

Mary S. Graham, President
www.mgccc.edu



Supported by Harrison, Stone,
Jackson and George Counties

"Making a positive difference..."

November 11, 2019

RETURN TO:

MISSISSIPPI GULF COAST COMMUNITY COLLEGE
DISTRICT BUSINESS OFFICE - HARRISON HALL
PO BOX 609
51 MAIN STREET
PERKINSTON, MS 39573-0609

Instructions to Proposers:

Mississippi Gulf Coast Community College will receive sealed bids in the District Business Office, Harrison Hall, Perkinston, MS 39573-0609, until **2:00 p.m., CST on December 3, 2019.**


Proposals will not be considered unless the attached form is used for bidding and required documentation enclosed.

Sealed proposals must be submitted in one of the following ways:

- 1. Physical document to include (1) one complete signed hard copy and a non-returnable flash drive of the proposal.**
- 2. Electronic document submitted to the college via Central Bidding at**
<https://www.centrauctionhouse.com/rfpc10330-mississippi-gulf-coast-community-college.html>

PROPOSALS SHALL BE FIRM: For ninety (90) days from date of bid opening

PROPOSALS SHALL BE FOB: Mississippi Gulf Coast Community College
All locations

MARK ALL ENVELOPES:  **RFP – Degree Audit Software**
with Title of Proposal & Proposals No. **RFP No. 20-11-006**

Please indicate if you are a minority/woman owned business Yes _____ No _____

The college reserves the right to accept or reject any and all proposals and to waive any informalities in bidding.

Force Majeure Event: If the college is closed for any reason and prevents the opening of bids at the advertised date and time, all bids received shall be publicly opened and read aloud on the next business day that the agency shall be open and at the previously advertised time.

For additional information contact **Mr. Jay Newton, Director of Purchasing, District Office on Perkinston Campus, 51 Main Street, Perkinston, MS 39573, jay.newton@mgccc.edu.**

Sincerely,



Jay Newton
Director of Purchasing &
Property Control

COMPANY: _____

ADDRESS: _____

PHONE NUMBER: _____

SIGNATURE: _____

PRINT NAME: _____

Enclosures

PRINT EMAIL ADDRESS: _____

Community Campus/
Advanced Manufacturing
and Technology Center
10298 Express Drive
Gulfport, MS 39503
228-897-4360

Jackson County Campus
Highway 90 Vancleave Rd.
P.O. Box 100
Gautier, MS 39553
228-497-9602

Jefferson Davis Campus
2226 Switzer Rd.
Gulfport, MS 39507-3896
228-896-3355

Keesler Center
P.O. Box 5008
Keesler AFB, MS 39534
228-432-7198

West Harrison
County Center
21500 B Street
Long Beach, MS 39560
228-868-6057

Perkinston Campus
Highway 49 South
P.O. Box 548
Perkinston, MS 39573
601-928-5211

George County Center
P.O. Box 77
Lucedale, MS 39452
601-947-4201

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RFP Objective

It is the objective of this Request for Proposal (RFP) for Mississippi Gulf Coast Community College is to obtain proposals from qualified firms for installation, training, implementation, and maintenance for a Degree Audit Solution.

Mississippi Gulf Coast Community College will be referred to hereafter in the RFP as “MGCCC”. The companies submitting proposals in response to this RFP will hereafter be referred to as “Vendor.” MGCCC is examining several alternatives of providing this service and may decide, after reviewing proposals submitted, not to enter into any agreement.

Our College

Established in 1911, Mississippi Gulf Coast Community College (MGCCC) is currently a multi-campus institution with three traditional main campus locations, four centers, a non-traditional campus without walls the “Community Campus” and the Maritime Training Academy. Located across the four-county district of Harrison, Stone, Jackson, and George counties, MGCCC provides educational and career technical opportunities and workforce partnerships with many of the local industries. The college’s for-credit student count for all campuses in the Fall of 2018 was 9,057.

MGCCC uses the Ellucian Banner student information system. As of July 2019, current versions in production of our SIS modules relevant to this RFP for Banner v8 and v9 include:

Banner Module	Version 8 Release Number	Version 9 Release Number
General	8.11	9.3.12.0.3
Student	8.16.1	9.3.11.0.5
Banner Event Publisher (BEP)		9.0

RFP Specific Information

As stated, his project is to obtain proposals from qualified firms for installation, training and implementation of a Degree Audit Solution. On a modern college campus, there are numerous factors that must be taken into consideration when considering the use of a Degree Audit Solution by our constituents.

1. Mandatory Requirements

- a. Do you have established and documented security practices as they relate to the development and production of the product?
- b. Does the technologies and services you offer adhere to Section 508 of the Rehabilitation Act and the Americans with Disabilities Act? If not provide your plans to become compliant with Section 508.

- c. If employing web-based technology, does your application conform with Level AA accessibility standards set forth in WCAG 2.0? If not, please provide your plan to become compliant with WCAG 2.0.
- d. To adhere to US FERPA laws, any SaaS solution including all college data, software development, and solution maintenance must reside on server's located in the 48 contiguous United States.

2. Product Integration Requirements

- a. Integration Capabilities - Product integrates directly with Ellucian's Banner student information systems. The integration process requires no level of effort needed for MGCCC to prepare data for integration and to convey prepared data to the Product. The college will not be required to purchase additional software. Describe steps involved in the integration process.
 - i. The data import process does not require college user or IT intervention.
 - ii. The import process can include metadata (ex. catalog descriptions, program descriptions) associated with courses or programs.
 - iii. Once set up, import processed are automated.
 - iv. Subsequent import cycles identify changes made since the last upload date such as new classes and deleted classes.
- b. Authentication/Authorization – Product would integrate with a commonly used authentication or authorization model. Examples include but are not limited to LDAP, CAS, SAML, and Shibboleth.
 - i. Describe single sign-on integration, if option is available.
- c. Web Based/Customizable - Provide narrative and/or screen captures to demonstrate Product is fully web-based:
 - i. Product is viable on hand-held mobile devices.
 - ii. Product is accessible as a stand-alone website.
 - iii. Product portal can be incorporate into the institutional website.
- d. Look and Feel - The look and feel of the Product's web interface or landing page can be customizable to reflect MGCCC branding.
- e. Content Updates - MGCCC can update static content on Product pages with little or no involvement of Vendor.
- f. Catalog Scribing – As part of the migration to a Degree Audit system, MGCCC will require the following scribing services.
 - i. Please provide examples of scribing techniques used and end-user training allowing the college to continue to scribe with little or no involvement of Vendor.
 - ii. Initial deployment will include Vendor to scribe 3 years of catalogs.

3. Degree Audit Features

- a. Describe in detail the system's degree audit features.
- b. Please specifically address the following questions:
 - i. How does your system identify students who are eligible for graduation?
 - ii. How does the system handle concurrent and multiple degrees?
 - iii. How does the system handle exceptions, substitutions and waivers and how these are updated? How are students notified of changes?

- iv. How are “what if” situations handled in your degree audit program?
- v. Does the system automatically certify a degree and how?
- vi. Does the system produce diplomas?

4. Report & Analysis Requirements

- a. Standard Administrative Reports - Product provides standard administrative reports such as, but not limited to the reports listed below. Provide a list and description, and include samples, of all standard administrative reports included with the Product license.
 - i. Changes in Course Equivalencies. Report aggregates changes as new course, retired course, no changes, changes. In each category, lists course(s) affected, includes indication of what has changed such a prefix change or credit hour change signaling substantive curriculum change.
 - ii. Changes in Program Requirements. Report aggregate changes as new program, discontinued program, no change, changes. In each category, lists changes to course(s) and related requirements.
- b. Customized Administrative Reports – MGCCC administrative users can export delimited data from Product tables for purposes of creating customized reports. Describe how administrative users can create customized reports and provide samples, if available, including the ability to write queries from the product’s database(s). Provide a list and samples of customized administrative reports created for other Vendor customers, if available.
- c. Printable Results - Search results and end user and administrative user reports are printer friendly and exportable as delimited data or pdf. Provide sample of printable reports.

5. Administrative User Requirements

- a. Ease of Managing Data - Administrative update pages are intuitive and easy to use. Administrative users can record course equivalency updates individually or in batches. Administrative users can update course and program data manually as needed with the least number of key strokes. Administrative users can make updates year-round. Provide narrative and/or screen captures that demonstrate the level of staff effort required to update and maintain course equivalency and program articulation data.
- b. Administrative Users/Groups/Sharing - The secure administrative site or dashboard is available only to approved users. Product allows administrative users to share articulation data with specific individuals or groups while restricting access to end users. (ex. tiered security prevents administrative users from altering course and articulation data from other institutions.) Describe access and controls of administrative users.
- c. Publishing Authority - Product allows institution administrative users authority to control when course and credit articulation data and notes or comments are published. For example, as new articulations are added, to be effective the next academic year, an administrative user can set a “control” to publish articulation data at the beginning of that year. Describe publishing controls of administrative users.

- d. Password Updates - Administrative users are notified when their passwords will expire and self-recover passwords or create new passwords online. Describe who assigns passwords, how passwords are recovered or updated.
- e. Product Documentation - Product manual is available online; updates are published regularly. Additional training materials such as slide presentations and webinars are available. All documentation avoids jargon and technical language when possible. Describe processes in place to maintain and update documentation; provide a product user's manual; provide access to a webinar or artifacts of a training event.

6. Vendor Qualifications and Expertise

- a. Demonstrated Ability to meet Scope of Work
 - i. For on premise deployments, describe the hardware and software requirements for the institution.
 - ii. For SaaS deployments, describe the requirements for the institution.
 - iii. Provide the timeline required to develop, test, train, and deploy the MGCCC guide by 06/30/2020. Describe each milestone.
 - iv. Provide a list and description of all necessary college input and resources needed to complete your proposal and installation schedule.
- b. Demonstrated Technical Capability - Provide a list of work on similar projects to the MGCCC project. Include technical specifications.
- c. Qualifications and Expertise of Staff - Briefly describe executive, development, programming, sales and support entities within the company. Provide detail on the personnel that will typically provide service for a MGCCC account including resume. Vendor must disclose intent to employ subcontractors and must list subcontractor roles.
- d. References - Provide at least three (3) references for customers using the Ellucian Banner ERP system which are similar in size to the College. At least one (1) of the references must be a Mississippi institution of higher education. Include business name, address, phone number and contact person for each reference.
 - i. MGCCC reserves the right to contact or visit any of the Vendor's current and/or past customers to evaluate the level of performance and customer satisfaction.
 - ii. MGCCC may deem any proposal as "Non-Responsive" if the submission fails to provide the requested references or upon receipt of a reference check response that the College deems as unsatisfactory.
- e. Product Management Plans - Describe your 1-3-year Product roadmap. Include planned technical goals, feature and function improvements, and how enhancements might be used in higher education.
- f. Technical Support
 - i. Describe your firms support after deployment support model.
 - 1. Does your firm provide 24/7 support model?
 - ii. Provide three examples of training and technical support services provided for clients.

1. NOTE: If the Product is available both as a full-featured cloud-based service and as a locally installed, vendor-supported solution, describe the difference in support offered for each scenario, if any.
- g. Professional Services - The Vendor has professional services for hire, priced separately, for integration development for data migration, for example, for MGCCC if needed. Describe professional services Vendor offers. Provide an example of professional services completed for an existing customer.
- h. Other subjective or objective criteria - List any other information and/or qualifications that aren't covered in other sections of the RFP that differentiate you from other vendors with regard to the MGCCC project.

7. College IT Requirements

- a. For an on-premise solution - server requirements – MGCCC IT uses a virtual (VM) server environment. Detail the following recommended configuring requirements:
 - i. Test Environment.
 1. OS Version
 2. Amount of RAM required
 3. Amount of estimated disc space required
 4. Best practice for number of concurrent connections
 - ii. Production Environment.
 1. OS Version
 2. Amount of RAM required
 3. Amount of estimated disc space required
 4. Best practice for number of concurrent connections
 - iii. 3rd Party software requirements (if any)
- b. For a SaaS solution – Bandwidth requirements – MGCCC currently uses a 1 GB internet connection. Detail the expected internet bandwidth requirements for the use of your SaaS solution.
- c. Ellucian Banner version Requirements
 - i. Version of your Degree Audit software to be installed.
 - ii. Ellucian Banner module version numbers required to be compatible with your Degree Audit Software version.

8. Optional Project Support and Maintenance Requirements

- a. 2 Years of complete system support and maintenance instead of 1 Year.
- b. 3 Years of complete system support and maintenance instead of 1 Year.
- c. 5 Years of complete system support and maintenance instead of 1 Year.

RFP Criteria

The following areas will be considered when grading each RFP:

- Mandatory Requirements
- Product Integration Requirements
- Degree Audit Features
- Report & Analysis Requirements
- Administrative User Requirements
- End User (Student) Requirements
- Vendor Qualifications and Expertise
- College IT Requirements
- Optional Project Support and Maintenance Requirements
- Cost to the Institution

RFP Pricing Format

Degree Audit Software Requirements and Pricing (Must include)

- Degree Audit System
- Professional Services to install Degree Audit System and integrate it with MGCCC's Banner SIS.
- Scribing of 3-years of MGCCC catalogs.
- Optional additional pricing.
- Should your company offer on on-premise and cloud based (SaaS) solution, we would ask that you provide us pricing for both options.
 - MGCCC will be taking into consideration for SaaS solutions the savings in on-premise technology services and resources.
 - MGCCC currently does not have a preference and will consider both options if presented by one or more vendors.

Training and Implementation

- Pricing should include all vendor recommended training, implementation materials, project management, project plan, and documentation required to successfully complete the deployment of the system and all purchased modules.

Warranties and Support

- All software must be warrantied for 1 year from module Go-Live date.
- The module Go-Live date is the date the vendor system is placed into production and used by MGCCC after the completion of installation, training, and testing.

- Vendor may optionally also quote support options listed below in addition to 1 Year of support and maintenance.
 - 2 Years of complete system support and maintenance instead of 1 Year.
 - 3 Years of complete system support and maintenance instead of 1 Year.
 - 5 Years of complete system support and maintenance instead of 1 Year.

Proposal

General Information

Prospective vendors are to submit sealed proposals to:

Mississippi Gulf Coast Community College
Attn: Purchasing Department
Harrison Hall
51 Main Street
P. O. Box 609
Perkinston, MS 39573

no later than 2:00p.m. cst, Tuesday, December 2, 2019. RFPs received after this date and time will be returned to the vendor unopened.

All Proposals are to be clearly marked in the lower left-hand corner with the **RFP Name and RFP Number**. The RFP Vendor's name and address must also be on the outside of the sealed packet.

Submission

Vendor must submit one (1) signed and bound original copy of their proposal along with any technical information and product materials pertinent to the evaluation of the proposal. Proposal is to be tabbed and labeled indicating specific to, and addressing each area of concern contained within this RFP. Vendor must also submit an electronic copy of their entire proposal on a non-returnable flash drive or may submit electronically via Central Bidding. The flash drive is to enable the College to reproduce the Vendor's proposal for the members of our Evaluation committee.

Proposals will be officially received at the MGCCC, Perkinston Campus, Harrison Hall, 2nd Floor Conference Room.

References

The vendor should provide a minimum of two (2) references of customers whose projects comparable in scope to the one presented in this RFP. Please provide customer name, e-mail address and phone number. (Add wording from above to match)

Vendor Presentations/Q&A

It is the intent of the College to select a “short list” of finalist from the submissions. Those vendors will be notified and be available to meet with the evaluation committee either in-person or via conference call or WebEx during any of the days referenced in the RFP Timeline on **Page 13**. Vendor should have a succinct presentation about their product lasting no longer than 90 minutes. Vendor should have available any member of their team deemed necessary to answer any and all areas of the RFP. Vendor needs to be prepared to answer questions from the evaluation committee specific to the offering of their proposal.

Force Majeure. If for any reason the college is closed on the proposal opening day, the college reserves the right to open proposals at the same time, on the first day the college resumes business.

The college reserves the right to reject any and all RFPs if it is in the best interest of the college. The college reserves the right to waive any informalities.

It is the intention of the college to award this job to one vendor.

The successful vendor will be required to provide to MGCCC current system and user documentation in Adobe™ PDF format.

Quality Assurance

Manufacturer qualifications should have no fewer than five (5) years’ experience with successful production of products and systems similar in scope to this project with a record of successful in-service performance and completion of projects for a period of not less than five (5) years and has sufficient production capability, facilities, and personnel to produce required work.

The college will accept only new equipment. No factory reconditioned or used equipment will be accepted.

RFP Vendor should be able to provide names and contact information of two (2) references for jobs done that are similar in size and scope of this RFP.

Timeline

<u>Dates</u>	<u>Event</u>
November 11, 2019	1 st Advertisement
November 18, 2019	2 nd Advertisement
December 3, 2019 , 2:00pm (Tuesday)	Receive proposals
December 4, 2019	Review proposals
Week of December 9, 2019	Proposal Presentations, if deemed necessary

Questions

Forward any questions regarding this solicitation to John Hallis, Chief Information Officer, Mississippi Gulf Coast Community College, at John.Hallis@mgccc.edu and Jay Newton, Director of Purchasing and Property Control, at Jay.Newton@mgccc.edu. All questions must be received no later than 3:00 PM CDT on Friday, November 22, 2019.

Ownership of Property

Any equipment, reference materials and other items purchased specifically for an agency's order, using an agency's funds, will belong to the College at the conclusion of the order and delivered to the agency placing the order.

Ownership of Documents

All documents, which for purposes of this contract is defined to include but not be limited to reports, plans, subject data ("subject data" is defined as all information, excluding copyrighted material, that is compiled or delivered or specified to be compiled or delivered under this contract), drawings, studies, specifications, memoranda, estimates and computations secured by and for the contractor in the prosecution of this contract shall become and remain the property of the agency placing the order upon termination or completion of the work.

The agency placing the order shall have the right to use such documents (preferably including copyrighted material) for any public purpose without compensation to the contractor, other than as hereinafter provided. Except for its own internal use, the contractor shall not publish or reproduce documents, in whole or in part, in any manner or form, nor shall the contractor authorize others to do so without the written consent of the agency. The agency reserves the right to publish initially all documents. The contractor shall not release or publish any documents without the prior written approval of the agency. Neither the contractor, nor any subcontractor or any agents, employees or subcontractors thereof, shall publish, participate in the publication of, or make oral presentations regarding any documents, information or material relating to this contract, either during or after the term of this contract, without specific prior written approval of the agency. Any releases to the news media must be approved by and released through the agency.

Intellectual Property Rights

All rights in intellectual property specifically developed or created pursuant to this contract shall be the sole property of the agency placing the order with the Contractor. "Intellectual property" includes all inventions subject to the U.S. Patent System (including but not limited to new processes, materials, compounds, and chemicals), and all creations subject to the U.S. Copyright Act of 1976 (including but not limited to printed material, software, drawings, blueprints, and compilations such as electronic databases).

All copyrightable material created pursuant to the contract shall be considered work made for hire and may be utilized exclusively by the agency. Neither party intends any copyrightable material created pursuant to this contract, together with any other copyrightable material with which it may be combined or used, to be a “joint work” under the copyright laws. If the whole or any part of any such copyrightable material cannot be deemed work made for hire or deemed a joint work, the contractor agrees to assign, and does hereby irrevocably assign, its entire copyright interest therein to the agency and shall execute and deliver such further documents as the agency may reasonably request for the purpose of acknowledging or implementing such assignment.

The contractor hereby agrees that, notwithstanding anything else in this contract, in the event of any breach of this contract by the agency, the remedies of the contractor shall not include any right to rescind or otherwise revoke or invalidate the provisions of this section. Similarly, no termination of this contract by the agency shall have the effect of rescinding the provisions of this section.

Confidentiality

The contractor assures that information and data obtained during the performance of this contract, to include personal facts and circumstances related to students, patients or clients, shall be considered confidential, during and following the term of this contract, and will not be divulged without the agency’s written consent and then only in strict accordance with prevailing laws. The contractor shall hold all information provided by the agency as proprietary and confidential, and shall make no unauthorized reproduction or distribution of such material. Upon termination of this agreement and/or within 30 days of receipt of final payment for services, all materials, data, and information in the possession of the contractor, provided to or obtained by the contractor during the performance of this contract and to satisfy the requirements of this contract, shall be provided to the agency in hardcopy and/or electronic form. Except where law allows, the contractor shall not retain hard copies of the material, data and information and all electronic stored material, data and information shall be expunged from equipment and systems retained by the contractor, unless otherwise agreed to in writing by the agency.

The contractor acknowledges and understands that its employees may have access to confidential information, including, but not limited to: Family Educational Rights and Privacy Act (FERPA) and Protected Health Information (PHI) regarding employees, clients/patients, or the public. In addition, the contractor acknowledges and understands that its employees may have access to proprietary or other confidential information or business information belonging to the College. Therefore, except as required by law, the contractor agrees that its employees will not:

- a. Access or attempt to access data that is unrelated to their job duties or authorization;

- b. Disclose to any other person or allow any other person access to any information related to the College, or any of its facilities that is proprietary or confidential and/or pertains to employees, students, patients, or the public. Disclosure of information includes, but is not limited to, verbal discussions, FAX transmissions, electronic mail messages, voice mail communication, written documentation, “loaning” computer access codes and/or another transmission or sharing of data.
- c. Disclose of Protected Health Information (PHI) in violation of Health Insurance Portability and Accountability Act (HIPAA) regulations.

The contractor understands that the College and its employees, clients/patients, or others may suffer irreparable harm by disclosure of proprietary or confidential information and that the College may seek legal remedies available to it should such disclosure occur. Further, the contractor understands that violations of this clause may result in contract default.

Background Checks

The College may make such reasonable investigations as deemed proper and necessary to determine the ability of the RFP Vendor or Contractors to perform the contract. ***Such investigations may include but are not limited to fingerprint-based criminal history background checks, credit checks, legal residence checks, or proof of US citizenship.*** The RFP Vendor or Contractors shall furnish to College all such information and data for this purpose as may be requested. The College further reserves the right to reject any RFP or proposal if the evidence submitted by, or investigations of, such RFP Vendor or Contractors fails to satisfy the College that such RFP Vendor or Contractors is properly qualified to carry out the obligations of the contract and to complete the work/furnish the services contemplated therein.

Educational or Promotional Discount

The contractor shall extend any special educational or promotional sale prices or discounts immediately to the College during the term of the contract. Such notice shall also advise the duration of the specific sale or discount price.

Data Theft

The Contractor assures that any and all personal information and data obtained as a result of performing contractual duties associated with this contract shall be held in strict confidence. Such information shall not be divulged without written permission from the individual and MGCCC.

- a. All personal information whether electronic or hard copy shall be stored in a manner that will prevent intrusion and theft by unauthorized persons.
- b. All intrusions or suspicions of intrusion into files containing personal information shall be reported to the college and proper authorities within 24 hours of detection or suspicion.

- c. All remedies suggested by the Contractor shall be approved by the Agency prior to being implemented.
- d. Data thefts occurring due to Contractor errors, omissions, or oversights are the financial responsibility of the Contractor. This responsibility includes the cost of remedy.