

Title of RFP: Electronic Student Transcript provider for Alabama Community College System

RFP Issue Date:

Purpose: Electronic Student Transcript Delivery Services

Procurement Method: Invited competitive proposals

Contract Term: The System anticipates awarding the contract the last week of June 2019 and engaging in a 48 month contract with annual renewals thereafter.

Issuing Office: Information Technology Services

Issuing Office Point of Contact: Ben Rosebrock
ACCS
Ben.rosebrock@accs.edu

Deadline for Receipt of Proposals: Friday, June 21, 2019 at 2:00 p.m. Central Time

Governed by the Alabama Community College System Board of Trustees, the Alabama Community College System consists of 23 comprehensive community and technical colleges; Marion Military Institute, one of five junior military colleges in the nation; and Alabama Technology Network (ATN), an extensive workforce development initiative.

Approximately 300,000 people are served annually by all the entities of our system, including ATN, workforce development, and adult education. Of those served, approximately 100,000 are enrolled in credit courses.

The Alabama Community College System's commitment to access is characterized by statewide geographical locations, open enrollment, and low-cost tuition, as well as a variety of programs and services that remove barriers to college entrance, education pathways and workforce training opportunities. In addition, thousands of citizens statewide enjoy access to our facilities for community activities and enrichment programs.

The Alabama Community College System (ACCS) is committed to providing a unified system of institutions delivering excellence in academic education, adult education, and workforce development.

The Alabama Community College System provides:

- General education and other collegiate programs at the freshman and sophomore levels prepare students for transfer to four-year institutions to complete baccalaureate degrees.
- Adult Education focuses on improving individuals' skills, productivity and training with GED preparation and testing, basic skills, and English as a Second Language.
- Workforce development initiatives provide customized, flexible, short-term training programs that are responsive to industry needs—from highly specialized training to programs that help prepare entry level employees to meet growing demands.

Mission:

To provide a unified system of institutions dedicated to excellence in delivering academic education, adult education, and workforce development.

Vision:

To develop an educated, prosperous population by providing an affordable pathway to help citizens of any walk or stage of life succeed through quality education and training; a community college system where education works for all.

Values:

- Integrity
- Excellence
- Accessibility
- Accountability
- Diversity

Additional information about each institution is provided in Appendix A.

Purpose of Proposal

ACCS and its member institutions are seeking to standardize on a single electronic student transcript solution as all institutions migrate to a single multi-entity processing cloud-based ERP environment. The Colleges are seeking a total solution approach that provides a state-of-the-art integrated approach with the ERP.

The Colleges are seeking an intuitive, modern user interface that provides the ease of use and browser and device agnostic access that the colleges' communities would expect from a major commercial website (e.g., Google or Amazon). The desired solution will have detailed reporting, deep native integration with Ellucian Banner, and offer industry leading security and compliance functionality. It must be able to support the ordering of both secure electronic transcripts and paper transcripts, with address validation and rush processing and shipment options for paper transcripts. The solution must be able to support multiple payment/billing models. Additionally, it will need to have an option for students to order transcripts outside of the member institutions student information system. Finally, it will need to provide an administrative portal to monitor, support, and track all transcripts ordered through the solution. Qualified vendors must demonstrate their capability to implement in a MEP environment utilizing Ellucian Ethos and provide references for similar implementations.

The purpose of this Request for Proposal (RFP) is to invite qualified vendors to submit proposals for the solution(s) described above. While creative future-looking proposals are encouraged, the new system must provide the tools needed to be responsive to increasing demands for accountability by accreditation, funding agencies and regulatory compliance.

Scope of Services Required

ACCS is seeking responses to this Request for Proposal (RFP) for an electronic student transcript delivery solution that encompasses a broad set of integrated functionality that will:

- The solution shall enable students to request electronic and/or paper transcripts to be sent to themselves, colleges, universities, associations, licensing boards, employers, and other recipients.
- Integrate with ACCS's current ERP – MEP instance of Ellucian Banner
- This solution must be available for students to request transcripts 24 hours a day, 365 days a year.
- The solution and offering must provide a method of securing the transcript in accordance with industry standards.
- Transcripts must allow for the existence of a transcript key. The institution must be able to modify this key, with changes reflected within two (2) business days.

- Transcripts must be sent in an electronic format and shall have an option to be sent via secure/certified Portable Document Format (“PDF”). The ability to select other file format options, such as Rich Text File (“RTF”) or Extensible Markup Language (“XML”), is preferred but not required.
- The solution must allow for monitoring the delivery status of all electronic transcripts.
- Transcripts requested as paper copies must allow the student to enter a delivery address, and address correction verification must be applied.
- Individuals requesting transcripts must be able to select a rush option for expedited delivery.
- Tracking information for mailed transcripts must be available for requestors and administrators.
- The solution must allow for international delivery.
- The solution must include functionality to support submission to most common transcripts processing centers, such as American Medical College Application Service (“AMCAS”), must be provided. It the responsibility of the selected vendor to maintain this functionality to ensure continued compatibility with changes to said centers. A complete list of all supported transcript processing center shall be included in the Respondents’ Technical Proposal Narrative.
- The solution must allow for the inclusion of attachments both by the requestor and by administrators. This pertains to both electronic and paper transcripts.
- The solution must contain a secure method for students to request transcripts without prior login to Ellucian Banner. This solution must have identity validation features.
- The solution must be able to import transcript data directly from Ellucian Banner.
- The solution must be able to support legacy transcripts from an external data source.
- The solution must provide hold checking based off service indicators in Ellucian Banner. It must support notifications to students who have holds indicating their transcript request status.
- The solution must support communications to students to notify them of the status of their transcript request and any problems with their request.
- The solution must contain a Payment Card Industry (“PCI”) compliant method for accepting payment for transcripts. It must accommodate pricing policies as determined, and configured, by ACCS and its member institutions. This might include charging different amounts for different delivery options including electronic delivery, paper delivery, rush options, and international delivery, and the option for providing transcripts at no cost to the student. The solution must accommodate all ACCS and its member institutions pricing policies and changes thereto automatically, with options for manual administrative intervention as needed.
- The solution must contain a PCI compliant method for remitting payment to the institution for transcripts that have been processed.

- The solution must contain an administrative portal for college officials to view the status of pending orders, processed orders, suspended orders, and tracking data.
- The administrative portal must support a robust reporting solution; including data on transcripts requested, processed, delivery dates, addresses, payment information, holds, and other fields as necessary.
- The administrative portal must allow for administrative release of transcripts, including transcripts with holds and the release of transcripts at no cost to the student.
- The administrative portal must support multiple security levels with corresponding access to its features. The security levels must be configurable by ACCS or its member institutions.
- The selected vendor must provide customer support for students who have technical difficulties using the solution.
- The selected vendor must provide technical support for college officials regarding all functions provided by the vendor including the administrative portal, reporting functionality, billing, Ellucian Banner integration, and the student-ordering portal.
- The selected vendor must be able to provide SOC 2 reports designed to certify the security, processing, integrity, availability, confidentiality and/or privacy of hosted systems and the data they store or process.
- The Proposer’s background and experience in providing online official transcripts for other higher education institutions must be substantiated in your RFP response.
- Provide a system that does not restrict the number of users that can access at any given time.
- Provide reporting in multiple formats. Most reports, if not all, should be viewable on screen with options to download in Excel, PDF, CSV, Word, etc.
- Provide on-going support 24/7 for the entire system.
- Provide training as needed for any changes and updates as they occur.

Inquiries about RFP

1. Prospective respondents may make written inquiries concerning this request for proposal to obtain clarification of requirements. Responses to these inquiries may be made by addendum to the Request for Proposal (RFP). Please send your enquiries to Ben Rosebrock via electronic mail at ben.rosebrock@accs.edu
2. All inquiries should be marked “**Urgent Inquiry, ACCS Transcript Provider RFP**”

Addendum or Supplement to RFP

1. In the event it becomes necessary to revise any part of this RFP, an addendum to this RFP will be provided to each respondent who received the original RFP. Respondents shall not rely on any other interpretations, changes or corrections.

Administrative Information

1. This RFP is issued by the following office:

Information Technology Services
Alabama Community College System
135 S. Union St
Montgomery, AL 36104-4340
P.O. Box 302130
Montgomery, AL 36130-2130

2. Schedule of Critical Dates

a. RFP Posted	June 7, 2019
b. Questions from Vendors Due	June 14, 2019
c. ACCS Q&A Response Due	June 17, 2019
d. Proposal Submission Deadline 2:00 pm CST	June 21, 2019
e. Award Date (Estimated Date)	June 28, 2019
f. Contract Effective Date (Estimated Date)	July 15, 2019

Proposal Contents

- a. This is a two-step RFP process. The technical proposals and the cost proposals are to be submitted in separate sealed envelopes. For the technical proposal, indicate firm name, RFP# and phrase “Technical Proposal” on the front of the sealed technical proposal envelope or package. For the cost proposal, indicate the firm name, RFP# and the phrase “Cost Proposal” on the front of the sealed proposal envelope or package.
- b. At a minimum the following items should be included in the contents of the Technical Proposal:
 1. Cover letter, indicating the scope of the proposal. The letter should include an overview of the services being offered. The letter should include a statement of exceptions to any of the terms and conditions outlined in this RFP.
 2. Corporate Structure and Credentials
 - a. Number of years of experience
 - b. Staffing levels and support proposed
 - c. Examples of similar previous work.
 - d. References from Higher Education
 3. Operations and ability to perform
 - a. Provide operation plan. This should include, but not be limited to, acknowledgement and agreement with all requirements as well as explanations, where applicable, of the intended plan to achieve the requirements
 - b. Describe how services will be provided to ACCS and its member institutions.

4. Security and Compliance

- a. Provide certification that your company is PCI-DSS compliant.
- b. Provide a statement stating whether your company is compliant with FERPA, GLB, NACH, and Red Flag Regulation requirements.
- c. Provide a completed Higher Education Cloud Vendor Assessment Tool (HECVAT)

c. At a minimum, the following items should be included in the contents of the Cost Proposal:

1. Fees for initial purchase of required hardware or software (including all preparation, installation, rollout, training, and first year maintenance and support)
2. Annual Maintenance Costs after initial purchase. This includes software, hardware, transaction fees, etc.

d. Transition Assistance- Realizing the implementation of a single electronic transcript solution across multiple entities can be complicated and costly, vendor must provide a detailed description of the services that will be provided to assist in the transition. This should include, but not be limited to, discussion of required equipment, estimated time to convert, training, availability of resources, length of implementation, and other forms of support.

Discussions/Evaluation Criteria/Award Process

1. ACCS reserves the right to conduct discussions with any or all respondents, or to make an award of a contract without such discussions based only on evaluation of the written proposals. ACCS reserves the right to contact and interview anyone connected with any past or present projects with which the respondent has been associated. ACCS likewise reserves the right to designate a review committee to evaluate the proposals according to the criteria set forth under this section. ACCS may make a written determination showing the basis upon which the award was made and such determination shall be included in the procurement file.
2. ACCS reserves the right to award this contract in whole or in part depending on what is in the best interest of ACCS with ACCS being the sole judge thereof.
3. The evaluations factors set forth in this section are described as follows:
 - a. The Vendor's ability to deliver an application meeting the overall objective and functions described in the RFP
 - b. Competitive fees
 - c. Availability of and access to technical support
 - d. Vendor's experience providing electronic student transcript delivery service for other complex multi-institution systems.
 - e. Compliance with applicable State and Federal laws and regulations

4. The committee may invite finalists for interviews and/or presentations. Failure to attend a requested interview presentation before the committee may result in a proposal not being considered.
5. Vendors should submit a transition plan and timeline to ACCS based on the Contract Effective date listed above.
6. Proposals will be scored based on the following weights (100 points total):
 - a. Corporate Structure/Years of Experience/References-- 20 points
 - b. Operation Plan/Ease of Use/Services Offered-- 30 points
 - c. Fees and other projected financial impact to ACCS 20 points
 - d. Experience integrating in a MEP Banner environment 30 points

Proposal Submission

1. Proposals shall be submitted in two packages (envelopes or boxes) as set forth in Proposal Contents.
2. Technical Proposal – One original and one electronic copy of the complete technical proposal on one pdf file on a flash drive. Each submitted proposal shall be a complete copy and sealed in a package marked “Technical Proposal”. The original shall be marked on the first page “Original”.
3. Cost Proposal—One original and one electronic copy on a flash drive. Should be sealed in a package marked “Cost Proposal”. The original shall be marked on the first page “Original”.
4. The proposal package must be received on or before **2:00 PM on June 21, 2019**. The proposal package should be delivered or sent by mail to:

Alabama Community College System
 Information Technology Services
 135 S. Union St
 Montgomery, AL 36104-4340
 P.O. Box 302130
 Montgomery, AL 36130-2130

5. ACCS reserves the right to reject any and all proposals and to waive informalities and minor irregularities in proposals received and to accept any portion of a proposal or all items bid if deemed in the best interest of the System to do so.
6. Proposals received after the stated due date and time will not be considered. Submission via facsimile or other electronic means will not be accepted.

Term of Contract

1. It is ACCS intention to enter into a four (4) year contract with an effective date of July 15, 2019 with the option to extend the contract each year for an additional four (4) years.
2. ACCS reserves the right to terminate the agreement with thirty (30) days notice if the terms of the proposal and/or contract are violated.
3. Termination of the contract by contractor without cause can only occur with at least one-hundred and twenty (120) days notice prior to the proposed termination of the contract.

Appendix A

Alabama Technology Network

The mission of the Alabama Technology Network is to “provide industry and business the tools, training, and resources to excel.” The Alabama Technology Network recently began its second decade of improving the competitiveness of Alabama's existing industries by providing training to Alabama manufacturers. Formally established in 1995, the state legislature provided funding from the University of Alabama's and Auburn University's budgets to fund the initial centers. That same year, ATN became the National Institute of Standards and Technology's Manufacturing Extension Partnership affiliate which expanded ATN's role to include technical assistance and training to Alabama's manufacturers. In 2004, ATN became part of the Alabama Community College System, the state's system for two-year colleges.

Bevill State Community College

Bevill State Community College is an accredited, learning-centered institution dedicated to student success by providing quality educational and training opportunities that enrich lives intellectually, economically, and culturally.

2016-17 HC 5,484 FTE 2,839

Bishop State Community College

The College's mission is to provide high-quality educational opportunities and services that are responsive to individual and community needs for the citizenry of Mobile and Washington counties at an affordable cost. The College utilizes traditional and distance learning to accomplish its mission.

2016-17 HC 4,749 FTE 2,297

John C. Calhoun Community College

The largest of the two-year institutions comprising, Calhoun is an open-admission, community-

based, state-supported, coeducational, comprehensive community college dedicated to providing affordable, high-quality and accessible education to individuals in its four-county service area.

2016-17 HC 15,149 FTE 6,729

Central Alabama Community College

Central Alabama Community College promotes student success in comprehensive and diverse academic and career learning environments to advance quality of life through economic, community and workforce development.

2016-17 HC 2,329 FTE 1,316

Chattahoochee Valley Community College

Chattahoochee Valley Community College is dedicated to providing accessible and affordable education of excellent quality preparing students for transfer to senior colleges and universities, employment, or career advancement through associate degrees and certificate programs. Developmental courses are offered to assist students in improving learning skills and overcoming educational deficiencies. Student success is fostered by providing a student-centered environment and support services that respect uniqueness and value diversity.

2016-17 HC 2,099 FTE 1,203

Coastal Alabama Community College

Coastal Alabama Community College provides broad access to quality, affordable educational opportunities through a variety of instructional strategies in diverse learning environments that promote economic growth and enhance the quality of life for a global community. Coastal Alabama was formed through the consolidation of Alabama Southern Community College, Faulkner State Community College and Jefferson Davis Community College.

2016-17 HC 10,053 FTE 5,732

J. F. Drake State Community and Technical College

J.F. Drake State Community and Technical College, a student-centered two-year public institution, offers flexible and affordable university-transfer and technical degrees, certificates, adult and continuing education, and customized workforce training to fulfill the diverse needs of the community.

2016-17 HC 1,173 FTE 639

Enterprise State Community College

The College mission, including Alabama Aviation Center, is to serve students and communities by providing educational opportunities that enhance the quality of life and promote economic

development.

2016-17 HC 2,390 FTE 1,299

Gadsden State Community College

Gadsden State Community College is an affordable, accessible, and comprehensive community college that prepares their diverse student population for success through quality education, innovative workforce development, and meaningful community engagement.

2016-17 HC 6,975 FTE 3,825

Ingram State Technical College

Ingram State holds a unique place among two-year colleges in the Alabama Community College System, serving a student population comprised exclusively of incarcerated individuals. ISTC provides technical training in 18 career fields, GED preparation and testing, and job placement assistance to men and women from six correctional facilities.

2016-17 HC 764 FTE 539

Jefferson State Community College

The vision of Jefferson State Community College is to be recognized as the most effective community college in the state of Alabama by providing individuals with knowledge and skills needed to function in a technologically demanding society. In a period of significant and rapid change, they intend to put the learner's needs first by being responsive and innovative, as well as being a catalyst for lifelong learning through the use of a variety of delivery systems.

2016-17 HC 13,394 FTE 5,664

Lawson State Community College

Lawson State Community College is dedicated to providing affordable and accessible lifelong learning opportunities through varied instructional modes in order to prepare students for employment or career advancement, enable students to transfer to senior colleges and universities, and provide customized training for business and industry.

2016-17 HC 4,513 FTE 2,384

Marion Military Institute

Since 1842, Marion Military Institute (MMI) has achieved a national reputation for preparing young men and women for successful civilian and military careers. MMI is one of only five Military Junior Colleges in the United States, which offer unique military training programs.

2016-17 HC 448 FTE 455

Northeast Alabama Community College

The mission of the College is to provide accessible quality educational opportunities, promote economic growth and enhance the quality of life for the people of Alabama.

2016-17 HC 3,638 FTE 1,870

Northwest-Shoals Community College

Northwest-Shoals Community College provides career technical, academic, and lifelong educational opportunities using varied delivery systems; promotes economic growth; and enriches the quality of life for people of the Northwest Alabama region.

2016-17 HC 5,195 FTE 2,409

Reid State Technical College

Reid State Technical College is a rural, degree-granting, two-year college that provides quality academic and technical education to student from diverse backgrounds and abilities. The College promotes economic growth by preparing a qualified workforce for business and industry.

2016-17 HC 654 FTE 371

Shelton State Community College

Shelton State Community College is a public, open-admission, comprehensive community college whose primary mission is to provide accessible postsecondary education, training, and community educational opportunities. The C. A. Fredd Campus of Shelton State Community College maintains that identity and continues the specific Historically Black Colleges and Universities' mission of promoting educational access and opportunity for all students in a culturally diverse community.

2016-17 HC 7,431 FTE 3,638

Snead State Community College

Snead State Community College is dedicated to excellence in meeting the educational needs of those they serve through the completion of degree and certificate programs, workforce development, and community engagement.

2016-17 HC 3,587 FTE 1,994

Southern Union State Community College

Southern Union State Community College provides quality and relevant teaching and learning in academic, technical, and health science programs that are affordable, accessible, equitable, and

responsive to the diverse needs of our students, community, business, industry, and government.

2016-17 HC 7,005 FTE 3,800

Trenholm State Community College

The College mission is to provide comprehensive and accessible educational opportunities, including academic transfer and technical programs, designed to promote economic development, enhance workforce development and improve the quality of life for the community.

2016-17 HC 2,340 FTE 1,280

Wallace Community College – Dothan

George C. Wallace Community College – Dothan, a comprehensive community college, inspires and facilitates learning to prepare its constituents for current and emerging opportunities and to promote economic and social development.

2016-17 HC 5,974 FTE 3,267

Wallace State Community College – Hanceville

Wallace State Community College is committed to learning that transforms lives and communities. In support of the mission, Wallace State Community College is committed to student success through a student centered, innovative, engaging, and supportive learning environment; teaching excellence; respect for uniqueness and diversity; strategic partnerships that advance community, workforce and economic development; cultural enrichment of our communities; and accountability and integrity.

2016-17 HC 6,992 FTE 4,259

Wallace Community College – Selma

The mission of Wallace Community College Selma is to provide high-quality learning-centered educational opportunities and services through diverse instructional-delivery modes that are responsive to individual, community, state, and global needs.

2016-17 HC 2,655 FTE 1,412

Lurleen B. Wallace Community College

Teaching. Learning. Growing. Enriching. Lurleen B. Wallace Community College offers opportunities for learning and growth by providing academic and technical instruction, workforce development, adult and continuing education, and cultural enrichment.

2016-17 HC 2,250 FTE 1,345