



## **REQUEST FOR PROPOSAL**

**RFP NAME: Redesign Electronic Registration and Planning (ERAP) and New Student Orientation (NSO)**

**RFP NUMBER: 01-19-004**

**RFP DUE: Wednesday, February 13, 2019 at 2:00 p.m. Central**

All correspondence or questions concerning this RFP should be addressed to [purchasing@waubonsee.edu](mailto:purchasing@waubonsee.edu).

### **To Be Returned with RFP**

- AUTHORIZATION FORM
- CERTIFICATIONS
- CONFLICT OF INTEREST DISCLOSURE AND NON-COLLUSION FORM
- STATE OF ILLINOIS BUSINESS ENTERPRISE INFORMATION FORM
- REFERENCES
- APPENDIX C – REQUIREMENTS WORKSHEET

**Prepared by: Theresa Larson, Purchasing Manager**  
**Volume: 2.0**

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## COLLEGE OVERVIEW

Waubonsee Community College (WCC), located forty-five miles west of Chicago, Illinois, has served more than 300,000 students since its inception. As one of 48 public community colleges in the Illinois Community College System, WCC is governed by a board of trustees composed of seven community members elected from the district at large and a student trustee selected by the student body. WCC serves 22 municipalities, 12 public high school districts and nine private high schools in a five-county, 624 square-mile district. In order to proactively address student and community needs, WCC has cultivated a learning-centered culture that values, and an infrastructure that advances, continuous quality improvement.

### Campus Locations

#### Main Campus

Waubonsee Community College Sugar Grove Campus, 45783 State Route 47, Sugar Grove, Illinois 60554

#### Extension Campuses

Waubonsee Community College Plano Campus, 100 Waubonsee Drive, Plano, Illinois 60545

Waubonsee Community College Aurora Downtown Campus, 18 South River St. Aurora, Illinois, 60506

Waubonsee Community College Fox Valley Campus, 2060 Ogden Ave, Aurora, Illinois 60504

## GENERAL REQUIREMENTS

### RFP Schedule

- RFP Publication Date Tuesday, January 22, 2019
- Closed to Questions Monday, February 11, 2019
- RFP Due Wednesday, February 13, 2019 at 2:00 p.m. Central
- Interviews TBD
- Recommendation of Award March 20, 2019

### Information

1. RFP documents are available for download from the college's purchasing webpage at <https://www.waubonsee.edu/businesses/purchasing/>.
2. **RFP is not binding on WCC.** This RFP is not a binding offer by WCC and acceptance of the terms of this RFP by any Respondent shall not create a binding contract with WCC. WCC reserves the right to negotiate the terms and conditions of any agreement that may result from this Request for Proposal process, including the terms set forth herein and in any proposal. Any future contract that may be awarded must comply with college procurement requirements.

**REQUEST FOR PROPOSAL (RFP)**  
**01-19-004 Redesign of ERAP and NSO**  
**February 13, 2019 at 2:00 p.m.**

3. **Proposals Shall Constitute An Offer.** A proposal submitted in response to this RFP shall constitute an offer of the Respondent. The signature of a person who is legally authorized to execute contractual obligations on behalf of the Respondent shall indicate acknowledgment of this condition. A submission in response to this RFP acknowledges acceptance by the Respondent of all terms and conditions as set forth herein, unless the response specifically indicates otherwise. A Respondent shall identify clearly and thoroughly any variations between its proposal and the RFP in the cover letter. Failure to do so shall be deemed a waiver of any rights to subsequently modify the terms of any contract that may result from this RFP, except as outlined or specified in the RFP.
4. The college reserves the right to award this project to one vendor or split the award based on the best interests of the college.
5. The college reserves the right to reject or accept any or all responses, to extend the due date, to waive technicalities in the documents or repost prior to award of the Contract.
6. Respondents may not contact any college employee directly to discuss this RFP. All correspondence or questions concerning the RFP should be addressed to [purchasing@waubonsee.edu](mailto:purchasing@waubonsee.edu).
7. All questions will be responded to by addendum or through the discussion board on Blackboard. Do not expect an immediate answer.
8. Proposals may be withdrawn by written request from Respondent prior to the date and time established for the opening.
9. All late proposals will be rejected.
10. All proposals must be signed by a duly authorized representative of the firm; all unsigned proposals will be rejected.
11. Awarded Respondent will be notified after award of orders.
12. All proposal prices must be good for a period of ninety (90) days from the date of opening.
13. The price proposed is the full purchase price, including all materials and labor, service costs, delivery to destination, rigging expenses, balancing provisions no matter what the cause for imbalance, and includes all transportation and handling charges, premiums on bonds, patent royalties and all other overhead charges of every kind and nature. Unless otherwise specified, prices shall remain firm for the contract period. List all costs individually on a separate sheet.
14. Proposals shall be prepared simply and economically, providing a straightforward description of the respondent's capabilities to satisfy the requirements of this RFP. Emphasis should be on completeness and clarity of content, including all attachments and work samples.
15. There is no express or implied obligation for the college to reimburse firms for any expenses incurred in preparing proposals in response to this request.
16. The college may issue a purchase order upon award by the college's Board of Trustees or after a fully negotiated and executed contract is signed.
17. Invoices are paid monthly for work completed or as negotiated in the executed contract.
18. The college's payment terms are net 30 days.
19. The Prevailing Wage Act requires contractors and subcontractors to pay laborers, workers and mechanics employed on PUBLIC WORKS construction projects no less than the general prevailing rate of wages (consisting of hourly cash wages plus fringe benefits) for work of a similar character in the county where the work is performed.

20. Waubonsee Community College encourages the participation of qualified businesses owned by minorities, females and persons with disabilities in contracts the college awards. This policy shall be furthered by complying with the Business Enterprise for Minorities, Females and Persons with Disabilities Act, 30 ILCS 575/0.01 et seq. and by cooperating with the Illinois Business Enterprise Council.
21. WCC belongs to the following consortiums and Group Purchasing Organizations: E&I (Educational and Institutional Cooperative Purchasing); Sourcewell, US Communities; TCPN/National IPA; Midwest Higher Education Compact Consortium, and the Illinois Public Higher Education Cooperative. If you have pricing agreements with any of these organizations, pricing should minimally reflect these discounts. The college expects to be provided with the best available pricing.

## Evaluation Process

1. The college reserves the right to:
  - a. Accept or reject any or all proposals
  - b. Select the proposal most responsive to the college's needs
  - c. Award the contract to the firm who will best serve the interests of the college at the college's sole discretion
  - d. Require a firm to submit any evidence of its qualifications as the college may deem necessary and to consider any evidence available such as financial, technical and other capabilities, including performance experience with past and present users
  - e. Request additional information or clarifications and to allow corrections of errors and omissions
  - f. Waive minor irregularities or variations to specifications in the process
  - g. Conduct any investigation of the qualifications of any firm that it deems appropriate
2. A selection committee consisting of the staff from the college will review all proposals and make a determination. Some factors may include:
  - a. Professional capacity to take on the work.
  - b. Proposed fee structure
  - c. Ability to perform within time and budget constraints
  - d. Evaluation of potential work plans
  - e. Previous work experience and performance with similar institutions
  - f. Recommendations by references
  - g. Other pertinent information submitted
3. The college may invite one or more finalists to have key personnel who would be engaged in the provision of the services make presentation(s) and/or discuss the proposal. The college will not be liable for expenses incurred in attending this interview.
4. At the college's discretion, the college may invite one or more finalists for a second interview. The college will not be liable for expenses incurred in attending this interview.

5. The college will conduct contract negotiations with the firm whose proposal is deemed most responsive to the college's needs. Until the college acts formally to approve a contract, and until such contract is signed by both parties, the college is legally obligated in no respect. By this Request for Proposal, the college has not committed itself to undertake the work set forth.

### Confidentiality & Proposal Ownership

1. RFP Ownership: All proposals to the RFP will become the property of Waubonsee Community College and will not be returned.
2. Public Records Act: all materials received or created by the college are considered **public records** and subject to disclosure to third parties in accordance with the Freedom of Information Act (FOIA). These records include but are not limited to bid or proposal submittals, agreement documents, contract work product, or other information submitted by a vendor to the college.
3. If the Respondent requests that the college withhold their trade secrets, commercial information or financial information from disclosure to a third party in response to a FOIA request, the Respondent must include in its submittal:
  - a. A written notification specifically identifying such information
  - b. A statement that disclosure of such information will cause competitive harm to the Respondent
4. Any content not so marked by the Respondent at the time of submittal will be presumed to be open to public inspection.

## SCOPE OF WORK

### Summary

Waubonsee Community College (WCC) seeks sealed proposals from qualified Firms (also referred to as Respondent, Company and Vendor) to provide services for the redesign of the college's electronic registration planning processes for students to use to gain financial literacy and the new student orientation processes for students to learn more about the different programs and services on campus.

### General

1. Firms involved in providing services under this project require a minimum of three years' experience.
2. The Respondent will be held responsible for material, storage and installation.
3. Respondents are responsible for checking the college's purchasing webpage for updates to the RFP and will be required to acknowledge receipt of the addenda in the RFP response.
4. **Subcontracting**
  - a. All work for this contract is to be performed by the selected firms own staff. Subcontracting any portion of this project will not be allowed without written authorization from the college.

## Problem Statement

Waubonsee's current New Student Orientation (NSO) is not a requirement for first-time students. NSO sessions are run throughout the year and includes College 101 and a campus tour. In addition, during fall 2017 a new workshop format was utilized to allow students to access information about programs and services they felt would be most helpful to them. Specific workshops were hosted by Athletics; Career Development; Connect4Success (C4S); Counseling, Advising and Transfer Center; Information Technology; Student Life; and TRIO/Student Support Services. Overall in the 2016-2017 recruitment cycle, Waubonsee saw an increase of 7% in registrations for NSO, but a 12% decrease in actual attendance. NSO evaluations noted that students would appreciate attending more of the workshops, so that they could learn more about the different programs and services on campus. Logistical concerns make this challenging in a face-to-face setting.

To support the Title V grant focus on retention and student success, Waubonsee has identified the need to reinvent our NSO and Electronic Registration and Planning (ERAP) process to meet evolving student needs. The C4S program and our students on academic probation (SOAP) process have also identified a gap in student access to and understanding of financial information. That lack of information and lack of understanding of financial literacy is a significant barrier to retention and completion for Waubonsee students.

## Problem Deliverables

- An online new student orientation platform that ready to launch for early summer 2019; should be mobile-friendly and available from the college website and internal web portal.
- Train the trainer materials or workshops to ensure that the college can easily update and change content within the orientation/ERAP platform.
- Revised electronic registration and planning materials into videos that can be repeated by students when they need the content (mobile-friendly).
- An online workshop for students on academic probation (using already developed content).

## Timeline

1. The contract will be effective from the signature date, unless otherwise documented in the contract, and will remain in effect for one year with optional one-year renewals.
2. Waubonsee Community College estimates a start date after March 20, 2019 and completion in September 2019. Firms should identify if this timeline is reasonable or if more time would be required.



## PROPOSAL REQUIREMENTS AND FORMAT

### Format

1. Firms shall provide a straight-forward, concise description of your firm's capability to satisfy the requirements of this RFP and perform the work described in this RFP. Prepare your responses to this RFP in the format and sequence specified below. Respond specifically to each item in the order as provided. Failure to comply may result in the college rejecting your proposal as non-responsive.
2. **Hard Copy** - Firms shall provide one (1) original and four (2) copies of their submittal, along with a flash drive containing the entire submittal.
  - a. Do not submit binders. Stapled or coil bound is acceptable
  - b. Erasures or changes in proposals must be initialed. White-out is NOT permitted.
3. Return submittal to Waubensee Community College, Purchasing Office, 4S783 State Route 47, Dickson Center, Room 259, Sugar Grove, IL 60554. Responses to this RFP shall be submitted in a sealed envelope to the address above. **Envelopes must be clearly identified with the name of the RFP and Due Date/Time.** Proposals received after the date and time specified in this RFP will not be considered.

### Authorization

1. Submittal response must include a signed Authorization Form and all documents noted on the cover page.

### Firm Information

1. Provide a brief description of your firm, including but not limited to the following:
  - a. Company name with address and telephone. Name of the principal(s) of the firm.
  - b. Name, telephone number, and email address of a representative of the firm authorized to discuss the proposal.**
  - c. Addresses of all offices of the firm. Identify the office which will fulfill this agreement.
  - d. Number of employees of the firm.
  - e. Number of years in business under current name and any past corporate names or affiliations.
  - f. Statement of whether there are any ongoing, pending, or potential legal actions against the firm.
2. Describe the organization, date founded and ownership of your firm and regulatory bodies your firm reports to. Has the firm experienced a significant change in organizational structure, ownership or management during the past three years and, if so, please describe.

3. Identify any work to be subcontracted and provide company name, contact information, deliverables to be produced and tasked to be performed.
  - a. Waubonsee Community College reserves the right to reject any subcontractor.
  - b. If a subcontractor or supplier is needed to fulfill contract requirements, please consider using a small or disadvantaged business. The State's policy is to promote small businesses, including those owned by Veterans, businesses owned and controlled by minorities, females, and persons with disabilities, and sheltered workshops for the severely disabled. We encourage the use of these companies on State contracts and in your commercial activities. See <https://www.illinois.gov/cms/business/sell2/bep/Pages/default.aspx> for more information regarding these programs.

### Experience

1. Describe your firm and its capabilities. In particular, support your capacity to develop engaging, meaningful online content that encourages students to register for courses and provides answers to questions in a "just-in-time" format.
2. Detail the firm's direct experience in providing expertise, consulting services and technical assistance related to the development of online tools like orientations, virtual campus tours and other ways of communicating with students about the value of an institution.
3. Key management and key personnel that would be assigned to this project. Indicate which principals and associates from your firm would be involved in providing services to the college. Provide appropriate background information for each such person and identify his or her responsibilities. Principals involved in providing servicing under this project require a minimum of five years' experience.
4. Provide a minimum of three (3) education client references for similar services performed, preferably services performed for community colleges.

### Approach, Work Plan, Requirements

1. Responses are required for ALL sets of requirements. If you do not believe that you can meet any specific requirement, you should respond with your best alternative.
2. Explain the firm's approach and suggested work plan. Suggest project milestones and provide estimates of project start dates and the time to completion.
3. What is your methodology for managing changes to the project? Do you have a formal change control process?

### Management Requirements

1. Waubonsee will review the qualifications and have final say on all consultant personnel, and may conduct interviews of consultant personnel.
2. Consultant Team may include:
  - a. Account Manager

- b. Project Manager
  - c. Consultant/contractor
3. Describe your project management methodology including the responsibilities of the people in the above roles.
4. Detail the qualifications and training of the people that will be assigned to the above roles.

## Quality Requirements

1. Functional Requirements (see posted requirements spreadsheet)
  - a. In the columns provided, indicate if you can configure the online orientation platform to meet the requirement, and insert comments to clarify if necessary. Do not alter the format of this document.
2. Internal Quality Programs
  - a. Describe your internal quality program. How will you ensure that all of Waubonsee's requirements are met, including cost, schedule and functional requirements?
3. Internal Training Program
  - a. Describe your internal training program. How do you maintain and upgrade the skills of your functional and technical experts.
4. Training Program
  - a. Training will be required for a cross-section of Waubonsee's employees (i.e. executive, administrators, supervisors, etc.) for the purpose of maintaining the tool and editing/updating content as needed.
  - b. Describe your customer training program. How will you ensure that Waubonsee's functional staff is adequately trained?
  - c. How will you ensure that Waubonsee's technical staff is adequately trained?
5. Change Management Program
  - a. Do you have a change management program? If so, how do you plan to assist with the transition to the new system for Waubonsee staff?
6. Testing Process
  - a. Describe your system testing methodology. How will you ensure that system functionality is sufficiently tested before going into production?
7. Implementation Plan
  - a. Please provide a proposed implementation process outline that starts with initial contract agreement and ends with maintenance of a completed implementation. Include brief descriptions of each phase and projected timeframes.

8. Ongoing System Maintenance and Support
  - a. After implementation, how are questions and requests for programming changes and technical assistance handled?
  - b. Describe your customer support organization, including structure, industry experience and whether supported in-house or outsourced. Specifically, describe the escalation process and ability to access program managers and developers.
  - c. What are the types of costs associated with support, if any, and do support options exist? Indicate levels of support and benefits of each.
  - d. What hours (in terms of Central Standard Time) are customer support personnel available? Is 7 day/24 hour support available? Describe web-based support available.
  - e. What are the options, and associated costs, for your software maintenance agreement?
  - f. What type of support and training is provided for new system releases?
  - g. How are enhancement projects prioritized?
  - h. What is the pricing basis for enhancements or other special requests?
  - i. How are outstanding problems and enhancement requests tracked?
  - j. Is there an established user group, and if so, where are meetings held?
    - i. Is there a membership fee?
    - ii. What is the number of currently active members and the total number of companies represented?
    - iii. How many meetings does the group hold per year?

### Fees & Services

1. Describe the way you propose to be compensated for your services. Include ALL costs to meet the requirements. The college is open to various pricing strategies including Time & Material, Fixed Costs, and Not-to-Exceed in any combination. If proposing Time & Material, please include hourly-rates of staff and total hours for each.

### Additional Questions to be Answered

1. What would you need from the college to complete this project? Identify all physical resource requirements that WCC needs to provide.
2. Which formats can you provide to deliver an online student orientation product/electronic registration and planning?
3. Do you complete background checks of your employees?
4. Is this bid part of a consortium or cooperative contract? If yes, identify consortium/cooperative and contract name/number.

### Additional Documentation

1. Provide a sample copy of your firm's contract for these services including all terms and conditions.

**REQUEST FOR PROPOSAL (RFP)**  
**01-19-004 Redesign of ERAP and NSO**  
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2. Firms may provide brochures, reports or other information in support of this proposal as an attachment to the proposal in 8.5" x 11" format. Do not include oversized brochures or sales materials. Catalogs or brochures may not be submitted in lieu of responses to an item.
3. Discuss any topics not covered in this RFP that you would like to bring to the college's attention.

## RFP AUTHORIZATION FORM

***All Respondents are required to complete and sign this form.***

I HEREBY AUTHORIZE THIS PROPOSAL, ACKNOWLEDGING THAT I UNDERSTAND AND AGREE TO THE PROVISIONS OF THIS RFP. I WARRANT THAT ALL INFORMATION PROVIDED IN THE SUBMITTED PROPOSAL IS TRUE AND ACCURATE. I FURTHER WARRANT THAT FAILURE TO HAVE READ ALL THE PROVISIONS OF THIS SOLICITATION SHALL NOT BE CAUSE TO ALTER ANY RESULTING CONTRACT OR REQUEST ADDITIONAL COMPENSATION.

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Name of Company

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Address

---

City

State

Zip Code

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Telephone Number

Fax Number

---

Authorized Signatory

Date

---

Print Name

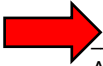
Title

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Email Address

### **Acknowledgement of Addenda (if any)**

I acknowledge having received addenda # \_\_\_\_\_.



## CERTIFICATIONS

**All Respondents are required to complete and sign this form.** Completed form must be returned with RFP no later than the advertised deadline. Failure to return this completed form may result in disqualification.

Respondents are cautioned to carefully read these certifications prior to signing below. Signing this page shall constitute a warranty by the undersigned that all of the statements, certifications and information set forth within these certifications are true, complete and correct as of the date signed. The undersigned is notified that if the college learns that any of the following certifications were falsely made, any contract entered into with the undersigned shall be subject to termination.

1. Prevailing Wage Act. To the extent required by law, Contractor shall not pay less than the prevailing wage as established pursuant to an Act Regulating the Wages of Laborers, Mechanics, and Other Workman employed under Contract for Public Workers 820 ILCS 130/1 et seq. Our company certifies that it is eligible for bidding on public contracts and has complied with section 11a of the Prevailing Wage Act, 820 ILCS 130.01-12.
2. Human Rights Act. To the extent required by law, Contractor shall abide by the Illinois Human Rights Act, 775 ILCS 10/0.01 et seq.
3. Drug Free Workplace. To the extent required by law, Contractor shall abide with the requirements of the Drug Free Workplace Act 30 ILCS 580.1 et seq.
4. Sexual Harassment Policy. Contractor represents by the signing of this agreement that it has a written sexual harassment policy that is in accordance with 775 ILCS 5/2-105 (A) (4).
5. Non-debarment. By executing this agreement Contractor certifies that it has not been debarred from public contracts in the State of Illinois for violating either 33E-3 or 33E-4 of the Public Contracts Act, 720 ILCS 5/33E-1 et seq.
6. Fair Employment Practice: Company is in compliance with all State and Federal laws regarding Fair Employment Practice as well as all rules and regulations.
7. Our company has an Equal Employment Opportunity and Affirmative Action Program which complies with Executive Order 11246, the Vietnam Era Veterans' Readjustment Assistance Act of 1974, and the Rehabilitation Act of 1973.
8. Our company certifies that it is eligible for bidding on public contracts and is not in violation of either paragraph 33E-3 or 33-E-4 of Public Act 86-150, 720ICLS 5 with regards to bid rigging/bid rotating.
9. When required by law, the bidder and all bidder's subcontractors must participate in applicable apprenticeship and training programs approved by and registered with the United States Department of Labor's Bureau of Apprenticeship and Training as required by Illinois Public Act 093-0642.

**Authorized Signatory:** \_\_\_\_\_ **Date:** \_\_\_\_\_

## CONFLICT OF INTEREST DISCLOSURE AND NON-COLLUSION FORM

**All Respondents are required to complete and sign this form.** Completed form must be returned with Proposal no later than the advertised deadline Failure to return this completed form may result in disqualification.

### Conflict of Interest Disclosure

Waubensee Community College is requiring that any and all relationships with the college, its administrators, trustees, committee member, or any other employee of the college be disclosed in writing as a part of any proposal submitted. Contact in regards to this Proposal with any employee of Waubensee Community College during the pre-award period, except as noted in the solicitation, is strictly forbidden and is considered sufficient grounds for dismissal from the RFP process.

Define the relationship with any Waubensee Community College administrator, trustee, committee members, or their immediate family member, with which your company or any of its owners, officers, trustees, employees does business with, or for which there is an opportunity to influence a related college decision.

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Respondent certifies that there is no known conflict of interest with any WCC administrator, trustee, committee member or employee of the college.

### Non-Collusion Statement

The undersigned affirms that he/she is duly authorized to execute this contract and that this company, corporation, firm, partnership or individual has not prepared this Proposal in collusion with any other Company, and that the contents of this Proposal as to prices, terms or conditions of said RFP have not been communicated by the undersigned, nor by any employee or agent to any other person engaged in this type of business prior to the official opening of this Proposal.

The undersigned further affirms that this Proposal was prepared independently for this project and that it contains no fees or amounts other than for legitimate execution of this work as specified and that it includes no understandings or agreements in restraint of trade.

Firm Name: \_\_\_\_\_

By: \_\_\_\_\_  
(Authorized Signatory)

\_\_\_\_\_ Title



## STATE OF ILLINOIS BUSINESS ENTERPRISE FOR MINORITIES, FEMALES, AND PERSONS WITH DISABILITIES ACT INFORMATION

Vendor shall provide the following information on the status of its business (if it applies) so that the college can comply with the Business Enterprise for Minorities, Females, and Persons with Disabilities Act, 30 ILCS 575/1, et seq.

*Note: MBE – Minority-owned Business, WBE – Woman-owned Business, DBE – Disadvantaged Business, VOB – Veteran Owned Business*

Identify Business Status (\_\_\_ MBE \_\_\_ WBE \_\_\_ DBE \_\_\_ VOB)

- African American
- Alaskan Native/Native American
- Asian American
- Disabled
- Female
- Hispanic American
- Veteran
- Not Applicable

### Small Business

- HUBZone small business
- Service-disabled veteran-owned small business
- Small Business
- Small disadvantaged business
- Veteran-owned small business
- Women-owned small business
- Not Applicable

### Certifying Organization

- DCMS (Department of Central Management Services) Business Enterprise Program
- CMBDC (Chicago Minority Business Development Council)
- IDOT (Illinois Department of Transportation)
- WBDC (Women's Business Development Center)
- Other (Please Specify)
- Not Applicable

**For more information please visit:**

<http://www.illinois.gov/cms/business/sell2/bep/Pages/Default.aspx>

## REFERENCES OF SIMILAR WORK PERFORMED

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Contact Name \_\_\_\_\_ Phone \_\_\_\_\_

---

Company / Organization Name \_\_\_\_\_

---

Address \_\_\_\_\_

---

City \_\_\_\_\_ State \_\_\_\_\_ ZIP Code \_\_\_\_\_

---

Contact Name \_\_\_\_\_ Phone \_\_\_\_\_

---

Company / Organization Name \_\_\_\_\_

---

Address \_\_\_\_\_

---

City \_\_\_\_\_ State \_\_\_\_\_ ZIP Code \_\_\_\_\_

---

Contact Name \_\_\_\_\_ Phone \_\_\_\_\_

---

Company / Organization Name \_\_\_\_\_

---

Address \_\_\_\_\_

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City \_\_\_\_\_ State \_\_\_\_\_ ZIP Code \_\_\_\_\_

## Appendix A - INSURANCE AND INDEMNITY REQUIREMENTS

1. **SAFETY:** The Contractor, its agents, employees, material men and its Subcontractors will perform all work on the project in a safe and responsible manner, and in compliance with all Federal, State and local safety requirements and standards.
2. **INDEMNIFICATION:** The work performed by the Contractor shall be at the risk of the Contractor exclusively. To the extent permitted by law, Contractor shall indemnify, defend, and hold harmless Owner, affiliated companies of Owner, their partners, joint venturers, representatives, members, designees, officers, directors, shareholders, employees, agents, successors, and assigns ("Indemnified Parties"), from and against any and all claims for bodily injury, death or damage to property, demands, damages, actions, causes of action, suits, losses, judgments, obligations and any liabilities, costs and expenses (including but not limited to investigative and repair costs, attorney's fees and costs, and consultants' fees and costs) which arise in whole or in part or are in any way connected with the Work performed, Materials furnished, or Services provided under this Agreement by Sub-Contractor or its agents.
3. **INSURANCE:** The insurance required shall be written for the duration of the Contract in amounts not less than the following minimum limits or as required by law whichever is greater. The Insurer must give the college at least 30 days prior written notice of cancellation and termination of the firm's coverage thereunder. All subcontractors the firm hires must comply with the same requirements.
  - a. Cyber Liability: \$1 million dollars
  - b. Professional Liability: \$5 million dollars
  - c. Comprehensive General Liability including Contractor's protective liability, Contractual liability, Completed Operations and Products liability. The latter shall be written for a period of one year from the date of acceptance by the Owner, to be renewed annually as long as the contract is in force. Minimum limits shall be as follows:
    - i. Not less than \$1 million dollars Each Occurrence, \$2 million Products/Completed Operations aggregate, \$1 million Personal and Advertising Injury limits, and \$2 million General Aggregate subject to a per project aggregate.
    - ii. **Firm shall provide Waubonsee Community College with a Certificate of Insurance and endorsement naming Waubonsee Community College District No. 516, its officers, agents, employees and assigns as Additional Insured thereunder on a primary and noncontributory basis.**
  - d. Workman's Compensation as required by all applicable laws including employer's liability in the amount of \$500,000.00 or as otherwise limited by law.
  - e. Comprehensive Business Automobile Liability including non-ownership and hired car coverage as well as owned vehicles. Minimum limits shall be as follows:
    - i. Written in the amount of not less than \$1 million each accident and covering any auto.
  - f. Umbrella Liability Insurance: Written in the amount of no less than \$2 million each accident.
4. **PROPERTY INSURANCE:** It is agreed that the Contractor shall purchase and maintain property insurance for its material left at the job site. Contractor waives all rights of subrogation against Owner for loss of, or damage to, Contractor's work, tools, machinery, equipment, materials or supplies.

## Appendix B - OVERVIEW OF TECHNICAL REQUIREMENTS

### **Current Technical Environment**

#### Banner ERP

- Back office v 9
- Self Service v 8.6

#### Servers

- HP Blade/SAN/VMWare
- Windows Server 2003, 2008 and 2012
- Windows Virtual Server 2016
- Physical and Virtual

#### Workstations Environment

- Windows 7 and 10
- Mac OS

#### Network

- Novell/LDAP/Active Directory authentication
- PaloAlto Firewall/Juniper Network

#### Sign-On Protocols

- SAML 2.0
- LDAP

## Appendix C – Requirements Worksheet

Requirement		Yes or No?	If No, would you meet this requirement using:			Use this column for non-Yes or No responses, and general clarifying comments.
		Does the tool meet this requirement out of the box?	A third party?	Customizations?	Extensions?	
	<b>General Functions (Section 1)</b>					
1	<b>Online system with content modules (i.e., new student orientation)</b>					
2	<b>Ability to track who started, stopped and completed each module at the individual student level</b>					
3	<b>Ability to export reports of individual student level data (i.e., time to completion, number of views, etc.)</b>					
4	<b>Ability to view the same module more than once (just-in-time content needs)</b>					
5	<b>Content can be easily modified and updated by the institution without contacting the vendor.</b>					
6	<b>Mobile-friendly interface</b>					
7	<b>High-quality video capability</b>					

**REQUEST FOR PROPOSAL (RFP)**  
**01-19-004 Redesign of ERAP and NSO**  
**February 13, 2019 at 2:00 p.m.**

Requirement		Yes or No?	If No, would you meet this requirement using:			Use this column for non-Yes or No responses, and general clarifying comments.
		Does the tool meet this requirement out of the box?	A third party?	Customizations?	Extensions?	
8	Ability to start a module, stop, log out and come back where they left off.					
9	Meets accessibility standards outlined in the VPAT - closed captioning, etc.					
9	Meets accessibility standards outlined in the VPAT - closed captioning, etc.					
10	Embedded survey/quiz tool that will allow us to assess learning during a module.					
11	Ability to develop cohort orientation modules (i.e., first generation, adult students over 25, veterans, etc.)					
12	Ability to use gamification to engage students rather than providing passive material that must be read or listened to					
13	Ability to incentivize completion within the system (i.e., badges, points)					
14	Ability to push out modules via email, the internal portal, or an app to get information to students throughout the semester					
15	Ability to send reminders if students have started and not completed a module.					

Requirement		Yes or No?	If No, would you meet this requirement using:			Use this column for non-Yes or No responses, and general clarifying comments.
		Does the tool meet this requirement out of the box?	A third party?	Customizations?	Extensions?	
	Finance (Section 2) - N/A					
	IT (Information Technology) (Section 3)					
1	Integration with Banner (SIS)					
2	Integration with Blackboard (LMS)					
3	Integration with CRM (Salesforce)					
4	Integration with college website and internal portal (mywcc)					
5						
6						

**END OF DOCUMENT**