



JOLIET JUNIOR COLLEGE
—1901—

REQUEST FOR PROPOSAL
R15002

Early Alert Student/Academic Intervention Software System



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Joliet Junior College Request for Proposal

Early Alert Student Software System

RFP Opening February 23, 2015 at 2:00pm

Background

Joliet Junior College is a comprehensive community college. The college offers pre-baccalaureate programs for students planning to transfer to a four-year university, occupational education leading directly to employment, adult education and literacy programs, work force and workplace development services, and support services to help students succeed. The College has a combined total of 15,776 full time and part time students enrolled in Fall 2014 classes on its main campus located within the city of Joliet, and its five extension campuses located in Romeoville, Morris, Frankfort, Weitendorf, and City Center in downtown Joliet.

Vision Statement

Joliet Junior College, the nation's first public community college, will be a leader in teaching and learning, and the first choice for post-secondary education.

Mission Statement

Joliet Junior College enriches people's lives through affordable, accessible, and quality programs and services. The college provides transfer and career preparation, training and workforce development, and a lifetime of learning to the diverse community it serves.

I. OVERVIEW

The Board of Trustees of Joliet Junior College (hereinafter, "JJC") is requesting proposals from qualified providers to procure an early alert/academic intervention student software system that enables the identification of students exhibiting at-risk behaviors with a semester (i.e. early semester, mid-semester, or late semester) so that interventions can be provided by appropriate and identified college staff or faculty from assigned departments or student services area. The objective for the system is to enhance academic support and student advising, which ultimately increases retention/persistence, success, and graduation and transfer rates.

Additional scope is discussed in the **SCOPE OF WORK** section of this proposal.



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II. RFP SCHEDULE

Date (2015)	Event
January 30, 2015	Vendors contacted via email / advertised
February 9, 2015 at 2:00pm	Last date/time for submission of written questions via email to purchasing@jjc.edu
February 18, 2015 end of day	Responses to questions emailed
February 23, 2015 at 2:00pm	Proposals must be submitted to the attention of: Janice Reedus, Director of Business & Auxiliary Service, Campus Center Building A, Room 3100, 1215 Houbolt Road, Joliet, IL 60431
March 2, 2015	JJC Evaluation Team reviews proposal
March 9-17, 2015	Possible presentations by two top short-listed firms
April 16, 2015	Notification of Award

III. INSTRUCTIONS TO VENDORS

ADVICE: The department responsible for this RFP is the Business and Auxiliary Services located at Campus Center, Building A, Room 3100, 1215 Houbolt Rd., Joliet, IL 60431-8938. The JJC contact will be Janice Reedus, Director of Business & Auxiliary Services, telephone (815) 280-6640; fax (815) 280-6631.

Questions concerning this RFP will be answered if sent to the Purchasing Department via email to purchasing@jjc.edu on or before February 9, 2015 at 2:00 pm.

All questions and answers will be published and provided to all potential suppliers by end of business day on February 18, 2015.

SUBMISSION: the submission of a response shall be prima facie evidence that the supplier has full knowledge of the scope, nature, quality of work to be performed, the detailed requirements of the project, and the conditions under which the work is to be performed.



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Faxed proposals ARE NOT acceptable. All RFP's must be submitted by the date and time of public opening (see above). RFP's must be submitted on the forms provided in a sealed envelope clearly marked (typed or blocking lettering only) with the vendor's name, return address, RFP for Early Alert/Academic Intervention Student Software System the opening date and time. Note – there are eight people on the project review team for this software. Therefore, please submit one original, eight copies, and one electronic version (thumb drive or DVD copy) of your proposal.

RFP's must be addressed to: Joliet Junior College, Janice Reedus, Director of Business & Auxiliary Services, Campus Center Room A3102, 1215 Houbolt Rd., Joliet, IL 60431-8938.

RFP's not submitted in the format as instructed by this RFP will not be accepted. Addendums to this RFP, once filed, may be submitted in a sealed envelope only, and properly identified, prior to the opening hour.

Receipt of RFP / Late RFP: Sealed RFP's shall be received at the place and until the time indicated in this RFP. It is the sole responsibility of the vendors to ensure timely delivery of the RFP. JJC will not be responsible for failure of service on the part of the U.S. Postal Service, courier companies, or any other form of delivery service chosen by the vendor.

RFP's received after the date and time specified shall be considered LATE, and shall not be opened.

Accuracy of Proposals / Withdrawal of Proposals prior to RFP Opening: Proposals will represent a true and correct statement and shall contain no cause for claim of omission or error. Proposals maybe withdrawn in writing or by facsimile (provided that the facsimile is signed and dated by vendor's authorized representative) at any time prior to the opening hour. However, no proposal may be withdrawn for a period of one hundred twenty (120) days subsequent to the opening of the RFP without the prior written approval of the Director of Business and Auxiliary Services or Joliet Junior College.

ADDENDA: The only method by which any requirement of this solicitation may be modified is by written addendum.

PROPOSAL DUE DATE: The proposal must be received on or before 2:00 pm on February 23, 2015 at the Business and Auxiliary Services Department, Campus Center, Room A3100, 1215 Houbolt Rd., Joliet, IL 60431-8938

INSURANCE:

The supplier performing services for JJC shall:

Maintain worker's compensation insurance as required by Illinois statutes, for all employees engaged in the work.



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Maintain commercial liability, bodily injury and property damage insurance against any claim(s), which might occur in carrying out the services, referenced in this RFP. Minimum coverage will be TWO MILLION DOLLARS (\$2,000,000) liability for bodily injury and property damage including product liability and completed operations.

Provide motor vehicle insurance for all owned, non-owned and hired vehicles that are used in carrying out the services described in this RFP. Minimum coverage shall be TWO MILLION DOLLARS (\$2,000,000) per occurrence combined single limit for automobile liability and property damage.

TAXES:

JJC is exempt from all federal excise, state and local taxes unless otherwise stated in this document. In the event taxes are imposed on the services purchased, JJC will not be responsible for payment of the taxes. The supplier shall absorb the taxes entirely. Upon request, JJC's Tax Exemption Certificate will be furnished.

INDEMNIFICATION:

The supplier shall protect, indemnify and hold JJC harmless against any liability claims and costs of whatsoever kind and nature for injury to or death of any person or persons and for loss or damage to any property occurring in connection with or in any incident to or arising out of occupancy, use, service, operations or performance of work in connection with the contract, resulting in whole or in part from the negligent acts or omissions of the supplier.

DISCLOSURE:

Vendor shall note any and all relationships that might be a conflict of interest and include such information with the bid.

TERM OF CONTRACT:

Any contract, which results from this RFP, shall be for a period of one year from the date of the contract award. Assuming continued availability of funding; JJC may, at its sole option and with the consent of the supplier renew the contract for up to an additional one-year terms.

BLACKOUT PERIOD:

After the College has advertised for proposals, no pre-proposal vendor shall contact any College officer(s) or employee(s) involved in the solicitation process, except for interpretation of specifications, clarification of bid submission requirements or any information pertaining to pre-bid conferences. Such vendors making such request shall email Janice Reodus, Director of Business & Auxiliary Services, at purchasing@jjc.edu No vendor shall visit or contact any College officers or an employee until after the proposal is awarded, except in those instances when site inspection is a prerequisite for the submission of a proposal. During the black-out period, any such visitation, solicitation or sales call by any representative of a prospective vendor in violation of this provision may cause the disqualification of such bidder's response.



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IV. GENERAL TERMS AND CONDITIONS

Applicability: These general terms and conditions will be observed in preparing the proposal to be submitted.

Purchase: After execution of the contract, purchases will be put into effect by means of purchase orders or suitable contract documents executed by the Director of Business and Auxiliary Services.

Right to Cancel: JJC may cancel contracts resulting from this RFP at any time for a breach of any contractual obligation by providing the contractor with thirty-calendar days' written notice of such cancellation. Should JJC exercise its right to cancel, such cancellation shall become effective on the date as specified in the notice to cancel.

Governing Law and Venue: This contract shall be construed in and governed under and by the laws of the State of Illinois. Any actions or remedies pursued by either party shall be pursued in the State and Federal Courts of Will County, Illinois, only after Alternate Dispute resolution (ADR) has been exhausted.

Dispute Resolution: JJC and the contractor shall attempt to resolve any controversy or claim arising from any contractual matter by mediation. The parties will agree on a mediator and shall share in the mediation costs equally.

Costs: All costs directly or indirectly related to preparation of a response or oral presentation, if any, required to supplement and/or clarify a proposal shall be the sole responsibility of and shall be borne by the vendor.

Proprietary Information: Vendor should be aware that the contents of all submitted proposals are subject to public review and will be subject to the Illinois Freedom of Information Act. All information submitted with your proposal will be considered public information unless vendor identifies all proprietary information in the proposal by clearly marking on the top of each page so considered, "Proprietary Information." The Illinois Attorney General shall make a final determination of what constitutes proprietary information or trade secrets. While JJC will endeavor to maintain all submitted information deemed proprietary within JJC, JJC will not be liable for the release of such information.

Negotiation: JJC reserves the right to negotiate all elements, which comprise the vendor's proposal to ensure the best possible consideration, be afforded to all concerned. JJC further reserves the right to waive any and all minor irregularities in the proposal, waive any defect, and/or reject any and all proposals, and to seek new proposals when such an action would be deemed in the best interest of JJC.

Award: The successful vendor, as determined by JJC, shall be required to execute a contract for the furnishing of all services and other deliverables required for successful completion of the proposed project. The supplier may not assign, sell, or otherwise transfer its interest in the contract award or any part thereof without written permission from JJC.



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Retention of Documentation: All proposal materials and supporting documentation that is submitted in response to this proposal becomes the permanent property of JJC.

Opening of Proposals: Proposals will be opened in a manner that avoids disclosure of the contents to competing vendors. Contents for proposals will remain confidential during the negotiations period. Only the proposal number and the identity of the vendor submitting the proposal response will be made available to the public.

V. FORMAT FOR RESPONSE

To achieve a uniform review process and obtain the maximum degree of comparability, it is required that the proposal be organized in the format specified.

Eight (8) complete hard copies of the proposal, an original and seven (7) copies, and one (1) complete electronic copy (thumb drive or DVD copy) of your proposal shall be provided. The hard copies must be bound or in binders.

The original copy should be so noted and signed.

1. Title Page

Show the RFP subject, the name of the vendor's firm, address, telephone number, name of contact person, and date.

2. Table of Contents

Clearly identify the materials by sections and page number(s).

3. Letter of Transmittal

Limit to one or two pages.

- a. Briefly state the vendor's understanding of the scope of services to be provided and make a commitment to provide the services within the time period.
- b. List the names of the persons who will be authorized to make representations for the vendor, their titles, address, and telephone numbers.

4. Profile of the Vendor

- a. Provide a company overview, including size, revenue, services provided, and business outlook.
- b. Provide detailed information about the number of employees involved in direct support to institutions, development of content modifications, and training.
- c. Provide information about the firm's business and customer service philosophy.



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- d. Provide information about the number and size of higher education institutions utilizing the early alert/academic intervention system. Detail the number of institutions that are public, private, four-year and two-year.
- e. What is the average duration of a client relationship?
- f. How many new clients has your firm added in the past year?
- g. How many clients have terminated services in the past year? Why?
- h. Is there any pending litigation against your firm? If so, please describe.
- i. Are there any significant changes expected in your firm's client base or company operations that would affect your firm's ability to provide services to the College?
- j. Submit independently audited financial statements (one copy only). Such information will be considered in strict confidence.

5. Scope Section

Clearly describe the scope of services to be provided based upon the information in the scope section. Respond to each item listed.

6. Responses to Addendum

7. Prices Responses

8. Invoicing Procedure

- a. Describe the firm's invoicing procedures.
- b. Include documentation identifying all of the vendor's fees.

9. Pro forma Contract

The terms and conditions included in the *Pro forma* Contract apply to any contract resulting from this RFP. In this section of your proposal state any clarifications to the proposed document and your reasons for clarifications. No exceptions are allowed. However, alternative suggestions are encouraged. Please list any alternative suggestions for improvement in costs and/or services provided as an alternative.

10. Bidder's Certification Statement

VI. EVALUATION

In evaluating the proposals submitted, JJC will apply the "Best Value" standard in selecting the supplier to be awarded a contract for this project. Purchase price is not the only criteria that will be used in the evaluation process. Any award resulting from this RFP will be made to that vendor whose offer conforms to the RFP and it is determined to be the most advantageous, of "best value" to JJC, in the sole judgment of JJC.

The selection process will include, but not be limited to, the following considerations:

1. The ability to clearly identify and flag at-risk students.
2. The product's support of academic intervention, case management capabilities, and "closing the loop" on intervention outcomes.



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3. The product's communication tools for faculty, staff, and students, included but not limited to email, text, telephone, and social media.
4. The ability to pull data from a variety of sources including but not limited to (1) Ellucian, (2) Instructure Canvas, (3) My Math Lab, (4) My Reading Lab, (5) SARS, (6) Dropout Detective, (7) Microsoft Outlook, and (8) previous academic intervention data.
5. The product's technical integration capabilities including but not limited to online scheduling.
6. The product's reporting capabilities.
7. The provider's ability to assist JJC in meeting the overall goals and to reduce JJC administrative costs associated with the procurement process.
8. The quality and range of services the firm proposes to provide.
9. The extent to which the goods or services meet JJC needs.
10. The firm's overall experience, reputation, expertise, stability and financial responsibility.
11. The vendor's past relationship with JJC, if any.
12. The experience and qualifications of the staff that will be assigned to service JJC's account.
13. The ability to provide service in an expedient and efficient manner.
14. Facilities (computerized information systems, access to industry facilities, quality and range of management reports, etc.) that will be used in auditing JJC's expenditures.
15. Vendor's financial terms offered to JJC.
16. The training options available.
17. The total, long-term cost to JJC to acquire the vendor's goods and services.
18. Any other relevant factor that a private business entity would consider in selecting a supplier.

VII. SCOPE OF WORK

An early alert system permits faculty and staff to identify students whose behavior suggest they are heading toward academic problems. For example, early at-risk indicators might be excessive class absences; failure to turn in assignments on time; poor performance on assignments, quizzes, or tests; and regular tardiness. Systems are online, and require faculty and staff to submit a student's ID and to check off, from a list, which at-risk behaviors the student is exhibiting. This "flag" is then sent to trained staff members who contact the student to offer individualized, personal assistance and/or interventions.

The early alert software must be fully integrated with Ellucian, Instructure Canvas, Microsoft Outlook, and SARS; easily identify/flag at-risk students; create intervention and case management profiles for students; provide online communication tools between faculty/staff who initiate a "flag" and students who are "flagged"; and have a centralized system for tracking students and progress through their intervention. Additionally, reporting features must allow personnel to customize reports based on, but not limited to, number of students being "flagged"; number of referrals in each category; number of total referrals by semester; types of referrals/interventions; target groups/cohorts of students; and identify trends.



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IMPLEMENTATION/SCHEDULE

- | | |
|---|---|
| • February 23, 2015 | Proposals due by 2:00pm |
| • Week of March 2, 2015 | College notifies selected vendor(s) who are invited to present a product demo |
| • Week of March 9, 2015 & potentially March 16-17, 2015 | Product Demonstrations – see details within “Scope of Work” section |
| • Week of March 16, 2015 | Project team reviews/ evaluates/ makes recommendation |
| • April 14, 2015 | Board of Trustees approval of selected vendor |
| • April 15 to early May | Contract negotiations with winning vendor |
| • Mid-May (or sooner) | Software installation |
| • Summer 2015 | Phase implementation and testing |
| • Fall 2015 | Full implementation |

PRODUCT DEMONSTRATION

A select number of vendors will be invited to give a one-hour product demonstration. This can be done on-site or online. Please indicated your preferred method of delivery and indicate any special resources or set ups the College must have in order to accommodate your presentation.

Presentations will be held the week of March 9, 2015 and potentially March 16 – 17, 2015.

There will be approximately six to ten people at the presentation.

FORMAT AND REQUIRED INFORMATION

The College requests proposers to provide responses to all of the sections listed below. These sections include features requested or desired by the College in the early alert system. Where appropriate, please indicate if the feature is: available as part of the standard package; available but at an additional cost; available but requires customization; planned for a future release; or not available currently and not in planning for the foreseeable feature.

CRITERIA 1: IDENTIFY/FLAG AT-RISK STUDENT

1A. Describe the software’s ability to define and customize alerts based on identified indicators (e.g. poor attendance, low assignment or quiz scores, excessive tardiness, etc.).

1B. Describe the software’s ability for faculty and staff to flag students based on college identified indicators (e.g. academic concerns, attendance issues, tutoring referrals, no longer attending, withdrawal consideration, etc.).

1C. Describe the software’s ability to flag students automatically through Instructure Canvas, Ellucian, and MyMath Lab.



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CRITERIA 2: INTERVENTION & CASE MANAGEMENT CAPABILITIES

2A. Describe how the software offers a centralized student folder where faculty/staff can view and manage personalized intervention, meeting history, and identify follow-up.

2B. Describe the software's ability for faculty/staff to maintain notes from student meetings and share notes (or keep confidential) with other personnel based on institutional roles.

2C. Describe the software's ability for student profile to be shared from faculty/staff to faculty/staff for as long as student is enrolled.

CRITERIA 3: COMMUNICATION TOOLS TO FACULTY/STAFF/STUDENTS

3A. Describe the software's ability to automatically notify students/faculty/staff of alerts pertaining to them.

3B. Describe the software's ability for faculty/staff to provide updates on student issues and "close the loop" so that faculty/staff know the students issues were addressed.

3C. Describe the software's ability to automatically notify when flags are raised or issues are resolved with students who are connected to a particular faculty/staff member.

3D. Describe the software's ability to send emails, text messages, Ellucian announcements, and/or other high-tech communication capabilities.

CRITERIA 4: SYSTEM FOR TRACKING STUDENTS

4A. Describe how the software uses and displays information that is maintained in other central repositories of student data.

4B. Describe the software's ability to indicate progress, success or failure of action plan/intervention.

4C. Describe the software's ability to target groups or cohorts of students (i.e. honors, student athletes, TRIO/SSS, students assigned to developmental courses, students with disabilities, new student orientation attendees, etc.).

CRITERIA 5: OTHER CONSIDERATIONS

5A. Explain how the system allows students/faculty/staff the ability to schedule meetings online. Please specify if this feature is currently available or future development.

5B. Please list any other key feature(s) or service(s) which you feel distinguishes your company/product and which you think we should consider in our selection process.

CRITERIA 6: REPORTING CAPABILITIES

6A. Describe the software's ability to provide customized reports for administrative users.

6B. Describe the software's ability to provide customized reports directly to students.

6C. Describe the software's ability to identify trends and issues based upon target groups/cohorts of students.



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CRITERIA 7: TECHNICAL CONSIDERATIONS

7A. Describe how the software supports integration/interface with (1) Ellucian, (2) Instructure Canvas, (3) My Math Lab, (4) My Reading Lab, (5) SARS, (6) Dropout Detective, and (7) Microsoft Outlook.

7B. Describe the system's authentication capabilities.

7C. Provide an overview of necessary hardware and software specifications and requirements.

7D. Do you offer a hosted solution and local install? If yes to both, please provide answers for both scenarios.

7E. Describe the security model, including network, data, and application security. Detail the measures for securing and storing the College's confidential data. Does the system support 128-bit encryption and SSL? Explain the password feature. Detail the levels of encryption that the early system utilizes.

7F. Describe the levels of access or restriction relating to the users. Can users set their own security, and if so, how?

7G. Has a third party firm audited the early alert software for security?

7H. How does the system scale to support growing user populations?

7I. How often does the early alert system perform infrastructure maintenance, and how is notification provided to customers of scheduled downtime?

7J. How frequently do upgrades occur? Describe a typical upgrade process. Can customers control the timing of software upgrades? What support is provided during the upgrade process? Are customizations affected by any upgrades? If so, who is responsible for the work to re-customize?

CRITERIA 8: SUPPORT

8A. Please describe the Customer Support policy. Include information about response times, escalation policies, and hours of operation.

8B. Please describe the availability of a Help Desk support solution. Does the solution include reporting tools based on usage level, question type, resolution statistics, required resolution time, and unresolved inquiry tracking? Is the average response time for all service requests able to be measured? Are end users able to track the progress of a trouble ticket? Is the Help Desk operated directly rather than by a contracted third party? Does it track product enhancements/refinement suggestions? Is there a self-help guide, forum, or knowledge base available to the user community?

8C. Can users and administrators contact Support representatives via e-mail or log inquiries online during non-business hours? What is the escalation process?

8D. Detail the training procedures for the College's faculty and staff. What is the recommended training curriculum for the early alert system? Are training materials available online? Are training materials able to be reproduced, edited, and presented to fit the College's training needs?



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8E. Explain the potential levels of support that the College can secure.

8F. Describe the resource materials for users.

8G. Explain the technical support and problem resolution procedure.

CRITERIA 9: REFERENCES

Provide a minimum of three references for which the early alert system has been implemented for a minimum of one year.

VIII. QUANTITY

There is no guaranteed amount of services intended either expressly or implied, to be purchased or, contracted for by JJC. However the supplier awarded the contract shall furnish all required services to JJC at the stated price, when and if required.

IX. PROPOSED PRICING

The vendor should furnish a list of proposed prices for all services and materials to be used during the term of the contract. The list of proposed prices should be structured to allow for the calculation of unit cost analyses. The prices included herein are to be firm through the contract term, unless noted otherwise by the vendor. **Provide all pricing that will apply to a hosted and/or locally installed model of the proposed software solution for a three and a five year contract.** Prices should include Hosting (if applicable), Software License fees, and Software Maintenance fees. Break out pricing as necessary. Please identify one time versus recurring costs.

		One-time fee	Annual Fee 3yr	Annual Fee 5yr	Additional Fees
A	Software License fees				
B	Software Maintenance fees				
C	Hosting (if applicable)				
D	Implementation				
E	Training				
F	Support				
G	List all additional charges not included in above.				



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CERTIFICATION OF CONTRACT/BIDDER

The below signed contractor/bidder hereby certifies that it is not barred from bidding on this or any other contract due to any violation of either Section 33E-3 or 33E-4 of Article 33E, Public Contracts, of the Illinois Criminal Code of 1961, as amended. This certification is required by Public Act 85-1295. This Act relates to interference with public contracting, bid rigging and rotating, kickbacks and bribery.

SIGNATURE OF CONTRACTOR/BIDDER

TITLE

DATE

THIS FORM **MUST** BE RETURNED WITH YOUR BID TO:

Joliet Junior College District #525
Director of Business & Auxiliary Services, A-3100
1215 Houbolt Road
Joliet IL 60431