



**Solicitation Information
April 21, 2016**

RFP# 7550532

TITLE: Enterprise Resource Planning system for CCRI's Center for Workforce and Community Education

Submission Deadline: May 19, 2016 @ 11:00 am (Eastern Time)

Questions concerning this solicitation must be received by the Division of Purchases at doa.purquestions3@purchasing.ri.gov no later than **May 2, 2016 @ 4:00 pm (EST)**. Questions should be submitted in a *Microsoft Word attachment*. Please reference the RFP# on all correspondence. Questions received, if any, will be posted on the 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

**Gary P. Mosca
Senior Buyer**

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

Note to Applicants:

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

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SECTION 1: INTRODUCTION

The Rhode Island Department of Administration/Division of Purchases, on behalf of the Community College of Rhode Island is soliciting proposals from qualified vendors in order to implement a stand-alone Enterprise Resource Planning system, provided as SaaS, exclusively for CCRI's Center for Workforce and Community Education (CWCE).

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

INSTRUCTIONS AND NOTIFICATIONS TO OFFERORS:

1. Potential vendors are advised to review all sections of this RFP carefully and to follow instructions completely, as failure to make a complete submission as described elsewhere herein may result in rejection of the proposal.
2. Alternative approaches and/or methodologies to accomplish the desired or intended results of this procurement are solicited. However, proposals which depart from or materially alter the terms, requirements, or scope of work defined by this RFP will be rejected as being non-responsive.
3. All costs associated with developing or submitting a proposal in response to this RFP, or to provide oral or written clarification of its content shall be borne by the vendor. The State assumes no responsibility for these costs.
4. Proposals are considered to be irrevocable for a period of not less than 120 days following the opening date, and may not be withdrawn, except with the express written permission of the State Purchasing Agent.
5. All pricing submitted will be considered to be firm and fixed unless otherwise indicated herein.
6. Proposals misdirected to other state locations, or which are otherwise not present in the Division at the time of opening for any cause will be determined to be late and will not be considered. For the purposes of this requirement, the official time and date shall be that of the time clock in the reception area of the Division.
7. It is intended that an award pursuant to this RFP will be made to a prime vendor, or prime vendors in the various categories, who will assume responsibility for all aspects of the work. Joint venture and cooperative proposals will not be considered. Subcontracts are permitted, provided that their use is clearly indicated in the vendor's proposal and the subcontractor(s) to be used is identified in the proposal.
8. All proposals should include the vendor's FEIN or Social Security number as evidenced by a W9, downloadable from the Division's website at www.purchasing.ri.gov.

9. The purchase of services under an award made pursuant to this RFP will be contingent on the availability of funds.
10. Vendors are advised that all materials submitted to the State for consideration in response to this RFP will be considered to be Public Records as defined in Title 38, Chapter 2 of the General Laws of Rhode Island, without exception, and will be released for inspection immediately upon request once an award has been made.
11. Interested parties are instructed to peruse the Division of Purchases website on a regular basis, as additional information relating to this solicitation may be released in the form of an addendum to this RFP.
12. Equal Employment Opportunity (G.L. 1956 § 28-5.1-1, et seq.) – § 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 to all areas where State dollars are spent, in employment, public services, grants and financial assistance, and in state licensing and regulation. For further information, contact the Rhode Island Equal Opportunity Office at (401) 222-3090 or via e-mail at: Raymond.lambert@doa.ri.gov
13. 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 successful vendor(s).
14. The vendor should be aware of the State's Minority Business Enterprise (MBE) requirements, which address the State's goal of ten percent (10%) participation by MBE's in all State procurements. For further information, contact the MBE Administrator at (401) 574-8253 or visit the website www.mbe.ri.gov or contact dorinda.keene@doa.ri.gov

SECTION 2: BACKGROUND

The College offers programs to address the educational and training needs of individuals of all ages as well as the needs for qualified employees in business and industry through its Center for Workforce and Community Education (CWCE). Serving over 20,000 individuals annually and processing approximately 35,000 registrations, CWCE enriches lives through collaborative planning, workforce development programs, customized training and noncredit, continuing education.

The Community College of Rhode Island is soliciting proposals from qualified vendors in order to implement a stand-alone Enterprise Resource Planning system, provided as SaaS, exclusively for CCRI's Center for Workforce and Community Education (CWCE).

CWCE seeks a qualified organization (Proposer) with the experience, expertise, and qualifications to provide a fully integrated, proven solution. Experience working with similar Community College Continuing Ed/Workforce Development programs that serve a comparable number of students on an annual basis is imperative. CWCE will be looking to partner with the selected vendor to provide the associated professional services to complete implementation.

SECTION 3: SCOPE OF SERVICES

General Scope of Work

CWCE is interested in a single solution, provided as SaaS, that provides all of the functionality identified in the Project Objectives section below. In addition to the software functionality identified, CWCE is seeking a proposer to provide professional services that will ensure a successful implementation.

Specific Objectives

The following are specific functions and topics that CWCE seeks in a proposed solution:

E-Commerce

- 24/7 Shopping Cart feature / student registration
- Ability to integrate with TouchNet, a PCI-compliant payment processing company, to collect payment at the time of student registration
- Acceptance of enrollment is contingent upon processed payment
- Support of multiple payment types and processes for both online and over-the-counter registration
- Support for prepaid accounts, vouchers and P.O.'s
- Ability to track purchase orders and vouchers for 3rd party payment verification
- Ability to use coupons and discounts
- Ability to sell single courses or bundle them together
- Automated e-mail notifications regarding registration status, class cancellations or changes
- Compatibility with multiple operating systems and mobile devices
- Ability to provide single sign on (SSO) and integrated account management to provide a smooth user experience
- Ability to link to specific course information using permalinks

Registration Management

- Ability to customize the enrollment process to gather student information pertinent to various programs
- Ability for college staff to manually enroll learners and accept cash and third party payments and vouchers
- Ability to import bulk learner enrollments
- Ability to offer prepaid student and corporate accounts for escrowing

- Ability to track payment and order processing
- Ability to allow for priority enrollment periods
- Ability to create closed course sections that are password-protected.
- Inclusion of, or ability to integrate with third party, address validation software
- Controls to minimize duplication of student data

Course Management

- Advanced catalog search features
- Ability to create course information pages
- Ability to group courses within multiple categories with customized graphics and text
- Simplified scheduling of course sections
- Ability to set prerequisites to enrollment
- Ability to track course budgets and expenses
- Ability to monitor revenue forecasting for each course or program
- Ability to generate enrollment reports
- Class and roster management including attendance printouts
- Instructor attendance and grading
- The ability to customize registration periods and deadlines for each course or program

Administrative Tools and Functions

- A clean administrative interface
- Ability to manually enroll and drop students from courses
- Ability to view student profiles/information
- Ability to quickly see how many users are in a course
- Ability to award and manage CEUs/Professional Development Credits
- Ability to track instructor administrative costs, pay rate and pay history
- Ability to track all compensation including hourly, flat fee and mileage/lodging reimbursement
- Ability to manually enter completions and/or grades for courses.
- Ability to manually create, delete or suspend users
- Ability to create user profiles for those that will view, enter or extract data from the system
- Ability to apply access security by role, individual or member of group and apply rules for exception based on functions, departmental data, etc.
- Inclusion of staff notes for internal use
- Ability to manually scanned images to attach to appropriate transaction records

Business and Finance

- Ability to develop customized invoices
- Capability of workflow for possible review and approval of invoices (billings)
- Ability to research customer account information efficiently (i.e. invoices/receipts/ discounts, etc.)
- Ability to monitor revenue contracts
- Ability to track collections within system that may be passed to third party agency
- Ability to integrate with Banner modules such as finance and provide summary-level data

- Support of basic fund accounting
- Ability to use Sub-Accounts / Program Levels

Branding

- Clean, easy-to-use layout and design
- Ability to customize the look and feel of the site to blend with our other web properties.
- Ability to upload logos and graphics to customize the site and specific pages
- Ability to use any domain, such as an education subdomain of existing site

Customer Relationship Management (CRM)

- Ability to attract and retain prospects via a student portal and customer service tools
- Ability to receive and share data from services such as Constant Contact
- Ability to receive and share data from services such as Survey Monkey
- Ability to communicate with prospects and students about upcoming courses, schedule changes and other reminders
- Ability to personalize course confirmations to be sent via email
- Ability to allow students to view and print courses transcripts and certificates of completion
- Ability to use coupons and discounts and track usage

Reporting and Analytics

- Robust search capabilities for data analysis and inquiry
- Ability to drill-down and drill-across from a transaction view to the supporting source data and documents
- Ability to easily export information directly to Excel, Adobe, flat file formats, or to be used in third-party software
- Ability to integrate with services such as Google AdWords and Google Analytics
- Ability to provide real-time performance reporting through global or course-level dashboards
- Ability to benchmark data
- Ability to customize reports
- Ability to deliver student transcripts on demand either at your desk or online
- Ability to view instructor schedules and produce availability reports or view on a calendar
- Daily payment and transaction reporting
- Ability to generate receivables summaries and detailed reports
- Ability to design and process customized transcripts and course completion certificates including the ability to embed images for seals and signatures
- Ability to provide ad hoc reporting
- Ability to provide on-screen inquiry and ability to print results
- Ability to provide security access within reporting based on security roles

Technical

- Software as a Service, or SaaS model
- Telephone support

- On-site training and consultation
- 24/7 Website and application monitoring
- Comprehensive online help, documentation and training materials
- Automatic upgrades are delivered without service calls or additional support from your IT staff
- Ability to integrate with Banner modules such as finance and provide summary-level data

System Audit and Security

- Latest architecture strategies are used to assure data is protected throughout the information lifecycle
- Robust security and transaction audit / logging capabilities
- Ability to track transaction processes and updates to the database
- Audit logging that allows authorized staff to easily determine the source of each transaction to include identifying user ID and data as well as time for all data field transactions
- Comprehensive security that provides for user log-in, record security, data field security, user group security and restricted access to specific screens or processes.

SECTION 4: TECHNICAL PROPOSAL

This will be a “Qualifications Based Selection (QBS)” process. Proposals will be examined and technically evaluated based on the factors presented below. It is the responsibility of the vendor to provide information, evidence or exhibits which clearly demonstrate the ability to satisfactorily respond to the project requirements and the factors listed below. The school will select the top ranked firm based on the criteria herein as it may apply to the specific Scope of Work..

1. CAPABILITY AND EXPERIENCE OF THE CONTRACTOR (30 POINTS): The Firm’s qualifications and past experience will be evaluated to determine the extent and relevancy of similar projects performed within the past three years. The Firm’s proposed approach will be evaluated to determine the extent to which it understands the tasks necessary to successfully accomplish each item and the methods proposed for approaching the tasks identified as necessary for accomplishing the objectives.

2. PAST PERFORMANCE (15 POINTS): The Firm’s relevant past performance working with Higher Education clients of similar size and complexity to CWCE and their experience in these areas will be evaluated to determine the extent of providing successful completion of similar projects, taking into consideration timeliness and degree of customer satisfaction for each project. Higher scores will be given to Firms whose past performance has exhibited the most success on similar projects in Higher Education. In investigating the Firm’s past performance, the College will consider references submitted by the Firm and may consider information from other sources.

3. DEFINED PROJECT APPROACH & PROJECT SCHEDULE (15 POINTS):
The Firm’s outline and description for evaluating the performance objectives must include a detailed project management schedule that will be evaluated to determine the likelihood of success.

4. PROFESSIONAL REPUTATION & EXPERIENCE OF INDIVIDUALS PROPOSED FOR THE PROJECT (10 POINTS):

Proposed staffing (professional, technical, support, and contracted) need to have demonstrated experience and qualifications to complete the identified tasks. The information submitted for this factor should convincingly describe the capability of the Firm's organization to participate in this project and effectively demonstrate a thorough understanding of the scope of services contained in this solicitation.

5. PROFESSIONAL SERVICES FEE COST PROPOSAL – (30 POINTS):

The lowest bidder will receive the full 30 points. All other bidders will receive a number of points prorated for their total fee proposal as it reflects a proportion of the low bid (e.g. a bid of twice the amount of the low bid would receive 15 points).

SECTION 5: COST PROPOSAL

The contractor must prepare a separate signed sealed cost proposal which includes all provided services, database access, and requested deliverables identified above.

SECTION 6: EVALUATION AND SELECTION

In order to select the Vendor or Firm that will be awarded this RFP, the RFP responses are evaluated in the following manner.

The College will convene a Selection Committee that will score each response. The response will be scored in the following categories, in which each category is given a weight factor expressed in a percentage of the total. The evaluation categories are listed in item 4 below.

Proposals will be reviewed by a Technical Review Committee (described above). To advance to the Cost Evaluation phase, the Technical Proposal must receive a minimum of 60 (85.7%) out of a maximum of 70 technical points. Any technical proposals scoring less than 60 points will not have the cost component opened and evaluated. The proposal will be dropped from further consideration.

Proposals scoring 60 technical points or higher will be evaluated for cost and assigned up to a maximum of 30 points in cost category, bringing the potential maximum score to 100 points.

The Community College of Rhode Island reserves the exclusive right to select the individual(s) or firm (vendor) that it deems to be in its best interest to accomplish the project as specified herein; and conversely, reserves the right not to fund any proposal(s).

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

Criteria	Possible Points
CAPABILITY AND EXPERIENCE OF THE CONTRACTOR	30 POINTS
PAST PERFORMANCE	15 POINTS
DEFINED PROJECT APPROACH & PROJECT SCHEDULE	15 POINTS
PROFESSIONAL REPUTATION & EXPERIENCE OF INDIVIDUALS PROPOSED FOR THE PROJECT	10 POINTS
Total Possible Technical Points	70 Points
Cost calculated as lowest responsive cost proposal divided by (this cost proposal) times 30 points *	30 Points
Total Possible Points	100 Points

*The Low bidder will receive one hundred percent (100%) of the available points for cost. All other bidders will be awarded cost points based upon the following formula:

$$(\text{low bid} / \text{vendors bid}) * \text{available points}$$

For example: If the low bidder (Vendor A) bids \$65,000 and Vendor B bids \$100,000 for monthly cost and service fee and the total points available are Thirty (30), vendor B's cost points are calculated as follows:

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

Points will be assigned based on the offeror's clear demonstration of his/her abilities to complete the work, apply appropriate methods to complete the work, create innovative solutions and quality of past performance in similar projects.

Applicants may be required to submit additional written information or be asked to make an oral presentation before the technical review committee to clarify statements made in their proposal.

SECTION 7: PROPOSAL SUBMISSION

Questions concerning this solicitation may be e-mailed to the Division of Purchases at doa.purquestions3@purchasing.ri.gov no later than the date and time indicated on page one of this solicitation. Please reference **RFP #7550532** on all correspondence. Questions should be submitted in a Microsoft Word attachment. 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 technical assistance is required to download, call the Help Desk at (401) 574-9709.

Offerors are encouraged to submit written questions to the Division of Purchases. **No other contact with State parties will be permitted.** Interested offerors may submit proposals to provide the services covered

by this Request on or before the date and time listed on the cover page of this solicitation. Responses received after this date and time, as registered by the official time clock in the reception area of the Division of Purchases will not be considered.

Responses (**an original plus four (4) copies**) should be mailed or hand-delivered in a sealed envelope marked **"RFP#"** to:

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

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

RESPONSE CONTENTS

Responses shall include the following:

1. A completed and signed three-page R.I.V.I.P generated bidder certification cover sheet downloaded from the RI Division of Purchases Internet home page at www.purchasing.ri.gov.
2. A completed and signed W-9 (insert in original copy only) downloaded from the RI Division of Purchases Internet home page at www.purchasing.ri.gov.
3. **A separate Technical Proposal** describing the qualifications and background of the applicant and all other information described earlier in the solicitation.
4. **A separate, signed and sealed Cost Proposal** describing the hourly rate, or other fee structure, proposed to complete all of the requirements of this project.

CONCLUDING STATEMENTS

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 proposals, and to award in its best interest.

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

The State may, at its sole option, elect to require presentation(s) by offerors clearly in consideration for award. The State's General Conditions of Purchase contain the specific contract terms, stipulations and affirmations to be utilized for the contract awarded to the RFP. The State's General Conditions of Purchases/General Terms and Conditions can be found at the following URL:
<https://www.purchasing.ri.gov/RIVIP/publicdocuments/ATTA.pdf>