



Gila County Provisional Community College District

Request for Proposals

For

Student Information System

Issue Date March 13, 2024

Submittal Due Date April 3, 2024, at 1:00 PM local Arizona time

GILA COUNTY PROVISIONAL COMMUNITY COLLEGE DISTRICT

**NOTICE OF REQUEST FOR SEALED PROPOSALS
STUDENT INFORMATION SYSTEM (SIS)**

Notice is hereby given that Gila County Provisional Community College District is requesting proposals from qualified firms for a Student Information System Software Solution.

SUBMITTAL DUE DATE: April 3, 2024, at 1:00 PM

RETURN PROPOSAL TO: GILA COUNTY PROVISIONAL COMMUNITY COLLEGE DISTRICT

Via Email to:

Mary.springer@gilaccc.org

NOTICE IS HEREBY GIVEN, that sealed proposals for the material or services as specified will be received by the Gila County Provisional Community College District, until the time and date cited.

Proposals received by the correct time and date will be publicly opened and recorded thereafter in the Gila County Provisional Community College District, Payson Campus in Payson, Arizona at the address listed above. Any proposals received later than the date and time specified above will be returned unopened.

Late proposals shall not be considered.

Interested bidders may obtain a copy of this solicitation and any amendments at: <https://gilaccc.org>.

Bidders are strongly encouraged to carefully read the entire request for qualifications proposal.

Any questions regarding this request for proposals shall be submitted in writing and directed to: Mary Springer, at mary.springer@gilaccc.org.

The District Governing Board reserves the right to reject any or all proposals, or to accept any proposal, or to waive any informality in any proposal, or to withhold the award if deemed in the best interest of Gila County Provisional Community College District.

Dates advertised in the Arizona Silver Belt: March 20 & 27, 2024

Dates Advertised in the Payson Roundup: March 19 & 26, 2024

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REQUEST FOR PROPOSALS
GILA COUNTY PROVISIONAL COMMUNITY COLLEGE DISTRICT
STUDENT INFORMATION SYSTEM SOFTWARE SOLUTION

Gila County Provisional Community College District is seeking a qualified firm to provide and implement a Student Information System Software Solution (SIS) for the Provisional College District.

SECTION 1 – PROJECT DESCRIPTION

Gila County Provisional Community College District (GCPCCD) is seeking proposals for a Student Information System Software Solution (SIS). The intent of this Request for Proposal (RFP) is to acquire and implement a Cloud Based SIS system that includes functionality to support a Community College of comparable size and complexity as GCPCCD.

SECTION 2 – BACKGROUND

In November of 2002, voters in Gila County approved the formation of the Gila County Provisional Community College District (GCPCCD). The district currently services over 1,500 students at the Globe, San Carlos, and Payson, Arizona campuses. It is the intent of the district to work towards independent accreditation. The underlying unifying vision for the GCPCCD is that the SIS system will provide dependable, accurate, and affordable access to appropriate data and information for all GCPCCD users at any time from any place. Any systems proposed should support this vision. Gila County Provisional Community College District's goal is to implement an integrated administrative system with little or no customization. The user interface must be entirely graphical, and the vendor must have a demonstrated commitment to full Web and Mobile functionality without requiring plug-ins or downloads. The proposed solution must comply with accessibility standards. The proposed solution should be browser and device agnostic. The Vendors must be able to demonstrate a student information system that is currently operating in a live environment at a college of like size, integrating data across all campuses. The system provider must be an established, stable vendor with an existing installed client base including clients of the size and complexity of GCPCCD. The proposed system must be fully tested and proven to be functional and reliable; all software solutions must be developed and ready for deployment.

SECTION 3 – SCOPE OF WORK

GCPCCD requires a solution that provides the following minimum requirements:

The proposed infrastructure should ensure the long-term effective and efficient delivery of the vendor's SIS software. The proposed SIS software system should support all GCPCCD users across a multi-campus environment. GCPCCD expects the systems architecture to be inherently scalable and capable of high performance. The application should have been developed in standard modern programming language and provide a powerful and flexible application

interface. The selected vendor must have a primary focus on higher education and a demonstrated commitment to the higher education industry, financially healthy and be committed to long-term product development and maintenance through periodic technical and functional upgrades. The vendor must have a proven record for providing fully tested and stable new software releases, including well documented installation scripts and procedures. GCPCCD expects the selected vendor to provide well-designed and well- documented consulting support during the implementation stages, as well as functional and technical implementation support, and training. The vendor is also expected to provide on-going maintenance services such as priority help support, system and user documentation, Web access to product information and software upgrades, as well as other services. GCPCCD expects the selected vendor to have an active user community providing support and assistance across the vendor client base as well as informing and directing the priorities for new product development and enhancements of the vendor. The vendor must have a healthy, active, and engaged network of clients participating in user group conversations and events.

GCPCCD requires a solution that provides the following minimum requirements:

- Cloud hosted SaaS SIS solution.
- Ease of use, maintenance, and administration.
- High performance, reliability, and system scalability.
- 3rd Party software integration (specifically must be able to integrate with ADP and QuickBooks, as well as top LMS vendors i.e., Canvas, Blackboard, BrightSpace, Moodle, etc).
- Flexible and robust web and mobile device agnostic access to information.
- Current support for credit, non-credit, continuing education, and workforce development.
- Support for flexible terms and competency-based education.
- Powerful and flexible reporting, analysis, and decision support capabilities.
- Support for best practices and self-service features for college constituents & community members.
- Support for Financial Aid processing/FASFA/Verification.

GCPCCD seeks a solution that offers the following functionalities:

- Ability to customize fields for student or administrative needs.
- Ability to process Financial Aid applications/FASFA/Verification data.
- Ability to see a comprehensive student profile, including elements such as status of admissions, testing, financial assistance, advising, and current enrollment and enrollment history.
- Ability to scan, upload, and manage documents integrated into the SIS system.

Technical Questions about System/Environment Provide post-production launch Service Level Agreement Metric and associated costs.

Provide a detailed cost analysis for initial implementation and year one operations, then provide cost of software maintenance and any other costs associated with SIS system years two through five (assume 600 Full Time Student Equivalent for initial pricing, 3% annual growth for years 2-5)

Describe your support SLA including support hours and initial response time, as well as support tiers and examples of covered/not covered incidents if support is not all-inclusive.

Describe reporting and data analytics functionality.

Describe standard data export functionality.

Describe the types of data collected by your application, how that data is stored, and how that data can be purged if required. Specifically, does your application collect any data that might be considered protected under federal or international law?

Describe which signature products your solution integrates with (e.g., Adobe sign, DocuSign, etc.)

A cloud hosted SaaS solution is the only solution that will be considered. Provide responses in your proposal to the questions below:

Indicate contracted uptime SLA and SLA violation credit amounts and process around your routine maintenance schedule.

Describe your Business Continuity Plan to respond to major outages or disaster(s) and ensure continuity of operations.

Do you undergo third-party audits? Can you provide an SOC report for audit purposes? A SOC report for your environment must be provided if you are the selected vendor.

SECTION 4 – REQUEST FOR PROPOSALS EVALUATION CRITERIA

Proposals will be reviewed and ranked based on the following criteria:

A. General Information (10 Points)

1. Provide a general description of the company including the legal organization of the proposed company, years in business. Include the same information if your proposal includes any third-party software applications. Provide the physical location of the company's principal location. Indicate how many current clients are using your proposed solution.
2. Provide the following information about the proposed company:
 - a. Identify any contract or subcontract held by the company which has been terminated within the last three years. Provide an explanation for the termination. Identify any claims (public or private, including third party claims) arising from a contract, which resulted in litigation or arbitration within the last five years. Briefly describe the circumstances and outcomes.

B. Experience and Qualifications of the company (25 points)

1. Identify three SIS software implementation projects within the past three years that were of comparable character, size, budget, and complexity as requested in this RFP. For each reference project, provide the following information:
 - a. Description of the project, including date of implementation, project name, and location.
 - b. Project's original contracted cost and final cost. Explain if there is a difference.
 - c. Implementation dates and if project was completed on time or delayed. If the project was delayed explain why.
 - d. Reference information (one contact per project, including roles on the projects, current telephone numbers, and correct email addresses)
2. Overall evaluation of the company and its perceived ability to provide the required services will be considered along with the evaluator's perception of the clarity, completeness, and presentation of the response to the Request for Proposal. This is to be determined by the selection panel members. No submittal response is required for this item. Information obtained from the Request for Proposal submittal and from any other reliable source may be used in the evaluation and selection process.

C. Project Implementation (35 Points)

Provide a table or list that summarizes anticipated project start and completion date and include major project milestones. Also include a statement as to when the company would be available to start work on this project.

D. Proposal Pricing. (20 Points)

Provide a pricing proposal based on the company's understanding of the requirements identified herein (assume 600 FTSE for initial pricing, 3% annual growth for years requested).

E. Why is your firm the best fit for this project (10 Points)

Discuss why your company is the best selection for the project. Identify what sets you apart from your competition and how this factor will translate to successful project execution.

SECTION 5 – SUBMITTAL REQUIREMENTS

The Request for Proposal submittal shall include a one-page cover letter, plus a maximum of twelve (12) pages to address the RFP evaluation criteria. Minimum font size shall be 12pt. RFP submittals must be emailed by April 3, 2024, at 1:00 PM local Arizona time. The district reserves the right to accept or reject any and all proposals.

RFP submittals must be delivered via email to Mary Springer, Gila County Provisional Community College District Procurement Specialist on or before the date and time specified in the Request for Proposals. Late submittals will not be considered and will be rejected. It is the

responsibility of the company to ensure that the proposal is complete, identified as a sealed bid RFP, addressed to:

All submittals shall be emailed to:

mary.springer@gilaccc.org

Please be advised that failure to comply with the following criteria may be grounds for deeming your submittal non-responsive and rejected:

- Receipt of RFP at the place and deadline indicated in the RFP.
- Adherence to the page number limit requirement
- Providing a signed copy of any addenda issued. It is the firm's responsibility to check for any updates to this solicitation and ensure they are included in the submittal package.

SECTION 6 – SELECTION PROCESS AND SCHEDULE

A selection committee will evaluate each RFP in accordance with the criteria set forth in section 4 above. References may be a factor in determining the final rank-order list; ensure the references provided are accurate. The Selection Committee will produce a rank-ordered list of the submitting firms and interviews may be conducted as part of the selection process with the top ranked firms/teams (minimum of three, maximum of five).

If interviews are not held, GCPCCD will enter negotiations with the top ranked firm and execute a contract upon completion of successful negotiations. If GCPCCD is unsuccessful in negotiating a contract with the top ranked firm/team, GCPCCD may then negotiate with the next lower ranked firm/team until a contract is executed. GCPCCD may decide to terminate the selection process at any time.

If interviews are held, the top three (3) to five (5) ranked firms/teams will be invited by email to accept or decline the opportunity to interview. Those accepting the invitation will be sent a letter via email giving the criteria to be addressed in the interview and detailed scoring that will be applied during the interview process. GCPCCD will enter negotiations with the top ranked firm and execute a contract upon completion of negotiations. If GCPCCD is unsuccessful in negotiating a contract with the top ranked firm/team, GCPCCD may then negotiate with the next lower ranked firm/team until a contract is executed. GCPCCD may decide to terminate the selection process at any time.

All contracts must conform to Arizona laws.

The following tentative schedule has been prepared for this project:

RFP's Due by 1:00 PM	April 3, 2024, at 1:00 PM
Shortlist Finalized (week of)	April 3, 2024
Interviews if necessary (week of)	April 8, 2024
Contract Negotiations/Award	April/May 2024

SECTION 7 – GENERAL INFORMATION

Instructions. GCPCCD will not be held responsible for any oral instructions. Any changes to this Request for Proposals will be in the form of a written addendum. Interested firms are urged to inquire prior to submitting their proposal by sending an email to Mary Springer, mary.springer@gilccc.org to ensure that any addenda are signed and included in the RFP submittal.

District Rights - GCPCCD reserves the right to reject any or all Request for Proposals, to waive any informality or irregularity in any Request for Proposals received, and to be the sole judge of the merits of the respective Request for Proposals received. No binding contract will exist between the company and the District until the District executes a written contract awarded by the District Governing Board.

Only the names of the submitting firms shall be publicly announced at the proposal opening. No other information will be released until the time of the award. Proposal results will not be given in response to telephone inquiries.

Effective Period of Proposals - To allow for an adequate time for evaluation, approval, and award of a contract, the district requires a proposal in response to this RFP to be valid and irrevocable for ninety (90) days after the proposal due date and time.

Withdrawal - Proposals may be withdrawn until the date and time of proposal opening.

Cancellation - The District may cancel an RFP in whole or in part if it is determined to be in the best interest of the district.

Acceptance or Rejection of Proposals - The District reserves the right to waive any formalities and to reject any or all proposals or any part(s) thereof, and/or to accept any proposal or any part thereof and/or to cancel the request for proposal.

All vendor information regarding the proposal may become public information. All copies and contents of any proposal, attachment and explanations submitted in response to this RFP shall become the property of the district, except any materials that both the vendor and District agree to classify as confidential, proprietary, or trade secrets. These materials must be clearly marked by the vendor and may be returned to the vendor after the award upon request.

Proprietary Information - If the vendor includes in the proposal any information deemed confidential, proprietary, or protected, such information must be packaged separately from the balance of the proposal and clearly marked as to any proprietary claim. The district discourages the submission of such information and undertakes to provide no more than reasonable efforts to protect the proprietary nature of such information. The district, as a public entity, cannot and does not guarantee that proprietary information will not be disclosed. The district shall have the right to use any and all information included in the proposals submitted unless the firm expressly restricts the information. If such a restriction impedes the consideration of the firm's proposal, the CFO may disqualify the proposal.

Right to Use District Name - The firm is specifically denied the right to use in any form or media the name of the district for public advertising unless express permission is granted in writing by the district.

SECTION 8 – GENERAL PROVISIONS

Offer and Acceptance - A response to the RFP is an offer to contract with the district based on the provisions contained in the RFP. An authorized signature on the cover letter accompanying the proposal documents shall constitute an irrevocable offer to sell goods or services specified and accept the terms of the subsequent contract, which shall incorporate this RFP.

Cost of Preparation - Any and all costs associated with the preparation, presentation, demonstration, or submission of responses to this Request for Proposal shall be entirely the responsibility of the contractor and does not commit Gila County Provisional Community College District to pay or reimburse any costs in any manner. These costs may include but are not limited to time for interviewing or selecting any contractor(s) who responds, site visits, presentations, return of proposal, proposal materials, reproductions, copyright infringements and any other costs.

Accuracy - It is the responsibility of all firms to examine the entire RFP document and seek clarification of any requirement that may not be clear and to check all responses for accuracy before submitting a proposal. Negligence in preparing a proposal confers no right of withdrawal after the due date and time. Firms are responsible for errors and omissions in their proposals. Failure to include all requested information will have a negative impact on the evaluation of the firm's proposal and may result in rejection.

Waiver of Damage Claim - Each firm, in submitting a proposal, is deemed to have waived any claims for damages by reason of the selection of another proposal and/or the rejection of his/her proposal.

Responsibility for Compliance with Legal Requirements - The contractor shall comply with all state and federal laws applicable to its operations.

Governing Law - A contract resulting from this RFP shall be governed, and the district and contractor shall have all remedies afforded to each, by the law of the State of Arizona. State law claims shall be brought only in Gila County Superior Court.

Subsequent Contract – The terms and conditions as set forth in this document shall take precedence over any subsequent contract.

Non-discrimination - During performance of a contract, the vendor will comply with provisions of the Civil Rights Act of 1964, Executive Order No. 11246 of September 24, 1965, rules, regulations, and relevant orders of the Secretary of Labor and all applicable Municipal, County and State laws.

Executive Order 2009-09 - The Parties shall comply with Executive Order 2009-09 and all other applicable State and Federal employment laws, rules, and regulations, mandating that all

persons shall have equal access to employment opportunities, and that no person shall be discriminated against due to race, age, creed, color, religion, sex, national origin or disability.

Americans with Disabilities Act - The contractor shall comply with all applicable provisions of the Americans with Disabilities Act (Public Law 101-336, 42 U.S.C. 12101, et seq.) and applicable Federal regulations under the Act.

Confidentiality - The contractor shall keep the information related to all contracts and subcontracts in strict confidence. Other than the reports submitted to the District, the contractor shall not publish, reproduce or otherwise divulge such information in whole, or in part, in any manner or form, or authorize or permit others to do so, taking such reasonable measures as are necessary to restrict access to the information, to those employees on staff who must have the information on a "need-to-know" basis, and the contractor agrees to immediately notify the District, in writing, in the event it is determined, or there is reason to suspect, a breach of confidence has occurred. Execution of a confidentiality agreement will be required of the successful contractor.

Non-Collusion - GCPCCD requires free and open competition. Whenever possible, specifications, proposal invitations and conditions are designed to accomplish this objective, consistent with the necessity to satisfy GCPCCD's needs and the accomplishment of a sound economical operation. The Proposer's signature on its proposal guarantees that any prices offered have been established without collusion with other eligible Proposers and without effort to preclude GCPCCD from obtaining the lowest possible competitive price.

Indemnification - Indemnification to the fullest extent permitted by law, the contractor shall defend, indemnify and hold harmless the District, its agents, representatives, officers, directors, officials and employees from and against all claims, damages, losses and expenses (including but not limited to attorney fees, court costs, and the cost of appellate proceedings), relating to, arising out of, or alleged to have resulted from the acts, errors, mistakes, omissions, work or services of the contractor, its employees, agents, or any tier of subcontractors in the performance of the contract. The contractor's duty to defend, hold harmless and indemnify the District, its agents, representatives, officers, directors, officials and employees shall arise in connection with any claim, damage, loss or expense that is attributable to bodily injury, sickness, disease, death, or injury to, impairment, or destruction of property including loss of use resulting there from, caused by any acts, errors, mistakes, omissions, work or services in the performance of this contract including any employee of the contractor or any tier of subcontractor or any other person for whose acts, errors, mistakes, omissions, work or services the contractor be legally liable. The amount and type of insurance coverage requirements set forth herein will in no way be construed as limiting the scope of the indemnity in this paragraph. The contractor shall hold the district, its officers, and employees, harmless from liability of any nature or kind on account of use of any copyrighted or non-copyrighted composition, secret process, patented or unpatented invention, article or appliance furnished or used under this request.

Protest Policy- Refer to the District’s Procurement Policy for Protest notification and procedures. Contact Mary Springer at mary.springer@gilaccc.org for a copy of the Procurement Policy and Protest Procedure.

Contact with District Employees - All firms interested in this project (including firm’s employees, representatives, agents, lobbyists, attorneys, and subconsultants) will refrain, under penalty of disqualification, from direct or indirect contact for the purpose of influencing the selection or creating bias in the selection process with any person who may play a role in the selection process. This requirement is intended to create a level playing field for all potential firms, assure that contract decisions are made in public and to protect the integrity of the selection process. All contact on this selection process must be addressed to the authorized representative identified in this solicitation.

No Boycott of Israel Certification Contractor hereby certifies that it is not currently engaged in and will not for the duration of this agreement engage in a boycott of Israel as required by A.R.S. § 35-393.01 A. Violation of this certification by Contractor may result in action by GPCCD up to and including termination of any awarded Agreement.

NO FORCED LABOR - The company does not currently, and agrees for the duration of this Agreement that the company will not use:

1. The forced labor of Ethnic Uyghurs in the People’s Republic of China.
2. Any goods or services produced by the forced labor of Ethnic Uyghurs in the People’s Republic of China; and,
3. Any contractors, subcontracts, or suppliers that use the forced labor or any goods or services produced by the forced labor of Ethnic Uyghurs in the People’s Republic of China.

Questions - Questions pertaining to the Request for Proposals selection process or contract issues shall be submitted in writing and directed to: Mary Springer, mary.springer@gilaccc.org

SECTION 9 – CONTRACT TERMS AND CONDITIONS

The initial term of the Contract (to be prepared by the district and signed by the District CFO and the selected vendor) will commence on April 13, 2024, and end on June 30, 2027. The contract shall be renewable at the end of the initial term for two (2) additional one-year renewals, upon mutual consent.

The contractor shall perform in accordance with the terms and conditions as stated herein and in accordance with the highest standards and commercial practices for implementation and on-going SIS software solution maintenance for Gila County Provisional Community College District. If the contractor shall fail to fulfill or perform any material obligation of the contractor under the contract (to be established upon the District’s selection of a contractor) and such failure shall continue for sixty (60) days following written notice (the “Default Notice”) from the District to the contractor informing the contractor of its failure to fulfill or perform said material obligation, then the District may terminate the contract by providing the contractor with written notice (the “Termination Notice”).

Contract Administrator - The District's Chief Financial Officer or designee will be the Contract Administrator for any Agreement that results from this Request for Proposal. The CFO will be the point of contact at Gila County Provisional Community College District for day-to-day operations.

Assignment of Contract -The contractor will not be permitted to assign the contract, in whole or in part, or enter into any subcontract for the performance of any work contracted for, without first obtaining the written consent of the district, and then only subject to such conditions as the district may prescribe.

Compliance with All Laws - The contractor shall comply with all laws, ordinances, rules, orders, and regulations of federal, state, and municipal governments and of any and all of their departments, divisions, bureaus, and subdivisions, applicable to the implementation and on-going maintenance of the SIS software solution.

Termination for Convenience – The District reserves the right to terminate the Contract, in whole or in part at any time when in the best interest of the District, without penalty or recourse. Upon receipt of the written notice, the Contractor shall stop all work, as directed in the notice, notify all Subcontractors of the effective date of the termination and minimize all further costs to the District. In the event of termination under this paragraph, all documents, Data and reports prepared by the Contractor under the Contract shall become the property of and be delivered to the District upon demand. The Contractor shall be entitled to receive just and equitable compensation for work in progress, work completed, and Materials or Services accepted before the effective date of the termination.

Availability of Funds for the Next Fiscal Year - Funds may not be available for performance under this Contract beyond the current Fiscal Year. No legal liability on the part of the District for any payment may arise under this Contract beyond the current Fiscal Year until funds are made available for performance of this Contract.

SECTION 10 – COMPLETION CHECKLIST

This checklist is a summary of some of the required components of the RFP. *It is provided as a convenience to vendors but is not intended to be all-inclusive or to imply acceptance or evidence of compliance by its use.* It is the responsibility of the vendor to submit complete and compliant proposals. Vendors shall submit three (3) hard copies and one (1) electronic copy of the proposal.

Cover Letter – Signed by authorized Officer of the Company

Qualifications

Technical Question Responses

Evaluation Criteria Responses

Cost Proposal

Non-collusion Affidavit

Conflict of Interest Disclosure

Non-collusion Affidavit
(Must be completed by contractor)

STATE OF:)
)
COUNTY OF:) ss.
)

(Name of Individual)
being first duly sworn upon oath deposes
and says: That he/she is.

(Title)

Of (Name of Company, Firm or Corporation)

that, pursuant to Subsection 112(c) of Title 23, United States Code, he certifies that neither he nor anyone associated with the company, firm, or corporation mentioned above has, either directly or indirectly, entered into any agreement, participated in any collusion, or otherwise taken any action in restraint of full competitive bidding in connection with the associated project:

Subscribed and sworn to before me this day of _____ 20____

(Signature)

If a Corporation (Seal)

Notary Public

My Commission Expires

Conflict of Interest Disclosure

All vendors must disclose with their proposals the name of any officer, director, or agent who is also an employee of the district or any of its agencies. Further, all vendors must disclose the name of any District employee who owns, directly or indirectly, an interest in the vendor or any of its campuses.

EMPLOYEE NAME	DESCRIPTION OF CONFLICT