



JOLIET JUNIOR COLLEGE
—1901—

REQUEST FOR PROPOSAL

R15004

New Student Orientation Online Software Platform

Joliet Junior College
Request for Proposal

New Student Orientation Online Software Platform

RFP Opening March 30, 2015 at 2:00pm

Background

Joliet Junior College is a comprehensive community college. The college offers pre-baccalaureate programs for students planning to transfer to a four-year university, occupational education leading directly to employment, adult education and literacy programs, work force and workplace development services, and support services to help students succeed. The College has a combined total of 15,776 full time and part time students enrolled in fall 2014 classes on its main campus located within the city of Joliet, and its five extension campuses located in Romeoville, Morris, Frankfort, Weitendorf (Joliet), and City Center (Joliet).

Vision Statement

Joliet Junior College, the nation's first public community college, will be a leader in teaching and learning and the first choice for post-secondary education.

Mission Statement

Joliet Junior College enriches lives through affordable, accessible, and quality programs and services. The college provides transfer and career preparation, training and workforce development, and a lifetime of learning to the diverse community it services.

OVERVIEW

The Board of Trustees of Joliet Junior College (hereinafter, "JJC") is requesting proposals from qualified providers to procure an online software platform to host New Student Orientation and other First-Year programs. The objective for the system is to enhance the orientation services and first-year information to support all students' transition to the college environment, support services and college processes.

Additional scope is discussed in the **SCOPE OF WORK** section of this proposal.

RFP SCHEDULE

Date (2015)	Event
March 13, 2015	Vendors contacted via email / advertised
March 19, 2015 at 2:00pm	Last date/time for submission of written questions via email to purchasing@jjc.edu
March 23, 2015 end of day	Responses to questions emailed
March 30, 2015 at 2:00pm	Proposals must be submitted to the attention of: Janice Reedus, Director of Business & Auxiliary Service, Campus Center Building A, Room 3100, 1215 Houbolt Road, Joliet, IL 60431
April 6-10, 2015	JJC Evaluation Team reviews proposal
April 13-17, 2015	Possible presentations by two top short-listed firms

INSTRUCTIONS TO VENDORS

ADVICE: The department responsible for this RFP is the Business and Auxiliary Services located at the Campus Center, Building A, Room 3100, 1215 Houbolt Rd., Joliet IL 60431-8938. The JJC contact will be Janice Reedus, Director of Business & Auxiliary Services, telephone (815) 280-6640; fax (815) 280-6631.

Questions concerning this RFP will be answered if sent to the Purchasing Department via email to purchasing@jjc.edu on or before March 19, 2015.

All questions and answers will be published and provided to all potential suppliers by end of business day on March 23, 2015.

SUBMISSION: The submission of a response shall be prima facie evidence that the supplier has full knowledge of the scope, nature, quality of work to be performed, the detailed requirements of the project, and the conditions under which the work is to be performed.

Faxed proposals ARE NOT acceptable. All RFP's must be submitted by the date and time of public opening (see above). RFP's must be submitted on the forms provided in a sealed envelope clearly marked (typed or blocking lettering only) with the vendor's name, return address, RFP for online software platform to host New Student Orientation. Please note—there are eight people on the project review team for this software. Therefore, please submit one original, eight copies, and one electronic version (thumb drive or DVD copy) of your proposal.

RFP's must be addressed to: Joliet Junior College, Janice Reedus, Director of Business & Auxiliary Services, Campus Center, Building A, Room 3102, 1215 Houbolt Rd., Joliet IL 60431-8938.

RFP's not submitted in the format as instructed in this RFP will not be accepted. Addendums to this RFP, once filed, may be submitted in a sealed envelope only, and properly identified prior to the opening hour.

Receipt of RFP/Late RFP: Sealed RFP's shall be received at the place and until the time indicated in this RFP. It is the sole responsibility of the vendors to ensure timely delivery of the RFP. JJC will not be responsible for failure of service on the part of the US Post Service, courier companies, or any other form of delivery service chosen by the vendor. RFP's received after the date and time specified shall be considered LATE, and shall not be opened.

Accuracy of Proposals/Withdrawal of Proposal prior to RFP Opening: Proposals will represent a true and correct statement and shall contain no cause for claim of omission or error. Proposals may be withdrawn in writing or by facsimile (provided that the facsimile is signed and dated by vendor's authorized representative) at any time prior to the opening hour. However, no proposal may be withdrawn for a period of one hundred twenty (120) days subsequent to the opening of the RFP without the prior written approval of the Director of Business and Auxiliary Services or Joliet Junior College.

ADDENDA: The only method by which any requirement of this solicitation may be modified is by written addendum.

PROPOSAL DUE DATE: The proposal must be received on or before 2:00 pm on March 30, 2015 at the Business and Auxiliary Services Department, Campus Center, Room A3100, 1215 Houbolt Rd., Joliet, IL 60431-8938

INSURANCE: The supplier performing services for JJC shall:

Maintain worker's compensation insurance as required by Illinois statutes, for all employees engaged in the work.

Maintain commercial liability, bodily injury and property damage insurance against any claim(s), which might occur in carrying out the services, referenced in this RFP. Minimum coverage will be TWO MILLION DOLLARS (\$2,000,000) liability for bodily injury and property damage including product liability and completed operations.

Provide motor vehicle insurance for all owned, non-owned and hired vehicles that are used in carrying out the services described in this RFP. Minimum coverage shall be TWO MILLION DOLLARS (\$2,000,000) per occurrence combined single limit for automobile liability and property damage.

TAXES:

JJC is exempt from all federal excise, state and local taxes unless otherwise stated in this document. In the event taxes are imposed on the services purchased, JJC will not be responsible for payment of the taxes. The supplier shall absorb the taxes entirely. Upon request, JJC's Tax Exemption Certificate will be furnished.

INDEMNIFICATION:

The supplier shall protect, indemnify and hold JJC harmless against any liability claims and costs of whatsoever kind and nature for injury to or death of any person or persons and for loss or damage to any property occurring in connection with or in any incident to or arising out of occupancy, use, service, operations or performance of work in connection with the contract, resulting in whole or in part from the negligent acts or omissions of the supplier.

DISCLOSURE:

Vendor shall note any and all relationships that might be a conflict of interest and include such information with the bid.

TERM OF CONTRACT:

Any contract, which results from this RFP, shall be for a period of one year from the date of the contract award. Assuming continued availability of funding; JJC may, at its sole option and with the consent of the supplier renew the contract for up to an additional one-year term.

BLACKOUT PERIOD:

After the College has advertised for proposals, no pre-proposal vendor shall contact any College officer(s) or employee(s) involved in the solicitation process, except for interpretation of specifications, clarification of bid submission requirements or any information pertaining to prebid conferences. Such vendors making such request shall email Janice Reedus, Director of Business & Auxiliary Services, at purchasing@jjc.edu No vendor shall visit or contact any College officers or an employee until after the proposal is awarded, except in those instances when site inspection is a prerequisite for the submission of a proposal. During the black-out period, any such visitation, solicitation or sales call by any representative of a prospective vendor in violation of this provision may cause the disqualification of such bidder's response.

GENERAL TERMS AND CONDITIONS

Applicability: These general terms and conditions will be observed in preparing the proposal to be submitted.

Purchase: After execution of the contract, purchases will be put into effect by means of purchase orders or suitable contract documents executed by the Director of Business and Auxiliary Services.

Right to Cancel: JJC may cancel contracts resulting from this RFP at any time for a breach of any contractual obligation by providing the contractor with thirty-calendar days' written notice of such cancellation. Should JJC exercise its right to cancel, such cancellation shall become effective on the date as specified in the notice to cancel.

Governing Law and Venue: This contract shall be construed in and governed under and by the laws of the State of Illinois. Any actions or remedies pursued by either party shall be pursued in the State and Federal Courts of Will County, Illinois, only after Alternate Dispute resolution (ADR) has been exhausted.

Dispute Resolution: JJC and the contractor shall attempt to resolve any controversy or claim arising from any contractual matter by mediation. The parties will agree on a mediator and shall share in the mediation costs equally.

Costs: All costs directly or indirectly related to preparation of a response or oral presentation, if any, required to supplement and/or clarify a proposal shall be the sole responsibility of and shall be borne by the vendor.

Proprietary Information: Vendor should be aware that the contents of all submitted proposals are subject to public review and will be subject to the Illinois Freedom of Information Act. All information submitted with your proposal will be considered public information unless vendor identifies all proprietary information in the proposal by clearly marking on the top of each page so considered, "Proprietary Information." The Illinois Attorney General shall make a final determination of what constitutes proprietary information or trade secrets. While JJC will endeavor to maintain all submitted information deemed proprietary within JJC, JJC will not be liable for the release of such information.

Negotiation: JJC reserves the right to negotiate all elements, which comprise the vendor's proposal to ensure the best possible consideration, be afforded to all concerned. JJC further reserves the right to waive any and all minor irregularities in the proposal, waive any defect, and/or reject any and all proposals, and to seek new proposals when such an action would be deemed in the best interest of JJC.

Award: The successful vendor, as determined by JJC, shall be required to execute a contract for the furnishing of all services and other deliverables required for successful completion of the proposed project. The supplier may not assign, sell, or otherwise transfer its interest in the contract award or any part thereof without written permission from JJC.

Retention of Documentation: All proposal materials and supporting documentation that is submitted in response to this proposal becomes the permanent property of JJC.

Opening of Proposals: Proposals will be opened in a manner that avoids disclosure of the contents to competing vendors. Contents for proposals will remain confidential during the negotiations period. Only the proposal number and the identity of the vendor submitting the proposal response will be made available to the public.

FORMAT FOR RESPONSE

To achieve a uniform review process and obtain the maximum degree of comparability, it is required that the proposal be organized in the format specified.

Eight (8) complete hard copies of the proposal, an original and seven (7) copies, and one (1) complete electronic copy (thumb drive or DVD copy) of your proposal shall be provided. The hard copies must be bound or in binders.

The original copy should be so noted and signed.

- 1. Title Page**
Show the RFP subject, the name of the vendor's firm, address, telephone number, name of contact person, and date.
- 2. Table of Contents**
Clearly identify the materials by sections and page number(s).
- 3. Letter of Transmittal**
Limit to one or two pages.
 - a) Briefly state the vendor's understanding of the scope of services to be provided and make a commitment to provide the services within the time period.
 - b) List the names of the persons who will be authorized to make representations for the vendor, their titles, address, and telephone numbers.

4. Profile of the Vendor

- a) Provide a company overview, including size, revenue, services provided, and business outlook.
- b) Provide detailed information about the number of employees involved in direct support to institutions, development of content modifications, and training.
- c) Provide information about the firm's business and customer service philosophy.
- d) Provide information about the number and size of higher education institutions utilizing the online orientation software/platform. Detail the number of institutions that are public, private, four-year and two-year.
- e) What is the average duration of a client relationship?
- f) How many new clients has your firm added in the past year?
- g) How many clients have terminated services in the past year? Why?
- h) Is there any pending litigation against your firm? If so, please describe.
- i) Are there any significant changes expected in your firm's client base or company operations that would affect your firm's ability to provide services to the College?
- j) Submit independently audited financial statements (one copy only). Such information will be considered in strict confidence.

5. Scope Section

Clearly describe the scope of services to be provided based upon the information in the scope section. Respond to each item listed.

6. Responses to Addendum

7. Prices Responses

8. Invoicing Procedure

- a) Describe the firm's invoicing procedures.
- b) Include documentation identifying all of the vendor's fees.

9. Pro forma Contract

The terms and conditions included in the *Pro forma* Contract apply to any contract resulting from this RFP. In this section of your proposal state any clarifications to the proposed document and your reasons for clarifications. No exceptions are allowed. However, alternative suggestions are encouraged. Please list any alternative suggestions for improvement in costs and/or services provided as an alternative.

10. Bidder's Certification Statement

EVALUATION

In evaluating the proposals submitted, JJC will apply the "Best Value" standard in selecting the supplier to be awarded a contract for this project. Purchase price is not the only criteria that will be used in the evaluation process. Any award resulting from this RFP will be made to that vendor whose offer conforms to the RFP and it is determined to be the most advantageous, of "best value" to JJC, in the sole judgment of JJC.

The selection process will include, but not be limited to, the following considerations:

1. The ability to provide a student-friendly online interface/platform to host an online New Student Orientation and provide assessments for students, the ability to track student completion, and back-end user support for product development and maintenance beyond period of set-up.
2. The product's ability to deliver information for specific student populations and/or providing the ability to develop "pathways" for specific student users.
3. The ability to "push" and "pull" data from a variety of sources including but not limited to (1) Ellucian Colleague, (2) Instructure Canvas, (3) Microsoft Outlook ,(4) Other.
4. The product's technical integration capabilities supported by the vendor.
5. The product's reporting capabilities.
6. The provider's ability to assist JJC in meeting the overall goal and to reduce the JJC administrative costs associated with the procurement process.
7. The quality and range of services the firm proposes to provide.
8. The firm's overall experience, reputation, expertise, stability and financial responsibility.
9. The vendor's past relationship with JJC, if any.
10. The experience and qualification of the staff that will be assigned to service JJC's account.
11. The ability to provide service in an expedient and efficient manner for both students and staff, as needed.
12. The training options available.
13. The total, long-term cost to JJC to acquire the vendor's goods and services.
14. Any other relevant factor that a private business entity would consider in selecting a supplier.

SCOPE OF WORK

An online New Student Orientation platform will provide access and opportunity for ALL Joliet Junior College students to receive an orientation to college. At this time, JJC only provides in-person orientation to new full-time / first-time college students. We bring in approximately 4,000 new students through our current orientation experience. The online platform would allow the institution to provide orientation to part-time students, distance learners and all other student populations. An online system must have a friendly student-interface and have the ability to work with current institutional technologies.

The online technology/software must be integrated with Ellucian Colleague and must:

- a. Automatically lift new student holds upon completion of new student orientation. This will provide access to registration functions.
- b. Identify students completing the online new student orientation on their advisor summary indicating completion.
- c. Provide an assessment of the students understanding of the orientation information presented. Ideally, the institution will be able to customize and randomize the assessment questions and have those autoscored; and, move those successful students to a “certificate of completion”.
- d. Have the ability to allow students back to the site to revisit information presented, view vignettes and participate in and view other vignettes designed to support their ongoing orientation experience related to other items such as student engagement opportunities and compliance mandates
- e. Allow customization of reporting features.

PRODUCT DEMONSTRATION

A select number of vendors will be invited to give one-hour product demonstrations. This can be done on-site or online. Please indicate your preferred method of delivery and indicate any special resources the College must have in order to accommodate your presentation.

- a) Presentations will be held the week of April 13-17, 2015.
- b) There will be approximately 10-15 people at the presentation.

FORMAT AND REQUIRED INFORMATION

The College requests proposers to provide responses to all of the sections listed below. These sections include features requested by the college in an online technology platform. Where appropriate, please indicate if the feature is:

- a. Available as part of the standard package
- b. Available but at an additional cost
- c. Available but requires customization
- d. Planned for a future release or not available currently and not in planning for the foreseeable future.

CRITERIA 1: Customization and Branding

- Describe the software's ability to be customized based on providing pathways for specific student populations after a "general" orientation overview.
- Describe the product's ability to have the JJC branding.
- Describe the software's ability to indicate progress of completion of the orientation to students.
- Describe the process for the end-user (JJC) to update and then make the changes to information developed as part of the orientation.

CRITERIA 2: Technical Considerations

- Describe the software's ability to work with Ellucian Colleague to push information back into Ellucian Colleague to denote student completion of online orientation.
- Describe the software's ability to work with Ellucian Colleague to push information back in order to lift "holds" on students.

CRITERIA 3: Assessment & Reporting

- Describe the software's ability to provide reports that indicate students' success rates on the assessments to determine if the appropriate questions are being asked.
- Describe the software's ability to provide customized reports for administrative users.

CRITERIA 4: Support

- Please describe the Customer Support policy. Include information about response times, escalation policies, and hours of operation.
- Please describe the availability of a Help Desk support solution. Does the solution include reporting tools based on usage level, question type, resolution statistics, required resolution time, and unresolved inquiry tracking? Is the average response time for all service requests able to be measured? Are end users able to track the progress of a trouble ticket? Is the Help Desk operated directly rather than by a contracted third party? Does it track product enhancements/refinement suggestions? Is there a self-help guide, forum, or knowledge base available to the user community?

- Can users and administrators contact Support representatives via e-mail or log inquiries online during non-business hours? What is the escalation process?
- Detail the training procedures for the College's faculty and staff. What is the recommended training curriculum for the online orientation platform? Are training materials available online? Are training materials able to be reproduced, edited, and presented to fit the College's training needs?
- Explain the potential levels of support that the College can secure.

CRITERIA 5: Technical Considerations

- Describe the system's authentication capabilities.
- Provide an overview of necessary hardware and software specifications and requirements.
- Do you offer a hosted solution and local install? If yes to both, please provide answers for both scenarios.
- Describe the security model, including network, data, and application security. Detail the measures for securing and storing the College's confidential data. Does the system support 128-bit encryption and SSL? Explain the password feature.
- Describe the levels of access or restriction relating to the users. Can users set their own security, and if so, how?
- How does the system scale to support growing user populations?
- How frequently do upgrades occur? Describe the upgrade process. Can customers control timing of software upgrades? What support is provided during the upgrade process? Are customizations affected by any upgrade? If so, who is responsible for the work to re-customize?

CRITERIA 6: References

Provide a minimum of three references for which the online orientation platform/system has been implemented for a minimum of one year. Preferably from a 2-year junior or community college.

CRITERIA 7: Other Considerations

Please list any other key feature(s) or service(s) which you feel distinguishes your company/product and which you think we should consider in our selection process.

QUANTITY

There is no guaranteed amount of services intended either expressly or implied, to be purchased or, contracted for by JJC. However the supplier awarded the contract shall furnish all required services to JJC at the stated price, when and if required.

PROPOSED PRICING

The vendor should furnish a list of proposed prices for all services and materials to be used during the term of the contract. The list of proposed prices should be structured to allow for the calculation of unit cost analyses. The prices included herein are to be firm through the contract term, unless noted otherwise by the vendor. **Provide all pricing that will apply to a hosted and/or locally installed model of the proposed software solution for a three and a five year contract.** Prices should include Hosting (if applicable), Software License fees, and Software Maintenance fees. Break out pricing as necessary. Please identify one time versus recurring costs.

		One-time fee	Annual Fee 3yr	Annual Fee 5yr	Additional Fees
A	Software License fees				
B	Software Maintenance fees				
C	Hosting (if applicable)				
D	Implementation				
E	Training				
F	Support				
G	List all additional charges not included in above.				

CERTIFICATION OF CONTRACT/BIDDER

The below signed contractor/bidder hereby certifies that it is not barred from bidding on this or any other contract due to any violation of either Section 33E-3 or 33E-4 of Article 33E, Public Contracts, of the Illinois Criminal Code of 1961, as amended. This certification is required by Public Act 85-1295. This Act relates to interference with public contracting, bid rigging and rotating, kickbacks and bribery.

SIGNATURE OF CONTRACTOR/BIDDER

TITLE

DATE

THIS FORM **MUST** BE RETURNED WITH YOUR BID TO:

Joliet Junior College District #525
Director of Business & Auxiliary Services, A-3100
1215 Houbolt, Road
Joliet IL 60431