



COMMUNITY COLLEGE
OF RHODE ISLAND

Purchasing Office

INVITATION TO BID/RFP

PUBLIC BID NO. **R0070432**

COMMODITY: **Mentorship Program**

BID PROPOSAL SUBMISSION DEADLINE: **Friday, March 8, 2024 at 12:00pm.**

See BID/RFP Instructions for how to submit bids/offer package via mail or email.

Note to Bidders: Questions concerning this solicitation may be emailed to the purchasing office at purchasing@ccri.edu no later than **February 23, 2024 @ 11:00am** (EST). Please reference the bid number on all correspondence. Questions received if any, will be posted as an addendum to this solicitation. It is the responsibility of all interested parties to download the information.

PRE-BID CONFERENCE: N/A

FEIN: _____
VENDOR NAME: _____
ADDRESS: _____
CITY, STATE, ZIP: _____
CONTACT PERSON: _____
TITLE: _____
TELEPHONE: _____
E-MAIL ADDRESS: _____

Bid proposals must be accompanied by the included three-page Bidder Certification Form. The form must be completed in full and signed in order to be considered responsive.

Print Name and Title

Telephone Number/E-Mail Address

Signature

Date



COMMUNITY COLLEGE
OF RHODE ISLAND

Purchasing Office

BID/RFP Instructions

PUBLIC BID NO. **R0070432**

COMMODITY: **Mentorship Program**

a. Rules for submitting offers:

1. Bid response must be submitted using Community College of Rhode Island (CCRI) Bid Form. Any other form submitted will be considered non-responsive and will be disqualified.
2. Vendor name must appear on all pages.
3. If bidding on any item, the entire bid must be returned.
4. Submitting a Bid
 - Via mail: Each bid/offer must be submitted in a separate sealed envelope with the specific bid/RFP number, date and time of bid closing noted on the envelope. A complete, signed bid/offer package, including a completed three-page CCRI bidder certification form/contract offer and attachments if required (e.g., bid sureties, special licenses, samples, specifications that differ from solicitation) must be submitted as one package.
Mail to: Purchasing Office
Community College of RI
400 East Ave
Warwick, RI 02886
 - Via email: A complete, signed bid/offer package, including a completed three-page CCRI bidder certification form/contract offer and attachments if required (e.g., bid sureties, special licenses, samples, specifications that differ from solicitation) must be submitted as one PDF document titled as the specific bid/RFP number. Attach said PDF file to the email with the subject line of the specific bid/RFP number and the date and time of bid closing.
Email to: purchasing@ccri.edu
5. Bids misdirected to other locations or which are not present at the CCRI Purchasing Office at the time of closing for whatever cause will be considered to be late and will not be opened. For the purpose of this requirement, the official time and date shall be that of the time clock in the Purchasing Office of CCRI. Postmarks shall not be considered proof of timely submission.
6. Failure to complete form as instructed may be grounds for disqualification.
7. Bid price is Net F.O.B. destination and shall include inside delivery at no extra cost.
8. Bidder must be an authorized dealer of the product offered.
9. Questions regarding bid procedure can be emailed to the Purchasing Office at purchasing@ccri.edu; CCRI bid number must appear on the subject line.

- b. Each bidder must be a manufacturer or stocking distributor/dealer at the time of the bid submittal and must maintain that status for the life of the contract or award. Bidder cannot be a broker.

Community College of Rhode Island Bidder Certification Form

NOTICE TO OFFERORS

This three-page Community College of Rhode Island (CCRI) Bidder Certification Form/Contract Offer **must** be attached to the front of the offer and shall be considered an integral part of each offer made by a vendor to enter into a contract with CCRI. As such, submittal of the entire Community College of Rhode Island Bidder Certification Form/Contract Offer, signed by a duly authorized representative of the offeror attesting to the accuracy of the information provided and the offer extended, is a mandatory part of any contract award. Offers received without the entire completed three-page form attached may result in offer disqualification.

Other Provisions and Procedures

To assure maximum access opportunities for users, public bid/RFP notices shall be posted on the Rhode Island Division of Purchases Website (<https://ridop.ri.gov/>) for a minimum of seven days and no amendments shall be made within the last five days before the date an offer is due.

Offers are irrevocable for sixty (60) days from the opening date (or such other extended period set forth in the solicitation), and may not be withdrawn, except with the express permission of the College Purchasing Agent. All pricing will be considered to be firm and fixed unless otherwise indicated. All offers must define delivery dates for all items; if no delivery date is specified, it is assumed that immediate delivery from stock will be made. After an award has been made, failure to meet all requirements of this invitation may result in a determination of default. Payments for partial delivery will not be made, except where expressly provided herein.

Unless specified “no substitute,” product offerings equivalent in quality and performance will be considered (at the sole option of the College) on the condition that the offer is accompanied by detailed product specifications.

The College reserves the right to (a) make awards on the basis that best serves the interest of CCRI, individual items, total low, etc., and (b) reject any and all bids in whole or in part. Prices quoted are N30, FOB DESTINATION, less federal/state tax.

VENDOR AUTHORIZATION TO PROCEED. When a purchase order or change order is issued by the Community College of Rhode Island, no claim for payment for services rendered or goods delivered contrary to or in excess of the contract terms and scope shall be considered valid unless the vendor has obtained a written change order issued by the Community College of Rhode Island PRIOR TO delivery.

Any offer, whether in response to a solicitation for proposals or bids, or made without a solicitation, which is accepted in the form of a purchase order made in writing by the Purchasing Agent, or a state official with purchasing authority delegated by the Purchasing Agent, shall be considered a binding contract.

Where bid surety is required, bidder must furnish a bid bond or certified check for 5% of the bid total with the bid, or for such other amount as may be specified. Where indicated, successful bidder must furnish a 100% performance bond and labor and payment bond for contracts subject to Title 37 Chapters 12 and 13 of the Rhode Island General Laws. All bonds must be furnished by a surety company authorized to conduct business in the State of Rhode Island.

This solicitation and any contract or purchase order arising from it is issued in accordance with the specific requirements described herein, and the State’s Purchasing Laws and Regulations and other applicable State Laws, including the State of Rhode Island General Conditions of Purchase (220-RICR-30-00-13). The regulations, General Terms and Conditions are incorporated into all Community College of Rhode Island contracts. The General Conditions of Purchase can be viewed at <https://rules.sos.ri.gov/regulations/part/220-30-00-13>.

Offerors are advised that all materials submitted to the College for consideration in response to this solicitation will be considered without exception to be Public Records pursuant to Title 38 Chapter 2 of the Rhode Island General Laws, and will be released for inspection upon written request once an award has been made. Bidders are encouraged to attend Public Bid Openings to obtain competitive pricing information. Bid tabulations may be reviewed after award(s) have been made at the Community College of Rhode Island Purchasing Office Mondays through Fridays between the hours of 9:00 a.m. and 3:30 p.m. – telephone requests for bid results will not be honored.

Provisions of State labor laws concerning payment of prevailing wage rates, issued by the R.I. Department of Labor and Training, shall apply for contracts involving public works construction, alteration, or building repair work.

In accordance with Title 7 Chapter 1.1-99 of the Rhode Island General Laws, foreign corporations (a corporation established other than in Rhode Island) must be qualified to transact business in this state.

State Equal Employment Opportunity Compliance certificate and agreement procedures will apply to all awards for supplies or services valued at \$10,000 and more. Minority Business Enterprise policies and procedures, including subcontracting opportunities as described in Title 37 Chapter 14.1 of the Rhode Island General Laws, also apply. For further information, contact the State MBE Administrator at (401) 574-8253 or kate.brody@doa.ri.gov, visit the website <https://dedi.ri.gov/>.

ALL CONTRACT AWARDS ARE SUBJECT TO THE FOLLOWING DISCLOSURES & CERTIFICATIONS

A person authorized to enter into contracts must sign the offer and attest to the accuracy of all statements. Incomplete certification forms are grounds for disqualification of offer.

DISCLOSURES

Bidders must respond to every statement. Bid proposals submitted without a complete response may be deemed nonresponsive.

Indicate "Y" (Yes) or "N" (No) for Disclosures 1-3, and if "Yes," provide details below. Complete Disclosure 4.

____ 1. State whether the Bidder, or any officer, director, manager, stockholder, member, partner, or other owner or principal of the Bidder or any parent, subsidiary, or affiliate has been subject to suspension or debarment by any federal, state, or municipal governmental authority, or the subject of criminal prosecution, or convicted of a criminal offense within the previous 5 years. If "Yes," provide details below.

____ 2. State whether the Bidder, or any officer, director, manager, stockholder, member, partner, or other owner or principal of the Bidder or any parent, subsidiary, or affiliate has had any contracts with a federal, state, or municipal governmental authority terminated for any reason within the previous 5 years. If "Yes," provide details below.

____ 3. State whether the Bidder, or any officer, director, manager, stockholder, member, partner, or other owner or principal of the Bidder or any parent, subsidiary, or affiliate has been fined more than \$5000 for violation(s) of any Rhode Island environmental law(s) by the Rhode Island Department of Environmental Management within the previous 5 years. If "Yes," provide details below.

____ 4. List each officer, director, manager, stockholder, member, partner, or other owner or principal of the Bidder, and each intermediate parent company and the ultimate parent company of the Bidder. For each individual, provide his or her name, business address, principal occupation, position with the Bidder, and the percentage of ownership, if any, he or she holds in the Bidder, and each intermediate parent company and the ultimate parent company of the Bidder.

Disclosure details (continue on additional sheet if necessary):

CERTIFICATIONS

Bidders must respond to every statement. Bid proposals submitted without a complete response may be deemed nonresponsive.

Indicate "Y" (Yes) or "N" (No), and if "No," provide details below.

THE BIDDER CERTIFIES THAT:

____ 1. The Bidder will immediately disclose, in writing, to the CCRI Purchasing Agent any potential conflict of interest which may occur during the term of any contract awarded pursuant to this solicitation.

____ 2. The Bidder possesses all licenses and anyone who will perform any work will possess all licenses required by applicable federal, state, and local law necessary to perform the requirements of any contract awarded pursuant to this solicitation and will maintain all required licenses during the term of any contract awarded pursuant to this solicitation. In the event that any required license shall lapse or be restricted or suspended, the Bidder shall immediately notify the CCRI Purchasing Agent in writing.

____ 3. The Bidder will maintain all required insurance during the term of any contract pursuant to this solicitation. In the event that any required insurance shall lapse or be canceled, the Bidder will immediately notify the CCRI Purchasing Agent in writing.

____ 4. The Bidder understands that falsification of any information in this bid proposal or failure to notify the CCRI Purchasing Agent of any changes in any disclosures or certifications in this Bidder Certification may be grounds for suspension, debarment, and/or prosecution for fraud.

____ 5. The Bidder has not paid and will not pay any bonus, commission, fee, gratuity, or other remuneration to any employee or official of the State of Rhode Island or any subdivision of the State of Rhode Island or other governmental authority for the purpose of obtaining an award of a contract pursuant to this solicitation. The Bidder further certifies that no bonus, commission, fee, gratuity, or other remuneration has been or will be received from any third party or paid to any third party contingent on the award of a contract pursuant to this solicitation.

___ 6. This bid proposal is not a collusive bid proposal. Neither the Bidder, nor any of its owners, stockholders, members, partners, principals, directors, managers, officers, employees, or agents has in any way colluded, conspired, or agreed, directly or indirectly, with any other bidder or person to submit a collusive bid proposal in response to the solicitation or to refrain from submitting a bid proposal in response to the solicitation, or has in any manner, directly or indirectly, sought by agreement or collusion or other communication with any other bidder or person to fix the price or prices in the bid proposal or the bid proposal of any other bidder, or to fix any overhead, profit, or cost component of the bid price in the bid proposal or the bid proposal of any other bidder, or to secure through any collusion, conspiracy, or unlawful agreement any advantage against the State of Rhode Island or any person with an interest in the contract awarded pursuant to this solicitation. The bid price in the bid proposal is fair and proper and is not tainted by any collusion, conspiracy, or unlawful agreement on the part of the Bidder, its owners, stockholders, members, partners, principals, directors, managers, officers, employees, or agents.

___ 7. The Bidder: (i) is not identified on the General Treasurer's list created pursuant to R.I. Gen. Laws § 37-2.5-3 as a person or entity engaging in investment activities in Iran described in § 37-2.5-2(b); and (ii) is not engaging in any such investment activities in Iran.

___ 8. The Bidder will comply with all of the laws that are incorporated into and/or applicable to any contract with the State of Rhode Island.

Certification details (continue on additional sheet if necessary):

Submission by the Bidder of a bid proposal pursuant to this solicitation constitutes an offer to contract with the State of Rhode Island through the Division of Purchases on the terms and conditions contained in this solicitation and the bid proposal. The Bidder certifies that: (1) the Bidder has reviewed this solicitation and all amendments and agrees to comply with its terms and conditions; (2) the bid proposal is based on this solicitation; and (3) the information submitted in the bid proposal (including this RIVIP Bidder Certification Cover Form) is accurate and complete. The Bidder acknowledges that the terms and conditions of this solicitation and the bid proposal will be incorporated into any contract awarded to the Bidder pursuant to this solicitation and the bid proposal. The person signing below represents, under penalty of perjury, that he or she is fully informed regarding the preparation and contents of this bid proposal and has been duly authorized to execute and submit this bid proposal on behalf of the Bidder.

BIDDER

Date: _____

Name of Bidder

Signature in ink

Printed name and title of person signing on behalf of Bidder



Division of Purchases

One Capitol Hill | Providence, RI 02908 | (401) 574-8100
Nancy R. McIntyre, State Purchasing Agent

SUPPLEMENTAL BIDDER ATTESTATION

R.I. GEN. LAWS § 37-2-13.1(b)

In accordance with R.I. Gen. Laws § 37-2-13.1(b), I hereby certify that _____ and its parent corporation, subsidiary, affiliates and/or subcontractors do not have and has not had any contractual, financial, business or beneficial interest with the State of Rhode Island or with any official, officer or agency in charge of the below-noted Request for Proposal which represents a conflict of interest, nor participated or was consulted with respect to the requirements, technical aspects or any other part of the formation and promulgation of the below-noted Request for Proposal.¹ Further and if applicable, the below-noted Request for Proposal does not relate to any audit, examination, independent verification, review, or evaluation of _____'s work, financials, or operations performed on behalf of the State of Rhode Island or any official, officer, or agency.

By signature below, I attest that the information provided above is true and correct to the best of my knowledge. Further, I attest that I am authorized to make such attestation on behalf of and in the interest of _____.

So attested on this _____ day of _____ in the year 20____.

AUTHORIZED SIGNATORY NAME (PRINTED): _____

AUTHORIZED SIGNATURE: _____

SOLICITATION NUMBER/TITLE: _____

¹ A "conflict of interest" occurs when private interests or relationships interfere in any way with the interests of the State. Simply being a current vendor or a past vendor of the State does not in itself cause a conflict requiring preclusion. Additionally, formal responses to a Request for Information (RFI) issued by the Division of Purchases does not constitute "participation" or "consultation" with respect to a future RFP and, as intended by the General Assembly in R.I. Gen. Laws § 37-2-13.1, does not disqualify a vendor from future participation from a subsequent RFP.

STATE OF RHODE ISLAND
FORM W-9 PAYER'S REQUEST FOR TAXPAYER
IDENTIFICATION NUMBER AND CERTIFICATION



THE IRS REQUIRES THAT YOU FURNISH YOUR TAXPAYER IDENTIFICATION NUMBER TO US. FAILURE TO PROVIDE THIS INFORMATION CAN RESULT IN A \$50 PENALTY BY THE IRS. IF YOU ARE AN INDIVIDUAL, PLEASE PROVIDE US WITH YOUR SOCIAL SECURITY NUMBER (SSN) IN THE SPACE INDICATED BELOW. IF YOU ARE A COMPANY OR A CORPORATION, PLEASE PROVIDE US WITH YOUR EMPLOYER IDENTIFICATION NUMBER (EIN) WHERE INDICATED.

Taxpayer Identification Number (T.I.N.)

Enter your taxpayer identification number in the appropriate box. For most individuals, this is your social security number.

Social Security No. (SSN)

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Employer ID No. (EIN)

--	--

NAME

ADDRESS

CITY, STATE AND ZIP CODE

PAYMENT REMITTANCE ADDRESS, IF DIFFERENT FROM THE ADDRESS ABOVE

ADDRESS

CITY, STATE AND ZIP CODE

CERTIFICATION: Under penalties of perjury, I certify that:

- (1) The number shown on this form is my correct Taxpayer Identification Number (or I am waiting for a number to be issued to me), **and**
- (2) I am not subject to backup withholding because either: (A) I am exempt from backup withholding, or (B) I have not been notified by the Internal Revenue Service (IRS) that I am subject to backup withholding as a result of a failure to report all interest or dividends, or (C) the IRS has notified me that I am no longer subject to backup withholding.
- (3) I am a U.S. citizen or other U.S. person (as defined by the IRS).

Certification Instructions -- You must cross out item (2) above if you have been notified by the IRS that you are currently subject to backup withholding because you have failed to report all interest and dividends on your tax return. For real estate transactions, item (2) does not apply.

Please sign here and provide title, date and telephone number:

SIGNATURE _____ **TITLE** _____ **DATE** _____ **TEL NO** _____

Original Signature Required (Digital Signature Not Acceptable)

BUSINESS DESIGNATION:

Please Check One: Individual ☐ Corporation ☐ Trust/Estate ☐ Government/Nonprofit Corporation ☐
Partnership ☐ Medical Services Corporation ☐ Legal Services Corporation ☐
LLC Tax Classification: Single Member (Individual) ☐ Partnership ☐ Corporation ☐

TIPS:

NAME: Be sure to enter your full and correct legal name as shown on your income tax return for the SSN or EIN provided.

ADDRESS, CITY, STATE AND ZIP CODE: If you operate a business at more than one location, adhere to the following:

- 1) Same EIN with more than one location -- attach a list of location addresses with remittance address for each location and indicate to which location the year-end tax information return should be mailed.
- 2) Different EIN for each different location -- submit a completed W-9 form for each EIN and location. (One year-end tax information return will be reported for each EIN and remittance address.)

Mail Completed Form To:

Supplier Coordinator
Purchasing Department
One Capitol Hill, 2nd Floor
Providence RI 02908

Or Email To: doa.pursuppliercoordinator@purchasing.ri.gov

For State Use Only:

IRS _____ RI SOS _____ FED _____ Other _____

RI Supplier # _____ Approved _____

Date Entered _____ Entered By _____



RFP - AGENCY SOLICITATION SPECIFICATIONS

HEADER

TITLE: MENTORING PROGRAM ANALYTICS PLATFORM WITH TECHNOLOGY

DESCRIPTION: THE MENTORING PROGRAM ANALYTICS PLATFORM WITH TECHNOLOGY REQUEST IS TO PROCURE A VENDOR WHO HAS THE ABLITY TO PROVIDE FULL-SERVICE SUPPORT WITH MATCHING ALGORITHM AND INTELLIGENCE, MENTOR/MENTEE TRAINING, AND ASSESSMENTS/REPORTING ON STUDENTS' ENGAGEMENT STATISTICAL DATA. THE VENDOR SHOULD DEMONSTRATE DESIGN AND BE ROOTED IN BEST PRACTICES AND THE LATEST MENTORING RESEARCH.

PRE-BID/ PROPOSAL CONFERENCE: NO
MANDATORY: NO

BONDING REQUIREMENTS

BID SURETY BOND REQUIRED: NO

PAYMENT AND PERFORMANCE BOND REQUIRED: NO

CONTRACT TERMS

The initial contract period will begin approximately 4/1/2024 for approximately 12 months. Contracts may be renewed for up to 2 additional 12-month periods based on vendor performance and the availability of funds.

Insurance Requirements

In accordance with this solicitation, or as outlined in Section 13.19 of the General Conditions of Purchase, found at <https://rules.sos.ri.gov/regulations/part/220-30-00-13> and **General Conditions - Addendum A** found at <https://www.ridop.ri.gov/documents/general-conditions-addendum-a.pdf>, the following insurance coverage shall be required of the awarded vendor(s):

General Requirements:

- 13a) ☒ Liability - combined single limit of \$1,000,000 per occurrence, \$1,000,000 general aggregate and \$1,000,000 products/completed operations aggregate.
- 13b) ☒ Workers compensation - \$100,000 each accident, \$100,000 disease or policy limit and \$100,000 each employee.

13c) ☒ Automobile liability - \$1,000,000 each occurrence combined single limit.

13d) ☒ Crime - \$500,000 per occurrence or 50% of contract amount, whichever is greater.

Professional Services:

13e) ☐ Professional liability (“errors and omissions”) - \$2,000,000 per occurrence, \$2,000,000 annual aggregate.

13f) ☐ Environmental/Pollution Liability when past, present or future hazard is possible - \$1,000,000 per occurrence and \$2,000,000 aggregate.

13g) ☐ Working with Children, Elderly or Disabled Persons – Physical Abuse and Molestation Liability Insurance - \$1 Million per occurrence.

Information Technology and/or Cyber/Privacy:

13h) ☐ Technology Errors and Omissions - Combined single limit per occurrence shall not be less than \$5,000,000. Annual aggregate limit shall not be less than \$5,000,000.

13i) ☒ Information Technology Cyber/Privacy – minimum limits of \$5,000,000 per occurrence and \$5,000,000 annual aggregate. If Contract Party provides:

a) ☐ key back office services Contract Party shall have a minimum limit of \$10,000,000 per occurrence and \$10,000,000 annual aggregate;

b) ☐ if Contract Party has access to Protected Health Information as defined in HIPAA and its implementing regulations, Personal Information as defined in R.I. Gen. Laws § 11-49.3-1, et seq., or as otherwise defined in the Contract (together Confidential Information”), Contract Party shall have as a minimum the per occurrence, per annual aggregate, the total rounded product of projected number of persons data multiplied by \$25 per person breach response expense per occurrence; but no less than \$5,000,000 per occurrence, per annual aggregate; or,

c) ☐ if the Contract Party provides or has access to mission critical services, network architecture and/or the totality of confidential data \$20,000,000 per occurrence and in the annual aggregate.

Other:

Specify insurance type and minimum coverage required, e.g. builder’s risk insurance, vessel operation (marine or aircraft):

13j) ☐ Other - Specify insurance type and minimum coverage required

Optional Instructions to Vendors:

- ☐ AIA Contract - For public works projects, the selected Vendor must submit a fully executed Rhode Island custom AIA contract. If awarded the contract, Vendor shall be required to obtain the specified AIA Documents from <https://documentsondemand.aia.org/?filter=Rhode>. Design Agents must obtain and utilize the Custom Rhode Island AIA Documents G701-2017, AIA G714-2017, AIA G802-2017, which can also be located at <https://documentsondemand.aia.org/?filter=Rhode>. Full instructions will be included in the Tentative Selection Letter. Specify required AIA contract document

SECTION A. BACKGROUND

The Community College of Rhode Island is the largest public institution in the state of Rhode Island, providing high-quality academic programs and career-oriented training for full- and part-time students, recent high school graduates, and adult learners.

Named the 2019 Two-Year College of the Year by Education Dive magazine, CCRI enrolls more than 13,000 students in credit-bearing degree and certificate programs and an additional 8,500 individuals in Workforce Development programs and adult education courses annually.

With campuses in Warwick, Providence, Newport, and Lincoln and satellite campuses in Westerly and Woonsocket, CCRI meets Rhode Islanders where they are, offering an outstanding college education that leads to strong learning outcomes, successful degree attainment, and job placement opportunities. Students can choose from more than 90 majors and programs and seven academic career paths. CCRI also offers online, hybrid, and in-person options in addition to seamless transfer opportunities for students looking to continue their education at a four-year college or university.

The purpose of this RFP is to identify a qualified vendor that will extend our institution's mission by providing a full-service Mentoring Platform with analytic software with the highest caliber of services delivered to the Community College of Rhode Island community in order to scale a mentoring program that proves to support student success outcomes.

SECTION B: SCOPE OF WORK AND REQUIREMENTS

CCRI seeks a collaborative full-service Mentor Consultant Platform with analytic software that includes: scalable, structured mentorship program design for the college's foundational program architecture including recruiting message templates, strategies, and tools, a tested and proven mentor-matching process supported by algorithms, training curriculum for mentors and mentees, and assessment and tracking technology capabilities that include real-time dashboard reporting and analytic impact measurement for comprehensive program reporting. This provider will lead all implementation efforts for the kickoff and first year of development for the first 12 months of the program. The technology will support not only CCRI in designing and implementing Coaching 4 Success initiative as a technology-assisted student mentoring platform, but also as a record-keeper for mentoring to show measuring impact/outcome. The Coaching 4 Success initiative will operate under CCRI's Office of Institutional Advancement (OIA), with cross-functional internal stakeholders' support to include student advising, financial aid, career workforce partnerships, counseling and CCRI's Office of Community and Social Support.

These teams will have access to daily student-level Coaching 4 Success dashboard results, providing visibility to any emerging issues identified by coaches – so that student interventions can be developed before the issue becomes a retention risk. Flags from coaches will alert college leadership when a mentee is experiencing a serious challenge, such as housing insecurity, academic challenges, or financial crisis – each of which has escalated within CCRI’s student community since the onset of the pandemic. Dashboard data from the mentor consultancy platform should have the ability to be integrated with various student service technology platforms, such as Starfish, and Customer Relationship Management (CRM) software allowing cross functional teams to remove complicated redundancies and accelerate responsive interventions. The provider needs to have automated newsletter functionality as well as social network interface.

Coaching 4 Success Program Attributes

- Recruiting – Target 40% capture rate objective;
- Portal Registration – an administrative user needs to be able to recruit mentors/mentees to the mentoring program without mentors/mentees already being registered into the portal. This recruitment tactic should provide prospective mentors/mentees directions and access into the portal should they be interested in participation.
- Field-tested email, text, and social media campaigns
- Targeted prospective student recruiting informed by Student Advising and Enrollment
- Coach Training including orientation and supplemental live weekly virtual training webinars
- Matching algorithm with human oversight to ensure strong matching
- Automatic text communications between mentee and mentor, ensuring the match happens

Engagement Support

- Engagement hub providing information for mentors and mentees and program facilitators
- Curriculum support: Discussion Guides to assist coaches in forming effective mentor/mentee relationships with relevant curricula.

Assessment

- Actionable analytics and formal assessments at the start, middle, and end of each coaching cohort program - leading indicators and key outcomes
- Fall to Spring Retention
- Sense of Belonging – Collected via surveys or through user commentary capturing student responses to questions such as: Do you feel comfortable being yourself at this institution; Do you feel valued by this institution; Do you feel like you’re part of the community at this institution.
- Self-Efficacy – Collected via surveys or through user commentary correlated to emotion, optimism, grades, program, health complaints, burnout, and anxiety.

- Satisfaction - Collected via surveys or through user commentary correlated to mentor/mentee relationship, training available through the program, achievements, results, etc.
- Program Engagement/Tracking Usage
- Career Decision Self-Efficacy – Collected via surveys or through user commentary - an individual's beliefs that he or she has the ability to complete successfully the tasks related to decision making in relation to his or her career.
- Career Results (e.g., internships, career fair attendance, etc.) – Collected via surveys, portal functionality, or usage tracking; engagement with career specific announcements, programs, and events. Tracking student progression and career-based growth.
- Others to be determined.

Vendor Specifications:

A. Technical Capabilities, Capacity, and Qualifications of Vendor

- Full-Service Support** – A full-service mentoring program analytics platform with technology includes expert-led services and support that take the logistical burden of a mentoring program away from the institution. This includes the development of outreach, matching, training, and assessment that is reviewed and approved by CCRI's OIA but are managed and developed within the program.
- Matching Algorithm and Intelligence** – A research-backed matching algorithm with human oversight to ensure strong matching of students to their mentors that goes beyond student profiles and course history. Utilization of tested surveys or pre-conferences to support students in receiving the best possible match. Includes engagement monitoring and rematching services should the original match not be successful.

B. Mentor/Mentee Training and Support – Training opportunities for mentors that include live and on-demand supports to ensure mentors are best equipped to support their mentee. Mentors should be able to practice working as a mentor prior to engagement and understand the characteristics of an effective mentor, the expectations of their engagement, and how to raise flags for if a student is showing signs of being at risk. Training opportunities and support should be available to the mentor throughout the program with the opportunity to engage with successful mentors in the industry for guidance and support.

C. Assessments and Reporting – To understand the impact of the mentoring program analytics platform with technology, key performance indicators (KPIs) will be collected throughout the mentoring program to determine the success of the program design, sustainability, and the overall goals of the program. Assessments should be developed and collected within the program and available on demand to CCRI. Assessments and reports should be available as raw data and as presentable executive level reporting with a full dissemination of progress towards goals and metrics. These reports will include mentor/mentee engagement and usage analysis. Outcomes assessed should include student engagement, program satisfaction, number of student flags for at-risk students, student retention, and career assessment surveys to determine

if a student is actively pursuing career services within the college and the strength of the mentoring relationship. Additional surveys should be provided to the student to determine student self-efficacy, sense of belonging, career results, etc.

SECTION C: PROPOSAL

1. Technical Proposal

Narrative and format: Vendors must submit a technical proposal which addresses each of the following elements and is limited to 20 pages (this excludes any appendices and as appropriate, resumes of key staff that will provide services covered by this request):

- A. **Technical Capabilities, Capacity, and Qualifications of Vendor**
 - i. **Full-Service Support** – The vendor’s technical narrative should demonstrate their ability to provide full-service support as outlined in section B specifications.
 - ii. **Matching Algorithm and Intelligence** – The vendor’s technical narrative should demonstrate their ability to provide matching algorithm and intelligence as outlined in section B specifications.
- B. **Mentor/Mentee Training and Support** – The vendor’s technical narrative should demonstrate their ability to provide mentor/mentee training and support as outlined in section B specifications.
- C. **Assessments and Reporting** – The vendor’s technical narrative should demonstrate their ability to provide assessments and reports as outlined in section B specifications.
- D. **Vendor Experience** – A vendor must provide a detailed description of their experience including past success with mentoring services, the history of the vendor, and years of experience working as a vendor providing mentoring services for higher education.
- E. **Staff Qualifications** – Provide staff resumes/CVs and describe qualifications and experience of key staff who will be involved in this project, including their experience in mentoring program services.

2. Cost Proposal

Provide a cost proposal for the required services which includes the following information: Annual cost of the program as it relates to student usage and matches completed. Any additional costs should be outlined as it relates to the full-service program. The vendor must specify in the agreement that the payment needs to be made by an agreed date in advance of the funding deadline.

3. ISBE Proposal

See Appendix A on the “Overview” tab in Ocean State Procures™ for information and the MBE, WBE and/or Disability Business Enterprise Participation Plan form(s). Vendors are required to complete, sign and submit these forms with their overall proposal. Please complete separate forms for each MBE, WBE, and/or Disability Business Enterprise subcontractor to be utilized on the

solicitation.

SECTION D: EVALUATION AND SELECTION - SOLICITATION SPECIFIC

Technical proposals must receive a minimum of 60 (85.7%) out of a maximum of 70 points to advance to the cost evaluation phase. Technical proposals scoring less than 60 points shall not have the accompanying cost or ISBE participation proposals opened or evaluated; such proposals shall not receive further consideration.

Technical proposals scoring 60 points or higher shall have the cost proposals evaluated and assigned up to a maximum of 30 points bringing the total potential evaluation score to 100 points. As total possible evaluation points are determined, vendor ISBE proposals shall be evaluated and assigned up to 6 bonus points for ISBE participation.

Proposals shall be reviewed and scored based upon the following criteria:

Criteria	Possible Points
Technical Capabilities, Capacity, and Qualifications of Vendor <ul style="list-style-type: none"> - Full-Service Support - Matching Algorithm and Intelligence 	45 Points
Mentor/Mentee Training and Support	10 Points
Assessments and Reporting	10 Points
Vendor Experience	3 Points
Staff Qualifications	2 Points
Total Possible Technical Points	70 Points
Cost Proposal	30 Points
Total Possible Evaluation Points	100 Points
ISBE Participation	6 Bonus Points
Total Possible Points	106 Points

See the “Requirements” tab of this solicitation for additional information on the evaluation and selection process in the “RFP Standard Specification” section.