

## REQUEST FOR PROPOSAL (RFP)

Physical Address (and overnight mailing address):

Yosemite Community College District  
2201 Blue Gum Avenue  
Modesto, CA 95358

Director of Purchasing: Howard Coit  
Telephone Number: 209-575-6543  
Fax Number: 209-575-6516  
Email: [coith@yosemite.edu](mailto:coith@yosemite.edu)

**REQUEST FOR PROPOSAL # 18-1780**

**PROPOSALS MUST BE RECEIVED BY: July 24, 2017, 1:00pm PST**

**EMAIL PROPOSALS TO: [purchasing@yosemite.edu](mailto:purchasing@yosemite.edu)**

SCHEDULE OF ACTIVITIES	TIMELINE (all times are Eastern Time)
RFP Published	6/26/17
Written Inquiry Deadline	7/12/17, 1:00pm PST
RFP Response Submission Deadline	7/24/17, 1:00pm PST
Submissions Reviewed By	8/14/17
Issue Notice of Intent to Award (no later than)	8/28/17

Questions regarding this RFP should be sent by email to [coith@yosemite.edu](mailto:coith@yosemite.edu)

All communication during the RFP process (until award is final) must be directed to Howard Coit at [coith@yosemite.edu](mailto:coith@yosemite.edu). No one else at the District should be contacted during the RFP process. Failure to comply may result in disqualification.

An award of contract may be made upon the basis of the initial written response received without written or oral discussions.

It is the intended result of this RFP to enter into competitive negotiation with the respondent that can provide the best overall solutions to Yosemite Community College District

Yosemite Community College District reserves the right to request proposal amendments or modifications after the proposal receiving date.

The contents of the successful proposal shall become part of any awarded contract.

Proposals will be rejected unless filled out completely and signed by a duly authorized representative of the respondent.

The terms and conditions of this RFP including all general conditions are incorporated by reference and available to each vendor plus any special conditions enumerated herein, all provisions to be part of any contract(s) resulting from this bid.

### SIGNATURE BLOCK

**Respondents shall complete this page and include it with their proposal.**

**By signing below, you agree to all terms & conditions in this RFP, except where expressly described in your cover letter.**

\_\_\_\_\_  
Signature of Authorized Officer/Agent

\_\_\_\_\_  
Vendor's Tax ID Number (FEIN)

\_\_\_\_\_  
Type or printed name of person signing

\_\_\_\_\_  
Company Name

\_\_\_\_\_  
Title

\_\_\_\_\_  
Phone Number

\_\_\_\_\_  
Vendor Mailing Address

\_\_\_\_\_  
Fax Number

\_\_\_\_\_  
City, State, Zip

\_\_\_\_\_  
Proposal Valid Until (at least for 90 days)

\_\_\_\_\_  
E-Mail Address

\_\_\_\_\_  
Website Address



## Overview

### **Scope of Proposal & Specifications**

Yosemite Community College District (the District) wishes to partner with an experienced developer of document management and workflow software solutions for the Higher Education market. Respondents must have at least five (5) years experience serving Higher Educational clients and currently serve or have implemented the solution for at least 100 Higher Education institutions.

The District covers a 4,500 square mile area and serves a population over 550,000 encompassing all of two counties (Stanislaus and Tuolumne) and parts of 4 others (Calaveras, Merced, San Joaquin, and Santa Clara). Columbia College and Modesto Junior College are the two community colleges located in the District that serve 28,158 students. The former Modesto Junior College District was expanded into the larger District in 1964 by action of the district electorate. The district is geographically one of the largest in the State and transects more than 100 miles of the fertile San Joaquin Valley from the Coast Range on the west to the Sierra Nevada on the east.

The intent of this project is to create a District-wide solution for online forms, workflow, and document imaging.

### **Current School Environment**

Currently, there are many forms that require multiple approvals from various offices. The forms may or may not be filled out online, are printed and circulate via inter-office mail to the various offices to obtain the correct approvals. Once all approvals have been obtained, many forms must be re-entered into the Colleague system so the ERP system can be updated. This creates significant inefficiencies in the daily work that must be completed. We are looking to replace our current document imaging tool. We do not have a current solution for online forms and workflow.

Currently, the following departments are actively using the District's current document imaging solution: Accounting, Accounts Payable, Admissions/Records, Community Education, Facilities, Financial Aid, Grants Office, Human Resources, Information Technology, Payroll, Procurement and Special Programs. The District intends to find a solution to allow document imaging for all departments, replacing the current solution and adding the new online forms and workflow products for all departments to use.

## Functional/Technical Requirements

Below are the functional requirements that the District is looking for in an online forms, workflow, and document management system. The District requests that respondents provide a detailed response to each requirement stating how their solution will meet the stated business need.

### System Configuration

#### REQUIRED

1. The solution is browser-based and accessible on a desktop, tablet or smartphone. A dependency on Java or Flash must not be required in the application.
2. Vendor specifies the hardware requirements for the solution, including virtualization support for some or all the solution where appropriate. Vendors note the District's interest in hosted or on-site solutions.
3. Vendor describes the hosting requirements (OS, server, database, etc.) to host a solution on-premises or in a cloud model.
4. User interface displays all the associated metadata about a document displaying their index values, related documents, and audit history.
5. The solution provides a complete audit of all system activities including, but not limited to: date/time accessed, last modified by, changing/updating of metadata values.
6. The solution has the capability of integrating with Active Directory or SSO providers/protocols such as ADFS, CAS, Shibboleth, Okta or OneLogin. The solution also supports authentication through third-party authentication methods such as those provided by Google, Facebook, or Microsoft.
7. The solution integrates closely with key administrative systems (such as Ellucian Colleague) to automate the transfer of data collected in forms to the operating system of record.
8. The solution allows for a full test environment to be supported. The test environment is used to verify system integrations (such as with Active Directory or Ellucian Colleague), user permissions, and any upgrades prior to deploying to production. Please indicate any additional costs in your proposal for the licensing, configuration and support of a test environment.
9. The solution is securable for different departments and utilizes a role-based approach.
10. The overall offering addresses a means of conversion for documents currently in our document imaging solution to the new solution.

### User Interface

#### REQUIRED

1. The solution provides a full-featured, browser-based user interface that supports use across desktops, tablets and mobile phones. This includes the ability to scan or capture content within the browser.
2. The solution is platform agnostic and function across all device types and platforms.
3. The solution is expected to function uniformly across industry-standard internet browsers (Internet Explorer, Edge, Firefox, Safari, Google Chrome)
4. The user interface of the solution allows for easy navigation of users.



5. The system supports the ability to scan using a TWAIN compliant scanner via the web, without the need for a separate mobile scanning client application.
6. The browser-based client displays all the associated metadata about a document displaying index values, related documents, and audit history.

## E-Forms

### REQUIRED

1. The solution has ability to submit attachments.
2. The solution allows for required field capabilities.
3. The solution allows for cloud based accessibility using login via Active Directory credentials.
4. The solution provides help/hover links.
5. The solution allows for autofill capabilities.
6. The solution allows for integration with workflow and document imaging.
7. The solution provides field validation (i.e. valid formats for dates, phone numbers, etc.).

### DESIRED

8. The solution allows for the ability to create electronic forms via a point and click interface.
9. Electronic forms are created natively within the solution and are mobile responsive in nature immediately upon saving and publishing of the form.
10. The solution allows for the upload of existing fillable PDF forms to be used as electronic forms within the product.
11. The solution automatically saves a form at predetermined intervals as it is being filled out.

## Workflow

### REQUIRED

1. The solution allows form data upload into Ellucian Colleague after final approval in workflow.
2. The solution provides originator and/or distribution list notification upon completion of workflow.
3. The solution provides ability to select alternate approver if primary approver is not able to approve.
4. The solution allows for automation of approval paths.
5. The solution provides push/pull capability with ageing reminders.
6. The solution allows for ability to add notes or comments during workflow.
7. The solution allows for override capability.

### DESIRED

8. The solution allows the ability for workflows to cross departmental boundaries.
9. The solution provides a work queue for documents or other content awaiting review by a person or group.
10. The workflow solution creates notifications or alerts via emails to notify entire teams, groups or individuals who need to be informed on pending tasks.
11. The solution provides automated digital workflows to route documents for review and approval.

12. Workflows are built using a browser-based, graphical workflow designer that does not require any custom-coding or scripting.
13. Data collected within an e-form is exported at any point in the workflow process.
14. Data fields are updated based on workflow actions at any point in the workflow process.

### **Document Imaging/Scanning**

#### **REQUIRED**

1. The solution is compatible with multiple types of hardware and mobile tools for document imaging.
2. The solution is secure.
3. The solution has built in recovery procedure for hardware/software failure instances.
4. The solution allows for integration into Ellucian Colleague.
5. The solution provides auto indexing, granular indexing and search capabilities.
6. The solution provides automatic retention and archiving.
7. The solution will transfer all files from the current environment to the new solution.

#### **DESIRED**

8. The solution provides a simple, user-friendly process for storing and accessing documents.
9. The solution provides the ability to create multiple document types and organize the files in a secure manner that is easily searchable.
10. The setup of the file structures does not require advanced technology experience but is restricted to limited users responsible for that business area.
11. The solution provides the option to digitally comment, adjust the contrast, invert the color, or mark up a document while maintaining the integrity of the original document and offering the option to print the document with or without annotations.
12. The solution is able to audit and uniquely identify faculty, staff, and students using their unique ID as well as log actionable items such as when documents were viewed, deleted, or modified.
13. The solution keeps track of the history for all documents entered into the system.
14. The solution allows for the specification of required index fields based on certain document types.
15. The solution provides a robust and user-friendly search engine. The search engine searches documents for a variety of individual or group fields of data entered at any point during the process (i.e., name, user name, ID, document type, keyword, etc.). Further, the solution's search capabilities include advanced searches and customizable searches.
16. The solution provides the ability to create an unlimited number of customizable index/metadata.

### **Data Integration**

#### **REQUIRED**

1. Content stored within the solution is accessible via documented web APIs for integration with other systems or custom development.



2. The solution allows integration with Ellucian Colleague for pre-population of data within e-forms, as well as the writing back of data collected through e-forms. Please discuss integration options available.
3. The solution allows integration with Ellucian Colleague for pre-population of index fields within the solution. Please discuss integration options available.
4. The solution accesses basic information from Active Directory and/or SSO tool or within an accessible database and pre-populate forms with this information accordingly.
5. Content generated by Ellucian Colleague is automatically captured, imaged, indexed and filed into the appropriate student, vendor or employee folder within the content management solution.
6. Content is quickly queried and accessed based upon data displayed on an active Ellucian Colleague screen.
7. Content is quickly indexed based upon data displayed on an active Ellucian Colleague screen.

### **Access and Administration**

#### **REQUIRED**

1. The solution is deployed via a web browser without the need to install client software on each workstation.
2. The solution provides a robust, browser-based administration system accessible on desktops, tablets and smart phones. This system allows administrators to make changes (to users, profiles, permissions, designations, etc.) in a simple, straightforward manner.
3. The solution provides the ability to create user groups and roles for the management of access rights and privileges (visible document types, annotation options, indexing options, etc.).
4. The solution allows for a configurable way to automatically log users out of the system due to inactivity.

### **Implementation, Training and Support**

#### **REQUIRED**

1. Please provide details on your suggested implementation process, including timelines, key milestones and the District employee involvement.
2. Describe in detail your training options and delivery methods.
3. Describe your project management process and structure.
4. Please detail support assistance options, including online and phone support.
5. Describe your technical support organization and structure.
6. Provide average response/resolution times for support calls as well as support hours.
7. Provide your annual retention rate for Higher Education customers (customers renewing annual support contracts).
8. Migration of documents in current document imaging solution over the new environment.

## Terms and Conditions

### **Incurring Costs**

The cost of preparing responses to the RFP will not be allowable as direct or indirect charges under any resulting contract.

### **Rejection of Proposal**

The District reserves the right to refuse or reject any or all RFP responses submitted under this RFP. The District shall be free to accept whichever proposal(s) it deems most advantageous.

### **Addenda to RFP**

Amendments to this RFP may be necessary prior to the closing date and will be furnished in the form of written addenda by e-mail to all prospective respondents. Failure to acknowledge receipt of addenda in accordance with the instructions contained in the addenda may result in the proposal not being considered. Oral communication with any person(s) will not be construed as providing amending data to the specification unless converted to the form of written addenda and conveyed to all prospective respondents.

### **RFP Response and Proprietary Information**

With regard to proprietary information, the District will not disclose any portion of the RFP responses, except to the members of the RFP evaluation team prior to any contract award. The District retains the right to disclose the name of the successful respondent(s), the amount of the contract, and any information in the proposal that is pertinent to the selection of the contractor. Any information of the proprietary nature that a respondent does not want disclosed to the public or used for any purpose other than evaluation of its response should be on separate sheets. Each sheet containing such information must be appropriately marked "Confidential" at the top and bottom. Entire RFP responses marked Confidential will not be accepted.

### **Method of Evaluation and/or Award**

An Evaluation Committee will do technical evaluation of RFP responses of each respondent to determine the best value for the District. All RFP responses are to be submitted complete. The District is under no obligation to contact respondents for clarification but reserves the right to do so.

Evaluation criteria:

- Value/pricing structure – 20
- Extent of use and experience in community colleges and higher education – 15
- Quality and functional fit of the proposed software – 30
- Ease of use – 15
- References – 10
- Quality of the proposed documentation – 10

The District will evaluate then rank all proposals which meet all of the bidding requirements specified herein. Ranking will be based on the highest value to the District. The District reserves the sole right to determine acceptability and equivalency of items or services proposed.



**Demonstrations**

If the District considers a need, proposers shall be required to arrange demonstrations of items or services bid. Failure to provide such working demonstration may disqualify the proposer's submittal. Unless otherwise requested by the District, proposers shall be required to provide the requested demonstrations at the designated District facility. All demonstrations shall be free of charge to the District. Proposers may be required to reimburse the District for travel to demonstrations not held at a District facility.

**Statements Not Warranties and Representations**

The statements contained herein are made for the purpose of information and assisting prospective respondents in preparing responses. None of the statements contained herein shall be construed to be a warranty or representation; the District, its officials, employees, agents and consultants shall not be liable to any persons for any statements herein.

**Independent Capacity**

The parties hereto agree that the respondent, and any agents and employees of the respondent, in the performance of their agreement, shall act in an independent capacity and not as officers or employees of the District.

**Negotiation of Contract**

Any contract(s) that may result from this RFP will be as a result of negotiation between respondents submitting RFP responses and the District.

**Partial RFP responses**

Partial RFP responses will not be accepted. A complete response is defined as one which is responsive to all the components of this RFP.

**Complete Proposal**

All numbered items listed as required in this RFP must be answered in detail in the response. The respondent must ensure its response to be complete and all required information is furnished including proper signatures, required certifications, and other information as may be outlined in the RFP. Failure to do so may result in the disqualification of the respondent's proposal.

**Employment/Non-Discrimination Laws**

The successful applicant(s) will be required to comply with all state and federal applicable fair employment and non-discrimination laws and regulations.

**Effective Date**

The effective date of any contract which may result from this RFP will be upon award of contract.

**Termination**

Either party may terminate the agreement at any time without cause, by giving the other party not less than thirty (30) days prior written notice of its intent to terminate.

**Legislation Enacted During a Contract**

State or Federal laws and regulations enacted during a contract period and deemed by the District as necessitating a change in relationships will be incorporated into the existing contract as an amendment to that contract.

**Contract Changes**

The District may, at any time by a written amendment, make changes within the general scope of the contract. If any such changes affect the performance of any part of the service provided under the contract, whether changed or not changed by any such amendment, a cumulative satisfactory adjustment shall be made in the contract terms and the contract shall be modified in writing accordingly. Any claim by the respondent for adjustment under this clause must be asserted within thirty (30) days from the date of receipt of the respondent of the notification of change.

**Officials not to Benefit**

No Trustee, Director, Officer or Employee of the District shall benefit financially or materially from this contract.

**Commitment of the District**

Issuance of this RFP in no way constitutes a commitment by the District to award a contract or to pay any costs incurred in the preparation of a response to this request. The District will assure its best efforts to provide reasonable and timely resolution to questions of policy or procedures as they may affect this RFP.

**Appendices**

The respondent may provide any additional information, which it deems useful in evaluation of its proposal in appendices. Generally, this may include examples of prior work, products and methods.

**Contract Provisions**

The stated requirements appearing elsewhere in this RFP shall become a part of the terms and conditions of any resulting contract. The respondent in its proposal which, if accepted, shall become part of the contract therefrom must specifically define any deviation. Such deviations must not be in conflict with the basic nature of this response.

**Contracting Procedures**

Any contract award may be made on the initial RFP responses received without negotiation or discussion with the officers. If the District elects to conduct negotiations after receipt of initial RFP responses, any agreements, modifications, or revisions must be confirmed in writing as an amendment to this proposal for consideration.

**Basis of Fee Quotations**

Services quoted in response to this invitation shall remain firm for the initial period of the resulting contract. Revisions may be requested by either of the contracting parties and must be requested in writing. The requesting party must furnish documented evidence substantiating the validity of the



request. The party to whom the request is represented must notify the requesting party of their decision within 30 days after receipt of the request or satisfactory supporting documentation whichever occurs later. In the event the requested revision is refused, the requesting party shall have the right to withdraw from the contract without prejudice.

**Hold Harmless**

The contractor shall serve, defend, indemnify and hold harmless the District and its officers, agents, employees from all claims, suits, or actions of whatsoever nature resulting from or arising out of the activities of the respondent or its subcontractor, agents or employees under this agreement.

**Contractor Responsibilities**

The successful respondent shall be financially responsible for obtaining all permits, licenses, and insurance requirements to comply with all applicable institution, city, county, state, and federal requirements, laws and regulations and assumes liability for all applicable taxes.

**Contractor Experience and Minimum Qualifications**

Contractor must have a minimum of five (5) years' experience providing document management and workflow solutions to the Higher Education marketplace, and must serve at least 100 active Higher Education customers.

**No Resellers to Respond**

The District wishes to work directly with the software developer and its implementation and training teams. The District will not review requests from resellers.

**Subcontracts**

No portion of the work shall be subcontracted without prior written consent of the District. In the event the Contractor desires to subcontract some part of the work specified herein, the contractor shall furnish the District the names, qualifications and experience of their proposed subcontractors. The contractor shall, however, remain fully liable and responsible for the work to be done by its subcontractor(s) and shall assure compliance with all requirements of the contract.

## **Format of Response**

RFP responses shall be prepared in a straightforward and concise manner, identifying clearly and succinctly any deviations, enhancements, and other differences that exist between the RFP and the Contractor's services. RFP responses may be submitted via email to [purchasing@yosemite.edu](mailto:purchasing@yosemite.edu).

Please organize your responses in the following order:

### **Section 1: Cover Letter**

Submit a cover letter, which includes a summary of the agency's ability to perform the services and enter into a contract with the District. The cover letter must be signed by a person having the authority to commit the agency to a contract.

### **Section 2: Organization, Support Staff, and History of Company**

Provide details of company organization and support staff including information pertaining to the selection and training of staff to successfully deliver solutions to the Higher Education market. Provide details on past experience of the company for this type of solution.

### **Section 3: Solution Overview**

Provide a general overview of your solution, including specific examples of how it provides functionality relevant to Higher Education needs.

### **Section 4: References**

Furnish three (3) Higher Education references.

### **Section 5: Technical and Functional Requirements**

Provide your responses to and details around the technical and functional requirements of this RFP.

### **Section 6: Value Added**

Please consider this section an opportunity to describe any value-added services/products beyond what has already been proposed in previous sections. This should also include any creative ideas you may have that could make the proposed solution more efficient, successful and help the District to be a benchmark for other higher educational institutions.

### **Section 6: Pricing and Deployment Options**

Provide details around pricing and deployment options in an on-premises and cloud deployment model.

### **Section 6: Licensing and Support Terms**

Provide copies of your licensing and support agreements.

### **Section 7: Appendices**

Please provide any additional relevant marketing materials, case studies, technical literature, hardware requirements and other documentation you feel relevant to the decision-making process.



Notice to Contractors

Notice is hereby given that the governing board ("Board") of the Yosemite Community College District (District) will receive sealed bids for the following project:

Bid No. 18-1780: ONLINE FORMS/WORKFLOW/DOCUMENT IMAGING SOLUTION – YOSEMITE COMMUNITY COLLEGE DISTRICT, CA

Sealed bids will be received until 1:00 p.m. PST July 24, 2017 at the Purchasing Department Office, Yosemite Community College District, 2201 Blue Gum Avenue, CA 95358, at or after which time the bids will be opened and publicly read aloud. Any claim by a bidder of error in its bid must be made in compliance with section 5700 et seq. of the Public Contract Code. Any bid that is submitted after this time shall be non-responsive and returned to the bidder.

The District is soliciting for proposals from software developers to provide software and consulting services to install a new District-wide solution for online forms, workflow, and document imaging. This project will consist of the implementation and training of the software solution and conversion of current document imaging solution.

To obtain further bid information, call the Purchasing Department at (209) 575-6521. For project specific information, contact Sarah Schrader, Controller, at [schraders@yosemite.edu](mailto:schraders@yosemite.edu).