



Solicitation Information

October 26, 2012

**RFP# 7458205**

**TITLE: Academic Course Catalog Software- Rhode Island College**

Submission Deadline: November 27<sup>th</sup>, 2012 @ 11:00 AM (EDT)

**PRE-BID/ PROPOSAL CONFERENCE: No**

Questions concerning this solicitation may be e-mailed to the Division of Purchases at [gary.mosca@purchasing.ri.gov](mailto:gary.mosca@purchasing.ri.gov) no later than 11/9/12 @ 8:00 AM (**Eastern Daylight Time**). Please submit questions in a Microsoft Word format and reference the RFP# on all correspondence. Answers to questions received, if any, will be 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**

**Vendors must register on-line at the State Purchasing Website at [www.purchasing.state.ri.us](http://www.purchasing.state.ri.us).**

**NOTE TO VENDORS:**

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

## **Instructions to Bidders**

### **1.7 Instructions and Notifications**

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

#### **Academic Course Catalog - Hosted Software- RIC**

##### **▪ 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.

##### **▪ 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.

##### **▪ 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.

##### **▪ 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](http://www.mbe.ri.gov). To speak with an MBE officer, call (401) 574-8253.

##### **▪ 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.

**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 ten (10) copies) shall be mailed or hand-delivered in a sealed envelope marked ["RFP #7458205 – Academic Course Catalog Software Hosted Software – 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, 2<sup>nd</sup> 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](http://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](http://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](http://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.

### **THIS PAGE IS NOT A BIDDER CERTIFICATION FORM**

- The Rhode Island Department of Administration/Division of Purchases, on behalf of **Rhode Island College** requests of proposal from qualified vendors to provide a software solution for Academic Course Catalog for Rhode Island College. This solicitation is issued in accordance with the State's General Conditions of Purchase, which is available at [www.purchasing.state.ri.us](http://www.purchasing.state.ri.us)
- INSTRUCTIONS AND NOTIFICATIONS TO OFFERORS:
- Potential offerors are advised to review all sections of this Request carefully and to follow instructions completely, as failure to make a complete submission as described elsewhere herein may result in rejection of the proposal.
- Alternative approaches and/or methodologies to accomplish the desired or intended results of this procurement are solicited. However, proposals which depart from or materially alter the terms, requirements, or scope of work defined by this Request will be rejected as being non-responsive.
- All costs associated with developing or submitting a proposal in response to this Request, or to provide oral or written clarification of its content shall be borne by the offeror. The State assumes no responsibility for these costs.
- Proposals are considered to be irrevocable for a period of not less than sixty (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.

- Proposals misdirected to other State locations or which are otherwise not present in the Office of Purchases at the time of opening for any cause will be determined to be late and will not be considered. FAXED PROPOSALS, to the Division of Purchases, WILL NOT BE CONSIDERED.
- It is intended that an award pursuant to this Request will be made to a prime vendor, who will assume responsibility for all aspects of the work. Joint venture and cooperative proposals will not be considered, but subcontracts are permitted, provided that their use is clearly indicated in the offeror's proposal, and the subcontractor(s) proposed to be used are identified in the proposal.
- In accordance with Title 7, Chapter 1.1 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 vendor.*
- Bidders are advised that all materials submitted to the State of Rhode Island for consideration in response to this Request for Proposals 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.

## **1.0 Introduction**

### **1.1 Background**

Rhode Island College has decided to evaluate a software solution for managing the college's course catalog. This software/system should allow the college to manage RIC's course catalog development processes efficiently and provide the college community an official course catalog in a timely manner on a regular basis. It will be ideal for the system to have the capability to integrate the course catalog data to our PeopleSoft Campus Solutions (CS) system.

### **1.2 Summary**

Rhode Island College is seeking proposals from qualified software providers for a hosted software solution that must be easy to implement, have a single point of support, and meet RIC's requirements. The vendor should provide the solution as either a SaaS model or an ASP model. This RFP will be used to acquire the software (if needed), implementation services, customer support.

The primary function of this system is to provide an out-of-the-box solution that will enable Rhode Island College to manage its course catalog development process efficiently with reasonable cost. Further, it should also meet today's guidelines and requirements for the safeguarding of sensitive college information.

### **1.3 Requirements Overview**

The system must provide easy to use user interface for all users, reviewers, editors, and approvers during the course catalog submission and review processes. As part of the feature, the system should have sufficient reports to view or analyze the course catalog data. In addition, it is ideal for the system to be able to integrate the application data with RIC's PeopleSoft CS system.

The solution must:

- Be a hosted solution with configuration and support originating from one source;
- Be easy and fast to install without placing a demand on RIC's resources;
- System must allow integration with the college website
- The system should be up-to-date with current technology, and the user interface should be current with current Web technologies.
- Must have the ability to take data from PeopleSoft into the catalog system
- The catalog vendor must start with the existing catalog data from RIC's PeopleSoft system and construct the database from that catalog
- The system should have easy-to-use user accounts and privileges management tools
- Must be robust and user-friendly for all faculty and other content providers. The system should provide easy access to course catalogs by faculty, committee members, committee chairs, and others with specific roles managed by the administrative staff.
- The approval process in the system must be adaptable to the Rhode Island College governance process
- Must have the capacity for multiple levels of review and approval
- Different sections of the catalog must be able to follow different workflow procedures
- The system should have an easy-to-use work flow that could allow RIC's committee members to view and comment on proposed changes that could be shared among members; allow committee chairs/administrators to track review status, and communicate with faculty and reviewers.
- The system should be able to track changes as they are revised, so that all changes are highlighted or marked for reviewers.
- The system must provide global checking of consistency of content throughout the catalog
- System must be able to produce a file in a standard file format compatible with the publishing industry for final printing
- Vendor should have a proven track record with institutions of higher education as evidenced by number of years and/or clientele;
- Vendor should provide web-based usage, reporting, and management tools.

- The system should allow RIC to keep the data for length of time that meets RIC's standards, and provide the feature to allow old catalogs to be maintained and/or archived.
- Since RIC owns the data, it is critical for the system to have good disaster recovering plan so that the chance of data lost will be minimum.
- The system should have the ability for users to search courses and generate reports
- The vendor should provide strong customer support.
- Vendor must have training available for members of the college community
- It would be ideal for this system to have the following features:
  - Minimal need for use of client software
  - Able to authenticate with RIC's LDAP system.
  - Capable to download of data from the catalog system in a format that can be brought into PeopleSoft

#### **1.4 Projected Environment**

RIC envisions an environment in which RIC's curriculum committees will be able to use this system to process all course catalog related changes. The system must be capable of handling special cases, and allowing the administrators/committee chairs to make administrative adjustment when situation arises.

#### **1.5 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 and/or existing clientele in Higher Education
- Knowledge of college business in managing course catalog
- Knowledge of PeopleSoft
- Timeline for implementation
- Use within other Higher Education institutions that uses the PeopleSoft CS system
- Detailed response to questions
- Customer support for RIC's administrative staff, curriculum committee members, and faculty

## **1.6 RFP Response Guidelines**

- Submit one original marked “Official Proposal” and ten copies shall be mailed or delivered to the following address with the name and number of this RFP #7458205: “Academic Course Scheduling– Rhode Island College” clearly marked on each:

### **By Courier:**

- State of Rhode Island
- One Capitol Hill
- Division of Purchases, Suite 201
- Providence, RI 02908

### **By Mail:**

- State of Rhode Island
- One Capitol Hill
- Division of Purchases, Suit 201
- Providence, RI 02908

NOTE: Responses received after the above-referenced due date and time will not be considered. Responses misdirected to other State locations or which are otherwise not presented in the Division of Purchases by the scheduled due date and time will be determined to be late and will Not be considered. Proposals faxed to the Division of Purchases will not be considered.

- **Proposals received after the closing date/time may not be considered.** In addition to responding to the items specifically requested, Vendor(s) are encouraged to offer innovative or creative proposals that address the needs of Rhode Island College.

## **Pre-Submission Questions**

- Questions concerning this solicitation may be e-mailed to the Division of Purchases at [gary.mosca@purchasing.ri.gov](mailto:gary.mosca@purchasing.ri.gov) no later than 11/9/12 @ 8:00 AM (EDT). Please submit questions in Microsoft Word format and reference the RFP # on all correspondence. Answers to questions received, if any, will be posted on the Internet as an addendum to this solicitation. It is the responsibility of all interested parties to download this information. If computer technical assistance is needed, please call the Help Desk at 401 222-2142, ext 134.

### **Submissions Due**

Responses to this solicitation are due no later than 11/27/12 @ 11:00 AM (Eastern Time).

## **2.0 Course Catalog Software**

### **2.1 System Integration Questions**

- How much of your data elements can be configured by the college's administrators? If yes, will such configurations/modifications incur additional cost?

- How do you deliver your application upgrades?
- What is the maintenance release schedule for your product upgrade?
- Do you provide documentation (business process flow diagrams, and database diagrams, etc) to the college?
- How much of your data elements in your system can be mapped to the college's (CS) system?
- 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).

## **2.2 Course Catalog System Business Requirements**

- How do you handle course catalog changes submitted by faculty?
- How do faculty access and manage all their requests?
- How do you handle revisions in the system?
- How do the college's Curriculum Committee review the course updates submitted by faculty?
- How does the Curriculum chair/administrator manage requests, committee reviews?
- How does the software track and report on status of requests, for example, requests that are started but not completed, under review, approved, expired?
- How does the software handle communication among committee members, and between the committee chairs and administrators?

## **2.3 System Support Requirements**

- How do you provide support for the college's system administrators (IT)? Please explain.
- How do you provide support for the college's course catalog system administrators (business)? Please explain.
- Do you provide training? If yes, will that be additional cost?

## **3.0 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?

#### **4.0 Evaluation for Final Consideration**

- A 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.
- Notwithstanding 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.
- Responses 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.

#### **4.1 Evaluation Factors**

- **Project Implementation (Maximum of 20 points)**  
The vendor will be evaluated on the complexity of the implementation of the system.
- **Software Features (Maximum of 40 points)**  
The Vendor will be evaluated on the features and functionalities it offers.
- **Software Price (Maximum of 40 points)**  
The price will be evaluated along with the above items as a factor in selection. Price response should include any cost that is part of the implementation, as well as the annual maintenance cost.