REQUEST FOR PROPOSAL NUMBER B0004042

Department of Purchasing
3221 McKelvey Road
Bridgeton, MO 63044

SPECIFICATIONS FOR STUDENT SUPPORT IT HELP DESK SERVICE

FOR ADDITIONAL INFORMATION, CONTACT:
Cynthia Green, Purchasing Supervisor
Phone: 314 539-5227 or email: cgreen2@stlcc.edu

Questions:
All questions regarding this RFP should be submitted in writing to Cynthia Green at cgreen2@stlcc.edu by Monday, February 15, 2021 not later than 6:00 pm CST. The “Subject” line should reference Request for Proposal – B0004042

Pre-bid Virtual Conference: Wednesday, February 17, 2021 at 1pm CST
To join email cgreen2@stlcc.edu for the meeting link
To join by phone call 314 391-8608, enter PIN 386 857 694#

RFP CLOSING DATE: Friday, March 5, 2021
RFP CLOSING TIME: 3:00 p.m., local time

Date Issued: January 19, 2021
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St. Louis Community College

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M/WBE Participation Clause:

St. Louis Community College is committed to providing equal opportunities for business growth and development to Minority and Women-Owned Business Enterprises (M/WBEs). St. Louis Community College will ensure that M/WBEs are given the opportunity to do business with the college by increasing the amount of business placed with such enterprises when possible. The goal is to ensure supplier diversity is part of both the pool of suppliers and part of the supply chain in all areas of the College’s sourcing activities in our Procurement and Engineering and Design Departments.
INSTRUCTIONS TO ALL BIDDERS

St. Louis Community College ("College") welcomes all interested parties to participate in its competitive bid process. Respondents will be expected to submit proposals that are in compliance with the terms and conditions as outlined below:

1. All awards are subject to final approval by St. Louis Community College’s Board of Trustees, or their designated representative(s).

2. Proposals may be emailed to cgreen2@stlcc.edu or sealed and delivered to the Department of Purchasing, 3221 McKelvey Road, Bridgeton, MO 63044 on or before the time and date stipulated in the Request for Qualifications document. All late bids will be rejected.

3. The successful bidder(s) must comply with the State of Missouri’s Revised Statute RSMO 285.530 which states: No business entity or employer shall knowingly employ, hire for employment, or continue to employ an unauthorized alien to perform work within the state of Missouri. The affidavit included in Attachment A must be completed and notarized to meet this provision. (This may be submitted after the notice of award is given.)

4. All proposals must be signed by a duly authorized representative of the person, partnership or corporation offering the bid. Failure to sign the College Invitation for Bid document will result in automatic disqualification of that bid. The College reserves the right to request written confirmation of persons authorized to sign all bids on behalf of a company.

5. Vendors may submit more than one bid proposal. No penalty or credit will be given for submitting multiple proposals.

6. Bidders are responsible for reviewing their proposals prior to submission to be certain they can honor all prices, terms and conditions offered in bid. Bidders may submit written amendments or withdraw their bid proposals up until the date and time of the scheduled bid opening. Once bids have been opened, all bidders will be expected to honor all prices and terms offered in total. Unit price will prevail in cases of extension errors. Bid defaults will result in either temporary or permanent removal from the College’s list of vendors in good standing.

7. If this proposal is accepted by the College, in whole or in part, it becomes a binding contract for the item(s) or section(s) designated when signed by an authorized representative of the College and returned to the Proposer. By signing and submitting this bid, you are offering to sell the goods and/or services to the College on the terms and conditions contained in this Invitation for Bid. All purchases are subject to the terms and conditions contained in and attached to this Invitation for Bid. By submitting a proposal, bidder agrees to these terms and conditions. Any additional or different terms proposed by bidder are hereby objected to. The College may issue one or more “Purchase Orders” in connection with the contract formed by acceptance of this bid. Any such Purchase Order shall be governed by this contract and shall not be deemed a proposal for change or amendment, unless specifically so designated by the College.

8. Requests for clarification on RFP specifications should be addressed to the buyer identified in the bid document. Any changes in specifications will be sent to all bidders in the form of a written addendum. All addenda become a part of the Request for Proposal. Proposers are to sign and include all addendums with each bid being submitted.

9. Proposers are to check the College’s website at www.stlcc.edu/purchasing to ensure all addendums are included with submission of bid responses.

10. Bidders may obtain Invitation for Bid results by either attending the bid opening or by appointment with the assigned buyer.

DEMANDING AND INVOICING INFORMATION

1. Invoices must be submitted in duplicate to: Accounts Payable
   St. Louis Community College
   3221 McKelvey Road
   Bridgeton, MO 63044

   Invoices must reference the purchase order number, show unit and extended price on each item and list the “ship to” address.

2. The College renders payment only after delivery of services.

3. St. Louis Community College is a tax exempt public institution. The College’s tax exempt Missouri I.D. is 11166584.
REQUEST FOR PROPOSAL NUMBER B0004042 - INVITATION

BUYER: Cynthia Green (314) 539-5227

DATE ISSUED: January 19, 2021

ITEMS/SERVICE REQUESTED: Student Support IT Help Desk Services

Sealed proposals will be received at the Department of Purchasing, St. Louis Community College, Administrative Center, 3221 McKelvey Road, Bridgeton, MO 63044 until the time and date given herein and then publicly opened for reading and evaluation: Please note that the College retains the right to make an award on an item by item or all or nothing basis.

DATE & TIME BID WILL BE OPENED AND READ: Friday, March 5, 2021 at 3:00 p.m., Local Time

If this request for qualifications is accepted by St. Louis Community College (“College”), in whole or in part, it becomes a binding contract for the items or sections designated below when signed by an authorized representative of the College and returned to the Respondent. By signing and submitting this RFP, you are offering to sell the goods and/or services to the College on the terms and conditions contained in this Request for Proposal. All purchases are subject to the terms and conditions contained in and attached to this Request for Proposal. By submitting a response, bidder agrees to these terms and conditions. Any additional or different terms proposed by bidder are hereby objected to. The College may issue one or more “Purchase Orders” in connection with the contract formed by acceptance of this proposal. Any such Purchase Order shall be governed by this contract and shall not be deemed a proposal for change or amendment, unless specifically so designated by the College.

Prices quoted are guaranteed for ________ calendar days from the date of the bid opening under the terms and conditions offered in bid herein. (120 days unless otherwise specified)

In compliance with the above, the undersigned offers and agrees, if this bid be accepted, to furnish any and all of the goods and/or services at the price quoted, delivered to the designated point(s) within the time specified in this Request for Qualifications document. IF NOT SIGNED BELOW, BID WILL BE DISQUALIFIED.

(SELLER – Company Name)/FEIN#

(Signature)

(Printed Name and Title)

(Company Address)

(City/State/Zip Code)

Bid is accepted on behalf of the College by:

Cynthia Green, Purchasing Supervisor

Signature

Sections Approved:
CONTRACT OR BLANKET ORDER AGREEMENTS

The purpose of this Request for Proposal is to solicit quotations from qualified vendors to establish a contract or blanket order for the routine purchase of goods and/or services on an “as or when needed” basis.

The quantity and dollar estimates provided represent the purchasing history of the College and/or a reasonable estimate of future activity in the area specified. While the College strives to make these estimates as realistic as possible, they do not constitute a guarantee of volume. Acceptance of any bid does not guarantee that the College will purchase services from the bidder in any quantity and does not create any expectation of exclusivity in regard to procurement of legal services by the College.

The College reserves the right to inspect the bidder’s facility prior to award to assure that they meet the requirements and can provide the necessary support for the contract goods and services specified.

The College may cancel a contract at any time by giving the seller thirty (30) days written notice of failure to comply in part or total with the prices, terms and conditions offered in bid.

The College retains the right to take extensions to the contract agreement of up to twelve (12) months, provided said extension is mutually agreeable to both the seller and the College.

Contract Period: Three (3) full years and two (2) months

Requested Contract Start Date: May 1, 2021

Estimate of Contract Quantity or Dollar Expenditure: To Be Determined

Contract Liaison Person (to be completed by bidder):

___________________________________
(Name/Title)

Tel No. __________________ Fax No. __________________
(Telephone)

E-mail address __________________________________
SCHEDULE FOR RECEIPT OF PROPOSALS AND CONTRACT AWARD:

The following schedule for Request for Proposal number B0004042 will outline the approximate course of events to be followed in the evaluation and award of a contract for independent auditing services for St. Louis Community College. This schedule is provided for the purpose of assisting you in planning and does not constitute a guarantee that all dates listed will actually be adhered to. All vendors will be notified, however, if there is a significant change in this schedule.

Tuesday, January 19, 2021         Request for Proposal released via email
Monday, February 15, 2021        Deadline for receipt of questions
Wednesday, February 17, 2021     Pre-bid Virtual Conference at 1:00 p.m. CST
Friday, March 5, 2021            Deadline for receipt of proposals – 3:00 p.m. CST
To Be Determined                  Oral Interviews/Notification of Selection of Finalists
Monday, May 1, 2021              Contract award date, contingent upon approval by the College’s Board of Trustees

SUBMISSION OF PROPOSAL(S)

1. The “Invitation” page – 3 must be signed by the person duly authorized by the proprietor, partnership or corporation otherwise the proposal will be automatically rejected.

2. Responses may be submitted via email at cgreen2@stlcc.edu on or before Friday, March 5, 2021 at 3:00PM CST. All bid submissions must reference B0004042 in the Subject Line. Proposals may also be sent to:
   
   Department of Purchasing  
   St. Louis Community College  
   3221 McKelvey Road  
   Bridgeton, MO  63044  
   Attn: B0004042

3. Please ensure the bid number: B0004042 is included on the outside of your bid package or envelope. This label contains information relevant to the bid and will help ensure that it is properly filed, recorded and scheduled for the Bid opening. All responses must be signed by a duly authorized representative of the PROPOSER offering the bid. ALL UNSIGNED RESPONSES WILL BE REJECTED.

4. To allow sufficient time to consider all information, all questions regarding this RFQ must be submitted in writing to Cynthia Green, Purchasing Supervisor at cgreen2@stlcc.edu by Monday, February 15, 2021 not later than 6:00 pm CST. Addenda will be issued to answer all questions that are submitted in writing; all addenda will be posted on the College’s website at https://www.stlcc.edu/departments/procurement.aspx. Bidders must check the College’s website prior to submission of responses to ensure all addenda are reviewed, signed and submitted with bid responses.

5. A Pre-bid Conference is scheduled for Wednesday, February 17, 2021 at 1:00 p.m. CST to answer questions. Link to access conference:
PURPOSE OF RFP

St. Louis Community College (hereinafter referred to as “College” or “STLCC”) invites all interested and qualified parties (respondents) to submit proposals to provide a 24X7 call center to answer inquiries for technical support services for students at the College.

COLLEGE CONFIGURATION & BACKGROUND INFORMATION

The College is an area metropolitan community college district with four (4) campuses serving approximately 18,000 credit students.

The Student Support IT Help Desk provides tier one and tier two technical support to students for account access, computer access, and academic support of the Blackboard Learning Management System. This includes but is not limited to:

1. Adobe Creative Cloud Products
2. Apple products, including but not limited to OS, iOS, and iWork suite
3. Blackboard Learn products, including but not limited to CMS, Collaborate, and mobile apps
4. Computer Security including spyware and anti-virus
5. Microsoft products, including but not limited to Windows, Office Suite, and Office 365
6. Wireless connectivity, Browsers, ISP, etc.

Additional programs include video and lecture capture, test taking and creation tools, and plagiarism detection software. Specifically, the College uses the following integrated applications: Ally, Elsevier, EBSCOhost, Examsoft, Microsoft Teams, Qwickly, Panopto, Respondus, Turnitin, and VoiceThread.

The Help Desk also provides tier one support for publisher materials and be prepared to assist with basic problems such as login errors and be able to provide instructions for activities such as submitting assignments. For example, the College uses the following publisher materials: Cengage, McGraw-Hill, and Pearson.

The Help Desk provides services 24 hours a day, 7 days a week and 365 days a year. This service includes taking calls "after hours" from all members of the Community College when the college is closed and serves as an over-flow service provider receiving calling calls from the college's on-site IT Help Desk.

PERIOD OF CONTRACT

The contract shall be for a period of three (3) years and two (2) months: May 1, 2021 – June 30, 2024.
SCOPE OF WORK

The Respondent’s RFP response must include the necessary labor and other associated services to develop the following scope and deliverables.

The successful respondent will provide the following call center services to respond to incoming calls:

a. Provide a team of agents accessible 24/7 with no sub-contractors
b. All agents must pass background checks (at the respondent’s expense) and abide by the College’s computer use and non-disclosure agreements.

c. Extensive training and certification process for agents in the following areas:
   a. Federal Educational Rights and Privacy Act (FERPA)
   b. Phone etiquette
   c. Customer service
   d. Technical support

d. Quantitative quality assurance measures and reporting:
   a. Average speed to answer
   b. Call handle, hold, and wait times
   c. Call abandonment
      a. Reporting includes all calls abandoned, calls abandon less SLA, average abandonment time, and longest abandonment time
   d. 1st call resolution

e. On the spot monitoring and supervision of agents
f. Capacity to handle fluctuating call volume during peak and non-peak periods
g. Capacity to scale up to handle call volume of approximately 5,000 inbound calls
h. Utilization of a customer relationship management system that provides a seamless flow of information between the respondent and college’s ITSM solution; staff from both entities will be able to track and share comments to provide a seamless experience for students.
i. Collect and analyze data concerning trends and patterns or inquiries to identify potential problem areas; keep the college apprised, using a schedule that is mutually agreeable to the college and the respondent, of these areas so processes can continuously improve.
j. Record all calls and provide recordings to the College upon request.
k. Follow clear guidelines for escalation of calls when necessary and appropriate
l. Handle basic questions and provide information outlined
m. All call center operations must be within the continental United States
n. Call center operations must have English as their first and primary language.
o. Working with the College, maintain and build the current knowledge base that will be available to Respondent and college IT staff.

The College will provide the following:

1. User accounts necessary to work with and within our systems
2. A copy of tech support information and the current knowledge base
3. Standard maintenance schedule windows
4. Notifications for scheduled outages, news releases, unexpected outages, and relevant related campus events
5. Point of contacts within the IT division and appropriate STLCC liaisons
6. Relevant listservs

The vendor will:

1. Develop and implement contact center ticketing and knowledgebase environment integration into existing STLCC systems (currently BMC Footprints 12) for tier one and tier two interactions.
2. Offer a support model including dedicated and shared teams of call center representatives
3. Demonstrate the existence of a scalable model and the ability to scale up services to meet growing demand.
4. Host regular update meetings to keep call center representatives aware of any changes in processes and procedures.
5. Respond to all inquiries and implement suggested improvements in a timely manner.
6. Send and collect satisfaction surveys and provide results.
7. Demonstrate an agent commitment of documenting case notes with accuracy
8. Commit to timely, reasonable, and comprehensive service levels rates and reporting including:
   a. Average speed to answer telephone support
      i. SLA: 90 seconds
   b. First call resolution
      i. SLA: 85%
   c. Escalate support requests to the appropriate department, group, or escalation point immediately after interaction
   d. Average handle time
      i. SLA: Less than 10 minutes
   e. Percentage of calls handled
      i. SLA: 85%
   f. Negative abandon rate
      i. SLA: Less than 15%
   g. Customer Satisfaction rate
      i. SLA: 85%
9. Provide comprehensive reporting that meets the following criteria:
   a. Type of support
   b. Problem classification (password reset, Blackboard Grade Center, etc.)
c. Response time  
d. Satisfaction of the client  
e. Average Speed to Answer (ASA) as specified  
f. Actual and projected support request volume by month  

10. Provide scalable overflow/nights/weekends support during peak demand periods such as beginning of term, major registration event days, grade entries, etc.  
11. Provide English as the primary language for the call center agents, with the capability of providing support in other languages.  

The vendor must demonstrate:  

1. They have a comprehensive disaster recovery plan that would allow for continuity of service.  
2. They are currently providing the same or similar services for at least three other higher education institutions comparable to St. Louis Community College.  
3. They have a minimum of four (4) years of experience supporting Blackboard Learn.  
4. They must be able to provide and ensure information and system security that meets the standard of FERPA and best industry practices.  
5. They can provide the requested reporting documentation.  
6. They will have one main point person as well as named account manager for the account.  
7. They will demonstrate an ability to discern system wide degradation of service or outages and escalate the information in a timely manner per escalation polices.  
8. They will provide full implementation support, including, but not limited to project planning and workflow development.  

**SUBMISSION OF PROPOSALS**  

Respondent’s proposal shall include the following items in the following order, noted with the appropriate heading as indicated below. Respondents are welcomed to add additional content under the headings indicated, **however if a proposal does not include the provided heading and bulleted content required per header, the proposal will not be evaluated.**  

1) Executive Summary  
   a. The summary shall include a statement of the work to be accomplished, how Respondent proposes to accomplish and perform each specific service, and any unique problems perceived by Respondent and solutions.  

2) General information  
   a. Complete the questionnaire in Appendix A  

3) Experience, Background, Qualifications of Respondent firm  
   a. Identify key personnel who would be assigned to the College’s account, including length of time with the firm, qualifications, relevant professional experience and key successes.  
   b. Describe hiring/selection process and criteria for agents.
c. Provide at least three (3) relevant business references, including name and telephone numbers of the person(s) the College may contact. These references need to be with current business relationships where services have been performed with your firm within the preceding 24 months.

4) Approach Plan
   a. Provide a comprehensive description of the services to include how the proposed solution satisfies the goals and requirements listed in the Scope of Work
   b. Provide detailed timeline for set up and training
   c. Provide comprehensive plan for training agents for the initial introduction of the service and continued service trainings

5) Pricing Schedule
   a. Provide your company’s proposed fee structure in the following format:
      i. Setup and initiation cost
      ii. Cost per contact
      iii. Minimum number of contracted contacts

6) Vendor Information
   a. Please provide your company’s diversity status.

7) Proposals must be submitted to cgreen2@stlcc.edu on or before March 5, 2021 at 3:00 pm CST. Indicate in the “Subject” field: RFP Response B0004042.

**Failure to comply with all requirements of the bid may result in the disqualification of your bid.**

**EVALUATION PROCESS**

The award of a contract resulting from this RFP shall be based on the best proposals received in accordance with the following criteria:

1. Experience and Reliability of Proposers Offer
2. Capabilities, past experience, and references for similar work
3. Relevant information provided in the proposal
4. Cost Proposal for Services
5. Finalists Presentations (if necessary)

Evaluation Criteria:

- Pricing (50%)
- Experience, background, qualifications, including Specific Service experience (10%)
- Approach plan (10%)
- Positive references from clients (10%)
- Presentation (20%)
During the presentation vendors will be asked to provide examples of monthly reporting and provide a demonstration of service portal to obtain reports and audios from calls.

Failure to provide adequate information for evaluation of the subjective criteria will result in rejection of the proposal.

**Unless otherwise amended, the deadline for submission of proposals is: Friday, March 5, 2021 at 3:00 PM CST.**

**Administrative Details and Checklist**

1. This Request for Proposal does not commit the College to award a contract, to pay any cost incurred in the preparation of a proposal in response to this request, or to procure or contract for services. The College reserves the right to accept or reject any or all proposals received as a result of this request, to negotiate with all qualified sources, or to cancel in part or in its entirety this RFP if it is in the best interest of the College.

2. The College reserves the right to reject any and all offers, to waive minor irregularities in offers received, and to request additional information from proposers.

3. The College reserves the right to accept other than the lowest fees quoted.

4. The College retains the right to request additional information from respondents.

5. The bidder(s) whose proposal represents the best business decision to the College, all factors considered will be recommended for award to the College’s Board of Trustees.

6. The College does not guarantee any volume of work for contracts established as a result of this RFQ.

7. The College’s Board of Trustees has the sole authority to award a contract as a result of this Request for Proposal process.

8. All proposals must be signed by a duly authorized representative of the respondent with binding authority. Failure to sign the College Invitation for Bid document will result in automatic disqualification of that proposal.

9. After the bid opening the Proposal becomes the property of the College and is subject to the open records law of the State of Missouri (RSMo 610.021). Statement of confidentiality or proprietary information should not be included in the proposal. All proposals are required to become a matter of public record according to state law. Every effort will be taken, to the extent that it is legal to do so, to keep responses confidential. Notwithstanding the above, St. Louis Community College will not be held accountable if material from responses is obtained by other parties without written consent of the proposer.

10. All proposals or unsolicited amendments to proposals arriving after the closing date and time will not be considered.
NOTICE AND INSTRUCTIONS TO BIDDERS/VENDORS RE: RSMO 285.530

Effective January 1, 2009 and pursuant to the state of Missouri’s RSMO 285.530 (1), No business entity or employer shall knowingly employ, hire for employment, or continue to employ an unauthorized alien to perform work within the state of Missouri.

As a condition for the award of any contract or grant in excess of five thousand dollars by the state or by any political subdivision of the state (e.g., St. Louis Community College) to a business entity, the business entity shall, by sworn affidavit and provision of documentation, affirm its enrollment and participation in a federal work authorization program with respect to the employees working in connection with the contracted services. Every such business entity shall sign an affidavit affirming that it does not knowingly employ any person who is an unauthorized alien in connection with the contracted services. [RSMO 285.530 (2)]

St. Louis Community College, in order to comply with sections 285.525 through 285.550 RSMO, requires the following bid and contract documents:

Required Affidavit for Contracts Over $5,000.00 (US) Effective 1-1-2009. Company shall comply with the provisions of Section 285.525 through 285.550 RSMo. Contract award is contingent on Company providing an acceptable notarized affidavit stating:

1. That Company is enrolled in and participates in a federal work authorization program with respect to the employees working in connection with the contracted services; and
2. That Company does not knowingly employ any person who is an unauthorized alien in connection with the contracted services.

St. Louis Community College encourages companies that are not already enrolled and participating in a federal work authorization program to do so. E-Verify is an example of this type of program and the service is free. Information regarding E-Verify is available at www.uscis.gov scroll to the bottom of the page and select the E-verify link or by calling 888-464-4218. You may also access the website to begin the registration process at https://e-verify.uscis.gov/enroll/StartPage.aspx?JS=YES.

If you have any questions, please contact St. Louis Community College, Purchasing Department at 314-539-5227.
AFFIDAVIT

The undersigned, being duly sworn upon oath, deposes and states as follows:

1. I am authorized to execute this affidavit and to enter into contracts on behalf of the following business entity or employer authorized to conduct business in the State of Missouri (hereinafter referred to as “Contractor”): ______________________________.

2. I am the ______________________ for Contractor and I have personal knowledge of the facts stated herein.

3. On or about _____________________, Contractor entered into a contract with St. Louis Community College (“Political Subdivision”), for the provision of Student Support IT Help Desk Services, as more fully described in B0004042 (hereinafter referred to as “Contract”).

4. Contractor affirms that it does not knowingly employ any person who is an unauthorized alien in connection with the Contract.

5. On or about _____________________, Contractor enrolled and began participating in E-Verify, a federal work authorization program managed by the Department of Homeland Security (“DHS”) and the Social Security Administration (“SSA”), as referred to in the Revised Statutes of the State of Missouri, § 285.530.

6. Pursuant to a Memorandum of Understanding between Contractor, DHS, and SSA (hereinafter referred to as the “Memorandum of Understanding”), Contractor is obligated to verify each employee hired after ________________ (hereinafter referred to as the “Enrollment Date”), and Contractor hereby affirms its compliance with all obligations contained in the Memorandum of Understanding.

7. Contractor affirms that it is now and shall remain registered in E-Verify up to and including the term of the Contract and that, in addition to the Memorandum of Understanding, Contractor has provided Political Subdivision with supporting documentation regarding all employees hired after the Enrollment Date who are working in connection with the Contract.

8. Contractor affirms that if it is determined that an employee is not eligible to work on the contract, Contractor shall immediately remove the employee from the Contract, pending resolution of the matter with the appropriate state and federal authorities.

9. Contractor affirms its understanding of the requirements of the Revised Statutes of the State of Missouri, §§ 285.525 to 285.550, including the right of the State to terminate the contract and permanently suspend or debar Contractor from doing business with the State under certain circumstances.
AFFIDAVIT

Dated this _____ day of ______________, 2021.

____________________________

STATE OF

COUNTY OF

On this____day of ______________ in the year 2021, before me,__________________________, a Notary Public in and for said State, personally appeared __________________________, known to me to be the person who executed the within Affidavit, and acknowledged to me that _________________ executed the same for the purposes therein stated.

IN WITNESS WHEREOF, I have hereunto set my hand and affixed my official seal in the County of___________ and State aforesaid, the day and year first above written.

______________________________________________________________

Signature of Person Executing Affidavit

____________________________________________

Signature of Notary Public

My Commission Expires: