401(f)(2)
- 2—The United States or any of its agencies or instrumentalities
- 3—A state, the District of Columbia, a U.S. commonwealth or possession, or any of their political subdivisions or instrumentalities
- 4—A foreign government or any of its political subdivisions, agencies, or instrumentalities
- 5—A corporation
- 6—A dealer in securities or commodities required to register in the United States, the District of Columbia, or a U.S. commonwealth or possession
- 7—A futures commission merchant registered with the Commodity Futures Trading Commission
- 8—A real estate investment trust
- 9—An entity registered at all times during the tax year under the Investment Company Act of 1940
- 10—A common trust fund operated by a bank under section 584(a)
- 11—A financial institution
- 12—A middleman known in the investment community as a nominee or custodian
- 13—A trust exempt from tax under section 664 or described in section 4947

The following chart shows types of payments that may be exempt from backup withholding. The chart applies to the exempt payees listed above, 1 through 13.

IF the payment is for . . .	THEN the payment is exempt for . . .
Interest and dividend payments	All exempt payees except for 7
Broker transactions	Exempt payees 1 through 4 and 6 through 11 and all C corporations. S corporations must not enter an exempt payee code because they are exempt only for sales of noncovered securities acquired prior to 2012.
Barter exchange transactions and patronage dividends	Exempt payees 1 through 4
Payments over \$600 required to be reported and direct sales over \$5,000 ¹	Generally, exempt payees 1 through 5 ²
Payments made in settlement of payment card or third party network transactions	Exempt payees 1 through 4

¹ See Form 1099-MISC, Miscellaneous Income, and its instructions.

² However, the following payments made to a corporation and reportable on Form 1099-MISC are not exempt from backup withholding: medical and health care payments, attorneys' fees, gross proceeds paid to an attorney reportable under section 6045(f), and payments for services paid by a federal executive agency.

Exemption from FATCA reporting code. The following codes identify payees that are exempt from reporting under FATCA. These codes apply to persons submitting this form for accounts maintained outside of the United States by certain foreign financial institutions. Therefore, if you are only submitting this form for an account you hold in the United States, you may leave this field blank. Consult with the person requesting this form if you are uncertain if the financial institution is subject to these requirements. A requester may indicate that a code is not required by providing you with a Form W-9 with "Not Applicable" (or any similar indication) written or printed on the line for a FATCA exemption code.

A—An organization exempt from tax under section 501(a) or any individual retirement plan as defined in section 7701(a)(37)

B—The United States or any of its agencies or instrumentalities

C—A state, the District of Columbia, a U.S. commonwealth or possession, or any of their political subdivisions or instrumentalities

D—A corporation the stock of which is regularly traded on one or more established securities markets, as described in Regulations section 1.1472-1(c)(1)(i)

E—A corporation that is a member of the same expanded affiliated group as a corporation described in Regulations section 1.1472-1(c)(1)(i)

F—A dealer in securities, commodities, or derivative financial instruments (including notional principal contracts, futures, forwards, and options) that is registered as such under the laws of the United States or any state

G—A real estate investment trust

H—A regulated investment company as defined in section 851 or an entity registered at all times during the tax year under the Investment Company Act of 1940

I—A common trust fund as defined in section 584(a)

J—A bank as defined in section 581

K—A broker

L—A trust exempt from tax under section 664 or described in section 4947(a)(1)

M—A tax exempt trust under a section 403(b) plan or section 457(g) plan

Note: You may wish to consult with the financial institution requesting this form to determine whether the FATCA code and/or exempt payee code should be completed.

Line 5

Enter your address (number, street, and apartment or suite number). This is where the requester of this Form W-9 will mail your information returns. If this address differs from the one the requester already has on file, write NEW at the top. If a new address is provided, there is still a chance the old address will be used until the payor changes your address in their records.

Line 6

Enter your city, state, and ZIP code.

Part I. Taxpayer Identification Number (TIN)

Enter your TIN in the appropriate box. If you are a resident alien and you do not have and are not eligible to get an SSN, your TIN is your IRS individual taxpayer identification number (ITIN). Enter it in the social security number box. If you do not have an ITIN, see *How to get a TIN* below.

If you are a sole proprietor and you have an EIN, you may enter either your SSN or EIN.

If you are a single-member LLC that is disregarded as an entity separate from its owner, enter the owner's SSN (or EIN, if the owner has one). Do not enter the disregarded entity's EIN. If the LLC is classified as a corporation or partnership, enter the entity's EIN.

Note: See *What Name and Number To Give the Requester*, later, for further clarification of name and TIN combinations.

How to get a TIN. If you do not have a TIN, apply for one immediately. To apply for an SSN, get Form SS-5, Application for a Social Security Card, from your local SSA office or get this form online at www.SSA.gov. You may also get this form by calling 1-800-772-1213. Use Form W-7, Application for IRS Individual Taxpayer Identification Number, to apply for an ITIN, or Form SS-4, Application for Employer Identification Number, to apply for an EIN. You can apply for an EIN online by accessing the IRS website at www.irs.gov/Businesses and clicking on Employer Identification Number (EIN) under Starting a Business. Go to www.irs.gov/Forms to view, download, or print Form W-7 and/or Form SS-4. Or, you can go to www.irs.gov/OrderForms to place an order and have Form W-7 and/or SS-4 mailed to you within 10 business days.

If you are asked to complete Form W-9 but do not have a TIN, apply for a TIN and write "Applied For" in the space for the TIN, sign and date the form, and give it to the requester. For interest and dividend payments, and certain payments made with respect to readily tradable instruments, generally you will have 60 days to get a TIN and give it to the requester before you are subject to backup withholding on payments. The 60-day rule does not apply to other types of payments. You will be subject to backup withholding on all such payments until you provide your TIN to the requester.

Note: Entering "Applied For" means that you have already applied for a TIN or that you intend to apply for one soon.

Caution: A disregarded U.S. entity that has a foreign owner must use the appropriate Form W-8.

Part II. Certification

To establish to the withholding agent that you are a U.S. person, or resident alien, sign Form W-9. You may be requested to sign by the withholding agent even if item 1, 4, or 5 below indicates otherwise.

For a joint account, only the person whose TIN is shown in Part I should sign (when required). In the case of a disregarded entity, the person identified on line 1 must sign. Exempt payees, see *Exempt payee code*, earlier.

Signature requirements. Complete the certification as indicated in items 1 through 5 below.

1. Interest, dividend, and barter exchange accounts opened before 1984 and broker accounts considered active during 1983. You must give your correct TIN, but you do not have to sign the certification.

2. Interest, dividend, broker, and barter exchange accounts opened after 1983 and broker accounts considered inactive during 1983. You must sign the certification or backup withholding will apply. If you are subject to backup withholding and you are merely providing your correct TIN to the requester, you must cross out item 2 in the certification before signing the form.

3. Real estate transactions. You must sign the certification. You may cross out item 2 of the certification.

4. Other payments. You must give your correct TIN, but you do not have to sign the certification unless you have been notified that you have previously given an incorrect TIN. "Other payments" include payments made in the course of the requester's trade or business for rents, royalties, goods (other than bills for merchandise), medical and health care services (including payments to corporations), payments to a nonemployee for services, payments made in settlement of payment card and third party network transactions, payments to certain fishing boat crew members and fishermen, and gross proceeds paid to attorneys (including payments to corporations).

5. Mortgage interest paid by you, acquisition or abandonment of secured property, cancellation of debt, qualified tuition program payments (under section 529), ABLÉ accounts (under section 529A), IRA, Coverdell ESA, Archer MSA or HSA contributions or distributions, and pension distributions. You must give your correct TIN, but you do not have to sign the certification.

What Name and Number To Give the Requester

For this type of account:	Give name and SSN of:
1. Individual	The individual
2. Two or more individuals (joint account) other than an account maintained by an FFI	The actual owner of the account or, if combined funds, the first individual on the account ¹
3. Two or more U.S. persons (joint account maintained by an FFI)	Each holder of the account
4. Custodial account of a minor (Uniform Gift to Minors Act)	The minor ²
5. a. The usual revocable savings trust (grantor is also trustee) b. So-called trust account that is not a legal or valid trust under state law	The grantor-trustee ¹ The actual owner ¹
6. Sole proprietorship or disregarded entity owned by an individual	The owner ³
7. Grantor trust filing under Optional Form 1099 Filing Method 1 (see Regulations section 1.671-4(b)(2)(i)(A))	The grantor*

For this type of account:	Give name and EIN of:
8. Disregarded entity not owned by an individual	The owner
9. A valid trust, estate, or pension trust	Legal entity ⁴
10. Corporation or LLC electing corporate status on Form 8832 or Form 2553	The corporation
11. Association, club, religious, charitable, educational, or other tax-exempt organization	The organization
12. Partnership or multi-member LLC	The partnership
13. A broker or registered nominee	The broker or nominee

For this type of account:	Give name and EIN of:
14. Account with the Department of Agriculture in the name of a public entity (such as a state or local government, school district, or prison) that receives agricultural program payments	The public entity
15. Grantor trust filing under the Form 1041 Filing Method or the Optional Form 1099 Filing Method 2 (see Regulations section 1.671-4(b)(2)(i)(B))	The trust

¹ List first and circle the name of the person whose number you furnish. If only one person on a joint account has an SSN, that person's number must be furnished.

² Circle the minor's name and furnish the minor's SSN.

³ You must show your individual name and you may also enter your business or DBA name on the "Business name/disregarded entity" name line. You may use either your SSN or EIN (if you have one), but the IRS encourages you to use your SSN.

⁴ List first and circle the name of the trust, estate, or pension trust. (Do not furnish the TIN of the personal representative or trustee unless the legal entity itself is not designated in the account title.) Also see *Special rules for partnerships*, earlier.

*Note: The grantor also must provide a Form W-9 to trustee of trust.

Note: If no name is circled when more than one name is listed, the number will be considered to be that of the first name listed.

Secure Your Tax Records From Identity Theft

Identity theft occurs when someone uses your personal information such as your name, SSN, or other identifying information, without your permission, to commit fraud or other crimes. An identity thief may use your SSN to get a job or may file a tax return using your SSN to receive a refund.

To reduce your risk:

- Protect your SSN,
- Ensure your employer is protecting your SSN, and
- Be careful when choosing a tax preparer.

If your tax records are affected by identity theft and you receive a notice from the IRS, respond right away to the name and phone number printed on the IRS notice or letter.

If your tax records are not currently affected by identity theft but you think you are at risk due to a lost or stolen purse or wallet, questionable credit card activity or credit report, contact the IRS Identity Theft Hotline at 1-800-908-4490 or submit Form 14039.

For more information, see Pub. 5027, Identity Theft Information for Taxpayers.

Victims of identity theft who are experiencing economic harm or a systemic problem, or are seeking help in resolving tax problems that have not been resolved through normal channels, may be eligible for Taxpayer Advocate Service (TAS) assistance. You can reach TAS by calling the TAS toll-free case intake line at 1-877-777-4778 or TTY/TDD 1-800-829-4059.

Protect yourself from suspicious emails or phishing schemes.

Phishing is the creation and use of email and websites designed to mimic legitimate business emails and websites. The most common act is sending an email to a user falsely claiming to be an established legitimate enterprise in an attempt to scam the user into surrendering private information that will be used for identity theft.

The IRS does not initiate contacts with taxpayers via emails. Also, the IRS does not request personal detailed information through email or ask taxpayers for the PIN numbers, passwords, or similar secret access information for their credit card, bank, or other financial accounts.

If you receive an unsolicited email claiming to be from the IRS, forward this message to phishing@irs.gov. You may also report misuse of the IRS name, logo, or other IRS property to the Treasury Inspector General for Tax Administration (TIGTA) at 1-800-366-4484. You can forward suspicious emails to the Federal Trade Commission at spam@uce.gov or report them at www.ftc.gov/complaint. You can contact the FTC at www.ftc.gov/idtheft or 877-IDTHEFT (877-438-4338). If you have been the victim of identity theft, see www.IdentityTheft.gov and Pub. 5027.

Visit www.irs.gov/IdentityTheft to learn more about identity theft and how to reduce your risk.

Privacy Act Notice

Section 6109 of the Internal Revenue Code requires you to provide your correct TIN to persons (including federal agencies) who are required to file information returns with the IRS to report interest, dividends, or certain other income paid to you; mortgage interest you paid; the acquisition or abandonment of secured property; the cancellation of debt; or contributions you made to an IRA, Archer MSA, or HSA. The person collecting this form uses the information on the form to file information returns with the IRS, reporting the above information. Routine uses of this information include giving it to the Department of Justice for civil and criminal litigation and to cities, states, the District of Columbia, and U.S. commonwealths and possessions for use in administering their laws. The information also may be disclosed to other countries under a treaty, to federal and state agencies to enforce civil and criminal laws, or to federal law enforcement and intelligence agencies to combat terrorism. You must provide your TIN whether or not you are required to file a tax return. Under section 3406, payers must generally withhold a percentage of taxable interest, dividend, and certain other payments to a payee who does not give a TIN to the payer. Certain penalties may also apply for providing false or fraudulent information.