

REQUEST FOR PROPOSAL
Specification and Contract Number Q00890
Online Orientation System

Submission Deadline
for Proposals: **April 3, 2017 at 2:00 P.M. Local Time**

Deadline for any Questions
Regarding this Project: March 23, 2017

Number of Copies: Submit (3) Hard Copies of the Proposal,
One (1) Marked "Original"
(2) Copies of the Pricing (Separate Sealed Envelope)
One additional copy of Proposal & Pricing on a flash drive

Return Proposals To: William Rainey Harper College
Purchasing Department
Building A, Room A217
1200 W. Algonquin Road
Palatine, Illinois 60067-7398

PLEASE MARK THE
RETURN ENVELOPES:

1. Online Registration System
2. April 3, 2017, 2:00 P.M. Local Time
3. Q00890

Issued By: Jewell Jackson, Manager of Purchasing

PROPOSALS SUBMITTED BY FACSIMILE OR E-MAIL WILL NOT BE ACCEPTED.

LEGAL NOTICE

Harper College will accept Proposals for an Online Orientation System, Specification and Contract Number Q00890, until 2:00 P.M., prevailing local time, on April 3, 2017.

Proposal shall be submitted to: Harper College Purchasing Department
Building A, Room A217
1200 W. Algonquin Rd.
Palatine, IL 60067

Interested parties may contact the Purchasing Department for the Request for Proposals documents. Questions regarding this request for proposal should be addressed to purchasing@harpercollege.edu. The last day to submit questions is March 23, 2017.

Offers may not be withdrawn for a period of 90 days after closing date without the consent of the Board of Trustees.

Any Proposal submitted unsealed, unsigned, fax transmissions or received subsequent to the aforementioned date and time, may be disqualified and returned to the submitter.

Bidders shall comply with Business Enterprise Program: Participation and Utilization Plan developed by Harper College. There is a 20 percent aspirational goal on this contract.

Harper College reserves the right to reject any and all proposals or parts thereof, to waive any irregularities or informalities in proposal procedures and to award the contract in a manner best serving the interest of the College.

Jewell Jackson
Manager of Purchasing

REQUEST FOR PROPOSALS (RFP)

GENERAL PROCESSING AND SELECTION PROCEDURES

The following procedures are generally used in the selection of vendors to provide professional services:

1. The Evaluation Committee is formed to evaluate the RFP responses.
2. The committee prepares a project description, criteria for selection and requirements for the specific contract. A Request for Proposals package is mailed to interested parties and a legal notice of the intent to contract for services is published.
3. The committee receives written RFP responses. The RFP responses should include a resume of the firm, references from past and present clients, similar experience, the names and background of project personnel, a narrative or work plan describing their approach to the specific project, completed Attachment A and Attachment B, a project task schedule (as applicable), and any other submittals requested within the document.
4. The committee reviews and evaluates the RFPs based on the established selection criteria and a comparison of all RFP responses submitted. The committee will request a demonstration with one or more Respondents to clarify and/or expand on the response. In accordance with the requirements of the RFPs, the College may negotiate terms, conditions and fees with the successful Respondent.
5. The committee selects the RFP response which, based on the ability to meet the criteria, appears to be the most advantageous selection for the College, and subsequently recommends contract award to the Executive Vice President.
6. Harper College reserves the right to reject all Proposals or parts thereof, to waive any irregularities or informalities in the Request for Proposals (RFP) procedures and to award the contract in a manner best serving the interest of the College.
7. The contract is presented for approval to the College Board of Trustees.

GENERAL INFORMATION

REQUEST FOR PROPOSALS (RFPs)

A. REQUEST FOR PROPOSALS

A.01 General:

A.01.1 Definition:

Request for Proposals (RFP) is a method of procurement permitting discussions with responsible Respondents and revisions to responses prior to award of a contract. Proposals will be opened and evaluated in private. Award will be based on the criteria set forth herein.

A.01.2 Familiarity with Conditions:

Respondents are advised to become familiar with all conditions, instructions and specifications governing this RFP. Once the award has been made, failure to have read all the conditions, instructions and specifications of this Request for Proposals, and any subsequent contract, shall not be cause to alter the original contract or request additional compensation.

A.02 Discussion of Proposals:

A.02.1 All Respondents are advised that in the event of receipt of an adequate number of RFPs, which in the opinion of the Selection Committee requires no clarification and/or supplementary information, such RFPs responses may be evaluated without discussion. Hence, Proposals should be initially submitted on the most complete and favorable terms which Respondents are capable of offering to the College.

A.02.2 The Selection Committee may conduct discussions with any Respondent who submits acceptable or potentially acceptable Proposals. Respondents shall be accorded fair and equal treatment with respect to any opportunity for discussion and revision of Qualification responses. During the course of such discussions, the Selection Committee shall not disclose any information derived from one Qualification response to any other Respondent. The Selection Committee reserves the right to request the Respondent to provide additional information during this process. Neither the Selection Committee nor any other member of Harper's staff will conduct debriefings regarding the RFP process.

A.02.3 During discussions, the Respondent shall be prepared to cover the following topics:

A.02.3.1 The specific services to be provided;

A.02.3.2 Proposals of the Respondent, including work on similar projects, experience of personnel, etc;

A.02.3.3 The working relationship to be established between the College and the Respondent, including, but not limited to, what each party should expect from the other.

- A.03 Negotiations:
Harper College reserves the right to negotiate specifications, terms and conditions which may be necessary or appropriate to the accomplishment of the purpose of this RFP. The College may require the RFP and the Respondent's entire Qualification response be made an integral part of the resulting contract. This implies that all responses, supplemental information, and other submissions provided by the Respondent during discussions or negotiations will be held by Harper College as contractually binding on the successful Respondent.
- A.04 Notice of Unacceptable Responses:
When the Selection Committee determines a firm's RFP response to be unacceptable, such Respondent shall not be afforded an additional opportunity to supplement its RFP Response.
- A.05 Confidentiality:
The Purchasing Department shall examine the Proposals to determine the validity of any written requests for nondisclosure of trade secrets and other proprietary data identified. After award of the contract, all responses, documents, and materials submitted by the Respondent pertaining to this RFP will be considered public information and will be made available for inspection, unless otherwise determined by the Purchasing Department. All data, documentation and innovations developed as a result of these contractual services shall become the property of the College. Based upon the public nature of these RFPs, a Respondent must inform the College, in writing, of the exact materials in the offer which cannot be made a part of the public record in accordance with the Illinois Freedom of Information Act.
- A.06 Proposed Timeline:
- | | |
|--|------------------------|
| RFP Issued..... | March 17, 2017 |
| Last Day to submit questions for a response..... | March 23, 2017 |
| Final Addendum Issued | March 27, 2017 |
| RFP Deadline | April 3, 2017 |
| Oral Interviews and Vendor Demonstrations | week of April 10, 2017 |
| Approval by Harper College Board of Trustees | April, 2017 |
| Implementation Begins | May, 2017 |

B. TERMS AND CONDITIONS

- B.01 Authority:
This Request for Proposals is issued pursuant to applicable provisions of Harper College's Purchasing Policy.
- B.02 Errors in Proposals:
Respondents are cautioned to verify their RFP response prior to submission. Negligence on the part of the Respondent in preparing the RFP response confers no right for withdrawal or modification of the RFP response.

- B.03 Reserved Rights:
Harper College reserves the right at any time and for any reason to cancel this Request for Proposals process or any portion thereof, to reject any or all submittals, or to accept alternate submittals. The College reserves the right to waive any immaterial defect in any RFP response. Unless otherwise specified by the Respondent, the College has ninety (90) days to accept. The College may seek clarification from a Respondent at any time and failure to respond promptly is cause for rejection. The College may require submission of best and final offers.
- B.04 Incurred Costs:
Harper College will not be liable in any way for any costs incurred by Respondents in replying to this RFP.
- B.05 Award:
Award shall be made by the Harper College Board of Trustees to the responsible Respondent whose Proposals are determined to be the most advantageous to the College, taking into consideration price and the evaluation criteria set forth herein below. Harper College reserves the right to accept the RFP response as a whole or for any component thereof if it appears to be in the best interest of the College.
- B.06 Evaluation Considerations:
Evaluation Criteria are shown below. The Selection Committee shall consider the following when judging the ability of Respondents to meet the requirements of this Request for Proposals.
- B.06.1 Compliance with Request for Proposals [Mandatory]. This refers to the adherence to all conditions and requirements of the Request for Proposals.
- B.06.2 Quality of Response.
- B.06.2.1 Clearly demonstrated understanding of the work to be performed.
- B.06.2.2 Completeness and reasonableness of the Respondent's plan/Proposals for accomplishing the tasks.
- B.06.2.3 Level of creativity demonstrated by the Respondent's proposed methodologies for meeting the requirements of this Request for Proposals.
- B.06.3 Product/Services to be Provided. This refers to the exact type and nature of the Respondent's proposed services and how they accomplish the objectives of the project, how the proposed solution meets the College's technical requirements, as well as the ability to rapidly respond to the College's needs, as defined in the Evaluation Criteria set forth herein.
- B.06.4 Schedule. This refers to the Respondent's proposed delivery schedule. The schedule shall be a critical element of this contract.
- B.06.5 Qualifications and Experience. Respondent's capability in all respects to perform fully the contract requirements, and the tenacity, perseverance, experience, integrity, and reliability which will assure good faith performance, as well as satisfactory reference verification. These criteria include:

- B.06.5.1 The experience of the firm and its record on engagements of a similar nature, including the ability to serve in a similar capacity for other Colleges or organizations.
- B.06.5.2 Personnel to be assigned to the project, and their education, capabilities, qualifications and experience with similar projects; and
- B.06.5.3 Other areas addressed in the *Statement of Work* herein.
- B.06.6 Costs (Price). This refers to the proposed contract fee. (Please note that price is only one factor for consideration of award). **Pricing will be submitted within a separate sealed envelope so marked. Price breakdown needs to include any implementation, integrations and training fees.**
- B.06.7 Acceptability of Proposals:
The Offer shall be evaluated solely in accordance with the criteria set forth herein. The Proposals shall be categorized as follows:
 - A. Acceptable;
 - B. Potentially Acceptable; that is reasonably susceptible of being made acceptable; or
 - C. Unacceptable.
- B.07 Budget:
 - B.07.1 When requested, Respondent shall propose a not-to-exceed amount for complete execution of this project as detailed in the Specifications or Statement of Work herein.
 - B.07.2 If proposing costs which may include alternate programs or services not covered in the base bid pricing, the Respondent, when offering such alternative services must provide a detailed explanation of additional optional services to be offered.
- B.08 Contract Term:
The term of the agreement shall be twelve months with three annual optional renewals.
- B.09 Taxes:
The College is exempt from paying Illinois Use Tax, Illinois Retailers Occupation Tax, Federal Excise Tax, and Municipal Retailer's Occupation Tax. The College's Tax Exemption Letter will be provided upon award of a contract.
- B.10 Hold Harmless Clause:
The Respondent agrees to indemnify, save harmless and defend Harper College, its agents, servants, and employees, and each of them against and hold it and them harmless from any and all lawsuits, claims, demands, liabilities, losses and expenses, including court costs and attorney's fees, for or on account of any injury to any person, or any death at any time resulting from such injury, or any damage to property, which may arise or which may be alleged to have arisen out of or in connection with the work covered by this contract. The foregoing indemnity shall apply except if such injury, death or damage is caused directly by the negligent conduct of Harper College, its agents, servants, or employees or any other person indemnified hereunder.

B.11 Insurance Requirements:

Respondents shall maintain for the duration of this contract and any extensions thereof insurance issued by a company or companies qualified to do business in the State of Illinois, as enumerated in Harper College's insurance requirements. **Please state your professional liability coverage if applicable.**

Upon notice of acceptance of proposal, the successful bidder shall, within ten (10) calendar days of said notice, furnish to the College a certificate of insurance evidencing coverage by the types of insurance in the amounts specified below. Such coverage shall be placed with a responsible company acceptable to the College, licensed to do business in the State of Illinois, and with a minimum insurance rating of A: VII as found in the current edition of A M Best's Key Rating Guide. Each policy shall bear an endorsement precluding the cancellation or reduction of said policies without providing Harper College at least thirty (30) days prior notice thereof in writing. All required insurance shall be maintained by the contractor in full force and effect until such time as the subject equipment has been approved and accepted by the College.

Minimum Insurance Requirements:

General Liability	General Aggregate	\$2,000,000
	Products-Comp/Op Agg	2,000,000
	Personal Injury	1,000,000
	Each Occurrence	1,000,000
Excess Liability	Each Occurrence	1,000,000
	Aggregate	1,000,000
Automobile Liability	Bodily injury (each acc)	1,000,000
	Property damage (each acc)	1,000,000
Worker's Compensation	Statutory Limits	

Contractor shall cause each subcontractor employed by contractor to purchase and maintain insurance of the type specified above. When requested by the College, contractor shall furnish copies of certificates of insurance evidencing coverage for each subcontractor. William Rainey Harper College shall be named as an additional insured.

B.12 Meetings:

Respondent may be required to meet with various College and outside officials as required, throughout the project.

B.13 Equal Employment Opportunity:

Respondent shall comply with the Illinois Human Rights Act, 775 ILCS 5/1-101 et seq., as amended, and any rules and regulations promulgated in accordance therewith, including, but not limited to the Equal Employment Opportunity Clause, Illinois Administrative Code, Title 44, Part 750 (Appendix A), which is incorporated herein by reference. Furthermore, the Respondent shall comply with the Public Works Employment Discrimination Act, 775 ILCS 10/0.01 et seq., as amended. Furthermore, the Respondent will comply with Executive Order 11246 of September 1965, entitled "Equal Opportunity," as amended by Executive Order 11375 of October 13, 1967, and as supplemented by the Department of labor regulations (41 CFR chapter 60). Furthermore, the Respondent shall comply with

Public Act 98-107 which requires nearly any party that contracts with a community college to post employment of vacancies with the state's job board IllinoisJobLink.com. Additionally, the Respondent shall comply with the Harper College Fair Employment Ordinance.

B.14 Responsibility & Default:

B.14.1 The awarded Respondent shall be required to assume responsibility for all items listed in this Request for Proposals. The successful Respondent shall be considered the sole point of contact for purposes of this contract.

B.14.2 Time is of the essence and shall be considered in awarding this contract. If delivery of acceptable items or rendering of services is not completed by the time promised, the College reserves the right, without liability, in addition to its other rights and remedies, to terminate the contract by written notice effective when received by the Respondent, as to stated items not yet shipped or services not yet rendered and to purchase substitute items or services elsewhere in such a manner as the Purchasing Department may deem appropriate, and charge the Respondent with any or all losses incurred. The College shall be entitled to recover its attorney's fees and expenses in any successful action by the College to enforce this contract.

B.15 Payments:

B.15.1 The Respondent shall furnish the College with itemized invoices as required as determined through negotiations with the Selection Committee.

B.15.2 All payments to be made in accordance with applicable provisions of the "Local Government Prompt Payment Act." 50 ILCS 505/1, *et seq.*

B.16 Respondent Responsibilities:

The selected Respondent will be required to assume responsibility for all services offered in this Request for Proposals. The College will consider the selected Respondent to be the sole point of contact with regard to contractual matters, including payment of any and all charges resulting from the contract. Sub-contracts will be permitted only upon specific, written permission of the College.

B.17 Interpretation or Correction of Request for Proposals:

B.17.1 Respondents shall promptly notify the Purchasing Department of any ambiguity, inconsistency or error, which they may discover upon examination of the Request for Proposals. Requests for interpretation of specifications may be made in writing, and directed to the Purchasing Department. All such requests must be delivered in a timely fashion.

B.17.2 Interpretations, corrections and changes to the Request for Proposals will be made by addendum. Interpretations, corrections or changes made in any other manner will not be binding.

B.18 Law Governing:

Any contract resulting from this RFP shall be governed by and construed according to the laws of the State of Illinois, without regard to conflict of law principles.

- B.19 Compliance with Laws:
The Respondent shall at all times observe and comply with all laws, ordinances and regulations of the federal, state, local and College policy, which may in any manner affect the contract.
- B.20 Termination for Lack of Funding:
The College reserves the right to terminate the whole or any part of this contract, upon written notice to the Respondent in the event that sufficient funds to complete the contract are not appropriated by the Harper Board of Trustees; provided that in the event of such termination, the Respondent shall be paid promptly for all services rendered by the Respondent through the effective date of termination.
- B.21 Addenda:
- B.21.1 Addenda are written instruments issued by the Purchasing Department prior to the date of receipt of Proposals, which modify or interpret the RFP by addition, deletions, clarifications or corrections.
- B.21.2 Prior to the receipt of Proposals, addenda shall be distributed to all who are known to have received a complete RFP if required.
- B.21.3 After receipt of Proposals, any addenda shall be distributed only to Respondents who submitted Proposals and those Respondents shall be permitted to submit new or amended Proposals as detailed within the addenda.
- B.21.4 Each Respondent shall ascertain, prior to submitting a Proposal that all addenda issued have been received and, by submission of a Proposal, such act shall be taken to mean that such Respondent has received all addenda and that the Respondent is familiar with the terms thereof and understands fully the contents of the addenda.
- B.21.5 Respondents shall acknowledge receipt and understanding of the addenda in their response.
- B.22 Regulatory Compliance:
When applicable Respondent represents and warrants that the goods and services furnished hereunder (including all labels, packages and container for said goods) comply with all applicable standards, rules, and regulations as applicable including the Occupational Safety and Health Act as amended with respect to design, construction, manufacture or use for their intended purpose of said goods or services. Respondent shall furnish applicable "Material Safety Data Sheets" in compliance with the Illinois Toxic Substances Disclosure Act, and shall otherwise comply with the requirements of said act for materials and supplies covered by the act.
- B.23 Guarantees and Warranties:
All guarantees and warranties required shall be furnished by the Respondent and shall be delivered to the Purchasing Department before final voucher on the contract is issued.
- B.24 Right to Protest
Any bidder wishing to file a protest regarding the RFP process may do so by giving written notice to the Manager of Purchasing within seven calendar days of the closing time and date. This notice should include the title of the requirement, the closing date and the nature

of the protest. Any disputes concerning a question of fact under this RFP which is not disposed of by agreement shall be decided by the College. The decision of the College for the determination of such appeals shall be final and conclusive.

- B.25 Contracting with Minority Firms and Women Business Enterprise
Respondents should solicit and utilize minority firms to complete the accomplishment of this project where practicable.
- B.26 Guarantees and Warranties:
All guarantees and warranties required shall be furnished by the Consultant and shall be delivered to the Purchasing Department before final voucher on the contract is issued.

C. PROPOSALS (RFP Response)-FORM AND CONTENT

- C.01 Submission of Proposals:
- C.01.1 To be considered, Proposals must be delivered directly to the Harper College Purchasing Department on or before the date and time specified in the Request for Proposals. Delivery methods are solely the responsibility of the respondent.
- C.01.2 Each Respondent shall submit the number of Proposals as enumerated on the cover page herein, one of which shall be the original.
- C.01.3 Interested parties should send a statement acknowledging receipt of the RFP and intent on submitting a proposal to purchasing@harpercollege.edu.
- C.01.4 Proposals (RFP Response) may be submitted in a sealed envelope, addressed as follows:

William Rainey Harper College
Purchasing Department
Building A, Room A217
1200 W. Algonquin Road
Palatine, Illinois 60067

Late Proposals (RFP Responses) are grounds for rejection at the owner's discretion.

- C.02 Form of Proposals:
The Proposals form included with this RFP shall be completed in full and signed by an officer, partner or principal with authority to execute contracts.
- C.03 Proposals of Respondents (Statement of References):
- C.03.1 Complete the enclosed "References" form. Provide references of higher educational organizations who have utilized similar services. A minimum of three are references are required.
- C.03.2 Provide background information on your firm, including, but not limited to, the age of the business, the number of employees and other data that will permit the College to determine the capability of the Respondent to meet all contractual requirements.
- C.03.3 List the abilities, qualifications, licenses and experience of the persons who would be assigned to the engagement and their experience on similar contracts. Please include how long each person has worked for your company.

- C.03.4 Describe your involvement in engagements of similar size and scope, providing references where appropriate. Also provide a complete listing of higher education clients.
 - C.03.5 Provide a complete listing of personnel to be assigned to the contract, including a personnel utilization breakdown of the work specified. Include detail by task and personnel if possible.
 - C.03.6 Provide a listing of all sub-contractors/third parties who will be utilized in the execution of this project. Respondents shall provide the same information for each Sub-Respondent that is provided for the Respondents, as detailed in Sections C.03.1 through C.03.5 above.
 - C.03.7 Identify the names of any and all persons and entities associated with the Respondents who may pose a potential conflict of interest with any activity of this specific project. Please provide details and reasons for any such conflict. (Respondents are subject to disqualification on the basis of any potential for conflict of interest as determined by the College.)
- C.04 Items to be Submitted:
- C.04.1 References and Qualifications: See Section C.03.
 - C.04.2 Completed Attachment A and Attachment B
 - C.04.3 Completed forms: Certification of Compliance, Disqualification of Certain Bidders, Tax Compliance Affidavit, Anti-Collusion Affidavit and Consultant's Certification, and Conflict of Interest
 - C.04.4 Narrative Response:
The Narrative Response shall include:
 - C.04.3.1 Work Overview: State in succinct terms your understanding of the proposed project.
 - C.04.3.2 Work Plan: Describe in narrative and/or outline form your detailed work plan which indicates your firm's methodology for execution of this contract including a summary of the methodology to be used to perform the work specified, and a synopsis and review of other areas or considerations not addressed in the Statement of Work herein, which the Respondents believes to be essential to the effective execution of the project. Include a communication schedule stating the frequency and type (email or phone) of communication.
 - C.04.3.3 **Pricing will submitted within a separate sealed envelope so marked.**
 - C.04.3.4 Terms and Conditions: List any terms and conditions which may apply to this contract that are not included in this RFP.
 - C.04.3.5 Implementation Schedule: Provide a complete schedule for implementation of the project including all significant milestones and deliverables.

C.04.3.6 Additional Information and Comments: Include any other information which may be requested in the "Statement of Work" herein, or which you believe to be pertinent to the College's requirements.

C.05 CHANGES and INVOICING

C.05.1 Changes in Scope

Unless otherwise agreed by the Board of Trustees in the original contract for professional services, any change in scope of services that increase the agreed contract price for professional services and/or for costs to be expended by the professional in an amount in excess of \$25,000 must be approved by the Board of Trustees. Any change in the scope of services that increase the agreed contract price for professional services and/or for costs to be expended by the professional in the amount of \$25,000 or less, may be approved by the College President or his designee.

C.05.2 Invoicing Requirements

Unless otherwise agreed by the Board of Trustees in the original contract for professional services, all invoices for professional services rendered must be itemized by the name of the individual doing the work, the date of the work, the time expended by the individual broken down into 10ths of an hour, with a description of the work. In addition, all costs must be itemized with a description of the purpose for which the cost was incurred.

Unless otherwise agreed by the Board of Trustees in the original contract for professional services, fee and cost invoices must be provided to the College on a monthly basis.

C.05.3 Termination for Default

The College reserves the right to terminate the whole or any part of this contract, upon written notice to the bidder, in the event of default by the bidder. Default is defined as failure by the bidder to perform any provisions of this contract or failure to make sufficient progress so as to endanger performance of this contract in accordance with its terms. In the event of default and termination, the College may procure, upon such terms and in a manner as the Purchasing Department may deem appropriate, supplies or services similar to those so terminated. The bidder shall be liable for any excess cost for such similar supplies or services unless acceptable evidence is submitted to the Purchasing Department that failure to perform the contract was due to causes beyond the control and without the fault or negligence of the bidder.

C.05.4 Termination for Convenience

The College may terminate this contract at any time upon a written notice to the bidder, should it be determined that these services are no longer required, or if sufficient funds are not available to cover the estimated requirement, or for any other reason in the College's sole and exclusive discretion. Payment for work performed

prior to the effective date of termination shall be based upon an estimate of the services actually performed, and shall be mutually agreed upon by the College and the bidder. Such payment so made to the bidder shall be in full settlement for services rendered under this contract.

C.05.5 Conflict of Interest

It shall be a breach of ethical standards for any employee of the College to participate directly or indirectly in procurement when the employee knows that:

- The employee has financial interest pertaining to the procurement.
- A business or organization in which the employee has a financial interest pertaining to the procurement is involved in the procurement.
- Any other person, business, or organization with which the employee is negotiating or has an arrangement concerning prospective employment is involved in the procurement.

Employees who violate this standard will be subject to discipline in accordance with applicable State, County and local codes. Upon discovery of an actual or potential conflict of interest, an employee shall promptly disqualify themselves and withdraw from further participation in the transaction involved.

D. Relevant Experience

Harper College would like to understand the Vendor's experience in Higher Education:

1. Provide a description of the Vendor's experience with implementing and supporting.
2. Describe a situation in which a company was unsatisfied with your services or for whom you were unable to provide services and the reason for such.

E. Questions

Please submit all inquiries regarding this project by email only to purchasing@harpercollege.edu

The deadline for any and all questions will be no later than the March 23, 2017. If appropriate, a written addendum will be issued to all proposal document holders.

STATEMENT OF WORK

PART I – GENERAL

Harper College is seeking sealed proposals for an Online Orientation Software product that will satisfy our ability to provide Harper College information to new, credential seeking students in a consistent and easily accessible, ADA and mobile-friendly format. The ideal product will offer a customizable and easily accessible software platform which will allow students to participate in an online orientation experience prior to advising and to streamline and facilitate the assignment of each new student to an ongoing advisor. The goal is to provide Harper College students with consistent onboarding content that is individually focused, in a visually appealing and responsive manner. Content control based on student profiles and the ability to integrate with student portal through SSO and SIS (Banner) integration are required features. The software must provide a platform for flexible content development and delivery – by end users - to customize content as needed, for a variety of student training and advising purposes.

COLLEGE BACKGROUND

William Rainey Harper College is one of forty-nine (49) community colleges in the State of Illinois that make up the Illinois Community College System. Harper College's credit full-time equivalent (FTE) including CE reimbursement enrollment for FY 14 was 21,116.30.

Harper is a comprehensive community college which offers transfer curriculum, occupational training, adult enrichment classes and a variety of other community services. The College offers certificates and associate degrees in a wide range of program areas.

The College district is located in the northwest suburbs of Chicago. The 200-acre campus is located in Palatine, with extension facilities at the Learning and Career Center in Prospect Heights and the Harper Professional Center in Schaumburg. Further information about Harper College can be found on its website.

ATTACHMENT A
Harper College
System Requirements and Availability Checklist

NOTE: All questions require a yes or no response in the "Available" column. In the "Approach" column enter the appropriate code:

B Required functionality is met by the base package software

M Required functionality is met by modifying the base package software

C Required functionality is met through custom development

T Required functionality cannot be met by the Vendor's application, but a third-party vendor has provided the requirement in the past. Identify the third-party vendor in the Comments column.

If your response requires clarification provide details in the "Comments" column. Use additional sheets if needed. Compliance to this section represents a significant portion of the evaluation.

#	Required Functionality	Available (Yes/No)	Approach (B/M/C/T)	Comments (Attach sheet if needed)
Product				
1	Does the product allow for custom integration of videos and existing content, as determined by end users?	Y <input type="checkbox"/> N <input type="checkbox"/>		
2	Does the vendor provide customer phone support for students? Live chat?	Y <input type="checkbox"/> N <input type="checkbox"/>		
3	Is each student's history stored and able to be reviewed?	Y <input type="checkbox"/> N <input type="checkbox"/>		
4	Is the product fully customizable with editing and updating capabilities for end users?	Y <input type="checkbox"/> N <input type="checkbox"/>		
5	Does the product provide SSO capability and integration with SIS (Banner) for hold release capability?	Y <input type="checkbox"/> N <input type="checkbox"/>		
6	Is the product ADA accessible and mobile friendly?	Y <input type="checkbox"/> N <input type="checkbox"/>		
Administration				
7	Can the system appear to be a Harper College system and include branding features including (but not limited to) ability to change fonts, colors and graphic banners? State whether font, color, graphic changes require vendor assistance.	Y <input type="checkbox"/> N <input type="checkbox"/>		

Administration (cont.)				
8	Are the below elements part of the user interface? <ul style="list-style-type: none"> o Configurable by the provider institutions (e.g., font size, colors, views, shortcuts, favorites, reports, etc.) o Customizable by the provider (e.g., workflow, screen creation/layout, form fields, templates, reports, etc.) o Customizable by you/the vendor in response to a provider request (e.g., workflow, screen creation/layout, form fields, templates, reports, etc.) 	Y <input type="checkbox"/> N <input type="checkbox"/>		
9	Is there a typical amount of training expected for different user roles and for an individual to become proficient in the assessment (s) and interpretation? Please provide specific data based on experience with existing clients.	Y <input type="checkbox"/> N <input type="checkbox"/>		
10	Does the system provide Analytics?	Y <input type="checkbox"/> N <input type="checkbox"/>		
Reporting				
11	Does the system have standard metric reports?	Y <input type="checkbox"/> N <input type="checkbox"/>		
12	Does the system have the ability to create a report indicating what web page the applicant was on prior to entering your system?	Y <input type="checkbox"/> N <input type="checkbox"/>		
13	Does the system have an easy-to-use reporting tool/software?	Y <input type="checkbox"/> N <input type="checkbox"/>		
14	Can reports be updated and saved? Who can access these saved reports?	Y <input type="checkbox"/> N <input type="checkbox"/>		
15	Are standard report export formats supported (XLS, PDF)?	Y <input type="checkbox"/> N <input type="checkbox"/>		

Additional functionality that the vendor's software provides that may be useful to Harper should be listed on separate sheet.

Attachment B
Harper College
Technical and Security Systems Evaluation Questions

Please respond to the applicable questions:

	Technical Functionality	Available (Yes/No)	Response
	Single Sign-on/Authentication		
1.	What options do you support for authentication, SSO and user provisioning?		
2.	Do student passwords expire?	Y <input type="checkbox"/> N <input type="checkbox"/>	
	Mobile		
3.	Does the system support Android and iOS operating systems, and is it responsively designed for use with the mobile web?	Y <input type="checkbox"/> N <input type="checkbox"/>	
	Browsers		
4.	Which browsers are supported?		
	System Integration		
5.	Does the system integrate with the Ellucian's Banner student system?	Y <input type="checkbox"/> N <input type="checkbox"/>	
6.	Can the system integrate with Harper's student portal (Ellucian's Luminis portal)?	Y <input type="checkbox"/> N <input type="checkbox"/>	
	SSL		
7.	Does the system support SSL (https://)?	Y <input type="checkbox"/> N <input type="checkbox"/>	
	Standards and Compliance		
8.	Is the system compliant with Section 508 of the Rehabilitation Act?	Y <input type="checkbox"/> N <input type="checkbox"/>	
	Contingency Planning		
9.	Describe backup/recovery methodology including: <ul style="list-style-type: none"> • Frequency, • Type (i.e., increment, differential, cold, hot, full, etc.) • Retention policy • Time to recover • Recovery point in time (i.e., 5 minutes, 10 minutes, etc.) in the event of data loss. 		

Business Continuity			
10.	Indicate contracted uptime SLA and SLA violation credit amounts and process around your routine maintenance schedule.		
11.	Does your business have a plan in place to respond to major outages or disaster(s); and ensure continuity of operations? If so, please describe.	Y <input type="checkbox"/> N <input type="checkbox"/>	
12.	What methodologies/processes do you use for security testing your products, systems, and network?		
13.	Describe post subscription data retrieval and disposal processes.		
System Architecture and Design			
14.	What are the hardware (i.e., CPU, Memory, and Disk) and operating system (i.e., Windows, Linux, etc.) and client browser (i.e., IE 11, Chrome, etc.) requirements for the application? Provide application tier capabilities details such as: <ul style="list-style-type: none"> • Function, i.e., application server, web server database server • Software, i.e., Oracle DB 11.x, Apache web server, MS SQL Server, PHP, IIS 7.0 		
Support			
15.	Describe your support SLA including support hours and initial response time.		
16.	What is the support escalation path?		
17.	Do you support a <ul style="list-style-type: none"> • Hosted solution • On premise solution • Hybrid solution 		
Third Party Applications			
18.	Does the system have any third party applications that will need to integrate with the site?	Y <input type="checkbox"/> N <input type="checkbox"/>	

Recent Higher Education Market References

Per C.03.1 of General Information, list below current business references for whom you have performed work similar to that required by this proposal

Organization #1:

Contact:	
Address:	
Title:	
Phone:	
Years as Customer/Client:	
Estimated Contract Value	
DBMS Environment:	
CPU Type and Application Software:	
Is Software implemented and in production:	

Organization #2:

Contact:	
Address:	
Title:	
Phone:	
Years as Customer/Client:	
Estimated Contract Value	
DBMS Environment:	
CPU Type and Application Software:	
Is Software implemented and in production:	

Organization #3:

Contact:	
Address:	
Title:	
Phone:	
Years as Customer/Client:	
Estimated Contract Value	
DBMS Environment:	
CPU Type and Application Software:	
Is Software implemented and in production::	

FORM OF PROPOSAL

RETURN THIS PAGE ALONG WITH YOUR PROPOSAL

TO: Harper College
1200 W. Algonquin Road
Palatine, IL 60067
Attn: Purchasing Department

FROM:

Organization: _____

Address: _____

City, State, Zip Code: _____

Contact Person: _____

Telephone Number: _____

Facsimile Number: _____

AUTHORIZED NEGOTIATORS:

Name: _____ Phone #: _____

Name: _____ Phone #: _____

RECEIPT OF ADDENDA: The receipt of the following addenda is hereby acknowledged:

Addendum No. _____, Dated _____

Addendum No. _____, Dated _____

In submitting this proposal, it is understood that the Harper College reserves the right to reject any or all Proposals, to accept an alternate Proposal, and to waive any informalities in any Proposal.

In addition to this document, Offerors shall furnish, with the proposal, all submittals as required herein.

In compliance with this Request for Proposal, and subject to all conditions thereof, the undersigned offers and agrees, if this proposal is accepted, to furnish the services as outlined herein, to provide the services as enumerated within the "Specification" or "Statement of Work" herein for the Harper College in the amount indicated, subject to modification through negotiations which may be conducted pursuant to conditions set forth in the Request for Proposals.

FORM OF PROPOSAL (PAGE TWO)

BUSINESS ORGANIZATION:

_____ Sole Proprietor: An individual whose signature is affixed.
_____ Partnership: State full names, titles and addresses of all responsible principals and/or partners on attached sheet.
_____ Corporation: State of Incorporation: _____
Please provide your Federal Employer Identification Number (F.E.I.N.):

Seal (affix seal below if applicable)

(List Name of Officers)

President	_____
Vice-President	_____
Secretary	_____
Treasurer	_____

Attest:

Signature of Secretary

PROPOSAL PAGE

**ONLINE ORIENTATION SYSTEM
Specification & Contract Number: Q00890**

The undersigned proposes, in accordance with the terms, conditions and specifications of the Contract Documents, of which this Proposal is a part, to furnish training, materials, labor, maintenance and incidentals required for furnishing, William Rainey Harper College, 1200 W Algonquin Road, Palatine, Illinois, 60067.

COST	YEAR ONE COST	ANNUAL/ONGOING COST
Training	\$ _____	\$ _____
Implementation	\$ _____	\$ _____
Integration/Interface	\$ _____	\$ _____
Banner	\$ _____	\$ _____
Project Management	\$ _____	\$ _____
Annual Maintenance	\$ _____	\$ _____
Ongoing Support	\$ _____	\$ _____
Annual Licensing	\$ _____	\$ _____
Total Cost for Customization	\$ _____	\$ _____
List all ancillary charges required to complete project		
_____	\$ _____	\$ _____
_____	\$ _____	\$ _____
_____	\$ _____	\$ _____
_____	\$ _____	\$ _____
Total Number of Estimated Hours to Complete Project _____	\$ _____	\$ _____
TOTAL PROPOSED PRICE	\$ _____	\$ _____

CERTIFICATION OF COMPLIANCE

THE UNDERSIGNED HEREBY CERTIFIES AS FOLLOWS:

1. That the undersigned has authority to make this certification on behalf of the bidder.

Name of Company

2. That the undersigned has read the contents, in regard to disqualification of certain bidders, which are contained on the following pages of the bid documents.
3. That the undersigned knows of his own knowledge that the bidder is not disqualified from bidding under the aforesaid sections.

Authorized Signature

Type or Print Name

Title

SEAL

Instructions: This is to be completely filled out and executed by the chief officer or the bidder authorized to submit the certification.

DISQUALIFICATION OF CERTAIN BIDDERS

PERSONS AND ENTITIES SUBJECT TO DISQUALIFICATION

No person or business entity shall be awarded a contract or subcontract, for a stated period of time, from the date of conviction or entry of a plea or admission of guilt, if the person or business entity,

- (A) has been convicted of an act committed, within the State of Illinois or any state within the United States, of bribery or attempting to bribe an officer or employee in the State of Illinois, or any state in the United States in that officer's or employee's official capacity;
- (B) has been convicted of an act committed, within the State of Illinois or any state within the United States, of bid rigging or attempting to rig bids as defined in the Sherman Antitrust Act and Clayton Act 15 U.S.C.;
- (C) has been convicted of bid rigging or attempting to rig bids under the laws of the State of Illinois, or any state in the United States;
- (D) has been convicted of an act committed, within the State of Illinois or any state in the United States, of price-fixing or attempting to fix prices as defined by the Sherman Antitrust Act and Clayton Act 15 U.S.C. Sec. 1 et sig.;
- (E) has been convicted of price-fixing or attempting to fix prices under the laws of the State of Illinois, or any state in the United States;
- (F) has been convicted of defrauding or attempting to defraud any unit of state or local government or school district within the State of Illinois or in any state in the United States;
- (G) has made an admission of guilt of such conduct as set forth in subsection (A) through (F) above which admission is a matter of record, whether or not such person or business entity was subject to prosecution for the offense or offenses admitted to;
- (H) has entered a plea of nolo contendere to charges of bribery, price fixing, bid rigging, bid rotating, or fraud; as set forth in subparagraphs (A) through (F) above.

Business entity, as used herein, means a corporation, partnership, trust, association, unincorporated business or individually owned business.

HARPER COLLEGE, ILLINOIS
TAX COMPLIANCE AFFIDAVIT

_____, being first duly sworn, deposes and says:
that he is _____ of _____.
(Partner, Officer, Owner, Etc.) (Consultant)

The individual or entity making the foregoing proposal or bid certifies that he is not barred from contracting with the Harper College because of any delinquency in the payment of any tax administered by the Department of Revenue unless the individual or entity is contesting, in accordance with the procedures established by the appropriate revenue act, or entity making the proposal or bid understands that making a false statement regarding delinquency in taxes is a Class A Misdemeanor and, in addition, voids the contract and allows the municipality to recover all amounts paid to the individual or entity under the contract in civil action.

(Name of Bidder if the Bidder is an Individual)
(Name of Partner if the Bidder is a Partnership)
(Name of Officer if the Bidder is a Corporation)

The above statements must be subscribed a sworn to before a notary public.

Subscribed and Sworn to this _____ day of _____, 20____

SEAL

Failure to complete and return this form may be considered sufficient reason for rejection of the bid.

HARPER COLLEGE, ILLINOIS
ANTI-COLLUSION AFFIDAVIT AND CONSULTANT'S CERTIFICATION

_____, being first duly sworn, deposes and says:
that he is _____ of

(Partner, Officer, Owner, Etc.)

The party making the foregoing proposal or bid, that such bid is genuine and not collusive, or sham; that said bidder has not colluded, conspired, connived or agreed, directly or indirectly, with any bidder or person, to put in a sham bid or to refrain from bidding, and has not in any manner, directly or indirectly, sought by agreement or collusion, or communication or conference with any person; to fix the bid price element of said bid, or of that of any other bidder, or to secure any advantage against any other bidder or any person interested in the proposed contract.

The undersigned certifies that he is not barred from bidding on this contract as a result of a conviction for the violation of State laws prohibiting bid-rigging or bid-rotating.

(Name of Bidder if the Bidder is an Individual)
(Name of Partner if the Bidder is a Partnership)
(Name of Officer if the Bidder is a Corporation)

The above statements must be subscribed a sworn to before a notary public.

Subscribed and Sworn to this ____ day of _____, 20__

SEAL

Failure to complete and return this form may be considered sufficient reason for rejection of the bid.

CONFLICT OF INTEREST FORM

_____, hereby certifies that it has conducted an investigation into whether an actual or potential conflict of interest exists between the proposer, its owners and employees, and any official or employee of William Rainey Harper College.

Proposer further certifies that it has disclosed any such actual or potential conflict of interest and acknowledges if Proposer has not disclosed any actual or potential conflict of interest, William Rainey Harper College may disqualify the proposal.

(Name of Proposer if the Proposer is an Individual)
(Name of Partner if the Proposer is a Partnership)
(Name of Officer if the Proposer is a Corporation)

The above statements must be subscribed and sworn to before a notary public. Subscribed and Sworn to this ____ day of _____, 20__

Notary Public

Failure to complete and return this form may be considered sufficient reason for rejection of the proposal.