**MONTGOMERY COLLEGE ▪ OFFICE OF BUSINESS SERVICES**
**RFP TITLE: COLLEGE-WIDE TICKET SYSTEM & SERVICES**
**RFP NUMBER: E527-003**
**RFP CLOSING DATE AND TIME: NOVEMBER 20, 2026 @ 3:00 PM (EST)**

**ADDENDUM #1**

Issued: November 11, 2026

**ADDENDUM FOR THE PURPOSE OF:**

- To extend the RFP closing date, from November 18, 2026 at 3:00 pm, to November 20, 2026 at 3:00 pm (EST).

- To provide the attached questions and answers.
- To add Requirements Checklist - Requirements Checklist, Attachment A1 (to be completed by Offeror).

  Bidding firms must meet all requirements outlined in the Requirements Checklist (Attachment A1), to be considered for contract award. Failure to meet any of these requirements will be grounds for automatic disqualification. The completed checklist must be included in the Offerors technical bid submission packet.

- To replace original RFP Section 1.5 (Price Validity), with the following:

  "Offeror's must hold their proposal prices for 120 days after the RFP closing date."

- To replace original RFP Section 1.15 (Contract Award), with the following:

  "An award will be made in the best interest of the College to the highest evaluated and most responsible, responsive Offeror that can meet or exceed the terms, conditions, and specifications of this solicitation. Evaluation of Offeror's will be based on Offeror qualifications, competitive pricing, and references. The evaluation for award will be made on the basis of payment to the Contractor in Net 30 Days from the date an acceptable invoice is received by Montgomery College. In the event that the awarded Contractor is unable to perform the contract, the College reserves the right to re-solicit the contract or to award the contract to the next highest evaluated Offeror. The College may cancel this Request for Proposal or reject any or all proposals in whole or in part."

**All other specifications, terms and conditions remain unchanged.**

Patrick Johnson, MBA
Director of Procurement

**MONTGOMERY COLLEGE ▪ OFFICE OF BUSINESS SERVICES**
**RFP TITLE: COLLEGE-WIDE TICKET SYSTEM & SERVICES**
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**ADDENDUM #1 – continued**

Please **sign** below to acknowledge receipt of this Addendum and return with the proposal. Failure to return this Acknowledgement of Addendum may deem a proposal nonresponsive.

**NOTE:** All proposals MUST BE RECEIVED **electronically** by 3:00pm Eastern Standard Time (EST) on **November 20, 2026.**

Electronic proposal and addendum or addenda shall be sent to the following email address prior to the submittal deadline date and time at vendor.proposals@montgomerycollege.edu. **No responses will be accepted after this date and time.**

| | |
|---|---|
| _____ | _____ |
| Company Name | Authorized Signature |
| _____ | _____ |
| Date | Printed/Typed Signature |

**MONTGOMERY COLLEGE ▪ OFFICE OF BUSINESS SERVICES**
**RFP TITLE: COLLEGE-WIDE TICKET SYSTEM & SERVICES**
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**RFP CLOSING DATE AND TIME: NOVEMBER 20, 2026 @ 3:00 PM (EST)**

**QUESTIONS AND ANSWERS**

| Vendor Questions | Montgomery Responses |
|---|---|
| | |
| 1. Section 3.5.11 (TouchNet Ready Partner requirement): Is TouchNet Ready Partner status required at the time of proposal, or is it acceptable if achieved before go-live? And would the College consider a PCI-validated payment gateway that settles directly to the College's bank account and provides a general ledger export? | Being a TouchNet Ready Partner is a requirement of this solicitation. An Offeror that is not a TouchNet Ready Partner at the time of proposal submission may still submit a proposal; however, if awarded the contract, the Offeror must obtain TouchNet Ready Partner status prior to the system's go-live date. The Offeror shall be responsible for meeting all TouchNet Ready Partner requirements necessary to support the College's implementation and operation of the proposed solution. |
| 2. Annual ticket volumes (Sections 2.1 and 2.4) Section 2.1 states an average of more than 20,000 paid tickets and approximately 30,000 complimentary tickets annually. The table in Section 2.4 lists 15,000 paid and 3,500 complimentary tickets, while the Commencement detail in the same section lists approximately 5,100 complimentary tickets. Which annual paid and complimentary volumes should Offerors use to calculate transaction-related pricing? | 15,000 paid tickets and 3,500 comps. If comps are free, we would include the commencement detail, but if we are charged per comp we would not. Ideal comps are free and we are paying a flat rate for ticketing service and not a per ticket fee. |
| 3. Number of venues (Sections 2.1 and 2.4) Section 2.1 refers to a minimum of seven venues offering ticket sales; Section 2.4 lists eight venues/ticketing locations, and the capacity table lists five. Could the College confirm the full list of venues, with seating capacities, including the Summer Dinner Theatre and Commencement venues? | Venues (across three campuses):<br>• Cultural Arts Center 1 - 500 seats<br>• Cultural Arts Center 2 - 116 seats<br>• Cultural Arts Center 3 - 75 seats<br>• Performing Arts Center - 546 seats<br>• Theatre Arts Arena - 250 seats<br>• Recital Hall - 125 seats<br>• Globe Hall - 454 seats<br>• BE151/152 - flexible seating up to 250 seats<br><br>Programs all running in the venues listed above, under one ticketing account:<br>• MC Live Arts<br>• Academic Department Shows<br>• Summer Theatre<br><br>Additional Venue/Program possibilities (not currently utilizing ticketing system): |

| | |
|---|---|
| | • Takoma Park/Silver Spring Planetarium<br>• Commencement<br>• Athletics |
| 4. Current ticketing system and migration source (Sections 2.3 and 3.5.10)<br>Section 2.3 identifies Tix as the College's current ticketing system, while Section 3.5.10 identifies Audience-View. Could the College confirm which system(s) data will be migrated from and, if available, the approximate number of patron records and years of transaction history to be migrated? | 1. We are migrating from Tix.com (Audience-View was an old system that was sunset for Tix).<br>2. We have been on Tix.com for 4 years.<br>3. 10,000 Customer records that includes maybe 25% dups. 7,500 total. |
| 5. Proposal price validity (Cover page and Section 1.5)<br>The cover page states prices must remain firm for 120 days after the proposal closing date, while Section 1.5 states 120 days after the award date. Which period applies? | Offeror's must hold their proposal prices for 120 days after the RFP closing date. In the event that the awarded Contractor is unable to perform the contract, the College reserves the right to re-solicit the contract or to award the contract to the next highest evaluated Offeror." |
| 6. Evaluation criterion 2 (Section 5.1.2)<br>Project Understanding and Approach shows a maximum point value of 10, while its description states 0–20 points. Could the College confirm the maximum points for this criterion? | CORRECTION:<br>2) Project Understanding and Approach: Maximum Point Value=10<br>**0-10** points based on Offeror's clear understanding of the background and requirements of the Scope of Work (provide detail in response). Ability to demonstrate the tasks that must be accomplished to complete the project, and a narrative description of the plan to execute them. Project approach and timeline to be outlined in detail. |
| 7. Price Proposal format (Sections 6.3 and 7)<br>Section 6.3 requires pricing of all line items, but Section 7 does not include a price form with defined line items. May Offerors submit an itemized price proposal in their own format, organized by the categories listed in Section 7.C? | Yes.<br>A. The Offeror shall submit a complete, itemized pricing proposal for the proposed ticketing system solution and all associated products and services required to meet the requirements of this RFP. The provided historical data can be used to estimate transaction-related cost. |
| 8. Would the College accept a proposal that uses Stripe in place of TouchNet, if it meets the PCI requirements and gives finance what it needs to post to the GL? If TouchNet is still required, would the College consider a proposal that integrates with TouchNet after award, during implementation? | Being a TouchNet Ready Partner is a requirement of this solicitation. An Offeror that is not a TouchNet Ready Partner at the time of proposal submission may still submit a proposal; however, if awarded the contract, the Offeror must obtain TouchNet |

| | |
|---|---|
| | Ready Partner status prior to the system's go-live date. This is not necessarily a PCI requirement. |
| 9. TouchNet Ready Partner Requirement (Section 3.5.11)<br>Our platform processes payments through Stripe Connect, a PCI Level 1 certified payment gateway. Card details are entered directly into Stripe's secure payment iframe — our system never receives, transmits, or stores cardholder data. Funds are routed directly to the institution's own Stripe account; we do not hold, pool, or take custody of institutional funds at any point.<br><br>Would the College consider a vendor whose payment processing meets or exceeds PCI DSS compliance standards through a certified gateway other than TouchNet? Alternatively, would a vendor that integrates with TouchNet for transaction reporting and general ledger reconciliation — while processing payments through a separate PCI Level 1 certified gateway — satisfy this requirement? | See answers to #1 & #8. |
| 10. Single Sign-On (Section 4.2)<br>Does the SAML 2.0 / Microsoft Entra ID single sign-on requirement apply to administrative users (box office staff, event managers) only, or does it also apply to patron-facing ticket purchasing? | The Single Sign-On (SSO) requirement would definitely apply to administrative users. If patrons using the platform to purchase tickets are able to create accounts, it would be important for the system to offer Multi-Factor Authentication (MFA) as an option for those patrons. |
| 11. Payment gateway (Section 3.5.11). Is TouchNet Ready Partner status and TouchNet integration a mandatory requirement for proposal submission, such that a proposal without it would be rejected? Or is it scored as part of Technical Capabilities? | See answers to #1 & 8. |
| 12. Single sign-on (Sections 4.2 and 4.2.3, item 3). Is support for federated single sign-on (SAML 2.0 or MS Entra ID) a mandatory requirement for proposal submission, such that a proposal without it would be rejected? Or is it scored as part of Technical Capabilities or the pre-award security review? | The requirements of Section 4 are material requirements of this solicitation, and the obligations stated in Section 4 shall be incorporated into and made a part of any contract resulting from this RFP.<br><br>Specific controls are required to support the confidentiality, integrity, and availability of college data, including but not limited to: Solution must support federated single sign-on (SSO) using SAML 2.0 or MS Entra ID to allow College users to leverage Montgomery |

| | |
|---|---|
| | College credentials and enforce its authentication policies, including multi-factor authentication. |
| 13. Security documentation (Sections 4.2 and 4.2.3, item 8). Is a current SOC 2 Type 2 report a mandatory requirement, such that a proposal without one would be rejected? Would a completed HECVAT together with a current SOC 2 Type 1 report satisfy the security documentation requirement in Section 4.2? If any of these are 100% disqualifying factors, submitting may not be worth the effort. | A respondent who is unable to provide a SOC 2 Type II report will not automatically be considered non-responsive, but when assessing the solution, the lack of an independent validation of security controls will be a consideration in the College's risk calculation. The respondent may also consider submitting other applicable independent certifications or assurance, such as ISO 27001 certification or FedRAMP authorization. If they respondent is undergoing a SOC 2 Type II audit, providing the timeline for completion will also be noted. |

********** **End of Questions & Answers** **********

**MONTGOMERY COLLEGE ▪ OFFICE OF BUSINESS SERVICES**
**REQUEST FOR PROPOSAL TITLE: COLLEGE-WIDE TICKET SYSTEM & SERVICES**
**RFP NUMBER: E527-003**
**RFP CLOSING DATE AND TIME: NOVEMBER 20, 2026 @ 3:00 PM EST**

## ATTACHMENT - A1

### QUALIFICATIONS AND REQUIREMENTS CHECKLIST

**Instructions to Bidders**: Enter Yes or No next to each requirement. A **Yes** confirms that your company does meet this requirement. A **No** confirms that your company does not meet this requirement. This checklist must be submitted with proposal.

| REQUIREMENTS: | YES OR NO |
|---|---|
| Is the proposed ticketing solution cloud-based and hosted by the Vendor or a qualified third-party hosting provider? | ☐ **Yes** ☐ **No** |
| Does the Offeror have a minimum of five (5) years of experience providing, implementing, and supporting cloud-based ticketing systems for colleges, universities, performing arts venues, or other organizations with comparable size, complexity, and operational needs? | ☐ **Yes** ☐ **No** |
| Does the Offeror have the technical expertise to provide, implement, configure, maintain, and support the proposed solution or services, similar to organizations of comparable size, complexity, and operational needs, preferably including higher education institutions, public agencies, or other multi-department organizations? | ☐ **Yes** ☐ **No** |
| Is the Offeror currently a TouchNet Ready Partner? If not, can the Offeror become a TouchNet Ready Partner and complete the required TouchNet integration if awarded the contract? | ☐ **Yes** ☐ **No** |
| Does the proposed system support an unlimited number of standard and/or custom payment types? | ☐ **Yes** ☐ **No** |
| Can the proposed system provide standard and customizable reports for ticket sales, attendance, revenue, complimentary tickets, refunds, discounts, seating, patron information, transactions, merchandise/miscellaneous sales, and overall event performance? | ☐ **Yes** ☐ **No** |
| Does the proposed solution support federated Single Sign-On (SSO) using SAML 2.0 and/or Microsoft Entra ID, allowing Montgomery College users to authenticate using their College credentials? | ☐ **Yes** ☐ **No** |
| Does the proposed solution support Multi-Factor Authentication (MFA) for users? | ☐ **Yes** ☐ **No** |
| Is the proposed solution and Offeror compliant with the current Payment Card Industry Data Security Standard (PCI DSS) requirements applicable to the services being provided? | ☐ **Yes** ☐ **No** |
| Does the proposed solution comply with applicable accessibility requirements, including Section 508 of the Rehabilitation Act and the Web Content Accessibility Guidelines (WCAG) 2.1 Level AA, as applicable? | ☐ **Yes** ☐ **No** |
| Does the proposed solution comply with applicable data protection, privacy, and information security requirements for protecting Montgomery College data? | ☐ **Yes** ☐ **No** |

**** If the Offeror answers "Yes" to any question, the Offeror must provide a detailed description explaining how the proposed solution meets the stated qualification and/or requirement. The description must be included in the Offeror's RFP response. ****

**MONTGOMERY COLLEGE ▪ OFFICE OF BUSINESS SERVICES**
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## ATTACHMENT - A1 -continued

The Offeror certifies that the information and responses provided in this Requirements Checklist are true, accurate, and complete to the best of its knowledge. The Requirements Checklist must be signed and dated by an authorized representative of the Offeror. By signing below, the authorized representative certifies that they have the authority to bind the Offeror and that the responses provided accurately represent the capabilities and commitments of the proposed solution.

| | |
|---|---|
| **Company Name:** | |
| **Printed Name:** | |
| **Title:** | |
| **Signature:** | |
| **Date:** | |

**Office of Business Services**
**9221 Corporate Blvd**
**Rockville, MD 20850**

**REQUEST FOR PROPOSAL**

**RFP NO. E527-003**

**RFP TITLE: COLLEGE-WIDE TICKET SYSTEM & SERVICES**

All proposals MUST BE RECEIVED **via electronic mail** by 3:00pm Eastern Standard Time on **November 18, 2026.**

Prices must remain firm for: **120 DAYS AFTER PROPOSAL CLOSING DATE AND TIME**

| | |
|---|---|
| **Proposal Bond Requirements:** | NA |
| **Performance, Labor and Material Bond requirements**: | NA |
| **Pre-proposal Conference:** | NA |

**MINORITY VENDORS ARE ENCOURAGED TO RESPOND TO THIS SOLICITATION**

**Important:** Your quotation will be jeopardized if any portion of this inquiry is not complete. No proposal will be accepted after the date and time stated above.



**Patrick Johnson,** MBA, CPPB
Director of Procurement

**NOTE:** Prospective Offeror's that have received this document from a source other than the Procurement Office should immediately contact the Procurement Office and provide their name and e-mail address so that any amendments to the Bid/RFP or other communications can be sent to them. Failure to contact the Procurement Office may result in non-receipt of important information.

**REGISTRATION OF CORPORATIONS NOT REGISTERED IN THE STATE OF MARYLAND** Pursuant to 7-202 et. Seq. of the Corporation and Associations Article of the Annotated Code of Maryland, corporations not incorporated in the State of Maryland shall be registered with the State Department of Assessments and Taxation, 301 West Preston Street, Baltimore, Maryland 21201 before doing any interstate or foreign business in this State. Corporations must be registered, and in good standing no later than proposal submittal deadline date. A copy of the registration or application for registration may be requested by the College. The registration process can be completed at the following link: https://businessexpress.maryland.gov/start/register-a-business-in-maryland

**NOTE: Failure to complete the registration process by the proposal submittal deadline listed above, will result in the disqualification of your submitted proposal.**

MONTGOMERY COLLEGE ▪ OFFICE OF BUSINESS SERVICES

REQUEST FOR PROPOSAL TITLE: COLLEGE-WIDE TICKET SYSTEM & SERVICES

RFP NUMBER: E527-003

RFP CLOSING DATE AND TIME: NOVEMBER 18, 2026 @ 3:00 PM EST

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**MONTGOMERY COLLEGE ▪ OFFICE OF BUSINESS SERVICES**
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## SECTION 1 – PROPOSAL AND CONTRACT INFORMATION

### 1.1 Intent

It is the intent of this Request for Proposal to provide Montgomery College with a college-wide cloud-based-hosted ticketing system & services in accordance with all terms and conditions contained herein. In the event that a special condition is contradictory to a general condition, the special condition shall prevail.

Montgomery College will hereinafter be referred to as the "College" and "MC." Respondents to the RFP will be referred to as "Offeror's" and "Offerors." The Offeror to whom the contract is awarded will be referred to as the "Contractor."

### 1.2 Electronic Bid Submittal Due Date

All responses to this Request for Proposal must be submitted electronically, as two separate attachments. One attachment shall consist of the Technical Proposal, and the second attachment shall consist of the Price Proposal. Both attachments shall be sent together, in a single email. **Failure to submit Technical Proposal and Pricing Proposal as separate attachments, will result in bidding firm's disqualification.** See Section 6 Proposal Submission for complete submission instructions.

Electronic proposal and addendum or addenda, if applicable, shall be sent to the following email address by the submittal deadline date and time: vendor.proposals@montgomerycollege.edu. All responses to this Request for Proposal are due by **3:00 p.m., November 18, 2026** Eastern Standard Time (EST). **No responses will be accepted after this date and time.** In the event that the College is closed on the RFP closing date, due to an unforeseen circumstance, the RFP will close at the stated time on the next open business day, unless the Offeror is notified otherwise.

In addition, responses submitted by facsimile (fax) transmission or sent to any email address other than vendor.proposals@montgomerycollege.edu**,** will be deemed non-responsive and not considered for contract award. It is the Offeror's responsibility to ensure that its proposal response is successfully delivered to the designated email address by the submission deadline.

### 1.3 Contact Information

Request for information or technical questions related to this solicitation should be directed to **Cherree Adams, Procurement & Contracts Manager,** via e-mail to cherree.adams@montgomerycollege.edu. The Bidder may not initiate contact with any other College representative about this bid. All inquiries and questions must be submitted in writing via email and received by **4:00 pm, November 10, 2026.** All questions received by the noted deadline will be answered and sent to all proposing firms via issuance of an addendum. No questions will be accepted after this date.

### 1.4 Addenda

The College will issue an addendum or addenda to all prospective Offeror's known to have received the document, if it becomes necessary to issue any. Only answers provided via an addendum issued by the Procurement Office will be binding. However, Offeror's bear sole responsibility for downloading all addenda, if any, for this RFP from the College Procurement website at http://www.montgomerycollege.edu/procure/ and it is the responsibility of the Offeror to check this site for any addenda before submitting a proposal.

## SECTION 1 – PROPOSAL AND CONTRACT INFORMATION -continued

Acknowledgement of the receipt of all addenda must accompany the Offeror's proposal, and all addenda shall become part of the RFP documents. Failure to acknowledge receipt does not relieve the Offeror from complying with all terms of any such addenda.

### 1.5 Proposal Validity

Offeror's must hold their proposal prices for 120 days after the award date. In the event that the awarded Contractor is unable to perform the contract, the College reserves the right to re-solicit the contract or to award the contract to the next highest evaluated Offeror.

### 1.6 General Conditions and Instructions

Offerors shall refer to, understand, and agree to Attachment F, General Conditions and Instructions, of this proposal. The College reserves the right to reject as non-responsive any offer that objects to any of the terms, conditions, or specifications of this RFP.

### 1.7 Submitted Pricing

All pricing is FOB Destination. Pricing must be submitted on the Price Proposal page (Section 7). The prices offered on the Price Proposal must include all charges, costs, and fees incurred in the delivery of this procurement. No allowance will be made at a later date for additional charges due to the Offeror's omission. Payment discounts, if offered, will be taken when appropriate, but will not be considered in the evaluation for award. The College reserves the right to request additional related services in support of its operations, and fees for those services shall be negotiated accordingly. The College is exempt from State of Maryland sales use tax and federal excise tax, and the College will not pay or reimburse those taxes.

### 1.8 References

The Offeror must provide three (3) references, with whom Offeror has provided similar services within the past three years. All references must include organization name, contact name, mailing and email address, telephone number, and service dates. Cited references must be able to confirm, without reservation, the Offeror's ability to provide services in accordance with the requirements contained in this solicitation. The College reserves the right to reject a proposal based on an unsatisfactory reference; use itself as a reference, if applicable; request additional references; contact any non-reference clients that have utilized Offeror's services; or require a site visit to one or more of the Offeror's reference locations.

### 1.9 Contractors Responsibility for Employees/Subcontractors

The College seeks proposals from Contractors performing all requested services and will enter into an agreement only with the selected Offeror. No portion of the work shall be subcontracted without the prior written consent of the College throughout the terms of the contract, including renewals and extensions. In the event the Contractor desires to subcontract part of the services specified herein, the Contractor shall furnish the company or individual name(s), contact name, mailing and e-mail addresses, qualifications, and experience of the proposed subcontractor(s), as well as a description of the services to be performed by the subcontractor. The primary Contractor shall remain fully liable for the work performed by the subcontractor(s) and shall assure compliance with all requirements of the contract if approved by the College. The College reserves the right to reject any proposed subcontractor in its own best interest.

## SECTION 1 – PROPOSAL AND CONTRACT INFORMATION -continued

The contractor shall be responsible for the acts and omissions of all the firm's employees and all Subcontractor employees, their agents and all other persons performing any of the work under a contract with the contractor. The contractor shall at all times enforce strict discipline and good order among the contractor's employees and shall not employ on the work site any unfit person or anyone not skilled in the task assigned.

### 1.10 Proposal Evaluation

Proposals submitted in response to this solicitation will include evaluation as follows:

1.10.1 Offeror is **responsible** – Offeror demonstrates ability to provide products and/or services that can meet or exceed requirements. The following criteria will be used to determine responsibleness:

1.10.1.1 Offeror has the equipment, ability, and experience to perform the work as stated in the specifications listed in this RFP.

1.10.1.2 Offeror is financially stable.

1.10.2 Offeror is **responsive** – Offeror follows RFP submission instructions and provides all requested materials. The following criteria will be used to determine responsiveness:

1.10.2.1 Offeror has favorable references that can confirm its ability to provide the products and/or services as stated in the specifications listed in this RFP.

1.10.2.2 Offeror has provided all documentation and samples requested in the Scope of Work/Specifications.

### 1.11 Proposal Rejection

The College reserves the right to reject any or all offers received as a result of this Request for Proposal. Offers may be rejected for any of the following reasons:

1.11.1 Failure to meet the mandatory specifications and requirements.
1.11.2 Failure to respond in a timely manner to a request for additional information, data, etc.
1.11.3 Failure to supply appropriate and favorable client references.
1.11.4 Submittal of an incomplete Price Proposal page.
1.11.5 Failure to sign the proposal.
1.11.6 Failure to return any addenda acknowledgements
1.11.7 Submittal of conditional, alternate or multiple proposals.
1.11.8 Failure to demonstrate that it is qualified to carry out the obligations of the contract and to implement and support the work specified herein.
1.11.9 Failure to provide samples and/or demonstration materials that are representative of the quality level sought by the College.

### 1.12 Required Submittal List

Technical Proposal, including all attachments and

- References (Attachment A)
- Conflict of Interest Statement (Attachment B)
- Non-Debarment Acknowledgement (Attachment C)
- Contractor Information Form (Attachment D)
- Subcontractor List, if applicable
- Acknowledgement of Receipt of Addenda, if applicable

## SECTION 1 – PROPOSAL AND CONTRACT INFORMATION -continued

- Price Proposal (Section 7)

**1.12.1** For any portion of your proposal that you reasonably believe is confidential commercial or financial information as defined in the MPIA described in Section 1 of this RFP, **provide a duplicate copy of your technical and price proposal with proposed redaction of such information**. Failure to provide a duplicate redacted copy constitutes your acknowledgement that all information in your technical and price proposal is not confidential commercial or financial information.

**1.13 Failure to Submit**

Failure to provide any of the items noted in Section 1.12 may deem a proposal non-responsive.

**1.14 Estimated Contract Quantities**

If applicable, the College's estimated service requirements should not be construed as a guarantee of the actual volume to be purchased.

**1.15 Contract Award**

An award will be made in the best interest of the College to the highest evaluated and most responsible, responsive Offeror that can meet or exceed the terms, conditions, and specifications of this solicitation. Evaluation of Offeror's will be based on Offeror qualifications, competitive pricing, and references. The evaluation for award will be made on the basis of payment to the Contractor in Net 30 Days from the date an acceptable invoice is received by Montgomery College. The College may cancel this Request for Proposal or reject any or all proposals in whole or in part.

**1.16 Contract Documents**

**The Request for Proposal in its entirety, the Offeror's proposal, and the College purchase order will form the contract**. Offeror's requiring their signed contract or terms and conditions separate and apart from the foregoing must submit such a contract, terms, and conditions with their response. The contract will be examined and evaluated along with the Offeror's proposal. The College reserves the right to reject the Offeror's contract form and terms and conditions.

**1.17 Contract Term**

The initial term of this contract will be for one (1) year from date of award. Beyond the initial term, at the sole option of the College, the contract may be renewed for four additional one-year terms, subject to funding availability and need, and provided that the Contractor has been in compliance with the terms and conditions of the contract and its service has been satisfactory. The College reserves the right to amend its requirements during the life of the contract to meet the needs of the College.

**1.18 Notification of Change in Personnel Assigned to Contract**

Awarded contractor must notify Montgomery College of any changes in personnel assigned to contract, that may impact level of services provided by contractor. Notification must be provided throughout life of contract, and within (7) seven business days of a change in personnel assigned to contract. Failure to notify Montgomery College may result in termination of contract.

## SECTION 1 – PROPOSAL AND CONTRACT INFORMATION -continued

**1.19 Notification of Change in Financial Condition**

Awarded contractor must notify Montgomery College of any change in company's financial condition that could negatively impact the level of services or products provided by contractor. Notification must be provided throughout life of contract, and within (7) seven business days of change in company's financial condition. Failure to notify Montgomery College may result in termination of contract.

**1.20 Contract Pricing**

Contract prices shall remain fixed for first year of contract. Requests for price increases after first year of contract must be submitted in writing within 60 days of expiration of year one contract term.

The same will apply for all successive contract renewal periods, should the College elect to exercise them. Any approved increase will take effect at the start of a contract renewal term. All contract price increase requests, along with supporting documentation must be sent to the Director of Procurement. The College reserves the right to request additional supporting documentation. Any price adjustments cannot exceed the Consumer Price Index (CPI) for the Washington, DC-Baltimore Metropolitan Area as published by the U.S. Department of Labor, Bureau of Labor Statistics, Consumer Price Index, All Urban Consumers (PCI-U), not seasonally adjusted; most current year final index (no preliminary).

**1.21 Contract Modification and Amendment**

The College retains the unilateral right to require changes in the Scope of Work as long as the changes are within the general scope of work to be performed hereunder. The College, without invalidating the contract documents, may submit a written request to order extra work or to make changes to the agreement by altering, adding to, or deducting from the work, and the contract sum shall reflect such changes. Price adjustments must be accepted, in writing, by Montgomery College before the Contractor performs additional work on the project.

The Contractor cannot accept purchase orders/requests for services or products that are not covered in this contract or make changes to the scope of work unless a price for those services or products has been negotiated with the Procurement Office, and the Contractor has received a signed contract amendment from the Procurement Office.

**1.22 INSURANCE REQUIREMENTS** (if applicable)

Contractor shall secure, pay the premiums for, and keep in force until the expirations of this Agreement, and any renewal thereof, adequate insurance as provided below, such insurance to specifically include liability assumed by Contractor under this Agreement.

a) **Commercial General Liability** Insurance including all extensions:

| | |
|---|---|
| Each Occurrence | $2,000,000 |
| Personal Injury | $2,000,000 |
| General Aggregated | $2,000,000 |

b) **Workmen's Compensation** Insurance and Unemployment Insurance as required by the laws of the State Maryland.

c) **Property Damage Liability** Insurance with a limit of not less than $2,000,000 each accident.

## SECTION 1 – PROPOSAL AND CONTRACT INFORMATION -continued

If automotive equipment is used in the operation, automobile bodily injury liability insurance with limits of not less than $1,000,000 for each person and $2,000,000 for each accident, and property damage liability insurance, with a limit of not less than $2,000,000 for each accident. A combined single limit policy is acceptable.

All policies for liability protection, bodily injury or property damage must specifically name on its face, Montgomery College, the Board of Trustees, and their employees as "Additional Insured" as respects to operations under the agreement and provided, however, with respect to Contractor's liability for bodily injury or property damage, such insurance shall cover and not exclude Contractor's liability for injury to the property of the College, persons or property of employees, students, faculty members, agents, officers, trustees, invitees or guests of the College.

**1.23 Certificate of Liability Insurance**

The Contractor shall furnish the College a Certificate of Liability Insurance as evidence of the required coverage within seven (7) days of award of the contract. Such insurance shall name the College as an Additional Insured. Policy and Certificates of Insurance shall reference Montgomery College **Contract No. e527-003**. Current certificates must be provided to the College throughout the contract term.

**1.24 Termination of Insurance**

In the event that the Contractor's insurance is terminated, the Contractor shall immediately obtain other coverage. Lack of insurance shall be grounds for immediate termination of the contract.

**1.25 Contract Assignment**

The Contractor may not assign, transfer, convey, sublet or otherwise dispose of the contract or its rights, title or interest therein or its power to execute such agreement to any other person, company or corporation without the previous consent and approval, in writing, by the College, and consent to such assignment shall not be unreasonably withheld or delayed. Unless otherwise agreed to in writing by the College, the assignee shall bear all costs incurred by the College, directly or indirectly, in connection with or as a result of such an assignment.

**1.26 Contract Deadlines and Failure to Deliver**

The Contractor is contractually obligated to meet all agreed upon deadlines. Failure of the Contractor to meet any deadline is grounds for termination by default. Additionally, if the Contractor fails to comply with established delivery requirements, the College reserves the right to make an open market purchase of required services and items and to assess, as liquidated damages, the difference between the contract price and the actual cost incurred by the College and to invoice charges to the Contractor.

**1.27 Billing**

Summary billing for a lump sum amount is not an acceptable format on invoices billed to the College and any invoice presented for payment that lacks itemized billing may be returned. Minimally, invoices must include the College purchase order number. All true and correct invoices must be mailed to Montgomery College, Office of Business Services, Accounts Payable, at 9221 Corporate Blvd, Rockville, Maryland 20850 or e-mailed to accountspayable@montgomerycollege.edu.

## SECTION 1 – PROPOSAL AND CONTRACT INFORMATION -continued

### 1.28 Public Record and Proprietary Information

As a public entity, the College is subject to the disclosure requirements in the Maryland Public Information Act ("MPIA"), Title 4 of the General Provisions Article of the Annotated Code of Maryland. Information that is deemed to be confidential commercial or financial information, as defined by the MPIA, may be exempted from disclosure.

Offeror's must clearly identify each part of the Offer that it believes contains confidential commercial or financial information by stamping the top right-hand corner of each pertinent page with large red bold letters stating the words "confidential" or "proprietary". It is not sufficient to preface your proposal with a proprietary statement, or to use a page header or footer that arbitrarily marks some or all pages as confidential. General claims of confidentiality or similar blanket designations shall not be effective. Each Offeror must submit a proprietary and confidential redacted copy of its proposal to be used in responding to MPIA requests.

Offeror agrees that upon request from the College, it will provide justification as to why any material, in whole or in part, should be considered confidential, proprietary information or trade secrets and provide any justification of why such materials should not be disclosed pursuant to a request under the MPIA. The College, by law must apply the MPIA requirements for public information disclosure deemed proprietary and/or confidential; therefore, even the information marked as such by the Offeror may still require public disclosure. **Offeror agrees that any portion of the proposal that is not stamped as proprietary or confidential is not proprietary or confidential and may be disclosed upon request under the MPIA.**

### 1.29 Confidentiality

The Contractor agrees to maintain in strict confidence Montgomery College's confidential information as listed herein. The Contractor may use the College's confidential information solely to perform the services required, as listed herein and may not disclose such information to any person or entity without the expressed written consent of Montgomery College.

The information contained in proposals submitted for the College's consideration will be held in confidence until all evaluations are concluded and an award has been made. Pricing and other information that is an integral part of the offer cannot be considered confidential after an award has been made. Offeror's must clearly mark any information considered proprietary and confidential. The College will honor requests for confidentiality for information of a proprietary nature. Pricing may not be deemed confidential.

### 1.30 Family Educational Rights and Privacy Act

The Family Educational Rights and Privacy Act (**FERPA**) (20 U.S.C. § 1232g; 34 CFR Part 99) is a Federal law that protects the privacy of student education records. The law applies to all schools that receive funds under an applicable program of the U.S. Department of Education. The successful Contractor will be responsible for the protection of student information as it relates to this law. In the event the Contractor is unable to continue operation of the services required, for whatever reason, the College requires that the Contractor provide on appropriate media all data and information proprietary to Montgomery College. This information must not be made available to any third parties without the expressed written consent of Montgomery College.

## SECTION 1 – PROPOSAL AND CONTRACT INFORMATION -continued

**1.31 Transaction Data Ownership, Export, and Transition Assistance**

The College shall retain ownership of all College-related customer, patron, and transaction data collected, generated, processed, or maintained by the Contractor in connection with the services provided under this contract. Upon request and upon contract expiration or termination, the Contractor shall provide the College with a complete export of its data in a commonly used, nonproprietary, machine-readable format, including associated records, transaction histories, reporting data, and relevant metadata, as applicable.

The Contractor shall provide reasonable transition assistance to support the College's migration to another system or service provider, including data extraction, transfer, and documentation. The Contractor shall not withhold College data due to contract expiration, termination, or a payment dispute. Upon completion of the transition, the Contractor shall securely delete remaining College data in accordance with the College's instructions and applicable data-retention requirements and provide written confirmation of deletion, except where retention is legally required.

**1.32 Contractors Responsibility for Employees/Subcontractors**

The contractor shall be responsible for the acts and omissions of all the firm's employees and all Subcontractor employees, their agents and all other persons performing any of the work under a contract with the contractor. The contractor shall at all times enforce strict discipline and good order among the contractor's employees and shall not employ on the work site any unfit person or anyone not skilled in the task assigned.

**1.33 Tobacco and E-Cigarette Policy**

Montgomery College is a tobacco-free institution. The use of tobacco and e-cigarette products is prohibited in all indoor and outdoor College-owned property and facilities, including all buildings and building entrances; walkways; recreational and athletic areas; parking lots; bus stops/shelters; College owned or leased vehicles; and facilities leased and controlled by the College as well as at meetings or conferences sponsored by the College, regardless of the location. This use prohibition extends to the Contractor's employees, agents, subcontractors, and Contractors.

**1.34 State of Maryland Proof of Registration**

Proof of State of Maryland business registration and standing will be verified with the Maryland State Department of Assessments and Taxation. For further information, please visit: https://businessexpress.maryland.gov/manage/maintain-good-standing-status.

**1.35 Debarment**

If, Federal or State of Maryland grant funds are being used to purchase good or service under this solicitation, bidding companies and/or persons must not be currently debarred, suspended, proposed for debarment, declared ineligible or voluntarily excluded from doing business with Maryland Government.

## SECTION 2 – BACKGROUND AND SCOPE OF SERVICES

### 2.1 Background

Montgomery College is Maryland's second oldest community college. The College roughly serves more than 47,000 credit and noncredit students, at nonresidential campuses located in Germantown, Rockville, and Takoma Park/Silver Spring, East County Education Center and at off-campus sites throughout Montgomery County. To support students' academic and professional goals, the College employs more than 3,365 faculty, administrators, and staff.

Montgomery College (MC) hosts a broad range of events throughout the academic year across a minimum of seven venues that offer ticket sales. The College processes an average of more than 20,000 paid tickets annually, in addition to approximately 30,000 complimentary tickets. Events span Athletics, Student Life, Alumni Relations, Special Events, the Cultural Arts Center, the Performing Arts Center, Summer Dinner Theatre, and community programs. These events serve students, faculty, staff, families, alumni, and the broader Montgomery County community.

### 2.2 Purpose

Montgomery College ("College" or "MC") is seeking proposals from qualified vendors to provide a comprehensive, cloud-based-hosted ticketing and patron-management solution capable of supporting multiple venues, departments, programs, and event types across the College. The selected vendor will be responsible for providing a reliable and user-friendly ticketing platform and related services for the sale and processing of tickets, in accordance with the requirements and Scope of Work set forth in this Request for Proposal (RFP). While the College is looking for a single ticketing system, The College must have separate accounts for each specific department.

Potential Offerors should carefully read this document and all attachments in their entirety, as they may contain binding provisions that affect the rights and obligations of Offeror organizations. Offerors must comply with the instructions contained in this document.

### 2.3 Current Operational Profile

Montgomery College currently utilizes the **Tix** ticketing system with the **TouchNet** payment gateway and seeks to procure a centralized, cloud-based ticketing and patron-management solution to support multiple venues, departments, programs, and event types across the College.

The solution shall support a broad range of College activities, including performing arts productions, academic programming, athletic events, commencement ceremonies, alumni activities, student events, community programs, and other College-sponsored activities. The system shall provide integrated event management, online ticket sales and registration, payment processing, reserved seating where applicable, configurable pricing, electronic ticket delivery, access validation, patron and attendee management, reporting, and website integration.

## SECTION 2 – BACKGROUND AND SCOPE OF SERVICES -continued

### 2.4 Historical Annual Ticket Activity

| Category | Estimated Volume |
|---|---|
| College Venues/Ticketing Locations | 8 |
| Ticketed Events Annually | 50 |
| Paid Tickets Annually | 15,000 |
| Complimentary/Free Tickets Annually | 3,500 |
| Gross Annual Ticket Sales | $350,000.00 |
| Administrative/System Users | 8 |
| Temporary/Student Users | 30 |

**Additional activity information:**

I. **Athletics**
- Approximately 15 games annually
- Approximately 100 paid tickets per game
- Approximately 50 free student admissions per game

*Athletics shall operate as a distinct account/business unit within the ticketing system while utilizing the College's centralized ticketing infrastructure.

II. **Commencement**
- Approximately 5,000 complimentary graduate guest tickets
- Approximately 100 complimentary VIP tickets

*The platform must accommodate large-volume complimentary ticket distribution without requiring physical ticket distribution.
  - Tickets must be scannable from mobile devices or printed copies.
  - The College does not intend to manually collect printed ticket records at entrances.

III. **Alumni**
- Approximately 4–6 events annually
- Approximately 400 total participants
- Mix of full-price, discounted, and complimentary tickets

*Event Ticket Types: Paid tickets, discounted tickets, complimentary tickets, physical tickets, and electronic tickets.

## SECTION 2 – BACKGROUND AND SCOPE OF SERVICES -continued

| Venue | Seating Capacity |
|---|---|
| Cultural Arts Center (CAC), Takoma Park/Silver Spring Theater 1 | 500 |
| Cultural Arts Center, Takoma Park/Silver Spring Theater 2 | 100 |
| Robert E. Parilla Performing Arts Center (PAC) | 530 |
| Athletics | 100 |
| Alumni | 400 |

*The College's performing arts operations include multiple venues and programs with both reserved and general-admission configurations.

### 2.5 Scope of Services

The selected Contractor shall provide a fully functional, cloud-hosted ticketing solution, including implementation, configuration, hosting, maintenance, technical support, training, and ongoing system updates. **The College shall not be required to host the primary ticketing application on its local infrastructure.**

#### 2.5.1 General System Requirements

The proposed solution shall accommodate the diverse operational requirements of the College's departments and venues while providing a user-friendly experience for administrators, event organizers, patrons, students, employees, and members of the public. The system shall be scalable, secure, accessible, and configurable to support current and future College needs.

#### 2.5.2 Cloud Infrastructure, Security, and Availability

The Offeror shall describe the proposed system's infrastructure and demonstrate its ability to provide the following:

- Secure, highly available, robust hosted/cloud-based environment.
- Network/IT based communication redundancy features.
- Secure data transmission using SSL/TLS encryption.
- Policies, procedures, and security practices designed to protect customer and transaction data and prevent fraud, unauthorized access, cyberattacks, and other malicious activities.
- Data backup, redundancy, and recovery practices to protect College data and support business continuity.
- System availability and disaster recovery capabilities, including applicable uptime commitments and recovery objectives.
- Infrastructure scalability to accommodate fluctuations in ticket sales, patron traffic, and event volume.

#### 2.5.3 Multiple Accounts and Business Units

The proposed ticketing solution shall support multiple distinct accounts, programs, venues, and business units within a single College-wide environment.

## SECTION 2 – BACKGROUND AND SCOPE OF SERVICES -continued

The system shall accommodate, at a minimum, the following College departments, programs, and venues:

- Parilla Performing Arts Center
- Cultural Arts Center
- Summer Dinner Theatre
- Athletics
- Commencement
- Alumni
- Other College programs, departments, and venues as designated by the College

The system shall provide the ability to maintain appropriate separation of operations, reporting, financial information, and user permissions for each account, program, venue, or business unit while allowing centralized administration, as appropriate.

The Offeror shall describe how the proposed solution supports multiple business units, including account configuration, role-based access controls, financial reporting, and consolidated College-wide reporting.

### 2.6 Contract Deliverables and Acceptance Requirements

This section should specify the tangible deliverables and milestones the selected Contractor must provide, such as:

- Project implementation and configuration plan.
- Configured and operational ticketing system.
- Data migration and transition plan, if applicable.
- User training and documentation.
- System testing and acceptance procedures.
- System administration and reporting documentation.

### 2.7 Implementation and Project Management

The Offeror shall demonstrate experience successfully managing ticketing system implementations, including developing implementation schedules, coordinating with multiple departments and stakeholders, training end users, and transitioning clients from existing ticketing systems or service providers.

To include but not limited to the following:

a. A sample implementation work plan identifying the tasks, activities, milestones, responsible parties, and estimated time frames necessary to complete the Scope of Services.
b. A proposed implementation schedule outlining the anticipated timeline from contract award through system configuration, testing, training, and go-live.
c. A description of the proposed project management approach, including communication, coordination, and progress reporting procedures.

## SECTION 2 – BACKGROUND AND SCOPE OF SERVICES -continued

d. A description of the approach to transitioning from the College's existing ticketing system, including data migration, continuity of operations, and measures to minimize service disruptions, as applicable.
e. Identification of the key personnel responsible for implementation and a description of their roles and responsibilities.

### 2.8 Project Management Team and Qualifications

The Offeror shall designate a Project Manager who will be responsible for overseeing and coordinating all activities associated with the implementation of the proposed ticketing solution. The information should describe the nature of the work and the role of these individuals and/or companies as they relate to this project. Include the qualifications of any outside consultants and associates that may be employed to assist on this project.

The Offeror shall include the following information in its proposal:

a. An organizational chart identifying the designated Project Manager and all personnel assigned to the project, including their respective roles and reporting relationships.
b. Resumes for the Project Manager and key project team members detailing their educational backgrounds, relevant qualifications, professional experience, and experience with projects of similar scope and complexity.
c. A description of the nature of the work to be performed by each team member and their respective roles and responsibilities in delivering the services required under this RFP.
d. Identification of all subcontractors, subconsultants, outside consultants, and other associates proposed to assist with the project, including their organizational affiliations, qualifications, relevant experience, and anticipated responsibilities.
e. A description of how the Project Manager and project team will coordinate activities, communicate with the College, and oversee project milestones and deliverables.

## SECTION 3 – VENDOR QUALIFICATIONS/ SPECIFICATIONS & TECHNICAL REQUIREMENTS

### 3.1 Minimum Qualifications

The Contractor must have the necessary personnel, experience, certification, knowledge, skills, abilities, licenses, facilities, equipment, supplies, insurance, and technology in place to fulfill the requirements of the resulting contract and to provide the requested services on a timely basis and in compliance with all municipal, county, state, and federal codes, ordinances, regulations, and laws and industry best practices and standards.

### 3.2 Qualifications and Relevant Experience Requirements

I. The Offeror must have a minimum of five (5) years of experience providing, implementing, and supporting cloud-based ticketing systems for colleges, universities, performing arts venues, or other organizations with comparable size, complexity, and operational needs. Preference will be given to contractors with experience serving higher education institutions and supporting multiple venues, departments, and event types.

II. Technical Expertise: Evidence of the Contractor's ability to provide, implement, configure, maintain, and support the proposed solution or services, similar to organizations of comparable size, complexity, and operational needs, preferably including higher education institutions, public agencies, or other multi-department organizations.

III. Financial and Operational Capacity: Evidence that the Contractor has the organizational resources, staffing, and operational capacity to meet the College's requirements throughout the contract term.

IV. The Offeror must provide three (3) client references from the past three (3) years demonstrating experience providing ticketing systems and related services of similar scope and complexity.

### 3.3 Specifications

I. The Offeror shall provide a narrative describing its experience with online ticket sales, reserved seating, multiple pricing tiers, mobile and electronic ticketing, barcode scanning, payment gateway integration, customer and transaction management, reporting, and ongoing technical support.

II. Offerors shall provide a detailed narrative describing the technical capabilities and functionality of the proposed ticketing system. The response shall explain how the proposed solution meets the College's requirements, including ticket sales and distribution, event management, reserved seating, payment processing, patron management, reporting, system integrations, accessibility, and security. Offerors should identify any limitations, additional costs, or third-party products required to deliver the proposed functionality.

III. The Offeror shall identify any functionality that requires third-party software, additional hardware, separate licensing, transaction fees, or other costs beyond the base subscription or service fee. Offerors shall also identify any proposed features that are not currently available or require customization.

## SECTION 3 – QUALIFICATIONS/ SPECIFICATIONS & TECHNICAL REQUIREMENTS -continued

### 3.4 Mandatory Requirement

The proposed ticketing solution must be **cloud-based and hosted** by the Vendor or a qualified third-party hosting provider.

### 3.5 Platform Technical Requirements

#### 3.5.1 Role-Based Access Control

- The system must provide robust Role-Based Access Control (RBAC).
- College administrators must be able to determine which venues, accounts, events, reports, financial information, patron information, and system functions individual users may access.
- The solution must accommodate administrators, regular staff, temporary employees, and student employees with differing levels of authority.

#### 3.5.2 Mobile and Electronic Ticketing

Provide electronic online ticket sales through a secure, customer-facing ticketing platform.

Required Capabilities:

- Support multiple ticket types, including general admission, reserved seating, complimentary tickets, and other event-specific ticket categories.
- Provide configurable pricing structures, including tiered pricing, discounts, promotional codes, and other authorized pricing options.
- Support mobile ticketing, electronic ticket delivery, and barcode or QR-code ticket validation.
- Provide an accessible and user-friendly purchasing experience across desktop computers, tablets, and mobile devices.
- Support print-at-home tickets, scanning of printed tickets, scanning of electronic/mobile tickets, and multiple simultaneous scanning locations.
- Scanning must not require patrons to use a specific mobile device or proprietary application.

#### 3.5.3 Event Management and Admission

- Enable authorized College personnel to create, configure, publish, modify, and manage events.
- Support event-specific settings, including dates, times, venues, seating arrangements, ticket quantities, pricing, sales periods, and admission policies.
- Provide reserved seating and interactive seating maps where applicable.
- Support recurring events, multiple performances, and events with different pricing or admission requirements.
- Provide administrative controls for event cancellation, rescheduling, refunds, exchanges, and other authorized ticket adjustments.
- Allow designated personnel to manage events and ticketing activities based on assigned permissions.

- Support reserved seating, general admission, events combining reserved and general-admission areas, and multiple seating configurations for the same venue.

### 3.5.4 Seating Map Administration

Montgomery College should be able to create and modify its own seating plans without requiring routine intervention from the vendor. The system should support:

- Adding/removing seats
- Holds
- Accessible seating
- Pricing zones
- Seat kills
- Alternate configurations
- Conversion between reserved and general admission

### 3.5.5 Complimentary Tickets and Student Eligibility

The College distributes a significant number of complimentary tickets. The system should allow complimentary tickets to be created, distributed, tracked, reported, and scanned in the same manner as paid tickets.
**Low or no per-ticket fees for complimentary tickets are a high priority.**

### 3.5.6 Student Ticketing and Eligibility

A particularly high priority is the ability to provide complimentary tickets, discounts, or other benefits to **Montgomery College students**. The vendor should describe the system's ability to establish eligibility based upon:

- Montgomery College ID
- College-defined promotional codes
- Imported eligibility lists
- Other College-defined identifiers

The College is particularly interested in solutions that can limit benefits to eligible individuals and establish limits such as one complimentary ticket per eligible student.

### 3.5.7 Ticket Scanning and Admission Control

The College must be able to deploy ticket scanners quickly at multiple venues and temporary event locations. The College strongly prefers standard mobile devices running a vendor-supported application rather than proprietary scanning hardware.

- Provide electronic ticket scanning and validation capabilities at event entrances.
- Support barcode or QR-code scanning through compatible mobile devices or dedicated scanning equipment.
- Identify valid, duplicate, invalid, canceled, or previously scanned tickets.

- Provide real-time or near-real-time admission tracking, as supported by the proposed solution.
- Support appropriate access controls to help prevent unauthorized admission and ticket duplication.
- Describe all device, connectivity, operating system, licensing, and hardware requirements.
- Describe options for providing new and/or leased equipment and identify any proprietary equipment integral to system functionality.

Equipment description should include, but not be limited to:

- Ticket printers
- Ticket-printing kiosks
- Point-of-sale terminals
- Scanning equipment, including handheld and stand-alone/kiosk equipment

### 3.5.8 Ticket Design and Printed Ticket Requirements

The College should be able to customize ticket appearance and information for electronic, print-at-home, and physical tickets. The vendor must describe available physical ticket-printing options.
Montgomery College currently owns **BOCA Lemur** printers.
The response should address:

a. Compatibility with existing BOCA Lemur printers
b. Supported ticket stock
c. Ticket customization
d. Printer drivers/software
e. Alternative supported printers
f. Proprietary hardware requirements
g. Hardware purchase and maintenance costs

### 3.5.9 Patron Communications, CRM, and Self-Service

- Maintain customer transaction histories and relevant ticketing records.
- Support customer communications related to ticket purchases, event confirmations, reminders, cancellations, and schedule changes.
- Provide tools for managing customer inquiries, purchase records, and authorized customer account activities.
- Provide automated email and/or SMS communications about performance reminders, schedule changes, cancellations, venue changes, parking information, arrival instructions, and other operational information.
- Support integration with the College's website and other applicable digital communication channels.
-

Preferred Capabilities:

Allow patrons to:

- Create accounts and log into existing accounts
- Update contact information
- Manage communication preferences
- View purchase history
- Access previously purchased tickets

### 3.5.10 Patron Data Migration

The College currently uses **Audience-View**. The vendor should provide migration services for existing data and describe its ability to migrate:

- Patron records and contact information
- Purchase history and event history
- Donation history, where applicable
- Communication preferences and suppression records
- Other relevant historical data

The offeror must identify supported file formats, migration limitations, data-validation procedures, duplicate-management processes, and associated costs.

### 3.5.11 Payment Gateway Integration and Payment Processing

- Montgomery College's payment gateway provider is TouchNet. All vendors must be **TouchNet** Ready Partners.
- All vendor implementations must include integration with TouchNet, including the ability to feed transactions through TouchNet to the College's General Ledger.
- All tools involved in implementation/integration must be PCI compliant, as noted within this document. Point-of-sale devices and related tools must be compatible with existing systems.
- In addition to being TouchNet Ready Partners, vendors must be compatible with the API built between TouchNet and the ticketing software, and with merchant processing.
- The vendor must describe its TouchNet integration, including required hardware, software, licensing, transaction workflow, and any third-party dependencies.
- The offeror must describe the system's ability to accept an unlimited number of standard and College-defined payment types.
- Describe acceptance of credit cards, cash, checks, EFT, mobile wallets, payment applications, and gift cards.

## SECTION 3 – QUALIFICATIONS/ SPECIFICATIONS & TECHNICAL REQUIREMENTS -continued

### 3.5.12 Promotions, Waitlists, and Donations

The system should provide a waiting-list capability for sold-out performances and events. The system should support the following promotions and special offers:

- Promotional codes
- Percentage discounts
- Fixed discounts
- Complimentary offers
- Student pricing
- Group pricing
- Limited-use offers

The system should allow patrons to make donations during or independently of the ticket-purchasing process. *Donation transactions should be appropriately tracked and reportable*.

### 3.5.13 Content Management and Website Integration

- Allow authorized College staff to create and manage customer-facing event pages without requiring programming or vendor intervention.
- Integrate with or provide links to the College's designated event and ticketing webpages.
- Provide a consistent, professional, and accessible purchasing experience aligned with the College's digital presence.
- Support applicable web browsers and mobile devices.
- Identify available integration methods, technical requirements, and any limitations affecting the College's existing website or systems.

### 3.5.14 Point-of-Sale Transactions

The system must support on-site sales through dedicated devices, including:

- Ticket sales and complimentary tickets
- Discounts and promotional pricing
- Merchandise
- Miscellaneous/non-ticket sales
- Receipts
- Transaction reporting

Provide technical specifications and/or compatibility requirements for any College-supplied equipment integral to the system, including POS terminals, peripherals, credit card terminals, and receipt printers.

### 3.5.15 Integrated Email Marketing

Preferred Capabilities:

- Customizable College branding
- Email templates
- Drag-and-drop design
- No-code editing
- Audience segmentation
- Campaign analytics
- Patron targeting based upon purchasing behavior

### 3.5.16 Reporting and Data Management

Authorized College users should be able to create reports using available transaction and patron data without requiring vendor programming.

- Provide standard and customizable reports on ticket sales, attendance, revenue, complimentary tickets, refunds, discounts, seating, patron information, transactions, merchandise/misc. sales, and event performance.
- Allow authorized users to filter, export, and analyze data for administrative, operational, and financial reporting purposes.
- Provide transaction-level detail and reconciliation reports to support the College's financial review processes.
- Maintain historical event and transaction records in accordance with applicable College requirements.
- Identify available reporting and data-export capabilities, including any limitations or additional fees.
- Reports must be exportable into commonly used data formats to be saved.

### 3.5.17 System Administration, Security, and Administration

- Provide role-based access controls and user permission management.
- Protect College and customer data through appropriate administrative, technical, and physical safeguards.
- Describe data storage, backup, recovery, retention, and incident response practices.
- Identify applicable security standards, privacy protections, and accessibility conformance documentation.
- Disclose system availability commitments, planned maintenance procedures, disaster recovery capabilities, and service-level agreements.
- Support the College's review of information security, privacy, accessibility, and compliance requirements before implementation.

### 3.5.18 Implementation and Training

Because Montgomery College relies upon temporary, casual, and student employees who may change frequently, a robust self-service training environment is highly important.

- Provide implementation planning, system configuration, testing, and deployment support.
- Assist with the transfer or migration of existing event, customer, and transaction data, if required and technically feasible.
- Provide training for College administrators, event managers, ticketing personnel, and other designated users.
- Supply user guides, technical documentation, and other training materials.
- Provide ongoing technical support, troubleshooting, system maintenance, and software updates.
- Identify support availability, response and resolution targets, escalation procedures.
- Describe in detail Offeror's ability to provide onsite user training for the initial installation and any on-going training for new employees and/or future software releases. Onsite training may be combined with remote training sessions, video instruction, online learning modules are acceptable, and refresher training.
- Describe in detail system's training materials and documentation including training on system administration, queries, and reports.

### 3.5.19 Customer Service and Technical Support

Performances and events frequently occur during evenings and weekends. The College must have access to timely technical assistance when critical issues occur immediately before or during an event.

- Offeror shall assign a dedicated account manager who will be the primary relationship liaison for the College.
- Offeror to provide standard technical support as well as emergency service twenty-four (24) hours a day, seven (7) days a week.
- Describe in detail capability of system for online help.
- Describe escalation procedures, availability of live support, emergency procedures, and initial response times.

## SECTION 4 – IT DATA SECURITY, COMPLIANCE AND ACCESSABILITY REQUIREMENTS

### 4.1 Network and Hosting Requirements

The proposed technology solution will be hosted by the Vendor or by a qualified third-party Vendor. The Vendor or its subsidiaries or subcontractors shall not transmit data on or through the College network or any devices that are a part of that network or store data on any devices that are part of that network. The College requires that all of its data be stored in the continental U.S. To review Montgomery College Information Technology Standards, visit:
https://info.montgomerycollege.edu/offices/information-technology/it-security/it_standards.html
https://info.montgomerycollege.edu/_documents/offices/information-technology/standards/oit-standard-third-party-security-and-accessibility.pdf

### 4.2 Data Protection

All college vendors or potential vendors who provide technology resources or services in the form of software, hardware, electronic content, or support documentation and services as well as those vendors who host and/or process College data in support of service offerings must provide evidence of its security program and posture *prior to contract award*. This includes the satisfactory completion (as determined by Montgomery College IT Security personnel) an associated questionnaire(s) on security and privacy controls, and/or provide supporting documentation, e.g. SOC 2 report. The requirements of this Section 4 are material requirements of this solicitation, and the obligations stated in this Section 4 shall be incorporated into and made a part of any contract resulting from this RFP.

***Note:** The College reserves the right to disqualify any bidding firm that fails to provide a satisfactory questionnaire and/or current SOC 2 report, upon request.

In addition, specific controls are required to support the confidentiality, integrity, and availability of college data, including but not limited to:

- Solution must support federated single sign-on (SSO) using SAML 2.0 or MS Entra ID to allow College users to leverage Montgomery College credentials and enforce its authentication policies, including multi-factor authentication.
- Solution must provide role-based access control to ensure that only authorized individuals are granted access to the offered solution with permissions granted appropriate to their role.
- Solution must employ TLS 1.2 or greater for all College data in-transit including any website or application portal.
- Solution must encrypt College data stored and maintained using at least the industry standard encryption algorithm AES-128 or greater.

If a multi-year contract, a satisfactory updated security questionnaire and/or SOC 2 report is required and must be submitted within ninety (90) days prior to start of contract renewal period.

#### 4.2.1 Acknowledgement of Confidential Nature of Information, Access and Applicable Law

Vendor acknowledges that its performance of Services under the Agreement may involve access to Confidential Information of the College including, but not limited to, personally-identifiable information, student records, protected health information, or individual financial information (collectively, "Protected Information") that is subject to state, federal and/or international laws/rules restricting the use and

disclosure of such information, including, but not limited to; the federal *Gramm-Leach-Bliley Act* (15 U.S.C. §§ 6801(b) and 6805(b)(2)); and the federal *Family Educational Rights and Privacy Act* (20 U.S.C. § 1232g); the Maryland Protection of Personally Identifiable Information by Public Institutions of Higher Education Act (Md. Code Ann., State Gov't §§ 10-13A-01 through 10-13A-04); and the privacy and information security aspects of the *Health Insurance Portability and Accountability Act* and its implementing regulations (including without limitation 45 CFR Part 160 and Subparts A, C, and E of Part 164); and the Payment Card Industry Data Security Standards promulgated by the PCI Security Standards Council; and Regulation 2016/679 of the European Parliament and of the Council on the protection of natural persons with regard to the processing of Personal Data and on the free movement of such data (General Data Protection Regulation), as well as any national, state or territorial implementations of such laws (as may be amended, superseded or replaced) (collectively, "GDPR"). Vendor agrees to comply, and require subcontractors to comply, with all applicable federal, state and international laws and industry standards restricting the access, use and disclosure of Protected Information.

**4.2.2 Prohibition on Unauthorized Use or Disclosure of Protected Information**

Vendor agrees to hold the College's Protected Information, and any information derived from such information, in strictest confidence. Vendor shall not access, use or disclose Protected Information except as permitted or required by the Agreement or as otherwise authorized in writing by the College, or applicable laws. If required by a court of competent jurisdiction or an administrative body to disclose Protected Information, Vendor will notify College in writing within one business day upon receiving notice of such requirement and prior to any such disclosure, to give College an opportunity to oppose or otherwise respond to such disclosure (unless prohibited by law from doing so). If such opposition is unsuccessful, or if the College does not otherwise oppose or respond to the disclosure notice, Vendor shall provide to the College a copy of any Protected Information disclosed contemporaneously with its disclosure. Any transmission, transportation or storage of Protected Information outside the United States is prohibited except on prior written authorization by the College.

Notwithstanding any other provisions of this Agreement, this Section does not prohibit or limit Vendor from any use or disclosure of any information that may be the same as any Protected Information but which Vendor can demonstrate by documentary evidence was (i) properly obtained by Vendor without access to, reference to or use of any Protected Information, and (ii) at all times maintained separately from and not in any way combined, commingled, compared, benchmarked or in any way associated with any Protected Information.

**4.2.3 Safeguard Standard**

With respect to the College's Protected Information, Vendor shall implement and maintain reasonable security procedures and practices that are appropriate to the nature of the College's Protected Information, and that are reasonably designed to help protect the College's Protected Information from unauthorized access, use, modification, disclosure or destruction. If the Vendor discovers a breach of its security system, Vendor shall notify the College in accordance with the requirements of Md. Code Ann., State Gov't § 10-13A-04, or successor provision and shall comply in all respects reasonably pertinent to the Agreement with the Fair Information Practice Principles, as defined by the U.S. Federal Trade Commission. If collecting Protected Information electronically from individuals on behalf of the College, Vendor shall utilize a privacy statement or notice in conformance with such principles.

## SECTION 4 – IT DATA SECURITY, COMPLIANCE AND ACCESSABILITY REQUIREMENTS-continued

Vendor agrees to protect the privacy and security of Protected Information according to all applicable laws and regulations, by industry standard & commercially-acceptable standards, and no less rigorously than it protects its own confidential information. Vendor shall implement, maintain and use appropriate administrative, technical and physical security measures to preserve the confidentiality (authorized access), integrity and availability of the Protected Information.

While Vendor has responsibility for the Protected Information under the terms of this Agreement, Vendor shall ensure that such security measures are regularly reviewed and revised to address evolving threats and vulnerabilities.

1) All facilities used to store and process Protected Information will employ commercial best practices, including appropriate administrative, physical, and technical safeguards, to secure such data from unauthorized access, disclosure, alteration, and use. Such measures will be no less protective than those used to secure Vendor's own data of a similar type, and in no event less than reasonable in view of the type and nature of the data involved.
2) Vendor components must employ TLS 1.2 or greater for all College data in-transit including any website or application portal. All data at rest must be encrypted using at least the industry standard encryption algorithm AES-128 or greater.
3) Vendor warrants that the Vendor Products and/or services (including any products and/or services provided by affiliates or subcontractors) must support federated single sign-on (SSO) using SAML 2.0 or MS Entra ID to allow College users to leverage Montgomery College credentials and enforce its authentication policies, including multi-factor authentication.
4) Vendor will require its employees and those of its affiliates and subcontractors to use multi-factor authentication to connect to all partner and sub-contractor systems that handle College data (at rest or in transit).
5) Vendor will use industry standard and up-to-date security tools and technologies such as antivirus protections and intrusion detection methods in providing Services under this Agreement.
6) Vendor shall not store or process Protected Information outside of data centers located in the United States.
7) Vendor must provide role-based access control to ensure that only authorized individuals are granted access to the offered solution with permissions granted appropriate to their role.
8) Vendor must provide its latest SOC 2 Type 2 reports, penetration test reports, PCI Attestations of Compliance for Service Providers, and any other relevant updated security documentation when it becomes available, or at least 90 days prior to renewals, or upon request by Montgomery College.
9) Vendor acknowledges and agrees that the College has, prior to entering into the Agreement, conducted Vendor Security Risk Assessments. Vendor agrees that it shall complete and cause its affiliates and subcontractors to complete remediation if required.

**4.2.4 Return and Destruction of Protected Information**

Within 30 days of the termination, cancellation, expiration or other conclusion of the Agreement, Vendor shall return the Protected Information to College in an agreed upon format, and Vendor must destroy any copies of Protected Information remaining within its possession or control. This provision shall also apply to all Protected Information that is in the possession or control of affiliates or subcontractors of Vendor.

Such destruction shall be accomplished by "purging" or "physical destruction" in accordance with commercially reasonably standards for the type of data being destroyed (e.g., Guidelines for Media Sanitization, NIST SP 800-88). Vendor shall certify in writing to college that such return and destruction has been completed. Vendor's affiliates and subcontractors must also make such certification to college.

**4.2.5 Breaches of Protected Information**

For purposes of this section, the term "Breach," has the meaning given to it under the applicable state, federal or international law and/or regulation.

**I. Reporting of Breach**

Within one business day upon discovery of a confirmed Breach, Vendor shall report in writing to the College. In no event shall the report be made more than two (2) business days after Vendor knows a Breach has occurred. In the event of a suspected Breach, Vendor shall keep the College informed regularly of the progress of its investigation until the uncertainty is resolved.

Vendor's report shall identify:

1. The nature of the unauthorized access, use or disclosure,
2. The Protected Information accessed, used or disclosed,
3. The person(s) who accessed, used and disclosed and/or received Protected or Private Information (if known),
4. What Vendor has done or will do to mitigate any deleterious effect of the unauthorized access, use or disclosure, and
5. What corrective action Vendor has taken or will take to prevent future unauthorized access, use or disclosure.
6. Vendor shall provide such other information, including a written report, as reasonably requested by college.

**II. Coordination of Breach Response Activities**

1. Immediately preserve any potential forensic evidence relating to the Breach;
2. Promptly (within 2 business days) designate a contact person to whom the College will direct inquiries, and who will communicate Vendor responses to college inquiries;
3. As rapidly as circumstances permit, apply appropriate resources to remedy the breach condition, investigate, document, restore College service(s) as directed by the College, and undertake appropriate response activities;
4. Provide status reports to the College on Breach response activities, either on a daily basis or a frequency approved by the College;

5. Coordinate all media, law enforcement, or other Breach notifications with the College in advance of such notification(s), unless expressly prohibited by law;
6. Make all reasonable efforts to assist and cooperate with the College in its Breach response efforts; and
7. Ensure that knowledgeable Vendor staff are available on short notice, if needed, to participate in college-initiated meetings and/or conference calls regarding the Breach.

**III. PCI Compliance**

College is required to maintain a program to monitor a third-party service provider's PCI DSS compliance at least annually. Vendor is responsible as a "service provider" under Requirement 12.8 of the PCI DSS for the security of cardholder data that it possesses, or that passes through it relating to receiving, storing, processing, and transmitting of the cardholder data and must at all times comply with all applicable requirements of, and annually validate such compliance with, the PCI DSS. Vendor will annually provide the College with evidence of its current validation of compliance with PCI DSS requirements. Such evidence must be specific and sufficient to enable the College to confirm that all applicable PCI DSS requirements are met. Vendor shall immediately notify College if it learns that it is no longer PCI DSS compliant and will immediately provide the College with the steps being taken to remediate the non-compliance status. Vendor is responsible to ensure that its affiliates and/or subcontractors comply with this provision.

**IV. Cost Arising from Breach**

In the event of a Breach (including of payment card data) by the Vendor or its staff, affiliates, or subcontractors, Vendor agrees to promptly reimburse all costs to the College arising from such Breach, including but not limited to costs of notification of individuals, establishing and operating call center(s), credit monitoring and/or identity restoration services, time of College personnel responding to Breach, civil or criminal penalties levied against the College, attorney's fees, court costs, etc. Any Breach may be grounds for immediate termination of this Agreement by the College.

### 4.2.6 Examination of Records

College shall have access to and the right to examine any pertinent books, documents, papers, and records of Vendor involving transactions and work related to the Agreement until the expiration of three years after final payment hereunder. Vendor shall retain project records for a period of three years from the date of final payment**.**

### 4.2.7 Assistance in Litigation or Administrative Proceedings

Vendor shall make itself and any employees, subcontractors, or agents assisting Vendor in the performance of its obligations under the Agreement available to college at no cost to college to testify as witnesses in the event of an unauthorized disclosure caused by Vendor that results in litigation or administrative proceedings against college, its directors, officers, agents or employees based upon a claimed violation of laws relating to security, privacy or arising out of this agreement.

### 4.2.8 Cyber Security Insurance Requirement

Vendor shall maintain at all times during the term of this Agreement, at its own expense, **cyber liability and technology errors and omissions insurance** with limits not less than **$3,000,000** for liability and damages resulting from any misuse, misappropriation, unauthorized disclosure or other breach of private information and personally identifiable information, arising from Vendor's performance of services.

Such damages shall include notification costs and/or forensics costs, fines, penalties, and related damages and shall include a requirement that the Insurance Company shall notify the College in writing forty-five (45) days in advance of the effective date of any reduction in or cancellation of its policy. **A certificate of insurance shall be furnished to the College**. All required insurance coverages must be acquired from insurers allowed to do business in the State of Maryland and acceptable to the College. The insurers must have a policyholder's rating of "A- "or better, and a financial size of "Class VII" or better in the latest AM Best ratings.

### 4.2.9 Disaster Recovery

The Vendor shall maintain an industry standard disaster recovery program to reduce in potential effect of outages due to supporting data center outages. Any backup site used to store College Protected Information shall include the same information security and privacy controls as the primary data center(s).

### 4.2.10 Restrictions on Use of College Data

For purposes of this Section, "College Data" means all data and information, in any form, that is provided to, collected by, generated by, or otherwise made available to Vendor by or on behalf of the College, its students, its employees or its affiliates in connection with the products or services, together with any data derived from such data, including de-identified, anonymized, aggregated, statistical, usage, telemetry and metadata derivatives. College Data includes Protected Information but is not limited to it.

As between the parties, the College retains all right, title and interest in and to College Data. Vendor acquires no license or other right in College Data except the limited right to process it as necessary to provide the contracted products or services to the College during the term.

Vendor shall not, and shall not permit any affiliate, subcontractor or other third party to: (i) use College Data for any purpose other than providing the contracted products or services to the College; (ii) sell, rent, license, disclose or otherwise make College Data available to any third party, except as expressly authorized in writing by the College or as required by law; (iii) use College Data for advertising, marketing, profiling, benchmarking, product development or research; or (iv) de-identify, anonymize or aggregate College Data for the purpose of removing it from the restrictions of this Section. Data derived from College Data, including de-identified, anonymized and aggregated data, remains College Data and remains subject to this Section.

Vendor shall safeguard College Data in accordance with this Section 4 and shall return or destroy it in accordance with Section 4.2.4. The obligations of this Section apply during the term and after termination or expiration for so long as Vendor retains College Data.

## SECTION 4 – IT DATA SECURITY, COMPLIANCE AND ACCESSABILITY REQUIREMENTS-continued

### 4.3 Artificial Intelligence Use and Data Protection

If Vendor uses Artificial Intelligence ("AI") or Machine Learning ("ML") technologies in providing products or services under this Agreement, Vendor shall:

1. **Prohibit AI Training on Protected Information**
   Vendor shall not use College Protected Information, or any derivative thereof, for training, fine-tuning, or improving AI/ML models.

2. **Ensure Compliance with Data Protection Laws**
   Any AI/ML processing of Protected Information must comply with all applicable Data Protection Laws and College policies, including GDPR, FERPA, HIPAA, and Maryland statutes.

3. **Maintain Transparency and Explainability**
   Vendor shall disclose to the College any AI/ML components that process Protected Information and provide documentation describing how such components operate, including data flow diagrams and risk assessments.

4. **Implement Technical and Organizational Safeguards**
   Vendor shall ensure AI/ML systems incorporate privacy-by-design principles, including:
   - Data minimization and purpose limitation.
   - Encryption of data in transit and at rest.
   - Role-based access controls for AI outputs.

5. **Prevent Unauthorized Retention or Re-identification**
   Vendor shall implement measures to prevent AI systems from retaining Protected Information beyond the processing purpose or performing re-identification of anonymized data.

6. **Audit and Monitoring Rights**
   College reserves the right to audit AI/ML systems handling Protected Information to verify compliance with this Addendum and applicable laws.

### 4.4 Technology Accessibility

All information and communication technology (ICT) developed, purchased, upgraded or renewed by or for the use of the College shall comply with all applicable policies, Federal and State laws and regulations including, but not limited to Section 508 of the Rehabilitation Act (29 U.S.C. 794d) and all other regulations disseminated under Title II of The Americans with Disabilities Act, which are applicable to all benefits, services, programs, and activities provided by or on behalf of the College. Any vendor provided ICT shall also conform to the Web Content Accessibility Guidelines (WCAG) version 2.1 Level AA or higher. For purposes of this Section, a reference to a version or conformance level "or higher" means any later version of the WCAG, or any higher conformance level, subsequently adopted by the College. This requirement applies to all ICT comprising or supporting the offered solution, including ICT developed, hosted, licensed or otherwise supplied by an affiliate, subcontractor or other third party, and the Vendor is responsible for conformance of each such component.

## SECTION 4 – IT DATA SECURITY, COMPLIANCE AND ACCESSABILITY REQUIREMENTS-continued

Vendor shall achieve and maintain conformance for the full term of the contract, including any renewal term, and in no event later than the compliance date applicable to the College under the regulations implementing Title II of the Americans with Disabilities Act, 28 C.F.R. Part 35, Subpart H.

If offering electronic content, software, hardware, or support documentation and services in response to this solicitation, the Offeror must submit the following documentation to demonstrate the current level of conformance with the WCAG criteria:

- Accessibility Conformance Report (ACR)
  - If an ACR is not available, the bidder must complete the Voluntary Product Accessibility Template (VPAT) and submit with response. The WCAG VPAT template and additional guidance is available here: How to Create an Accessibility Conformance Report Using a Voluntary Product Accessibility Template (VPAT®) | Section508.gov
- The ACR or accompanying documentation must include the following:
  - A description of the processes and methods used to evaluate accessibility compliance
  - A description of how digital accessibility fits into your product development lifecycle, including a roadmap to compliance if the ACR identifies areas of partial or non-conformance.

The Accessibility Conformance Report must be current within twelve (12) months of the proposal due date, must identify the individual or firm that performed the evaluation, and must state whether the evaluation was performed by the Offeror or by an independent third party. A separate Accessibility Conformance Report is required for each component of the offered solution that is developed, hosted, licensed or otherwise supplied by an affiliate, subcontractor or other third party.

A review of the Accessibility Conformance Report or VPAT will be included in the proposal evaluation process, and ***failure to submit this documentation with the proposal may render the proposal non-responsive**.

**Prerequisite: Prior to contract award**, the highest ranked bidder may be required to submit additional material including:

- A product accessibility demonstration
- Access to a demo environment or for the College Accessibility team to validate the ACR or to determine the real-world impact of any deficiencies on the Montgomery College community.

Any roadmap submitted under this Section will, if the Offeror is awarded a contract, be incorporated into the contract as a deliverable with dated remediation milestones, and failure to meet a milestone will be grounds for the remedies available to the College under the contract, including termination. Access to any demonstration or evaluation environment shall be provided at no cost to the College and shall not be conditioned on the College's acceptance of any terms of use, license or other agreement.

## SECTION 4 – IT DATA SECURITY, COMPLIANCE AND ACCESSABILITY REQUIREMENTS-continued

***Note:** The College reserves the right to disqualify any bidding firm that fails to submit a completed ACR with its proposal, or fails to provide a product accessibility demonstration or other accessibility conformance documentation upon request.

If a **multi-year contract is awarded**, a satisfactory updated Accessibility Conformance Report or an Accessibility Roadmap documenting progress in remediating accessibility issues is required and must be submitted within ninety (90) days prior to the start of the contract renewal period.

## SECTION 5 – PROPOSAL EVALUATION AND AWARD

### 5.1 Proposal Evaluation

#### 5.1.1 Evaluation Process

All proposals submitted will first be examined for responsiveness and completeness by the College evaluation team. Those proposals which do not clearly respond to the proposal submission requirements may be rejected at the discretion of the College. Those proposals not rejected will be evaluated to determine which offer best meets the requirements in the RFP and is in the best interest of the College. Proposal information will be evaluated and scored by the College, and its decision will be final.

Technical Proposals will be opened first at the date and time advised in the RFP documents, and evaluated by a College Evaluation Committee. The Price Proposals remain sealed and are held by the Procurement Office. Evaluation of Technical Proposals will be based on the criteria provided in the RFP, the substantiated ability of an Offeror to perform the required services, and the Offeror's responsiveness to the RFP requirements.

#### 5.1.2 Evaluation Criteria

Technical Proposals will be initially evaluated and scored by the College Evaluation Committee based on the following criteria:

1) **Technical Capabilities:** **Maximum Point Value=30**
*0-30 points* based on Offeror's Offerers will be evaluated on the functionality, features, and technical capabilities of the proposed ticketing system, including its ability to meet Montgomery College's requirements for a centralized, cloud-based ticketing and patron-management solution.

2) **Project Understanding and Approach:** **Maximum Point Value=10**
*0-20 points* based on Offeror's clear understanding of the background and requirements of the Scope of Work (provide detail in response). Ability to demonstrate the tasks that must be accomplished to complete the project, and a narrative description of the plan to execute them. Project approach and timeline to be outlined in detail.

3) **Qualifications and Past Performance/Experience:** **Maximum Point Value=20**
*0-20 points* Offeror having successfully engaged in professional services of this type for a minimum of five (5) years. Demonstrated success in projects similar to the one described in this RFP. Experience providing services to institutions or public-sector entities similar in size and mission to Montgomery College. Offeror's organization size, length of time the organization has been providing the required services.

4) **Product Demonstration:** **Maximum Point Value=20**
*0-20 points based on* Following the initial scoring by the evaluation committee respondents receiving the top three (3) highest technical scores will be invited to give a presentation of their example: proposed solutions and capabilities as part of the evaluation process.

5) **Pricing:** **Maximum Point Value=20**
**Highest possible evaluation score=100 points**

## SECTION 5 – PROPOSAL EVALUATION AND AWARD-continued

5.1.3 **Technical Proposal**

Technical Capabilities, Project Understanding and Approach, Statement of Qualifications and Past Performance represent the technical proposal. Award will be made in aggregate, to the highest evaluated, most responsive, responsible Offeror meeting all RFP terms, conditions, and specifications.

## SECTION 6 – PROPOSAL SUBMISSION

### 6.1 Proposal Organization

The proposal shall be organized using the following outline; responses to each requirement will be in order and clearly marked with the section number to which they respond. All responses must comply with the sequence and items as presented in Paragraph 6.2, RFP Outline, which lists the minimum requirements and packaging for the preparation and presentation of a response. Failure to comply may result in rejection of the response. The proposal should be specific and complete in every detail, prepared in a simple and straightforward manner, and provide sufficient detail to allow College evaluators a comprehensive and clear understanding of the Offeror's capabilities. Offerors are expected to examine the entire Request for Proposal, including all specifications and instructions, failure to do so will be at the Offeror's risk. Each Offeror must furnish the information as required by the RFP.

### 6.2 Required Proposal Submittals

A submittal consisting of the Technical Proposal and the Price Proposal is required when responding to this Request for Proposal.

#### 6.2.1 Technical Proposal

This section must contain a detailed description of the services offered by the Offeror in response to this RFP. The information submitted by the Offeror must provide sufficient detail to allow College evaluators to gain a comprehensive and clear understanding of the Offeror's capabilities.

6.2.2 Include in Technical Proposal the following:

- Transmittal Letter/Statement of Qualifications
- Project Approach & Timelines
- Completed Reference form (Attachment A)
- Conflict of Interest Statement (Attachment B)
- Non-Debarment Acknowledgement (Attachment C)
- Completed Contractor Information Form (Attachment D)
- Subcontractor Listing (if applicable)
- Acknowledgement of Receipt of Addenda (if applicable)

Offeror's Proposal shall be organized in the following manner:

#### 6.2.3 Transmittal Letter

The transmittal letter must be prepared on the Offeror's business stationery. The letter must introduce the company and give a brief history of the organization and the contact person responsible for the project. The letter should summarize the key points of the proposal; must indicate the Offeror's understanding of the College's requirements; and demonstrate the Offeror's ability to provide the requested services. An individual authorized to represent the Offeror for this RFP must sign the letter.

## SECTION 6 – PROPOSAL SUBMISSION-continued

### 6.2.4 Statement of Qualifications

This contract requires specialized services. Offeror's statement of qualifications must address the following:

- Professional qualifications and technical competence of the firm, subcontractors, and staff proposed for the performance of the required services.
- Previous demonstrated experience

- Offeror's corporation/organization size, web presence, length of time the organization has been providing the required services listed herein, and key business relationships.

### 6.2.5 Implementation and Project Management

Offeror shall submit a project approach, detailing assessment process. Approach must include completion timelines consistent with the completion date of the project. Specific plans and methodology for providing the required services (see Section 2.7).

### 6.2.6 References

The Offeror must submit three (3) references from current or former customers within the past three (3) years that are capable of confirming the Offeror's experience in providing the same or similar level of services. References from higher education institutions similar in size and scope to Montgomery College are preferred, but not required. The College reserves the right to verify references and evaluate the Contractor's qualifications, experience, and demonstrated ability to perform the required services.

The proposal must include the names and telephone numbers of three references. Cited references must be able to confirm, without reservation, the Offeror's ability to provide these services in accordance with the requirements in this RFP. The College reserves the right to reject a proposal based on an unsatisfactory reference; to request additional references or contact any site using the Offeror's services; and to require a site visit to one or more of the Offeror's reference locations.

### 6.2.7 Subcontractors

Each Offeror must list the subcontractors to be used in the performance of this contract. The College reserves the right to approve or disapprove any subcontractor who will be performing work related to this project.

## 6.3 Price Proposal

The price(s) offered on the Price Proposal must include all charges and costs including travel and other reimbursable costs incurred in the delivery of this procurement.

The Price Proposal must be completed in full, signed, and dated. Offers must submit the pricing of all line items to be considered for award; failure to do so will deem an Offer non-responsive.

## SECTION 6 – PROPOSAL SUBMISSION-continued

**6.4 Electronic Bid Submission**

All Offerors proposals must be submitted electronically, as two separate PDF file attachments. One attachment shall consist of the Technical Proposal, and the second attachment shall consist of the Price Proposal. Both attachments shall be sent together, in a single email prior to the proposal submission deadline date and time to vendor.proposals@montgomerycollege.edu.
Failure to submit Technical Proposal and Pricing Proposal as separate attachments, will result bidding firm's disqualification.

- Any proposal received electronically after the specified deadline will be automatically rejected.
- The subject line of the email must include the following: Request for Proposal (RFP) bid number and title.
- Responses submitted by facsimile (fax) transmission or sent to any email address other than vendor.proposals@montgomerycollege.edu, will be deemed **non-responsive** and not considered for contract award. It is the Offeror's responsibility to ensure that its proposal response is successfully delivered to the designated email address by the submission deadline.

**Failure to submit all required submittals may render the bid non-responsive. The College will reject any offer without an authorized signature.**

## SECTION 7– PRICE PROPOSAL

**Pricing Proposal Instructions**

A. The Offeror shall submit a complete, itemized pricing proposal for the proposed ticketing system solution and all associated products and services required to meet the requirements of this RFP. The provided historical data can be used to estimate transaction-related cost.

B. No allowance will be made at a later date for additional charges due to the Offeror's omission.

C. Pricing shall include all costs necessary to implement, operate, maintain, and support the proposed solution throughout the contract term. All fees, rates, commissions, transaction charges, and other costs shall be clearly identified. The Offeror shall identify any costs not included in the proposed pricing and explain the circumstances under which such costs may be incurred.

The pricing proposal shall address, at a minimum, the following (if appliable):

- System implementation, configuration, and deployment.
- Software licensing, subscriptions, and hosting.
- Ticket sales and transaction fees.
- Payment processing fees for supported payment methods.
- Hardware, equipment, and peripherals, if applicable.
- System integrations and data migration.
- Training and ongoing technical support.
- Optional services, features, and enhancements.

D. Any revenue-sharing credits, rebates, discounts, or other offsets shall be separately identified.

**The price proposal must be signed and dated by an individual authorized to represent the proposing company.** By signing, your firm agrees to provide said goods and/or services as specified and that those goods and/or services shall be provided or performed in accordance with the bid specifications, stipulations and terms and conditions specified and that your firm has read and agrees to the College terms, conditions, stipulations, and specifications and any College approved or authorized exceptions and that your firm will adhere to said terms and conditions in any contract resulting.

Montgomery College is tax exempt, certification provided upon request

MONTGOMERY COLLEGE

**MONTGOMERY COLLEGE ▪ OFFICE OF BUSINESS SERVICES**
**REQUEST FOR PROPOSAL TITLE: COLLEGE-WIDE TICKET SYSTEM & SERVICES**
**RFP NUMBER: E527-003**
**RFP CLOSING DATE AND TIME: NOVEMBER 18, 2026 @ 3:00 PM EST**

## ATTACHMENT A - REFERENCES

| REFERENCE 1 | |
|---|---|
| Company Name | |
| Street Address | |
| City, State, Zip Code | |
| Contact Person/E-mail | |
| Title | |
| Telephone Number | |
| Service Dates | |

| REFERENCE 2 | |
|---|---|
| Company Name | |
| Street Address | |
| City, State, Zip Code | |
| Contact Person/E-mail | |
| Title | |
| Telephone Number | |
| Service Dates | |

| REFERENCE 3 | |
|---|---|
| Company Name | |
| Street Address | |
| City, State, Zip Code | |
| Contact Person/E-mail | |
| Title | |
| Telephone Number | |
| Service Dates | |

Please note: References listed must be able to confirm the Offeror's ability to provide the services requested in this RFP.

References submitted by: _____

Company Name

MONTGOMERY COLLEGE

**MONTGOMERY COLLEGE ▪ OFFICE OF BUSINESS SERVICES**
**REQUEST FOR PROPOSAL TITLE: COLLEGE-WIDE TICKET SYSTEM & SERVICES**
**RFP NUMBER: E527-003**
**RFP CLOSING DATE AND TIME: NOVEMBER 18, 2026 @ 3:00 PM EST**

## ATTACHMENT B – CONFLICT OF INTEREST STATEMENT

The undersigned hereby affirms and attests that to the best of its knowledge, no Montgomery College trustee or employee, or spouse, parent, child, brother, sister of the trustee or employee, own assets in this business, and of this date, are NOT employed by Montgomery College. Conflict of Interest Statement must also be submitted within seven (7) days prior to the start of each contract renewal term.

| | |
|---|---|
| Company Name: | |
| Printed Name: | |
| Title: | |
| Signature: | |
| Date: | |

MONTGOMERY COLLEGE

**MONTGOMERY COLLEGE ▪ OFFICE OF BUSINESS SERVICES**
**REQUEST FOR PROPOSAL TITLE: COLLEGE-WIDE TICKET SYSTEM & SERVICES**
**RFP NUMBER: E527-003**
**RFP CLOSING DATE AND TIME: NOVEMBER 18, 2026 @ 3:00 PM EST**

## ATTACHMENT C – NON-DEBARMENT ACKNOWLEDGEMENT

### NON-DEBARMENT ACKNOWLEDGEMENT

_____ I acknowledge that my firm has NO pending litigation and/or debarment from doing business with the State of Maryland or any of its subordinate government units and/or federal government within the past five (5) years.

_____ I acknowledge that my firm has pending litigation or has been debarred from doing business with the State of Maryland or any of its subordinate government units and/or federal government, within the past five (5) years. If so, please provide an attachment describing the pending litigation or debarment (if you do not have any pending litigation mark "NA or "No").

_____ I acknowledge none of this company's officers, directors, partners, or its employees have been convicted of bribery, attempted bribery, or conspiracy to bribe under the laws of any state or federal government; and that no member of the Montgomery College Board of Trustees or any employees of the College has any interest in the bidding company except as follows:

_____

_____

_____

As the duly authorized representative of the Offeror, I hereby certify that the above information is correct and that I will advise Montgomery College should there be a change in status.

By (Signature) _____

Name and Title _____

Witness Name and Title _____

MONTGOMERY COLLEGE

**MONTGOMERY COLLEGE ▪ OFFICE OF BUSINESS SERVICES**
**REQUEST FOR PROPOSAL TITLE: COLLEGE-WIDE TICKET SYSTEM & SERVICES**
**RFP NUMBER: E527-003**
**RFP CLOSING DATE AND TIME: NOVEMBER 18, 2026 @ 3:00 PM EST**

## ATTACHMENT D – CONTRACTOR INFORMATION FORM

D.1 I/We offer the terms, delivery and pricing for the requested products/services, and certify that I am a bona fide agent, authorized to make offers on behalf of the firm.

D.2 Minority Contractor: Yes ☐ No ☐

If yes, please specify minority classification

D.3 Price adjustment (is ☐ is not ☐) necessary for other public agencies as listed.

D.4 Please list any exceptions taken to any terms and conditions listed in the RFP. Please note any exceptions taken may affect the award of a contract or purchase order.

D.5 I/We certify that our firm is not currently debarred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded from participation in this solicitation by any County, State, or Federal agency. I/We agree to notify Montgomery College should a change in this status occur.

Yes ☐ No ☐

D.6 Please provide the following information:

**Print clearly**

| | | | |
|---|---|---|---|
| Company Name | | Years in Business | |
| Federal Tax Number | | Unique Entity Identifier | |
| Street Address | | City, State, Zip Code | |
| Telephone Number | | Fax Number | |
| Contact Person | | Title | |
| Cell Number | | E-Mail Address | |

Company Name Name

Title Authorized Signature and Date

MONTGOMERY COLLEGE

**MONTGOMERY COLLEGE ▪ OFFICE OF BUSINESS SERVICES**
**REQUEST FOR PROPOSAL TITLE: COLLEGE-WIDE TICKET SYSTEM & SERVICES**
**RFP NUMBER: E527-003**
**RFP CLOSING DATE AND TIME: NOVEMBER 18, 2026 @ 3:00 PM EST**

## ATTACHMENT E – NO PROPOSAL RESPONSE FORM

Please be advised that our company does not wish to submit a proposal in response to the above-captioned RFP for the following reason(s):

☐ Too busy at this time

☐ Not engaged in this type of work

☐ Project is too large or small

☐ Cannot meet mandatory specifications (Please specify below)

☐ Other (Please specify)

| | |
|---|---|
| Company Name | Name |
| Street Address | Authorized Signature and Date |
| City, State, Zip Code | Title |

| | |
|---|---|
| Please return to: | Montgomery College<br>Office of Business Services<br>9221 Corporate Blvd<br>Rockville, Maryland 20850 |

MONTGOMERY COLLEGE

**MONTGOMERY COLLEGE ▪ OFFICE OF BUSINESS SERVICES**
**REQUEST FOR PROPOSAL TITLE: COLLEGE-WIDE TICKET SYSTEM & SERVICES**
**RFP NUMBER: E527-003**
**RFP CLOSING DATE AND TIME: NOVEMBER 18, 2026 @ 3:00 PM EST**

## ATTACHMENT F – GENERAL CONDITIONS AND INSTRUCTIONS

**ACCEPTANCE PERIOD The** selected Contractor(s) must agree to an acceptance trial period of performance not to exceed ninety (90) consecutive calendar days. During the 90-day acceptance period, the Contractor's performance must be consistent with the specifications contained herein and the Contractor's bid. Failure to satisfy the "acceptance trial period of performance" may result in cancellation of the contract. In the event that the Contractor fails to meet all requirements, the College shall declare the Contractor's services unacceptable and the Contractor in default, and terminate all agreements, written or verbal, without penalty or obligation to the College. Further, should there be any dispute/discrepancy on acceptability of said service, decisions made by the College will prevail and be final.

**ADDENDA** The College reserves the right to amend or add to this bid at any time prior to the bid due date. If it becomes necessary to change or add to any part of this bid, the Procurement Officer will furnish an addendum to all prospective Bidders listed as having received a copy of this bid. All addenda will be identified as such and will be sent by mail, email, or fax transmittal.

**ADDITIONAL ORDERS** Unless it is specifically stated to the contrary in the bid response, the College reserves the option to place additional orders against a contract awarded as a result of this solicitation at the same terms and conditions, if it is mutually agreeable.

**ASSURANCE OF NON-CONVICTION OF BRIBERY** The Bidder hereby declares and affirms that, to its best knowledge, none of its officers, directors or partners and none of its employees directly involved in obtaining contracts has been convicted of bribery, attempted bribery or conspiracy to bribe under the laws of any state or the Federal government.

**AUDIT** Bidder shall permit audit and fiscal and programmatic monitoring of the work performed under any contract issued from this solicitation. The College shall have access to and the right to examine and/or audit any records, books, documents and papers of Bidder and any subcontractor involving transactions related to this agreement during the term of this agreement and for a period of three (3) years after final payment under this agreement.

**AWARD CONSIDERATIONS** Awards of this bid will be made to the lowest responsible Bidder conforming to specifications with consideration being given to quantities involved, time required for delivery, purpose for which required, responsibility of bidder and its ability to perform satisfactorily with consideration to any previous performance for Montgomery College. A bid may be awarded at the sole discretion of the College in the best interest of the College. Prompt payment discounts will not be considered in bid evaluation. All discounts other than prompt payment are to be included in bid price.

**BEHAVIOR OF CONTRACTOR EMPLOYEES** The College is committed to providing a work and study environment that is free from discrimination and harassment on the basis of race, color, religious creed, ancestry, national origin, age, sex, marital status, handicap, pregnancy, or status as a disabled veteran or veteran of the Vietnam era. Behavior contrary to this philosophy, which has the purpose or effect of creating an intimidating, hostile, or offensive environment, will not be tolerated by the College, and it is the Contractor's responsibility to ensure that such behavior by its employees, agents, and subcontractors does not occur. The policy extends to maintaining an environment free from sexual harassment. Therefore, sexual advances or sexual remarks, requests for sexual favors, and other verbal or physical conduct of a sexual nature must not be condoned or permitted by the Contractor. This prohibition extends to such harassment within the employment context as well as harassment of students, staff, and visitors to the College. It should be assumed that all sexual behavior by the Contractor's employees, agents, and subcontractors on any campus or facility of the College, whether owned, operated, maintained or leased by the College, is improper and unwelcome.

**BID AND PERFORMANCE SECURITY** If bid security is required, a bid bond or cashier's check in the amount indicated on the bid cover must accompany each bid and be made payable to Montgomery College. Corporate or certified checks are not acceptable. Bonds must be in a form satisfactory to the College and underwritten by a company licensed to issue bonds in the State of Maryland. If bid security fails to accompany the bid, it shall be deemed unresponsive, unless the Vice President of Procurement deems the failure to be nonsubstantial. Such bid bonds or checks will be returned to all except the three (3) lowest Bidders within five (5) days after the opening of bids, and the remaining checks or bid bonds will be returned to all but successful Bidder(s) within forty-eight (48) hours after award of contract. If a performance bond is required, the successful Bidder must submit an acceptable performance bond in the designated amount of the bid award, prior to award of contract. All bid bonds will be returned to the successful Bidder(s) within forty-eight (48) hours after receipt of the performance bond.

## ATTACHMENT F – GENERAL CONDITIONS AND INSTRUCTIONS-continued

**BIDDING INSTRUMENTS** Bidding instruments include the bid, addenda, general terms and conditions, contract terms, and specifications. Bids should be prepared simply and economically, and should provide a straightforward, concise description of the Bidder's capabilities to satisfy the requirements of the bid. Emphasis should be on completeness and clarity of content. The Bidder will bear any and all costs incurred in the preparation and submission of bids.

**BRAND NAMES** Brand name materials used in these specifications are known and acceptable. Bids including proposals to use alternate brands are invited as long as they are of equal type and equal or better quality. The burden of proof that alternate brands are in fact equal or better falls on the Bidder, and proof must be to the College's satisfaction.

**CARE OF PREMISES** Precautions taken for safety and protection shall be in accordance with the mandatory requirements of the safety codes prevailing within the jurisdiction in which the work is to be performed. During the performance of the contract, the Contractor shall take the necessary precautions to protect all areas upon which or adjacent to which work is performed as a part of this contract. Any damage caused as a result of Contractor's neglect, directly or indirectly, shall be repaired to the College's satisfaction at the Contractor's expense.

**CANCELLATION** Montgomery College reserves the right to cancel this bid solicitation or to reject all bids received, if the College's Vice President of Procurement, in accordance with procedures approved by the College's President, determines that it is fiscally advantageous or in the best interest of the College to cancel the bid.

**COMPLIANCE WITH LAWS** Bidder agrees to comply, at no additional expense, with all applicable Executive orders, Federal, State, bi-county, regional and local laws, ordinances, rules and regulations in effect as of the date of this agreement and as they may be amended from time to time, including but not limited to the equal employment opportunity clause set forth in 41 CFR 60-250.4.

**CONFLICT OF INTEREST** No employee of the College or of the State of Maryland, or any department, commission, agency or branch thereof whose duties as employees include matters relating to or affecting the subject matter of this bid shall, while an employee, become or be an employee of the party or parties contracting with the College, the State of Maryland, or any department, commission, agency or branch thereof.

**CONTINGENT FEES** Bidder hereby declares and affirms that neither it nor any of its representatives has employed or retained any person, partnership, corporation, or other entity, other than a bona fide employee or agent working for the Bidder, to solicit or secure a contract, and that it has not paid or agreed to pay any person, partnership, corporation, or other entity, other than a bona fide employee or agent, any fee or any other consideration contingent on the making of a contract as a result of this solicitation.

**CONTRACT AMENDMENTS** The College, without invalidating the contract documents, may submit a written request to order extra work or to make changes to the agreement by altering, adding to, or deducting from the work, and the contract sum shall reflect such changes. Price adjustments must be accepted, in writing, by Montgomery College before the supplier performs additional work on the project. The Contractor cannot accept purchase requests for products or services that are not covered in this contract or make changes to the scope of work unless a price for those products or services has been negotiated with the College, and the Contractor has received a signed contract amendment from the Procurement Office.

**CONTRACT DEADLINES** The Contractor is contractually obligated to meet all agreed upon deadlines. Failure of the Contractor to meet any deadline is grounds for termination by default. If the Contractor defaults, the College reserves the right to assess liquidated damages and/or make an open market purchase.

**CONTRACT DOCUMENTS** Unless otherwise noted, the general conditions of this bid, the Contractor's bid, and the signed purchase order form the contract. Contractors requiring a signed contract form separate and apart from the foregoing are to submit the contract with their bid. The Contractor's contract form will be examined and evaluated along with the Contractor's bid and, at the College's option, may be utilized as the contract.

**CONTRACTOR IDENTIFICATION** Contractor's employees are required to wear identification badges and/or carry picture identification when they are on College grounds.

## ATTACHMENT F – GENERAL CONDITIONS AND INSTRUCTIONS-continued

**CONTRACT TERMINATION** The contract may be terminated for any of the following reasons:

Failure of the Contractor to meet the mandatory requirements as described in this bid.
Failure of the Contractor to meet required deadlines.
Failure of the Contractor to resolve problems in a timely manner.
Lack of College funding.

**CONTRACTORS** This bid invitation is extended to individuals or firms as primary Contractors, and the Contractor will execute the work specified with bona fide employees. The Contractor is responsible for ensuring that the supervisor, lead worker, and subcontractors can communicate in English. Subcontractors cannot assume the primary award of this contract on behalf of the primary Contractor nor can the awarded Contractor be relieved of its obligation or responsibility to this contract. The College reserves the right to reject any subcontractor.

**DELIVERY AND PACKING** All prices quoted must include delivery. All goods delivered under this contract shall be packed in accordance with accepted trade practices. No charges may be made over and above the bid price for packaging, or for deposits or containers unless specified in the bid. No charge will be allowed for cartage unless by prior written agreement. Complete deliveries must be made by the successful bidder to the designated location as indicated on the Montgomery College purchase order. A packing slip shall be included in each shipment. All deliveries must be prepaid and must be delivered to each location designated on purchase order at no additional cost. DELIVERIES MUST BE MADE TO THE SPECIFIED LOCATION. NO COLLECT SHIPMENTS OR SIDEWALK DELIVERIES WILL BE ACCEPTED.

**DELIVERY OF BIDS** Refer to Section I, and all other Sections referenced in Section I, for Bid/Proposal delivery instructions.

**ERRORS IN BIDS** Bidders are assumed to be informed regarding conditions, requirements, and specifications prior to submitting bids. Failure to do so will be at the Bidder's risk. Bids already submitted may be withdrawn without penalty prior to bid opening. Errors discovered after bid opening may not be corrected. In the case of an error in price extension, the unit price will govern. The intention of the Bidder must be evident on the face of the bid.

**FAILURE TO DELIVER** If the Contractor fails to comply with any established delivery requirements, the College reserves the right to make an open market purchase of required items and to assess, as liquidated damages, the difference between the contract price and the actual cost incurred by the College and to invoice charges to the Contractor.

**INDEMNIFICATION** The Contractor shall be responsible for any loss, personal injury, expense, death and/or any other damage which may occur by reason of Contractor's acts, negligence, willfulness or failure to perform any of its obligations under this agreement. Any acts, negligence, willfulness or failure to perform any of the Contractor's obligations under this agreement, on the part of any agent, director, partner, servant or employee of Contractor are deemed to be the Contractor's acts. Contractor agrees to indemnify and hold harmless the College and its trustees, employees, agents and students from any claim, damage, liability, injury, expense, and/or loss, including defense costs and attorney's fees, arising directly or indirectly out of Contractor's performance under this agreement.

Accordingly, the College shall notify Contractor promptly in writing of any claim or action brought against the College in connection with this agreement. Upon such notification, Contractor shall promptly take over and defend any such claim or action. The College shall have the right and option to be represented in any such claim or action at its own expense. This indemnification provision shall survive the termination and/or completion of this agreement.

**HAZARDOUS AND TOXIC SUBSTANCES** Bidder must comply with all applicable Federal, State, County and bi-county laws, ordinances and regulations relating to hazardous and toxic substances, including such laws, ordinances and regulations pertaining to access to information about hazardous and toxic substances, and as amended from time to time. Bidder shall provide the College with a "Safety Data Sheet" or in the case of a controlled hazardous waste substance, a hazardous waste manifest for all hazardous chemicals listed or subsequently added to the Chemical Information List in compliance with applicable laws, ordinances and regulations.

## ATTACHMENT F – GENERAL CONDITIONS AND INSTRUCTIONS-continued

**INSPECTION OF PREMISES** If a site visit is recommended or required, each Bidder is responsible for visiting the site(s) prior to submitting a bid in order to observe the existing conditions affecting the work, and to obtain precise dimensions of the area(s) involved. No allowance will be made to the successful Bidder, at a later date for additional work required because of his or her failure to visit the site and/or to obtain the exact dimensions. Discrepancies, if any, must be reported to the College.

**INSURANCE** If a contract results from this bid, the Contractor shall maintain such insurance as will indemnify and hold harmless the College from Workmen's Compensation and Public Liability claims for property damage and personal injury, including death, which may arise from the Contractor's operations under this contract, or by anyone directly or indirectly employed by him/her.

**MARYLAND LAW:** The resultant contract shall be construed and interpreted according to Maryland Law. Venue under this contract, shall be in a court of competent jurisdiction of Montgomery County, Maryland.

**MARYLAND PUBLIC INFORMATION ACT** Bidder recognizes that the College is subject to the Maryland Public Information Act, Title 4 of the General Provisions Article of the Annotated Code of Maryland. Bidder agrees that it will provide any justification as to why any material, in whole or in part, is deemed to be confidential, proprietary information or trade secrets and provide any justification of why such materials should not be disclosed pursuant to the Maryland Public Information Act.

**MINORITY PARTICIPATION Pursuant** to Section 16-311(7) of the Education Article and Board Resolution #87-83, adopted on July 20, 1987, it is the policy of Montgomery College to encourage the participation of responsible certified minority business enterprises to provide goods and services for the performance of College projects. "Minority business enterprise" has the meaning stated in Section 14-301 of the State Finance and Procurement Article and means a legal entity, except a joint venture, that is: (1) organized to engage in commercial transactions; (2) at least 51% owned and controlled by one or more individuals who are socially and economically disadvantaged; and (3) managed by, and the daily business operations which are controlled by, one or more of the socially and economically disadvantaged individuals who own it. A "socially and economically disadvantage individual" means a citizen or lawfully admitted permanent resident of the United States who is in any of the following minority groups: African American, American Indian/Native American, Asian, Hispanics, physically or mentally disabled, women, or a group (e.g., LGBTQIA+) otherwise found by the certification agency to be a socially and economically disadvantaged individual.

**NON-ASSIGNMENT AND SUBCONTRACTING Bidder** shall not assign any contract or any rights or obligations hereunder without obtaining prior written consent of the College. No contract shall be made by Bidder with any other party for furnishing the services to be performed under a contract issued from this solicitation without the written approval of the College. These provisions will not be taken as requiring the approval of the contract of employment between Bidder and its personnel.

**NON-COLLUSION** Bidder certifies that it has neither agreed, conspired, connived, or colluded to produce a deceptive show of competition in the compilation of the bid or offer being submitted herewith; Bidder also certifies that it has not in any manner, directly or indirectly, entered into any agreement, participated in any collusion to fix the bid price or price proposal of the Bidder or offeror herein or any competitor, or otherwise taken any action in restraint of free competitive bidding in connection with the contract for which the bid or offer is submitted.

**NON-DISCRIMINATION** Bidder assures the College that, in accordance with applicable law, it does not, and agrees that it will not discriminate in any manner on the basis of sex, race, age, color, creed, national origin, religious belief, handicap, marital status, or status as a disabled veteran or veteran of the Vietnam era. Bidder further agrees to post in conspicuous places notices setting forth the provisions of the nondiscrimination clause and to take affirmative action to implement the provisions of this section. Bidder further assures the College that, in accordance with the Immigration Reform and Control Act of 1986, it does not and will not discriminate against an individual with respect to hiring, or recruitment or referral for a fee, of the individual for employment or the discharging of the individual from employment because of such individual's national origin or in the case of a citizen or intending citizen, because of such individual's citizenship status.

**NON-DISCRIMINATION POLICY** The College is committed to providing a work and study environment that is free from discrimination and harassment on the basis of race, color, religious creed, ancestry, national origin, age, sex, marital status, handicap, pregnancy or status as a disabled veteran or veteran of the Vietnam era. Behavior contrary to this philosophy, which has the purpose or effect of creating an intimidating, hostile, or offensive environment, will not be tolerated by the College, and it is the Contractor's responsibility to ensure that behavior by its employees, agents, and subcontractors does not occur. This policy extends to maintaining an environment free from sexual harassment. Therefore, sexual advances or sexual remarks, requests for sexual favors, and other verbal or physical conduct of a sexual nature must not be condoned or permitted by the

## ATTACHMENT F – GENERAL CONDITIONS AND INSTRUCTIONS-continued

Contractor. This prohibition extends to harassment within the employment context as well as harassment of students, staff and visitors to the College. It should be assumed that all sexual behavior by the Contractor's employees, agents and subcontractors on any campus or facility of the College, whether owned, operated, maintained or leased by the College, is improper and unwelcome. Contractor will also ensure that all technicians who work with College users exhibit a high degree of professionalism in their dealings with those users.

**NON-VISUAL ACCESS** The bidder or offeror warrants that the information technology offered under this bid or proposal (1) provides equivalent access for effective use by both visual and nonvisual means; (2) will present information, including prompts used for interactive communications, in formats intended for both visual and nonvisual use; (3) if intended for use in a network, can be integrated into networks for obtaining, retrieving, and disseminating information used by individuals who are not blind or visually impaired; and (4) is available, whenever possible, without modification for compatibility with software and hardware for nonvisual access. The bidder or offeror further warrants that the cost, if any, of modifying the information technology for compatibility with software and hardware used for nonvisual access will not increase the cost of the information technology by more than 5 percent. For purposes of the regulation, the phrase "equivalent access' means the ability to receive, use, and manipulate information and operate controls necessary to access and use information technology by nonvisual means. Examples of equivalent access include keyboard controls used for input and synthesized speech, Braille, or other audible or tactile means used for output."

**NOTICE TO CURE** The College reserves the right to cancel the contract if the Contractor's performance is unsatisfactory to the College. It is understood, however, that if at any time during the term of the contract, performance is deemed to be unsatisfactory, the College shall so notify the Contractor in writing, and the Contractor shall correct such unsatisfactory conditions within thirty (30) calendar days from receipt of such notification. If such corrections are not made within the specified period, the College may terminate the contract.

**PATENTS** Bidder guarantees that the sale and/or use of the goods offered will not infringe upon any U.S. or foreign patent. Bidder will at his/her own expense, indemnify, protect and save harmless the College, its trustees, employees, agents and students with respect to any claim, action, cost or judgment for patent infringement, arising out of the purchase or use of these goods.

**PREPARATION OF BID** Bids submitted must be hand signed by an authorized agent of the company submitting the bid. Notification of award will be made by "Notice of Intent to Award" and/or purchase order. A bidder may attach a letter of explanation to the bid for clarification. Bidders will be required, if requested by Montgomery College, to furnish satisfactory evidence that they are, in fact, bona fide manufacturers of or dealers in the items listed, and have a regularly established place of business. The College reserves the right to inspect any Bidder's place of business prior to award of contract to determine Bidder responsibility.

**PRODUCT TESTING DURING TERM OF CONTRACT** Goods delivered under any contract resulting from this Request for Bid may be tested for compliance with specifications stipulated herein. Any shipment failing to meet or comply fully with the specification requirements will be rejected. The cost of testing a representative sample of an order or shipment for acceptance shall be borne by the College unless the order is rejected for failure to meet specifications or purchase description. In such cases of rejection, the cost of testing will be charged back to the Contractor.

**RECORD RETENTION** If awarded a contract, Contractor shall maintain books and records relating to the subject matter of this agreement, including but not limited to all charges to the College, for a period of three (3) years from the date of final payment under this agreement.

**REFERENCES** Bidder must provide at least three references from former or current clients who can confirm the Bidder's experience with projects that are similar in size or scope. All reference information must include the company's name and address and the contact's name and telephone number. The references provided must be able to confirm, without reservation, the Bidder's ability to provide the level of services requested in this solicitation. References from other higher education institutions or government agencies are preferred but not required.

REGISTRATION OF CORPORATIONS NOT REGISTERED IN THE STATE OF MARYLAND Pursuant to 7-202 et. Seq. of the Corporation and Associations Article of the Annotated Code of Maryland, corporations not incorporated in the State of Maryland shall be registered with the State Department of Assessments and Taxation, 301 West Preston Street, Baltimore, Maryland 21201 before doing any interstate or foreign business in this State. Corporations must be registered, and in good

## ATTACHMENT F – GENERAL CONDITIONS AND INSTRUCTIONS-continued

standing no later than proposal submittal deadline date. A copy of the registration or application for registration may be requested by the College.

**REJECTIONS AND CANCELLATIONS** Montgomery College reserves the right to accept or reject any or all bids in whole or in part for any reason. The College reserves the right to waive any informality and to make awards in the best interest of the College. The College also reserves the right to reject the bid of any Bidder who has previously failed to perform adequately on a prior award for furnishing goods and/or services similar in nature to those requested in this bid. The College may cancel this solicitation in whole or in part, at its sole discretion.

**RIDER PROVISION FOR MONTGOMERY COUNTY PUBLIC SCHOOLS AND MONTGOMERY COUNTY** The Bidder agrees when submitting the bid that it will make available to every office and department of the Montgomery County Public Schools and the Montgomery County Government the same bid prices, terms and conditions offered during the term of contract. Orders will be placed directly by these agencies.

**RIGHT TO STOP WORK** If the College determines, either directly or indirectly, that the Contractor's performance is not within the specifications, terms or conditions of this bid and/or that the quality of the job is unacceptable, the College has the right to stop the work. The stoppage of work shall continue until the default has been corrected and/or corrective steps have been taken to the satisfaction of the College. The College also reserves the right to re-bid this contract if it is decided that performance is not within the specifications as set out.

**SAMPLES AND CATALOG CUTS** If samples are required, Bidder shall be responsible for delivery of samples to location indicated. All sample packages shall be marked "Sample for Procurement Office, Bid No.___" and each sample shall be tagged or marked. Failure of the Bidder to clearly identify samples as indicated may result in rejection of bid. The College reserves the right to test any materials, equipment or supplies delivered to determine if the specifications have been met. Samples will not be returned.

**SIGNATURE** Each bid must show the full business address and telephone number of the Bidder and be signed by the person or persons legally authorized to sign such contracts. All correspondence concerning the bid and contract, including the bid summary, copy of contract, and purchase order, will be mailed or delivered to the address shown on the bid. NO BID WILL BE ACCEPTED WITHOUT ORIGINAL SIGNATURE.

**SPECIFICATIONS AND SCOPE OF WORK** The specifications listed herein may or may not specify all technical requirements which are needed to achieve the end result. When accepting the award, the Contractor assumes the responsibility of accomplishing the task requested in this document. Any omission of parts, products, processes, etc. in the specifications are the responsibility of the Contractor and the College will not bear the responsibility of their omission. If omissions in the specifications are discovered and these omissions will impact the contract price then it is the responsibility of the Bidder to note these omissions, in writing, prior to accepting the award. If these omissions are not noted prior to award then the Contractor's silence is deemed as full and complete acceptance and any additional costs will be borne by the Contractor.

**TAXES** The College is exempt from Federal and Maryland taxes. Exemption Certificates are available upon request. Bidder shall be responsible for the payment of any and all applicable taxes resulting from any award and/or any activities hereunder, including but not limited to any applicable amusement and/or sales taxes.

**TERMINATION BASED ON LACK OF FUNDING** Any contract awarded as a result of this solicitation will be subject to funding and continued appropriation of sufficient funds for the contract. For purposes of this solicitation, the College's appropriating authority is deemed to be the Board of Trustees of Montgomery College. Insufficient funds shall be grounds for immediate termination of solicitation.

**TERMINATION FOR DEFAULT** If an award results from this bid, and the Contractor has not performed or has unsatisfactorily performed the contract, payment shall be withheld at the discretion of the College. Failure on the part of the contractor to fulfill contractual obligations shall be considered just cause for termination of the contract and the Contractor is not entitled to recover any costs incurred by the Contractor up to the date of termination.

**TERMINATION FOR THE CONVENIENCE OF THE COLLEGE** The performance of the work or services under a contract as a result of this solicitation may be terminated in whole or in part, whenever the President of Montgomery College shall deem that termination is in the best interest of the College. Such determination shall be at the sole discretion of the President. In such event, the College shall be liable only for payment in accordance with the payment provisions of the contract for work or services performed or furnished prior to the effective date of termination. Termination hereunder shall become effective by elivery to contractor of written notice of termination upon which date the termination shall become effective.

## ATTACHMENT F – GENERAL CONDITIONS AND INSTRUCTIONS-continued

**USE OF CONTRACT BY OTHER EDUCATIONAL INSTITUTIONS** While this bid is prepared on behalf of Montgomery College, it is intended to apply to other Maryland educational institutions and public agencies in Montgomery County, Maryland and State of Maryland as listed below:

- Montgomery County Public Schools
- Montgomery County Government
- Montgomery County Housing Opportunities Commission
- Maryland-National Capital Park & Planning Commission
- Washington Suburban Sanitary Commission
- Maryland State Colleges and Universities

Unless the Bidder takes an exception, the resulting awarded items will be available to all agencies listed. Should a price adjustment be necessary to include any other public agency, the Bidder must so note on the Contractor Information Form. Exception for Montgomery County Public Schools will not be accepted. Purchase requests and funding from other agencies will be the responsibility of those agencies.

**WARRANTY** Bidder expressly warrants that all articles, material and work offered shall conform to each and every specification, drawing, sample or other description which is furnished to or adopted by the College and that they will be fit and sufficient for the purpose intended, merchantable, of good material and workmanship, and free from defect. Such warranty shall survive a contract and shall not be deemed waived either by the College's acceptance of said materials or goods, in whole or in part, or by payment for them, in whole or in part. The Bidder further warrants all articles, material and work performed for a period of one year, unless otherwise stated, from date of acceptance of the items delivered and installed, or work completed. All repairs, replacements or adjustments during the warranty period shall be at Bidder's sole expense.

## ATTACHMENT G – MID ATLANTIC PURCHASING TEAM RIDER CLAUSE

MAPT
Mid-Atlantic Purchasing Team
A Partnership Between the Baltimore Metropolitan Council and the Metropolitan Washington Council of Governments

**Cooperative Rider Clause**

The Mid-Atlantic Purchasing Team (MAPT) is the agreement between the Metropolitan Washington Council of Governments ("MWCOG") and the Baltimore Metropolitan Council ("BMC") to aggregate the public entity and non-profit purchasing volumes in the Maryland, Virginia and Washington, D.C. region ("region").

**I. Format**

A lead agency format is used to accomplish this work. This Participating Agency, serving as Lead Agency for this procurement, has included this MAPT Cooperative Rider Clause. This allows other public entities to participate pursuant to the following Cooperative Rider Clause Terms and Conditions:

### A. Terms

1. Any public entity participating in this procurement ("Participating Agency"), through their use of this Cooperative Rider Clause, agree to the terms and conditions of the resulting contract to the extent that they can be reasonably applied to the Participating Agency.

2. A Participating Agency may also negotiate additional terms and conditions specific to their local requirements upon mutual agreement between the parties.

### B. Other Conditions - Contract and Reporting

1. The resulting contract shall be governed by and ''construed" in accordance with the laws of the State/jurisdiction in which the Participating Agency is officially located;

2. To provide to MAPT contract usage reporting information, including but not limited to quantity, unit pricing and total volume of sales by entity, as well as reporting any Participating Agency added on the contract, on demand and without further approval of Participating Agency;

3. Contract obligations rest solely with the Participating Agency only; and

4. Significant changes in total contract value may result in further negotiations of contract pricing with the Lead Agency and any Participating Agency.

In pricing and other conditions, contractors are urged to consider the broad reach and appeal of MAPT with public and non-profit entities in this Region.

In order to ride an awarded contract, a COG Rider Clause Approval Form (below) must be completed and approved by the Lead Agency.

## ATTACHMENT G – MID ATLANTIC PURCHASING TEAM RIDER CLAUSE-continued

**USE OF CONTRACT BY OTHER EDUCATIONAL INSTITUTIONS AND PUBLIC AGENCIES** While this bid is prepared on behalf of Montgomery College, it is intended to apply to other Maryland educational institutions and public agencies in Montgomery County, Maryland and State of Maryland, **including** the entities listed below:

- Montgomery County Public Schools
- Montgomery County Government
- Montgomery County Housing Opportunities Commission
- Maryland-National Capital Park & Planning Commission
- Washington Suburban Sanitary Commission
- Maryland State Colleges and Universities

Unless the Bidder takes an exception, the resulting awarded items will be available to all agencies listed. Should a price adjustment be necessary to include any other public agency, the Bidder must so note on the Contractor Information Form. Exception for Montgomery County Public Schools will not be accepted. Purchase requests and funding from other agencies will be the responsibility of those agencies.

**II. Participating Members**

**COG MEMBER GOVERNMENTS**

**District of Columbia**

**Maryland**

- Town of Bladensburg
- City of Bowie
- City of College Park
- Charles County
- City of Frederick
- Frederick County
- City of Gaithersburg
- City of Greenbelt
- City of Hyattsville
- City of Laurel
- Montgomery County
- Prince George's County
- City of Rockville
- City of Takoma Park

**Virginia**

- City of Alexandria
- Arlington County
- City of Fairfax
- Fairfax County
- City of Falls Church
- Loudoun County
- City of Manassas
- City of Manassas Park

**ATTACHMENT G – MID ATLANTIC PURCHASING TEAM RIDER CLAUSE-continued**

- Prince William County

**Other Local Governments**

- Town of Herndon
- Spotsylvania County
- Stafford County
- Town of Vienna

**Public Authorities/Agencies**

- Alexandria Renew Enterprises
- District of Columbia Water and Sewer Authority
- Metropolitan Washington Airports Authority
- Metropolitan Washington Council of Governments
- Montgomery County Housing Opportunities Commission
- Upper Occoquan Service Authority
- Washington Metropolitan Area Transit Authority
- Washington Suburban Sanitary Commission

**School Systems**

- Alexandria Public Schools
- Arlington County Public Schools
- Charles County Public Schools
- District of Columbia Public Schools
- Frederick County Public Schools
- Loudoun County Public Schools
- City of Manassas Public Schools
- Montgomery College
- Montgomery County Public Schools
- Prince George's County Public Schools
- Prince William County Public Schools
- Spotsylvania County Schools
- Winchester Public Schools

**BALTIMORE METROPOLITIAN COUNCIL AGENCIES**

- City of Annapolis
- Anne Arundel County
- Anne Arundel County Public Schools
- Anne Arundel Community College
- City of Baltimore
- Baltimore City Public Schools
- Baltimore County
- Baltimore County Public Schools
- Community College of Baltimore County
- Carroll County
- Harford County

## ATTACHMENT G – MID ATLANTIC PURCHASING TEAM RIDER CLAUSE-continued

- Harford County Public Schools
- Harford Community College
- Howard County
- Howard County Public Schools System
- Howard Community College
- Queen Anne's County
- Queen Anne's County Public Schools

## ATTACHMENT G – MID ATLANTIC PURCHASING TEAM RIDER CLAUSE-continued

**MWCOG Rider Clause**
**Approval Form**

This form must be executed for any Participating Agency, both within and outside of the Mid- Atlantic Purchasing Team (MAPT) region, to use the MAPT Cooperative Rider Clause to ride solicitations and contracts.

**NOTE:** Effective January 1, 2019, MWCOG does not authorize the use of the MAPT/COG Cooperative Rider Clause without this form being completed and approved.

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Participating Agency Name _____

Contact Person _____

Phone_____ Email Address _____

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Solicitation/Contract Information:

Name Solicitation/Contract _____ Lead

Agency/Contract Holder _____

Contact Person _____

Solicitation/Contract Number_____Other Reference _____

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Vendor Information:

Contractor Name _____

Address_____

City/State/Zip_____

Contact Person _____

Phone _____Email Address _____

MONTGOMERY COLLEGE

**MONTGOMERY COLLEGE ▪ OFFICE OF BUSINESS SERVICES**
**REQUEST FOR PROPOSAL TITLE: COLLEGE-WIDE TICKET SYSTEM & SERVICES**
**RFP NUMBER: E527-003**
**RFP CLOSING DATE AND TIME: NOVEMBER 18, 2026 @ 3:00 PM EST**

*See questions on next page.*

## ATTACHMENT G – MID ATLANTIC PURCHASING TEAM RIDER CLAUSE-continued

| **Questions** | **YES** | **NO** |
|---|---|---|
| 1. Is the Contract active and currently in force? | ____ | ____ |
| 2. Is the Participating Agency's specifications/scope of work the same or very similar to that in the Contract? | ____ | ____ |
| 3. Is riding this Contract within the rules and regulations of the Participating Agency and approved by the Participating Agency's Purchasing Department? | ____ | ____ |

| Participating Agency | Mid-Atlantic Purchasing Team |
|---|---|
| Name:_____ | Name:_____ |
| Title: _____ | Title: _____ |
| Signature: _____ | Signature: _____ |

Any Participating Agency (MAPT/COG) member that wishes to piggyback a MAPT/COG contract, must complete form and return to COG, via email: purchasing@mwcog.org