

**Title of RFP:** 052820-EMS

**RFP Issue Date:** May 28, 2020

**Purpose:** Enrollment Management Solution

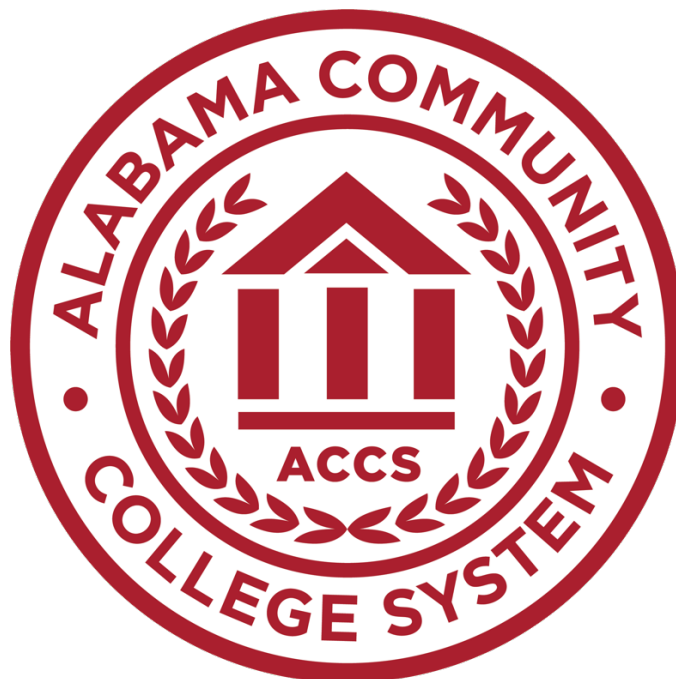
**Procurement Method:** Invited competitive proposals

**Contract Term:** The System anticipates awarding the contract in August 2020 and engaging in a three (3) to five (5) year initial contract with an option to renew for two (2) separate one (1) year periods.

**Issuing Office:** Information Technology Services

**Issuing Office Point of Contact:** Ben Rosebrock

**Deadline for Receipt of Proposals:** June 25, 2020 at 2:00 p.m. Central Standard Time





With 24 community colleges in more than 130 locations, the Alabama Community College System (ACCS) is Alabama's gateway to first-class, affordable education and technical training that is integral to competing in a constantly evolving workforce. More than 168,000 Alabamians across every region of the state benefit from the various attainable certification, credential, dual enrollment and degree programs ACCS offers alongside leading industry partners. In addition to 24 colleges, the System includes the Alabama Technology Network, a resource which provides extensive training and service offerings directly to business and industry. ACCS is governed by the Alabama Community College System Board of Trustees.

ACCS provides the following to Alabama's residents, out of state students, and international students:

- **Dual Enrollment:** Alabama high school students begin in the 10th grade to pursue college-level academic and career technical classes that can result in college credits and/or multiple nationally recognized workforce credentials.
- **General Education:** 23 of 24 ACCS colleges are accredited by the Southern Association of Colleges and Schools Commission on Colleges (SACSCOC), and one is accredited by The Accrediting Commission of the Council of Occupational Education (COE). The Statewide Transfer & Articulation Reporting System (STARS), ensures seamless transfer of academic credits. Students earn credible associate in arts and associate in applied science degrees based on their courses of study.
- **Career and Technical Education:** ACCS colleges offer a wide array of world-class Career and Technical Education and training programs that result in several levels of credentials in multiple fields. Credentials can include a degree, license, or certificate. Fields include Healthcare, manufacturing, business, agriculture, and more.
- **Adult Education:** GED preparation, High School Diploma Option and Ready to Work programs equip adult learners with the foundation they need for success in today's economy. Adult Education also provides English as a Second Language services and

Family Enrichment programs to strengthen Alabama's families, which strengthen communities.

- Career Training: ACCS partners with business and industry leaders nationally and globally to offer first-class workforce training for careers in the highest demand in Alabama. Several credentialed workforce development initiatives provide customized, flexible, short-term training programs that are responsive to industry needs.

## **SECTION I**

### **General Conditions:**

#### **1.1 RFP Process**

The Alabama Community College System reserves the right to reject any or all responses and to waive informalities.

The System reserves the right to award this contract by category, all or none, or to make multiple awards if deemed advantageous and in the System's best interest.

All information shall be entered in ink or typewritten. Mistakes may be crossed out, corrected and initialed in ink by a company representative. An authorized individual must sign all proposals in ink; failure to do so will result in rejection of response.

Vendors are to return responses in a single sealed package. Responses must be received in the Information Services Division at the address above prior to the date shown above. Late responses will not be considered. The request number, opening date, opening time and buyers name must appear on the outside package regardless whether it is regular mail, express mail, or hand delivered.

The System cannot accept faxed responses.

No response may be withdrawn without approval from the Information Technology Division. Any request for withdrawal must be in writing to the Alabama Community College System representative within received within five (5) days after opening date with justification for reason of withdrawal. No response may be withdrawn after awards have been made. The vendor will be required to provide the item or service quoted at the price quoted. If a withdrawal is made after the award the vendor will be considered in default.

All responses become a matter of public record at award. The System accepts no responsibility for maintaining confidentiality of any information submitted with response whether labeled confidential or not.

Any exception taken to any portion of this request must be so stated on the response sheets or the System will assume compliance with all requirements as stated. The successful vendor will be responsible and accountable for providing those items as specified in its response.

Requests received by the date shown will be analyzed by a committee appointed by the Information Services Division and comprised of members of staff of the Alabama Community College System, staff and faculty of member institutions, other outside agencies, or some combination as deemed appropriate to complete a thorough review. It is expected to take up to approximately four (4) weeks to tabulate the responses and produce an analysis. Responses shall remain firm for ninety (90) days from date of opening.

Any changes to specifications during the contract period without written approval of the Information Services Division will be considered a breach of contract.

It is the vendor's sole responsibility to include in its response sufficient product literature, specifications, and other information necessary to completely describe the products and/or services being offered.

Vendors may be required to conduct one or more presentations highlighting the use, integration, and functionality of products during the evaluation process.

## **1.2 Legal:**

The vendor shall observe, perform and comply with or require compliance with all federal, state, and local laws, ordinances, rules and regulations and all amendments thereto which in any manner may affect the operation and vendor's activities undertaken pursuant to this agreement. The vendor shall also comply with all state and local building, fire, health, zoning laws, codes and/or regulations that affect or that are applicable to the vendor's activities and operations hereunder. The final agreement shall be governed and construed in accordance with the Alabama Community College System Terms and Conditions and the laws of the State of Alabama to include but not limited to the Beason-Hammon Alabama Taxpayer Citizen Protection Act and the terms attached hereto as Appendix D.

Vendor represents and warrants that all articles and services covered by the request meet or exceed the safety standards established and promulgated under the Federal Occupational Safety and Health Act of 1970, No. 2006, and its regulation in effect or proposed as of the date of this offer. When applicable, all articles and services must also meet or exceed other federal requirements but not limited to the Americans with Disabilities Act of 1992 and the Food and Drug Administration. The performance of this contract by vendor will not violate the provisions of the Civil Rights Act of 1964, The Rehabilitation Act of 1973, and the Vietnam ERA Veterans Readjustment Assistance Act of 1974.

To the extent not exempt, this contractor and subcontractor shall abide by the requirements of 41 CFR §§60-1.4(a), 60-300.5(a) and 60-741.5(a). These regulations prohibit discrimination against qualified individuals based on their status as protected veterans or individual with disabilities and prohibit discrimination against all individuals based on their race, color, religion, sex, or national

origin. Moreover, these regulations require that covered prime contractors and subcontractors take affirmative action to employ and advance in employment individuals without regard to race, color, religion, sex, national origin, protected veteran status or disability.

**CERTIFICATION PURSUANT TO ACT NO. 2006-557**

Alabama law (section 41-4-116, code of Alabama 1975) provides that every proposal submitted and contract executed shall contain a certification that the vendor, contractor, and all of its affiliates that make sales for delivery into Alabama or leases for use in Alabama are registered, collecting, and remitting Alabama state and local sales, use, and/or lease tax on all taxable sales and leases into Alabama. By submitting a proposal in response to this Request for Price Quotation, the bidder is hereby certifying that they are in full compliance with Act No. 2006-557, they are not barred from bidding or entering into a contract pursuant to 41-4-116, and acknowledges that the Alabama Community College System may declare the contract void if the certification is false.

**1.3 Indemnification:**

The Contractor shall indemnify, protect, defend and save harmless the Alabama Community College System (ACCS), and the Alabama Community College System Board of Trustees (BOT), and their respective officers, directors, members, agents and employees from and against any and all claims, demands, judgements or causes of action, including costs and attorney’s fees by any party or parties whatever for loss, damage, injury, fines or penalties of any kind or character either to persons or property directly or indirectly arising out of the all operations performed under the contract except such loss, damage or injury as is caused by the sole negligence of ACCS or BOT. This indemnity agreement shall impose liability on the Vendor to the fullest extent permitted by the laws of the state of Alabama, and any provision hereof not permitted by such laws is expressly deleted from said agreement.

The purchase of insurance by the Contractor shall in no event be construed as a fulfillment or discharge of the obligations set forth in this section – Indemnification.

**1.4 Insurance:**

**ALABAMA COMMUNITY COLLEGE SYSTEM INSURANCE REQUIREMENTS**

Vendor shall, at their own expense, maintain insurance of such types and in such amounts as are necessary to cover their responsibilities and liabilities on a project of the character contemplated under this contract and shall require any Subcontractors to carry similar insurance.

The Alabama Community College System, its trustees, officers, employees and agents shall be named as additional insureds on the general and auto liability policies. The Alabama Community College System, its trustees, officers, employees and agents shall also be named as additional insureds on the umbrella/excess policy if required to meet the minimum limits set forth below and on environmental impairment liability policies if required.

A Certificate(s) of insurance will be provided to the System before work can commence. The Certificate will evidence all coverage required and specify the terms required as noted below. The Certificate will note the additional insureds as required above and will provide for at least 30 days written notice of cancellation or non-renewal to the System. Policies will apply as primary as to the additional insureds without any contribution from insurance or any self-funded program maintained by the Owner.

Policies may include a deductible, but the Vendor will be responsible for payment of that deductible on their own behalf and on behalf of the System as an additional insured.

**LIABILITY INSURANCE**

<b>Type of Insurance:</b>	<b>Minimum Limits of Liability Required:</b>
<b>Workers' Compensation</b>	Statutory - Alabama
<b>Employers Liability</b>	
<b>Commercial General Liability</b> Each Occurrence Personal and Advertising Injury Products/Completed Operations General Aggregate (Per Location) <b>Including Additional Insured endorsement</b>	\$2,000,000.00 2,000,000.00 2,000,000.00 2,000,000.00
<b>Automobile Liability including Garage-Keepers legal liability if appropriate</b> (all owned, hired and non-owned vehicles)	\$2,000,000.00 each accident – combined single limit

These limits may be accomplished through a combination of primary and excess/umbrella liability policies written on a “follow form” basis or forms no more restrictive than the primary policies. Insurance carrier shall be rated A- or better by A.M. Best. Defense costs should be payable in addition to the policy limits with the exception of Professional Liability and Environmental Impairment Liability if indicated.

For contracts that involve any design work or other professional services that could expose the Vendor or the ACCS or BOT to a monetary loss arising out of the rendering or failure to render those services, the following additional insurance is required:

<b>Professional Liability</b> (Of the nature adequate to cover the Vendor’s liability arising out of any design or other professional services to be provided under this contract)	\$2,000,000 each occurrence and annual aggregate
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For contracts that involve an environmental exposure the following additional insurance is required:

<b>Pollution Legal Liability</b> – (Optional – to be required if any specific environmental	\$2,000,000 Third Party Liability-per claim \$2,000,000 Third Party Clean Up- Per claim
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services are to be provided under the Contract)	
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IF ANY COVERAGE IS PROVIDED ON A CLAIMS MADE FORM, THE COVERAGE MUST BE MAINTAINED FOR A MINIMUM OF THREE YEARS BEYOND THE EXPIRATION OF THIS AGREEMENT.

**PROPERTY INSURANCE**

Unless otherwise specified in the contract, the Vendor shall be responsible for their own equipment or other property used in the completion of this project and shall, at their own expense, pay for and maintain property insurance covering such property for loss by fire or other perils including vandalism.

**BONDS**

Unless waived by the System in writing, the Vendor shall obtain, pay for and maintain a performance and payment bond for 100% of the original contract amount naming the System as obligee. The Vendor will bear responsibility for advising the Bonding Company of all changes in the amount of the contract. If the laws of Federal, state or Local Governments or other authorities that have lawful jurisdiction over this project contain provisions beyond these requirements, such laws shall govern, and Bonds shall be furnished in accordance with those provisions.

**DURATION OF THE OBLIGATION**

Vendor shall not commence work under this Contract until he has obtained the insurance and bonds required under this Article and the System has approved such insurance. The Vendor shall not allow any Subcontractor to commence work on his Subcontract until appropriate insurance and bonds have been obtained by the Subcontractor. Each and every Vendor and subcontractor shall maintain all insurance and bonds required under this Article during the life of this Contract and shall maintain general liability insurance for not less than two years after completion of this Contract. Bonds will remain in effect for the term of the warranty or warranties required in the Contract and specifications.

**VERIFICATION OF COVERAGE**

The ACCS shall have the right to inspect and approve Vendor's insurance including review of the entire policy and all attachments upon request.

**1.5 Ethics**

If any owner, officer, partner, board or director member, employee, or holder of more than 5% of the fair market value of your firm or any member of their households is a public official or public employee (including the System and its member institutions) as defined by the Code of Alabama Section 36-25-1, this information must be included in your response. Failure to disclose this information in your response will result in the elimination of your response from evaluation. If

your firm is awarded any contract as a result of this request, the System reserves the right to furnish a copy of any resulting contract to the State of Alabama Ethics Commission as directed in the Code of Alabama, Section 36-25-1, within ten (10) days of award.

System employees are not allowed to accept personal gifts or gratuities. By accepting this agreement, payee certifies that no System employee or official, no family member of a System employee or official will receive a benefit from this agreement, except as has been previously disclosed, in writing, to the System.

Vendors are required to complete the "Full Disclosure Statement" (attached). Failure to provide the information when requested will result in a non-award of the referenced products and/or services.

Any agreement or collusion among vendors or prospective vendors in restraint of freedom of competition, by agreement to respond at a fixed price or to refrain from responding, or otherwise shall render the responses of such vendors void. Each vendor certifies that he has not been a party to such an agreement by signing this request.

#### **1.6 Payment Terms:**

Standard payment terms are Net 30 days from the date of invoice unless otherwise stated. Payment terms less than Net 30 days may not be considered for award. C.O.D. orders or deposits are not acceptable. Unless otherwise stated, prompt payment discounts or accompanying letters stating additional discounts offered may not be considered in award. Awards will be made based on the price shown on each line item. Any discounts offered should be shown in the net price of each line item.

Unless otherwise stated by the System, prices are quoted F.O.B. Destination, Freight Prepaid. Successful vendor must assume all responsibility for damage in transit. Any response not in accordance with this requirement may be rejected.

Do not include Federal Excise or State Sales Tax in your proposal. The System is exempt from both of these taxes.

It is understood and agreed that No fuel surcharge will be applied unless so noted in the vendor's response. If the vendor quotes a fuel surcharge, it will be included in the final proposal analysis.

#### **1.7 Agreements:**

All license agreements or, contracts, which must be signed prior to delivery of proposed service, must be included with the proposal for review by the ACCS. Documents not submitted with the response may not be considered at a later date. In all cases, should there be a conflict of terms and conditions, those terms and conditions in this REQUEST, vendor's response, and any resulting contract award will prevail.

#### **1.8 Damage:**



The successful vendor will be responsible for any damage to System property when such damage is inflicted by their employees, or agents of the vendor, or any sub-contractor of the vendor.

**1.9 Vendor Visitation:**

Vendor shall consult with System staff to identify the System's policies relating to access to facilities and personnel. Vendor and vendor representatives shall comply with such policies.

**1.10 Small Disadvantaged Business:**

The System is committed to its efforts to ensure the opportunity for participation of small, disadvantaged business in the procurement of goods and services. The System is required to report purchases under governmental contracts. Vendors may be required to provide detailed reports of all minorities, women-owned and other small, disadvantaged business participation in the award of this contract.

**1.11 Contract Cancellation:**

The System has the right to cancel any contract for cause, including, but not limited to, the following: (1) failure to deliver within the terms of contract; (2) failure of the product or service to meet specifications, conform to sample quality, or to be delivered in good condition; (3) misrepresentation by the vendor; (4) fraud, collusion, conspiracy, or other unlawful means of obtaining any contract with the state; (5) conflict of contract provisions with constitutional or statutory provisions of state or federal laws; and (6) any other breach of contract.

The System reserves the right, for its convenience and without cause or penalty, to terminate this agreement effective on the last day of any agreement year following the initial agreement term, at the end of each fiscal year, or on (60)-Sixty days notice.

**1.12 Certification and Signature:**

I have read all of the general terms and conditions of this request. I certify that this offer is made without prior understanding, agreement, or connection with any corporation, firm, or person submitting a response for the same materials, supplies, equipment, or service and is in all respects fair and without collusion or fraud. I am authorized to make this offer and sign this request for the vendor.

**1.13 E-Verify Memorandum of Understanding**

The successful Vendor will be required to submit its current E-Verify Memorandum of Understanding with the Department of Homeland Security.

\_\_\_\_\_  
Date

\_\_\_\_\_  
Company

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Name (Please Type)

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Authorized Signature (sign in ink)

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Title (Please Type)

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Address

---

Telephone Number

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City, State, Zip

**THE ALABAMA COMMUNITY COLLEGE SYSTEM  
REQUEST FOR PROPOSAL**

**SECTION II**

**Introduction:**

The Alabama Community College System seeks a company to provide enrollment management services to our students. Please address items in Scope given below. Proposals will be evaluated based on meeting the needs given below and the total cost for services.

A summary of each member institution with most recent full year headcount and FTE is listed in Appendix B.

**SECTION III**

**3.1 General Information:**

The System invites vendors to submit proposals covering Enrollment Management Solutions. Proposers should provide a proposal that clearly specifies the technological tools, experiences, and expertise that will be used to meet the state objectives.

**3.1.1 Enrollment Management**

The Alabama Community College System seeks a partner to support 24 unique institutions statewide whose technology and expertise will maximize marketing and enrollment campaigns to improve the effectiveness of each Institutions recruitment efforts and achieve both System and Institutional objectives.

**3.1.2 Advising, Student Success and Retention**

The System is seeking a partner to provide an online SaaS based solution that supports a case management approach to advising and retention-related activities at the student, advisor, and administrator levels. The solution and mobile application should have unlimited licensing/usage

capability at the student, advisor, and administrative level, and reporting capability at the advisor and administrative levels. In addition, the solution should be compatible with modern browsers, cloud-based and externally hosted with single sign-on that is compatible with an Ellucian Banner Shared Technology Platform utilized by all 24 institutions system wide. The solution must adhere to strict data security standards. Additionally, the technology should be capable of using data from enrollment management campaigns in the analytics platform to reveal in-depth insights into the persistence risks of each institution's incoming student **population**.

Each vendor, by responding to this request, represents that they have read and understand all documents in this RFP.

### **3.2 Definitions:**

This section contains definitions that are used throughout this document, including appropriate abbreviations.

“Contract” means an agreement for the procurement of the products or services specified in this request.

“Contractor” the terms “contractor,” “company,” “vendor,” and “supplier” mean the successful vendor awarded the contract to provide the services described in this RFP.

“Desirable” the terms “may,” “can,” “should,” “preferably,” and “prefers” identifies a desirable or discretionary item or factor.

“Mandatory” the terms “must,” “shall,” “will,” “is required,” and “are required” identify a mandatory item or factor. Failure to meet a mandatory item or factor may result in the rejection of the vendor's response.

“Request” or “RFP” means all documents, including those attached or incorporated by reference, used for soliciting proposals.

### **3.3 Intent:**

The intent of this RFP is to select a single vendor; however, ACCS reserves the right to issue multiple awards.

### **3.4 Scope:**

#### **3.4.1 Functionality Requirements**

##### **3.4.1.1 Enrollment Management Solution**

The Alabama Community College System requires the vendor to provide, at a minimum, the following:

The firm must offer a SaaS based Enrollment Management software service to achieve the goals below:

- Increasing the number of prospects that express interest in attending ACCS member institutions
- Increasing the number of applicants for admission
- Increasing the number of enrolling students
- Increasing the retention rate of students
- Increasing the marketing to parents of prospects who express interest in an institution
- Increasing the mobile footprint of admissions application
- Leveraging student recruitment data to inform student success
- Launching comprehensive communications plans that influence applications and enrollment

#### **3.4.1.2 Enrollment Management Desired Functionality**

- Describe how well the product integrates with Ellucian ERP systems
- Describe how the product integrates with an Ellucian Banner Shared Technology Platform
- Describe the scalability of the solution. Can the solution grow to future needs?
- Describe the analysis & Reporting capabilities included with the solution
- Describe how the solution gives users the ability to create custom queries and build reports without help from IT
- Describe the support you provide for multiple institutions and admissions programs across the state
- Describe pre-configured dashboards available for Higher Education recruitment and enrollment
- How does the solution incorporate financial aid information during the recruiting process?
- Describe tools available for the prospective student to connect with the institution
- Describe the solutions ability to track multiple prospective student populations
- Describe ability to track related constituents such as parents, high school counselors, and agents
- Describe ability to track organizations such as high school, community organizations, or other organizations
- What functionality to you offer to track the various stages of the recruitment cycle?
- Do you offer a dashboard to graphically track prospects' movement through the enrollment funnel?
- Does the solution support import of purchased names such as ACT, NRCCUA, and College Board?
- Does the solution maintain CEEB codes for academic institutions?
- Describe how the solution assists with compliance of regulatory standards.

- Does the solution offer event management functionality?
- Describe the method utilized to track high school visits and prospect yield from these visits.
- Describe how the solution tracks expenses and provides ROI metrics for trips and events.
- Describe the communication channels utilized by the solution to reach prospects. Describe the complete cost structure to utilize all communication channels.
- Are communications mobile-responsive?
- Does the solution all the creation of separate communication plans for different groups of prospects based on their unique characteristics or programs of interest? Can multiple types of communication be automated through these communication plans and can these communications sent to prospects through a communication plan change dynamically based on a prospect's actions?
- Does the solution enable institutions to display an offer of admission to a prospective student electronically?
- Describe how the solution tracks every interaction with a prospective student from as single record.
- Describe the common application integration capabilities. Does the product integrate with Microsoft Office 365 applications?
- Describe the level and detail of reporting the solution offers on recruitment and enrollment goals.
- Does the solution allow the admissions team to assign tasks to team members and track the task completion?
- Does the solution allow record owners from the institution to communicate via multiple methods such as single email, group email, and text message?
- Does the solution allow each college individualize communication based on desired populations based on multiple metrics (major, zip code, high school, etc.)?
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### **3.4.1.3 Student Success and Retention Required Functionality**

The Alabama Community College System requires the vendor to provide, at a minimum, the following:

- The ability to integrate with LMS solution to allow tracking of student's grades
- Describe how the solution allows us to track student risk? Is a scoring system in place to evaluate at a high level where each student stands at any given time from a risk perspective?
- How does the solution integrate with Ellucian ERP systems?
- Has the solution been implemented with an Ellucian Banner Shared Technology platform? Describe the methodology vendor utilizes to support multiple institutions in a shared ERP environment.
- Describe the reporting and analytics capabilities included with the solution.

- Describe the systems ability to pull together data from across multiple institutions to enable visibility into the signs of academic, financial, and personal struggles or successes. How can the system use this data to promote appropriate action with students?
- Describe the solutions ability to monitor degree progress and progress towards completion.
- How does the solution enable institutions to automatically raise and manage alerts for students?
- Describe the case management functionality of the solution.
- Describe advisor capabilities to use the solution to communicate with students (via calls, text, and/or emails) and schedule advising appointments within software.
- Describe how the solution allows administrators to assign cases managers using desired metrics such as major, GPA, address, zip code, etc.

#### **3.4.1.4 Student Success and Retention Desired Functionality**

- Unlimited consultation, by a designated consultant or assigned team of consultants, based on local data and best practice, provided via remote and on-site delivery, to include diagnostic evaluation of SIS data, training of faculty/staff, conducting on-campus focus groups, and guidance and support for specific retention campaigns. Describe these services.
- The System requires the technology be capable of integrating with its analytics platform to reveal in-depth insights into the persistence risk of existing students.

#### **3.4.2 Training**

Provide a summary of the implementation and training support that will be provided. The system requires in-depth technical support, from a designated consultant or an assigned team of consultants, during integration of systems, launch, periods of regular post-launch usage, and periods of upgrade/new feature releases associated with the solution or changes associated with the SIS. Describe these services.

#### **3.4.3 Systems Maintenance**

Describe the system maintenance schedule. What times are the service typically unavailable due to scheduled maintenance windows? What notification is given for emergency maintenance or outages?

#### **3.4.4 Vendor Experience**

Demonstrate at least five years' experience in providing enrollment management services at the collegiate level and supply names of at least four higher education institutions, preferably community colleges or systems that are or have been clients. Contact Information must include:

- Contact Person
- Institution
- Mailing Address
- Telephone Number
- Email address

Describe how your solution is backed by best practices research.

Discuss why your company should be chosen over other proposers.

### **3.4.4 Technical System & Security Requirements**

#### **3.4.4.1 Technical Requirements**

- The proposed solution must be deployed as a SaaS solution.
- Describe the solutions business intelligence and data warehousing approach, architecture, and tools.
- What are the integration capabilities of the proposed solution? Can data be extracted from third-party systems?
- The solution must support all current, modern web browsers
- The solution must be mobile friendly
- Describe the solutions auditing capabilities

#### **3.4.4.2 Security and Compliance Requirements**

- What authentication protocols are supported?
- How are user permissions assigned?
- Are role-based user permissions supported?
- Where will the Systems data be stored?
- How will data be secured? What security standards and policies are in place to protect the Systems data?
- What SLAs are provided for availability of proposed solution?
- Describe the ownership of data methodology
- Describe the disaster recovery plan in place
- Describe the audit and compliance methods in use to verify security, data backups, and the disaster recovery plan.
- Describe the frequency, methods, and recovery objectives of data backups.
- Is the proposed solution compliant with state and federal regulations including FERPA and the Gramm-Leach-Bliley Act?
- Is the proposed solution compliant with GDPR? What GDPR resources are available?
- How will the vendor support change to state and federal requirements>?
- Is the proposed solution ADA or WCAG 2.0 compliant?
- Provide a Voluntary Product Accessibility Template for the proposed solution.

### **3.4.4.3 Implementation Methodology**

Vendor must provide a detailed description of its implementation services for the proposed software. At a minimum the following must be included:

- Overview of the implementation methodology
- Overview of education and knowledge methodology
- Overview of data migration methodology
- Overview of system and business process validation
- High-level project timeline and milestones
- Overview of expected resource requirements
- Overview of vendor resources for a successful implementation
- Describe the utilization of any third-party implementation partners

### **3.5 Address:**

Responses are to be addressed in the following manner:

UPS/FedEx/Hand Delivery Address  
Alabama Community College System  
Information Technology Services  
ATTN: Ben Rosebrock  
135 S. Union Street  
Montgomery, AL 36104

USPS Mailing Address  
Alabama Community College System  
Information Technology Services  
ATTN: Ben Rosebrock  
P.O. Box 302130  
Montgomery, AL 36120-2130

Respondents should be aware that proposals shipped via USPS can take several additional days to be delivered as they will be delivered to a central mail room and be distributed from there. It is the responsibility of the vendor to ensure that their response is received by Information Technology Services by the proposal due date/time regardless of the mailing method.

### **3.6 Opening of Proposals:**

The proposal opening will be held on June 26, 2020 at 10:00 am CST in the breakroom on the first floor of the Alabama Community College System office located at 135 S. Union Street, Montgomery, AL. Vendors may attend the opening of proposals, but no information or opinions concerning the ultimate contract award will be given at the opening or during the evaluation process. If travel restrictions remain in place ACCS will offer to utilize a Zoom webinar to witness the bid opening. Responses received after this time will not be accepted regardless of cause. After the public opening of the proposals, the results will not be available to vendors until after an award is made. Proposal results and tabulations will not be made available by telephone or mail. Award information may be reviewed in the System Information Technology Office by appointment during normal working hours.

Vendor must submit one (1) original and one (1) electronic copy on a USB drive of its proposal. Financial information should be in a sealed envelope contained within the submittal.



Each copy of the response should be placed in a single volume where practical. All documents submitted with the response should be in that single volume. One copy must be marked as “original” with the company authorized signature.

### **3.7 Questions:**

It is expected that this request will be complete and unambiguous. However, vendors seeking clarification to this request should deliver any inquiries in writing. Questions must be received no later than June 12, 2020 at 2:00 pm CST. Vendors may email questions to Ben Rosebrock at [ben.rosebrock@accs.edu](mailto:ben.rosebrock@accs.edu). The title of the RFP must be referenced in the subject line. Written replies of general significance will be posted with the RFP.

No one-on-one conversation are allowed. Vendors should not contact anyone outside of the contacts listed on this RFP. Prospective vendors acknowledge that no other source is authorized to provide information concerning this request. Vendors failing to comply risk being removed from consideration.

### **3.8 Short List Interviews:**

It is anticipated that a short list of vendors may be invited or required to make a presentation to ACCS. Presentations will give vendors the opportunity to review proposal highlights, introduce their team and articulate why they are best able to meet the needs of the System. Presentations will be included in the final evaluation of the vendor’s response to this solicitation.

## **SECTION IV**

### **Specific Requirements:**

#### **4.1 Response Format:**

Vendors are required to submit responses in hardcopy and electronic formats. Electronic responses are to be in Microsoft Word. Vendors are to insert their responses immediately following each specification on the electronic copy.

Hardcopy responses should list each vendor response by corresponding ACCS specification number.

Vendor responses for each specification are to be completely contained within each section in the order they appear on the request. Do not refer responses to a secondary location of the question’s information.

All questions should be answered as concisely as possible. Ambiguous statements will be considered as non-responsive. Failure to address any of the requirements could subject the response to rejection.

Vendor's proposal should include a response to each section and paragraph of this request. Where the System has stated a particular requirement, approach, or service, the vendor must state if it will or will not comply. Failure to provide a response to an item will be treated as the vendor's non-compliance with that item. Where a statement of non-conformity is provided, the vendor must indicate its reasons for doing so, describe its proposed alternative, and explain the impact and/or benefit to the System from its proposed alternative. If the System has stated a preference, the vendor may propose an alternative, provided the vendor demonstrates that the alternative has no negative impact or is more beneficial to the System. All responses should be concise and to the point.

#### **4.1.1 Vendor Qualifications**

Responding vendors should satisfy the following requirements:

1. Show demonstrated experience and competence in designing, installing, and maintaining a similar system for higher education entities.
2. Provide a comprehensive list of all comparable client references with current contact information and a brief summary of work completed including size of the project completed.
3. Describe financial stability and key corporate financial goals planned for the next five years.
  - If a public corporation, provide you most recent audited finance statements. If privately held, provide a copy of your balance sheet and profit and loss statement for the past three years. Financial information is to be in a sealed envelope within the submittal.

*\*The requested documentation will be used to assist the System in determining the financial health of your company. If unable to or unwilling to comply, you must provide alternate documentation to satisfy this requirement. Failure to include financial documents in your response could disqualify your submission.*

#### **4.1.2 Vendor Experience and Project Approach**

Responding Vendors should, at a minimum, provide the following information in their responses:

1. Detailed demonstration of Vendor Qualifications as listed above.
2. Overview narrative outlining the Vendor's general and specific plans that would be implemented in the event of an award of contract.

3. Statement of how the proposed system will meet the needs outlined in Functionality Requirements (above), including sufficient narrative to evaluate the ability of the proposed system to perform as a comprehensive system. Narrative shall also include description of system's ability to interface with other systems for data exchange.
4. Top level Gantt project plan chart with major milestones and estimated time to complete the implementation and training components of the project.
5. Proposed cost, including detailed explanation and pricing (initial and ongoing) of all licensing models available, and including, if applicable, a breakdown of the cost of individual modules when proposed solution is not all-inclusive. Separate from licensing costs, proposal shall include costs related to implementation, training, and maintenance requirements listed above.
6. Anticipated hours that will be required by your Vendor to complete all of the requirements stated in the RFP. When stated as number of days, time shall include Sundays through Saturdays, excluding legal holidays.
7. Costs cited by Vendors must be inclusive of administrative and project staff time, travel, regular management, technical meetings, and user meetings, if applicable.
8. In the event that ACCS modifies the Scope of Work, Vendors shall submit a billing rate sheet that will be utilized in amending any award of contract.
9. Vendors may choose to include addenda to provide ACCS with any other material that the Vendor believes will assist in evaluation of proposal.

**Appendix A**



**State of Alabama  
Disclosure Statement**  
(Required by Act 2001-955)

ENTITY COMPLETING FORM

ADDRESS

CITY, STATE, ZIP TELEPHONE NUMBER  
(    )

STATE AGENCY/DEPARTMENT THAT WILL RECEIVE GOODS, SERVICES, OR IS RESPONSIBLE FOR GRANT AWARD

ADDRESS

CITY, STATE, ZIP TELEPHONE NUMBER  
(    )

This form is provided with:

- Contract     Proposal     Request for Proposal     Invitation to Bid     Grant Proposal

Have you or any of your partners, divisions, or any related business units previously performed work or provided goods to any State Agency/Department in the current or last fiscal year?

- Yes     No

If yes, identify below the State Agency/Department that received the goods or services, the type(s) of goods or services previously provided, and the amount received for the provision of such goods or services.

STATE AGENCY/DEPARTMENT	TYPE OF GOODS/SERVICES	AMOUNT RECEIVED

Have you or any of your partners, divisions, or any related business units previously applied and received any grants from any State Agency/Department in the current or last fiscal year?

- Yes     No

If yes, identify the State Agency/Department that awarded the grant, the date such grant was awarded, and the amount of the grant.

STATE AGENCY/DEPARTMENT	DATE GRANT AWARDED	AMOUNT OF GRANT

1. List below the name(s) and address(es) of all public officials/public employees with whom you, members of your immediate family, or any of your employees have a family relationship and who may directly personally benefit financially from the proposed transaction. Identify the State Department/Agency for which the public officials/public employees work. (Attach additional sheets if necessary.)

NAME OF PUBLIC OFFICIAL/EMPLOYEE	ADDRESS	STATE DEPARTMENT/AGENCY

OVER

2. List below the name(s) and address(es) of all family members of public officials/public employees with whom you, members of your immediate family, or any of your employees have a family relationship and who may directly personally benefit financially from the proposed transaction. Identify the public officials/public employees and State Department/Agency for which the public officials/public employees work. (Attach additional sheets if necessary.)

NAME OF FAMILY MEMBER	ADDRESS	NAME OF PUBLIC OFFICIAL/ PUBLIC EMPLOYEE	STATE DEPARTMENT/ AGENCY WHERE EMPLOYED

If you identified individuals in items one and/or two above, describe in detail below the direct financial benefit to be gained by the public officials, public employees, and/or their family members as the result of the contract, proposal, request for proposal, invitation to bid, or grant proposal. (Attach additional sheets if necessary.)

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Describe in detail below any indirect financial benefits to be gained by any public official, public employee, and/or family members of the public official or public employee as the result of the contract, proposal, request for proposal, invitation to bid, or grant proposal. (Attach additional sheets if necessary.)

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List below the name(s) and address(es) of all paid consultants and/or lobbyists utilized to obtain the contract, proposal, request for proposal, invitation to bid, or grant proposal:

NAME OF PAID CONSULTANT/LOBBYIST	ADDRESS

***By signing below, I certify under oath and penalty of perjury that all statements on or attached to this form are true and correct to the best of my knowledge. I further understand that a civil penalty of ten percent (10%) of the amount of the transaction, not to exceed \$10,000.00, is applied for knowingly providing incorrect or misleading information.***

\_\_\_\_\_  
Signature Date

\_\_\_\_\_  
Notary's Signature Date Date Notary Expires

*Act 2001-955 requires the disclosure statement to be completed and filed with all proposals, bids, contracts, or grant proposals to the State of Alabama in excess of \$5,000.*

## **Appendix B**

### **Alabama Community College System Member Institutions**

#### Bevill State Community College

Bevill State Community College provides an ideal environment for learning and professional development. As a public, two-year, "open door" institution, Bevill State Community College is committed to providing comprehensive education and educational support services for people in West Central Alabama and beyond. Bevill State's four main campuses, and one instructional site, offer university parallel and applied technology educational opportunities to over one-quarter million people in a seven-county area. The service area spans over 4,600 square miles, from the Birmingham city limits to the Mississippi state line.

2018-19 Headcount: 5,410 FTE :2,705

#### Bishop State Community College

Bishop State Community College is a state-supported, open-admission, urban community college located in Mobile, Alabama. The College consists of four city campuses, dedicated to serving the residents of Mobile and Washington counties in southwest Alabama. Bishop State offers university transfer programs for students wanting to continue their education at a four-year school, or for those who seek to start careers right away, the College's one and two-year career programs can put students on the fast track to rewarding jobs. Bishop State instructors are in touch with labor-market trends and job requirements, so their students can be assured they will get the education they need for success.

2018-19 Headcount: 4,423 FTE: 2,205

#### Calhoun Community College

Calhoun Community College exemplifies the two-year college mission of commitment to excellence in teaching and service and is the region's leader in education and workforce development. The largest of the two-year institutions comprising The Alabama Community College System, 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. Offering 49 associate degree options and 52 career/certificate programs, Calhoun serves approximately 10,000 students at its 110-acre Decatur campus; its Huntsville/Cummings Research Park site; the Alabama Center for the Arts and at the Limestone Correctional Facility.

2018-19 Headcount: 14,641 FTE: 6,590

#### 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. Today, the Alexander City and Childersburg campuses, as

well as the Millbrook Instructional site and Talladega Center, offer resources and expertise that address the education and training needs of Central Alabama.

2018-19 Headcount: 2,225 FTE: 1,143

#### Chattahoochee Valley Community College

Chattahoochee Valley Community College promotes student success and is committed to enriching our community by offering accessible, quality, and engaging educational opportunities through academic transfer, career and technical education, workforce development and adult education.

2018-19 Headcount: 2,191 FTE: 1,311

#### 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.

2018-19 Headcount: 10,023 FTE: 5,585

#### 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.

2018-19 Headcount: 1,119 FTE: 554

#### Enterprise State Community College

The mission of Enterprise State Community College, including the Alabama Aviation College, is to improve our communities by providing students with excellent opportunities to further their education and enter the workforce. At ESCC and our Alabama Aviation College campuses, you have many options that allow you to personalize your learning experience.

2018-19 Headcount: 2,353 FTE: 1,341

#### Gadsden State Community College

Gadsden State is a public, open door, comprehensive community college that is comprised of five campuses or educational centers in Calhoun, Cherokee and Etowah counties. Gadsden State has a rich and illustrious history within the communities it serves. Administrators, faculty and staff work together to prepare students for direct-entry into the workplace or for transfer to a four-year university.

2018-19 Headcount: 6,456 FTE: 3,675

#### Ingram State Technical College (For Incarcerated Adults)

For over 50 years, the faculty and staff have worked daily to meet that challenge, preparing students to make a successful return to family, community and the workplace. Today ISTC is helping close the employment gap in Alabama by offering technical training in 17 career fields,

adult education and GED preparation, and soft skills training essential for success in today's workplace.

2018-19 Headcount: 806 FTE: 589

#### Jefferson State Community College

For more than 50 years, Jefferson State Community College has been proud to serve the greater Birmingham area by providing a quality education blended with convenience, value and personal attention. Jefferson State remains firmly rooted in the communities we serve, consistently helping people of all generations acquire the education and workforce training needed to achieve their goals.

2018-19 Headcount: 13,082 FTE: 5,666

#### Lawson State Community College

Lawson State is an institution with a rich history of academic achievement and an unmatched record of community leadership and service. The college is proud of its ability to provide seamless administrative processes and educational support services for students and other constituents.

2018-19 Headcount: 4,644 FTE: 2,528

#### Marion Military Institute

Marion Military Institute is one of only four military junior colleges in the United States and a member of the Alabama Community College System. Students from all over the nation attend MMI to establish a strong foundation for future study and to take advantage of its leadership development opportunities. About 40 percent of MMI's cadets will pursue a civilian career and will enroll in the college's Leadership Education Program (LEP). Others are working toward receiving an appointment to one of the five U.S. Service Academies and are in the Service Academy Program (SAP).

2018-19 Headcount: 417 FTE: 426

#### Northeast Alabama Community College

As a comprehensive community college, NACC provides educational programs in academic transfer, career and job training, cultural activities, the fine arts, and adult basic education. College personnel strive for excellence and the result is a community college that is one of the best in the South.

2018-19 Headcount: 3,963 FTE: 2,018

#### Northwest-Shoals Community College

As a comprehensive two-year college in the Alabama Community College System (ACCS), NW-SCC, provides academic, career technical and lifelong educational opportunities. The College operates two campuses, the Shoals campus in Muscle Shoals and the Phil Campbell Campus in Phil Campbell, located in Franklin County. With just over 75% of its students benefitting from financial aid, NW-SCC makes higher education a reality for a wide range of students at various income levels. NW-SCC is an ideal option for those interested in academic transfer, career/technical programs and health sciences careers.



2018-19 Headcount: 4,788 FTE: 2,220

#### Reid State Technical College

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

2018-19 Headcount: 565 FTE: 335

#### Shelton State Community College

**Shelton State Community College** is a two-year community college located in Tuscaloosa, Alabama, and is one of the largest two-year colleges in the state. Approximately 7,000 students are enrolled in some form of coursework, including around 3,000 full-time students. Shelton State meets students where they are then takes them where they want to be. With a broad diversity of students and possibilities, SSCC integrates pieces and parts of a person's experience for a one-of-a-kind fit.

2018-19 Headcount: 6,757 FTE: 3,400

#### Snead State Community College

No matter what educational or career path you choose, Snead State is the place to set the foundation for your college career. Snead State Community College offers the complete college experience with quality instruction and an active campus life. Located in the heart of Sand Mountain, the Boaz campus of Snead State Community College is within driving distance of Birmingham and Huntsville. The 43-acre campus contains instructional facilities, athletic facilities, a dormitory, Learning Resource Center, and cafeteria, all designed to meet the needs of students.

2018-19 Headcount: 4,160 FTE: 2,030

#### Southern Union State Community College

No matter your career or personal goals, Southern Union can help set you on the path to success. Our college serves residents of an eight county area of East and Central Alabama as well as neighboring Georgia counties. Our three-faceted educational emphasis is on academic programs for transferability, technical programs for specialized career competencies and health sciences programs for specialized training in the health field. To ensure a comprehensive college experience, students at Southern Union can choose from a variety of activities, clubs and academic honoraries in which to participate.

2018-19 Headcount: 6,678 FTE: 3,718

#### Trenholm State Community College

H. Councill Trenholm State Community College is a comprehensive two-year community college located in Montgomery, Alabama. The College provides technical certificate and degree programs; adult learning opportunities; civic, social, cultural and personal development opportunities; business and industry training opportunities; and support of economic

development for the central Alabama region. The College is part of the Alabama Community College System, a statewide system of postsecondary colleges governed by the Alabama Board of Education. The College operates two campuses, the Patterson Site and the Trenholm Campus, and provides educational services for Montgomery and the surrounding area.  
2018-19 Headcount: 2,535 FTE: 1,418

#### Wallace Community College – Dothan

George C. Wallace State Technical Trade School was established by the Alabama Regional Trade School Act of 1947. In 1955, the name of the institution was changed to George C. Wallace State Vocational Trade School, and on May 3, 1963, by decree of the Alabama State Legislature, the institution became George C. Wallace State Technical Junior College. In response to a recommendation by the Southern Association of Colleges and Schools (SACS), the technical school and junior college were united in 1969 to form south Alabama's first comprehensive community college.

2018-19 Headcount: 5,983 FTE: 3,270

#### Wallace State Community College

Wallace State Community College, with its main campus in Hanceville and a satellite campus in Oneonta, is a part of a system that serves the needs of more than 300,000 individuals and has been conservatively estimated to produce a \$3 billion annual economic impact on this state and in our communities. The real impact, however, is in improving the lives of students through education. This college is a virtual powerhouse in educational programming, with more than 50 majors leading to degree, certificate and transfer opportunities.

2018-19 Headcount: 6,687 FTE: 4,195

#### Wallace Community College – Selma

WCCS LOCATION: WCCS is located at 3000 Earl Goodwin Pkwy in Selma, Alabama. Wallace Community College Selma continues to expand its mission and goals to focus on meeting the needs of its students and the community. While celebrating its rich history, the College is constantly making strides toward excellence and building bridges to the future.

2018-19 Headcount: 2,310 FTE: 1,241

#### Lurleen B. Wallace Community College

LBWCC is located in South Central Alabama and is one of the colleges comprising the Alabama Community College System. LBWCC is an open-admission, community-based, state-supported, coeducational, comprehensive community college dedicated to providing affordable, high-quality and accessible education to individuals in a five-county service area. Offering associate degree options and career/certificate programs, LBWCC has locations in Andalusia, Opp, Greenville, and Luverne. The college's faculty and staff are well qualified and remain current in their areas of expertise.

2018-19 Headcount: 2,316 FTE: 1,294

#### Alabama Technology Network

The Alabama Technology Network is a part of the Alabama Community College System and the Manufacturing Extension Partnership. ATN's team of experts helps solve the needs of industry and business through innovative, sustainable, cost-effective solutions. We can conduct detailed needs assessments, outline potential solutions based on the results, and then provide technical assistance to help you solve those problems or identify those who can. We link industries and businesses with resources from our network of universities, colleges, businesses, and government to deliver the training needed to be more efficient, more productive, and more competitive. We partner with the two-year colleges, The University of Alabama System, Auburn University, and The University of Alabama in Huntsville to provide services through a variety of training options and methods and are strategically located throughout the state to provide local points of contact.