

SAN FRANCISCO COMMUNITY COLLEGE DISTRICT
CITY COLLEGE OF SAN FRANCISCO



REQUEST FOR PROPOSAL (RFP) # 2023-021

STUDENT REGISTRATION PLATFORM

Student Registration Platform

Issuing Date: January 9th, 2023

Proposals Due Date: February 6, 2023 @ 11am PST

City College of San Francisco
Administrative Services & Purchasing
50 Frida Kahlo Way, Smith Hall 118
San Francisco, CA 94112
mrodriguez@ccsf.edu

**ELECTRONIC SUBMITTAL VIA EMAIL, AND A MAILED COPY ON A FLASH DRIVE
POSTMARKED BY February 6, 2023, 11 am PST**

NOTE: Updates, changes or addendums to the RFP are posted at CCSF's website under Bid Opportunities:

<https://www.ccsf.edu/about-ccsf/administration/finance-and-administration/administrative-services-purchasing/bid-opportunities-vendors>

Request for Proposal - STUDENT REGISTRATION PLATFORM

Table of Contents

San Francisco Community College District.....	1
CITY COLLEGE OF SAN FRANCISCO	1
Request for Proposal (RFP) # 2023-021	1
SECTION 1 – PURPOSE, OVERVIEW, AND ENVIRONMENT	7
1.1 PURPOSE.....	7
1.2 OVERVIEW	7
1.2.1 DISTRICT OVERVIEW	7
1.2.2 REGISTRATION PROCESS OVERVIEW.....	7
1.3 ENVIRONMENT	11
1.3.1 ACADEMIC ENVIRONMENT	11
1.3.2 TECHNICAL ENVIRONMENT	12
SECTION 2 – NOTICE INVITING PROPOSALS, PROPOSAL SUBMISSION, FORMAT	14
2.1 NOTICE INVITING PROPOSALS.....	14
2.2 PROPOSAL SUBMISSION.....	15
2.3 PROPOSAL FORMAT	16
2.4 PROPOSAL TERMS AND CONDITIONS.....	20
2.4.1 ERRORS AND OMISSIONS	20
2.4.2 ADDENDA.....	20
2.4.3 CANCELLATION OF SOLICITATION	20
2.4.4 COMPLIANCE WITH RFP	20
2.4.5 COMPLETION OF PROPOSAL	20
2.4.6 EXCEPTIONS	21
2.4.7 ALTERNATIVE PROPOSALS.....	21
2.4.8 WITHDRAWAL OF PROPOSAL	21
2.4.9 PROPOSALS BECOME THE PROPERTY OF CCSF	21
2.4.10 CONFIDENTIAL MATERIAL	21
2.4.11 PROPOSER'S COST	21
2.4.12 INSPECTION OF SOLICITATION DOCUMENTS	22
SECTION 3 – CONTRACT AWARD, Terms, and conditions	22
3.1 CONTRACT AWARD	22
3.2 TERM OF CONTRACT	22
3.3 EXECUTION OF THE AGREEMENT.....	22

Request for Proposal - STUDENT REGISTRATION PLATFORM

3.4	FAILURE TO EXECUTE THE AGREEMENT	22
3.5	CONFLICT OF INTEREST	23
3.6	ASSIGNMENT	23
3.7	EXTENSION OF CONTRACT / PIGGY- BACKING	23
3.8	MEDIATION/ARBITRATION	23
3.9	CONTRACT TERMINATION	23
	SECTION 4 – SCHEDULE OF EVENTS	25
	SECTION 5 – SOLICITATION PROVISIONS AND PROPOSER’S CERTIFICATION	25
5.1	SOLICITATION PROVISIONS	25
5.1.1	DEFINITIONS	25
5.1.2	RESERVATION OF RIGHTS	26
5.1.3	NON-ENDORSEMENT	26
5.1.4	DISPUTES/PROTESTS	26
5.2	PROPOSER’S CERTIFICATION	27
5.2.1	SMALL LOCAL BUSINESS ENTERPRISE (SLBE)	27
5.2.2	AMERICANS WITH DISABILITIES ACT (ADA)	29
5.2.3	Accessibility Technology Initiative – Section 508	29
5.2.4	Patent, Copyright, and Trade Secret Indemnity	29
5.2.5	PUBLIC CONTRACTS CODE RESTRICTIONS FOR CCSF EMPLOYEES	29
5.2.6	LOSS LEADER	30
5.2.7	BRAND NAMES	30
5.2.8	UNFAIR PRACTICES ACT	31
5.2.9	VIOLATION OF AIR OR WATER POLLUTION LAWS	31
5.2.10	COMPLIANCE WITH National Labor Relations Board (NLRB) ORDERS	31
5.2.11	ASSIGNMENT OF ANTITRUST ACTIONS	31
5.2.12	NONCOLLUSION AFFIDAVIT	32
5.2.13	SAFEGUARDS FOR PROTECTING CCSF INFORMATION ASSETS	32
5.2.14	COVENANT AGAINST GRATUITIES	32
5.2.15	DRUG-FREE WORKPLACE CERTIFICATION	32
5.2.16	ELECTRONIC WASTE RECYCLING ACT	32
5.2.17	DARFUR CONTRACTING ACT	32
5.2.18	IRAN CONTRACTING ACT	33
5.2.19	THE CONGO – SECURITIES EXCHANGE ACT	33
5.2.20	INSURANCE REQUIREMENTS	33
	SECTION 6 – EVALUATION AND SELECTION CRITERIA	34

Request for Proposal - STUDENT REGISTRATION PLATFORM

6.1	Evaluation Method	34
6.2	POINT SCORING SCHEDULE	35
6.3	POINT SCORING APPROACH	36
6.3.1	Proposals will be reviewed, evaluated, and scored in accordance with the point schedule for all evaluation criteria noted below.	36
A.	Responses TO Student Registration Platform Functional and Features Requirements in attachment o	36
F.	Costs, Fee Schedule, Best Value Pricing Structure	36
6.3.2	MINIMUM REQUIREMENTS ("M" in ATTACHMENT O)	37
6.3.3	DESIRED REQUIREMENTS ("D" in ATTACHMENT O)	37
6.3.4	OPTIONAL REQUIREMENTS (ATTACHMENT O)	37
6.3.5	BEST AND FINAL OFFER (BAFO)	38
6.4	BASIS OF AWARD	38
	Section 7 – SCOPE OF WORK	39
7.1	SATISFACTION OF ALL REQUIREMENTS	39
7.2	SERVICE AGREEMENT	39
	Attachment A	40
	W-9 FORM	40
	Attachment B	41
	VENDOR INFORMATION FORM	41
	Attachment C	42
	Cost Response Form	42
	Attachment D	43
	Required Information of All Proposers	43
	Attachment E	44
	Attachment F	46
	Attachment G	47
	NON-COLLUSION DECLARATION	47
	ATTACHMENT H	48
	DRUG-FREE WORKPLACE CERTIFICATION	48
	ATTACHMENT I	50
	Certification Regarding Debarment, Suspension, Ineligibility, and Voluntary Exclusion	50
	ATTACHMENT J	52
	BIDDER'S CERTIFICATE REGARDING WORKERS' COMPENSATION	52
	ATTACHMENT K	53

Request for Proposal - STUDENT REGISTRATION PLATFORM

AB1584 COMPLIANCE CERTIFICATION REGARDING TECHNOLOGY SERVICE
AGREEMENTS –.....53

ATTACHMENT L56

ADDENDA ACKNOWLEDGEMENT FORM56

ATTACHMENT M57

DECLARATION OF ABILITY TO EXECUTE57

ATTACHMENT O.....58

RFP REQUIREMENTS.....58

Request for Proposal - STUDENT REGISTRATION PLATFORM

BLANK PAGE

Request for Proposal - STUDENT REGISTRATION PLATFORM

SECTION 1 – PURPOSE, OVERVIEW, AND ENVIRONMENT

1.1 PURPOSE

City College of San Francisco (CCSF), hereafter the “District”, is seeking bid proposals from qualified vendors to provide a district-wide Student Registration Platform to be used by CCSF students. It is our goal to optimize our student registration process at the District.

In an effort to obtain this goal, CCSF is looking for a viable platform that is designed to help all students easily access the necessary information, forms, and documents to register, and that will easily integrate with the CCSF student Banner ERP data system. The current CCSF registration system is approaching its end-of-life and has been found to be inflexible and unintuitive by end users. The student completes registration online or using remote or in-person Counseling and Admissions and Records services.

1.2 OVERVIEW

1.2.1 DISTRICT OVERVIEW

About the District - City College of San Francisco (CCSF or City College) is a public community college in San Francisco, California. Founded as a junior college in 1935, the college plays an important local role, annually enrolling as many as one in nine San Francisco residents. CCSF is accredited by the Accrediting Commission for Community and Junior Colleges (ACCJC).

Comprising the entire San Francisco Community College District, CCSF is the only community college in San Francisco. The Ocean Avenue campus, bordering the Sunnyside, Westwood Park and Ingleside neighborhoods, is the college's largest location. The college has other campuses in the Financial District, Chinatown/North Beach, Bayview-Hunters Point, North of Panhandle, and Mission District.

CCSF offers courses in more than 50 academic programs and over 100 occupational disciplines. There is a wide selection of credit courses that lead to an associate degree, which can be used to meet the general education requirements for transfer to four-year institutions. City College of San Francisco has articulation agreements with the California State University system, the University of California system, and other private and public universities in California and across the United States. Free non-credit courses in subjects such as ESL and citizenship as well as adult education classes are also provided. For additional information on the District, please visit www.ccsf.edu.

1.2.2 REGISTRATION PROCESS OVERVIEW

The STUDENT REGISTRATION PLATFORM solution will provide a suite of services and products that will assist the College with its outreach and recruitment efforts: These services and products should include a protocol for the inclusion/integration of the CCCApply application (complete and partial) into all STUDENT REGISTRATION PLATFORM services/capabilities.

Services and products must also include user-friendly print, email, and text capabilities optimized across a wide spectrum of devices including laptops, desktops, mobile telephone devices and tablets.

Student Registration scenarios A-D below describe/illustrate the processes which currently occur within the STUDENT REGISTRATION PLATFORM to build the student experience for a new, degree-seeking prospective student, from initial inquiry to enrollment at CCSF.

Request for Proposal - STUDENT REGISTRATION PLATFORM

A. New degree/certificate seeking student

- o Prospective students visit the CCSF website for more information, after viewing a degree program marketing campaign through a social media channel – Facebook, Instagram, Digital Ad, etc., which links directly to the CCSF College webpage.
- o Prospect views webpage, completes and submits a program inquiry form.
- o The prospect receives communication from CCSF inviting them to an event or webinar highlighting degree programs of interest for the prospect which are offered at CCSF.
- o Prospect registers for the selected event through the STUDENT REGISTRATION PLATFORM. Identify communications modes for acknowledgement of event registration and staff touchpoints.
- o After event completion, detail how CCSF staff would:
 - Track prospect attendance
 - Create and schedule the appropriate communication thanking prospect for attending
 - Place prospect on appropriate communication track for next steps
 - Inviting them to schedule a campus visit
 - Contact information of the recruiter for any follow up questions
- o If the prospective student schedules a campus visit, describe communication processes utilized up to the campus visit and workflow touchpoints to recruiter/CCSF staff.
- o Upon completion of the visit, describe the options for the recruiter to select for placing prospect on communication tracks:
 - Checklist of steps for completion of the CCSF admissions application through CCCApply;
 - Recruiter options for review prospect lists – applied/not-applied;
 - Follow up communications triggered at prescribed intervals until application has been submitted through CCCApply by the prospect.
 - Process for upload of application from CCCApply through interface with the STUDENT REGISTRATION PLATFORM to create the applicant record/file.
 - Ability to trigger communications to the applicant indicating application received, alert to missing information, or items, etc.
- o Describe/illustrate the processes which occur within the STUDENT REGISTRATION PLATFORM if the prospective student does not attend the event:
 - Identify marketing and social media channel options for continued cultivation of that prospect actively in the STUDENT REGISTRATION PLATFORM;
 - Describe creation and timing of marketing drip campaign utilization.
 - Describe processes to create communication and recruiting outreach track options to convert the passive prospect pool to active status
 - Identify active recruiter outreach capabilities within the STUDENT REGISTRATION PLATFORM to drive successful conversion to the application submission in CCCApply.

Request for Proposal - STUDENT REGISTRATION PLATFORM

B. High School student

- Prospective CCSF students who are dually enrolled high school student or a local high school student, during their sophomore year of high school.
 - o CCSF Outreach team works with high school counselors or administrators to schedule dual enrollment information sessions, open houses and college fairs in the high schools, within the local school district(s), targeting specific high school populations.
 - Event communications are created and sent out to students and parents through multiple media channels and local high schools.
 - Prospective students and parents can respond via completion of lead form from social media channels, i.e. Facebook which then feed back into the STUDENT REGISTRATION PLATFORM event track.
 - Events should focus on identifying prospective dual enrollment high school students – sophomore, junior and senior and high school students – sophomore, junior and senior as prospective new, first year, CCSF students enrolling upon high school graduation.
 - o CCSF establishes appropriate outreach and recruitment tracks and actions for the above groups of prospective high school students, from initial inquiry to enrollment at CCSF.
 - Design information sessions, open houses and college fairs focused on those students and parent inquiry responses and interests.
 - The prospect and parent receive communication from CCSF inviting them to designated event or webinar highlighting level of interest in CCSF based on inquiry response.
 - Prospect (and parent) registers for the high school event through the STUDENT REGISTRATION PLATFORM and is placed in appropriate communications track for event registration and outreach staff follow up.
 - o Upon event completion, detail how CCSF staff would:
 - Upload the high school inquiry data from the above high school events into STUDENT REGISTRATION PLATFORM to create next level prospect pools.
 - Build out the appropriate communication tracks and outreach recruiters for targeted, time sequenced follow up.
 - Track prospect and parent attendance for each high school event
 - Create and schedule the appropriate communication acknowledging attendance CCSF staff contact information.
 - Place prospect on appropriate communication track for next steps if intent is dual enrollment or load into queue for drip campaign outreach if intent is enrollment after high school graduation.
 - o Dual enrollment interest – determine next level event - campus visit or in-house application day at high schools.
 - o Enrollment after high school graduation – provide details for messaging and event options for drip campaigns targeting sophomore, junior and senior high school prospects

Request for Proposal - STUDENT REGISTRATION PLATFORM

- Parent information loaded into STUDENT REGISTRATION PLATFORM and attached to communication track to receive direct contact based on indicated preference (email, text or phone call) from outreach recruiter to provide follow up and respond to any additional questions.

C. Prospective dual enrollment student

- o If the prospective dual enrollment student signs up for the in-house application day or schedules a campus visit, describe communication processes utilized up to either event and specific workflow touchpoints with outreach recruiter/CCSF staff.
 - § Prospective dual enrollment student (and parent) attends in-house application day or visits the CCSF campus after receiving communication from CCSF outreach team, in coordination with their high school counselor/administrative contact.
- o Upon completion of the either dual enrollment event, describe the options for the outreach staff/recruiter to select for placing dual enrollment prospect on communication tracks:
 - Checklist of steps for completion of the CCSF admissions application for intended term of enrollment through CCCApply;
 - CCSF outreach team options for reviewing dual enrollment prospect lists – applied/not applied;
 - Follow up communications with prospect and parent, triggered at prescribed intervals until application has been submitted through CCCApply by the prospect.
 - Process for upload of application from CCCApply through interface with the STUDENT REGISTRATION PLATFORM to create the applicant record/file.
- o Describe/illustrate the processes which occur within the STUDENT REGISTRATION PLATFORM if the dual enrollment prospective student does not attend either in-house application day or scheduled campus visit with parent:
 - Identify marketing and social media channel options for continued cultivation of that prospect actively in the STUDENT REGISTRATION PLATFORM;
 - Describe creation and timing of a targeted marketing drip campaign for prospective dual enrollment students and parents.
 - Describe processes to create communication and recruiting outreach track options to reengage those in the dual enrollment prospect pool to active status.
 - Identify active recruiter outreach capabilities within the STUDENT REGISTRATION PLATFORM to achieve reengagement conversion of prospective dual enrollment student back to application stage submission in CCCApply.

D. Prospective High School student (attending upon graduation)

- o Describe/illustrate the processes which occur within the STUDENT REGISTRATION PLATFORM following placement of this prospect into appropriate communication track for drip campaign outreach if intent is enrollment after high school graduation.
 - Enrollment after high school graduation – provide details for messaging and event options for drip campaigns at each level: sophomore, junior and senior high school prospects and their intended academic year/term of enrollment at CCSF

Request for Proposal - STUDENT REGISTRATION PLATFORM

- Detail how is parent information loaded into STUDENT REGISTRATION PLATFORM and attached to communication track to receive appropriate communications on events and activities, based on indicated preference (email, text or phone call) and related to student level of engagement in each of the identified years of high school enrollment. CCSF outreach recruiter to provide follow up and respond to any additional questions.
- o Describe/illustrate the processes which can be structured within the STUDENT REGISTRATION PLATFORM, by level of prospective high school student – sophomore, junior or senior – to build contact and engagement as the student progresses through high school.
 - Identify marketing and social media channel options for continued cultivation of that prospect and parent in the STUDENT REGISTRATION PLATFORM;
 - Describe creation and timing of a targeted marketing drip campaign for each level of prospective student and parents based on intended year of enrollment.
 - Describe processes to create communication and recruiting outreach track options to reengage any students which may become inactive based on established criteria in STUDENT REGISTRATION PLATFORM.
 - Identify active recruiter outreach capabilities within the STUDENT REGISTRATION PLATFORM to actively reengage the prospective student or parent through additional high school events or outreach activities maintaining movement on path to submission of application in CCCApply.
- o Upon high school graduation, describe the options for creation of enrollment path options the outreach staff/recruiter can select for placing the recent high school graduate prospect:
 - Communication tracks based on program of interest/intent as established during the high school event activities outcomes uploaded into the STUDENT REGISTRATION PLATFORM.
 - Checklist of steps for completion of the CCSF admissions application through CCCApply;
 - CCSF outreach team options for reviewing high school prospect lists – applied/not applied;
 - Follow up communications with prospect and parent, triggered at prescribed intervals until application has been submitted through CCCApply by the prospect.
 - Process for upload of application from CCCApply through interface with the STUDENT REGISTRATION PLATFORM to create the applicant record/file.

1.3 ENVIRONMENT

1.3.1 ACADEMIC ENVIRONMENT

Students enter CCSF with a wide variety of backgrounds. Students may be anywhere from absolute beginner to fluent in English. They may have little prior education, may have achieved a high school diploma, may already have a college degree or advanced graduate degree. Students come to CCSF from all over the world, from all races and ethnicities. They may have little to no computer literacy all the way to being “digital native”. They may have a range of disabilities. They may be a variety of genders and sexualities. They have a range of goals, from basic skills to

Request for Proposal - STUDENT REGISTRATION PLATFORM

career and technical education to academic degrees and transfer. These wide-ranging needs must inform the development of the new registration system so that the user experience is intuitive, accessible, equitable, and easy to use for the entire range of CCSF students.

Prospective CCSF students can choose between degree, certificate and transfer programs, career education, and personal enrichment courses. Students may choose to take classes in Credit or Noncredit. There are many pathways that students may choose to follow. The new registration platform will need to provide a user experience that integrates seamlessly with other systems and technology.

Associate degrees are granted in academic programs such as Broadcasting, Business, Computer Science, Culinary Arts, Engineering, Fashion, Health Care, Nursing, Physical Education and Dance, as well as Women's and Gender Studies. The College's Honors Program provides students with an enhanced educational experience along with potential transfer and scholarship benefits. CCSF employs over 400 full-time and 500 part-time faculty.

Students visit the campus Bookstore and Library to obtain a copy of required textbooks for their classes. The college emphasizes the availability of free textbooks whenever possible.

In-state enrollment fees are affordable at City College. California residents pay \$46 per credit. Residents of San Francisco can take advantage of the Free City program to cover the cost of tuition. Financial aid is available including grants, college work-study, and loans. Students may apply for these programs by filing a Free Application for Federal Student Aid. Nonresident tuition fee is an additional \$187 per credit. There is a \$17 health fee. Students who are California residents may apply for a Board of Governors Fee Waiver.

1.3.2 TECHNICAL ENVIRONMENT

Banner Student Registration Self-Service

When a student logs in to Self-Service and selects Register Here, the student is taken to our registration portal known as College Scheduler, selects a term, and can start Adding Courses. Students can search for Credit and Noncredit classes by Subject, by Program and GE Area, by Instructor, or by CRN. The portal allows students to view possible schedules based on their selected courses and once they confirm the schedule, they can save the courses for the given term and Register for the classes. Student Registration data is passed from College Scheduler back to Banner to update the Student Schedule information.

Students pay their enrollment fees in Banner Student Account Self-Service using one of the following:

- Pay by Credit Card – takes the student to Payment Gateway and submits their Credit Card Information and amount to be paid; Credit Card company is called Heartland ECSI
- Pay with Installment Plan – takes students to another portal called Nelnet where students can set up their Payment Plan options, Payment details, and Payment schedule then student reviews and authorizes for the payment;
- Apply for Financial Aid via the FAFSA website

Request for Proposal - STUDENT REGISTRATION PLATFORM

- Students who are San Francisco residents are requested to submit their Free City application via the registration portal to provide its residents with free tuition fees or grants for financial aid recipients to City College. Students can view and order textbooks online from the CCSF bookstore website which is currently being managed by Follett Higher Education Group.

Third-party Integrations to Banner Student Self-Service as part of Class Registration are available to provide additional service to students. Services that are administered by the following third-party agencies to help CCSF students are:

- College Scheduler Portal (Civitas)
- Textbooks Portal (Follett Higher Ed Group)
- Payment Portal (Heartland ECSI)
- Payment Plan Portal (Nelnet)
- Canvas

Banner and Third Party Integrations to SIS - Banner Workflow; Banner Document Management System; Banner Report Engine; Broadcom Automic; CCCApply; CCC Chancellor's Office COTOP website; CSAC Webgrants (California Student Aid Commission); CampusLogic; Canvas LMS; College Scheduler; Comevo; Courseleaf; Curricunet; EdConnect; Ellucian DegreeWorks; Ellucian Ethos Integration Application; ExLibris Alma; Evisions Argos and Intellicheck; GSuite; Handshake Student Jobs; Heartland ECSI; Maxient; Mediat; Nelnet Payment Plan and Refund Processor; NextGen Dynamic Forms; Oculus IT; Parchment; PortalGuard SSO; Qualtrics; Quottly; Rave; ReadyEducation; SARS; SignalVine.

Description of Banner and Third-Party Tools (as of October 2022)

- Banner Workflow: Enables the design, execution, and automation of processes based on workflow rules where human tasks, data or files are routed between people or systems based on pre-defined business rules.
- Banner Document Management System (BDMS): Enables the storage, management and tracking of electronic documents and electronic images of paper-based information captured through the use of a document scanner.
- Banner Report Engine: Tool that retrieves student, course, and personnel data to facilitate meeting reporting requirements to the CA State Chancellor's Office
- Broadcom: Automic Automation® enables workload automation from Dev to Ops and the ability to run them as one agile end-to-end process flow and manage them through a single point of control
- CCCApply: Online gateway for students to apply to California Community Colleges
- CCC Chancellor's Office COTOP website: Portal for submitting students with delinquent fees
- CSAC Web grants: Cal Grant/CA Dream Act Portal
- CampusLogic: Scholarship Management & Student Financial Services Platform
- Canvas LMS: Online learning management system (LMS). Streamlines all the digital tools and content management for a simpler and more connected learning experience
- College Scheduler: Student schedule management
- Comevo: provides an engaging, easy-to-use, cloud-based software service for providing students orientation online
- Courseleaf: Catalog, Curriculum & Schedule Management
- Curricunet: Platform for designing, building, and managing CCSF curriculum

Request for Proposal - STUDENT REGISTRATION PLATFORM

- EdConnect: File Exchange Software for Department of Education Files Application installed on BDM-01 server and runs either manually or via Automagic to exchange files
- Ellucian Ethos: Currently using the CSAC delivered pipelines to process Cal Grant Files. Direct Connection via Ethos Tenant in Ellucian Cloud
- Ellucian Degreeworks: Academic advising and degree audit solution to guide student success
- Evisions Argos Report Writer: Enables reports out of Banner
- Evisions Intellicheck: Streamlines output for AP, Payroll, student refund payments, and direct deposit advice
- ExLibris Alma: Library system
- G Suite: Student Gmail, storage, docs, etc.
- Handshake: Platform for helping college students find jobs
- Heartland: Credit card payment gateway
- Maxient: Software for management of student behavior records
- Mediat: Management of student electronic health records (EHR). Streamlines workflows and takes care of routine tasks from reminders to reporting
- Nelnet: Administration and repayment of student loans and education financial services
- Nextgen Dynamic Forms: Provides a simple way for non-technical users to take any paper-based form and quickly build a sophisticated interactive, electronic form that can be published to the SIS portal or outside website
- OculusIT: Helpdesk for information technology (IT) and student services issues
- Parchment: Online E-Transcripts (official)
- PortalGuard: Identity and Access Management platform
- Qualtrics: Portal to submit Noncredit Admission application
- Quotly: Enables students to find transferable classes at other colleges and universities that count for credit at CCSF, enabling them to graduate faster and with less debt
- Rave: Mobile emergency alert system
- Ready Education: CCSF Mobile App for Student Engagement and Contact Trace
- SARS: Appointment Scheduling
- Signalvine: Text communication software

The College is in the process of implementing the following tools:

- IP Quality Score - Fraud prevention tool
- Symplicity- acquired by DSPS for intake applications, letters and communication, appointment scheduling, and document management.

SECTION 2 – NOTICE INVITING PROPOSALS, PROPOSAL SUBMISSION, FORMAT

2.1 NOTICE INVITING PROPOSALS

NOTICE IS HEREBY GIVEN that the San Francisco City College District of San Francisco County, State of California, acting by and through its Governing Board, hereafter referred to as the “District”, is soliciting sealed proposals in response to **RFP No. 2023-021**, Student Registration Platform.

Request for Proposal - STUDENT REGISTRATION PLATFORM

Vendors who are desirous of securing a copy of the RFP documents may do so by download from the District's website under Current Bids at: <https://www.ccsf.edu/about-ccsf/administration/finance-and-administration/administrative-services-purchasing/bid-opportunities-vendors>

All interested Vendors are invited to submit sealed proposals in accordance with the terms and conditions stated in this Request for Proposal (RFP). Vendors must possess strong experience with successful implementation, training and problem resolution in the delivery of Student Registration Platform. The District is seeking proposals demonstrating "Best Value" proposals meeting or exceeding RFP specifications. To be eligible for consideration, sealed proposals shall be presented in accordance with the instructions of this solicitation within the timeframe specified herein. It shall be the sole responsibility of the Vendor to ensure proposals are submitted on the date, time and location specified in the RFP document. City College of San Francisco reserves the right, in its sole discretion, to determine the criteria and process whereby proposals are evaluated and awarded. No damage shall be recoverable by any challenger as a result of these determination or decision by the City College of San Francisco.

If a proposer discovers any ambiguity or error such as a conflict, discrepancy, omission, or other error in the RFP, the proposer shall immediately notify the District in writing.

The last day the District will accept request for clarifications is **January 23, 2023, 12:00 pm**. All questions or requests for clarification regarding this proposal are to be submitted via email directed to the attention of Maritza Rodriguez-Vivas, Purchaser at mrodriguez@ccsf.edu. **Contact with any other individual regarding this solicitation may be grounds for rejection.** Responses to questions and/or RFP clarifications will be posted on the District's web site as addenda. It is the sole responsibility of each bidder to periodically check the web site for any addenda postings. Acknowledgement of all addenda must be submitted with proposal response. Failure to acknowledge in writing the receipt of any addendum may result in proposal rejection.

2.2 PROPOSAL SUBMISSION

All responses must be clearly marked with the Vendor's company name and the RFP number. It is the Vendor's sole responsibility to ensure that its proposal response is received at the correct location and by the time of opening. No Vendor may withdraw its RFP for a period of 60 days after the date set for the proposal's delivery.

The contract award is contingent upon availability of funds. Minority and Disabled Veterans Businesses are especially encouraged to respond.

The District reserves the right to accept or reject any or all proposals, and to accept or reject any item, to withdraw a line item or entire RFP, and to waive any irregularities or informalities in the RFP document(s).

The award, if any, will be to the firm whose proposal best complies with all of the requirements of the RFP contained in RFP documents and addenda. A "Notice of Intent to Award" will be publicly posted for a minimum of five (5) consecutive working days prior to the award on CCSF Purchasing's website. The award of the contract shall be made by CCSF's Board. Notification will be provided to all unsuccessful proposers. Evaluation methodology and bases for award are described in the Evaluation and Selection Criteria Section.

Request for Proposal - STUDENT REGISTRATION PLATFORM

The rules governing this RFP are stated in the Solicitation Provisions and Proposer's Certifications, and Instructions, Content, and Format Sections. Proposers are advised to carefully read, understand, and comply with these requirements in preparing a response to this RFP.

One (1) digital copy of the Proposal must be emailed to Maritza Rodriguez-Vivas, Purchaser, at mrodriguez@ccsf.edu. (1) digital copy on flash drive of the Proposal must be mailed and delivered in a sealed envelope to **PURCHASING DEPARTMENT, 50 Frida Kahlo Way, SH 118, San Francisco, CA, 94112**, Attn: Maritza Rodriguez-Vivas, Purchaser, and identified as **RFP No. 2023-021: Student Registration Platform**, in the bottom left-hand corner of the envelope.

The word "**ORIGINAL**" shall be plainly stated on the original Proposal document. It is not necessary to submit each proposal in a separate envelope. All proposals may be submitted in one packet. The cost of preparing and submitting a proposal is the sole responsibility of the proposer and shall not be chargeable in any manner to the District. The contents of any proposal shall not be disclosed as to be made available to competing entities during the evaluation process.

Proposal documents must not contain any erasures, interlineations, or other corrections unless each such correction is initialed in the margin immediately opposite by the person or persons signing the proposal. Responsibility for errors or omissions on the part of respondents will not be assumed by the District.

Any questions, interpretations, or clarifications, either administrative or technical, about this RFP must be requested in writing by e-mail no later than the date indicated in Section 4, Schedule of Events. All written questions, not considered proprietary, will be answered in writing and conveyed to all Proposers. Questions regarding any aspect of this RFP should be directed to:

Maritza Rodriguez-Vivas
Purchaser
City College of San Francisco
mrodriguez@ccsf.edu

Responses to questions and addendums will be posted on: <https://www.ccsf.edu/about-ccsf/administration/finance-and-administration/administrative-services-purchasing/bid-opportunities-vendors>

Oral statements concerning the meaning or intent of the contents of this RFP by any person are not considered binding.

Sealed proposals must be received in the Purchasing Department no later than as required by the Schedule of Events. **LATE PROPOSALS WILL NOT BE ACCEPTED.** The Proposer is responsible for the means of delivering the proposal to the appropriate office on time. Delays during transmitting of the Proposal, including delay caused by the internal mailing system will be the responsibility of the Proposer. Likewise, delays due to inaccurate directions given, even if by CCSF staff, shall be the responsibility of the Proposer.

2.3 PROPOSAL FORMAT

To be considered responsive to this RFP, the Proposer must submit proposals in the format identified in this section. All requirements and questions in the RFP must be addressed and all

Request for Proposal - STUDENT REGISTRATION PLATFORM

requested data must be supplied. CCSF reserves the right to request additional information that in CCSF's opinion is necessary to assure that the Proposer's competence, number of qualified employees, business organization, and financial resources are adequate to perform according to the contract requirements.

The proposal should be clearly divided into sections (and subsections at vendor's discretion). Prospective vendors are encouraged to follow the format shown below. Read the RFP carefully and respond accordingly. Failure to do so may be cause for rejection. At a minimum, proposals should include the following sections:

Section 1 – Cover Letter and Attachments including:

- A. A brief statement of intent to perform the services proposed
- B. Description of your firm's experience working with California Community Colleges using Banner ERP
- C. What do you anticipate will be the most challenging aspect of this project?
- D. What KPI's will be used to measure success for this project?
- E. Full contact information (overnight mailing address, phone, fax, e-mail, etc.) for the individual designated as CCSF contact on this RFP and a secondary contact.
- F. Expressly state that, should the Proposer's proposal be accepted, the Proposer agrees to enter into a contract under the terms and conditions as set forth herein within this RFP. Proposals that take exception to any CCSF's terms and conditions shall be rejected as being non-responsive.
- G. Signature of an authorized officer of the organization who has legal authority in such transaction. ***Proposals with unsigned cover letters will be rejected.***

Section 2 – Scope of Work Exceptions and Confidential Material

- A. No Exceptions or deviations from the requirements/SOW of this RFP will be accepted.
- B. Proposers shall identify any proprietary or confidential materials contained in the proposal and provide justification for not making such material public.

Section 3 – Platform Requirements – Using the outline of feature sets, functional and technical requirements outlined in this RFP Scope of Work (Section 7) address each with respect to the features and functions of your proposed solution.

This section of the proposal should establish the ability of the Proposer to satisfactorily perform the required work by reasons of experience in performing work of a similar nature, demonstrated competence in the services to be provided, strength and stability of the firm, staffing capability, workload, record of meeting schedules on similar projects, and supportive client references.

Section 4 – Terms and Conditions Exceptions

If there are any exceptions taken to District Terms & Conditions, including software license agreements, contract modifications, deletion or additions vendor would like District to consider.

Section 5 – Methodology – Describe how your Firm will provide services and fulfill the requirements and expectations of the District and this RFP. Use this section to address the ability of your company to undertake and accomplish the required scope of services while meeting all deadlines. Provide an action plan and timelines to complete the project.

Request for Proposal - STUDENT REGISTRATION PLATFORM

Section 6 – Qualifications and Related Experience of the Proposing Company

The Proposing Company shall:

- A. Provide a brief profile of the firm including: the types of services offered, the year founded, form of the organization (corporation, partnership, sole proprietorship) number, size and location of offices, and number of employees.
- B. Describe the firm's experience in performing work of a similar nature to that solicited in this RFP and highlight the participation in such work by the key personnel proposed for assignment to this project. Describe experience in at least 2 projects of similar size and complexity, including projects descriptions and costs. Proposers must demonstrate to the satisfaction of CCSF that it has sufficient resources, capabilities and experience to meet the business needs as stated in this document.
- C. Identify any subcontractors by company name, address, contact person, and telephone number and project function.
- D. Identify and describe the qualifications of your proposed project team. Include the name and roles of the Proposers' Project Manager and other key managerial and technical personnel to be assigned to the project in the specified tasks and include major areas of any subcontract work. Include a statement signed by a duly authorized officer of the Proposer to the effect that all personnel offered in the proposal are either employed full-time by the firm or contractually obligated to the firm and available for the duration of the project at the person-hour level shown.
- E. Each proposal shall include resumes of not more than two pages, for each key staff member including: Project Manager, task and discipline leaders and key specialists. Resumes will include title, years of experience, education, professional registrations, specific prior assignments with name of client, specific project role and responsibilities, and start and end dates for each assignment
- F. Include and thoroughly explain the project organization and control measures, including the proposed quality assurance plan.
- G. Briefly describe other projects currently in process and how those projects affect the company's current capacity and capacity during this proposed project. Identify any capacity or availability issues for any major subcontractors proposed.
- H. Work Plan - Proposers shall provide a narrative, which addresses the Scope of Work requirements and shows Proposers' understanding of CCSF needs and requirements. Proposer shall:
 - a. Describe the approach to completing the tasks specified in the Technical Specifications.
 - b. Outline sequentially the activities that would be undertaken in completing the tasks and specify who would perform them.
 - c. Furnish a schedule for completing the tasks in terms of elapsed weeks from the project commencement date.
 - d. Identify methods that the Proposer will use to ensure budget and schedule control for the project.

Section 7 – Cost Proposal - As part of the cost and price proposal, the Proposer shall submit proposed pricing for each item described in the "Cost Response Form," included as Attachment

Request for Proposal - STUDENT REGISTRATION PLATFORM

C of this RFP, and furnish any narrative required to explain the prices quoted. A "Firm-fixed-Price" proposal is the preferred method of pricing.

Section 8 – Appendices and Attachments

RFP Attachments

1. Attachment A, [W-9 Form](#)
2. Attachment B, [Vendor Maintenance Form](#)
3. Attachment C, Cost Response Form (include in electronic format)
4. Attachment D, References. Provide name of District, contact names, phone number and e-mail for references.
5. Attachment E, Small Local Business Preference (SLBE)
6. Attachment F, Financial Stability of the Firm (see paragraph 6.3.1, G.)
7. Attachment G, Non-collusion declaration
8. Attachment H, Drug-free workplace certification
9. Attachment I, Certification Regarding Debarment, Suspension, Ineligibility, and Voluntary Exclusion
10. Attachment J, Bidder's certificate regarding Workers' Compensation
11. Attachment K, AB1584 Compliance Certification regarding Technology Service Agreements
12. Attachment L, Addenda Acknowledgement Form. Acknowledgement receipt of all addenda issued.
13. Attachment M, Declaration of Ability to Execute
14. Attachment O, RFP Requirements

RFP Appendices

Appendix A Sample Service Agreement (Professional Services Contract)

<https://www.ccsf.edu/sites/default/files/2020/document/Independent-Consultant-Services-Agreement-CCSF-1703.pdf>

Appendix C CCSF Travel Policies and Procedures

http://www.ccsf.edu/BOT/Administrative_Procedures/2/AP_2.19_District_Travel.pdf

Appendix D Information about the CCC Accessibility Standard, please visit the [Accessibility Center Policy, Standards & FAQs page](#)

Vendor needs to confirm their review of the following:

1. Appendix A contains INDEPENDENT CONSULTANT AGREEMENT FOR PROFESSIONAL SERVICES, and will need to be completed only by a winning vendor upon contract award
2. Appendix C, which contains District's Administrative Procedure 2.19. This administrative procedure applies to all Academic and Classified employees and to the Board of Trustees. Provided however that faculty travel paid by the Academic Senate Faculty Travel Fund will be approved pursuant to "The Faculty Travel Document.

Request for Proposal - STUDENT REGISTRATION PLATFORM

3. Appendix D, which contains California Community College (CCC) CCC Accessibility Standard. The CCC Chancellor's Office (CCCCO) is fully committed to making Information and Communication Technology (ICT) and instructional technology accessible. CCCCCO views accessibility of such material as foundational to the CCC's mission and a cornerstone of high-quality pedagogy. As such, the CCCCCO has established this standard to affirm accessibility expectations of all CCC districts.

Proposals should be prepared in such a way as to provide straightforward, concise delineation of capabilities to satisfy the requirements of this RFP. Proposals should emphasize the Bidder's demonstrated capability to perform work of this type. Literature describing the proposed services and extent of support included in the proposal should be forwarded as part of the proposal.

Do not include animation of any kind in the proposals. Emphasis should be concentrated on conformance to the RFP instructions, responsiveness to the RFP requirements, and on completeness and clarity of content.

2.4 PROPOSAL TERMS AND CONDITIONS

2.4.1 ERRORS AND OMISSIONS

If prior to the date fixed for submission of Proposal a Proposer discovers any ambiguity, conflict, discrepancy, omission or other error in the RFP or any of its exhibits and/or appendices, Proposer shall immediately notify CCSF of such error in writing and request modification or clarification of the document. Modifications may be made by addenda prior to the RFP response deadline. Clarifications will be given by written notice and posted to the RFP website to all active Proposers, without divulging the source of the request for it.

2.4.2 ADDENDA

CCSF may modify this RFP, any of its key action dates, or any of its attachments, prior to the date fixed for submission by issuance of a written addendum posted to the CCSF's Purchasing website. Addenda will be numbered consecutively as a suffix to the RFP Reference Number.

2.4.3 CANCELLATION OF SOLICITATION

This solicitation does not obligate CCSF to enter into an agreement. CCSF retains the right to cancel this RFP at any time for any reason. CCSF also retains the right to obtain the services specified in this RFP in any other way. No obligation, either expressed or implied, exists on the part of CCSF to make an award or to pay any cost incurred in the preparation or submission of response to the RFP.

2.4.4 COMPLIANCE WITH RFP

To be compliant with the administrative requirements of this RFP, Proposer must meet the requirements and complete and return the list of submittals in the Instructions, Content, and Format Section.

2.4.5 COMPLETION OF PROPOSAL

Responses to the RFP shall be complete in all respects as required by this solicitation. A submission may be rejected if conditional or incomplete, or if it contains any alterations or other irregularities of any kind and will be rejected if any such defect or irregularity could have materially affected the quality of the submission. Documents which contain false or misleading statements, or which provide references that do not support an attribute or condition claimed by the Proposer,

Request for Proposal - STUDENT REGISTRATION PLATFORM

may be rejected. Statements made by a Proposer shall also be without ambiguity, and with adequate elaboration, where necessary, for clear understanding. Costs for developing Proposals are entirely the responsibility of the Proposers and shall not be chargeable to CCSF.

2.4.6 EXCEPTIONS

In the event a Proposer believes that this RFP is unfairly restrictive or has substantive errors or omissions in it, the matter must be promptly brought to the attention of CCSF Contact, either by e-mail, letter or facsimile, immediately upon receipt of the RFP, in order that the matter may be fully considered, and appropriate action taken by CCSF prior to the closing time set for submission. If the Proposer fails to notify CCSF of a known error or an error that reasonably should have been known prior to the final filing date for submission, the Proposer shall assume the risk. If awarded the contract, the Proposer(s) shall not be entitled to additional compensation or time by reason of error or its late correction.

2.4.7 ALTERNATIVE PROPOSALS

Only one proposal is to be submitted by each Proposer. Multiple proposals shall result in rejection of all proposals submitted by the Proposer.

2.4.8 WITHDRAWAL OF PROPOSAL

A Proposal may be withdrawn after it is received by CCSF by written request signed by the Proposer or authorized representative, prior to the time and date specified for Proposal submission. Proposal may be withdrawn and resubmitted in the same manner if done so prior to the appropriate deadline. Withdrawal or modification offered in any other manner will not be considered.

2.4.9 PROPOSALS BECOME THE PROPERTY OF CCSF

Proposals become the property of CCSF and information contained therein shall become public documents subject to disclosure laws after Notice of Intent to Award is posted. CCSF reserves the right to make use of any information or ideas contained in the Proposal. Proposals may be returned only at CCSF's option and at the Proposer's expense. One copy shall be retained for official files. Responses to this RFP and any other information that is currently or may become available as an outcome of the RFP process may be used by CCSF to structure an RFP or other solicitation.

2.4.10 CONFIDENTIAL MATERIAL

Proposer must notify CCSF in advance of any proprietary or confidential materials contained in the Proposal and provide justification for not making such material public. CCSF shall have sole discretion to disclose or not disclose such material subject to any protective order that Proposer may obtain.

All bids are public upon issuance of an "Intent to Award".

The content of all working papers and discussions relating to the Proposer's proposal shall be held confidential indefinitely unless the public interest is best served by an item's disclosure because of its direct pertinence to a decision, agreement or an evaluation of the bid.

Please refer to the California Public Records Act (GOVT. CODE §§ 6250 - 6276.48) for further information.

2.4.11 PROPOSER'S COST

Costs for developing proposals are entirely the responsibility of the Proposer and shall not be chargeable to CCSF.

Request for Proposal - STUDENT REGISTRATION PLATFORM

2.4.12 INSPECTION OF SOLICITATION DOCUMENTS

Proposer shall carefully review all documents referenced and made a part of this solicitation to ensure that all information required to properly respond to the solicitation has been received or made available and all requirements are priced in the proposal. Failure to examine any document, drawing, specification, or instruction will be at the Proposer's sole risk. It is the Proposer's responsibility to provide CCSF with current contact information and to update CCSF immediately of any changes.

SECTION 3 – CONTRACT AWARD, TERMS, AND CONDITIONS

3.1 CONTRACT AWARD

CCSF reserves the right to reject any and all proposals and to award one or more contracts. The award, if any, will be to the Proposer, whose proposal best complies with all of the requirements of the RFP documents and any addenda. A "Notice of Intent to Award" will be posted publicly for five (5) consecutive business days prior to the award. Written notification will be made to unsuccessful vendors.

The selected Proposer and CCSF shall commit to negotiation for the final scope of services to be accepted and execution of an agreement, in accordance with the terms and conditions herein, within 30 days of the Notice of Intent to Award. If the parties are unable to reach final agreement within this time frame, the parties may mutually agree upon a time extension to complete contract negotiations and execute a contract. If the parties are unable to agree upon a time extension, or if CCSF determines that a time extension would not be beneficial to the project, CCSF reserves the right to terminate negotiations and proceed with the next qualified Proposer.

3.2 TERM OF CONTRACT

Any award made between the District and proposing Vendor will consist of a District Agreement made part of this RFP document (Appendix A), all addenda, the Vendor's submitted proposal, all negotiation documents, District's Terms & Conditions, and any resulting Purchase Order(s).

The resulting Agreement shall be effective for 3 years with 2 one-year option years for a total of 5 years with deliverables identified in Section 7 Scope of Work. The first year of the contract may need to be pro-rated to match fiscal year end/start dates. The District reserves an option to cancel upon 90-day advance notification, at the sole discretion of the District.

3.3 EXECUTION OF THE AGREEMENT

The Agreement shall be signed by the Contractor and returned, along with the required attachments to CCSF within **ten (10)** calendar days from receipt of contract. The period for execution may be changed by mutual agreement of the parties. Contracts are not effective until signed by the authorized CCSF officials. Any work performed prior to receipt of a fully executed contract shall be at the Contractor's own risk.

3.4 FAILURE TO EXECUTE THE AGREEMENT

Failure to execute the Agreement within the timeframe identified above shall be sufficient cause for voiding the award. Failure to comply with other requirements within the set time shall constitute failure to execute the Agreement. If the successful Proposer refuses or

Request for Proposal - STUDENT REGISTRATION PLATFORM

fails to execute the Agreement, CCSF may award the Agreement to the next qualified Proposer.

3.5 CONFLICT OF INTEREST

Potential Contractors are advised that Contractor's officers and employees shall comply with the disclosure, disqualification, and other provisions of California's Political Reform Act of 1974 (Government Code Section 81000 et seq.) if their responsibilities include the making or participation in the making of a CCSF decision.

3.6 ASSIGNMENT

The contract shall not be assigned in whole or in part without prior written consent of the District. In the event of any assignment hereunder to which the District has consented, each such assignment shall contain a provision that further assignments shall not be made to any third or subsequent party without additional written consent of the District.

3.7 EXTENSION OF CONTRACT / PIGGY- BACKING

The Contractor agrees to extend proposed services pricing to other California Higher Education campuses under the terms of this Agreement, and through a separate agreement with these institutes of Higher Education. The resulting agreement from this RFP does not constitute an order for product and/or services to any other institutes of Higher education. It is intended to create an efficient contracting mechanism with pre-negotiated terms and conditions by which the other institutes of Higher education may utilize the services of Contractor.

3.8 MEDIATION/ARBITRATION

If a dispute arises out of or relates to the contract, or the breach thereof, and if said dispute cannot be settled through direct discussions; the parties agree to first endeavor to settle the dispute in an amicable manner by mediation under a mutually agreed upon process before resorting to arbitration. Thereafter, any unresolved controversy or claim arising out of or relating to the Agreement, or breach thereof, shall be settled by arbitration in the State of California, San Francisco County, in accordance with a mutually agreed upon process

3.9 CONTRACT TERMINATION

3.9.1 Default - in addition to any other rights of termination or any other remedies available at law or in equity, including but not limited to, liquidated damages, if District determines that a default or violation under the contract has occurred, it shall provide written notice to the Vendor describing the default or violation and it shall require the default or violation to be cured within five (5) business days. If the default or violation is not cured within that five (5) day period, the District may exercise its right to terminate the contract. In the event of a termination, District shall send a notice of termination in any manner acceptable as described in Notices, to the Vendor declaring the contract to be terminated as of the date provided in the notice.

3.9.2 Unsatisfactory Performance - If, at any time during the performance of the contract it is determined that Vendor's Services are unsatisfactory, the District shall provide written notice to the Vendor describing the unsatisfactory performance and a reasonable cure period. If the performance remains unsatisfactory at the end of the cure

Request for Proposal - STUDENT REGISTRATION PLATFORM

period, the District shall provide notice to the Vendor and the District shall have the right to terminate the contract as may be stated in the notice. In the event of a termination, the District is obligated to make payments only for services rendered up to the notice of termination.

3.9.3 Convenience - In addition to any other termination conditions, the District may terminate this contract, in whole or in part, for any reason whatsoever. The District will give 90-day advance written notice.

3.9.4 Payment & Remedies - At the time of termination, payment of invoices for products and services already received and approved in accordance with the RFP documents shall be the responsibility of the District. The District shall not be responsible for any loss of profits resulting from the cancellation. There shall be no early termination fee charged to the District.

Vendor understands data generated in Online Student Registration Platform is the property of the District. Vendor agrees in the event of termination, all District owned data shall be transitioned and delivered to the District appointed agent within 90 days of District request. It is difficult to determine the amount of damage resulting from failure to meet the transition timeline. Failure to meet the time, due to no fault of the District, will result in a daily charge of \$150 each day transition is delayed. Said amount shall be assessed as a penalty and shall not be construed as liquidated damages.

District's right to terminate the contract as stated herein is in addition to any remedies District may have, including but not limited to assessing liquidated damages.

Request for Proposal - STUDENT REGISTRATION PLATFORM

SECTION 4 – SCHEDULE OF EVENTS

Schedule of Events	Date	Time
Issue of Request for Proposal	January 9 th , 2023	5:00 PM, PST
Last Day to Submit Questions for Clarification	January 23 rd , 2023	12:00 PM, PST
CCSF to Issue Addendum with Answers to Questions	January 30 th , 2023	5:00 PM, PST
Deadline for Submission of Proposals	February 6 th , 2023	11:00 AM, PST
Evaluation Period	February 6 th - 20 th , 2023	--
Interviews/Presentations/Demonstrations	February - 27 th , 2023	TBD
Evaluation of the Oral Presentations	1 st week of March, 2023	
Anticipated Notice of Intent to Award	March, 2023	--
Anticipated Board Approval/Contract Award (Board Meeting)	April, 2023	--
Anticipated Project Start & Completion Date	June, 2023- May, 2024	--

The dates up to and including the “Deadline for Submission of Proposals” date may be adjusted upon advance written notice. Dates after the receipt of proposals may be adjusted without written notice. Additional RFP steps may be included at the discretion of CCSF.

PROPOSALS NOT RECEIVED BY THE DATE AND TIME SPECIFIED MAY BE REJECTED.

SECTION 5 – SOLICITATION PROVISIONS AND PROPOSER’S CERTIFICATION

5.1 SOLICITATION PROVISIONS

5.1.1 DEFINITIONS

- A) City College of San Francisco is referred to as “District”, “CCSF,” or “College”.
- B) The terms “bid” and “proposal” are synonymous and means an offer made in response to a solicitation to perform a contract for work and labor or to supply goods at a specified price, whether or not it is considered a “seal bid” or results in award of a contract to a single or sole source.

Request for Proposal - STUDENT REGISTRATION PLATFORM

- C) "Bidder", "Vendor", "Contractor", "Firm" or "Proposer" is used to interchangeably and each shall apply to the business entity which submits a bid/proposal or is awarded a contract.
- D) "Contract" and "Agreement" are synonymous and is defined as a legally enforceable agreement that meets certain specified legal requirements between two or more parties in which each party agrees to give and receive something of legal value.
- E) "Proposer's Conference" is an in person, telephone, meeting held for all prospective Proposers, whether discretionary or mandatory. Conferences provide an opportunity for Proposers to meet CCSF personnel, receive detailed instructions, and ask proposal related questions.

5.1.2 RESERVATION OF RIGHTS

CCSF may reject any or all proposals and may waive any immaterial deviation in a Proposal. CCSF's waiver of an immaterial defect shall in no way modify the RFP documents or excuse the Proposer from full compliance with the specifications if the Proposer is awarded the contract. Proposals that include terms and conditions that conflict with or take exception to any terms and conditions may be rejected as being non-responsive. In the event all proposals are rejected or CCSF determines alternative solutions are in its best interest, CCSF may cancel this solicitation and pursue alternative sourcing options.

CCSF may make such investigations as deemed necessary to determine the ability of the Proposer to perform the work, and the Proposer shall furnish all such information and data for this purpose. CCSF reserves the right to reject any submittal made pursuant to this RFP or any subsequent Proposal or bid if the evidence submitted by, or investigation of, such Proposer fails to satisfy CCSF that such Proposer is properly qualified to carry out the obligations of the contract and to complete the work specified. Additionally, CCSF reserves the right to request additional performance guarantees if, in the sole opinion of CCSF, financial stability or capability cannot be established.

5.1.3 NON-ENDORSEMENT

If selected as a qualified Proposer, the Proposer shall not issue any news releases or other statements pertaining to selection, which state or imply CCSF endorsement of Proposer's services.

5.1.4 DISPUTES/PROTESTS

CCSF encourages potential Proposers to resolve issues regarding the requirements or the procurement process through written correspondence and discussions. CCSF wishes to foster cooperative relationships and to reach a fair agreement in a timely manner.

The proposer's filing a notification to protest must do so within five (5) business days after a Notice of Intent to Award has been publicly posted. The protesting Proposer shall submit a full and complete written statement detailing the facts in support of the protest within 10 calendar days after expressing notification to protest. Protest must be sent by certified or registered mail or delivered in person to the Senior Director of Administrative Services, City College of San Francisco. Within a reasonable time after receipt of the written statement of protest, CCSF will provide a decision on the matter. The decision will be in writing and sent by certified or registered mail or delivered in person to the protesting Proposer. The decision of CCSF is final.

Request for Proposal - STUDENT REGISTRATION PLATFORM

5.2 PROPOSER'S CERTIFICATION

By submitting a proposal, the Proposer certifies to comply with the following.

5.2.1 SMALL LOCAL BUSINESS ENTERPRISE (SLBE)

SLBE CERTIFICATION (if applicable)

Small Local Business Enterprises must be certified prior to the time proposals are due in order to receive credit toward the achievement of SLBE goals and eligibility for evaluation credits. The source used by the District to identify firms is the City and County of San Francisco's Contract Monitoring Division's (CMD) certification list. Firms that are certified by the CMD as Local Business Enterprise (LBE) are accepted as SLBE. The directory of certified firms can be found at <http://sfgov.org/cmd/directory-certified-lbes> on the Internet. The CMD Certification Unit can be reached at (415) 581-2310. Certification workshops are held by the CMD throughout the year. The schedule can be found at <http://sfgov.org/cmd/upcoming-events>.

The CMD certification requires geographical location in San Francisco and a demonstration of the economic disadvantage experienced by local businesses in San Francisco. The College District does not certify firms. It is for these reasons that the District requires CMD certification.

For more information on LBE, please visit the City Administrator's Contract Monitoring Division at <http://sfgov.org/cmd/>.

SLBE POLICY

It is the policy of City College of San Francisco (District) to ensure full and equal business opportunity for Small / Local Business Enterprises (SLBEs) wishing to do business with the District. Please refer to Attachment E: San Francisco Community College District Small Local Business Enterprise (SLBE) Program. The policy in its entirety can be viewed on the Facilities, Planning & Construction website: https://archive.ccsf.edu/en/about-city-college/administration/vcfa/facilities_planning/Facilities/slbe.html. The District has made the following findings concerning SLBE firms.

- SLBE firms that seek to enter into contracts with the District are at a competitive disadvantage with businesses from other areas because of the higher administrative costs of doing business in San Francisco (e.g., higher taxes, higher rents, higher wages and benefits for labor, higher insurance rates, etc.).
- The public interest is served by encouraging businesses to locate and remain in the District's market area, the City and County of San Francisco, through the provision of evaluation credits for construction related professional services in the awarding of District contracts to small local businesses.

Policies and programs that enhance the opportunities and entrepreneurial skills of small local Businesses will best serve the public interest because the growth and development of such businesses will have a significant positive impact on the economic health of the District's market area.

To ensure continued equal opportunity and non-discrimination in its contracting, the District maintains records of minority and women owned business participation on its contracts. The District desires that prime contractors and consultants voluntarily provide equal opportunity for minority and women owned firms to participate as sub-contractors and sub-consultants

Request for Proposal - STUDENT REGISTRATION PLATFORM

when offering their services to the District. Firms doing business with the District are required to submit a statement as to their own equal opportunity employment practices and non-discrimination policies before a contract can be executed.

Failure to comply with SLBE requirements disqualifies firms from participating in the selection process. These requirements include meeting the sub-consulting goal or providing a good faith effort report and submission of all required SLBE proposal submittal forms. The required submittal forms are listed in Section 1.02 of the "SLBE Rules, Regulations and Forms for Construction-Related Professional Services" RFQ.

Specific forms and requirements for completing the Good Faith Effort Report are included in the SLBE Program Rules, Regulations and Forms.

The District has established an overall program goal to ensure an adequate level of SLBE participation in District construction-related professional service subcontracts. The annual SLBE sub-consulting participation goal will be based on the availability of certified small local businesses for construction-related professional services:

Professional Service Goals: SLBE sub-consulting bonus points: 10 points

SUB-CONSULTING GOAL

The goal for this project has been established at not less than 50% of the total contract value of work to be performed throughout the life of the contract pursuant to the District's SLBE policy.

The firm responding to this solicitation is responsible for making sure that the team is composed in a manner to facilitate meeting the sub-consulting goal. Prime consultants should maximize the use of available resources and methods to solicit SLBE sub-consultant participation. The prime consultant will be given credit toward meeting the SLBE sub-consultant goal only when SLBE firms are awarded subcontracts for a commercially useful function, in accordance with industry practice. A copy of the SLBE firm's certification letter from the CMD must be included in the proposal submittals.

Prime consultants who do not meet the goal for SLBE participation must demonstrate in their proposal documents that they have used good faith efforts to utilize SLBE sub-consultants. Upon submittal of a proposal, prime consultants who have not met the goal must submit a Good Faith Effort Report. The Good Faith Effort Report will be reviewed by CCSF to determine eligibility for further participation in the Consultant team selection

PRIME CONSULTANT INCENTIVES

Evaluation credits are incentives that are incorporated into the consultant team selection process to enhance the feasibility of SLBE firms successfully competing for larger contracts, as prime contractors. **Firms that do not meet the sub-consulting goal requirements and do not submit all of the required forms are not eligible for evaluation credits.** SLBE prime consultants will automatically receive a **10% evaluation credit** if the SLBE sub-consulting goal or good faith effort requirement is met. Non-SLBE prime consultants will automatically receive a **5% evaluation credit** if the SLBE sub-consulting goal is met or exceeded.

JOINT VENTURE (JV) INCENTIVES

Prime consultant participation as a Joint Venture (JV) with SLBE firms is encouraged. Evaluation credits will be allowed for these JVs if the SLBE sub-consulting goal or good faith effort requirement is met. As such, if both partners in a JV are SLBE firms, then the evaluation credit allowed will be **10% of potential points**. If the JV includes SLBE

Request for Proposal - STUDENT REGISTRATION PLATFORM

participation with SLBE ownership and control greater than 51%, then the evaluation credit allowed is **8% of potential points**. If the JV includes SLBE participation with SLBE ownership and control greater than 33%, but less than 51%, then the evaluation credit allowed is **7% of potential points**. Prime consultants are only eligible for one evaluation credit option.

5.2.2 AMERICANS WITH DISABILITIES ACT (ADA)

Proposer assures CCSF that it complies with the Americans with Disabilities Act (ADA) of 1990, which prohibits discrimination on the basis of disability, as well as all applicable regulations and guidelines issued pursuant to the ADA. (42 U.S.C. 12101 et seq.).

5.2.3 ACCESSIBILITY TECHNOLOGY INITIATIVE – SECTION 508

California Government Code 11135 requires that CCSF comply with Section 508 of the Rehabilitation Act of 1973, as amended, and to apply the accessibility standards published by the U.S. Access Board for electronic and information technology (EIT) products and services that it buys, creates, uses, and maintains.

EIT is any equipment, interconnected system, or subsystem of equipment used in the creation, conversion, or duplication of data or information. EIT is defined by the Access Board at 36 CFR 1194.4 and in the FAR at 2.101. EIT includes:

- a. Telecommunication products, such as telephones;
- b. Information kiosks;
- c. Transaction machines;
- d. World Wide Web sites;
- e. Software and Operating Systems;
- f. Computers;
- g. Multimedia (including videotapes), and;
- h. Office equipment, such as copiers, printers, and fax machines.

5.2.4 PATENT, COPYRIGHT, AND TRADE SECRET INDEMNITY

A contractor may be required to furnish a bond to CCSF against any and all loss, damage, costs, expenses, claims and liability for patent, copyright and trade secret infringement.

5.2.5 PUBLIC CONTRACTS CODE RESTRICTIONS FOR CCSF EMPLOYEES

CCSF employees and immediate past employees must comply with restrictions regarding contracting with CCSF. The proposer needs to be aware of the following provisions regarding current or former CCSF employees. In submitting a bid, Proposer certifies that the Proposer is eligible to contract with CCSF pursuant to the Public Contracts Code (PCC) sections list below:

- A. Current CCSF Employees (PCC Section 10831):

Request for Proposal - STUDENT REGISTRATION PLATFORM

- i. No officer or employee shall engage in any employment, activity or enterprise from which the officer or employee receives compensation or has a financial interest and which is sponsored or funded by any CCSF department through or by a CCSF contract unless the employment, activity or enterprise is within the course and scope of the officer's or employee's regular CCSF employment.
 - ii. No officer or employee shall contract on his or her own behalf as an independent Proposer with any CCSF department to provide goods or services.
 - iii. This prohibition does not apply to officers or employees of CCSF with teaching or research responsibilities.
- B. Former CCSF Employees (PCC Section 10832)
- iv. For the two-year period from the date he or she left CCSF employment, no former CCSF officer or employee may enter into a contract in which he or she engaged in any of the negotiations, transactions, planning, arrangements or any part of the decision-making process relevant to the contract while employed in any capacity by any CCSF department.
 - v. For the twelve-month period from the date he or she left state employment, no former CCSF officer or employee may enter into a contract with any CCSF department if he or she was employed by that CCSF department in a policy-making position in the same general subject area as the proposed contract within the 12-month period prior to his or her leaving CCSF service.

5.2.6 LOSS LEADER

It is unlawful for any person engaged in business within this state to sell or use any article or product as a "loss leader" as defined in Section 10730 of the Business and Professions Code.

"Loss leader" means any article or product sold at less than cost:

- A. Where the purpose is to induce, promote, or encourage the purchase of other merchandise; or
- B. Where the effect is a tendency or capacity to mislead or deceive purchasers to prospective purchases; or
- C. Where the effect is to divert trade from or otherwise injure competitors.

5.2.7 BRAND NAMES

Any reference to brand names is intended to be descriptive, but not restrictive, unless otherwise specified. Proposals meeting the indicated standards of quality will be considered, unless otherwise specified, providing the proposal clearly describes the article offered and how it differs from the referenced brands. Unless the contractor specifies otherwise in the proposal, it is understood the Contractor is offering referenced brands as specified. CCSF reserves the right to determine whether a substitute offer is equivalent to and meets the standards of quality indicated by the brand name references. CCSF may require a contractor offering a substitute to supply additional descriptive material and samples.

Request for Proposal - STUDENT REGISTRATION PLATFORM

5.2.8 UNFAIR PRACTICES ACT

Proposer warrants that its bid complies with the Unfair Practices Act (Business and Professions Code Section 17000 et seq.).

5.2.9 VIOLATION OF AIR OR WATER POLLUTION LAWS

Unless the contract is less than \$25,000.00 or with a sole-source provider, Government Code Section 4477 prohibits the State from contracting with a person, including a corporation or other business association, who has been determined to be in violation of any State or federal air or water pollution control law. By a proposal the Proposer warrants that the Proposer has not been found to be in violation of any order or resolution not subject to review promulgated by the State Air Resources Board or an air pollution district, or is subject to a cease and desist order not subject to review issued pursuant to Section 13310 of the Water Code for violation of waste discharge requirements or discharge prohibitions, or is finally determined to be in violation of provisions of federal laws relating to air or water pollution. By submitting a bid, the Proposer certifies that it has not been identified either by published notices or by Board notification as a person in violation of State or federal air or water pollution control laws.

5.2.10 COMPLIANCE WITH NATIONAL LABOR RELATIONS BOARD (NLRB) ORDERS

In submitting a bid or signing a contract the Proposer swears under penalty of perjury that no more than one final, unappeasable finding of contempt of court by a federal court has been issued against the Proposer within the immediately preceding two-year period because of the Proposer's failure to comply with an order of a federal court which orders the Proposer to comply with an order of the National Labor Relations Board. This provision is required by, and shall be construed in accordance with, Public Contract Code Section 10296.29.

5.2.11 ASSIGNMENT OF ANTITRUST ACTIONS

The Proposer's attention is directed to the following provisions of Government Code Sections 4552, 4553, and 4554, which shall be applicable to the Proposer:

In submitting a bid to a public purchasing body, the Proposer offers and agrees that if the bid is accepted, it will assign to the procurement body all rights, title, and interest in and to all causes of action it may have under Section 4 of the Clayton Act (15 U.S.C. Sec. 15) or under the Cartwright Act (Chapter 2, [commencing with Section 16700] of Part 2 of Division 7 of the Business and Professions Code), arising from purchases of goods, materials, or services by the Proposer for sale to the procurement body pursuant to the bid. Such assignment shall be made and become effective at the time the procurement body tenders final payment to the Proposer (Government Code Section 4552).

If an awarding body or public procurement body receives, either through judgment or settlement, a monetary recovery for a cause of action assigned under this chapter, the assignor shall be entitled to receive reimbursement for actual legal costs incurred and may, upon demand, recover from the public body any portion of the recovery, including treble damages, attributable to overcharges that were paid by the assignor but were not paid by the public body as part of the bid price, less the expenses incurred in obtaining that portion of the recovery (Government Code Section 4553). Upon demand in writing by the assignor, the assignee shall, within one year from such demand, reassign the cause of action assigned under this part if the assignor has been or may have been injured by the violation of law for which the cause of action arose and (a) the assignee has not been injured thereby, or (b) the assignee declines to file a court action for the cause of action (Government Code Section 4554).

Request for Proposal - STUDENT REGISTRATION PLATFORM

5.2.12 NONCOLLUSION AFFIDAVIT

By submitting a bid, Proposer hereby certifies that the bid is not made in the interest of, or on behalf of, any undisclosed party; that the bid is genuine and not collusive, false, or sham; that the Proposer has not directly or indirectly induced or solicited any other Proposer to put in a false or sham bid, and has not directly or indirectly agreed with any Proposer or anyone else to put in a false or sham bid, or to refrain from bidding; that the Proposer has not in any manner, directly or indirectly, sought to fix any overhead, profit or cost element of the bid, of that of any other Proposer, or to secure any advantage against the public body awarding the contract or anyone interested in the proposed contract.

5.2.13 SAFEGUARDS FOR PROTECTING CCSF INFORMATION ASSETS

By submitting a bid, Proposer acknowledges Federal privacy laws such as Gramm-Leach-Bliley Act (Title 15, United States Code, Sections 6801(b) and 6805(b) (2)) applicable to financial transactions and Family Educational Rights and Privacy Act (Title 20, United States Code, Section 1232g) applicable to student records and information from student records. In the event that such information is required for the performance of the work specified, the Proposer hereby certifies that it has the appropriate safeguards in place as required by Title 16 Code of Federal Regulation Chapter 1 Section 314.

5.2.14 COVENANT AGAINST GRATUITIES

The Proposer shall warrant that no gratuities (in the form of entertainment, gifts, or otherwise) were offered or given by the Proposer, or any agent or representative of the Proposer, to any officer or employee of CCSF with a view toward securing the Contract or securing favorable treatment with respect to any determinations concerning the performance of the Contract. For breach or violation of this warranty, CCSF shall have the right to terminate the Contract, either in whole or in part, and any loss or damage sustained by CCSF in procuring on the open market any items, which the Proposer agreed to supply, shall be borne and paid for by the Proposer. The rights and remedies of CCSF provided in this clause shall not be exclusive and are in addition to any other rights and remedies provided by law or under the Contract.

5.2.15 DRUG-FREE WORKPLACE CERTIFICATION

The Proposer certifies under penalty perjury under the laws of the State of California that the Proposer will comply with the requirements of the Drug-Free Workplace Act of 1990 (Government Code, Section 8355 et. seq.) and will provide a drug-free workplace by doing all of that which Section 8355 et seq. Requires.

5.2.16 ELECTRONIC WASTE RECYCLING ACT

In submitting a bid for electronic devices, as defined by the Electronic Waste Recycling Act of 2003, Part 3 Division 30 Changer 8.5 of the Public Resource Code, the Proposer certifies that it, and its agents, subsidiaries, partners, joint ventures, and subcontractors for the procurement, have complied with the Electronic Waste Recycling Act of 2003 and any regulations adopted pursuant to the Act, or have demonstrated to CCSF that the Electronic Waste Recycling Act of 2003 is inapplicable to all lines of business engaged in by the Proposer, its agents, subsidiaries, partners, joint ventures, or subcontractors. In addition, the Proposer agrees to cooperate fully in providing reasonable access to its records and documents that evidence compliance with the Electronic Waste Recycling Act of 2003.

5.2.17 DARFUR CONTRACTING ACT

PCC sections 10475 et seq., the Darfur Contracting Act of 2008, establish restrictions against contracting with vendors conducting certain types of business in Sudan. The Act sets forth

Request for Proposal - STUDENT REGISTRATION PLATFORM

criteria to determine if a vendor is a “scrutinized company” and therefore ineligible to bid on or submit a proposal for State contracts.

Upon submitting a bid, Proposers that have had business activities outside of the United States within the previous three years certify that they are not a scrutinized company as defined, or demonstrate they obtained permission under the statute. (PCC §§ 10478, 10477(b).) False certifications shall cause the bid to be invalidated. (PCC § 10479.)

5.2.18 IRAN CONTRACTING ACT

PCC sections 2202 et seq., the Iran Contracting Act of 2010, establish restrictions against contracting with vendors that provide specified levels of goods or services or other investment activities, as defined, in the energy sector of Iran. By submitting a bid in excess of \$1 million, Proposer certifies that Proposer is not a financial institution extending credit to an ineligible vendor on the list published by the California Dept. of General Services on the website: <http://www.documents.dgs.ca.gov/pd/poliproc/Iran%20Contracting%20Act%20List.pdf>

(PCC § 2204.) The Act includes certain exceptions. (PCC § 2203(c).)

5.2.19 THE CONGO – SECURITIES EXCHANGE ACT

PCC § 10490 establishes restrictions on contracting for certain goods and services relating to compliance with the Securities Exchange Act of 1934. CCSF will not accept bids or proposals or contract for goods or services related to products or services from companies designated as a “scrutinized company” by the Federal Government.

By submitting a bid, Proposer certifies that they are not a scrutinized company as defined. False certifications shall cause the bid to be invalidated.

For purposes of this section, a “scrutinized company” is a person that has been found to be in violation of Section 13(p) of the Securities Exchange Act of 1934 by final judgment or settlement entered in a civil or administrative action brought by the Securities and Exchange Commission and the person has not remedied or cured the violation in a manner accepted by the commission on or before final judgment or settlement.

5.2.20 INSURANCE REQUIREMENTS

Vendor(s) will maintain in force, during the full term of the contract, insurance in the following amounts and coverage:

<https://www.ccsf.edu/en/about-city-college/administration/vcfa/risk-management/vendor-insurance.html>

- A. Worker's Compensation, with Employer's Liability limits not less than \$1,000,000 each accident.
- B. Comprehensive General Liability Insurance with limits of not less than \$1,000,000 each occurrence Combined Single Limit for Bodily Injury and Property Damage.
- C. Comprehensive Automobile Liability Insurance with not less than \$1,000,000 each occurrence Combined Single Limit for Bodily Injury and Property Damage.
- D. Professional Liability insurance with limits of not less than \$1,000,000 for each occurrence, \$2,000,000 aggregate with respect to negligent acts and errors and omissions, arising from performance of services under this Agreement for a single prime Vendor. In the event the Vendor is a joint venture/association, each joint venture/association shall furnish professional liability insurance in an amount not less than \$1,000,000 each occurrence, \$2,000,000 aggregate with total coverage for the joint venture/association of not less than

Request for Proposal - STUDENT REGISTRATION PLATFORM

\$1,000,000 each occurrence, \$2,000,000 aggregate. Each joint Venture/ association's insurance policy shall be endorsed to provide that the work of the member performed under the joint venture/association is covered under said policy. Any Deductible shall not exceed \$25,000.

Comprehensive General Liability and Comprehensive Automobile Liability Insurance policies shall be endorsed to provide the following:

- A. Name as Additional Insured: San Francisco Community College District, its Officers, Agents, and Employees.
- B. That such policy is primary insurance to any other insurance available to the Additional Insured, with respect to any claims arising out of the contract, and that insurance applies separately to each insured against who claim is made or suit is brought.

Business Tax Registration Certificate: Before any contract can be certified, the Prime Vendor and Sub- Vendors must provide the District with a copy of a current Business Tax Registration Certificate pursuant to Ordinance 345-88. Vendors can register for a current certificate with the Business Tax Division of the Tax Collector of the City and County of San Francisco. The telephone number of the Business Tax Division is (415) 554- 4426.

Any agreement or contract between CCSF and Vendor shall be construed in accordance with and governed by the laws of the State of California. Venue for all litigation relative to the formation, interpretation, and performance of said agreement or contract shall be in San Francisco, California.

Debriefings are available by request through the Purchasing Office for unsuccessful respondents as per Board Resolution No. 050526-S2.

City College is legally precluded from engaging in campaign activities. No contribution to a ballot measure or Board election is requested or required, and any contribution to a campaign, if known, will not be considered in awarding the contract or the City College's continued or future relationship with the vendor.

SECTION 6 – EVALUATION AND SELECTION CRITERIA

6.1 EVALUATION METHOD

All proposals shall be reviewed to verify the Proposer has met the RFP submission requirements. Proposals that have not followed the rules, do not meet minimum (mandatory) content or mandatory requirements and quality standards, conflict with or take unacceptable exceptions to the terms and conditions or are non-responsive to the required responses and schedule in this RFP will be eliminated from consideration.

Proposals determined to have met the RFP requirements will be reviewed and evaluated by the CCSF Evaluation Committee. The Committee will consist of District employees, students, and other person(s) designated by the District.

As a part of this review, CCSF may require proposing firms to clarify the information submitted. This clarification process may be conducted through written or electronic correspondence via CCSF's Procurement Officer.

The Proposers may be required to give oral presentations as part of the evaluation process. The purpose of presentation is to give finalists an opportunity to demonstrate their ability to perform the scope of work defined in this RFP and clarify outstanding issues. It is in the proposing firm's

Request for Proposal - STUDENT REGISTRATION PLATFORM

best interests to submit a thorough and complete proposal and not depend on the presentation process to provide additional information.

All proposals will be evaluated for completeness and the proposer's ability to meet or exceed RFP specifications. A contract, if awarded, will be pursuant to California Public Contract Code 20118.2, which permits the District to competitively negotiate such contracts and to consider more than simply price in awarding the contract. In this case, Evaluation Committee will consult the Evaluation Criteria point scoring scheduled presented below.

6.2 POINT SCORING SCHEDULE

During the evaluation period, the District reserves the right to conduct on District site, telephone or email conversations with a Proposer to clarify proposals, competitively negotiate, ask questions or obtain additional information in order to identify a "best value" proposal.

The criteria listed below are not necessarily an all-inclusive list. The order of appearance is not intended to indicate relevance of importance. Once a proposer has been found responsive to the RFP requirements, proposals will be reviewed, evaluated, and scored in accordance with the point schedule for all evaluation criteria noted below:

	Evaluation Criteria	Points (%'s)
A	Responses to Student Registration Platform Functional and Features Requirements	30
B	Training Requirements	10
C	Support Requirements	25
D	Proposal format, organization, and clarity	5
E	Firm's expertise, background, personnel qualifications, experience with similar clients	10
F	Costs, Fee Schedule, Best Value Pricing Structure	20
G	Financial Stability (P=Pass – F=Fail)	P/F
	Points:	100
	<i>Additional Points (if Applicable)</i>	
	SLBE	10 extra points

Request for Proposal - STUDENT REGISTRATION PLATFORM

6.3 POINT SCORING APPROACH

6.3.1 PROPOSALS WILL BE REVIEWED, EVALUATED, AND SCORED IN ACCORDANCE WITH THE POINT SCHEDULE FOR ALL EVALUATION CRITERIA NOTED BELOW.

- A. RESPONSES TO STUDENT REGISTRATION PLATFORM FUNCTIONAL AND FEATURES REQUIREMENTS IN ATTACHMENT O
- B. RESPONSES TO TRAINING REQUIREMENTS IN ATTACHMENT O
- C. RESPONSES TO SUPPORT REQUIREMENTS IN ATTACHMENT O
- D. PROPOSAL FORMAT, ORGANIZATION, AND CLARITY

Each Section of the submittal will be evaluated for Clarity, Completeness, Content, and Organization. Vendor responses will be given a grade of “Doesn't meet expectations”, “Meets expectation”, or “Exceeds expectations”.

- E. RESPONSES TO FIRM'S EXPERTISE AND BACKGROUND IN ATTACHMENT O
- F. COSTS, FEE SCHEDULE, BEST VALUE PRICING STRUCTURE

Cost will be evaluated based on the categories as indicated on the Cost Response Form – ATTACHMENT C. The lowest overall cost proposal shall receive the maximum points. Points on proposals with a higher overall cost shall be determined by dividing the lowest proposal cost by the higher proposal cost and multiplying by the maximum points as indicated below.

$$\frac{\text{Cost of Lowest Proposal}}{\text{Cost of Proposal}} \times \text{Maximum Points} = \text{Points Awarded}$$

Cost shall remain valid for a period of 90 days from the proposal due date.

G. FINANCIAL STABILITY OF THE FIRM

The vendor will present a 2-page memo describing the company's financial stability (Attachment F). The vendor will provide an audit report covering the past 3 years.

The vendor will provide a general description of the firm's financial condition and identify any conditions (e.g., bankruptcy, pending litigation, planned office closures, impending merger) that may impede Proposers' ability to complete the project.

The proposer should be prepared to present additional information via an oral presentation in order for the Committee to effectively and objectively analyze all materials and documentation proposed to implement a viable and successful Student Registration Platform.

Firms invited for oral presentations must be represented by the individual who will be the prime contact person to the District, and other key project team members. A Proposer's inability to respond to any request for clarification and/or oral presentation may be cause for disqualification. The presentation may be made to a broad audience, including representatives of various constituency groups and users with special needs.

Upon conclusion of the proposal evaluation process, a Notification of Intent to Award will be sent to the firm selected. Award shall be made to the qualified bidder whose proposal is determined to be most advantageous and provides the best value at the most economical cost to the District.

Request for Proposal - STUDENT REGISTRATION PLATFORM

To be considered responsive to the RFP, proposers must demonstrate that the firm meets the following qualifications by providing a thorough detailed response and verifiable evidence of compliance. Non-compliance with these requirements may disqualify your proposal from further consideration.

6.3.2 MINIMUM REQUIREMENTS (“M” IN ATTACHMENT O)

All minimum and mandatory requirements must be met in order for the Proposer to continue in the RFP process. Every met requirement will gain a score of “Meets Requirement”. Some examples of minimum/mandatory requirements are below:

- A. Proposer has been in business for a minimum of five (5) consecutive years under the same ownership.
- B. The proposer shall have continuously been in the business providing STUDENT REGISTRATION PLATFORM Solutions that interface with Banner with a focus on recruitment for at least five (5) years for agencies of similar size and scope as that of CCSF.
- C. Ability to complete work requirements in the timeframe specified. Please provide a work schedule indicating how you intend to meet CCSF’s schedule.
- D. Implementation to begin in June 2023 and to conclude by May 2024.
- E. Must comply with all terms and conditions of the RFP. No exceptions will be granted.
- F. Licensed to do business in the State of California.
- G. Solution will integrate with Ellucian Banner through automated and scheduled processes.

6.3.3 DESIRED REQUIREMENTS (“D” IN ATTACHMENT O)

Desirable criteria are preferred by the District. Desirable requirements are important but could be sacrificed if necessary to meet the schedule or budgetary concerns.

Each requirement that can be met without involving additional vendors or developments will receive a score of “Meets Requirement”. If requirement cannot be met without additional tools or modifications, the response will receive a score of “Partially Meets Requirement with Additional tools or Modifications”. In case additional tools or modifications cannot be made available, the response will receive a score of “Partially Meets Requirement, no additional Tools or Modifications are available”. If the requirement cannot be met, the response will receive a score of “Cannot meet requirement”.

6.3.4 OPTIONAL REQUIREMENTS (ATTACHMENT O)

"Optional requirement" is commonly used to denote something that is in scope, but not necessarily required by the system.

Each requirement that can be met without involving additional vendors or developments will receive a score of “Meets Requirement”. If requirement cannot be met without additional tools or modifications, the response will receive a score of “Partially Meets Requirement with Additional tools or Modifications”. In case additional tools or modifications cannot be made available, the response will receive a score of “Partially

Request for Proposal - STUDENT REGISTRATION PLATFORM

Meets Requirement, no additional Tools or Modifications are available". If the requirement cannot be met, the response will receive a score of "Cannot meet requirement"

6.3.5 BEST AND FINAL OFFER (BAFO)

CCSF reserves the right to hold discussions with Proposers who have been found to be in the competitive range (proposers receiving at least 80% of available points), and such discussions may result in CCSF conducting Best and Final Offers. CCSF may choose to make a final selection and award to the responsible Proposer(s) whose Proposal(s) CCSF determines is most advantageous to CCSF based on the evaluation process and evaluation factors described in this RFP.

6.4 BASIS OF AWARD

The award, if any, will be made to the Proposal receiving the highest overall score by the District at its sole discretion. The decision of CCSF is final.

Request for Proposal - STUDENT REGISTRATION PLATFORM

SECTION 7 – SCOPE OF WORK

7.1 SATISFACTION OF ALL REQUIREMENTS

City College of San Francisco is looking for Student Registration Platform to help students register online and in-person using a variety of computers and portable devices. We would like to minimize manual data entries into the system at all stages of the registration process. In addition, we require the solution to be able to integrate with CCSF ERP student data system easily, offer staff development to our team on the product, and offer IT support for the product.

CCSF intends to engage the services of a qualified firm to provide new STUDENT REGISTRATION PLATFORM that meets all requirements contained in Attachment O, that contains the following sections:

- I. Platform Functional and Features Requirements
 1. Platform and Admin requirements
 2. User Interface (UI) Requirements
 3. Reporting requirements
 4. Functional Features/Requirements
 5. Payment Platform Integration Requirements
 6. Cybersecurity Requirements
- II. Training Requirements
- III. Support Requirements
 1. End User Support Requirements
 2. Platform Support Requirements
- IV. Firm's Expertise, background, and personnel qualification

Vendor will use column "Vendor's Responses" to provide responses and additional information, if/when needed. Attachment O will be used by the District as rubric to calculate vendor's score for functional and technical requirements satisfaction.

Indicate if your firm can meet, meet with or without additional tools, or doesn't meet these requirements. If more information is warranted, please include a link where information can be accessed.

7.2 SERVICE AGREEMENT

The selected firm will be expected to enter into a professional Service Agreement with CCSF as outlined in Appendix A.

The acceptance of all deliverables will reside with vendor provided Project Manager (PM). The PM will maintain a team of advisors in order to ensure the work requirements have been met.

Request for Proposal - STUDENT REGISTRATION PLATFORM

ATTACHMENT A

W-9 FORM

Vendors are to fill out the form below and submit it with their proposal.

<https://www.irs.gov/pub/irs-pdf/fw9.pdf>

Request for Proposal - STUDENT REGISTRATION PLATFORM

ATTACHMENT B

VENDOR INFORMATION FORM

<https://www.ccsf.edu/sites/default/files/2022/document/Vendor-Information-Request.pdf>

Request for Proposal - STUDENT REGISTRATION PLATFORM

ATTACHMENT C

COST RESPONSE FORM

Vendor to present their fee and costs schedule in the following format, providing relevant information in cells colored green as in an example below.

Costs / Fees	Vendor Response		COMMENTS
One-time Costs	\$	24.00	
Solution Cost Total	\$	6.00	
Solution Subtotal #1	\$	1.00	
Solution Subtotal #2	\$	2.00	
Solution Subtotal #3	\$	3.00	
Licenses Cost Total	\$	6.00	
Licenses Subtotal #1	\$	1.00	
Licenses Subtotal #2	\$	2.00	
Licenses Subtotal #3	\$	3.00	
Professional Services Total	\$	6.00	
Professional Services #1	\$	1.00	
Professional Services #2	\$	2.00	
Professional Services #3	\$	3.00	
Other Costs Total	\$	6.00	
Other Costs #1	\$	1.00	
Other Costs #2	\$	2.00	
Other Costs #3	\$	3.00	
Re-curring Annual Costs (5-yrs)	\$	15.00	
Year 1 (FY 2023-2024)	\$	1.00	
Year 2 (FY 2024-2025)	\$	2.00	
Year 3 (FY 2025-2026)	\$	3.00	
Year 4 (FY 2026-2027)	\$	4.00	
Year 5 (FY 2027-2028)	\$	5.00	
Total	\$	51.00	

Request for Proposal - STUDENT REGISTRATION PLATFORM

ATTACHMENT D

REQUIRED INFORMATION OF ALL PROPOSERS

References

All proposers must provide references of at least three organizations of the approximate size and volume of comparable business now being serviced by Proposer.

1. Name of Company	Contact	Phone No.
_____	_____	_____
Address	Email	
_____	_____	
Number of Years Providing Service _____		
2. Name of Company	Contact	Phone No.
_____	_____	_____
Address	Email	
_____	_____	
Number of Years Providing Service _____		
3. Name of Company	Contact	Phone No.
_____	_____	_____
Address	Email	
_____	_____	
Number of Years Providing Service _____		

Request for Proposal - STUDENT REGISTRATION PLATFORM

ATTACHMENT E

FORM 1 IDENTIFICATION LISTING OF SUBCONTRACTORS, TRUCKERS, SUPPLIERS, AND SUBCONSULTANTS

Project Name: _____ Bid Date: _____

Bidder/Consultant Information

Bidder/Consultant Company Name:		
Business Address:		
Telephone:	Facsimile:	E-Mail:
Gender of Owner: <input type="checkbox"/> Male <input type="checkbox"/> Female	Ethnicity of Owner:	Certification: <input type="checkbox"/> DGS <input type="checkbox"/> CMD

Joint Venture Participation ☐ Yes ☐ No

Joint Ventures complete this section and attach a copy of the Joint Venture agreement form.

List All Joint Venture Partners	SBE / SLBE Certification	Address, Telephone, Fax and E-Mail	Percent of Contract Dollars Awarded to Each Partner
	<input type="checkbox"/> DGS <input type="checkbox"/> CMD		
	<input type="checkbox"/> DGS <input type="checkbox"/> CMD		
	<input type="checkbox"/> DGS <input type="checkbox"/> CMD		

Subcontractor/Subconsultant Truckers, and Supplier Information

SLBE Goal Met: ☐ Yes ☐ No

Complete this section for ALL proposed subcontractors, truckers, suppliers, and subconsultants to work on the contract.

Company Name:		E-Mail:
Business Address:		Type of Work:
Phone Number/Facsimile:	Award or Percent of Work:	
Gender of Owner: <input type="checkbox"/> Male <input type="checkbox"/> Female	Ethnicity of Owner:	Certification: <input type="checkbox"/> DGS <input type="checkbox"/> CMD

Company Name:		E-Mail:
Business Address:		Type of Work:
Phone Number/Facsimile:	Award or Percent of Work:	
Gender of Owner: <input type="checkbox"/> Male <input type="checkbox"/> Female	Ethnicity of Owner:	Certification: <input type="checkbox"/> DGS <input type="checkbox"/> CMD

*Ethnicity Codes (Tracking Purposes Only)	CH = Chinese AI = American Indian ME = Middle Eastern AA = African American FA = Filipino American	JA = Japanese CA = Caucasian HA = Hispanic American OT = Other	Certification Agencies: <ul style="list-style-type: none">California Department of General Services (DGS)City & County of San Francisco Contract Monitoring Division (CMD)
-------------------------------------------	----------------------------------------------------------------------------------------------------------------	-------------------------------------------------------------------------	-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------

Revised July 2018 FORM 1 IDENTIFICATION LISTING OF SUBCONTRACTORS, TRUCKERS, SUPPLIERS, AND SUBCONSULTANTS

Request for Proposal - STUDENT REGISTRATION PLATFORM

FORM 1 IDENTIFICATION LISTING OF SUBCONTRACTORS, TRUCKERS, SUPPLIERS, AND SUBCONSULTANTS

Subcontractor/Subconsultant Trucker, Supplier Information

Company Name:		E-Mail:	
Business Address:		Type of Work:	
Phone Number/Facsimile:		Award or Percent of Work:	
Gender of Owner: <input type="checkbox"/> Male <input type="checkbox"/> Female		Ethnicity of Owner:	Certification: <input type="checkbox"/> DGS <input type="checkbox"/> CMD

Company Name:		E-Mail:	
Business Address:		Type of Work:	
Phone Number/Facsimile:		Award or Percent of Work:	
Gender of Owner: <input type="checkbox"/> Male <input type="checkbox"/> Female		Ethnicity of Owner:	Certification: <input type="checkbox"/> DGS <input type="checkbox"/> CMD

Company Name:		E-Mail:	
Business Address:		Type of Work:	
Phone Number/Facsimile:		Award or Percent of Work:	
Gender of Owner: <input type="checkbox"/> Male <input type="checkbox"/> Female		Ethnicity of Owner:	Certification: <input type="checkbox"/> DGS <input type="checkbox"/> CMD

Company Name:		E-Mail:	
Business Address:		Type of Work:	
Phone Number/Facsimile:		Award or Percent of Work:	
Gender of Owner: <input type="checkbox"/> Male <input type="checkbox"/> Female		Ethnicity of Owner:	Certification: <input type="checkbox"/> DGS <input type="checkbox"/> CMD

Company Name:		E-Mail:	
Business Address:		Type of Work:	
Phone Number/Facsimile:		Award or Percent of Work:	
Gender of Owner: <input type="checkbox"/> Male <input type="checkbox"/> Female		Ethnicity of Owner:	Certification: <input type="checkbox"/> DGS <input type="checkbox"/> CMD

Company Name:		E-Mail:	
Business Address:		Type of Work:	
Phone Number/Facsimile:		Award or Percent of Work:	
Gender of Owner: <input type="checkbox"/> Male <input type="checkbox"/> Female		Ethnicity of Owner:	Certification: <input type="checkbox"/> DGS <input type="checkbox"/> CMD

*Ethnicity Codes (Tracking Purposes Only)		Certification Agencies	
CH = Chinese	JA = Japanese	• California Department of General Services (DGS)	
AI = American Indian	CA = Caucasian	• City & County of San Francisco Contract Monitoring Division (CMD)	
ME = Middle Eastern	HA = Hispanic American		
AA = African American	OT = Other		
FA = Filipino American			

Revised July 2018 FORM 1 IDENTIFICATION LISTING OF SUBCONTRACTORS, TRUCKERS, SUPPLIERS, AND SUBCONSULTANTS

Request for Proposal - STUDENT REGISTRATION PLATFORM

ATTACHMENT F

Financial Stability of the Firm (see instructions in paragraph 6.3.1, G.)

Request for Proposal - STUDENT REGISTRATION PLATFORM

ATTACHMENT G

NON-COLLUSION DECLARATION

State of California)
)
County of _____)

being first duly sworn, deposes and says that he or she is _____ of _____ the party making the foregoing bid that the bid is not made in the interest of, or on behalf of, any undisclosed person, partnership, company, association, organization, or corporation; that the bid is genuine and not collusive or sham; that the bidder has not directly or indirectly induced or solicited any other bidder to put in a false or sham bid, and has not directly or indirectly colluded, conspired, connived, or agreed with any bidder or anyone else to put in a sham bid, or that anyone shall refrain from bidding; that the bidder has not in any manner, directly or indirectly, sought by agreement, communication, or conference with anyone to fix the bid price of the bidder or any other bidder, or to fix any overhead, profit, or cost element of the bid price, or that of any other bidder, or to secure any advantage against the public ATTACHMENT body awarding the contract of anyone interested in the proposed contract; that all statements contained in the bid are true; and, further, that the bidder has not, directly or indirectly, submitted his bid price or any breakdown thereof, or the contents thereof, or divulged information or data relative thereto, or paid, and will not pay, any fee to any corporation, partnership, company association, organization, bid depository, or to any member or agent thereof to effectuate a collusive or sham bid.

I certify (or declare) under penalty of perjury under the laws of the State of California that the Foregoing is true and correct.

Signature _____

Type or print name _____

Title _____

Date _____

Subscribed and sworn to (or affirmed) before me on this day of _____, 20____, by proved to me on the basis of satisfactory evidence to be the person(s) who appeared before me.

Signature, Notary Public

My Commission Expires: _____

(seal)

Request for Proposal - STUDENT REGISTRATION PLATFORM

ATTACHMENT H

DRUG-FREE WORKPLACE CERTIFICATION

I, _____, am the _____ of
(Print Name) (Title)
_____. I declare, state and certify to all of the following:
(Supplier Name)

I am aware of the provisions and requirements of California Government Code §§8350 et seq., the Drug Free Workplace Act of 1990.

I am authorized to certify, and do certify, on behalf of Supplier that a drug free workplace will be provided by Supplier by doing all of the following:

Publishing a statement notifying employees that the unlawful manufacture, distribution, dispensation, possession or use of a controlled substance is prohibited in Supplier's workplace and specifying actions which will be taken against employees for violation of the prohibition;

Establishing a drug-free awareness program to inform employees about all of the following:

- (i) The dangers of drug abuse in the workplace;
- (ii) Supplier's policy of maintaining a drug-free workplace;
- (iii) The availability of drug counseling, rehabilitation and employee-assistance programs; and
- (iv) The penalties that may be imposed upon employees for drug abuse violations;

Requiring that each employee engaged in the performance of the Contract be given a copy of the statement required by subdivision (A), above, and that as a condition of employment by Supplier in connection with the Work of the Contract, the employee agrees to abide by the terms of the statement.

Supplier agrees to fulfill and discharge all of Supplier's obligations under the terms and requirements of California Government Code §8355 by, inter alia, publishing a statement notifying employees concerning: (a) the prohibition of any controlled substance in the workplace, (b) establishing a drug-free awareness program, and (c) requiring that each employee engaged in the performance of the Work of the Contract be given a copy of the statement required by California Government Code §8355(a) and requiring that the employee agree to abide by the terms of that statement.

Supplier and I understand that if the District determines that Supplier has either: (a) made a false certification herein, or (b) violated this certification by failing to carry out and to implement the requirements of California Government Code §§8355, the Contract awarded herein is subject to termination, suspension of payments, or both. Supplier and I further understand that, should Supplier violate the terms of the Drug-Free Workplace Act of 1990, Supplier may be subject to debarment in accordance with the provisions of California Government Code §§8350, et seq.

Supplier and I acknowledge that Supplier and I are aware of the provisions of California Government Code §§8350, et seq. and hereby certify that Supplier and I will adhere to, fulfill, satisfy and discharge all provisions of and obligations under the Drug-Free Workplace Act of 1990.

I declare under penalty of perjury under the laws of the State of California that all of the foregoing is true and correct.

Request for Proposal - STUDENT REGISTRATION PLATFORM

Executed at _____ this day of _____, 2018 .
(City and State)

(Signature)

(Printed Name)

Request for Proposal - STUDENT REGISTRATION PLATFORM

ATTACHMENT I

CERTIFICATION REGARDING DEBARMENT, SUSPENSION, INELIGIBILITY, AND VOLUNTARY EXCLUSION

By signing and submitting this statement of qualification, the prospective consultant is providing the certification set out below:

1. The certification in this clause is a material representation of fact upon which reliance was placed when this transaction was entered into. If it is later determined that the prospective consultant knowingly rendered an erroneous certification, in addition to other remedies available to the federal government, the department or agency with which this transaction originated may pursue available remedies, including suspension and/or debarment.
2. The prospective consultant certifies that it has not and will not provide any gratuities to any agency elected or appointed official, employee, representative, or consultant in connection with the award or administration of the contract that is expected to result from this solicitation.
3. The prospective consultant shall provide immediate written notice to the person to whom this statement of qualification is submitted if at any time the prospective consultant learns that its certification was erroneous when submitted or had become erroneous by reason of changed circumstances.
4. The terms "covered transaction," "debarred," "suspended," "ineligible," "lower tier covered transaction," "participant," "person," "primary covered transaction," "principle," "statement of qualification," and "voluntarily excluded," as used in this clause, have the meaning set out in the Definitions and Coverage sections of rules implementing Executive Order 12549. You may contact the person to whom this statement of qualification is submitted for assistance in obtaining a copy of those regulations.
5. The prospective consultant agrees by submitting this statement of qualification that, should the proposed covered transaction be entered into, it shall not knowingly enter into any covered transaction with a person who is proposed for debarment under 48 CFR Part 9, Subpart 9.4, debarred, suspended, declared ineligible, or voluntarily excluded from participation in this covered transaction, unless authorized by the department or agency with which this transaction originated.
6. The prospective consultant further agrees by submitting this statement of qualification that it will include this clause title, "Certification Regarding Debarment, Suspension, Ineligibility, and Voluntary Exclusion — Lower Tier Covered Transaction," without modification, in all lower tier covered transactions and in all solicitations for lower tier covered transactions.
7. A participant in a covered transaction may rely upon a certification of a prospective participant in a lower tier covered transaction that it is not proposed for debarment under 48 CFR Part 9, Subpart 9.4, suspended, ineligible, or voluntarily excluded from covered transactions, unless it knows that the certification is erroneous. A participant may decide the method and frequency by which it determines the eligibility of its principals. A participant may, but is not required to, check the List of Parties Excluded from Federal Procurement and Non-procurement Programs.
8. Nothing contained in the foregoing shall be construed to require the establishment of a system of records to render in good faith the certification required by this clause. The knowledge and information of a participant is not required to exceed that which is normally possessed by a prudent person in the ordinary course of business dealings.
9. Except for transactions authorized under Paragraph 4 of these instructions, if a participant in a covered transaction knowingly enters into a lower tier covered transaction with a person who is proposed for debarment under 48 CFR Part 9, Subpart 9.4, suspended, debarred, ineligible, or voluntarily excluded

Request for Proposal - STUDENT REGISTRATION PLATFORM

from participation in this transaction, in addition to other remedies available to the federal government, the department or agency with which this transaction originated may pursue available remedies, including suspension and/or debarment.

10. The prospective consultant certifies, by submission of this statement of qualification, that neither it nor its principals, nor its prospective sub-consultants are presently debarred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded from participation in this transaction by any federal department or agency.
11. Where the prospective consultant is unable to certify any of the statements in this certification, such prospective consultant shall attach an explanation to this statement of qualification.

Signature: _____

Typed or Printed Name: _____

Title: _____

Organization: _____

Date: _____

Request for Proposal - STUDENT REGISTRATION PLATFORM

ATTACHMENT J

BIDDER'S CERTIFICATE REGARDING WORKERS' COMPENSATION

Labor Code Section 3700:

“Every employer except the state and all political subdivisions or institutions thereof, shall secure the payment of compensation in one or more of the following ways:

- (a) By being insured against liability to pay compensation in one or more insurers duly authorized to write compensation insurance in this State.
- (b) By securing from the Buyer of Industrial Relations a certificate of consent to self- insure, which may be given upon furnishing proof satisfactory to the Buyer of Industrial Relations of ability to self-insure and to pay any compensation that may become due to his employees.”

I am aware of the provisions of Section 3700 of the Labor Code which require every employer to be insured against liability for Workers' Compensation or to undertake self-insurance in accordance with the provision of that code, and I will comply with such provisions before commencing the performance of the work of this contract.

(In accordance with Article 5 [commencing at Section 1860], Chapter 1, Part Division 2 of the Labor Code, the above certificate must be signed and filed with the awarding body prior to performance of any work under this contract.)

Request for Proposal - STUDENT REGISTRATION PLATFORM

ATTACHMENT K

AB1584 COMPLIANCE CERTIFICATION REGARDING TECHNOLOGY SERVICE AGREEMENTS –

Family Educational Rights and Privacy Act (FERPA) Section 49073.1 of the California Education Code

By submitting your proposal bidder agrees to comply with the Family Educational Rights and Privacy Act which states:

AB 1558 – Section 49073.1 of the CA ED Code which states:

- (a) A local educational agency may, pursuant to a policy adopted by its governing board or, in the case of a charter school, its governing body, enter into a contract with the third party for either or both of the following purposes:
 - (1) To provide services, including cloud-based services, for the digital storage, management, and retrieval of pupil records.
 - (2) To provide digital educational software that authorizes the third-party provider of digital educational software to access, store, and use pupil records in accordance with the contractual provisions listed in subdivision (b).
- (b) A local educational agency that enters a contract with the third party for purposes of subdivision (a) shall ensure the contract contains all of the following:
 - (1) A statement that pupil records continue to be the property of and under the control of the local educational agency.
 - (2) Notwithstanding paragraph (1), a description of the means by which pupils may retain possession and control of their own pupil-generated content, if applicable, including options by which a pupil may transfer pupil-generated content to a personal account.
 - (3) A prohibition against the third party using any information in the pupil record for any purpose other than those required or specifically permitted by the contract.
 - (4) A description of the procedures by which a parent, legal guardian, or eligible pupil may review personally identifiable information in the pupil's records and correct erroneous information.
 - (5) A description of the actions the third party will take, including the designation and training of responsible individuals, to ensure the security and confidentiality of pupil records. Compliance with this requirement shall not, in itself, absolve the third party of liability in the event of an unauthorized disclosure of pupil records.
 - (6) A description of the procedures for notifying the affected parent, legal guardian, or eligible pupil in the event of an unauthorized disclosure of the pupil's records.
 - (7) (A) A certification that a pupil's records shall not be retained or available to the third party upon completion of the terms of the contract and a description of how that certification will be enforced.
(B) The requirements provided in subparagraph (A) shall not apply to pupil-generated content if the pupil chooses to establish or maintain an account with the third party for the purpose of storing that content pursuant to paragraph (2).
 - (8) A description of how the local educational agency and the third party will jointly ensure compliance with the federal Family Educational Rights and Privacy Act (20 U.S.C. Sec. 1232g).
 - (9) A prohibition against the third party using personally identifiable information in pupil records to engage in targeted advertising.
- (c) In addition to any other penalties, a contract that fails to comply with the requirements of this section shall be rendered void if, upon notice and a reasonable

Request for Proposal - STUDENT REGISTRATION PLATFORM

opportunity to cure, the noncompliant party fails to come into compliance and cure any defect. Written notice of noncompliance may be provided by any party to the contract. All parties subject to a contract voided under this subdivision shall return all pupil records in their possession to the local educational agency.

(d) For purposes of this section, the following terms have the following meanings:

- (1) “Deidentified information” means information that cannot be used to identify an individual pupil.
- (2) “Eligible pupil” means a pupil who has reached 18 years of age.
- (3) “Local educational agency” includes school districts, county offices of education, and charter schools.
- (4) “Pupil-generated content” means materials created by a pupil, including, but not limited to, essays, research reports, portfolios, creative writing, music or other audio files, photographs, and account

information that enables ongoing ownership of pupil content. “Pupil-generated content” does not include pupil responses to a standardized assessment where pupil possession and control would jeopardize the validity and reliability of that assessment.

(5) (A) “Pupil records” means both of the following:

- (i) Any information directly related to a pupil that is maintained by the local educational agency.
- (ii) Any information acquired directly from the pupil through the use of instructional software or applications assigned to the pupil by a teacher or other local educational agency employee.

(B) “Pupil records” does not mean any of the following:

- (i) Deidentified information, including aggregated deidentified information, used by the third party to improve educational products for adaptive learning purposes and for customizing pupil learning.
 - (ii) Deidentified information, including aggregated deidentified information, used to demonstrate the effectiveness of the operator’s products in the marketing of those products.
 - (iii) Deidentified information, including aggregated deidentified information, used for the development and improvement of educational sites, services, or applications.
- (6) “Third party” refers to a provider of digital educational software or services, including cloud-based services, for the digital storage, management, and retrieval of pupil records.

(e) If the provisions of this section are in conflict with the terms of a contract in effect before January 1, 2015, the provisions of this section shall not apply to the local educational agency or the third-party subject to that agreement until the expiration, amendment, or renewal of the agreement.

(f) Nothing in this section shall be construed to impose liability on the third party for content provided by any other third party.

As the awardee under this RFP, I am familiar with and agree to comply with the Family Educational Rights and Privacy Act Section 49073.1 of the California education Code.

By

Signature

Request for Proposal - STUDENT REGISTRATION PLATFORM

Typed or Printed Name

Title

Company Name

Date

Request for Proposal - STUDENT REGISTRATION PLATFORM

ATTACHMENT L

ADDENDA ACKNOWLEDGEMENT FORM

Instructions: Please acknowledge receipt of all addenda issued by completing this form. Check the box next to each addendum received and sign below. Failure to acknowledge any addenda may result in disqualification of the bid. **NOTE: This form must be submitted with your Bid / Proposal package.**

Addendum Numbers Received:

(Check boxes next to each addendum received and input the dates issued)

<input type="checkbox"/>	Addendum No. 1 Date: _____	<input type="checkbox"/>	Addendum No. 5 Date: _____
<input type="checkbox"/>	Addendum No. 2 Date: _____	<input type="checkbox"/>	Addendum No. 6 Date: _____
<input type="checkbox"/>	Addendum No. 3 Date: _____	<input type="checkbox"/>	Addendum No. 7 Date: _____
<input type="checkbox"/>	Addendum No. 4 Date: _____	<input type="checkbox"/>	Addendum No. 8 Date: _____

I understand that failure to confirm receipt of the addenda may cause the rejection of my bid/proposal. I further understand that any verbal representation made or assumed to be made is not binding. Only the information issued in writing and added to the specifications by an official addendum is binding.

Company

Authorized Signature

Date

Request for Proposal - STUDENT REGISTRATION PLATFORM

ATTACHMENT M

DECLARATION OF ABILITY TO EXECUTE

All firms providing legal services must sign the San Francisco Community College District Agreement for Professional Services, "Agreement," as included in Appendix "B." Check the appropriate box and sign below indicating that you have reviewed the terms of the agreement and do not take issue with signing an unaltered agreement. Alternatively, attach a statement specifically describing the nature of revisions you would require for signature. It is the intent of the District to execute an unaltered agreement.

- ☐ I have reviewed the Sample Agreement contained in Appendix "B" and do not take issue with any of the terms or conditions of the agreement. We will be able to execute an unaltered agreement if awarded the Contract.
- ☐ I have reviewed the Sample Agreement contained in Appendix "B" and have attached a document describing the issues with the terms and/or conditions of the agreement with modifications described (INCLUDE ATTACHMENT). We will only be able to execute an agreement if awarded the Contract after these changes have been addressed. I understand that if the District is unwilling or unable to accept the modifications, they retain the right to reject the proposal.

Company

Authorized Signature

Date

Request for Proposal - STUDENT REGISTRATION PLATFORM

ATTACHMENT O

RFP REQUIREMENTS

Student Registration Platform Functional and Features Requirements

<u>I.</u>	<u>PLATFORM AND ADMIN REQUIREMENTS</u>	<u>Vendor Responses</u>	<u>M/D/O</u>
1	Can any field be established as a “required” field as designated by the District?		D
2	Does platform accumulate data over time or does it start new each year?		D
3	Does platform allow for a variety of data fields – text fields, date fields, radio buttons, drop- down menus?		D
4	Does platform exchange information with Banner instantly?		D
5	Does the platform exchange information with Canvas instantly?		D
6	Does platform have structured screen layouts and navigation to assure intuitive user interaction and simplicity?		D
7	Does platform offer new features/enhancements releases at no cost, as included in service agreement?		D
8	Does platform provide data validation at the data entry point to ensure accuracy and proper format of all data collected?		D
9	Does platform provide for an unlimited number of online forms?		D
10	Does platform offer validation of United States Postal code during student's registration?		D
11	Does the solution provide dedicated customization tools and user interfaces for processing SIS data most efficiently?		D
12	Does the solution provide tools to customize user interfaces for processing SIS data most efficiently?		D

Request for Proposal - STUDENT REGISTRATION PLATFORM

13	Does the system provide review and approval tools and process to ensure data integrity?		D
14	Does the system provide tools and a process to avoid data duplication?		D
15	Platform allows access from the administrative portal to database tables/fields for import/export purposes and support the following formats: CSV, TXT, HTML and PDF		D
16	Platform allows for scheduled imports/exports of data to be automatically 'put' and 'get' files to FTP, SFTP and NFS file shares		D
17	Platform has a business continuity mechanism built-into solution		D
18	Platform has ability to mass-change/add/replace values based on student contact information		D
19	Platform has ability to mass-change/add/replace values based on student demographics information		D
20	Platform has ability to mass-change/add/replace values based on student grade information		D
21	Platform has ability to mass-change/add/replace values based on term scheduling information		D
22	Platform has disaster recovery mechanism built-into proposed solution		D
23	Platform must allow 'back end' access to the database using SQL Developer Tools, ODBC, JDBC		D
24	Platform shouldn't require special software supplicant running on the end user's desktop or mobile device		D
25	The vendor hosted system datacenter complies with ASHRAE standards for temperature and humidity levels		D
26	The vendor hosted system datacenter is fully compliant with HIPAA, FERPA, SSAE 16, and ISAE 3402 standards.		D
27	The vendor hosted system datacenter utilizes a minimum combination of biometric scanners and card readers for physical access to the systems' infrastructure.		D
28	The vendor hosted system datacenter utilizes a Tier 1 Carrier Internet backbone with a minimum 10 Gigabit Ethernet connection for Internet connectivity.		D
29	The vendor hosted system datacenter utilizes isolated-parallel (IP) UPS topology for power protection		D
30	The vendor hosted system must sustain 99.999% availability		D
31	The vendor hosted systems incorporate CA (signed) certificates with SHA-2 format a minimum of 256 bits		D

Request for Proposal - STUDENT REGISTRATION PLATFORM

32	The vendor hosted systems incorporate XTS-AES 256-bit data-at-rest encryption to protect data confidentially		D
33	The vendor hosted systems utilize next-generation firewall (NGFW) technology with intrusion detection system (IDS)		D
34	Vendor can be flexible and able to co-term this contract to fiscal year end/start (June 30/July 1)		D
35	Vendor can provide an estimated accurate timeline from contract to production		D
36	Vendor provides mechanism to push/pull data to/from CCSF Banner databases		D
37	Does platform offer user password self-reset functionality?		M
38	Does platform offer single entry for all data points? Users should never have to enter the same information twice.		M
39	Platform based on a vendor-hosted solution will be available 24x7x365		M
40	Platform based on a vendor-hosted solution will not be hosted in the "public cloud"		M
41	Platform has ability to continuously synchronize sections information to display added/removed/edited classes information promptly		M
42	Platform supports interface with iOS and Android mobile devices		M
43	The vendor hosted systems maintain log files across multiple redundant disks / SAN LUNs		M
44	The vendor hosted systems support Disaster Recovery and Data Continuity plans in the event the primary systems become unavailable or unresponsive		M
45	The vendor hosted systems utilize Distributed Denial of Service (DDoS) prevention and mitigation technologies at the perimeter edge network		M
46	The vendor hosted systems utilizes redundant backup levels that incorporate daily full backups with a minimum 30 day retention policy		M
47	Platform is 'Cloud Based' for all end user tasks/functions		M
48	Platform has the ability to add, track, report, import and export data from/to Banner ERP		M
49	Platform supports all major browsers (Internet Explorer, Edge, Firefox, Chrome, Safari) without the need for ANY browser 'plug-ins'		M
50	Platform has ability to match institutional branding to promote CCSF brand		M

Request for Proposal - STUDENT REGISTRATION PLATFORM

51	Platform is compliant with the State of California State Reporting		M
52	Does platform require the purchase of any additional hardware, scanners, etc.?		O
53	How much storage will be required, and will vendor provide the storage?		O
54	The vendor hosted system datacenter utilizes 24x7x365 internal and external CCTV video surveillance that includes a minimum 90 day video retention policy		O
55	Will the solution automate work flow without the need for sending documents as an email attachment?		O
56	Will the work flows will be set up by provider, and requires no district manual scripting or programming to achieve the required outcome?		O
57	Platform supports interface with campus MyCCSF mobile app on smartphones and tablets to ensure ease of use on any device. CCSF's mobile app available in Apple and Google app stores?		O

<u>II.</u>	<u>USER INTERFACE (UI) REQUIREMENTS</u>	-	
1	Ability for a "dashboard" type view that can aid students in workflow management (i.e. show/hint next steps)		D
2	Can provide metrics to set goals for improving software and use by end user		D
3	Does vendor know if this solution is being used by other higher education school districts in California?		D
4	Platform allows student to view courses selected for registration in a calendar view (days of the week, hours)		D
5	Platform allows user to drill in on a class location to find the address of the campus where class is held		D
6	Platform can identify "pain points" where student get lost, have trouble or stop the registration process		D
7	Platform meets WCAG compliance guidelines		D
8	Provider can provide a flow chart of the students journey		D
9	User can add multiple courses to the "shopping cart" in a point-and-click manner and can take the entire "shopping cart" to checkout at once		D
10	User may toggle between noncredit and credit registration		D
11	User experience "shopping" for classes would be similar to shopping for items on commercial websites		D
12	User interface allows students to search for classes by ESL level		D

Request for Proposal - STUDENT REGISTRATION PLATFORM

13	User interface is easy to navigate for students with limited English proficiency and/or can be translated into multiple languages		D
14	User's education plan is linked to user's registration profile, displaying courses needed by registration		D
15	Describe the product's administration user interface.		M
16	Has the vendor committed to the Student Privacy Pledge sponsored by SIIA?		M
17	Platform allows students preferred name to be displayed in class roster (information is taken from Banner system)		M
18	Platform meets Family Educational Rights and Privacy Act (FERPA) compliance guidelines		M
19	Platforms meets ADA compliance guidelines		M
20	User Interface (UI) must be designed with end user higher ed industry common workflows in mind to ensure efficient data entry and intuitive interaction		M
21	User interface is multi-lingual to ease navigation by an ESL student		D

III. REPORTING REQUIREMENTS

		-	
1	Platform creates reports by student grade		D
2	Platform creates reports by student financial status (fees owed, financial aid)		D
3	Platform creates reports by student registration holds status		D
4	Platform creates reports by semester schedule		D
5	Platform creates report of cohort error code		D
6	Platform creates reports by section location		D
7	Platform creates reports by section textbook cost/no cost		D
8	Platform allows student to view courses selected for registration in a calendar view (days of the week, hours)		D
9	Platform creates reports by section department/instructor name		D
10	Platform creates report of search log (for research purposes)		D
11	Platform creates reports by section credit/non-credit status		D
12	Platform has tools to access how successful it is from perspective of students who will be using it (KPI's, reports of students who start but don't complete registration process) and errors received		D
13	Reports can be created without the use of external software or 3rd party applications		D

Request for Proposal - STUDENT REGISTRATION PLATFORM

14	Platform has an end-user friendly report generation tool for end users to be able to create simple lists and reports with student data		D
15	Platform has robust report builder that is included as part of the system and can create drag and drop reports, pivot tables, form letters, and mailing labels		D
16	Platform includes visual dashboard reports for critical functional areas		D
17	Platform has the ability to create ad-hoc data exports using PDF, Excel, CSV and other file formats		D
18	User-created reports can be exported as a report template, shared with other educational institutions		D
19	Platform has ability to communicate back to Banner ERP student enrollments to allow programs study and demographics reports		D
20	Include an enterprise-class ad-hoc reporting tool that supports graphs, pivot tables, conditional cell highlighting, and row filtering		D
21	Include an enterprise-class ad-hoc reporting tool that supports the creation of calculated data based on other fields in the report table		D
<u>IV. FUNCTIONAL FEATURES/REQUIREMENTS</u>		-	
1	Ability to configure the registration workflow (task management) process		D
2	Ability to have workflow tasks be time and calendar dependent		D
3	Ability to utilize boundary data and placement information in order to determine correct choice outcome (depth of a waiting list, for example). Describe how you could achieve this functionality.		D
4	Describe any areas of the software product that are typically customized for a school as part of the initial implementation		D
5	Describe any other Registration, Payment, or Transfer related modules your product offers		D
6	Desired course information should display course details in a single view (section course title, number of units, start/end dates, section notes, instructor, location)		D
7	Platform must allow for an unlimited number of administrative users.		D

Request for Proposal - STUDENT REGISTRATION PLATFORM

8	Platform must allow on-demand email/print communications to students based on assigned flags (class cancellation, for instance)		D
9	Platform must be able to hold relevant imported data from the district SIS to pre-fill online forms and to compare year to year data changes.		D
10	Platform must provide an unlimited number of predefined print and email templates that can be used to communicate with students regarding the online registration process		D
11	Solution will include online help, and how-to videos for administrative users		D
12	Platform has ability for student to search and register for classes based on registration deadlines. The College has multiple start dates for class sections; therefore, the interface should provide the option of only displaying the classes that may be registered based on the date the student is searching for a class.		D
13	Platform has ability for student to search class schedule by GE (general education) requirements		D
14	Platform has ability for student to search class schedule by honors		D
15	Platform has the ability to search for asynchronous/bichronous/synchronous online courses		D
16	Platform informs student of placement level/ESL level or shows course levels they are eligible for (support courses included)		D
17	Platform has a term end process to make the next year schedules active and still provide access to previous year's information without the need to access 'archived' data. (integrated with Ellucian DegreeWorks)		D
18	Platform must have the ability for campus administrator to configure automated user log off (max session length of 8 hours, idle time-off 2 hours)		D
19	Platform must allow on-demand email/print communications to students based on assigned flags		M
20	Platform allows student to select the grade mode (letter grade or pass/no pass) option		M
21	Platform contains hyperlinks to course meeting campus location (map)		D
22	Platform has ability for student to search class schedule and save search criteria for future use		D
23	Platform has ability for student to search class schedule by CRN (class registration number)		M
24	Platform has ability for student to search class schedule by meeting time (term, date, day, hours)		M

Request for Proposal - STUDENT REGISTRATION PLATFORM

25	Platform has ability for student to search class schedule by specific subject area or general subject area (e.g. English-ENG, Mathematics-MATH)		M
26	Platform has ability for student to search class schedule based on their education plan stored in Degree Works (Ellucian). The solution should be able to intergrade educational plans (term based) into the potential schedule(s) for the student to choose from.		D
27	Platform has ability for student to search class schedule by Instructor/faculty contact information (name, email address)		M
28	Platform has ability for student to search class schedule by modality (in-person, online, hybrid)		M
29	Platform has ability for student to search class schedule for classes across multiple disciplines. The College has several departments that offer interdisciplinary classes that cross many course subjects, for example the History department may offer a class in African-American Studies, or the Biology department may offer a course related to Gender Studies. These classes need to be easily searched and identified in the schedule.		M
30	Platform has ability for student to search for all classes in a single discipline		D
31	Platform has ability for student to view textbook information and other materials (linked to each course from CCSF Bookstore)		M
32	Platform has ability to display prerequisite requirements for classes		D
33	Platform has ability to prevent registration based on rules and holds configured in Banner ERP enforcing configured rules and holds, including course repeats (i.e. cannot register for the same class for three consecutive semesters)		M
34	Platform has the ability for student to search class schedule by course number (i.e. CS 111B). Course number may include spaces, leading zero's, and special characters)		M
35	Platform is able to identify schedule conflicts and prevent conflicting registration attempts		M
36	Platform synchronizes class sections frequently to display newly added and removed sections		M
37	Platform tracks immunization requirements and compliance by synchronizing with immunization attribute status in Banner ERP		M

Request for Proposal - STUDENT REGISTRATION PLATFORM

38	Ability to integrate with District Student Information System (Banner). Describe the integration and how Student Information System data is utilized in your product.		M
39	Platform must allow for an unlimited number of administrative users		M
40	Platform has ability for student to search class schedule by courses offering free textbooks		M
41	Platform has ability for student to search class schedule by campus location (CCSF has several to choose from)		M
42	Scope of work includes SLA's (service level agreements) for emergency and non-emergency operations		M
43	Will platform allow changes in workflow, data collection process and the online forms to accommodate ongoing field changes within the SIS and other district information and policy needs?		D
44	Ability to integrate with a web content management system or other means to link to your product from the District web site.		O
45	Platform supports workflow management. For example, data captured from the online forms can be presented to appropriate district departments – transportation, health, student services, etc. for review prior to final approval, before the data is posted in the database.		O

<u>V.</u>	<u>COMMUNICATION REQUIREMENTS</u>	-	
1	Platform can display schedule and course registration details in a single website view		M
2	Platform can display schedule and course registration details in a printer view		D
3	Platform offers student option to send email to self or third party		D
4	Platform sends email notification of any registration changes to student's Gmail account (including adds, moves, changes)		D
5	Platform contains hyperlinks to faculty contact information within course information (tie to dynamically updated campus directory)		D
6	Platform informs student of registration schedule conflict (email, pop-up screen) and provides instructions (time conflict form) to be filled out		D
7	Will the provider create custom communications for the districts and also allow users to create their own communication templates (i.e. student schedule)?		D
8	Platform provides email registration confirmation to student		D

Request for Proposal - STUDENT REGISTRATION PLATFORM

9	Platform provides email registration confirmation to waitlisted students if there are waitlist changes		D
10	Platform provides email confirmation to a registered student if their class is cancelled		D
11	Platform provides email confirmation to a registered student who successfully paid their tuition		D

<u>VI.</u>	<u>PAYMENT PLATFORM INTEGRATION REQUIREMENTS</u>	-	
1	Platform has ability to re-direct successfully registered student to a payment platform (or MyRAM portal where payment transaction can take place)		D
2	Platform has ability to automatically calculate/re-calculate tuition and fees assessment changes based on transactions occurring during registration. This requires full integration with Ellucian Banner student services module due to impact on student account and financial aid processes.		M
3	Platform can re-direct students to complete Free City affidavit that declares eligibility for free tuition		D
4	Platform can collect and process payments electronically and provide (upon request) a reconciliation statement in a CSV format		D

<u>VII.</u>	<u>CYBERSECURITY REQUIREMENTS</u>	-	
1	If platform or its components "touches" any PII data, vendor assures compliance with cybersecurity requirements (i.e. encryption, multi-level access permissions)		M
2	Platform ensures security of any CCSF users' data in transit and at rest		M
3	All transactions are to be secured using "HTTPS" SSL 256-bit or better encryption		M
4	Platform ensures that CCSF maintains ownership of any District's data at all times		M
5	Platform has the ability to create/change individual user permissions and/or assign permissions based on generic security roles. Roles can be assigned to individual users.		D
6	Platform provides role-based permissions to users and administrators (i.e. permissions granted to users can be assigned by the role of the user such as "Guidance Counselor" and updated/modified for every user sharing a given role)		D

Request for Proposal - STUDENT REGISTRATION PLATFORM

7	Platform provides a security audit log that can be enabled for any field in the platform for current year and historical years, and include Date/Time/User ID/IP Address and the original values of records modified		D
8	Platform has ability to show/hide certain fields from an assigned "Role" for privacy issues.		M
9	Platform allows self-service for user's pin/password reset		D
10	CCSF maintains ownership of all CCSF extracted data at all times		M
11	Platform uses API that uses Single Sign On (SSO), data transfer, and transfer of imbedded content between the third party products.		M
12	Data flowing through the platform will be SSL encrypted and student data must always be transmitted encrypted and housed on secure servers		M
13	If CCSF data resides in vendor's cloud, vendor will have a cybersecurity insurance to cover potential data breach		M
14	If contract with CCSF is terminated in the future, vendor will ensure CCSF's data security and safe data removal		M
15	Vendor will not use any of the CCSF data for their marketing purposes without explicit CCSF approval		O
16	Vendor will not sell CCSF data for any internal use at any time		D

<u>I.</u>	<u>PLATFORM AND ADMIN REQUIREMENTS</u>	<u>Vendor Responses</u>	<u>M/D/O</u>
1	Can any field be established as a "required" field as designated by the District?		D
2	Does platform accumulate data over time or does it start new each year?		D
3	Does platform allow for a variety of data fields – text fields, date fields, radio buttons, drop- down menus?		D
4	Does platform exchange information with Banner instantly?		D
5	Does the platform exchange information with Canvas instantly?		D
6	Does platform have structured screen layouts and navigation to assure intuitive user interaction and simplicity?		D
7	Does platform offer new features/enhancements releases at no cost, as included in service agreement?		D

Request for Proposal - STUDENT REGISTRATION PLATFORM

8	Does platform provide data validation at the data entry point to ensure accuracy and proper format of all data collected?		D
9	Does platform provide for an unlimited number of online forms?		D
10	Does platform offer validation of United States Postal code during student's registration?		D
11	Does the solution provide dedicated customization tools and user interfaces for processing SIS data most efficiently?		D
12	Does the solution provide tools to customize user interfaces for processing SIS data most efficiently?		D
13	Does the system provide review and approval tools and process to ensure data integrity?		D
14	Does the system provide tools and a process to avoid data duplication?		D
15	Platform allows access from the administrative portal to database tables/fields for import/export purposes and support the following formats: CSV, TXT, HTML and PDF		D
16	Platform allows for scheduled imports/exports of data to be automatically 'put' and 'get' files to FTP, SFTP and NFS file shares		D
17	Platform has a business continuity mechanism built-into solution		D
18	Platform has ability to mass-change/add/replace values based on student contact information		D
19	Platform has ability to mass-change/add/replace values based on student demographics information		D
20	Platform has ability to mass-change/add/replace values based on student grade information		D
21	Platform has ability to mass-change/add/replace values based on term scheduling information		D
22	Platform has disaster recovery mechanism built-into proposed solution		D
23	Platform must allow 'back end' access to the database using SQL Developer Tools, ODBC, JDBC		D
24	Platform shouldn't require special software supplicant running on the end user's desktop or mobile device		D
25	The vendor hosted system datacenter complies with ASHRAE standards for temperature and humidity levels		D
26	The vendor hosted system datacenter is fully compliant with HIPAA, FERPA, SSAE 16, and ISAE 3402 standards.		D

Request for Proposal - STUDENT REGISTRATION PLATFORM

27	The vendor hosted system datacenter utilizes a minimum combination of biometric scanners and card readers for physical access to the systems' infrastructure.		D
28	The vendor hosted system datacenter utilizes a Tier 1 Carrier Internet backbone with a minimum 10 Gigabit Ethernet connection for Internet connectivity.		D
29	The vendor hosted system datacenter utilizes isolated-parallel (IP) UPS topology for power protection		D
30	The vendor hosted system must sustain 99.999% availability		D
31	The vendor hosted systems incorporate CA (signed) certificates with SHA-2 format a minimum of 256 bits		D
32	The vendor hosted systems incorporate XTS-AES 256-bit data-at-rest encryption to protect data confidentially		D
33	The vendor hosted systems utilize next-generation firewall (NGFW) technology with intrusion detection system (IDS)		D
34	Vendor can be flexible and able to co-term this contract to fiscal year end/start (June 30/July 1)		D
35	Vendor can provide an estimated accurate timeline from contract to production		D
36	Vendor provides mechanism to push/pull data to/from CCSF Banner databases		D
37	Does platform offer user password self-reset functionality?		M
38	Does platform offer single entry for all data points? Users should never have to enter the same information twice.		M
39	Platform based on a vendor-hosted solution will be available 24x7x365		M
40	Platform based on a vendor-hosted solution will not be hosted in the "public cloud"		M
41	Platform has ability to continuously synchronize sections information to display added/removed/edited classes information promptly		M
42	Platform supports interface with iOS and Android mobile devices		M
43	The vendor hosted systems maintain log files across multiple redundant disks / SAN LUNs		M
44	The vendor hosted systems support Disaster Recovery and Data Continuity plans in the event the primary systems become unavailable or unresponsive		M

Request for Proposal - STUDENT REGISTRATION PLATFORM

45	The vendor hosted systems utilize Distributed Denial of Service (DDoS) prevention and mitigation technologies at the perimeter edge network		M
46	The vendor hosted systems utilizes redundant backup levels that incorporate daily full backups with a minimum 30 day retention policy		M
47	Platform is 'Cloud Based' for all end user tasks/functions		M
48	Platform has the ability to add, track, report, import and export data from/to Banner ERP		M
49	Platform supports all major browsers (Internet Explorer, Edge, Firefox, Chrome, Safari) without the need for ANY browser 'plug-ins'		M
50	Platform has ability to match institutional branding to promote CCSF brand		M
51	Platform is compliant with the State of California State Reporting		M
52	Does platform require the purchase of any additional hardware, scanners, etc.?		O
53	How much storage will be required, and will vendor provide the storage?		O
54	The vendor hosted system datacenter utilizes 24x7x365 internal and external CCTV video surveillance that includes a minimum 90 day video retention policy		O
55	Will the solution automate work flow without the need for sending documents as an email attachment?		O
56	Will the work flows will be set up by provider, and requires no district manual scripting or programming to achieve the required outcome?		O
57	Platform supports interface with campus MyCCSF mobile app on smartphones and tablets to ensure ease of use on any device. CCSF's mobile app available in Apple and Google app stores?		O
<u>II. USER INTERFACE (UI) REQUIREMENTS</u>		-	
1	Ability for a "dashboard" type view that can aid students in workflow management (i.e. show/hint next steps)		D
2	Can provide metrics to set goals for improving software and use by end user		D
3	Does vendor know if this solution is being used by other higher education school districts in California?		D
4	Platform allows student to view courses selected for registration in a calendar view (days of the week, hours)		D

Request for Proposal - STUDENT REGISTRATION PLATFORM

5	Platform allows user to drill in on a class location to find the address of the campus where class is held		D
6	Platform can identify "pain points" where student get lost, have trouble or stop the registration process		D
7	Platform meets WCAG compliance guidelines		D
8	Provider can provide a flow chart of the students journey		D
9	User can add multiple courses to the "shopping cart" in a point-and-click manner and can take the entire "shopping cart" to checkout at once		D
10	User may toggle between noncredit and credit registration		D
11	User experience "shopping" for classes would be similar to shopping for items on commercial websites		D
12	User interface allows students to search for classes by ESL level		D
13	User interface is easy to navigate for students with limited English proficiency and/or can be translated into multiple languages		D
14	User's education plan is linked to user's registration profile, displaying courses needed by registration		D
15	Describe the product's administration user interface.		M
16	Has the vendor committed to the Student Privacy Pledge sponsored by SIIA?		M
17	Platform allows students preferred name to be displayed in class roster (information is taken from Banner system)		M
18	Platform meets Family Educational Rights and Privacy Act (FERPA) compliance guidelines		M
19	Platforms meets ADA compliance guidelines		M
20	User Interface (UI) must be designed with end user higher ed industry common workflows in mind to ensure efficient data entry and intuitive interaction		M
21	User interface is multi-lingual to ease navigation by an ESL student		D

III. REPORTING REQUIREMENTS

		-	
1	Platform creates reports by student grade		D
2	Platform creates reports by student financial status (fees owed, financial aid)		D
3	Platform creates reports by student registration holds status		D
4	Platform creates reports by semester schedule		D
5	Platform creates report of cohort error code		D

Request for Proposal - STUDENT REGISTRATION PLATFORM

6	Platform creates reports by section location		D
7	Platform creates reports by section textbook cost/no cost		D
8	Platform allows student to view courses selected for registration in a calendar view (days of the week, hours)		D
9	Platform creates reports by section department/instructor name		D
10	Platform creates report of search log (for research purposes)		D
11	Platform creates reports by section credit/non-credit status		D
12	Platform has tools to access how successful it is from perspective of students who will be using it (KPI's, reports of students who start but don't complete registration process) and errors received		D
13	Reports can be created without the use of external software or 3rd party applications		D
14	Platform has an end-user friendly report generation tool for end users to be able to create simple lists and reports with student data		D
15	Platform has robust report builder that is included as part of the system and can create drag and drop reports, pivot tables, form letters, and mailing labels		D
16	Platform includes visual dashboard reports for critical functional areas		D
17	Platform has the ability to create ad-hoc data exports using PDF, Excel, CSV and other file formats		D
18	User-created reports can be exported as a report template, shared with other educational institutions		D
19	Platform has ability to communicate back to Banner ERP student enrollments to allow programs study and demographics reports		D
20	Include an enterprise-class ad-hoc reporting tool that supports graphs, pivot tables, conditional cell highlighting, and row filtering		D
21	Include an enterprise-class ad-hoc reporting tool that supports the creation of calculated data based on other fields in the report table		D
IV.	<u>FUNCTIONAL FEATURES/REQUIREMENTS</u>	-	
1	Ability to configure the registration workflow (task management) process		D

Request for Proposal - STUDENT REGISTRATION PLATFORM

2	Ability to have workflow tasks be time and calendar dependent		D
3	Ability to utilize boundary data and placement information in order to determine correct choice outcome (depth of a waiting list, for example). Describe how you could achieve this functionality.		D
4	Describe any areas of the software product that are typically customized for a school as part of the initial implementation		D
5	Describe any other Registration, Payment, or Transfer related modules your product offers		D
6	Desired course information should display course details in a single view (section course title, number of units, start/end dates, section notes, instructor, location)		D
7	Platform must allow for an unlimited number of administrative users.		D
8	Platform must allow on-demand email/print communications to students based on assigned flags (class cancellation, for instance)		D
9	Platform must be able to hold relevant imported data from the district SIS to pre-fill online forms and to compare year to year data changes.		D
10	Platform must provide an unlimited number of predefined print and email templates that can be used to communicate with students regarding the online registration process		D
11	Solution will include online help, and how-to videos for administrative users		D
12	Platform has ability for student to search and register for classes based on registration deadlines. The College has multiple start dates for class sections; therefore, the interface should provide the option of only displaying the classes that may be registered based on the date the student is searching for a class.		D
13	Platform has ability for student to search class schedule by GE (general education) requirements		D
14	Platform has ability for student to search class schedule by honors		D
15	Platform has the ability to search for asynchronous/bichronous/synchronous online courses		D
16	Platform informs student of placement level/ESL level or shows course levels they are eligible for (support courses included)		D
17	Platform has a term end process to make the next year schedules active and still provide access to previous year's		D

Request for Proposal - STUDENT REGISTRATION PLATFORM

	information without the need to access 'archived' data. (integrated with Ellucian DegreeWorks)		
18	Platform must have the ability for campus administrator to configure automated user log off (max session length of 8 hours, idle time-off 2 hours)		D
19	Platform must allow on-demand email/print communications to students based on assigned flags		M
20	Platform allows student to select the grade mode (letter grade or pass/no pass) option		M
21	Platform contains hyperlinks to course meeting campus location (map)		D
22	Platform has ability for student to search class schedule and save search criteria for future use		D
23	Platform has ability for student to search class schedule by CRN (class registration number)		M
24	Platform has ability for student to search class schedule by meeting time (term, date, day, hours)		M
25	Platform has ability for student to search class schedule by specific subject area or general subject area (e.g. English-ENG, Mathematics-MATH)		M
26	Platform has ability for student to search class schedule based on their education plan stored in Degree Works (Ellucian). The solution should be able to intergrade educational plans (term based) into the potential schedule(s) for the student to choose from.		D
27	Platform has ability for student to search class schedule by Instructor/faculty contact information (name, email address)		M
28	Platform has ability for student to search class schedule by modality (in-person, online, hybrid)		M
29	Platform has ability for student to search class schedule for classes across multiple disciplines. The College has several departments that offer interdisciplinary classes that cross many course subjects, for example the History department may offer a class in African-American Studies, or the Biology department may offer a course related to Gender Studies. These classes need to be easily searched and identified in the schedule.		M
30	Platform has ability for student to search for all classes in a single discipline		D
31	Platform has ability for student to view textbook information and other materials (linked to each course from CCSF Bookstore)		M

Request for Proposal - STUDENT REGISTRATION PLATFORM

32	Platform has ability to display prerequisite requirements for classes		D
33	Platform has ability to prevent registration based on rules and holds configured in Banner ERP enforcing configured rules and holds, including course repeats (i.e. cannot register for the same class for three consecutive semesters)		M
34	Platform has the ability for student to search class schedule by course number (i.e. CS 111B). Course number may include spaces, leading zero's, and special characters)		M
35	Platform is able to identify schedule conflicts and prevent conflicting registration attempts		M
36	Platform synchronizes class sections frequently to display newly added and removed sections		M
37	Platform tracks immunization requirements and compliance by synchronizing with immunization attribute status in Banner ERP		M
38	Ability to integrate with District Student Information System (Banner). Describe the integration and how Student Information System data is utilized in your product.		M
39	Platform must allow for an unlimited number of administrative users		M
40	Platform has ability for student to search class schedule by courses offering free textbooks		M
41	Platform has ability for student to search class schedule by campus location (CCSF has several to choose from)		M
42	Scope of work includes SLA's (service level agreements) for emergency and non-emergency operations		M
43	Will platform allow changes in workflow, data collection process and the online forms to accommodate ongoing field changes within the SIS and other district information and policy needs?		D
44	Ability to integrate with a web content management system or other means to link to your product from the District web site.		O
45	Platform supports workflow management. For example, data captured from the online forms can be presented to appropriate district departments – transportation, health, student services, etc. for review prior to final approval, before the data is posted in the database.		O

<u>V.</u>	<u>COMMUNICATION REQUIREMENTS</u>	-	
------------------	------------------------------------------	---	--

Request for Proposal - STUDENT REGISTRATION PLATFORM

1	Platform can display schedule and course registration details in a single website view		M
2	Platform can display schedule and course registration details in a printer view		D
3	Platform offers student option to send email to self or third party		D
4	Platform sends email notification of any registration changes to student's Gmail account (including adds, moves, changes)		D
5	Platform contains hyperlinks to faculty contact information within course information (tie to dynamically updated campus directory)		D
6	Platform informs student of registration schedule conflict (email, pop-up screen) and provides instructions (time conflict form) to be filled out		D
7	Will the provider create custom communications for the districts and also allow users to create their own communication templates (i.e. student schedule)?		D
8	Platform provides email registration confirmation to student		D
9	Platform provides email registration confirmation to waitlisted students if there are waitlist changes		D
10	Platform provides email confirmation to a registered student if their class is cancelled		D
11	Platform provides email confirmation to a registered student who successfully paid their tuition		D

<u>VI.</u>	<u>PAYMENT PLATFORM INTEGRATION REQUIREMENTS</u>	-	
1	Platform has ability to re-direct successfully registered student to a payment platform (or MyRAM portal where payment transaction can take place)		D
2	Platform has ability to automatically calculate/re-calculate tuition and fees assessment changes based on transactions occurring during registration. This requires full integration with Ellucian Banner student services module due to impact on student account and financial aid processes.		M
3	Platform can re-direct students to complete Free City affidavit that declares eligibility for free tuition		D
4	Platform can collect and process payments electronically and provide (upon request) a reconciliation statement in a CSV format		D

Request for Proposal - STUDENT REGISTRATION PLATFORM

<u>VII.</u>	<u>CYBERSECURITY REQUIREMENTS</u>	-	
1	If platform or its components "touches" any PII data, vendor assures compliance with cybersecurity requirements (i.e. encryption, multi-level access permissions)		M
2	Platform ensures security of any CCSF users' data in transit and at rest		M
3	All transactions are to be secured using "HTTPS" SSL 256-bit or better encryption		M
4	Platform ensures that CCSF maintains ownership of any District's data at all times		M
5	Platform has the ability to create/change individual user permissions and/or assign permissions based on generic security roles. Roles can be assigned to individual users.		D
6	Platform provides role-based permissions to users and administrators (i.e. permissions granted to users can be assigned by the role of the user such as "Guidance Counselor" and updated/modified for every user sharing a given role)		D
7	Platform provides a security audit log that can be enabled for any field in the platform for current year and historical years, and include Date/Time/User ID/IP Address and the original values of records modified		D
8	Platform has ability to show/hide certain fields from an assigned "Role" for privacy issues.		M
9	Platform allows self-service for user's pin/password reset		D
10	CCSF maintains ownership of all CCSF extracted data at all times		M
11	Platform uses API that uses Single Sign On (SSO), data transfer, and transfer of imbedded content between the third party products.		M
12	Data flowing through the platform will be SSL encrypted and student data must always be transmitted encrypted and housed on secure servers		M
13	If CCSF data resides in vendor's cloud, vendor will have a cybersecurity insurance to cover potential data breach		M
14	If contract with CCSF is terminated in the future, vendor will ensure CCSF's data security and safe data removal		M
15	Vendor will not use any of the CCSF data for their marketing purposes without explicit CCSF approval		O
16	Vendor will not sell CCSF data for any internal use at any time		D

Request for Proposal - STUDENT REGISTRATION PLATFORM

Student Registration Platform Training Requirements

	Platform Training Requirements	Vendor's Responses	M/D/O
1	Vendor will provide diagrams/flowcharts of major business processes enabled within the platform		D
2	Vendor will provide follow-up training to end users once a year, covering any newly available features		D
3	Vendor will provide platform certification (if applicable) program information to CCSF		D
4	Vendor will provide maintenance related training documentation to CCSF admin staff		M
5	Vendor will provide training (and recording of such training) to be used by CCSF students in "how-to" format, explaining the use features like drop-down menus, screen prompts, and screen shots		M
6	Vendor will provide training (and recording of such training) to CCSF counseling staff in "how-to" format		M
7	Vendor will provide training (and recording of such training) to CCSF platform admin staff		M
8	Vendor will provide training related to Platform installation in the District's Banner test, development and training environments with relevant data synchronization from production instance		M
9	Vendor will provide all post-installation documentation to CCSF admin staff		M
10	Vendor will assist with making instructional videos for end users		O

Request for Proposal - STUDENT REGISTRATION PLATFORM

Student Registration Platform Support Requirements

I.	End User Support Requirements		
1	Platform supports multiple languages for student application entry		D
2	Are online help functions inherent throughout the system as a reference for district staff? (Standard help screens, as well as help specific to district customizations and workflows are included.)		D
3	Vendor will establish a business process for end users' on how to obtain service/support		M
4	Vendor will establish account management team for post-implementation support		M
5	Vendor will establish contact information matrix for end users to obtain service/support for various SLA's		M
II.	Platform Support Requirements		
1	Are extended support hours available during peak usage periods?		D
2	Based on disclosed current environment and registration processes, identify any data fields in your platform that might be perceived as non-standard by the District.		D
3	Is the creation and maintenance of additional forms/data elements from year to year, managed, supported and developed by solution specialist rather than District resources?		D
4	Vendor supports tailoring/revisions to their solution at no additional charge throughout the life of the project?		D
5	Vendor will include business process diagrams / workflows in supporting documentation package		D
6	Vendor will provide 24x7 support during the first two weeks of student registration for the first two major academic semesters post-installation		D
7	Vendor will provide 24x7 support during the first week of two major academic semesters post-installation		D
8	Will this application/product require hiring of a permanent support CCSF staff? If yes, how many FTE(s)?		D
9	Will vendor provide a permanent CCSF account management team available for recurring meetings to address support issues?		D
10	Vendor provide support during PST working hours for non-emergency issues		M

Request for Proposal - STUDENT REGISTRATION PLATFORM

11	Vendor will establish contact matrix for platform's service level agreements included in the contract		M
12	Vendor will provide a dedicated Project Manager for the project		M
13	Vendor will provide a project plan, including major milestones, stakeholders management plan and communication plan at kick-off meeting		M
14	Vendor will provide documentation for any modifications and customizations of the new system developed during implementation process		M
15	Vendor will provide hands-on support during installation phase of the project		M
16	What are vendor's support level (SLA's) for emergency support response?		M
17	What are vendor's support level (SLA's) for non-emergency support response?		M
18	Will the vendor provide experienced implementation team lead and a direct point of contact if these services are outside of vendor's help desk support, in effect managing and following the implementation process and helping in a timely manner?		M
19	Is vendor's staff certified in the application/product/platforms they will be installing/supporting?		O
20	Vendor will be performing regular application/product patching/updates		O
21	Vendor will provide key performance metrics to measure the success of this implementation		O
22	Vendor will provide key performance metrics to measure the success of students' registration after implementation		O

Request for Proposal - STUDENT REGISTRATION PLATFORM

RESPONSES TO FIRM'S EXPERTISE AND BACKGROUND REQUIREMENTS

	Platform Requirements	Vendor's Responses	M/D/O
Project approach			
1	Proposer will provide a high-level project plan identifying major milestones and deliverables		M
2	Proposer will provide their single point of contact responsible for coordination and execution of the services, and the location where management and coordination of services will be performed		M
3	Proposer will describe methods to ensure budget and schedule control for the project		D
4	Proposer has committed to complete work requirements in timeframe specified		M
5	Proposer included a work schedule indicating how they intend to meet CCSF's schedule of events, with implementation beginning on June 1, 2023 and ending on or before May 1, 2024		M
Expertise, background, experience with similar clients			
1	Proposer has been in business for a minimum of five (5) consecutive years		D
2	Proposer has been under the same ownership for a minimum of five (5) consecutive years		D
3	Proposer shall have continuously been in the business providing STUDENT REGISTRATION PLATFORM and/or STUDENT INFORMATION SYSTEM Solutions AND/OR CONSULTING FOR SUCH SOLUTIONS IMPLEMENTATION for at least five (5) years		D

Request for Proposal - STUDENT REGISTRATION PLATFORM

4	Proposer shall have continuously been in the business providing STUDENT REGISTRATION PLATFORM and/or STUDENT INFORMATION SYSTEM Solutions AND/OR CONSULTING FOR SUCH SOLUTIONS AND/OR CONSULTING FOR SUCH SOLUTIONS IMPLEMENTATION for customers of similar size and scope as that of CCSF		D
5	Proposer shall include at least 2 examples of working on a similar project(s)		D
6	Proposer has indicated that they can meet all mandatory requirements as indicated in RFP CCSF Student Registration Platform requirements document		M
7	Proposer has indicated that they agree to all terms and conditions of the RFP		D
8	Proposer is licensed to do business in the State of California		M
9	Proposer has indicated that integration with Banner ERP will be automated		D
10	Proposer has indicated that integration with Banner ERP will be sustainable		D
11	Proposer has indicated that proposed solution will integrate directly with California Community College's (CCC Apply) common application system		D
12	Proposer provided a list of references (recent previous clients) for projects of similar scope, including names, titles, email addresses, and phone numbers		M
13	Proposer will describe how their firm will ensure performance through adequate management, supervision, review and quality control		M
14	Proposer will describe how they will perform self-monitoring and meeting schedule milestones		M
15	Proposer has working references from CCC community		O
Personnel qualifications			
1	Proposer provided, identified by name and title, key staff members who will be assigned to manage or otherwise play a major role(s) in this project and their assigned role(s)		M
2	Qualifications of any consultants proposed to be used on this project - clearly explain their role and the percentage of involvement		M

Request for Proposal - STUDENT REGISTRATION PLATFORM

3	Qualifications of any sub-contractors proposed to be used on this project - clearly explain the percentage of involvement		M
4	Proposer will provide resumes of all major stakeholders in this project - solution architects, project managers, account executives		M