



**BUNKER HILL COMMUNITY COLLEGE  
REQUEST FOR PROPOSALS**

**BHCC Campus –Moodle LMS Hosting & Support Provider  
BHCC Moodle 2020**

**All Proposals must be delivered to:** Mukti Raut, Director of Purchasing  
Bunker Hill Community College  
c/o: Business Office, Room H-194  
570 Rutherford Ave  
Boston MA 02129

**Name of Respondent:** \_\_\_\_\_

**Primary Contact:** \_\_\_\_\_

**Phone:** \_\_\_\_\_

**Email:** \_\_\_\_\_

**Fax:** \_\_\_\_\_

**Web Address:** \_\_\_\_\_

**Mailing Address:** \_\_\_\_\_

\_\_\_\_\_

**Signature of Authorized Agent:** \_\_\_\_\_

**Date:** \_\_\_\_\_

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## Acronyms and Abbreviations

BHCC	Bunker Hill Community College
RFP	Request for Proposal
BAFO	Best and Final Offer
EST	Eastern Standard Time
LMS	Learning Management System
LTI	Learning Tools Interoperability
SSO	Single Sign On

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## I. General Information and Proposal Submission Requirements

### Proposal Delivery

All Proposals must be delivered to: Mukti Raut, Director of Purchasing  
Bunker Hill Community College  
c/o: Business Office, Room H-194  
570 Rutherford Ave  
Boston MA 02129

Proposals must be delivered no later than **02/14/2020**.

Two **(2) printed** copies and one electronic copy in a CD or a flash drive must be submitted to the office indicated above. Proposals must be sealed and marked as follows: **BHCC LMS Moodle Hosting & Support - BHCCMOODLE2019**.

Late proposal responses will not be accepted. Proposals that are either faxed or emailed will not be accepted as a proposal delivery. One proposer will be awarded the BHCC LMS Moodle Hosting & Support Contract.

All proposals must include a W-9 form, Signatory Authorization Form, Non-Collusion Form and Tax Compliance Form. All forms are needed to completed and fully signed.

### Proposal Signature

A proposal must be signed by the authorized signatory indicated on the signature form as follows: 1) if the proposer is an individual, by her/him/them personally; 2) if the proposer is a partnership, by the signature of at least one general partner; and 3) if the proposer is a corporation, by the authorized officer, whose signature must be attested to by the clerk/secretary of the corporation, and with the corporate seal affixed.

### Time for Proposal Acceptance

The College intends to award the contract after 45 business days of the proposal submission deadline. The time for award may be extended by mutual agreement between Bunker Hill Community College and the apparent highest responsive and responsible proposer that offers the best value to the College. The College reserves right to reject any and all proposals without a cause if it is deemed to be in the College's best interests.

### Changes and Addenda

If any changes are made to this RFP, an addendum will be issued to all proposers on record. Proposer may not alter the RFP language, specifications, terms & conditions or RFP component; Proposer modifications to the RFP are prohibited; any such modifications will disqualify a proposer.

### Questions about the RFP

Please email to [purchasedoc@bhcc.mass.edu](mailto:purchasedoc@bhcc.mass.edu) referencing proposal number in proposer email's subject line with any question. All questions and answers are distributed to all registered bidders.

Proposer Communication: Proposers are prohibited from communicating directly with any employee of the procuring committee except as specified in this RFP, and no other individual, or representative of the College is authorized to provide any information or respond to any question or inquiry concerning this RFP. The contact for this RFP is Mukti Raut, Director of Purchasing with contact number 617.228.2433. Proposers may contact the

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contact person for this RFP in the event this RFP is incomplete or the proposer is having trouble obtaining any required attachments electronically through COMMBUYS.

#### **Modification or Withdrawal of Proposals, Mistakes, and Minor Informalities**

A proposer may correct, modify, or withdraw a proposal by written notice received by Bunker Hill Community College prior to the time and date set for the deadline of proposal submission. Proposal modifications must be submitted in a sealed envelope clearly labeled "Modification No.\_\_\_\_" to the address listed in part one of this section. Each modification must be numbered in sequence, and must reference the original RFP. A proposer's alteration to this RFP will disqualify the proposer from the proposal process.

After the proposal opening, a proposer may not change any provision of the proposal in a manner prejudicial to the interests of the College or fair competition.

#### **Proposer Responsibilities**

This RFP is available to download from COMMBUYS ([www.commbuys.com](http://www.commbuys.com)) and the college's website ([www.bhcc.edu](http://www.bhcc.edu)) starting January 06, 2020.. The RFP cannot be emailed in any case. The College accepts no liability and will not provide any accommodation to proposers who submit a response based upon unsolicited and an out-of-date solicitation document.

#### **Right to Cancel/Reject Proposals**

Bunker Hill Community College may cancel this RFP, or reject in whole or in part any and all proposals, if the College determines that cancellation or rejection serves the best interests of the College. Terms & Conditions are negotiable by mutual agreement/contract; final Terms & Conditions are at the sole discretion of the College. The College makes no guarantee that any service will be purchased resulting from this RFP.

## **II. Proposer Qualifications**

In order to be considered for Contract award, Proposer must meet the minimum qualifications set forth below. Inability or unwillingness to meet the minimum qualifications will result in rejection of a proposal as a non-responsive. Qualified Proposers are required to demonstrate:

- Financial capability
- Evidence of successful existing implementations (with preference for success with higher education partners)
- Proven Record of successful customer service response
- Ability to expand system as campus use of the LMS grows
- Processes to ensure data integrity and confidentiality
- Proven ability to operate online 24x7x365
- Commitment to sustainable practices including, but not limited to: use of recycled plastics and paper, and Energy-Star rated Equipment.
- Enforcement of fair labor practices in the U.S. and abroad with respect to its employees and those of its other contractors

#### **Financial Stability**

Proposer must submit audited Financial Statements by an independent accountant or if not available, two years of Statements of Net Position and Statements of Revenues, Expenses, and Changes in Net Position. The reports

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and statements will be held as confidential and proprietary but will not be returned. The procurement committee will review these reports for evaluation of financial strength.

#### **Environmentally Preferable Products Program EPP**

In the Environmental Plan, proposer needs to submit a statement indicating the 'green' practices that proposer's company can provide while conducting operations and functions. For example, using recyclable products, use environment friendly packaging, minimize waste, conserve energy and/or water, reduce the amount of toxic substances disposed or consumed, protect open-space, etc.

#### **Affirmative Action Plan**

In the Affirmative Action Plan, proposer must submit a statement indicating commitment to promoting equal employment opportunities without regard to race, color, religion, gender orientation, sexual orientation, age, national origin, ancestry, disability, covered veterans status or any other characteristic protected by law.

#### **Proposal Prices to Remain Firm**

All proposal prices and commission percentage submitted in response to this RFP must remain firm following the proposal opening through the award date of the contract execution.

#### **Unforeseen Office Closure**

If, at the time of the scheduled proposal receipt, the Business Office is closed due to uncontrollable events such as fire, snow, ice, wind, building evacuation, or through other uncontrollable events, then the proposal receipt will be postponed until 1:00 p.m. on the next normal business day. Proposals will be accepted until that date and time only.

### **III. General Information/Scope of Services**

#### **GENERAL INFORMATION**

Bunker Hill Community College (BHCC), located in Boston, Massachusetts, is the largest community college in Massachusetts. BHCC, founded in 1973, is fully accredited by the New England Association of Schools and Colleges (NEASC). With two main campuses in Charlestown and Chelsea, in addition to three satellite campuses and several instructional centers throughout the Greater Boston Area, BHCC offers a wide range of learning options to suit the diverse needs of our student body. BHCC is proud to be the most affordable community college in Massachusetts. We offer more than 100 academic programs, including associate degree programs, certificate programs and programs designed to allow students to complete their first two years of a bachelor's degree before transferring to a four-year university.

BHCC seeks to update and advance its teaching and learning experiences through state of the art functional and technical hosting and support of its Moodle learning management system. BHCC desires a collaborative Moodle partner with experience and practices that support BHCC's commitment to open education pedagogy that promotes cost-effective learning solutions for the community. Therefore, respondents to this request for proposals (RFP) should propose services and systems that;

1. enable the teaching and learning functionality and pedagogies described within;
2. provide course and content migration, backup, and user transition from the current hosted application;
3. effectively integrate with BHCC's other supporting academic and administrative technologies and operations;

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4. provide a cost-effective, cloud hosting environment solution and;
5. offer complete, on-demand access to all Moodle site data, and the BHCC Moodle site (in its entirety).

In addition, respondents to this RFP should address the following sections specifically:

#### System Integration/User Authentication

1. BHCC currently uses Ellucian's Colleague as its Student Information System. Respondents will need to be able to successfully work to support Moodle's integration with Colleague and also:

- provide bi-directional data flow;
- real-time data integration;
- show effective experience with ILP (and knowledge of Conduit) for course and user creation, along with enrollment management, and;
- facilitate the initiation of the gradebook synchronization between Moodle gradebook and Colleague's grade reporting feature.

Bidders who support an alternative mechanism to ILP for flat file load from Colleague to Moodle should provide a description of that integration and its benefits.

2. BHCC currently uses OneLogin for its SSO Identity Management solution. BHCC also currently uses username as a unique identifier in Moodle conduit users. The College plans to change from the 'username' to 'idnumber' with the new provider. The bidder should describe a plan for this transition, managing duplicate user accounts created through conduit, and experience navigating the OneLogin security landscape.

3. Bidders should also be prepared to support: SAML2, API, SSL, CAS, SCORM, ODBC and LDAP.

4. A key issue for BHCC is an upcoming change in the way that course sections are numbered. Courses currently numbered using an alphabetical *and* numeric system (e.g. ENG 101-WB1LA) will be moving to a purely numeric system (e.g. ENG 101-011). Preference will be given to bidders with experience navigating the problems created by the alpha-numeric system through Colleague-ILP-Conduit and those who can effectively support BHCC's LMS transition during this process.

5. BHCC is a Microsoft Exchange campus. The college seeks a partner that can provide support for Moodle Quickmail integration with Microsoft Exchange and be well-positioned to offer future implementation support for Moodle upgrades that impact email interactions.

6. The college is currently exploring software solutions for academic advising. Respondents should describe experience working with clients to integrate Moodle with student advising platforms.

7. The college is now using Ellucian's Elleviate to enroll student for its Workforce programs. Bidders should provide any information about their knowledge and/or experience integrating Moodle enrollment and course creation through this product.

#### Cloud Hosting/Data Storage & Security Solutions

BHCC seeks bidders with a proven track record of hosting and support services for Moodle LMS clients that must provide 24-7 access to academic course material in order to promote student success. Bidders should provide:

- A technical summary of the hosting solution including supporting data for downtime over the past 3 years;



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- Location of physical facilities, including data centers/servers;
- Security measures in physical facilities;
- Disaster recovery plans;
- A description of network security features – including fully secure data transmissions;
- Storage capacity, and the cost of storage;
- User capacity, and the cost per user;

#### System Backup/Course Backup/Course Archive

Bidders should provide a description of the site and course backup options available through their service. Specifically BHCC needs details, and any associated fees related to the following:

1. The availability/timing of automated site and course backups.
2. LMS administrator access to site and course backups and LMS administrator access/ability to restore courses and content on-demand.
3. Description of bidder's policy on relationship between storage/backup and course retrieval. If the bidder proposes unlimited storage, how/who manages the timing/process of course archives?
4. Describe the process or tool available for completing campus archiving.
5. The bidder should guarantee that a full backup of the system is available, and specify its parameters, so that BHCC can restore its LMS in the event of an emergency.

#### Testing/Production/Implementation Approach

In order to guarantee student success, students and faculty should experience no negative impact on their learning experience. Thus, bidders should:

1. Describe the environment provided for testing during transition, and for any and all Moodle updates, plug-ins and integrations desired by the college.
2. (If the bidder is not the current provider) provide a description of the processes to migrate the system from its current hosting environment to a new production site, including a timeline and proposed strategy for onboarding administrators and key network staff.

#### Data Ownership/Protection

BHCC is proud of its commitment to open education. This extends to its commitment to student data privacy and faculty intellectual privacy protection. Bidders should discuss their data privacy standards and details regarding data ownership. Strong preference will be given to bidders who:

- Guarantee immediate and university access to all system data, at all times, without condition, to BHCC.
- Follow US Federal and GDPR standards for data protection.
- Do not collect data from clients for the purposes of marketing to students, product development or to sell to third-party vendors.

#### Reporting

Bidders should describe their ability to support and guide BHCC with a Moodle analytics tool. BHCC is specifically interested in developing the capability to:

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- To query number of logged in users (by type) via the LMS, so that we can assess current and historical load measurements.
- To query the frequency LMS specific tools are used, via the LMS, so that we can understand user activity and potentially needs (training, technical, 3rd party tools, etc.) for enhancements.
- To assess LMS activity (time on task/page), student activity (enter/exit page), enrollments, sections, and tool/item use via the LMS, so that we can generate general utilization reports and specifically determine if access has been attained by users.
- To search sections and users based on the LMS's attributes/criteria, via the LMS, so that we can build ad hoc reports.
- To design and modify existing default reports, via the LMS, so that we can build ad hoc reports.
- To search and report on custom fields.
- To schedule and email reports.
- To add filters and view reports on screen.
- To SQL query.
- Export data as .tab delimited - .xls, html, csv, pdf.

In addition to these administrator reporting capabilities, bidders should also describe reporting features available for faculty and students users.

Finally, Bidders should describe any experience with early-alert reporting tools. BHCC is considering using the LMS to launch an early-alert program that may support faculty, students and possibly academic advisors. This information may be accessible through a reporting function, or another application.

#### **Administrator Operability**

BHCC presumes that all bidders will offer access to an LMS administrator dashboard. In their presentation, bidders should feature a simulation of this dashboard in operation and in their written response:

Provide a description of the dashboard including search functionality within the system;

Describe the administrator role and rights including:

- The administrator's ability to create, modify and cancel a course(s);
- The administrator's ability to view all class offerings of a course;
- The administrator's ability to batch assign groups of users to courses;
- The administrator's ability to assign and enforce access to courses based on scheduled dates and/or user profile
- The administrator's ability to capture multiple user attributes (e.g. role, department, etc.) and create groups of users through defined attributes;
- The administrator's ability to control and manage profile settings by field (e.g., allow learners to change email addresses but not change user name);
- The administrator's ability to provide multiple levels of administrative access and privileges;
- The administrator's ability to create and assign system roles;
- The administrator's ability to drill-down on analytics for more information (Example: system shows total number of courses completed, administrator clicks on the graph and can drill down for additional info/data);

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- The administrator's ability to manually meta link courses in the LMS or ability to set meta link from SIS to LMS;
- The administrator's ability to soft delete users to manage system user count;
- The administrator's ability to view the entire LMS schema, data field and point key fields;
- The administrator's ability to access all activity logs in order to respond to requests/inquiries related to student/faculty activity.
- The administrator's ability to export content or learning activities in the course in standard formats (e.g. SCORM, Common Cartridge, pdf, .docx, .rtf) with the option to include student content, so that learning objects and archived materials may be used in the future).

### Customization

BHCC hopes to modernize and advance its Moodle usage by customizing and more actively using themes. Respondents should discuss their support of themes and ability to assist BHCC in moving to themes that reflect the look and feel of the college.

In addition, respondents should discuss their ability to support the college's interest in rapid adoption of Moodle plug-ins that advance the community's teaching and learning goals. Specifically bidders should indicate:

- Which plug-ins (if any) are standard with hosting and support service?
- What is the process for BHCC to request a new plug-in? How are plug-in requests evaluated? What fees are involved in this process?
- What fees are involved in the *adoption* of new Moodle plug-ins?
- The average length of time from request to adoption for new plug-in from higher education clients over the past 2 years.
- Which plug-ins have been *ruled out* by past evaluation or past request by BHCC or other campuses?

Please address whether or not the Bidder will allow the following plug-ins:

- Merge Users
- Atto RecordRTC
- Sharing Cart
- Tiles

It is a primary concern for BHCC that bidders be able to support the automatic course availability plug-in (making courses available at 12:01am on the course start date). Bidders should speak directly to this consideration in their response.

Finally, bidders should speak to their process for continuous Moodle updates, and their practice/process for rolling out updates to clients.

### Moodle Partnerships

Bidders should detail their relationship with Moodle HQ, prospects for ongoing relationships with Moodle development opportunities, and describe how this relationship impacts their ability to support their clients. Bidders should detail their relationship to the Moodle Educator Certificate program.

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#### Learning Environment

BHCC is committed to supporting faculty academic freedom in the classroom. Bidders should discuss their ability to support current LTIs in use, and the potential for new adoptions on campus. These include:

- H5P
- Turnitin Assignment2
- Open Forum
- Workshop
- Attendance
- Respondus
- Digication-ePortfolio
- Lumen Waymaker
- MindLinks Cengage
- TechSmith Relay
- Lumen Learning
- MyLab - Math, Management Pearson
- MasteringBiology - Pearson
- SMARTTHINKING - Pearson

#### Training, Support & Service

BHCC seeks exceptional support and service from its hosting and support provider. Bidders should:

- Describe the service credit plan for unscheduled downtime.
- Provide immediate application and data recovery from a hardware or software recovery malfunction to the last full back-up.
- Describe the conditions for 24/7 support.
- Provide a description of the on-boarding process.
- Provide a description of available on-going training post implementation for administrators, faculty and other stakeholders.

#### Student User Operability

Bidders should address three significant issues for BHCC students:

1. Describe experience with and support Moodle mobile.
2. Detail the company's ADA compliance policy and the bidder's ability to provide on-going support for accessibility concerns.
3. Describe how the company supports students with preferred name considerations through user/profile updates and synchronization flexibility with SIS. How will you continue to address this issue in the future?

#### Contract to Usability

The bidder should describe the expected time from contract signage to LMS usage.

#### Pricing

The proposer should provide a detailed pricing plan based on the following information. Proposers must use Exhibit B to offer cost.

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BHCC serves approximately 12,500 students in its Spring and Fall semesters – 4,054 full-time. In fall, the college averages 1000 active Moodle course shells (850 in Spring). Approximately 14,000 unique students will be active in the LMS in an annual year, approximately 475 faculty & staff.

Currently, 45,700 users are in the BHCC Moodle system. The college has no current program to sunset users. The college goal is to increase the number of Moodle course sections, and active users each year. Bidders must provide transparent pricing information for all possible increments of use for the college community.

#### SUMMARY

In summary, BHCC invites responses from vendors who can support the college in the goals it seeks to accomplish through the use of its Learning Management System Moodle. Those goals are listed in the table below:

<b>MOODLE Goals @BHCCBOSTON</b>
Facilitate continued access to a variety of features and functionality that cultivate expressions of cultural wealth, enable diverse teaching styles, inspire student learning, and foster open education, across all disciplines, throughout BHCC.
Enhance the design, development and delivery of distance education options for the BHCC community.
Allow faculty and staff to outline program and course learning outcomes so that they can be easily aligned to assignments and assessments, and measured year-over-year, and term-over-term.
Provide a migration path, assuring the reliability of courses (teaching and learning activities) and content (learning objects and resources), between semesters, and from the existing LMS to the next generation online learning platform.
As BHCC continues to grow online offerings, maintain continuity in system level structure and support, while recognizing and doing our best to accommodate the unique local needs of individuals.
Ensure fiscal responsibility in the implementation and administration of the learning platform for the BHCC community.
Certify compatibility with the existing technology infrastructures across BHCC as well as the skill set of the staff that supports all distance education platforms, including the LMS.
Ensure policies from ADA are in compliance with and available through the LMS.
Align with BHCC's commitment to open education and grow connections to open resources and repositories to reduce student costs and promote culturally relevant course materials.
Protect student, faculty and staff data and intellectual privacy to the best of our ability at all times.
Work diligently to empower all learners to use the LMS to accomplish their teaching and learning goals.
Collaborate with departments to synchronize accurate and preferred data for all campus users.

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#### **TRAINING**

Initial training must be provided upon deployment of the system and in advance of launch to all end users. Follow up training will be conducted in an agreed upon bases. This training shall cover all applications, and will be conducted at BHCC or through live video conference, and scheduled during a standard workweek, which is defined as Monday through Friday, 9:00 AM - 4:30 PM EST.

The College shall have final approval of all training curricula and of all vendor employees or subcontractors performing the training functions. The vendor shall grant written permission to the College to record training, copy any and all such literature, instructions, and information for internal use only with no royalty charges payable by the University. The vendor shall bear all the expenses related to training. The College requires System Administrator training for designated staff members in the Academic Innovation & Distance Education Office and any other persons designated by the University.

The vendor shall provide instructional documentation in electronic format (standard manufacturer issue) for each User trained and upon request. Vendor shall provide all operator manuals, service manuals, parts lists, all other plans, specifications, and other technical data concerning each System. Bidders unable to provide technical data may be eliminated from consideration. An outline of the training shall be included with the bid response.

The vendor shall be able to provide a formal certificate of completion for persons taking this training if the University requires such certifications for the performance of the functions.

#### **SYSTEM ACCEPTANCE AND LAUNCH**

BHCC requires that the vendor tests and demonstrates all features and capabilities proposed for the required configurations listed in this RFP. This shall occur in advance of the launch date at a date and time mutually agreed to by the College and the Vendor.

The vendor is required to supply and maintain a testing environment that includes ability to configure and test all functionality independently of the production system. The test environment should be accessible to BHCC designated employees and consultants. Testing environment should be available for a minimum of 30 days in advance of implementation or any system upgrades. Testing environment may be in the cloud, hosted or on premise.

Vendor will provide a document detailing the testing criteria, and a detailed plan for the launch of the new System, which will be used to determine acceptance by the College. This document is to be prepared within 30 days after the receipt of request and must be reviewed and accepted by the College. The document will serve as a checklist of the requested and provided features and capabilities in the configuration proposed for the University, which determine the fulfillment of contractual obligations. This comprehensive plan shall include, but not be limited to, the following:

- All features of the system and peripherals.
- Data mapping and system configuration.
- Redundancy of common control and critical components, as applicable.
- The traffic capacity of the system.
- All other pertinent hardware/software.

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During the launch, the vendor shall have personnel available to correct any malfunctions and to see the launch through to completion. Successful launch is defined as 100% of eachsSystem and its features working per specifications

#### IV. Contract Term Length and Renewal Options

The college anticipates the term of the Contract to be three-years with two annual renewal options at the sole discretion of the college.

#### V. Financial Proposal Submission

Proposer is required to use the Financial Proposal Sheet included in Exhibit A through C to submit their financial proposal.

#### VI. College Condition

Following condition sheet is included in **Exhibit D** for vendor to sign and acknowledge.

Bunker Hill Community College will not be liable for any costs incurred by respondents in the preparation and production of a Proposal or the costs of any services performed prior to receiving approval of the agreement. All Proposals and materials submitted in conjunction with the Proposals shall become the property of Bunker Hill Community College for use as deemed appropriate, respecting all copyrights.

Bunker Hill Community College reserves the right to modify the requirements of this proposal after its release. All Proposers will be notified of any modifications to the requirements of this proposal. Wherever the College is referred to herein, such reference will be to the President or his/her designee, as stated periodically in writing during the term of the contract.

1. Proposers who submit a response may be required to give an oral presentation to Bunker Hill Community College. This shall provide an opportunity for a Proposer to clarify or elaborate on the Proposal, but shall in no way change the original Proposal. The College shall schedule the time and location, if needed.
2. By submitting a Proposal, the Proposer agrees that it will not make any claims or have any right to damages because of any misinterpretation or misunderstanding of the specifications or because of any misinformation or lack of information.
3. The successful Proposer will be notified in writing by letter.
4. Omissions, inaccuracy or misstatements is sufficient cause for rejection of the Proposal
5. The Agreement, if awarded, shall be governed and construed in accordance with the laws of the Commonwealth of Massachusetts.

#### VII. Non-Collusion Form and Tax Compliance Form

These forms are included with the RFP in the **Exhibit E and F**. These forum **must** be completed and submitted with the proposal.

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### VIII. Basic College Data

BHCC, located in Boston, Massachusetts, is the largest community college in Massachusetts. BHCC, founded in 1973, is fully accredited by the New England Association of Schools and Colleges (NEASC). Bunker Hill Community College’s Charlestown Campus is situated on approximately 42 acres in the historic Charlestown neighborhood of Boston.

With two main campuses in Charlestown and Chelsea, in addition to three satellite campuses and several instructional centers throughout the Greater Boston Area, BHCC offers a wide range of learning options to suit the diverse needs of our student body. The main campus consists of six buildings (A, B, C, D, E and G) and H-Building located in the Hood Business Park, just beyond the G Building. Students can choose from day, afternoon, evening, late-evening, weekend, web-based and distance-learning courses to fit their busy schedules.

BHCC is proud to be the most affordable community college in Massachusetts. We offer more than 100 academic programs, including associate degree programs, certificate programs and programs designed to allow students to complete their first two years of a bachelor’s degree before transferring to a four-year university. Our dedicated, caring faculty and counselors are here to help students achieve their personal, academic and career goals.

The college runs day, evening, and weekend classes. Enrollment is more than 19000 students. The College is non-residential and diverse in its student population and employees approximately 1124 full-time employees. The College allows agencies and businesses to rent the BHCC facilities for off-site meetings and functions during its fiscal year.

### IX. Proposal Evaluation

1. Proposal Evaluation shall be administered by a Committee selected by the college.
2. Proposers are required to submit **all documents** with their proposals.
3. Proposals will be evaluated by the COLLEGE using a Best Value Method evaluation process based on the criteria below.
4. Proposers responding to this RFP may be requested to clarify issues or to provide additional insights into their proposal through written clarifications and/or oral presentations. The college reserves the right to request best and final offers from firms that are determined to be eligible for contract award.
5. The contract award shall be made to the company that submits the proposal receiving the highest total proposal score based on the evaluation criteria, after consideration of all evaluation factors and needs of the college.

The Proposals will be evaluated using the following approach and scoring system:

*Table 1: Proposal Scoring Criteria and Weights*

	<b>Item Weight</b>	<b>Section Score</b>	<b>Points out of 100</b>
<b>Company Qualifications</b>		<b>10</b>	
<b>Installation - Implementation Plan</b>		<b>10</b>	
<b>Technical Merits</b>		<b>40</b>	



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1. Overall technical quality and ability to provide defined scope of services	10		
2. System Integration/Authentication	5		
3. Data Storage/Security	5		
4. Data Ownership/Access	5		
5. Student Operability	5		
6. Customization/Plugins/LTI	5		
7. Training/Support/Service	5		
<b>Financial Proposal / Cost</b>	35	<b>35</b>	
<b>Presentation</b>		<b>5</b>	
<b>Total</b>		<b>100</b>	

### Presentations

Proposers shall not be allowed to change their Proposals during or after the oral presentation unless responding to a request from the COLLEGE. Each Proposer will be given a separate meeting time schedule to conduct its presentation before the Committee. Each session maybe be up to one. Oral and written presentations will be evaluated and scored by the Committee. Only those vendors selected by BHCC will be making a presentation of their proposal. Any cost associated with the presentation will be the vendor’s responsibility.

### X. Best and Final Offers

The COLLEGE reserves the right to request Best and Final Offers (“BAFOs”) after the Oral Presentations have been conducted. Should the COLLEGE exercise this right, the COLLEGE will request a BAFO from sort listed Proposers that are most likely to be awarded. The COLLEGE will revise the Proposal Scores of the Proposer, as necessary, based on the information submitted in their BAFOs and using the criteria in Table 1.

### XI. Recommended Proposer

The sum of a Proposer’s Technical and Financial Proposal Scores and its Oral Presentation Score is its Total Proposal Score. The Proposer with the highest Total Proposal Score will be recommended by the Committee for Contract award. One contract is awarded to the responsive and responsible proposer offering **the best value** to the college determined through quality of product or service, price, delivery and service standard. Only the procurement committee can decide the best value for the college.

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XII. Procurement Calendar (Expected dates)

EVENT	DATE
Solicitation: Announcement of Intent to Procure (Local Newspaper & Goods/Services Bulletin)	January 06, 2020
Solicitation: Release Date	January 13, 2020
Solicitation: Close Date / Submission Deadline	February 14, 2020 1:00 PM
Proposal Award: Notification in writing	April, 01, 2020
“Wet Ink” Signatures are to be on file by:	May 31, 2020
Contract: Estimated Contract Start Date	July 01, 2020

## Exhibit A

### Bid/Proposal Response Requirements

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#### I. PROPOSAL RESPONSE REQUIREMENTS

Proposers must provide all company information requested below with their Proposals. If a Proposer is owned or controlled by a parent company, the main office address and parent company's tax identification number shall be provided in the proposal. Please provide a company description containing:

- The length of time your company has been providing campus card systems.
- The number of client sites currently running your online campus-wide card systems
- The number of people employed by your company directly related to the campus card system.
- The company's record of growth for the last 5 years directly related to campus card systems.
- The history of your company over the last ten years. Is the company privately owned or a subsidiary of a larger corporation?
- References –select three (3) clients to use as reference and possible site visits. Choose clients who are similar to the University in size and function. Include contact information. Highlight the applications they are now using with their campus-wide program.
- Employee Profiles for those who will be involved in this project.

Bidders must submit their proposals based upon the specification provided in this RFP document. As part of their proposal, however, bidders may submit supplemental provisions for consideration, by attaching them as an appendix. This is a price and non-price proposal process.

Your non-price proposal should have no pricing whatsoever and should be arranged in the following order, using the following sections heading:

1. **Cover letter** - Provide a cover letter stating the company's name, address, URL, phone, and email information. Include a brief company history including the company's years of experience in the business. Identify both the corporate headquarters and the support office for this project, if different. It should identify the primary liaison for this project.
2. **Project scope:** An annotated bullet list of your understanding of the scope of work for this project.
3. **Development Methodology:** A detailed overview of the company's approach and methodology for system configuration and design, implementation, launch and training outline.
4. **Timeline estimate:** Estimate should be given in sections.
  - Timeline for system configuration and design
  - Timeline for system implementation.
  - Timeline for system launch.
3. **Proposal Forms:** The following forms will be completed and submitted with each bid
  - Contractor Authorized Signature Verification Form
  - Business Reference Form
  - Non-Collusion Certificate

## Request for Proposals

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- UMW-9
- Vendor Add/Update Information Form
- 

**Your price proposal should be submitted separately and should include for the following:**

- A schedule of payments and milestones, with final payment (at least 10% of contract price) due to the vendor after launch and all final testing successful operation.
- Complete list of pre-launch and post-launch pricing for System components on a "unit" basis. These unit prices will be used to make adjustments in the final purchase price as a result of configuration changes, and to estimate future add-on costs.
- Include such items as additional users based on enrollment growth or the addition of online courses, the addition of LMS administrators, added LTIs, etc. The purpose of this is to enable the University to add users or functions to the system operations not initially planned or requested, and to have the estimated cost associated with the component.

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**Exhibit B**

**Bid/Proposal Form**

Please provide cost of items listed which will be essential to this engagement.

<b>Software and Hardware</b>	<b>Cost</b>
Software	
Servers/Server space	
Hardware, Peripherals and Consumables	
List each category of Hardware, Peripherals and Consumables separately	
Service Fees	
<b>Total Software and Hardware</b>	
<b>Implementation</b>	
System Configuration:	
Database Design	
System Installation	
Fully networked privilege control system	
<b>Total Implementation</b>	
<b>System Testing and Training</b>	
Training, Project Management, and Implementation	
Discount, if any	
<b>Total testing and Training</b>	
<b>Warranties</b>	
Annual Service, License and Maintenance Fees	
Software Annual License and Support Fees	
Basic Hardware Maintenance and Support Fees	
Enhanced Hardware Maintenance and Supplier Fees	
<b>Total Warranties and Maintenance</b>	
<b>Total Cost of Project</b>	

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<b>Optional Bundled Costs</b>	
List any additional, optional Hardware, Peripherals and Consumable that are being offered as part of this bid	
Total optional	
<b>Total Cost of Optional Items</b>	

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- The undersigned proposes to provide services to Bunker Hill Community College in accordance with the terms specified below and the terms of this request.

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- The undersigned also hereby declares that it is the only person or persons interested in this proposal, that the proposal is made without any connection with other persons making any bid for the same work; that no person or persons directly or indirectly interested in this proposal, or in any contract which may be made under it, is expecting profits to arise therefrom; and without directly or indirectly influencing or attempting to influence any other person bidding for the same work; and that this proposal is made with distinct reference and relation to the specifications prepared for this case and herein mentioned. The undersigned declares that this proposal is based solely on their own investigations and research and not in reliance upon any representations of any employee, officer, or agent of BHCC or Commonwealth of Massachusetts.
  
- Company/Firm, Name of Bidder: \_\_\_\_\_
  
- Name of Signatory (Person signing below):
  
- Contact Name (if different from above):
  
- Contact Telephone Number: \_\_\_\_\_ Fax #: \_\_\_\_\_
  
- Email Address: \_\_\_\_\_ URL: \_\_\_\_\_
  
- Contact Business Address:
  
- Contact City and State:
  
- Federal Employment Identification # or SSN:

Authorized Signature: \_\_\_\_\_

Printed Name and Title: \_\_\_\_\_

Date of Offer/Response: \_\_\_\_\_

Duration of Offer/Response (at least 90 Days)

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**Exhibit C**

*College Condition Form*

Bunker Hill Community College will not be liable for any costs incurred by respondents in the preparation and production of a Proposal or the costs of any services performed prior to receiving approval of the agreement. All Proposals and materials submitted in conjunction with the Proposals shall become the property of Bunker Hill Community College for use as deemed appropriate, respecting all copyrights.

1. Bunker Hill Community College reserves the right to modify the requirements of this proposal after its release. All Proposers will be notified of any modifications to the requirements of this proposal. Wherever the College is referred to herein, such reference will be to the President or his/her designee, as stated periodically in writing during the term of the contract.
2. Proposers who submit a response may be required to give an oral presentation to Bunker Hill Community College. This shall provide an opportunity for a Proposer to clarify or elaborate on the Proposal, but shall in no way change the original Proposal. The College shall schedule the time and location, if needed.
3. By submitting a Proposal, the Proposer agrees that it will not make any claims or have any right to damages because of any misinterpretation or misunderstanding of the specifications or because of any misinformation or lack of information.
4. The successful Proposer will be notified in writing by letter.
5. Omissions, inaccuracy or misstatements is sufficient cause for rejection of the Proposal.
6. The Agreement, if awarded, shall be governed and construed in accordance with the laws of Massachusetts.

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Signature of individual submitting bid or proposal

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Name of business



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**Exhibit D**

*Certificate of Non-Collusion*

The undersigned certifies under penalties of perjury that this bid or proposal has been made and submitted in good faith and without collusion or fraud with any other person. As used in this certification, the word "person" shall mean any natural person, business, partnership, corporation, union, committee, club, or other organization, entity, or group of individuals.

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Signature of individual submitting bid or proposal

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Name of business

**Request for Proposals**  
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**Exhibit E**

***Tax Compliance Certification***

Pursuant to M.G.L. c. 62C, §49A, I certify under the penalties of perjury that, to the best of my knowledge and belief, I am in compliance with all laws of the Commonwealth relating to taxes, reporting of employees and contractors, and withholding and remitting child support.

\_\_\_\_\_  
Signature of person submitting bid or proposal

\_\_\_\_\_  
Name of business