



Solicitation Information

Date: 7/19/12

RFP # 7457886

TITLE: Enrollment Online Application System for Graduate Applicants – RIC
Period: 9/1/12 – 8/31/15

Submission Deadline: 8/22/12 @ 11:00 AM (Eastern Time)

Pre Bid Conference: NO

Questions concerning this solicitation may be e-mailed to the Division of Purchases at gary.mosca@purchasing.ri.gov no later than **8/02/12 @ 12:00 NOON** (Eastern Time). Please reference the RFQ # on all correspondence and send questions in a *Microsoft Word format*. Questions received, if any, will be answered and posted on the Internet as an addendum to this solicitation. It is the responsibility of all interested parties to download this information.

SURETY REQUIRED: NO BOND REQUIRED: NO
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Gary P. Mosca
Buyer

Vendors must register on-line at the State Purchasing Website at www.purchasing.ri.gov

NOTE TO VENDORS:

Offers received without the entire completed three-page RIVIP Generated Bidder Certification Form attached may result in disqualification.

THIS PAGE IS NOT A BIDDER CERTIFICATION FORM

1 Instructions to Bidders

1.1 Instructions and Notifications

This document constitutes a Request for Proposal (RFP) for:

Enrollment Management – Online Application System - RIC

1.1.1 General Conditions

This contract will be awarded under the State's general conditions of purchasing which are available on the Internet at:

- <http://www.purchasing.ri.gov>

Potential respondents are advised to review all sections of this RFP carefully, and to follow instructions completely, as failure to make a complete submission as described herein may result in rejection of the proposal.

Interested parties are instructed to peruse the Division of Purchases web site on a regular basis, as additional information relating to this solicitation may be released in the form of an addendum to this RFP.

1.1.2 Terms/Definitions

"Request for Proposal", or "RFP", refers to this document or the contents of this document. "Customer" or "State" refers to the State and/or associated State institutions or agencies covered under this RFP, including the three public higher educational institutions described herein.

The terms "Vendor", "Bidder", and "Respondent" used herein all refer to the vendor submitting a response to this RFP. The terms "proposal" and "response" are synonymous.

1.1.3 Public Opening

There will be no public opening and reading of responses received by the Office of Purchases pursuant to this Request, other than to name those bidders who have submitted proposals.

1.1.4 MBE Goal

The State of Rhode Island has a goal of ten percent (10%) participation by MBE's in all State procurements. For further information, visit the website www.mbe.ri.gov. To speak with an MBE officer, call (401) 574-8253.

1.1.5 Equal Employment Opportunity

§ 28-5.1-1 Declaration of policy. – (a) Equal opportunity and affirmative action toward its achievement is the policy of all units of Rhode Island state government, including all public and quasi-public agencies, commissions, boards and authorities, and in the classified, unclassified, and non-classified services of state employment. This policy

applies in all areas where the state dollar is spent, in employment, public service, grants and financial assistance, and in state licensing and regulation. For further information, contact the Rhode Island Equal Employment Opportunity Office, at 222-3090.

No Guarantee of Services

Selection of Vendor under this RFP is not a guarantee that the Vendor will be selected to provide services during the agreement period. Vendors and services will be selected by Customer based on need, in addition to vendor qualifications, pricing, and ability.

2 Proposal Costs

All costs associated with developing or submitting a response to this solicitation, or to provide oral or written clarification of its content, shall be borne by the respondent. The State assumes no responsibility for these costs.

Proposal Validity

Responses are considered to be irrevocable for a period of not less than one hundred and twenty (120) days following the opening date, and may not be withdrawn, except with the express written permission of the State Purchasing Agent.

All pricing submitted will be considered to be firm and fixed unless otherwise indicated herein.

Foreign Corporations

In accordance with Title 7, Chapter 1.2 of the General Laws of Rhode Island, no foreign corporation, a corporation without a Rhode Island business address, shall have the right to transact business in the state until it shall have procured a Certificate of Authority to do so from the Rhode Island Secretary of State (401-222-3040). This is a requirement only of the selected vendors.

Right to Reject

The State reserves the **right to reject** the proposal of any vendor that fails to comply with all of the specifications and requirements contained herein. The State also reserves the right to approve or reject a vendor's participation in any portion of the requested services without rejecting the vendor's entire offer.

Modifications to RFP

The State reserves the right to revise, modify, supplement, or withdraw this RFP at any time. Vendors are encouraged to visit the Division of Purchases' website on a regular basis, as any additional information relating to this solicitation will be released in the form of addenda relating to this RFP.

Submission Materials

All materials submitted regarding this RFP will become the property of the State and will only be returned to the vendor at the State's option. Disqualification of a vendor or non-acceptance of the RFP does not eliminate this right. Bidders are advised that all materials submitted to the State for consideration in response to this Request will be considered to be public records, as defined in Title 38 Chapter 2 of the Rhode Island General Laws, without exception, and will be released for inspection immediately upon request, once an award has been made.

Taxes

Vendor's bid proposals shall exclude all taxes. The State is exempt from taxes.

Insurance

Commercial General Liability Insurance: Vendor shall obtain at vendor's expense, and keep in effect during the term of this contract Commercial General Liability Insurance covering bodily injury, and property damage in a form and with coverage that are satisfactory to the State. This insurance shall include personal advertising injury liability, independent contractors, products completed operations, contractual liability and broad form property damage coverage. Coverage shall be written on an occurrence basis. A combined single limit of \$1,000,000 per occurrence and aggregate is required.

Auto Liability Insurance: Vendor shall obtain, at Vendor's expense and keep in effect during the term of this contract, Auto Liability Insurance covering all owned, non-owned or hired vehicles. A combined single limit per occurrence of \$1,000,000 will be obtained.

Workers Compensation: Vendor shall obtain statutory Workers Compensation coverage in compliance with the compensation laws of the State of Rhode Island. Coverage shall include Employers Liability Insurance with minimum limits of \$100,000 each accident, \$500,000 disease or policy limit, \$100,000 each employee. An Alternative Employer Endorsement shall be required for both the workers compensation and employer liability policy.

The State will be defended, indemnified and held harmless to the full extent of any coverage actually secured by the Vendor in excess of the minimum requirements set forth above. The duty to indemnify the State under this agreement shall not be limited by the insurance required in this agreement.

The Purchasing Agent reserves the right to consider and accept alternative forms and plans of insurance or to require additional or more extensive coverage for any individual engagement.

Vendor Activities

The Vendor's activities are not to be disruptive of business or residential activity— including excessive construction noises— and must not compromise the safety, security or self-respect of any student or staff employee of the Customer in any way. Customer reserves the right of approval of any on-site employees, and the right to dismiss from this, and any other work performed under this RFP (or contract), any individual without a statement of cause. The vendor will comply without compromising schedules or other contract terms.

Permits

The Vendor is responsible for obtaining all municipal permits and inspections as mandated by law for any work performed under this RFP.

State Purchasing Policies

All Vendors and subcontractors will be subject to policies, procedures, and legal terms and conditions of the State (as posted on the purchasing website and/or part of or attached to this solicitation). Violation of policies and procedures by vendor may be cause for termination of contract and elimination from participation under this RFP.

Proposal Submission

Responses (an original plus nine (9) copies) shall be mailed or hand-delivered in a sealed envelope marked ["RFP # – Enrollment Management – Online Application System - RIC"] on or before the deadline as indicated on the cover page of this RFP.

**By Mail or Courier:
RI Dept. of Administration
Division of Purchases, 2nd floor
One Capitol Hill
Providence, RI 02940-6528**

Proposals should include the following:

- A completed and signed three-page RIVIP Bidder Certification Cover Form, available at www.purchasing.ri.gov.
- A summary section providing an overview of the services being proposed.
- Responses to the information requests in the Vendor Capability, Capacity, and Qualifications section. It is preferable for the Response to contain the actual text of the RFP followed by the Vendor's response to that paragraph.
- Responses to the information requests in the Technical Requirements section (for services being proposed by Vendor). It is preferable for the Response to contain the actual text of the RFP followed by the Vendor's response to that paragraph.
- An exceptions listing (by paragraph number) of any specifications that have not been met (exceptions for specifications relating to services not being offered do not need to be provided).
- A completed and signed W-9 (taxpayer identification number and certification.) Form is downloadable at www.purchasing.ri.gov.
- In addition to the multiple hard copies of proposals required, Respondents are requested to provide their proposal in electronic format (CDRom, Diskette, flash drive). Microsoft Word /Excel or PDF format is preferable. Only 1 electronic copy is requested. This CD or diskette should be included in the proposal marked "original".

The Vendor assumes responsibility for proposals submitted by mail or commercial delivery service. Proposals misdirected to other State locations or which are otherwise not present in the Division of Purchases at the time of opening, for any cause, will be determined to be late and will not be considered. The "official" time clock is located in the reception area of the Division of Purchases. Faxed or emailed proposals will not be considered.

Any additional information pertaining to this RFP or changes in the timeline may be posted on an as-needed basis. It is the responsibility of the Bidder to regularly review the RIVIP website (www.purchasing.ri.gov) to check for any additional postings.

It is strongly suggested that the vendor mark this RFP on the RIVIP Vendor Watch List for ease of monitoring critical information and amendments. Assistance in using this RIVIP feature can be obtained by reviewing the online tutorials available under the Vendor Center Section or by contacting the RIVIP Help Desk at (401) 222-3766.

The vendor will provide a cost proposal with enough detail to give the Selection Committee a clear understanding of all costs involved.

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

3.0 Introduction

3.1 Background

Rhode Island College has determined the need to implement a software solution for accepting, reviewing, and processing graduate school applications online. This online application software/system should allow potential applicants to apply RIC's graduate programs online and RIC graduate schools to review the applications in process and manage the completed applications. The system must include the capability to integrate the application data to our PeopleSoft Campus Solutions (CS) system.

3.2 Summary

Rhode Island College is seeking proposals from qualified software providers for a turnkey software system that must be easy to implement, have a single point of support, and allow for future changes to the RIC graduate schools requirements. The solution vendor should offer an ASP licensing agreement. This RFP will be used to acquire the software, implementation services, customer support, and any required hardware devices.

The primary function of this system is to provide an out-of-the-box solution that will enable Rhode Island College to allow potential applicants to apply RIC graduate programs online and RIC graduate administrative staff to manage these applications

and collect data. It should boost operational efficiencies for the graduate school admission process with reasonable cost. Further, it should meet today's guidelines and requirements for the safeguarding of sensitive applicant information.

3.3 Requirements Overview

The system must provide easy to use Web interface for potential applicants to apply for RIC graduate schools by submitting applications online. The system should also allow recommendations be collected online. As part of the feature, the system should allow RIC graduate schools administrative staff to review the applications, correspond with applicants and manage the applications. In addition, the system should be able to integrate the application data with RIC's PeopleSoft CS system.

The solution must:

- Be a turnkey installation with configuration and support originating from one source;
- Be easy and fast to install without placing a demand on RIC's resources;
- Data integration with PeopleSoft CS system;
- Be scalable to allow future expansion (either the increase of the number of graduate programs at RIC, or the increase of the volume of potential applicants);
- Provide a central online application gateway capable of
 - managing online graduate applications to RIC graduate programs from student's initial inquiry to submission and decision and to include data collection;
 - allowing both students and administrative staff to view the status of each application during the application process, evaluate applications, record comments;
 - receiving recommendations, test scores and transcripts from third parties and allowing applicants to upload documents
- Contain a core application piece but create different setups for the individual graduate programs according to their particular requirements and processes. In addition allow each of the graduate schools' administrative staff to manage and access these individual requirements both as they come in and when they are completed.
- Have a proven track record with institutions of Higher Education that use PeopleSoft CS system;
- Provide web-based usage, reporting, and management tools.

3.4 Projected Environment

RIC envisions an environment in which all graduate schools' online applications are centralized through a single application process system that contains individualized program requirements. The system must be capable of handling students' applications online, collecting outside recommendations, test scores and transcripts

online, allowing RIC graduate schools administrative staff to manage applications online (both completed and in process), and enabling data integration with the admission module of the PeopleSoft CS system.

3.5 RFP Evaluation

An evaluation committee comprised of RIC representatives will evaluate responses and determine the firm(s) best suited to fulfill our requirements. The responses to the RFP will be evaluated using the following criteria including but not limited to:

- Is the system secure and reliable?
- Years in Higher Education
- Knowledge of PeopleSoft
- Timeline
- Use within other Higher Education institutions that uses the PeopleSoft CS system
- Detailed response to questions
- Customer support for administrative staff and for students

4.0 Online Application for Graduate Schools

4.1 System Integration Requirements

- How much of your data elements in your system can be mapped to the college's (CS) system?
- How much of your data elements can be configured by the college's administrators? If yes, will such configurations/modifications incur additional cost?
- How much of the graphics and texts of your application can be configured/customized?
- Can the college's administrators add new questions, or update/revise the current questions? If yes, will such actions incur additional cost?
- How do you deliver your application upgrades?
- What is the maintenance release schedule for your product upgrade?
- Do you have the integration tools to allow the college to integrate your application with PeopleSoft CS System? Please explain (from CS to your application and from your application to CS).
- Is there capability to integrate with payment processors? How is would this be implemented? How is the payment of application fees handled?
- What are supported devices (mobile, web, smartphones, client apps) and technology used?
- Do you provide documentation (business process flow diagrams, and database diagrams, etc) to the college?

4.2 Online Application Business Requirements

- Can you handle fee waivers? Please explain.
- How do the college's administrators manage the applications?
- Can your system allow for application processes for multiple schools and programs (such as special requirements and special questions, as well as special document collections)? If yes, will such setups incur additional cost?
- Do you allow one applicant to apply for multiple schools? If yes, will such feature incur additional cost?
- Does this application allow recommendations, test scores and transcripts to be submitted online?

4.3 System Support Requirements

- How do you provide support for the college's administrators? Please explain.
- How do you provide support for applicants? Please explain.
- Do you provide training? If yes, will that be additional cost?

5.0 Company Information

- Please give a short history of your company to demonstrate your experience in providing software solutions to Higher Education.
- Does your company utilize sub-contractors? If so, list them and describe the role each will play in providing services under this contract.
- Please provide sufficient information to demonstrate the financial security and stability of your company.
- Describe your company's position and participation in the industry as a whole. For example, of what organizations are you a member? How do you help to educate your customers on regulations and other issues within the industry?

6.0 Evaluation for Final Consideration

2A Selection Committee will evaluate submitted proposals on the basis of the above criteria items. Vendors may be invited to appear before the Committee for in-person or Web presentations. The committee will forward a recommendation (s) to the college's senior administration for making the final award decision.

3Notwithstanding the above, the State reserves the right not to award this contract or to award on the basis of cost alone, to accept or reject any or all responses, and to award in its best interest.

4Responses found to be technically or substantially non-responsive at any point in the evaluation process will be rejected and not considered further. The State reserves the right to reject any or all responses submitted and to waive any informality in any vendor's submission.

6.1 Evaluation Factors

- **Project Approach & Understanding of Scope (Maximum of 20 points)**

The vendor shall demonstrate in the proposal an understanding of the project and provide a description as to how the project will be managed and completed. Include the names and resumes of all key personnel who would work on project.

- **Experience in installing and maintaining a commerce management system in Higher Education Institution (Maximum of 40 points)**

The Vendor will be evaluated on their demonstrated experience in installing and maintaining the system in other higher education institution. This experience should include at least five (5) similar projects, verified by references.

- **Fees (Maximum of 40 Cost points)**

The fee will be evaluated along with the above items as a factor in selection. Fee response should include any cost that is part of the implementation, as well as the annual maintenance cost.