SAN JOAQUIN COUNTY OFFICE OF EDUCATION
James A. Mousalimas, County Superintendent of Schools

Request for Proposal

Student Information System

Due: September 28, 2018 5:00 pm PST

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1 Introduction

1.1 PROJECT SCOPE

Teachers College of San Joaquin (TCSJ) is soliciting proposals for a comprehensive, fully integrated student information system that not only meets the requirements set forth in this Request for Proposal (RFP), but is also flexible and scalable in order to meet its future business and technology needs. The purpose of the RFP is to provide interested vendors with sufficient information to enable them to develop and submit proposals for application software that will fulfill the specified information processing needs. TCSJ is looking for a system that integrates the following modules:

Admissions	Student Finance
Registration	Course Management
Enrollment Data	Attendance
Transcripts & Grading	Advisement
Reporting	Evaluations & Surveys

The final scope of a new system and the timeline for its purchase and implementation will depend on the responsiveness of the specific characteristics of the proposed system to this RFP, the responsiveness of the proposed system as a whole to this RFP, the capabilities of the proposing vendor and the price. TCSJ's preference is to go "live" (as that term is understood in the Industry) in July 2019.

TCSJ is seeking a vendor that has a broad experience in school solutions. To the greatest possible extent, TCSJ seeks to implement a "vanilla" software package (i.e., a software package needing a relative minimum number of modifications) and to limit the modification to the base application.

1.2 PROJECT GOALS AND OBJECTIVES

The following lists the major capabilities of the integrated student information system that TCSJ wishes to purchase. Each vendor is strongly encouraged to address each and every one of these capabilities in its response, as well as to include "value added" items that will supplement or enhance the capabilities listed below.

- Replace current in-house developed system.
- Provide complete integration between student, teacher, and financial processes.
- Eliminate standalone business processing systems, independent tracking mechanisms and paper-intensive manual processes.
- Increase information analysis capabilities that support enhanced decision-making capabilities.
- Elimination of duplicate effort, especially concerning redundant data entry processes.
- Allow TCSJ to easily develop and deliver reports and information that meet all Federal and State of California requirements.
- Provide modern processing capabilities such as drilldown, audit trail and workflow approvals.
- Provide a consistent user interface, online documentation and context sensitive help.
- Establish a foundation for integrating new systems in the future.

1.3 GUIDELINES

By virtue of submitting a proposal, interested parties are acknowledging the following:

This RFP is a request for both software and implementation services. As such, proposals from implementation firms alone or software firms without an implementation mechanism will be deemed non-responsive.

TCSJ reserves the right to reject any or all proposals if it determines that select proposals are not responsive to the RFP or if the proposals are judged not to be in the best interests of TCSJ. TCSJ reserves the right to reconsider any proposal submitted at any phase of the procurement. It also reserves the right to meet with select proposers at any time to gather additional information. Furthermore, TCSJ reserves the right to delete or add functionality (i.e., modules) up until the final contract signing.

All third party software solutions proposed as part of this package are subject to the same guidelines of this RFP, unless otherwise stated. The primary software vendor will serve as the prime contact for all work related to this RFP.

Each and every vendor submitting a proposal agrees that the pricing and terms set forth in its proposal shall remain firm, fixed and valid for a period of two years from the date that TCSJ receives the proposal. Such pricing and such terms shall also remain firm, fixed and valid for the full duration of each and every agreement arising out of this RFP executed by the successful vendor with TCSJ, except as otherwise agreed mutually by the parties. Pricing and terms for implementation services shall be submitted on a "not to exceed" basis and shall be firm, fixed and valid for the full duration of each and every agreement executed by the successful vendor with TCSJ except as otherwise agreed mutually by the parties. No proposal shall be considered unless it contains pricing and terms on a "not to exceed basis."

For implementation services under the said "not to exceed" basis, the successful vendor who executes an agreement will be paid on the basis of hours and expenses that the said vendor incurs up to the "not to exceed" amount. If hours and expenses incurred fall short of the "not to exceed" amount, TCSJ shall retain the difference between the "not to exceed" amount and the costs and expenses actually incurred. If the successful vendor exceeds the "not to exceed" amount, it shall be required to finish the work at no additional cost to TCSJ; however, this obligation shall be relieved to the extent that it was materially caused by the failure of TCSJ to perform a specific obligation or specific obligations imposed on TCSJ by this RFP or by any agreement arising out of this RFP. Each and every vendor shall describe in detail in its proposal all work necessary to achieve the functional requirements it obligates itself to perform in its proposal. TCSJ reserves the right to request each and every vendor to resubmit proposal pricing on either a fixed-fee basis or a combination of fixed-fee and not to exceed basis.

Proposers short-listed for software demonstrations and oral presentations agree to be available on dates specified by TCSJ. Failure to be available on specified dates may lead TCSJ to elevate another proposal for further consideration.

When responding to this RFP, please follow all instructions carefully. Please submit proposal contents according to the outline specified and submit all hard copy and electronic documents according to instructions. Failure to follow these instructions may be considered an unresponsive proposal and may result in elimination from further consideration.

2 General Submittal Requirements

2.1 ISSUING AGENT

The San Joaquin County Office of Education (SJCOE) is issuing this RFP on behalf of TCSJ.

Submit questions in writing by postal mail, e-mail or fax. No telephone questions will be accepted or considered. E-mail is the preferred means of correspondence. Vendors will refer to the specific RFP paragraph number and page and will quote the passage being questioned. Send all inquiries to the attention of:

Ed Babakhan
Division Director of Information Technology
San Joaquin County Office of Education
2922 Transworld Drive, Stockton CA 95206
E-mail: ebabakhan@sjcoe.net
Fax: 209-468-4879

Any questions received, either via the above method or at the Vendor Pre-proposal Conference (see Section 2.8), will be answered in an addenda document that will be distributed to interested parties no later than September 10, 2018.

Notwithstanding the above, proposers shall not attempt to, or contact, any member of SJCOE or TCSJ staff or Governing Board to discuss any matters related to this RFP during the RFP process and prior to the final award of any contract pursuant to this RPP.

2.2 SUBMISSION REQUIREMENTS

In order to facilitate the analysis of responses to this RFP, proposers are required to prepare their proposals in accordance with the instructions outlined in this part and elsewhere in this RFP. Each proposer is required to submit its proposal in a sealed package.

Two copies on electronic media must be submitted containing the entire contents of your proposal. In addition, two (2) hard copies shall be submitted to the address shown below.

Mailing Address:
San Joaquin County Office of Education
Attn: Ed Babakhan
Division Director of Information Technology
2922 Transworld Drive
Stockton, CA 95206

2.3 SUBMISSION CHECKLIST

Please use the following checklist to ensure that you are submitting a complete proposal. Additionally, please ensure that all electronic files are clearly identified with your business name and address.

- Two copies of the entire proposal submitted electronically on electronic media.
- Two (2) bound copies of the proposal (including hard copies of costs and requirement responses), presented in a professional manner.

- Vendor references on forms supplied in this RFP (Microsoft Word).
- Microsoft Excel spreadsheet containing staff loading matrix. This matrix will be consistent with the hours submitted in the cost estimates spreadsheets.
- Microsoft Excel spreadsheet containing cost estimates for five (5) years. In addition, proposers are expected to estimate the costs of additional hardware and footnote such added costs appropriately in the cost estimates. It is also important to estimate work effort required for implementation by TCSJ staff and tie this directly to the proposed implementation schedule.
- Microsoft Word documents containing functional requirements responses (Appendices A through L).
- Microsoft Word document with any Written Exceptions to the Specifications.

2.4 SUBMITTAL COSTS

TCSJ shall not be responsible for any costs incurred by the proposer for the preparation of the proposal or any other costs related to this solicitation.

2.5 ACCEPTANCE OF SUBMITTAL REQUIREMENTS

All terms and conditions of this RFP, each and every addendum, the successful vendor's proposal and all negotiated terms, shall be incorporated into any and all agreements arising from the RFP, either explicitly or by reference. Submission of any proposal indicates a proposer's acceptance of the conditions contained in this RFP unless clearly and specifically noted otherwise in the proposal.

2.6 ADDENDA

Should any proposer find discrepancies, omissions or ambiguities in this RFP, the proposer will at once request in writing an interpretation from the Issuing Agent. Any changes, additions, deletions, or clarifications to this proposal package, including the general provisions and specifications, shall be made by written addendum to the RFP. Such addendum shall be issued by the Issuing Agent and will be made to all prospective bidders who received the solicitation. The issuance of a written addendum is the only official method by which interpretation, clarification, or additional information will be provided by TCSJ. Only questions answered by formal written addendum will be binding. Oral and other interpretations or clarifications will be without legal effect.

Addenda issued within five (5) calendar days of the proposal opening/date time shall be cause for extension of the opening date in order to allow prospective bidders sufficient time to prepare their proposals.

2.7 TENTATIVE PROCUREMENT AND IMPLEMENTATION SCHEDULE

The following is a list of the activities relevant to the RFP process. TCSJ reserves the right to change these dates and will notify proposers of any changes.

- RFP Release Date - August 9, 2018
- Due Date for All Written Questions and Inquiries - August 23, 2018
- Pre-proposal Conference (if needed) – September 7, 2018
- Proposals Due - (5:00 p.m. PST) September 28, 2018

- Proposal Evaluations and Software Demonstrations - by October 31, 2018
- Decision to Award Contract – November 19, 2018
- Finalize and Sign Contracts – December 17, 2018
- Implementation Start - January 2019 (approximately)

2.8 VENDOR PRE-PROPOSAL CONFERENCE

A Pre-proposal Conference may be held at the discretion of TCSJ, if TCSJ determines such a conference would be beneficial. Interested vendors will be notified of the pre-proposal conference two weeks prior to the date of the conference.

The purpose of the conference would be to allow each prospective vendor to review the RFP with the Evaluation Team and ask questions. Answers provided to written questions presented prior to and at the pre-proposal conference would be distributed to all known proposers. Contact regarding the pre-proposal conference will be directed to Issuing Agent.

2.9 AWARD

Formal award of contract by the TCSJ will signify the acceptance of terms of any agreements. Written notification to proceed will follow a formal agreement. TCSJ reserves the right to accept or reject any or all proposals. TCSJ reserves the right to waive any irregularities and technicalities and may, at its sole discretion, request a clarification or other information to evaluate any or all proposals. TCSJ reserves the right, prior to Board approval, to cancel the RFP or portions thereof, without penalty. TCSJ reserves the right to: (1) accept the proposals of any or all of the items it deems, at its sole discretion, to be in the best interest of TCSJ; (2) reject any and/or all items proposed or (3) award to multiple proposers.

2.10 INDEMNIFICATION AGREEMENT

As part of each and every agreement arising out of this RFP, the successful vendor shall execute an indemnification agreement wherein the proposer agrees to indemnify, defend, and hold TCSJ and SJCOE harmless from any and all liabilities including, but not limited to, litigation costs and attorney's fees which it may incur as a consequence of this agreement and from any and all claims and losses to anyone who may be injured or damaged by reason of the proposer's willful misconduct or negligent performance of the agreement. By submitting a response to this RFP, proposer agrees to be bound by these terms.

2.11 CONFIDENTIAL MATTERS

All data and information gathered by the proposer and its agents, including this RFP and all reports, recommendations, specifications, and data shall be treated by the proposer and its agents as confidential. The proposer and its agents shall not disclose or communicate the aforesaid matters to a third party or use them in advertising, propaganda, and/or in another job or jobs, unless written consent is obtained from TCSJ.

2.12 RETENTION OF PROPOSER MATERIAL

TCSJ reserves the right to retain all proposals regardless of which response is selected. No proposals will be returned to the proposer.

It is understood and accepted by the proposer that SJCOE and TCSJ are subject to the California Public Records Act ("Act") (Gov. Code § 6250, et seq.) and that proposer's proposal is not a public record that is exempt from disclosure under the Act. However the proposer may identify and mark any non-public private financial information as exempt from disclosure under the Act ("Exempt Documents"). Proposer understands and agrees that in the event that a request is made to view proposer's proposal submitted in response to this RFP, SJCOE or TCSJ shall comply with such a request and release proposer's proposal, with the exception of any Exempt Documents. PROPOSER SHALL NOT MARK ITS ENTIRE PROPOSAL CONFIDENTIAL.

2.13 WARRANTY

A warranty is sought for both the software and implementation services. It is assumed that proposers have priced their services to recognize these warranty provisions. The extent of the warranty coverage will be evaluated as part of the overall procurement process.

Software. The selected software vendor will warrant that the proposed software will conform in all material respects to the requirements and specifications as stated in this RFP. That is, the detailed requirements as stated in this RFP will become part of the selected software vendor's license and the software vendor will warrant to the requirements. The selected vendor must warrant that the content of its proposal accurately reflects the software's capability to satisfy the functional/technological requirements as included in this RFP. Furthermore, the warranty, at a minimum, will be valid for the duration of the implementation and until final acceptance (as will be defined during the negotiation process) of all applications included in the implementation.

Implementation Services. TCSJ also seeks a warranty for implementation services (e.g., work products, developed modifications, and system configuration) for a minimum of eighteen months after the final acceptance date (as will be defined during the negotiation process) of the respective modules. The implementation services firm must ensure that the implemented software conforms to the requirements responses warranted by the software vendor.

2.14 CANCELLATION OF AWARD/TERMINATION

TCSJ shall have the right to terminate this award or any subsequent agreement by delivering to the proposer, at the proposer's address shown in the proposal, thirty (30) days written notice of cancellation, in the event that the performance of the contractor is unsatisfactory to TCSJ. TCSJ shall be the sole judge of whether such performance is unsatisfactory. TCSJ warrants that it has funds available to remit payments on the resulting agreement(s) at the time any agreement is executed. Should appropriated funds during the term of the agreement become unavailable for the purpose of the agreement, TCSJ may cancel the agreement by providing the proposer with written notice. Such notice shall release both TCSJ and proposer from all obligations under the agreement.

2.15 LEGAL REQUIREMENTS

This RFP and any resulting agreement, contract and purchase order shall be governed by all federal, state and local laws, codes, ordinances, and regulations including, but not limited to, those promulgated by CAL-OSHA, FED-OSHA, EPA, EEOC, DFEH, the California State Department of Health Services, and San Joaquin County Environmental Health Department.

This agreement shall be in accordance with the substance and procedural laws of the State of California.

2.16 INSURANCE REQUIREMENTS

Prior to commencing work, the vendor shall be required to provide comprehensive general liability insurance coverage in the amount of one million dollars ($1,000,000.00), combined single limit per occurrence providing damage liabilities. The insurance shall name the Superintendent, the County Board of Education, officers or employees as additional named insured in the policy. It is agreed that the insurance provided by vendor is endorsed as primary to any similar insurance or self-insurance carried by the Superintendent.

2.17 INDEPENDENT CONTRACTOR

The contractor/vendor agrees and certifies that neither they nor any of their agents, servants or employees is an agent or employee of TCSJ. The contractor is an independent agent solely responsible for the contractor's acts. The resulting agreement(s) shall not be construed as an agreement for employment with TCSJ.

2.18 ASSIGNMENT AND SUBCONTRACTING

The vendor shall have no right, authority or power to sell, mortgage or assign the resulting agreement(s) or purchase order(s) or any interest herein, or any right, power or authority to allow or permit any other person or persons or organizations to have any interest in or use any part of the rights or obligations granted hereunder for any purpose whatsoever without the prior written consent of TCSJ. Neither the agreement(s) nor any interest created thereby shall pass by operation of law to any trustee or receiver in bankruptcy or to any other receiver or assignee for the benefit of creditors or any claim hereunder to any other party or parties, except as expressly authorized by TCSJ.

2.19 SUBCONTRACTS

Nothing contained in this solicitation will be construed as establishing any contractual relationship between any subcontractor(s) and TCSJ. The proposer(s) will be fully responsible to TCSJ for the acts and omissions of the subcontractor(s) and their employees. After award of contract, any changes in subcontractors require prior written approval from TCSJ.

2.20 NON-DISCRIMINATORY EMPLOYMENT

Proposer and/or any permitted subcontractor shall not unlawfully discriminate against any individual based on race, color, religion, nationality, sex, sexual orientation, age or condition of disability. Proposer and/or any permitted subcontractor understands and agrees the proposer and/or any permitted subcontractor is bound by and will comply with the nondiscrimination mandates of all Federal, State, and local statutes, regulations and ordinances.

2.21 PERFORMANCE STANDARDS

The vendor will be required to meet specific performance standards established during the contract negotiation process. A project schedule specifying significant benchmark events and a project completion date will be required as part of the agreement. This plan will include

vendor delivery deadlines and will be jointly developed by TCSJ and the vendor.

TCSJ also reserves the right as a condition of entry into any agreement with the successful vendor to demand financial security for performance including a performance bond, insurance policy, on-demand letter of credit, or other reasonable security.

2.22 SERVICES AND STATEMENT OF WORK

TCSJ expects to enter into a software licensing agreement with the software firm and an implementation services agreement with an implementation firm (if it is different from the software firm). "Services" means all work performed by the vendor for TCSJ as agreed to in writing under the Implementation Services Agreement. Such services are set forth in the Statement of Work which will be developed during contract negotiations.

The intent of the Implementation Services Agreement is for the services to be completed in detail as described in the Statement of Work, which is attached to, and is part of the Implementation Services Agreement. Except as otherwise explicitly stated in the Implementation Services Agreement, the vendor will furnish all labor, materials, equipment, products, tools, transportation, and supplies required to complete the services. The vendor will provide services to TCSJ as required in the Implementation Services Agreement and the Statement of Work. Any additional services must be mutually agreed to in writing by each party through a Change Order process.

In connection with its proposal, each vendor shall submit all documents, including but not limited to agreements and or licenses of every kind that the vendor would incorporate into any agreement with TCSJ arising out of this RFP.

2.23 PROTEST

A bidder may protest a bid award if he/she believes that the award is not in compliance with law, Board policy, or the bid specification. A protest must be filed and decided as required in the bid documents, or in the absence of requirements in the bid documents, it must be filed in writing with the Division Director of Operations within five working days after the date of the final contract award and shall include all documents supporting or justifying the protest. A bidder's failure to file the protest documents in a timely manner shall constitute a waiver of his/her right to protest the award of the contract.

3 Detailed Submittal Requirements

3.1 PROPOSAL FORMAT

Proposers shall prepare their proposals in accordance with the instructions outlined in this section. Each proposer is required to submit the proposal in a sealed package. Proposals will be prepared as simply as possible and provide a straightforward, concise description of the proposer's capabilities to satisfy the requirements of the RFP. Utmost attention will be given to accuracy, completeness, and clarity of content. All parts, pages, figures, and tables will be numbered and clearly labeled. The proposal will be organized into the following major sections:

Proposal Section Title
Title Page
Letter of Transmittal
Table of Contents
1.0 Executive Summary
2.0 Scope of Services
3.0 Company Background
4.0 Proposed Application Software and Computing Environment
5.0 Third-Party Products/Optional Software
6.0 Responses to Functional/Technical Requirements
7.0 Implementation Plan
8.0 Data Conversion Plan
9.0 Training Plan
10.0 Maintenance and Support Program
11.0 Acceptance Testing
12.0 Cost Proposal
13.0 Client References
14.0 Exceptions to the RFP
15.0 Sample Documents

Instructions relative to each part of the response to this RFP are defined in the remainder of this section.

3.2 EXECUTIVE SUMMARY

(Proposal Section 1.0) This part of the response to the RFP will be limited to a brief narrative summarizing the proposer's proposal. The summary will contain as little technical jargon as possible and will be oriented toward non-technical personnel. This section will include cost quotations at a summary level only, for software and services. Please note that the executive summary will identify the primary engagement contact for the software vendor, the contact for the implementation services firm if different, and the contact for any third-party software being proposed. Contact information will include a valid e-mail address and a toll free telephone number.

3.3 SCOPE OF SERVICES

(Proposal Section 2.0) This section of the vendor's proposal will include a general discussion

of the vendor's understanding of the "overall" project and the scope of work proposed. The response must clearly describe the software products or modules included in the proposal that are necessary to meet TCSJ's business requirements, as well as any software products or modules included in the proposal that are "value-added" or "optional." The response must also confirm that the proposal includes all of the work effort necessary to implement the software products or modules included in the proposal.

3.4 COMPANY BACKGROUND

(Proposal Section 3.0) Each proposer must provide the following information so that TCSJ can evaluate the proposer's stability and ability to support the commitments set forth in response to the RFP. TCSJ, at its option, may require a proposer to provide additional support or clarify requested information.

Background information shall include:

- How long the company has been in business.
- A brief description of the company size and organizational structure.
- How long the company has been selling the proposed software to clients similar to TCSJ.
- How long the company has had the proposed software installed and in production in California colleges/universities.
- Most recent audited financial statements for the vendor as contained in relevant annual reports. The statements will include information on annual sales, profitability, etc. If the vendor does not have audited financial statements, then financial statements with equivalent information must be provided.
- Listing of installs at entities similar to TCSJ. The number of users, distinguished by type if relevant, will also be included.
- Any material (including letters of support or endorsement from clients) indicative of the proposer's capabilities.
- If partnering, how long the implementer has worked with the software vendor and how many implementations the two parties have completed together. Evidence that the implementation vendor is a corporation, is in good standing and qualified to conduct business in California.
- Copies of business licenses, professional certifications or other credentials.

3.5 PROPOSED APPLICATION AND COMPUTING ENVIRONMENT

(Proposal Section 4.0). The proposer must present, in detail, features and capabilities of the proposed application software. In addition to the description, please provide in succinct narrative form (at least one paragraph per item) answers to the following questions:

Modular Integration. Which of the proposed modules are fully integrated (part of the base software) into the main application? What processes are handled in "real-time," and which of them require a batch process? What are the proposed third-party applications? If there are proposed third-party applications, explain how they are integrated into the main application, including whether the applications will share security definitions and have similar menu structures.

Hardware Environment. Describe the optimal hardware configuration required to utilize the

proposed software. In the event there is more than one suitable hardware platform, list all options indicating the relative strengths and drawbacks (if any) of each. Identify the optimal server and desktop requirements including the required number of servers and how they are distributed.

Network Environment. Describe the ideal network environment required to utilize the proposed software. In the event that there is more than one suitable network configuration, list all options, including the relative strengths and weaknesses (if any) of each.

Database Platform: TCSJ would prefer Microsoft SQL Server for its database platform. The vendor is requested to provide the ideal database platform choices for the proposed software. In the event that there is more than one suitable database platform, please list all options, including the relative strengths and drawbacks (if any) of each. What is the required experience utilizing both the database and other technical areas? Also, please indicate the primary development platform and whether underlying code is generic or platform specific.

Administration/Development Toolsets. What application toolsets are included with the software? What programming languages and skills are required to maintain the software? What tools are available to customize the software (e.g., add fields, create new tables, change menus, etc.)? What monitoring is routinely required for optimal system performance (e.g., monitoring of audit files)?

Security. What security tools are included with the software? How are the following restrictions accomplished: administrative tool access; application access; menu access; record access; field access; and querying/reporting access? How is the security profile defined? What is included in the user security profile?

Workflow. Describe the workflow (electronic routing of documents) tools available in your software. How are the workflow rules established and maintained? Identify the email systems that are compatible with the system. List the standard workflows that are inherent in the system. Also please describe the skill sets required to make changes to workflow routines including whether workflow is easily maintained by functional staff or requires detailed technical skills.

Upgrade tools. What is the upgrade frequency? How are patches and fixes applied? How are patches and fixes deployed? How are upgrades applied? How much training (technical training and end user) is generally required with upgrades to the system? What happens to software customizations (e.g., user-defined tables and fields) during the upgrade? How many versions of the software does your company support? Please provide details of all upgrades and bug patches over the last three years.

Reporting and Analysis Tools. What internal and external (third-party) reporting tools are available in the software? What OLAP tools are available? Are there any interfaces to Microsoft Office? Do the same security definitions apply to the reporting tools as established in the main software? Include a list of the standard reports, by module, that come "out of the box" with the software.

Disaster Recovery and System Backup. Detail the optimum process for system backup and any delivered disaster recovery processes that will need to be configured by TCSJ.

3.6 THIRD PARTY PRODUCTS/OPTIONAL SOFTWARE

(Proposal Section 5.0) The proposer shall explicitly state the name of any third-party products that are part of the proposed solution to TCSJ. For each third-party product there will be a statement about whether the proposer's contract will encompass the third-party product and/or whether TCSJ will have to contract on its own for the product.

A proposal must describe any products, features or other value added components recommended for use with the proposed administrative system that have not been specifically requested in this RFP. The proposer will also provide proof that it has access to the third-party software source code (owned or in escrow) and that the proposer has the ability to provide long-term support for the third-party software components of its system. Consideration of these products, features or other value-added components will be given where they may be of value to TCSJ. Proposers must include the cost of any third party products, including the software license cost, maintenance, implementation, training cost, and any other related costs in the total cost of this proposal.

3.7 RESPONSES TO FUNCTIONAL/TECHNICAL REQUIREMENTS

(Proposal Section 6.0) Responses to the requirements listed in Appendices A through L of this RFP must be provided in this section of the proposer's proposal. Proposers will use the format provided and add explanatory details as necessary in a separate spreadsheet using the requirement number as a reference. The following answer key must be used when responding to the requirements:

Y	Yes, the software provides this functionality.
N	No, the software does not provide this functionality.
C	The software can be Customized via software modification to provide this functionality. Provide cost estimate in the "Comments" section.
F	Functionality will be available in a future release. Provide anticipated release date in the "Comments" section.
T	Third Party Software required to fully provide requirement.
R	Provided with reporting tool.

Proposers must use one code only per requirement. Any requirement that is answered in any other way will be treated as a negative/non-response. Proposers should feel free to create their own separate spreadsheet for lengthy comments on particular requirements that are cross-referenced to specific requirement numbers. All requirement responses must be submitted in the format presented in the attached documents. The proposals submitted, including requirement responses, will become attached to the software license and implementation services contract. All responses that indicate that functionality is available "out-of-the-box", through customization, or a reporting tool, or through a third party product will be included in the costs submitted in this proposal. Furthermore, the module necessary to perform that functionality must be included in the scope and cost of this proposal. If functionality is expected to be available in future release, please indicate the expected release date in the Comments column, and if there is any additional cost for such functionality, the cost must be identified.

3.8 IMPLEMENTATION PLAN

(Proposal Section 7.0) The proposer must provide a detailed plan for implementing the proposed system. This information MUST include:

- Detailed methodology for implementing software. Methodology shall include estimated timeframe, overview of phases and milestones, assumptions, and assumed responsibilities.
- Detailed methodology for implementing third-party software. Methodology shall include estimated timeframe, overview of phases and milestones, assumptions, and assumed responsibilities.
- Explain how each of the following types of testing has been addressed in your implementation plan: (a) module testing; (b) integration testing; (c) parallel testing and (d) stress/load testing.
- Work effort estimates. A "staff loading" chart listing resource utilization by each month will be included. Include names, titles, and resumes of implementers likely to be assigned to this project. Work effort estimates must match assumptions presented in the cost schedule and the assumptions presented in the implementation methodology. TCSJ reserves the right to alter work effort estimates after further discussion with the vendor.
- Staffing. Vendor will give TCSJ reasonable rights to approve or disapprove personnel and personnel changes during the term of any Agreement.
- Anticipated TCSJ support staff levels. Vendors will identify the expected IT staffing levels to support the on-going operations of the proposed system. This will be verified with vendor references.

3.9 DATA CONVERSION PLAN

(Proposal Section 8.0) Describe the process for designing a data conversion plan to migrate TCSJ's historical data from various legacy systems; ensuring the integrity and accuracy of that data. TCSJ maintains historical data for student academic related records and demographics.

Responses will detail the proposers expectations of the activities that TCSJ personnel and the proposer will be expected to perform with regards to data conversion. Proposers will detail their past experience with data conversion, especially the main types of databases and student information systems for which they have successfully completed conversions. Proposers will describe how they would approach conversion of the main systems and describe their methodology for managing the required conversions.

3.10 TRAINING PLAN

(Proposal Section 9.0) TCSJ is interested in utilizing a "train the trainer" with vendor support training plan. The proposer must provide a detailed plan for training. This information MUST include:

- Overview of proposed training plan/strategy, including options for on-site or off-site training services, for the core project team, end-users, and technology personnel.
- The role and responsibility of the software vendor in the design and implementation of the training plan (e.g., development of customized training materials, delivering training to TCSJ).

- The role and responsibility of TCSJ staff in the design and implementation of the training plan.
- The knowledge transfer strategy proposed by the software vendor to prepare TCSJ staff to maintain the system after it is placed into production.
- Descriptions of Classes/Courses and training materials proposed in the training plan. (The proposer will specify the unit of measure for its training (e.g., units, classes, days, etc.) and define the hours associated with these units of measure.) The proposer must be very clear about exactly what training courses are included in the cost of the proposal.

3.11 MAINTENANCE AND SUPPORT PROGRAM

(Proposal Section 10.0) The proposal must specify the nature of any post-implementation and ongoing support provided by the vendor including:

- Post-implementation support (e.g., one month of on-site support after go-live).
- Telephone support (e.g., include toll-free support hotline, hours of operation, availability of 24 x 7 hotline, etc.).
- Special plans defining "levels" of customer support (e.g., gold, silver, etc.). Define what level of support is being proposed.
- Delivery method of future upgrades and product enhancements including historical frequency of upgrades by module.
- Availability of user groups in general, and education user groups in particular, and their geographic areas.
- Problem reporting and resolution procedures.
- Bug fixes and patches.
- Other support (e.g., on-site, remote, Web site access to patches, fixes and knowledge base).
- If there is to be a separate maintenance contract, vendor will attach form of such contract.

3.12 ACCEPTANCE TESTING

(Proposal Section 11.0) Specific mutually agreeable criteria for successful system operation will be established during the contract negotiation process, taking into account TCSJ's functional specifications and the vendor's own software documentation. The selected vendor will be required to participate with appropriate TCSJ personnel in testing the functionality of the proposed system to ascertain conformance with the acceptance criteria before TCSJ will accept the system. Proposers will detail their approach to acceptance testing and what criteria were generally used to signify acceptance at previous implementations. Explain how each of the following types of testing has been addressed in your implementation plan: (a) module testing; (b) integration testing; and (c) stress/load testing. Also explain any anticipated parallel testing that will be part of the overall implementation process.

3.13 COST PROPOSAL

(Proposal Section 12.0) Proposers will submit a five year cost estimate for all hardware, software licenses, support, training, implementation services, and maintenance for the solution being proposed.

TCSJ reserves the right to contact proposers on cost and scope clarification at any time throughout the selection process and negotiation process. Do NOT use "TBD" (to be determined) or similar annotations in the price estimates. TCSJ is asking proposers to estimate costs for all categories with the understanding that they may have to make assumptions. Such assumptions will be stated. Failure to fully provide cost and work effort estimates may lead to elimination prior to software demonstrations.

TCSJ may award a purchase contract, based on initial offers received without discussion of such offers. A proposer's initial offer will, therefore, be based on the most favorable terms available. TCSJ may, however, have discussion with those proposers that it deems in its discretion to fall within a competitive range. It may also request revised pricing offers from such proposers, and make an award and/or conduct negotiations thereafter.

3.14 CLIENT REFERENCES

(Proposal Section 13.0) TCSJ considers references for the software, implementation proposers (if different) and third-party vendors (if any) to be important in its decision to award a contract. TCSJ will not call proposers to tell them that their references will be contacted because all references provided will be contacted by TCSJ during the selection process. Similarly, TCSJ will not work through a proposer's Reference Manager to complete a reference. The names and phone numbers of the project manager for each reference must be listed. Failure to provide this information may result in the proposer not being elevated to software demonstrations. Proposer agrees and understands that any client reference information provided in response to this RFP shall not be considered confidential and shall be subject to the California Public Records Act ("Act") (Gov. Code § 6250, et seq.).

Vendors should provide at least five (5) client references that are similar in size and complexity to this procurement and have utilized the proposed system (including the proposed version) in a comparable computing environment. References should be for fully completed (live) installations. California clients are required. Each reference will include information on the "breadth" of the software solution (e.g., modules used.). Information will include at the minimum: date of installation, length of implementation, name of client reference, name of agency's project manager, address, telephone, and fax numbers. Please confirm that each reference is willing to participate in a 30 – 45 minute reference check call and inform references that TCSJ will contact them. All contact information must be correct and up-to-date. Reference checks may include queries concerning specific line personnel and managers.

Third-Party software firms addressing particular functionality will provide at least five (5) client references that are similar in size and complexity to this procurement and that have used the main software system. Submit references for fully completed (live) installations. Please confirm that each reference is willing to participate in a 30 – 45 minute reference check call and inform references that TCSJ will contact them. All contact information must be correct and up-to-date.

3.15 EXCEPTIONS TO THE RFP

(Proposal Section 14.0) All requested information in this RFP must be supplied. Proposers may take exception to certain requirements in this RFP. All exceptions shall be clearly identified in this section and a written explanation shall include the scope of the exceptions, the ramifications of the exceptions for TCSJ, and the description of the advantages or disadvantages to TCSJ as a result of exceptions. TCSJ, in its sole discretion, may reject any

exceptions or specifications within the proposal. Proposers may also provide supplemental information, if necessary, to assist TCSJ in analyzing responses to this RFP.

3.16 SAMPLE DOCUMENTS

(Proposal Section 15.0) In connection with its proposal, each vendor shall submit all documents, including but not limited to agreements and or licenses of every kind that the vendor would incorporate into any agreement with TCSJ arising out of this RFP. Proposer agrees and acknowledges that any documents submitted in response to Section 3.16 are subject to review, negotiation, and final approval by TCSJ. This may include sample copies of the following documents:

- Sample software licensing agreement
- Sample implementation services agreement
- Sample standard reports
- Sample documentation (user guides, training materials, etc.)

4 Evaluation of Proposals

4.1 SELECTION PARTICIPANTS

Two groups will evaluate and select vendor proposals. The groups are as follows:

- **TCSJ Evaluation Team.** The Evaluation Team is responsible for the evaluation and rating of the proposals and demonstrations and for conducting interviews during the optional site visits. The Evaluation Team is responsible for evaluating software functionality, technology architecture, implementation capabilities, costs, and other selection criteria. The team's objective is to make the final recommendation for vendor selection.

- **End User Team.** The End User team consists of personnel from TCSJ departments that have knowledge of specific business processes. The End User Team's responsibility during selection is to support the Evaluation Team.

4.2 EVALUATION SELECTION PROCESS

TCSJ will use a competitive process based upon elevating a certain number of vendors to compete against each other at different levels (stages) of the process. If a vendor fails to meet expectations during any part of the process, TCSJ reserves the right to proceed with the remaining vendors or to elevate a vendor that was not elevated before. The relative importance of the factors used for evaluation involves management judgment and will include both objective and subjective analyses. Selection of the final vendor will be based upon the following steps and factors:

Level 1 — Procurement Requirements Assessment
- Conformance with RFP guidelines and detailed submittal requirements

Level 2 — Detailed Proposal Assessment
- Cost of Software License and Implementation Services
- Maintenance and Support Costs
- Vendor Experience with Similar Implementations
- Implementation Plan/Staffing

Level 3 — Software Demonstrations and Vendor Interviews
- Vendor References
- Quality of the Implementation Plan/Staffing levels
- Completeness of Cost Proposal and Value of the Solution
- Software Demonstrations
- Findings from Site Visits, if TCSJ chooses to conduct any

Level 4 — Final Contract Negotiations
- Responsiveness to Contract Terms and Conditions
- Completion of the Statement of Work

4.3 ABOUT TEACHERS COLLEGE OF SAN JOAQUIN

Founded in 2009, Teachers College of San Joaquin (TCSJ) became the first and only WASC Senior Colleges and Universities Commission (WSCUC) accredited institution to be housed within a county office of education. The San Joaquin County Office of Education (SJCOE) in Stockton, CA supports and partners with TCSJ to offer graduate level programs. Teaching and Administrative Service Credentials, Induction, Masters in Education and non-degree programs provide a variety of options for those who wish to pursue a career in the field of Education.

TCSJ has approximately 1400 students enrolled. The current student information system was originally created in-house and needs to be replaced with a system that supports all functions of a college.

5 FUNCTIONAL/TECHNICAL REQUIREMENTS SPECIFICATIONS

Appendices A through L are provided as an Excel spreadsheet to facilitate completion of the proposer's proposal. Section 3.7 of this RFP contains instructions on how the spreadsheet is to be completed. The twelve sheets within the provided spreadsheet are:

A – General System Requirements
B – Admissions
C – Student Finance
D – Registration
E – Course Management
F – Enrollment
G – Attendance
H – Transcripts & Grading
I – Advisement
J – Reporting
K – Access & Security
L – Evaluations & Surveys