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NOTE: THIS DOCUMENT IS FOR INFORMATIONAL PURPOSES ONLY. THIS IS NOT AN OFFICIAL BID DOCUMENT.

1. SUBMISSION OF PROPOSAL: DEADLINES

A. Questions Deadline

Inquiries concerning this RFP must be submitted via email or fax. Inquiries must be submitted no later than Tuesday, November 14, 2017 **by 12:00 PM ET** and faxed/mailed to 732-906-4165/email: dfricke@middlesexcc.edu and addressed as follows:

Middlesex County College
Attn: David Fricke, Director of Purchasing
RFP SQ # 10449, **eTranscripts Services**

B. Submittal Deadline

An original and one copy of the sealed proposal conforming in all respects to the requirements of this RFP and clearly marked as **RFP SQ # 10449, eTranscript Services**, must be received in the Purchasing Department by the date and time specified below.

Submittal Deadline:

Tuesday, November 28, 2017 at 2:00 PM ET

The proposal shall be addressed as follows:

Middlesex County College
Attn: David Fricke, Director of Purchasing
Reference: RFP SQ # 10449, **eTranscript Services**
2600 Woodbridge Avenue
Edison, NJ 08818

C. Responsive Proposals Required

The College may refuse to consider proposals that fail to meet the requirements of this RFP, which may include, but are not limited to the following deficiencies:

1. Submission of an unsigned proposal
2. Submission of a proposal beyond the established date and time
3. Submission of a proposal that fails to conform to all requirements of this RFP
4. Missing or ambiguous fee proposal information

It is the responsibility of each proposer to identify and address any additional requirements or information that the proposer believes may be needed in order to submit a fully conforming proposal. By submitting a proposal, the proposer accepts responsibility for understanding all pertinent requirements of the work as defined below, as well as the information required in the RFP response.

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2. **BACKGROUND INFORMATION ON THE COLLEGE**

Middlesex County College main campus is located in Edison, NJ. There are two additional campuses, one in Perth Amboy and one in New Brunswick. The College has over 200 acres at the main campus.

Middlesex County College is an Equal Opportunity Employer and Affirmative Action Institution.

3. **SUMMARY –**

In an effort to streamline student services and increase efficiencies, the Enrollment Services Department of Middlesex County College is engaging in several operational improvement initiatives. One critical service identified for improvement is the transcript ordering and receiving process. Currently, the process is a mostly-manual process in which students are required to request for a transcript by either mailing a request, submitting online or visiting Enrollment Services or other Middlesex locations in-person. ***Students are currently not charged for official transcript; unofficial copies of transcripts are available to students online free of charge. Students with outstanding financial obligations are denied the privilege of requesting official copies of their transcripts until their obligations are met.***

The College utilizes the Ellucian Colleague product as its student information system (SIS) and is running the latest version of the software. This past calendar year the College produced approximately **15,000** hardcopy transcripts (excluding student copies) and processed approximately **7,400** electronic transcripts through NJ Transfer. Recently released technology advancements within Colleague have provided the opportunity to automate this process and allow for service by third-party vendors.

4. **SCOPE OF WORK**

Middlesex County College seeks a third-party vendor that will deliver a cost-effective solution which will enable 24/7 electronic transcript ordering, provide secure electronic transcript delivery/receiving, hardcopy request fulfillment/ mailing and supply on-site technical and end-user implementation services to ensure a smooth transition.

The College seeks the following deliverables and vendors to be reviewed must meet the following criteria:

- Have implemented the Ellucian Transcript API and provides seamless data exchange between the vendor and the Ellucian Colleague SIS;
- Provide 24/7 web based transcript request system that is browser neutral and functions on commonly used mobile devices (iPhone, Android, Windows, Blackberry);
- FERPA compliant request and transcript delivery system;
- High-level security features to prevent alteration and ensure authenticity of both hardcopy and PDF delivered transcripts
- PCI compliant fee payments;
- Workflows to enable participating NJ colleges to exchange electronic transcripts through NJ Transfer
- Web request system capable of Middlesex County College branding;
- Ability to process transcript requests electronically;
- Request checking for transcript holds and denial process for students with outstanding financial obligations to the College;
- Ability for customers to request electronic or paper fulfillment of transcript request;
- Ability to allow requestor to upload/attach documents to transcript requests;
- Secure storage and delivery of electronic transcripts;
- Provide customer support for customers experiencing technical difficulties;
- System that provides electronic communication (email or text message) to customers at all stages of the transcript fulfillment process: request, payment, request distribution, and request receipt;
- On-site training for power users, front line support staff, and technical training for technical staff;
- User-friendly interface that allows Middlesex employees to easily process requests and obtain reports on system activity.

The College would like to fully implement the electronic transcript request and delivery service by Fall 2018. We anticipate implementing this service in phases, with

the first phase of implementation to be the online request process without ERP integration being fulfilled by Summer 2018.

5. TERM AND TERMINATION

The term of this contract shall be for one year starting at the implementation date. The contract has an option for a 2nd contract period for a one year term.

The College reserves the right to terminate this contract upon 30 days advance written notice.

6. CRITERIA FOR SELECTION

In determining the firm best suited to perform the necessary services for the College, the reputation, its size, its experience, and the relative cost of services, will all be taken into account. The College will select the firm that in the College's sole judgment provides the most advantageous combination of qualifications and price. Firms will be evaluated on the following criteria:

- Proven expertise in those areas outlined in the Scope of Work that clearly defines the nature, quantity and quality of services, roles and responsibilities with regard to providing an e-Transcript solution, including a description of recent relevant projects – 45%
- Expertise in system integration and proven ability to utilize Ellucian API– 10% Support Services for customers and Middlesex staff – 10%
- Qualifications (current higher education clients utilizing Ellucian Colleague served over the past 5 years), relevant experience, financial stability – 15%
- Fee proposal – 20%

7. FORMAT OF RESPONSE

A. Contents of Proposal

The proposer's written proposal shall include the following:

1. Identification of the office and team who will perform the services, a résumé of their professional background and accomplishments, number and composition of staff and their respective years of experience.
2. Firm's experience in the areas described above, specifically describing any recent higher education and/or public sector experience, and a list of relevant clients, past and present, to be used as references.
3. A general discussion of the scope of the service to be provided, with reference to the scope of work set forth in this RFP.

4. A brief summary of why your firm is most qualified and should be selected.
5. Other information as the proposer shall deem appropriate.
6. Fee Proposal Form (Attachment A)

B. Required Forms

Please see the attached pages 10 through 14 which need to be submitted as originals with proposal along with Attachment A.

8. FEE PROPOSAL

Services are to be provided for the e-Transcript solution as per this RFP. The fee proposal shall include the services listed. Proposer may also suggest alternative pricing structures for the College's consideration (See Fee Proposal, Attachment A).

9. INSURANCE

Please see pages 5 and 6 of the attached boiler plate for this information.

10. OTHER MATTERS

A. Prohibited Communications

Except as and to the extent specifically provided for in this RFP, communications regarding the subject matter of this RFP between any potential vendor, service provider, bidder, offeror, lobbyist or consultant and any Trustee, employee or administrator of the College, at any time prior to contract award, are prohibited! Permitted communications shall be limited to the following:

- Duly noted pre-proposal conferences
- Written communications with the College in the form and to the address noted in Section 1.1
- Emergency contacts
- Formal presentations made to the Board or its designated selection committee in accordance with this RFP
- Comments made at duly noticed and convened public meetings of the College's Board of Trustees

B. Public Records

Proposers are advised that the College is subject to the New Jersey Open Public Records Act (OPRA) and that it is likely that all material submitted in response to this RFP is likely to be deemed a "government record" pursuant to the Act and therefore required to be made available for public inspection and copying. If any proposer deems any material to be within any exemption to the Act (exemptions are listed at <http://www.state.nj.us/grc/public/exempt>) and not a "government record," it shall so indicate on each page of the proposal that it believes to contain such information. In the event a request is made under OPRA for any such identified information, the College shall refuse such request; however, if proceedings are then brought to enforce a requester's right under OPRA with respect to such material the proposer shall be required to indemnify, defend, and hold the College harmless as to all costs and expenses including legal fees, fines and penalties, that may arise or result from the College's denial of any such request.

C. Pay to Play Compliance

In accordance with the New Jersey "Pay-to-Play" statute, N.J.S.A. 19:44A-20 *et. Seq.* (P.L. 2005 c. 271) proposers are advised of the responsibility to file an annual disclosure statement on political contributions with the New Jersey Election Law Enforcement Commission ("ELEC") pursuant to N.J.S.A. 19:44A-20.13 (P.L. 2005, c.271, s.3) if the vendor receives contracts in excess of \$50,000 from public entities in a calendar year. It is the vendor's responsibility to determine if filing is necessary. Additional information on this requirement is available from ELEC at 888 313-3532 or at www.elect.state.nj.us.

D. Conflict of Interest

If a vendor responding to this solicitation knows of any material personal interest, direct or indirect, that any member, official or employee of the College would have in the contract resulting from this solicitation, the vendor must disclose this to the College. Persons submitting a response to this RFP must comply with all applicable laws and regulations of the State of New Jersey.

E. Time

Time, when stated as a number of days, shall be calendar days including Saturdays, Sundays, and holidays.

F. Effect of Reviews and Approvals by the College

No review, approval, or acceptance by the College, or any person or entity on its behalf, for any deliverable furnished by the College's selected contractor for any purpose, shall operate to relieve the contractor of its sole and exclusive responsibility for the performance of all required services in accordance with the Agreement, applicable laws, codes and regulations, and prevailing professional standards of care.

G. Responsibility for Costs

Under no circumstances, whether or not any contract is awarded, will the College be responsible for any costs incurred by any person or entity responding to this RFP. If any proposer or prospective proposer brings a legal challenge to any action of the College in connection with any aspect of this procurement and the College is deemed the prevailing party in said action, the proposer shall be responsible for the payment of all costs and fees incurred by the College in connection with any such action including reasonable counsel fees.

H. Rejection of Proposals and Waiver of Irregularities

The College reserves the right to reject any or all proposals or to waive any irregularities or informalities in any proposal, to the maximum extent of discretion allowed it by applicable law and as it may deem in its interest.

I. Incorporation of Required Provisions

All provisions that are required by any applicable law, regulation, or policy of the College to be incorporated into this RFP are to be deemed incorporated herein whether or not the same are specifically cited.

END OF REQUEST FOR PROPOSAL
SEE ATTACHED FORMS

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