



Solicitation Information
12/4/2017

RFP# 7575491

TITLE: Administrative Software for Continuing Education

Submission Deadline: Thursday, January 4, 2018 @ 2:00 PM EST.

PRE-BID/ PROPOSAL CONFERENCE: NO

Questions concerning this solicitation must be received by the Division of Purchases at DOA.PURQUESTIONS9@PURCHASING.RI.GOV no later than **Monday, December 11, 2017 @ 4:00 PM EST**. Questions should be submitted in a *Microsoft Word attachment*. Please reference the RFP# on all correspondence. Questions received, if any, will be posted on the Division of Purchases' website as an addendum to this solicitation. It is the responsibility of all interested parties to download this information.

BID SURETY BOND REQUIRED:

PAYMENT AND PERFORMANCE BOND REQUIRED:

Sharon Yattaw, Buyer II

Applicants must register on-line at the State Purchasing Website at

Note to Applicants:

Proposals received without a completed RIVIP Bidder Certification Cover Form attached may result in disqualification.

THIS PAGE IS NOT A BIDDER CERTIFICATION COVER FORM

Table of Contents

SECTION 1. INTRODUCTION.....	3
Instructions and Notifications to Offerors.....	3
SECTION 2. BACKGROUND	6
SECTION 3: SCOPE OF WORK AND REQUIREMENTS	6
General Scope of Work	6
Specific Activities / Tasks	7
SECTION 4: PROPOSAL	15
A. Technical Proposal.....	15
B. Cost Proposal	15
C. ISBE Proposal.....	15
SECTION 5: EVALUATION AND SELECTION	15
SECTION 6. QUESTIONS	17
SECTION 7. PROPOSAL CONTENTS.....	18
SECTION 8. PROPOSAL SUBMISSION.....	19
SECTION 9. CONCLUDING STATEMENTS	19
APPENDIX A. PROPOSER ISBE RESPONSIBILITIES AND MBE, WBE, AND/OR DISABILITY BUSINESS ENTERPRISE PARTICIPATION FORM	21

SECTION 1. INTRODUCTION

The Rhode Island Department of Administration/Division of Purchases, on behalf of the Rhode Island College ("RIC"), is soliciting proposals from qualified firms to provide an industry leading software solution for the administration and support of continuing education programming sponsored by the RIC division of Professional Studies and Continuing Education (PSCE), in accordance with the terms of this Request for Proposals ("RFP") and the State's General Conditions of Purchase, which may be obtained at the Division of Purchases' website at www.purchasing.ri.gov.

The initial contract period will begin approximately February 1, 2018 for one year. Contracts may be renewed for additional option to renew for two (2) 12-month periods based on product and vendor performance and the availability of funds.

This is a Request for Proposals, not a Request for Quotes. Responses will be evaluated on the basis of the relative merits of the proposal, in addition to cost; there will be no public opening and reading of responses received by the Division of Purchases pursuant to this solicitation, other than to name those offerors who have submitted proposals.

Instructions and Notifications to Offerors

1. Potential vendors are advised to review all sections of this RFP carefully and to follow instructions completely, as failure to make a complete submission as described elsewhere herein may result in rejection of the proposal.
2. Alternative approaches and/or methodologies to accomplish the desired or intended results of this RFP are solicited. However, proposals which depart from or materially alter the terms, requirements, or scope of work defined by this RFP may be rejected as being non-responsive.
3. All costs associated with developing or submitting a proposal in response to this RFP or for providing oral or written clarification of its content, shall be borne by the vendor. The State assumes no responsibility for these costs even if the RFP is cancelled or continued.
4. Proposals are considered to be irrevocable for a period of not less than 180 days following the opening date, and may not be withdrawn, except with the express written permission of the State Purchasing Agent.
5. All pricing submitted will be considered to be firm and fixed unless otherwise indicated in the proposal.
6. It is intended that an award pursuant to this RFP will be made to a prime vendor, or prime vendors in the various categories, who will assume responsibility for all aspects of the work. Subcontracts are permitted, provided that their use is clearly indicated in the vendor's proposal and the subcontractor(s) to be used is identified in the proposal.

7. The purchase of goods and/or services under an award made pursuant to this RFP will be contingent on the availability of appropriated funds.
8. Vendors are advised that all materials submitted to the Division of Purchases for consideration in response to this RFP may be considered to be public records as defined in R. I. Gen. Laws § 38-2-1, *et seq.* and may be released for inspection upon request once an award has been made.

Any information submitted in response to this RFP that a vendor believes are trade secrets or commercial or financial information which is of a privileged or confidential nature should be clearly marked as such. The vendor should provide a brief explanation as to why each portion of information that is marked should be withheld from public disclosure. Vendors are advised that the Division of Purchases may release records marked confidential by a vendor upon a public records request if the State determines the marked information does not fall within the category of trade secrets or commercial or financial information which is of a privileged or confidential nature.

9. Interested parties are instructed to peruse the Division of Purchases website on a regular basis, as additional information relating to this solicitation may be released in the form of an addendum to this RFP.
10. By submission of proposals in response to this RFP vendors agree to comply with R. I. General Laws § 28-5.1-10 which mandates that contractors/subcontractors doing business with the State of Rhode Island exercise the same commitment to equal opportunity as prevails under Federal contracts controlled by Federal Executive Orders 11246, 11625 and 11375.

Vendors are required to ensure that they, and any subcontractors awarded a subcontract under this RFP, undertake or continue programs to ensure that minority group members, women, and persons with disabilities are afforded equal employment opportunities without discrimination on the basis of race, color, religion, sex, sexual orientation, gender identity or expression, age, national origin, or disability.

Vendors and subcontractors who do more than \$10,000 in government business in one year are prohibited from engaging in employment discrimination on the basis of race, color, religion, sex, sexual orientation, gender identity or expression, age, national origin, or disability, and are required to submit an “Affirmative Action Policy Statement.”

Vendors with 50 or more employees and \$50,000 or more in government contracts must prepare a written “Affirmative Action Plan” prior to issuance of a purchase order.

- a. For these purposes, equal opportunity shall apply in the areas of recruitment, employment, job assignment, promotion, upgrading, demotion, transfer, layoff, termination, and rates of pay or other forms of compensation.
- b. Vendors further agree, where applicable, to complete the “Contract Compliance Report” (<http://odeo.ri.gov/documents/odeo-eeo-contract-compliance-report.pdf>), as well as the “Certificate of Compliance” (<http://odeo.ri.gov/documents/odeo-eeo-certificate-of-compliance.pdf>), and submit both documents, along with their Affirmative Action Plan or an Affirmative Action Policy Statement, prior to issuance of a purchase order. For

public works projects vendors and all subcontractors must submit a “Monthly Utilization Report” (<http://odeo.ri.gov/documents/monthly-employment-utilization-report-form.xlsx>) to the ODEO/State Equal Opportunity Office, which identifies the workforce actually utilized on the project.

For further information, contact the Rhode Island Equal Employment Opportunity Office, at 222-3090 or via e-mail at Krystal.Waters@doa.ri.gov.

11. In accordance with R. I. Gen. Laws § 7-1.2-1401 no foreign corporation has the right to transact business in Rhode Island until it has procured a certificate of authority so to do from the Secretary of State. This is a requirement only of the successful vendor(s). For further information, contact the Secretary of State at (401-222-3040).
12. In accordance with R. I. Gen. Laws §§ 37-14.1-1 and 37-2.2-1 it is the policy of the State to support the fullest possible participation of firms owned and controlled by minorities (MBEs) and women (WBEs) and to support the fullest possible participation of small disadvantaged businesses owned and controlled by persons with disabilities (Disability Business Enterprises a/k/a “DisBE”)(collectively, MBEs, WBEs, and DisBEs are referred to herein as ISBEs) in the performance of State procurements and projects. As part of the evaluation process, vendors will be scored and receive points based upon their proposed ISBE utilization rate in accordance with 150-RICR-90-10-1, “Regulations Governing Participation by Small Business Enterprises in State Purchases of Goods and Services and Public Works Projects”. As a condition of contract award vendors shall agree to meet or exceed their proposed ISBE utilization rate and that the rate shall apply to the total contract price, inclusive of all modifications and amendments. Vendors shall submit their ISBE participation rate on the enclosed form entitled “MBE, WBE and/or DisBE Plan Form”, which shall be submitted in a separate, sealed envelope as part of the proposal. ISBE participation credit will only be granted for ISBEs that are duly certified as MBEs or WBEs by the State of Rhode Island, Department of Administration, Office of Diversity, Equity and Opportunity or firms certified as DisBEs by the Governor’s Commission on Disabilities. The current directory of firms certified as MBEs or WBEs may be accessed at <http://odeo.ri.gov/offices/mbeco/mbe-wbe.php>. Information regarding DisBEs may be accessed at www.gcd.ri.gov. For further information, visit the Office of Diversity, Equity & Opportunity’s website at: <http://odeo.ri.gov> and see R.I. Gen. Laws Ch. 37-14.1, R.I. Gen. Laws Ch. 37-2.2, and 150-RICR-90-10-1.

For further information, visit the Office of Diversity, Equity & Opportunity’s website at: <http://odeo.ri.gov> and see R.I. Gen. Laws Ch. 37-14.1, R.I. Gen. Laws Ch. 37-2.2, and 150-RICR-90-10-1.

SECTION 2. BACKGROUND

RIC PSCE seeks a software solution (CE Solution) to administer and support all aspects of its continuing education programs. The successful product will include industry-leading administrative tools for (1) the maintenance of student and programming records, (2) tools for programming and content management by administrative and support staff, and (3) provide CE students with a secure and intuitive 24/7 Web access portal with tools to view, select and pay for classes, workshops and events. Also included will be administrative tools for the development, listing and support of a diverse range of non-standard educational and community programs, Web marketing, e-commerce, and data analytics for assessment and reporting.

PSCE offers continuing education, professional development, workforce development and community programs that serve a wide range of traditional and non-traditional students, working professionals and community members. The total served annually is approximately 6,000 and approximately 1,700 of the total are enrolled in RIC degree and certificate programs. Cultural and community initiatives include workshops and conference and event programming. PSCE gross revenue currently exceeds one million dollars (\$1,100,000) per year.

PSCE's degree and certificate programs are transcribed and supported through various manual processes using ORACLE/PeopleSoft. RIC is particularly interested in a CE Solution that can be integrated with ORACLE/PeopleSoft.

A significant portion of RIC's current non-credit programming is not transcribed. The CE Solution will allow for transcription of all non-credit training and certificates and support event registration and attendance reporting.

The current version of the Oracle/PeopleSoft system at RIC is Campus Solutions v9.0. The college is planning to upgrade the system to v9.20 by 2019. RIC's PeopleSoft system is running on a Microsoft SQL Platform, and all of the installations of the PeopleSoft servers are on Windows.

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SECTION 3: SCOPE OF WORK AND REQUIREMENTS

General Scope of Work

Provision of products and services to provide a CE solutions software with implementation plan, administrative support and assistance through set up and launch (target: July 16, 2018) of the PSCE CE Solution and Web CE marketplace for RIC fall term 2018, and continuing administrative support through the full contract period.

General requirements include a real-time CE Solution that

- (1) Allows for many customizable features that would allow RIC staff to maintain the system in various ways;

- (2) Includes full e-commerce features;
- (3) Provides a solution that manages the full life-cycle from new student registering courses through certain certificate completion within the system;
- (4) Can integrate with the system with RIC's on-premise Oracle/PeopleSoft's Campus Solution.

Specific Activities / Tasks

1. Administration

- a. The CE Solution functionality will provide the following:
 - i. PSCE staff will have means and access to manage all aspects of day-to-day CE programming operations and administration.
 - ii. CE programming operations and administration will be significantly enhanced and overall programming capacity will be increased.
 - iii. Programming options to assign PSCE senior and support staff with hierarchical role-based access to administrative functions as needed.
 - iv. Programming options to allow and customize access to relevant administrative tools as needed for CE students, faculty, Information Services staff and campus and community partners.
 - v. Processes will be secure, user-friendly and employ industry-leading intuitive programming for ease of access and use.
 - vi. All processes will have 24/7 operation options. The exception will be scheduled regular maintenance and upgrades by vendor and/or RI College.
 - vii. Time scalable access options for non-administrative CE Solution processes serving CE students, faculty, and campus and community partners.
 - viii. All components will use real-time data syncing processes enabling up-to-the-moment consistency of all data within solution component parts.
 - ix. The CE solution is ADA compliant and meets all of the conditions of the attached RIC Web Accessibility Rider.

2. Curriculum Management

- a. The CE Solution functionality will provide the following:
 - i. Unlimited capacity for establishing and maintaining curriculum records for CE courses, workshops, events, and community programs.
 - ii. Curriculum programming options for credit-based, non-credit, and CEU-based CE offerings.
 - iii. Credential programming and tracking options for undergraduate and graduate degree and certificate programs.

- iv. Curriculum programming options for all course characteristics including:
 - 1. Term (fall, spring, summer, other)
 - 2. Use of existing and new discipline codes
 - 3. Course numbering
 - 4. Course cross-reference number in PeopleSoft Campus Solutions.
 - 5. Course/event title
 - 6. Course/event description (identify text character limit)
 - 7. Credit type designation: Credit units (e.g. 1.0) and CEU units (e.g. 1.0)
 - 8. Start/End dates of course/program
 - 9. Meeting day(s)
 - 10. Meeting Times
 - 11. Room/facility assignment for on- and off-campus scheduling
 - 12. Mode: In Person, Hybrid or Distance Learning
 - 13. Faculty assignment and load hours
 - 14. Faculty bios can be associated with teaching assignments
 - 15. Set course/event enrollment capacity
 - 16. Identify minimum enrollment required to run course/event
 - 17. Set date for go/no go decision based on enrollment
 - 18. Status options to code courses/event as open or closed
 - 19. Options to display and/or hide courses and/or individual characteristics on Web portal as needed.
 - 20. Ability to edit/change course characteristics as needed
- v. Ability to code course/program status as follows:
 - 1. Credit-based degree, certificate or course
 - 2. Non-credit certificate or course/event
 - 3. CEU-based certificate or course, workshop or event.
- vi. Ability to identify and to code programming association/sponsorship (e.g. school, department, program, cohort, community partner, government agency, etc.)
- vii. Ability to support cross-listed lecture/laboratory sections required for course credit with option to eliminate billing and credit for secondary section.
- viii. Ability to conduct and tabulate course evaluations.

3. Student Management

- a. The CE Solution functionality will provide the following:
 - i. Unlimited and secure capacity for establishing, updating and maintaining CE student records
 - ii. Coding options for student characteristics as follows:
 1. Undergraduate
 - a. Matriculated (credit-based degree or certificate)
 - b. Nondegree (credit-based, non-credit and CEU-based course/event/certificate)
 2. Graduate
 - a. Matriculated (credit-based degree or certificate)
 - b. Nondegree (credit-based, non-credit and CEU-based course/event/certificate)
 3. Program designation (degree, certificate, undeclared)
 4. Second program designation (degree, certificate, undeclared)
 5. Option for coding of the following certificate types:
 - a. Certificate of Undergraduate Study (CUS, credit-based)
 - b. Certificate of Graduate Study (CGS, credit-based)
 - c. Certificate of Continuing Study (CCS, CEU-based)
 6. Student tracking tools and options will include reporting options for:
 - a. Progress in degree and certificate programs (credit and CEU-based)
 - i. By individual student
 - ii. By program or cohort
 - iii. By term (fall, spring or summer)
 - iv. By academic year (fall, spring and summer)
 - iii. Student Account Creation: Collection of the following bio-demographic data will be possible:
 1. First Name, Middle Name, Maiden Name, Last Name
 2. Social Security Number
 3. Date of Birth (Month, Day & Year)
 4. Street Address, Street Address Line 2, City, State / Province, Postal / Zip Code
 5. Phone Number (Area Code & Phone Number)
 6. Mobile Phone Number (Area Code & Phone Number)
 7. Personal E-mail
 8. Gender
 9. Are you a U.S. citizen? (Yes or No)
 10. Please check if you self-identify as Hispanic/Latino
 11. Please check if you self-identify as one or more races from the following list: American Indian or Alaska Native, Asian, Black or African American, Native Hawaiian or Other Pacific Islander, White, Two or more races
 - iv. Bio-demographic screen will have customizable data entry fields for RIC related data requests – examples below:
 1. Please check if you have taken classes at RIC previously
 2. If known, please include your RIC Student ID
 3. Please check if you have completed a four-year degree from a college or university
 4. Capability to draw a student's information from the PeopleSoft Campus Solutions system.

- v. Bio-demographic screen will have options to identify 'required' and 'optional' data fields
- vi. CE student login to CE Solution will provide 'one-stop' access to student account, student transcript, search of available programs/courses, view of student's current courses, registration for a course or courses, request wait-list status for a fully enrolled course/event, pay for course(s), submit inquiries and offer feedback.
- vii. Communication with students by email and land mail will be possible through CE Solution processes and templates; individual and merge mail options for groups will be available.
- viii. Active student accounts will be open by default, but can be programmed as temporarily closed (hold) or discontinued (closed). Processes for account changes back to open status will be possible.
- ix. Student self-service access and use processes will have programmable options for open or restricted access as determined by data security policies.

4. Enrollment Management

- a. Students with active accounts will have 24/7 online access to the PSCE student portal and all programmable processes including course registration.
- b. Student access to course enrollment can be programmed to restrict access to target groups or cohorts.
- c. Solution will include system process to recognize authorized registrants by ID, PIN, code or other means. (provide detail)
- d. Registration options will include requesting 'wait-list' status for a course/event that is fully enrolled.
- e. Enrollment from wait list can be programmed as automatic by date (first-come, first-served) or as a manual process at administrator level.
- f. Course enrollment reports will include the following options:
 - i. Data on all or selected active course/event offerings
 - ii. Data on all closed or inactive courses
 - iii. Query option will be available to include or exclude course report field characteristics as needed.
- g. Student enrollment reports will provide student enrollment and payment status for individual registrants by course.

5. E-Commerce and Financials Management

- a. The CE Solution will provide secure, real-time and industry-leading online e-commerce processes for the following:
 - i. Student e-billing and e-payment
 - ii. Option for student e-pay at time of registration
 - iii. Option for student selection of e-payment plan if offered
 - iv. Option to identify third-party payment and provide provider details

- v. Option to process and provide e-refunds to PSCE students
- vi. Real-time reporting tools to track e-commerce activity by selectable values (e.g. individual student, term, course, discipline, cohort, sponsor, collectibles, revenue, etc.)
- vii. E-commerce data reports will associate payments with related course(s) and student(s)
- viii. Processes to allow transfer of revenue to College PeopleSoft Financials system as needed
- ix. Processes to allow deposit of revenue to CE Solution account from the College's PeopleSoft Financials system and community third-party partners for sponsored programs as needed
- x. Robust budget forecasting tools that can identify programming expenses, revenue, net revenue and if applicable, formula-driven revenue sharing
- xi. Budget summary tools to report actual programming expenses, revenue, net revenue and if applicable, formula-driven revenue sharing
- xii. Budget forecasting and summary tools will include options to report on individual courses/events, groups of courses sharing characteristics, or all courses for a term or academic year
- xiii. Financials tools will include option for CE faculty and contract staff payroll setup, scheduling, submission and payment. Please specify if CE faculty and staff exist in the College's PeopleSoft Human Resources system, how that data might be imported and kept in sync.
- xiv. Financials payroll functionality will provide management and reporting of FICA and other payroll deductions as needed. Tax year documentation will be available for electronic distribution to faculty and monthly staff.

6. Web Portal Management

- a. The CE Solution will provide an attractive and engaging Web environment to present and to support all CE programming.
- b. The student/customer Web experience will be secure, ADA compliant, intuitive and all tools/navigation user friendly.
- c. Management of all CE Web programming content and information will be possible by PSCE staff.
- d. The CE Solution will not limit programming content and information. (Please identify any programming limitations associated with the Web portal).
- e. Web portal will support new video on demand portals, e-learning platforms (the College uses BlackBoard LMS) and ViMP - Social Video Solutions
- f. Real-time course data and other related stored content will feed into programmed page display templates providing up-to-date and accurate listing of course and program offerings.

- g. CE student login to CE Solution will provide secure ‘one-stop’ access to student account, student transcript, search of available programs/courses, view of student’s current courses, registration for a course or courses, request wait-list status for a fully enrolled course/event, pay for course(s), submit inquiries and offer feedback. Please specify how the CE Solution can leverage Single Sign-On from the RIC Portal, which is the PeopleSoft product.
- h. Communication with students by email and land mail will be possible through CE Solution processes.
- i. Course registration and payment will use a ‘shopping cart’ process. Students will receive an email confirmation following any transaction and will be able to print confirmations from portal.
- j. Students can use option to choose preferred email for CE Solution communications.

7. Marketing/Communication/Advising Management

- a. CE Solution will provide multiple means to create and send PSCE programming notices to campus and community partners and current and prospective students.
- b. CE Solution will provide students with means to seek advisement to discuss their educational experience, goals and plans during all stages of their educational experience.
- c. PSCE staff will have options to provide online academic advising to individual students and to student groups/cohorts.
- d. CE Solution will support customizations to allow use of RIC branding and marketing colors and logo in all communications.
- e. CE Solution will provide means to set up and maintain social media accounts for marketing PSCE programming.
- f. Communication will be possible with individual students, cohorts, and students in specific courses, demographic groups, terms and programs.
- g. CE Solution will provide ability to send security alerts and/or campus closure announcements to all students and staff with active accounts.

8. Personnel Management

- a. CE Solution will provide means to hire part-time faculty and staff, to track work assignments and to pay PSCE part-time employees.
- b. CE Solution will provide means to assess faculty performance based on student success, enrollment, and student and faculty evaluations.
- c. Auto messaging options will provide faculty and staff with personalized email notifications following all personnel actions.

9. Data Security, Analytics and Reports Management

- a. CE Solution will provide a secure and user-friendly environment for data collection, storage and access by authorized PSCE administrative staff.
- b. Please describe your data security policy and provide examples of related safeguards and guarantees. Please include documentation on how the CE Solution is PCI compliant for e-commerce transitions.
- c. CE Solution will provide data analytics and data management options to track curriculum and students as follows:
 - i. By any or all course characteristics including term, discipline, credit type, course number, enrollment, mode, faculty, load hours, facility, room assignment, meeting days and times. .
 - ii. By student interest, demographics, program, and/or enrollment status
 - iii. By student success characteristics including course and/or program completion, job placement, further continuing study, and internships.
- d. Provide means to track and to report on CE expenses, revenue, enrollment, and net revenue.
- e. Provide means to use or create reporting templates for private and public sector partners.

10. Integration Management

- a. Convenient and manageable integration of PSCE programming data with RIC's ORACLE/PeopleSoft Campus Solutions system via real-time and/or batch processes, including, but not limited to:
 - i. Student records
 - ii. Course records
 - iii. HR records for CE faculty
 - iv. Student Financials for financial aid
 - v. Budget financials for operating, revenue tracking and reporting.
- b. Convenient and manageable integration of PSCE programming data with RIC's Blackboard learning management system via real-time and/or batch processes.
- c. Convenient and manageable integration of PSCE programming data with RIC's Events Management System (EMS) from Dean Evans via real-time and/or batch processes.
- d. The College, overall, will be simultaneously implementing a CRM system (maybe Salesforce or Talisma) and a Student Advising/Success System (either EAB or Starfish). Please specify how the CE Solution could be interfaced and which products you have worked with.

11. Implementation and Support Services

- a. CE Solution will provide outstanding implementation and support assistance to meet agreed upon timelines and product functionality objectives.

- b. Support will include a primary vendor point person who will lead and manage assistance from the vendor's support team. Please provide an example of the expertise and credentials of the support team leader.
- c. Support and assistance will include options for multiple means of communication including phone, email, Web support, document support.
- d. Please provide an overview of your implementation and support assistance package.

Key Technical Requirements

- Describe how this system integrates with Oracle/PeopleSoft
- Describe how this system maintains Oracle/PeopleSoft as the authoritative system of record to effectively manage data/business processes
- Describe how this system allows for single sign-on and the various protocols or standards the system supports (e.g., LDAP, etc.)

Technical Specifications:

This system is required to have the following features:

1. This system should have customizable features that would allow RIC staff to maintain the system in various ways, including, but not limited to:
 - a. the maintenance of unlimited variations of programming/courses
 - b. the maintenance of comprehensive student records;
 - c. the maintenance of comprehensive faculty records;
 - d. managing (and searching) all current and prospective students;
 - e. managing (and searching) all faculty members;
 - f. setting up/building, managing (and searching) all courses
 - g. capable of building and managing both standard and non-standard courses
2. This system should include full e-commerce features, including, but not limited to having the tools such as:
 - a. 'pay to register'
 - b. e-billing;
 - c. third-party invoicing
 - d. e-payments;
 - e. accounts receivable management
 - f. reporting services;
3. This system should provide a solution that manages the full life-cycle from new student registering courses through certain certificate completion within the system
 - a. It is important for this system to integrate with the Oracle/PeopleSoft system so that the certificate programs are not duplicated in both systems. However, any certificate programs in either system should be able to synchronize into the main Oracle/PeopleSoft system so that the main Oracle/PeopleSoft system can produce a unified transcript as needed, regardless in which system the certificate program was originally set up.
4. This system should have the ability to integrate with RIC's Oracle/PeopleSoft's Campus Solution, and including, but not limited to, the following features:
 - a. Matching and synchronizing existing students in both systems (this system and RIC's current Oracle/PeopleSoft's Campus Solution system);

- b. Sending new students information from this system to RIC's current Oracle/PeopleSoft's Campus Solution system, when the students are new to both systems;
- c. Matching and synchronizing potential same courses in both systems (this system and RIC's current Oracle/PeopleSoft's Campus Solution system);
- d. Sending new course information from this system to RIC's current Oracle/PeopleSoft's Campus Solution system for the potential need of generating student transcripts in the Oracle/PeopleSoft's Campus Solution system;
- e. Integrating financial aid information between this system and RIC's current Oracle/PeopleSoft's Campus Solution system for potential coordinating financial awards for the students.

SECTION 4: PROPOSAL

A. Technical Proposal

Narrative and format: The proposal should address specifically each of the following elements:

1. **Capability, Capacity, and Qualifications of the Provider** - Please provide a detailed description of the Vendor's experience as a CE Software provider, including experience in implementing a CE Software and training. A list of relevant client references must be provided, to include client names, addresses, phone numbers, dates of service and type(s) of service(s) provided.
2. **Software Features** - Please provide a detailed description of the Vendor's CE Software solution as noted in section 3 of the Scope of Work.
3. **Implementation Plan, Training & Software Support** – Define the methodology to be used to implement the CE software solution, training and software support to be provided by the Vendor.

B. Cost Proposal

A separate, signed and sealed, Cost Proposal reflecting a lump sum fix fee for the software and implementation.

The price will be evaluated along with the project plan as a factor in selection. Price response should include cost for the implementation (including training, staff travel and other cost that is part of the project).

C. ISBE Proposal

See Appendix A for information and the MBE, WBE, and/or Disability Business Enterprise Participation Plan form(s). Bidders are required to complete, sign and submit these forms with their overall proposal in a sealed envelope. Please complete separate forms for each MBE, WBE and/or Disability Business Enterprise subcontractor/supplier to be utilized on the solicitation.

SECTION 5: EVALUATION AND SELECTION

Proposals shall be reviewed by a technical evaluation committee ("TEC") comprised of staff from State agencies. The TEC first shall consider technical proposals.

Technical proposals must receive a minimum of 60 (85.7%) out of a maximum of 70 points to advance to the cost evaluation phase. Any technical proposals scoring less than 60 points shall not have the accompanying cost or ISBE participation proposals opened and evaluated. The proposal will be dropped from further consideration.

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

The Division of Purchases reserves the right to select the vendor(s) or firm(s) (“vendor”) that it deems to be most qualified to provide the goods and/or services as specified herein; and, conversely, reserves the right to cancel the solicitation in its entirety in its sole discretion.

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

Criteria	Possible Points
Capability, Capacity, and Qualifications of the Provider	10 Points
Software Features	40 Points
Implementation Plan, Training & Software Support	20 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

***Cost Proposal Evaluation:**

The vendor with the lowest cost proposal shall receive one hundred percent (100%) of the available points for cost. All other vendors shall be awarded cost points based upon the following formula:

$$(\text{lowest cost proposal} / \text{vendor's cost proposal}) \times \text{available points}$$

For example: If the vendor with the lowest cost proposal (Vendor A) bids \$65,000 and Vendor B bids \$100,000 for monthly costs and service fees and the total points available are thirty (30), Vendor B's cost points are calculated as follows:

$$\$65,000 / \$100,000 \times 30 = 19.5$$

****ISBE Participation Evaluation:**

a. Calculation of ISBE Participation Rate

1. **ISBE Participation Rate for Non-ISBE Vendors.** The ISBE participation rate for non-ISBE vendors shall be expressed as a percentage and shall be calculated by dividing the amount of non-ISBE vendor's total contract price that will be subcontracted to ISBEs by the non-ISBE vendor's total contract price. For example if the non-ISBE's total contract price is \$100,000.00 and it subcontracts a total of \$12,000.00 to ISBEs, the non-ISBE's ISBE participation rate would be 12%.
2. **ISBE Participation Rate for ISBE Vendors.** The ISBE participation rate for ISBE vendors shall be expressed as a percentage and shall be calculated by dividing the amount of the ISBE vendor's total contract price that will be subcontracted to ISBEs and the amount that will be self-performed by the ISBE vendor by the ISBE vendor's total contract price. For example if the ISBE vendor's total contract price is \$100,000.00 and it subcontracts a total of \$12,000.00 to ISBEs and will perform a total of \$8,000.00 of the work itself, the ISBE vendor's ISBE participation rate would be 20%.

b. Points for ISBE Participation Rate:

The vendor with the highest ISBE participation rate shall receive the maximum ISBE participation points. All other vendors shall receive ISBE participation points by applying the following formula:

$$(\text{Vendor's ISBE participation rate} \div \text{Highest ISBE participation rate})$$

$$\times \text{Maximum ISBE participation points})$$

For example, assuming the weight given by the RFP to ISBE participation is 6 points, if Vendor A has the highest ISBE participation rate at 20% and Vendor B's ISBE participation rate is 12%, Vendor A will receive the maximum 6 points and Vendor B will receive $(12\% \div 20\%) \times 6$ which equals 3.6 points.

General Evaluation:

Points shall be assigned based on the vendor's clear demonstration of the ability to provide the requested goods and/or services. Vendors may be required to submit additional written information or be asked to make an oral presentation before the TEC to clarify statements made in the proposal.

SECTION 6. QUESTIONS

Questions concerning this solicitation must be e-mailed to the Division of Purchases at doa.purquestions9@purchasing.ri.gov no later than the date and time indicated on page one of this solicitation. No other contact with State parties is permitted. Please reference **RFP # 7575491** on all correspondence. Questions should be submitted in writing in a Microsoft Word attachment in a narrative format with no tables. Answers to questions received, if any, shall be posted on the Division of Purchases' website as an addendum to this solicitation. It is the responsibility of all

interested parties to monitor the Division of Purchases website for any procurement related postings such as addenda. If technical assistance is required, call the Help Desk at (401) 574-8100.

SECTION 7. PROPOSAL CONTENTS

5. Proposals shall include the following:

- a. One completed and signed RIVIP Bidder Certification Cover Form (included in the original copy only) downloaded from the Division of Purchases website at www.purchasing.ri.gov. *Do not include any copies in the Technical or Cost proposals.*
- b. One completed and signed Rhode Island W-9 (included in the original copy only) downloaded from the Division of Purchases website at <http://www.purchasing.ri.gov/rivip/publicdocuments/fw9.pdf>. *Do not include any copies in the Technical or Cost proposals.*
- c. Two (2) completed original and copy versions, signed and sealed Appendix A. MBE, WBE, and/or Disability Business Enterprise Participation Plan. Please complete separate forms for each MBE/WBE or Disability Business Enterprise subcontractor/supplier to be utilized on the solicitation. *Do not include any copies in the Technical or Cost proposals.*
- d. Technical Proposal - Describing the qualifications and background of the applicant and experience with and for similar projects, and all information described earlier in this solicitation. The technical proposal is limited to fifty (50) pages (this excludes any appendices and as appropriate, resumes that will provide services covered by this request).
 - a. One (1) Electronic copy on a CD-R, marked “Technical Proposal - Original”.
 - a. One (1) printed paper copy, marked “Technical Proposal -Original” and signed.
 - b. Five (5) printed paper copies
- e. Cost Proposal - A separate, signed and sealed cost proposal reflecting a lump sum fixed fee for the software and implementation.
- f. One (1) Electronic copy on a CD-R, marked “Cost Proposal -Original”.
 1. One (1) printed paper copy, marked “Cost Proposal -Original” and signed.
 - g. Five (5) printed paper copies

6. Formatting of proposal response contents should consist of the following:

1. Formatting of CD-Rs – Separate CD-Rs are required for the technical proposal and cost proposal. All CD-Rs submitted must be labeled with:
 12. Vendor’s name
 13. RFP #
 14. RFP Title
 15. Proposal type (e.g., technical proposal or cost proposal)
 16. If file sizes require more than one CD-R, multiple CD-Rs are acceptable. Each

CD-R must include the above labeling and additional labeling of how many CD-Rs should be accounted for (e.g., 3 CD-Rs are submitted for a technical proposal and each CD-R should have additional label of ‘1 of 3’ on first CD-R, ‘2 of 3’ on second CD-R, ‘3 of 3’ on third CD-R).

Vendors are responsible for testing their CD-Rs before submission as the Division of Purchase’s inability to open or read a CD-R may be grounds for rejection of a Vendor’s proposal. All files should be readable and readily accessible on the CD-Rs submitted with no instructions to download files from any external resource(s). If a file is partial, corrupt or unreadable, the Division of Purchases may consider it “non-responsive”. USB Drives or any other electronic media shall not be accepted. Please note that CD-Rs submitted, shall not be returned.

2. Formatting of written documents and printed copies:
 1. For clarity, the technical proposal shall be typed. These documents shall be single-spaced with 1” margins on white 8.5”x 11” paper using a font of 12 point Calibri or 12 point Times New Roman.
 2. All pages on the technical proposal are to be sequentially numbered in the footer, starting with number 1 on the first page of the narrative (this does not include the cover page or table of contents) through to the end, including all forms and attachments. The Vendor’s name should appear on every page, including attachments. Each attachment should be referenced appropriately within the proposal section and the attachment title should reference the proposal section it is applicable to.
 3. Printed copies are to be only bound with removable binder clips.

SECTION 8. PROPOSAL SUBMISSION

Interested vendors must submit proposals to provide the goods and/or services covered by this RFP on or before the date and time listed on the cover page of this solicitation. Responses received after this date and time, as registered by the official time clock in the reception area of the Division of Purchases, shall not be accepted.

Proposals should be mailed or hand-delivered in a sealed envelope marked “**RFP# 7575491**” to:

RI Dept. of Administration
Division of Purchases, 2nd floor
One Capitol Hill
Providence, RI 02908-5855

NOTE: Proposals received after the above-referenced due date and time shall not be accepted. Proposals misdirected to other State locations or those not presented to the Division of Purchases by the scheduled due date and time shall be determined to be late and shall not be accepted. Proposals faxed, or emailed, to the Division of Purchases shall not be accepted. The official time clock is in the reception area of the Division of Purchases.

SECTION 9. CONCLUDING STATEMENTS

Notwithstanding the above, the Division of Purchases reserves the right to award on the basis of cost alone, to accept or reject any or all proposals, and to award in the State’s best interest.

Proposals found to be technically or substantially non-responsive at any point in the evaluation process will be rejected and not considered further.

If a Vendor is selected for an award, no work is to commence until a purchase order is issued by the Division of Purchases.

The State's General Conditions of Purchase contain the specific contract terms, stipulations and affirmations to be utilized for the contract awarded for this RFP. The State's General Conditions of Purchases can be found at the following URL:
<https://www.purchasing.ri.gov/RIVIP/publicdocuments/ATTA.pdf>.

APPENDIX A. PROPOSER ISBE RESPONSIBILITIES AND MBE, WBE, AND/OR DISABILITY BUSINESS ENTERPRISE PARTICIPATION FORM

1. Proposer's ISBE Responsibilities (from 150-RICR-90-10-1.7.E)

1. Proposal of ISBE Participation Rate. Unless otherwise indicated in the RFP, a Proposer must submit its proposed ISBE Participation Rate in a sealed envelope or via sealed electronic submission at the time it submits its proposed total contract price. The Proposer shall be responsible for completing and submitting all standard forms adopted pursuant to 105-RICR-90-10-1.9 and submitting all substantiating documentation as reasonably requested by either the Using Agency's MBE/WBE Coordinator, Division, ODEO, or Governor's Commission on Disabilities including but not limited to the names and contact information of all proposed subcontractors and the dollar amounts that correspond with each proposed subcontract.
2. Failure to Submit ISBE Participation Rate. Any Proposer that fails to submit a proposed ISBE Participation Rate or any requested substantiating documentation in a timely manner shall receive zero (0) ISBE participation points.
3. Execution of Proposed ISBE Participation Rate. Proposers shall be evaluated and scored based on the amounts and rates submitted in their proposals. If awarded the contract, Proposers shall be required to achieve their proposed ISBE Participation Rates. During the life of the contract, the Proposer shall be responsible for submitting all substantiating documentation as reasonably requested by the Using Agency's MBE/WBE Coordinator, Division, ODEO, or Governor's Commission on Disabilities including but not limited to copies of purchase orders, subcontracts, and cancelled checks.
4. Change Orders. If during the life of the contract, a change order is issued by the Division, the Proposer shall notify the ODEO of the change as soon as reasonably possible. Proposers are required to achieve their proposed ISBE Participation Rates on any change order amounts.
5. Notice of Change to Proposed ISBE Participation Rate. If during the life of the contract, the Proposer becomes aware that it will be unable to achieve its proposed ISBE Participation Rate, it must notify the Division and ODEO as soon as reasonably possible. The Division, in consultation with ODEO and Governor's Commission on Disabilities, and the Proposer may agree to a modified ISBE Participation Rate provided that the change in circumstances was beyond the control of the Proposer or the direct result of an unanticipated reduction in the overall total project cost.

2. MBE, WBE, AND/OR Disability Business Enterprise Participation Plan Form:

Attached is the MBE, WBE, and/or Disability Business Enterprise Participation Plan form. Bidders are required to complete, sign and submit with their overall proposal in a sealed envelope. Please complete separate forms for each MBE, WBE and/or Disability Business Enterprise subcontractor/supplier to be utilized on the solicitation.



STATE OF RHODE ISLAND AND PROVIDENCE PLANTATIONS
DEPARTMENT OF ADMINISTRATION
ONE CAPITOL HILL
PROVIDENCE, RHODE ISLAND 02908

MBE, WBE, and/or DISABILITY BUSINESS ENTERPRISE PARTICIPATION PLAN

Bidder's Name:

Bidder's Address:

Point of Contact:

Telephone:

Email:

Solicitation No.:

Project Name:

This form is intended to capture commitments between the prime contractor/vendor and MBE/WBE and/or Disability Business Enterprise subcontractors and suppliers, including a description of the work to be performed and the percentage of the work as submitted to the prime contractor/vendor. Please note that all MBE/WBE subcontractors/suppliers must be certified by the Office of Diversity, Equity and Opportunity MBE Compliance Office and all Disability Business Enterprises must be certified by the Governor's Commission on Disabilities at time of bid, and that MBE/WBE and Disability Business Enterprise subcontractors must self-perform 100% of the work or subcontract to another RI certified MBE in order to receive participation credit. Vendors may count 60% of expenditures for materials and supplies obtained from an MBE certified as a regular dealer/supplier, and 100% of such expenditures obtained from an MBE certified as a manufacturer. This form must be completed in its entirety and submitted at time of bid. **Please complete separate forms for each MBE/WBE or Disability Business Enterprise subcontractor/supplier to be utilized on the solicitation.**

Name of Subcontractor/Supplier:

Type of RI Certification: ☐ MBE ☐ WBE ☐ Disability Business Enterprise

Address:

Point of Contact:

Telephone:

Email:

Detailed Description of Work To Be Performed by Subcontractor or Materials to be Supplied by Supplier:

Total Contract Value (\$):

Subcontract
Value (\$):

ISBE Participation
Rate (%):

Anticipated Date of Performance:

I certify under penalty of perjury that the forgoing statements are true and correct.

Prime Contractor/Vendor Signature

Title

Date

Subcontractor/Supplier Signature

Title

Date