



JOLIET JUNIOR COLLEGE
—1901—

REQUEST FOR PROPOSAL R15002

Early Alert Student/Academic Intervention Software System



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CRITERIA 2: INTERVENTION & CASE MANAGEMENT CAPABILITIES

2A. Describe how the software offers a centralized student folder where faculty/staff can view and manage personalized intervention, meeting history, and identify follow-up.

2B. Describe the software's ability for faculty/staff to maintain notes from student meetings and share notes (or keep confidential) with other personnel based on institutional roles.

2C. Describe the software's ability for student profile to be shared from faculty/staff to faculty/staff for as long as student is enrolled.

CRITERIA 3: COMMUNICATION TOOLS TO FACULTY/STAFF/STUDENTS

3A. Describe the software's ability to automatically notify students/faculty/staff of alerts pertaining to them.

3B. Describe the software's ability for faculty/staff to provide updates on student issues and "close the loop" so that faculty/staff know the students issues were addressed.

3C. Describe the software's ability to automatically notify when flags are raised or issues are resolved with students who are connected to a particular faculty/staff member.

3D. Describe the software's ability to send emails, text messages, Ellucian announcements, and/or other high-tech communication capabilities.

CRITERIA 4: SYSTEM FOR TRACKING STUDENTS

4A. Describe how the software uses and displays information that is maintained in other central repositories of student data.

4B. Describe the software's ability to indicate progress, success or failure of action plan/intervention.

4C. Describe the software's ability to target groups or cohorts of students (i.e. honors, student athletes, TRIO/SSS, students assigned to developmental courses, students with disabilities, new student orientation attendees, etc.).

CRITERIA 5: OTHER CONSIDERATIONS

5A. Explain how the system allows students/faculty/staff the ability to schedule meetings online. Please specify if this feature is currently available or future development.

5B. 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.

CRITERIA 6: REPORTING CAPABILITIES

6A. Describe the software's ability to provide customized reports for administrative users.

6B. Describe the software's ability to provide customized reports directly to students.

6C. Describe the software's ability to identify trends and issues based upon target groups/cohorts of students.



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CRITERIA 7: TECHNICAL CONSIDERATIONS

7A. Describe how the software supports integration/interface with (1) Ellucian, (2) Instructure Canvas, (3) My Math Lab, (4) My Reading Lab, (5) SARS, (6) Dropout Detective, and (7) Microsoft Outlook.

7B. Describe the system's authentication capabilities.

7C. Provide an overview of necessary hardware and software specifications and requirements.

7D. Do you offer a hosted solution and local install? If yes to both, please provide answers for both scenarios.

7E. 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. Detail the levels of encryption that the early system utilizes.

7F. Describe the levels of access or restriction relating to the users. Can users set their own security, and if so, how?

7G. Has a third party firm audited the early alert software for security?

7H. How does the system scale to support growing user populations?

7I. How often does the early alert system perform infrastructure maintenance, and how is notification provided to customers of scheduled downtime?

7J. How frequently do upgrades occur? Describe a typical upgrade process. Can customers control the timing of software upgrades? What support is provided during the upgrade process? Are customizations affected by any upgrades? If so, who is responsible for the work to re-customize?

CRITERIA 8: SUPPORT

8A. Please describe the Customer Support policy. Include information about response times, escalation policies, and hours of operation.

8B. 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?

8C. Can users and administrators contact Support representatives via e-mail or log inquiries online during non-business hours? What is the escalation process?

8D. Detail the training procedures for the College's faculty and staff. What is the recommended training curriculum for the early alert system? Are training materials available online? Are training materials able to be reproduced, edited, and presented to fit the College's training needs?



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8E. Explain the potential levels of support that the College can secure.

8F. Describe the resource materials for users.

8G. Explain the technical support and problem resolution procedure.

CRITERIA 9: REFERENCES

Provide a minimum of three references for which the early alert system has been implemented for a minimum of one year.

VIII. 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.

IX. 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.				



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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