



REQUEST FOR PROPOSAL (RFP)

02-18-003 Employee Engagement Survey RFP **Thursday, March 1, 2018 at 2:00 p.m. CST**

Waubonsee Community College (WCC) seeks proposals from qualified firms to provide an employee engagement survey that will be used to benchmark and monitor employee attitudes and commitment level towards the organization, leadership, their roles and the varying “customers” they serve.

Responses to this RFP shall be submitted in a sealed envelope to the address below. **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. RFPs are not publically opened.

Theresa Larson, Purchasing Manager
Waubonsee Community College
4S783 State Route 47
Dickson Building Room 259
Sugar Grove, IL 60554-9903

PROPOSED SCHEDULE

RFP Issued	February 8, 2018
Last Day for Submittal of Questions	Friday, February 23, 2018
Proposals Due	Thursday, March 1, 2018
Interviews	TBD
Recommendation of Award	Wednesday, April 18, 2018

All correspondence or questions concerning the RFP should be addressed to purchasing@waubonsee.edu.

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COLLEGE OVERVIEW

Waubonsee Community College (WCC), located forty-five miles west of Chicago, Illinois, has served more than 250,000 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, 600-square-mile district with the current district population estimated at 428,120. 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.

BACKGROUND

In the summer of 2012, Waubonsee Community College (the “College”) partnered with an Employee Engagement consultant to conduct an employee engagement survey with hopes of gaining a deeper understanding of the state of employee engagement at the college. The survey was launched in November 2012 and the feedback provided became a catalyst for further exploration, and a cross-functional employee task force was put together and they did extensive work to both validate and/or clarify results.

Another survey was launched in November 2015 which helped create the first baseline for our measured improvement and to identify continued areas of opportunity. Three major themes were identified that have become the impetus for the college to focus on to improve employee engagement. These themes are: Connect, Collaborate and Cultivate and our current engagement plan objectives revolve around these themes today.

Our current employee engagement vendor-consultant has chosen to only support companies outside the field of academia and we are in need of a new vendor-consultant to help support a key component of our people strategy, “Valuing Employees.” Therefore, the College invites proposals from qualified firms to assist in the consultation, design and implementation of measuring employee engagement through surveys, while also preserving benchmarking data from previous surveys conducted.

The survey data will measure employee engagement, provide benchmarking, identify specific drivers of employee engagement at the College, provide flexibility to report results through multiple team lenses, and provide actionable results and supporting tools to create an environment that empowers leaders and employees to be responsive and engaged in the results.

The vendor-consultant will closely partner with the College, particularly over the next several months, to launch an engagement survey in November 2018 to measure and drive improvements and changes in engagement and culture, and to inform, further develop and action a roadmap through the Valuing Employees strategy. The successful vendor-consultant will partner with the College in determining final survey requirements, interpreting results, and may be required to participate in presentations to leadership and staff. Following the initial survey with the new vendor-consultant, it is the College’s intent to survey again to measure progress in three years, and will also require the ability to conduct periodic ‘pulse’ surveys throughout that timeframe to ensure actions are having the desired impact.

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The College employs a dynamic workforce of approximately 1,400 teachers, administrators, staff, working in multiple locations, union and non-unionized jobs and shifts. The successful vendor-consultant will work with a group of key Waubonsee Community College stakeholders committed to driving higher levels of employee engagement.

GENERAL REQUIREMENTS

1. Respondents may not contact any college employee to discuss this RFP. **All correspondence or questions concerning the RFP should be addressed to purchasing@waubonsee.edu.**
2. All questions must be submitted in writing and will be responded to by addendum. Do not expect an immediate answer. Include your email address and/or fax number for any necessary communication.
3. RFP documents are available for download from the college's purchasing webpage at <https://www.waubonsee.edu/businesses/purchasing/>.
4. All late proposals will be rejected.
5. All proposals must be signed by a duly authorized representative of the firm. All unsigned proposals will be rejected.
6. The college reserves the right to award this project to one vendor or split the award based on the best interests of the college.
7. The college reserves the right to reject all proposals.
8. This RFP is not a guarantee of purchase.
9. The college reserves the right to amend any segment of the RFP prior to its announcement of a successful Respondent and award of contract. If a change occurs in the college's requirements resulting in a decision to modify the RFP's scope of work or statement of requirements, such change will be communicated in writing as an addendum to the RFP. In the event of a change, all Respondents will be provided the opportunity to revise their proposals to accommodate the amendment.
10. All proposal prices must be good for a period of 90 days from the date of opening.
11. 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.
12. 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.
13. 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.
14. Waubonsee Community College's Terms and Conditions are included as part of this RFP by reference.
15. It is the policy of WCC to encourage the participation of 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. The college has set an aspirational goal to award twenty percent (20%) of the total dollar amount for professional services contracts including insurance services, investment services, information technology services, accounting services, architectural and engineering services, and legal services to qualified businesses owned by minorities, females and persons with disabilities.

EVALUATION PROCESS

1. The college reserves the right to select the proposal most responsive to the college's needs.
2. The college reserves the right to award the contract to the firm who will best serve the interests of the college at the college's sole discretion. The college reserves the right, based upon its deliberations and in its opinion, to accept or reject any or all proposals. The college also reserves the right to waive minor irregularities or variations to specifications in the process.
3. The college reserves the right, before awarding the contract, to 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.
4. The college reserves the right to request additional information or clarifications and to allow corrections of errors and omissions. The college reserves the right to make those decisions after receipt of responses.
5. The college reserves the right to conduct any investigation of the qualifications of any firm that it deems appropriate.
6. A selection committee consisting of the staff from the college will review all proposals and make a determination based on the following factors:
 - a. Professional capacity to take on the work.
 - b. Ability to perform within time and budget constraints
 - c. Evaluation of potential work plans
 - d. Previous work experience and performance with similar institutions
 - e. Recommendations by references
 - f. Other pertinent information submitted
 - g. Proposed fee structure
7. 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.
8. At the college's discretion, the college may invite one or more finalists for a second interview with the college president, executive vice president of finance and operations and other senior administrative staff. The college will not be liable for expenses incurred in attending this interview.
9. 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.

QUALIFICATIONS

1. The awarded firm shall have relevant experience providing employee engagement survey services to organizations of similar size and scope (1400 employees,) with similar public sector and industry considerations.
2. The vendor-consultant will demonstrate current and past experience with respect to conducting employee engagement surveys in both a non-unionized and unionized public sector environment, and specific examples of partnering with organizations to achieve a high survey participation rate.
3. Evidence will be included that demonstrates similar successful implementations, and experience achieving high employee participation rates.

SCOPE OF WORK

Deliverables

1. The survey consultation and design parameters will include the following items:
 - a. Provides a secured survey link via e-mail to invite employees for participation.
 - b. Provides ease of administration, with reliable, valid reporting of results that are reasonable to interpret and communicate.
 - c. Allows for timely final results to Waubensee Community College, with the ability to monitor survey progress during open survey timeframe.
 - d. Promotes a high participation rate with an effective communication strategy, and with questions that are designed to support ease of understanding and completion for a broad audience. Survey completion should be less than 30 minutes, with consideration to the number of questions, language and formatting.
 - e. Ensures the design has a high level of validity and is statistically sound, with questions that are based on proven research.
 - f. Allows for flexibility with the potential for division heads overseeing a variety of employee classifications to provide input on the selection of questions, and the potential to add questions.
 - g. Ensures strictest confidentiality and anonymity.
 - h. Provides relevant industry benchmark comparisons and flexible reporting to consider the data results by division, department and teams.
 - i. Integrate and build upon existing institutional data and benchmarking results to inform survey development and reporting.
 - j. Ensures sustainability and flexibility with the ability to repeat the college-wide survey, and conduct multiple pulse check surveys, to monitor progress and effectiveness of action items.
 - k. Summarizes and interprets results and provides recommendations to drive engagement at Waubensee Community College.
 - l. Identifies the drivers of employee engagement to enable a focused approach to action plan based on measured results, and provides follow-up tools, resources, and support to implement action plans effectively.
2. The awarded firm will be expected to work closely with the college's stakeholders and provide the following:
 - a. Consult, develop, and customize a survey for the college's approval
 - b. Implement and host an electronic survey with data stored in a manner that is easy to access and data that can be readily manipulated for meaningful analysis and targeted distribution
 - c. Recommend leading practices in employee engagement, and provide communication strategy supports for a pre, during and post survey time periods to successfully reach targeted survey participation rates
 - d. Demonstrate proven ability for comparative analysis with relevant industry sectors, and a tabulation method that is statistically relevant.
 - e. Generate flexible reports based on the findings at the divisional, departmental and team level (taking anonymity of sufficient numbers into account)
 - f. Present results to key stakeholder and leadership groups as required
 - g. Provide post survey support with consultation and interpretation of results, as well as support tools, templates, and resources to effectively action engagement results

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- h. Collaborate with the college to ensure confidentiality and security of the surveys and survey data throughout the implementation, assessment and delivery of results, and in accordance with all privacy laws.
- i. Provide a detailed explanation of the implementation and post-implementation process steps to include: identifying how much lead time is needed (in days or weeks) to consult with WCC, develop, and launch an engagement survey. Identify other helpful information that can ensure a successful implementation and launch of the engagement survey by the target “date” of early-mid November 2018.
- j. Provide information about other offerings you have available today or anticipate having within the next year, including but not limited to: performance management, employee development, goal-setting, etc.
- k. Provide capabilities and offerings you have available for providing engagement-related support, tools, resources via a mobile platform.

Survey Methodology and Resources

- 1. A description will be provided on the survey analysis methodology with a statistical approach and defense to both qualitative and quantitative measures, benchmark and industry comparators, process to determine survey questions relevant to the college, and the process for analyzing and interpreting our data. The description will demonstrate an evidence-based approach and model to support what and how the data will be measured, and the methods used to achieve and maintain anonymity of participants and overall confidentiality. It will address a framework for interpreting results and an action planning approach that includes practical and manageable steps to improve and sustain key areas of focus. The survey will produce results that can be benchmarked against prior survey data results and with other comparable organizations with similar characteristics.
- 2. The survey will be developed to allow for customized language and questions (if required). It will take into account the complex workforce environment and offer multiple ways for communication, roll out, survey completion and collection of survey responses.
- 3. A recommended communications strategy will be provided, which will include timelines and resources required to deliver the strategy. It will include an education plan for key stakeholder groups with a framework for overall approach and practice.
- 4. The awarded firm will provide samples of communication tools and methods to achieve a high level of employee participation. Key methods and messages for communication of change, survey methodology and interpreting and sharing/rolling out results are to be provided.

Technical Requirements

- 1. The survey will be in electronic format that is ready to move into production. A description of any technical requirements will be provided that considers employee access at work or elsewhere to complete the survey. The requirements needed for the survey to be administered along with the ability to monitor progress and access reporting will be identified and included.

Data Management and Reporting

- 1. The awarded firm will have and utilize consulting expertise to provide generally accepted principles and practices for analysis and scientific statistical support, explanations and defenses for the model/data. The vendor-consultant will provide key insights and analysis of survey results; provide relevant comparable benchmarks, qualitative data theming and support to map previous data.
- 2. A full description and reporting samples of survey results will be provided. The vendor-consultant will provide information on how the college will be able to manage the reporting data, and how the data can

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be provided with varying views for division, department and team consideration. Samples of reporting options for graphs, presentations will be provided, and consideration will be given to how this data can be compiled with other data using Excel or other formats. Details will be provided on how the data is stored, how access will be permitted over a period of time, and any restrictions to the data. Key and relevant benchmark comparisons will be included for both public and private sector with clear geographical relevance.

Post Survey Action Tools and Supports

1. Recommendations and samples for post survey action plans will be provided. Particular attention to any leadership and team tools will be made that allows the college to highly engage in post survey actions, create a deep understanding of results, and that enhance communication on the key items that will continue to enhance and drive engagement at the institution and team level.

PROPOSAL REQUIREMENTS AND FORMAT

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.

Format

1. Provide one (1) original and five (5) hard copies of your submittal, and one electronic copy on a flash drive.
2. Responses should be bound with a stiff cover, in a binder or coil bound.
3. Separate and identify each section in the sequence provided.

Authorization

1. Proposals must include a signed Authorization of Response form, completed certificates and the Business Enterprise Program information page.

Firm Information

1. Provide a brief description of your firm, including but not limited to the following:
 - a. 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 and purpose.
 - a. Waubensee Community College reserves the right to reject any subcontractor.

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Experience

1. Describe your firm and its capabilities. In particular, support your capacity to create a survey and build the logic to meet the college's objectives.
2. Detail the firm's direct experience in providing expertise, market research, consulting services and technical assistance in employee engagement surveys.
3. Indicate who 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. Anyone 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, Plan of Work and Timeline

1. Explain the firm's approach and suggested work plan. Suggest project milestones and provide estimates of project start dates and the time to completion.
 - a. The college expects to release the survey to employees in October and November 2018. Firms should identify if this timeline is reasonable or if more time would be required.
2. Explain your methodology to reach desired groups
3. Demonstrate your firm's ability to move the project from initiation through finalizing
4. Suggest project milestones and provide estimates of project start dates and the time to completion
5. Provide assistance in strategizing sampling
6. Demonstrate your firm's ability to be vigilant about the reliability and validity of the data and analysis
7. Demonstrate your firm's ability to provide clear, concise and action oriented reports
8. *See Scope of Work for additional requirements*

Questions to be Answered

1. What would you need from the college to complete this project?
2. Which formats can you provide to deliver the employee engagement survey?
3. Where will the survey be maintained? Is it cloud based or will it be store on a college server?
4. Is there anything the college has not identified in this RFP that would benefit the college in completion of this survey?

Fees & Services

1. Describe the way you propose to be compensated for your services. The cost of services is one of the factors that will be considered in awarding this contract. Please provide a thorough breakdown of your proposed fees for this engagement.
2. Hourly rates for additional services and other expenses not included in the proposed scope of work.

Additional Documentation

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

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 Waubensee Community College with a Certificate of Insurance and endorsement naming Waubensee 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.

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AUTHORIZATION OF RESPONSE

I HEREBY AUTHORIZE THIS PROPOSAL, ACKNOWLEDGING THAT I UNDERSTAND AND AGREE TO THE PROPOSAL INSTRUCTIONS AND SPECIFICATIONS. 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. BY SIGNING THIS DOCUMENT, I CERTIFY THAT THE FIRM IS NOT BARRED FROM BIDDING IN THE STATE OF ILLINOIS OR AT THE FEDERAL LEVEL.

Name of Company

Typed or Printed Name

Authorized Signature

Date

Address

City

State

Zip Code

Telephone Number

Fax Number

Email Address

Proposals must be made in the official name of the firm or individual which business is conducted, stating official business address, and must be signed in ink by a person authorized to legally bind the person, partnership, company, or corporation submitting the proposal.

Acknowledgement of Addenda

I acknowledge having received addenda # _____.

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CERTIFICATIONS

All Respondents are required to complete and sign this form. Completed form must be returned with submittal. Failure to return this completed form may result in disqualification.

1. Respondents are cautioned to carefully read these certifications prior to signing the Authorization page. Signing the Authorization 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 the Authorization page is 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.
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. **Yes**_____ **No**_____
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. **Yes** _____ **No** _____
8. MINORITY/WOMAN-OWNED, DISADVANTAGED BUSINESS? **Yes**_____ **No**_____. If yes, please attach copy of certification and advise certification number and expiration date below:

- a. Name of Certifying Entity: _____
- b. Certification #: _____

For more information please visit:

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

CONFLICT OF INTEREST DISCLOSURE AND NON-COLLUSION FORM

All Respondents are required to complete and sign this form. Completed form must be returned with submittal. Failure to return this completed form may result in disqualification of Bid.

Conflict of Interest Disclosure

1. Waubonsee 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 bid submitted. Contact in regards to this Bid with any employee of Waubonsee 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 IFB/RFP process.
2. Define the relationship with any Waubonsee 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.
3. Bidder certifies that there is no known conflict of interest with any WCC administrator, trustee, committee member or employee of the college.

Non-Collusion Statement

1. 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 Bid in collusion with any other Bidder, and that the contents of this Bid as to prices, terms or conditions of said Bid 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 Bid.
2. The undersigned further affirms that this Bid 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: _____

END OF DOCUMENT