HACC — Central Pennsylvania’s Community College
Request for Proposal
RFP11-04: Hosted Course/Learning Management System

Acknowledgement: Please acknowledge receipt and interest in this Request for Proposal (RFP) by completing the information requested below and faxing it to (717)901-4625. Acknowledgement due date is February 9, 2011.

Also, please include this page with your proposal.

Provider Name: ____________________   Contact Name:  _________________________
Address (include City, State, Zip): ________________________________________________
Phone: _______________           Fax: _______________      Email: ____________________

Check One:           We will _____    will not _____ be responding to this RFP.
                   If not responding, please explain briefly: _________________________________

DATES:

<table>
<thead>
<tr>
<th>Event</th>
<th>Date/Time</th>
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<tbody>
<tr>
<td>Issued</td>
<td>January 31, 2011</td>
</tr>
<tr>
<td>Deadline for Questions</td>
<td>February 9, 2011 – 3:00PM</td>
</tr>
<tr>
<td>Response to the Questions</td>
<td>February 11, 2011 – 11:00AM</td>
</tr>
<tr>
<td>Proposal Due Date</td>
<td>February 15, 2011 – 11:00AM</td>
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<tr>
<td>Award of Contract</td>
<td>Following March 1, 2011 BOT meeting</td>
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<tr>
<td>Board Meeting:</td>
<td>Tuesday, March 1, 2011</td>
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<td>All Firms who respond to the RFP will receive a notification letter in the mail within one week after the Board meeting. Bid results will be posted on HACC’s website: <a href="http://www.hacc.edu">www.hacc.edu</a> – Business &amp; Community – Purchasing – Bid Results – Current Bid Results FY10.)</td>
</tr>
</tbody>
</table>

HACC CONTRACT INFORMATION:

Thomas Fogarty, Executive Director, Procurement and Business Services

or

Garry Crider, Purchasing Manager

Procurement Office /PC223
349 Wiconisco Street, Harrisburg PA 17110-2999

Phone: (717) 221-1300
Fax: (717) 901-4625
Terms

- All proposals must be mailed or hand delivered in a sealed, clearly marked envelope with company name and proposal number. **Faxes are not acceptable.**
- All proposals must be signed by an authorized representative of the company.
- The College reserves the right to select all or any items on the RFP or to reject all proposals.
- Proposals must include all costs and shipping/handling/freight charges. HACC is tax exempt.
- Do not include a copy of this entire RFP document with your response. Only include this page.
- Budgets must be clearly subtotaled and totaled, with one “bottom line dollar amount.”
- The copyright of all renderings made for this project shall be the property of the College.
Request for Proposal, #RFP11-04

for

Hosted Course/Learning Management System

Deadline to Submit Proposals: February 15, 2011 @ 11:00 a.m.
Sealed Proposals Must Be Delivered to: HACC, Procurement and Business Services
Room PC223
349 Wiconisco Street
Harrisburg, PA 17110

For information concerning the RFP process, required format and the schedule of activities, please direct questions to:

Thomas J. Fogarty, Executive Director
HACC — Central Pennsylvania’s Community College
Procurement and Business Services, PC223
Harrisburg, PA 17110
Telephone: (717) 221-1300 x 1640
Email: tjfogart@hacc.edu
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Key Dates

Important dates including proposal deadlines are shown below. Dates indicated are tentative and may be changed during the RFP process due to revision of any part of the RFP because of questions from Offerors and/or additional information requested after the proposal opening. A formal addendum to this RFP will be issued to the Offerors notifying of any changes to these dates.

<table>
<thead>
<tr>
<th>Activity</th>
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<tbody>
<tr>
<td>Advertisement</td>
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<tr>
<td>Answers to questions due</td>
<td>February 11, 10:00 AM via Addendum</td>
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<tr>
<td>Proposal opening</td>
<td>February 15, 2011 11:00 AM</td>
</tr>
<tr>
<td>Award of contract</td>
<td>Following March 1, 2011 BOT Meeting</td>
</tr>
</tbody>
</table>
Proposal Submission Contents
Proposals must include all information required
a. Cover Letter
b. Qualifications /Specifications
c. Project Plan
d. Project Bid Form (sealed separately)

Definitions

The following terminology shall be used throughout this RFP.

Campus: HACC, Central Pennsylvania’s Community College Campuses, Harrisburg, PA

College: HACC - Central Pennsylvania’s Community College

Provider, Offeror, Offeror: The company, firm or corporation formally submitting a response to this RFP

Contract: The purchase order generated by the final award

Purchaser: HACC - Central Pennsylvania’s Community College

Request for Proposal (RFP): The written proposal to provide services
I. Planning Requirements

A. Purpose
The College desires qualifications-based proposals for the implementation and integration of a Hosted Course/Learning Management System (CMS/LMS) to replace the current WebCT CMS system being utilized by the College.

This is one of the most critical projects the College will undertake in the next several months that will affect the role, mission, and educational offerings of the College into the future. This project is about the opportunity to create a comprehensive hosted system that will provide a comprehensive technical support function along with a world class Course/Learning Management System.

The College is seeking a multidisciplinary team to provide this CMS/LMS system incorporating the full range of disciplines normally associated with systems of this type. The College encourages participation by Woman and/or Minority Owned Business Enterprises (WMBEs).

The College intends to award a single contract to the firm who proposes and assembles the best solution and possesses experience integrating with community colleges and having a history of achieving previous successful comprehensive integrations with SCT Banner v.8.x Via Luminis Messaging Broker [Real Time].

Proposals that include subcontracting of various components of the RFP must include the subcontractor’s information, area(s) of expertise and references. The primary provider will be expected to retain the services of all necessary sub-providers as required.

Where integrations with third party software programs are proposed Offeror must include references for 3 successful integrations of each software program. Three references are also required for examples of Offeror hosting, help desk support, and training support. It is acceptable that these references will be duplicates.

B. Proposal Pricing Method
In a sealed envelope separate from the general proposal, cost proposals must include all costs associated with the system, any travel, lodging, and meals is not permitted. The total cost is to be proposed as a “not to exceed” amount. Project bid form must be completed and made part of the contents of the sealed envelope. Only the top rated proposals (See VII B, Evaluation Criteria) along with ties will have their sealed cost envelopes opened and scored accordingly.

C. Project Price Changes
Any changes in project work scope that alters costs must have prior approval from the Vice President for Finance and College Resources. HACC’s Executive Director of Procurement and Business Services will be the authorized representative of the College for purposes of interpretation of contract requirements.

D. Contract Standards
After the contract is awarded, it will be the provider’s responsibility to confirm, with the College's authorized representatives, that sufficient funds are available for the project through the issuance of a purchase order by the College (see VIII. Award of Contract).

The terms of this RFP and the proposal offered will take precedence over all contracts signed with respect to this project.
E. Invoices and Statements
Invoices must be descriptively itemized and must clearly indicate the applicable College purchase order number, including the project name, location, and HACC account number. Invoices must be submitted in duplicate before payment can be authorized. Monthly statements may be submitted for engagements that exceed 45 days up to 75% of total contract amount. The remaining balance is to be invoiced at time of project completion and acceptance.

A copy of the invoice statement is to be submitted to the “Bill to...” location identified on the purchase order.

Any invoice submitted without an approved College purchase order reference is subject to being classified as a gift to the College.

F. Payment
The College will make payment to the provider from the approved invoice. Payment will be accomplished within thirty (30) days of project acceptance or invoicing, whichever is later, if the project is as specified and the invoice statements are in proper form.

II. Request for Proposal

HACC formally invites responses to this (RFP) to provide a Hosted Course/Learning Management System for the College. College FTE for Fall 2010 was 16,146.

Offerors are advised to examine and investigate existing College environment before submitting a proposal.

Current CMS/LMS Environment at HACC

HACC’s current CMS/LMS is Blackboard Campus Edition version 8.0.3. The system is supported by a backend database environment that is based on Microsoft SQL Server 2005. The system is hosted internally at HACC’s Wildwood campus data center. It is administered internally with additional technical support provided as needed from the vendor Blackboard.

The current system is implemented across six application node instances with a single database server and mirror. This system supports approximately 15,000 users. Typical simultaneous usage on the system during peak periods is between 900 and 1000 users. The system is connected to the Internet via HACC’s ISP and shares bandwidth with the college over a 100Mbps connection.

Usage of the CMS/LMS continues to grow dramatically year over year. It is currently used for fully online, blended, and to supplement traditional classes throughout the college.

A. Scope of Work

The proposed Hosted CMS/LMS solution is expected to be implemented, fully functional, and ready for the college ‘go-live’ date [tentatively December 20, 2011].

Provide the trade name and current version of the proposed CMS/LMS solution. The Course/Learning Management System [CMS/LMS] solution may not be an open-source, or a JAVA based product.
I. **MINIMUM SYSTEM REQUIREMENTS:**

The proposed CMS/LMS solution must provide two Hosted CMS/LMS environments: [1] test/development and [1] production which includes:

- Built-in tool to incorporate Web links into classes.
- Learning object repository with file organization and structure.
- Unlimited ‘Group’ functions per class, allowing for students to sign up for the group of their choice without faculty member assignment, or faculty to assign students to a group, or for the CMS/LMS to randomly assign students to a group.
- Context-sensitive internal help information system for users.
- CMS/LMS is to be hosted in at least two data centers with switch-over capability in case of natural or other disaster at main data center site.
  - Minimum dual Internet connections with fail-over in case of service outage on the primary connection.
  - Capability of bringing the CMS/LMS system up on a backup system within four hours in case of a failure of the primary system.
  - Ability to restore “back in time” up to 30 days in case of data corruption or accidental deletion.

**OPTIONAL SYSTEM REQUIREMENTS:**

- Integrate an image library into courses.
- Provide grading rubrics that can be assigned to an assignment that allows students to easily see how they were graded in the assignment.
- Organize ‘discussion forums’ into further sub-categories and topics.
- Integrate a mobile [Smart Phone] interface to the CMS/LMS.
- Alphabetize imported glossary and image libraries.
- Incorporate an e-Portfolio into the CMS/LMS.
- Create Wikis, Blogs or Journals within the CMS/LMS.

Options listed above the minimum requirements may be reviewed and should be submitted in a separate sealed envelope along with effect on base cost and marked with the words *(OPTIONAL REQUIREMENTS).*

II. **HELP DESK [2] Separate**

Provide a detailed description of your help desk capabilities with the minimum of;

a. **Administrative** [Authorized College Staff] 24x7x365 coverage via email and toll-free phone
b. **User** [Student and Faculty] – 6 a.m. – 12 midnight x 7x365 coverage via email and toll free phone.

Provide dedicated technical support personnel available to college system administrators on:

- ‘Go-live’ date [tentatively December 20, 2011].
- First day of class, January 11, 2012.

*Provide three [3] references with contact name and numbers for each help desk environment.*
HELP DESK OPTION:

A hosted Help Desk that would have, in addition to the System Administration requirements, ‘Live’ online chat, and 24 x 7 x 365 support for User support in lieu of the required minimum hours of coverage is highly desired.

Alternative plans above and beyond these minimum help desk requirements may be reviewed and should be submitted in a separate sealed envelope along with effect on base cost and marked with the words (HELP DESK OPTION).

III. IMPLEMENTATION PLAN

The Offeror will provide a comprehensive draft implementation plan that will address the following items. Within 30 calendar days of contract signing, the final implementation plan will be approved by Offeror and college personnel.

a. Course Imports

Offeror will be responsible for;

Converting and importing, all course sections from the current CMS database and loading them into the new CMS/LMS. Minimally, Offeror will perform one course load prior to faculty training and perform subsequent loads as needed to accomplish the successful transfer of all courses.

b. Software Interface/Integration

The CMS/LMS solution must currently fully integrate/interface with the following software programs. The Offeror must indicate how the integration/interface will be accomplished, i.e., in-house or subcontracted. All subcontractors must be identified. The Offeror also assumes all responsibility for assuring the integration at the time of installation and for any subsequent CMS/LMS licenses.

- Banner v.8x via Luminis Messaging Broker [Real Time]
- Campus Pack
- StudyMate Class
- StudyMate Author
- Respondus Lockdown Browser
- Respondus Test Bank Manager

*Provide three references where Offeror’s hosted CMS/LMS solution has successfully integrated/interfaced with each of the above software programs. Include three references for each [duplicates accepted].
OPTIONAL SOFTWARE INTERFACE/INTEGRATION:

Software interface/integration with the programs listed below may be reviewed and should be submitted in a separate sealed envelope along with effect on base cost and marked with the words (OPTIONAL SOFTWARE INTERFACE/INTEGRATION). Include three references for each [duplicates accepted].

- Pearson Myxxx Lab
- Quia
- Adobe Connect Pro

IV. TRAINING PLAN

The selected Offeror will provide a comprehensive draft training plan for Students, Faculty, Trainers, and System Administrators comparable or equivalent to the following. Within 30 calendar days of contract signing, the final training plan will be approved by Offeror and college personnel.

<table>
<thead>
<tr>
<th>TRAINING SESSIONS</th>
<th>TRAINING RESOURCES</th>
<th>DOCUMENTATION</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Onsite face-to-face training</td>
<td>• Interactive HTML</td>
<td>• Comprehensive user reference manual [with searchable/linked table of contents and/or index</td>
</tr>
<tr>
<td>• Live, real-time online training</td>
<td>• Tutorials</td>
<td>• User guides</td>
</tr>
<tr>
<td>• On-demand recorded training</td>
<td>• Podcasts</td>
<td>• System Documentation</td>
</tr>
<tr>
<td></td>
<td>• Other audio/visuals</td>
<td>• Quick-start guides</td>
</tr>
<tr>
<td></td>
<td>• Related multi-media</td>
<td>• Searchable question bank [FAQ’s]</td>
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</tbody>
</table>

- Students [Anticipated benchmark date: ‘go-live’ date]
- Faculty [Anticipated benchmark date: mid-August 2011]
- Trainers [Anticipated benchmark date: May 2011]
- System Administrators[Anticipated benchmark date: May 2011]

a. Training Sessions

Student Training
Provide on-demand recorded training and related resources for student users.

Faculty Training
Provide a minimum of three [3] live online faculty training sessions that will be recorded by the Offeror and used for on-demand training by faculty users.
Provide a minimum of 1 full-day onsite face-to-face training session* for faculty at each of the college’s six [6] campuses.

* May be recorded by the college for later on-demand viewing.

**Trainer Training**
Provide a minimum of 1 full-day onsite face-to-face training session* for training the trainers.

* May be recorded by the college for later on-demand viewing.

**System Administrators Training**
Provide a minimum of 1 live [face-to-face or real-time online] training session* for system administrators and access to related system administration training resources.

* May be recorded by the college for later on-demand viewing.

Provide three references with contact name and numbers for training delivery sessions.

**b. Training Resources and Documentation**

All training resources and documentation must be editable and provided in a digital online format accessible 24/7 by college staff and students.

The Offeror will provide **at no additional cost** to the college, comprehensive, editable training resources and documentation developed for students, faculty, trainers, and system administrators throughout the duration of the license. Offeror will also include **at no additional cost** to the college, regular updates to training resources and documentation that reflect changes or upgrades to the licensed product.

Provide three references with contact name and numbers for training resources and documentation.

**B. RFP Clarification**

Offerors may request an explanation of the intent or content of this RFP and clarification of procedures used for this procurement. No interpretation made to any Offeror as to the meaning of the RFP shall be binding on the College unless repeated in writing and distributed as an addendum by the College’s Procurement and Business Services Office. Official written responses to all relevant written questions will be emailed or faxed by the College’s Procurement and Business Services Office.

Requests for written explanation or clarification shall be made in writing and submitted in an envelope marked "Questions Related to RFP11-04" to HACC, Procurement and Business Services Office, ATTN: Thomas J. Fogarty, Executive Director, 349 Wiconisco Street, Suite 223, Harrisburg PA 17110, or by fax (717) 901-4625. Email questions are acceptable if they are directed to tfogart@hacc.edu. Such requests must be received no later than February 15, 2011 @ 11:00 AM.

Failure of the Offeror to make appropriate inquires, evaluate any special conditions, or verify requirements of this RFP shall not relieve the provider of responsibility for fulfilling the contract in accordance with the terms of this RFP.
Oral communication with any College employee, unit, department, or organization concerning this RFP is not binding on the College and shall in no way modify the RFP or the obligation of the College or the provider.

C. Addenda to the RFP
In the event that it becomes necessary to revise any part of this RFP, HACC’s Procurement and Business Services Office will provide addenda in writing to the Offerors who indicate that they are interested by returning the acknowledgement and intent to bid page of this document (page 1). No oral statements, explanations, or commitments by whosoever made shall be of any effect except as the College’s Procurement and Business Services Office has confirmed the same in writing.

D. Acceptance of Proposals
The College reserves the right in awarding the contract to consider the competency, responsibility, and suitability of the Offeror, as well as the services to be provided. The College further reserves the right to accept or reject any or all proposals, to waive any irregularities or informalities, and to award the contract in the best interest of the College. Neither the College nor any agent thereof on behalf of the College will be obligated in any way by any Offeror’s response to this RFP.

The College also reserves the right to allow an Offeror to correct a defect in its Bid provided that correction of the defect does not alter the amount of the Bid or the scope of work required under the Bid.

III. General Contract Provisions

A. Examination of Contract Conditions
It is HACC’s intent through this RFP and contract conditions contained herein to establish to the greatest possible extent clarity about the requirements of both parties to the contract resulting from the RFP.

Before submitting a proposal, the provider shall be thoroughly familiar with all contract conditions referred to in this document, and any addenda issued before the proposal submission date. Such addenda shall form a part of the RFP and shall be made a part of the contract. It shall be the provider's responsibility to ascertain that the proposal includes all addenda issued prior to the proposal submission date.

By submitting a response to this RFP, the Offeror represents that the Offeror has read and understands the contract specifications and conditions.

B. Contract Manager
HACC’s Procurement and Business Services Office shall be the authorized representative of the College for purposes of interpretation of the contract requirements. Determination of adequacy of performance shall be the responsibility of the HACC Project Manager. Neither the College, nor the HACC Project Manager, nor any agent thereof, on behalf of the College, will supervise or be responsible for the actions of the provider’s employees, sub-providers, or sub-provider’s employees. The Project Manager shall be Ellsworth Beckmann, Associate Dean Instructional Technology, (717) 221-1300 x 1522.

C. Confidentiality of HACC Information
The selected Offeror may have access to, may obtain, or be given confidential information, including without limitation information concerning the College’s business strategies, political and legislative affairs, students, faculty, employees, contractors, customer lists, finances, properties, methods of operation, computer and telecommunication systems, and software and documentation. Certain confidential information may be protected under the Family Educational rights and Privacy Act (“FERPA”), and the Gramm-Leach-Bliley Act.
The selected firm must have administrative, technical, and physical safeguards to protect the security, confidentiality, and integrity of the College’s confidential information.

HACC may conduct discussions with Offerors in order to evaluate their abilities and responsiveness to the RFP. In order to facilitate the discussions and to allow Offeror to propose responsive solutions to HACC’s needs and requirements, HACC is willing to disclose certain confidential information to Offeror, including without limitation information concerning HACC’s business strategies, political and legislative affairs, students, employees, contractors, customer lists, finances, properties, methods of operation, computer and telecommunications systems, and software and documentation (“Confidential Information”).

By submitting a proposal in response to this RFP, Offerors agree: (i) to use Confidential Information solely for purposes of responding to and discussing the RFP; and (ii) not to disclose, permit or cause use of, or provide access to Confidential Information to any third person or entity. Upon request by HACC, Offerors may be required to sign a Non-Disclosure Agreement.

IV. Rights and Remedies

A. Arbitration

All disputes between the parties to this agreement arising out of or in connection with the contract documents shall be submitted for arbitration. If arbitration is selected by the College, the College shall also select the number of arbitrators and the manner of arbitration, which shall be either: (1) arbitration according to the rules of the American Arbitration Association; or (2) referral to one of more arbitrators mutually agreed upon by the parties.

When a written decision of the College states that (1) the decision is final but subject to arbitration and (2) a demand for arbitration of a claim covered by such decision must be made within thirty (30) days after the date on which the party making the demand received the final written decision. Failure to demand arbitration within said thirty (30) days’ period shall result in the College’s decision becoming final and binding upon the College and provider.

In responding to a claim brought by a provider, the College shall have a minimum of forty-five (45) days in which to respond to a revised claim prior to the arbitration hearing.

B. Litigation

In the event that any term of this contract is the subject of litigation, it is hereby agreed that the parties in that litigation shall pay their own attorney's fees and court costs incurred, including court costs and attorney's fees incurred in appellate proceedings.

C. Venue and Jurisdiction

The terms and conditions herein constitute the sole and entire agreement among parties and the laws of the Commonwealth of Pennsylvania shall govern any disputes. In the event of litigation concerning this agreement, venue shall be in the County of Dauphin Courts, Harrisburg, PA.

D. Right to Audit

The College and appropriate designated representatives reserve the right to audit the College account records and other financial records of the provider, as they pertain to the College. Auditors selected by the College, if deemed necessary by the College shall, perform such audits.

E. Force Majeure
Neither party to this Agreement will be liable to the other for any failure or delay in performance under this Agreement due circumstances beyond its reasonable control including, without limitation, Acts of God, accident, labor disruption, acts, omissions and defaults of third parties, and official governmental and judicial action not the fault of the party failing or delaying in performance.

V. Proposal Submission

Any term or condition stated in this RFP document shall be considered accepted by the provider unless specifically objected to by the provider. The College may accept or reject provider’s alternative proposals to the terms of this RFP. A proposal may be rejected if it is incomplete or conditional.

To receive consideration, proposals shall be made in agreement with the instructions as stated in this RFP, and such proposals and awards made therein shall be subject to all of the terms and conditions hereof:

A. Economy of Preparation
Proposals should be prepared simply and economically, providing a straightforward, concise description of the Offeror’s capabilities to satisfy the requirements of the RFP. Special bindings, colored displays, promotional materials, etc., are not desired. Emphasis should be on completeness and clarity of content.

B. Incurred Cost
The College is not liable for any costs incurred by the Offeror in the preparation and presentation of their proposals.

C. Signatories
The proposal shall include information as requested throughout the RFP. The signature of all persons authenticating the proposal shall be printed and written in longhand in any designated area on page one (1) of the master copy. The proposal shall be signed with blue ink.

D. Proposal Deadline
To be considered for selection, proposals shall arrive at HACC’s Procurement and Business Services Office, 349 Wiconisco Street, Suite 223, Harrisburg, PA, 17110, by 11:00 a.m. on or before February 15, 2011. Proposals must be in a sealed container, clearly marked “Proposal RFP #RFP11-04, Course/Learning Management System Plan.” Pricing must be submitted in a separately sealed envelope. Allow time for normal mail delivery to ensure timely receipt of proposals by HACC’s Procurement and Business Services Office. Proposals arriving after the deadline will not be considered. All proposals become the property of the College.

E. Number of Copies and Mailing of Proposal
Eight (8) copies of the general proposal will be submitted in a sealed container clearly marked with the name of the proposal and labeled “Proposal RFP11-04, Course/Learning Management System Plan.” One (1) of the copies shall be marked “Master Copy” and will contain original signatures. The remaining copies do not require original signatures. **No cost information is to be contained in the general proposal.**

In a separate sealed envelope please submit one copy of the proposal bid form and separately one copy of optional cost information. The proposals must be addressed as follows:
VI. Format for Proposal

The proposal shall be **clear, concise and limited to no more than 20 pages**. Use a table of contents or tabs for ease in finding necessary information is encouraged. The title page accompanying the proposal shall be signed by the person or persons required and authorized to legally bind the firm to the proposal and shall specifically state that the firm shall complete all services set forth in the proposal within the proposed time limits to the satisfaction of the College. Proposal shall be on 8 ½ x 11 paper only.

A. Cover Letter
The cover letter shall contain a brief introduction of the provider and the proposal. The letter shall be concise and need not repeat any of the detailed information set forth in the proposal; however, any terms or conditions of this RFP to which the provider objects and/or does not accept shall be clearly stated in the cover letter along with any alternatives or further explanation. At a minimum, the cover letter page shall be on company letterhead and shall include the name and working address of the firm submitting a proposal, the name and telephone number of the primary company representative to be contacted with reference to the proposal, and the date of submission.

B. Provider Qualifications/Specifications
Each proposal must contain a completed base proposal and a description of the provider’s system qualifications in accordance with this RFP’s minimal requirements. The College reserves all rights as to the evaluation of any and all responses to the base proposal submitted by each provider and to the College's determination of the provider’s qualifications.

C. Provider History
Each proposal must include a brief (one page) profile demonstrating an established, successful track record of past performance in providing services closely related to the requirements specified in this RFP. Explain the firm’s Course/Learning Management System structure, number of years in business, and history of the firm.

In addition, provide one page containing data regarding community college and/or university projects the firm has completed successfully during the past five years. This description of previous projects shall include overall size, value, owner’s name, address and telephone number.

D. Project Plan
Each proposal must include a draft project plan that includes a list of specific tasks, timeline for their completion, and expected outcomes. It is assumed that the project will include routine updates to identified College personnel. The project plan should explain any processes for communicating progress and processes for resolving any misunderstandings about project deliverables.

Subcontracted work must be clearly identified and cost included in the not to exceed pricing structure.
Provide a project chart, by phase, for each project for which the firm is providing a proposal. Include a one page resume for each project manager by discipline (excluded from 20 page maximum) highlighting relevant experience. List only those individuals who will be assigned to the project.

E. Project Cost
An itemized fee breakdown by task for all costs must be provided as part of the proposal (see bid form). The total cost is to be proposed as a “not to exceed” amount. Travel, lodging, materials, and telecommunications, etc., are not permitted.

VII. Evaluation

A. Proposal Process
1. After the date established for receipt of proposals, a register of proposals shall be prepared which shall include the name of each Offeror. The register of proposals shall be open to public inspection only after proposal opening. No additional proposals will be accepted after the opening date.

2. The evaluation shall be based on the evaluation factors set forth in this RFP. Factors not specified in the RFP shall not be considered.

3. For the purpose of conducting discussions, proposals shall be initially classified as:
   a. responsive; or
   b. non-responsive

4. Discussions may be held with one or more Offerors to:
   a. Promote understanding of the College’s requirements and the provider proposals;
   b. Facilitate arriving at a contract that will be most advantageous to the College taking into consideration all factors set forth in the RFPs;
   c. Discussions may include oral presentations, interviews, and demonstrations, responses to specific questions, modifications, and negotiations. Offers shall not be informed of their rank at the time of discussions. The College reserves the right to visit and inspect other sites of the potential provider;
   d. Offerors must be prepared to send qualified personnel to discuss technical and contractual aspects of the proposal;
   e. One or more Offerors may be provided an opportunity to submit a “best and final” offer.

5. References and the credit and financial responsibility of the proposals may be verified as appropriate.

B. Evaluation Criteria
All proposals must meet or exceed mandatory requirements outlined in this RFP in order to be reviewed. Those proposals meeting the minimum mandatory requirements will be considered based upon a point scoring evaluation system described in this section.

Information and data for scoring will come from information supplied with the provider’s proposal from the references and any clarification information requested by the College. Points will be tallied for three areas: Qualifications/Specifications, Project Plan, and Total Cost of the proposal. The maximum possible points for the combined areas will be 90 points with an additional 10 point bonus for options should they be reviewed.

Provider Qualifications & Specifications (45 points maximum)
Information provided by references and in the general proposal will be evaluated and awarded a maximum of 45 points. Particular attention will be given to prior experience with projects of similar size and scope as well as the qualifications and work experience of specific staff who will be assigned and sub-consultants to the project.

**Project Plan (35 points maximum)**
The project plan will be evaluated for feasibility, completeness, and thoroughness in addressing the scope of work. Particular attention will be given to feasibility of providing project deliverables by the established deadline.

**Total Cost (10 points maximum)**

SUBMITTED IN SEALED SEPARATE ENVELOPE

The cost envelopes of the top rated proposals in the areas above, along with ties, will be opened and will receive points according to the following formula:

\[
\frac{\text{Lowest 5 year total cost}}{\text{Proposal being evaluated}} \times \text{maximum points (10)} = \text{points awarded}
\]

The remaining proposals will not receive points for cost. Additional (10) points will be awarded based on in depth analysis of the optional information (*Exhibit A options tab*)

**VIII. Award**

The College will review all proposals. The College reserves the right to cancel the selection process or the negotiations when a selection is made or at anytime prior to entering into a formal written agreement with the provider.

The College intends to execute a contract with the provider submitting the proposal which the College determines to best meet the College’s requirements. The College will be the sole judge of the acceptance of any and all proposals.

In awarding the contract, the College may take the following into consideration: the references, experience, responsibility, reputation, financial standing of the respondent, and the ability of the provider to provide an advantageous time schedule for providing service. The inability of any respondent to meet the requirements may be cause for rejection of the proposal.

After selection approval by the College’s BOT, HACC’s Procurement and Business Services Office will cause a contract/purchase order to be prepared for signatures by both parties. A contract will be issued to the responsible provider whose proposal is the most advantageous to the College, taking into consideration all evaluation factors. No other evaluation criteria, other than that outlined in this proposal, will be used.