



# **Waubonsee Community College Request for Proposal**

## **Student Career Management Solution**

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# 1 EXECUTIVE SUMMARY

**This Request for Proposal (RFP) is issued as a means of technical discovery and information gathering. This RFP is for planning purposes only and should not be construed as a solicitation nor should it be construed as an obligation on the part of the college to make any purchases. This RFP should not be construed as a means to pre-qualify vendors. Any future contract that may be awarded must comply with college procurement requirements.**

## 1.1 VISION AND MISSION

Waubonsee Community College consistently seeks to be on the leading edge of technology. All five of the institution’s core values – Quality, Value, Innovation, Service and Accessibility – are tied to our desire to provide the latest innovations and tools available for students to be successful. Great service and innovation include making information, programs and services accessible to students, all within the convenience of their own community college. The implication to supporting advances in our technology is that it only increases the quality and value of education that we provide, and therefore supporting the Waubonsee’s vision to, “open the door of knowledge, spark imaginations, and enlighten lives through learning.”

Technology has become an integral component of the campus infrastructure and permeates all aspects of the operation from instructional delivery to basic business needs. The mission then for the Student Career Management Solution.

# 2 COLLEGE OVERVIEW

Waubonsee Community College (Waubonsee), 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, Waubonsee 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. Waubonsee 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, Waubonsee has cultivated a learning-centered culture that values, and an infrastructure that advances, continuous quality improvement

# 3 RFP REQUIREMENTS PROCESS

Request for Information will be processed via emails with the Purchasing Department. Vendors will be able to access the RFP requirements from the Waubonsee website. Vendors can submit questions via email. All vendors will have access to all questions and answers through an addendum to the RFP.

## 3.1 RFP SCHEDULE

April 10, 2023	RFP emailed and uploaded to WCC web site
April 10, 2023	Process “open” to questions and clarifications
April 24, 2023	Process “closed: to questions and clarifications
May 1, 2023	<b>Vendor Responses due to Waubonsee Community College</b>
May 15, 2023	Possible vendors identified
June 1, 2023	Proposal evaluations and possible product demonstrations.
June 26, 2023	Recommendation finalized, Prepare for Board Approval

## 3.2 RFP RELATED QUESTIONS / CLARIFICATIONS / SUBMISSION

All questions related to the RFP should be directed to via email:

**Theresa Larson , Purchasing Manager**  
[Purchasing@waubonsee.edu](mailto:Purchasing@waubonsee.edu)

Please email your proposal response to this RFP to Theresa Larson, using the email above, by **May 1, 2023 at midnight CST.**

## 3.3 LIABILITIES OF INSTITUTION

This RFP is only a request for information about potential products/services and no contractual obligation on behalf of Waubonsee Community College whatsoever shall arise from the RFP process.

This RFP does not commit Waubonsee Community College to pay any cost incurred in the preparation or submission of any response to the RFP.

## 3.4 CONFIDENTIALITY & PROPOSAL OWNERSHIP

**RFP Ownership:** All proposals to the RFP will become the property of Waubonsee Community College and will not be returned.

**Public Records Act:** all materials received or created by the college are considered *public records*. These records include but are not limited to bid or proposal submittals, agreement documents, contract work product, or other information submitted by a vendor to the college.

# 4 RESPONSE FORMAT AND REQUIREMENTS

## 4.1 GENERAL

- Responses are required for ALL sets of requirements. If you do not believe that you can meet any specific requirement, you should respond with your best alternative.
- All proposals must be submitted electronically via email to Theresa Larson, email address above, using Microsoft Word (.docx), Excel (.xlsx) or Adobe (PDF).
- Waubonsee Community College reserves the right to reject any or all proposals or parts thereof.
- All information contained in this RFP and in the RFP responses shall be deemed proprietary information of Waubonsee Community College and the proposing vendors respectively and shall remain the property of Waubonsee Community College.
- The vendor shall not use the college's name or any RFP information for advertising purposes without the written consent of Waubonsee Community College.
- Waubonsee Community College shall be the interpreter and sole arbiter as to the products and services proposed. The College Board of Trustees reserves the right to accept or reject any response, to waive irregularities, to omit any items identified in the product features and service expectations, and to accept the response considered to be in the best interest of Waubonsee Community College.
- Vendor agrees to hold Waubonsee Community College, its Board of Trustees, employees or agents free and harmless of, from and against, all liability, loss damage, expense or claims of the Vendor, its employees or agents.
- For your information, the following documents are required as part of the procurement process at the college:

- a) A signed copy of the Waubonsee Community College Third-Party Non-Disclosure Agreement.
- b) A completed copy of the Waubonsee Community College SaaS Security Assessment Questionnaire for Hosting Service Provider.
- c) A completed copy of the Voluntary Product Accessibility Template for solutions with web-based user interfaces.

## 4.2 GROUNDS FOR NON-CONSIDERATION

During this RFP process, and until a vendor is selected, all vendor communications must be through email to Theresa Larson. Failure to adhere to this requirement will be considered grounds for non-consideration.

Please provide your response to this RFP no later than **May 1, 2023 at midnight CST**.

## 4.3 COMPANY INFORMATION

- a) Company name with address and telephone. Local is preferable.
- b) Key contact information with telephone, fax and e-mail.
- c) Size of department with total number of employees that support your Student Career Management System and their locations.
- d) Company key management and key personnel that would be assigned to this project.
- e) Company ownership.

## 4.4 BACKGROUND

- a) A brief history of the company, target customers, and strategic direction including planned mergers or acquisitions.
- b) Length of time providing services to educational institutions and overall length of time in business.

## 4.5 MANAGEMENT REQUIREMENTS

For the Student Career Management Solution implementation, Waubonsee will review the qualifications and have final say on all consultant personnel, and may conduct interviews of consultant personnel.

Consultant Team may include:

- Account Manager
  - Project Manager
- a) Describe your project management methodology including the responsibilities of the people in the above roles.
  - b) Detail the qualifications and training of the people that will be assigned to the above roles.
  - c) Would you plan on utilizing third party implementers? If so, please specify company name, location, number of years you have worked with them, and the number of implementations of your Student ID System they have performed. Reference accounts should ones where these third-party implementers were engaged.

## 4.6 CHANGE CONTROL (COSTS, SCHEDULE, FUNCTIONALITY)

Describe your methodology for managing changes to the project. Do you have a formal change control process?

## 4.7 COMMERCIAL REQUIREMENTS

### 4.7.1 Cost Estimates (see separate document: RFP Cost Preparation Instructions)

Include ALL costs to meet the requirements described in section 4.10.1. The college is open to various pricing strategies including Time & Material, Fixed Costs, Not-to-Exceed in any combination. If proposing Time & Material, please include hourly-rates of staff and total hours for each.

Also include how you will track and report time to the college, and your Change Control process.

**The college is open to SaaS, Externally Hosted and Internally Hosted solutions.**

### 4.7.2 Business Enterprise Program

Waubonsee Community College shall commit to and cooperate in the successful implementation of the State of Illinois Business Enterprise Program. 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, women, and persons with disabilities.

**Complete and return the Business Enterprise Program Participation and Utilization Form.**

Waubonsee encourages participation in contracts for goods and services by firms that are certified. This may be the primary vendor being certified or by the utilization of qualified subcontractors, suppliers, joint ventures or other arrangements that afford meaningful opportunities for M/W/DBE participation.

If a subcontractor or supplier is needed to fulfill contract requirements, please consider using a small or disadvantaged business. The State's policy is to promote small businesses, including those owned by Veterans, businesses owned and controlled by minorities, females, and persons with disabilities, and sheltered workshops for the severely disabled. We encourage the use of these companies on State contracts and in your commercial activities. Please visit <https://www.illinois.gov/cms/business/sell2/bep/Pages/default.aspx> for more information regarding these programs.

### 4.7.3 Subcontracting

Waubonsee must approve the use of any subcontractors. Do you plan on utilizing subcontractors? If so, please provide details of deliverables they will produce or tasks they will perform.

### 4.7.4 Assignment

In general, Waubonsee does not approve the assignment of deliverables or tasks. Do you see any issues with this?

### 4.7.5 Insurance (Informational Only)

It is required with exceptions only approved by the college to have insurance written for the duration of the Contract in amounts not less than the following minimum limits or as required by law whichever is greater:

1. 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.

2. 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. Minimum limits shall be as follows:

Bodily and Personal Injury	each person	\$500,000.00
	each occurrence	\$1,000,000.00
Property Damage	each occurrence	\$500,000.00
	Aggregate	\$1,000,000.00

Contractor shall provide Waubonsee Community College with a Certificate of Insurance and endorsement naming Waubonsee Community College District No. 516, its officers, agents, employees and assigns as Additional Insured thereunder on a primary and noncontributory basis.

3. Comprehensive automobile liability including non-ownership and hired car coverage as well as owned vehicles. Minimum limits shall be as follows:

Bodily and Person Injury	each person	\$500,000.00
	each occurrence	\$1,000,000.00
Property Damage	each occurrence	\$500,000.00
	Aggregate	\$1,000,000.00

#### **4.7.6 Equal Employment Opportunity (Informational Only)**

In the event of the contractor's noncompliance with any provisions of this Equal Opportunity Clause, the Illinois Fair Employment Practices Act of the Fair Employment Practices Commission's Rules and Regulations for Public Contracts, the contractor may be declared non-responsible and, therefore, ineligible for future contracts or subcontracts within the State of Illinois or any of its political subdivisions or municipal corporations, and the contract may be canceled or voided in whole or in part, and such other sanctions or penalties may be imposed or remedies invoked as provided by statute or regulation.

During the performance of this contract, the contractor agrees as follows:

1. That it will not discriminate against any employee or applicant for employment because of race, color, religion, sex, national origin, or ancestry; and further that it will examine all job classifications to determine if minority persons or women are underutilized and will take appropriate affirmative action to rectify any such underutilization.
2. That, if it hires additional employees in order to perform this contract or any portion hereof, it will determine the availability (in accordance with the Commission's Rules and Regulations for Public Contracts) of minorities and women in the area(s) from which it may reasonably recruit and it will hire for each job classification for which employees are hired in such a way that minorities and women are not underutilized.
3. That, in all solicitations or advertisements for employees placed by it in its behalf, it will state that all applicants will be afforded equal opportunity without discrimination because of race, color, religion, sex, national origin or ancestry.

4. That it will send to each labor organization or representative of workers with which it has or is bound by a collective bargaining or other agreement or understanding, a notice advising such labor organizations or representative of the contractor's obligations under the Illinois Fair Employment Practices Act and the Commission's Rules and Regulations, the contractor will promptly so notify the Illinois Fair Employment Practices Commission and the contracting agency and will recruit employees from other sources when necessary to fulfill its obligations thereunder.
5. That it will submit reports as required by the Illinois Fair Employment Practices Commission's Rules and Regulations for Public Contracts, furnish all relevant information as may from time to time be requested by the Commission or the contracting agency, and in all respects comply with the Illinois Fair Employment Practices Act and the Commission's Rules and Regulations for Public Contracts.
6. That it will permit access to all relevant books, records, accounts and work sites by personnel of the contracting agency and the Illinois Fair Employment Practices Commission for purposes of investigation to ascertain compliance with the Illinois Fair Employment Practices Act and the Commission's Rules and Regulations for Public Contracts.
7. That it will include verbatim or by reference the provisions of paragraphs 1 through 7 of this clause in every performance subcontract as defined in Section 2.10 (b) of the Commission's Rules and Regulations for Public Contracts so that such provisions will be binding upon every such subcontractor; and that it will also so include the provisions of paragraphs 1, 5, 6, and 7 in every supply subcontract as defined in Section 2.10 (a) of the Commission's Rules and Regulations for Public Contracts so that such provisions will be binding upon every such subcontractor. In the same manner as with other provisions of this contract, the contractor will be liable for compliance with applicable provisions of this clause by all its subcontractors; and further it will promptly notify the contracting agency and the Illinois Fair Employment Practices Commission in the event any subcontractor fails or refuses to comply therewith. In addition, no contractor will utilize any subcontractor declared by the Commission to be non-responsible and, therefore, ineligible for contracts or subcontracts with the State of Illinois or any of its political subdivisions or municipal corporations.

#### **4.7.7 Prevailing Wage (Informational Only)**

The successful bidder must pay prevailing wages for the area and follow all other provisions of the Prevailing Wage Act.

When a contract/order requires construction of Public Works as defined in the Illinois Prevailing Wage Act, including new structures, renovation, remodeling and expansion of existing structures, maintenance and repair of equipment on a construction site, transportation of equipment or materials to or from a construction site:

#### **4.7.8 Smoking Policy (Informational Only)**

The policy of the Board of Trustees is to have a smoke free college environment. Smoking on college grounds and inside college facilities and college vehicles is prohibited. Smoking is only permitted inside private vehicles.



#### **4.7.9 Tax Exemption (Informational Only)**

Waubonsee Community College is not subject to Federal Excise Tax or Illinois Retailers Occupational Tax. Exemption certificates will be furnished on request.

### **4.8 QUALITY REQUIREMENTS**

#### **4.8.1 Functional Requirements (see separate spreadsheet)**

See provide Requirements document.

In the columns provided, indicate if your system meets or does not meet the requirement, and insert comments to clarify if necessary. Do not alter the format of this document.

#### **4.8.2 Internal Quality Programs**

Describe your internal quality program. How will you ensure that all of Waubonsee's requirements are met, including cost, schedule and functional requirements?

#### **4.8.3 Internal Training Program**

Describe your internal training program. How do you maintain and upgrade the skills of your functional and technical experts.

#### **4.8.4 Training Program**

Training will be required for a cross-section of Waubonsee's employees (i.e. executive, administrators, supervisors, etc) for the purpose of informing them about the suite of software products purchased regarding methods of how they will/could be used.

- a) Describe your customer training program. How will you ensure that Waubonsee's functional staff is adequately trained?
- b) How will you ensure that Waubonsee's technical staff is adequately trained?

#### **4.8.5 Change Management Program**

Do you have a change management program? If so, how do you plan to assist with the transition to the new system for Waubonsee staff?

#### **4.8.6 Testing Process**

Describe your system testing methodology. How will you ensure that system functionality is sufficiently tested before going into production?

#### **4.8.7 Implementation Plan**

Please provide a proposed implementation process outline that starts with initial contract agreement and ends with maintenance of a completed implementation. Include brief descriptions of each phase and projected timeframes.

Include such items as:

- a) Consulting Services for training aimed at best practices for system usage.
- b) Please include an estimate of Waubonsee Community College resources needed for the project.

#### 4.8.8 Ongoing System Maintenance and Support

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

#### 4.8.9 Technical Information

- a) Provide detailed information regarding the system hardware and server requirements for the software proposed to meet the functionality and system requirements of this RFP.
  - Define server requirements and provide specifications (including recommended operating systems, web server software, etc.)
  - Define the minimum desktop workstation hardware and software requirements mandated by the proposed solution.
  - Describe the hardware, core product software, and third-party software included in the proposed solution.
  - Describe details of network communications required between the web server, app server, database server, and any other required servers.
  - Provide a detailed architecture diagram of the physical and logical topology that describes appropriate hardware and software environment.
- b) Indicate the average online response time (in seconds) and the average online up-time percentage (as percent of scheduled up-time) achieved at end-user workstations. If benchmarking data is available from your current customer implementations, please include it as well (i.e., performance data, transaction volumes, etc.).
- c) All updates and fixes must include functional and technical documentation for software components and programs affected by the change. Describe process to make documentation available at time of release.
- d) Describe in detail the security features of the proposed software. Describe the security provisions that exist to prevent unauthorized file changes and unauthorized access to data.

- e) Describe the approach to be used in providing data backup and whether any options exist, based on the descriptions provided herein. Describe the methods used for disaster recovery that protect against the inability to process information.
- f) Reporting
  - Please provide a list of all delivered canned reports with an explanation of the reports functional purpose.
  - Please describe the various reporting tools that are delivered with the application.
  - Please explain how ad hoc reports can be created. How much IT intervention is required for developing ad hoc reports?

#### 4.8.10 Project Organization and Staffing

- a) Respondent should include a description of the project structure and an organizational chart, which includes anticipated resources by type of FTE for such a project. Staffing should be sufficient to meet implementation milestones and timelines in the previous section. Briefly describe each role on the project organization chart, including the responsibilities for each role as well as the skills required to fill each role, including WCC personnel.
- b) The respondent should identify key resources **you expect to assign** to this project. Key resources include individuals such the account manager, project management, key product specialists, and area functional and technical leads. **Attach** resumes of key resources in a separate appendix. Provide the following information for each key resource:
  - Whether directly employed by your company
  - Number of years' experience implementing your software
  - Student ID system component expertise or specific skills
  - Relevant certifications
- c) The respondent should provide resumes of representative consultants. Identify whether resources are employed directly by your company or a third party. The following skill categories should be used:
  - Account Manager
  - Project Management
  - Application Development
  - Systems Programming and Database Administration
  - Business Process / Change Management Specialist
  - Functional and Technical Consultants
- d) Identify a senior level person (vice president, equivalent, or higher) who will be accessible and responsible for managing the Waubonsee account throughout the life of the contract.
- e) What is your average staff turnover during a project?
- f) Indicate all physical resource requirements that Waubonsee needs to provide.

## 5 REFERENCES / QUALIFICATIONS

Provide at least three (3) higher education reference accounts which you have provided Student Career Management systems and services in the last year. Please include their names and phone numbers. Community Colleges in Illinois would be preferable.

Contact:	
College or Organization	
Address:	
Phone:	
Years as Client:	
DBMS Environment:	
CPU Type and Application Software:	
Software implemented and in production:	
Previous application supplier:	
Key similarities to Waubonsee:	

Contact:	
Address:	
Phone:	
Years as Client:	
DBMS Environment:	
CPU Type and Application Software:	
Software implemented and in production:	
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