



Black Hawk College
PURCHASING DEPARTMENT
6600 34TH AVENUE
MOLINE, IL 61265

DATE: January 13, 2012

TO BE OPENED ON
January 24, 2012
RFP 21-12
ADDENDUM 1

*****IMPORTANT*****
SHOW "RFP 21-12
ADDENDUM 1"
ON OUTSIDE OF MAILING
ENVELOPE

REQUEST FOR PROPOSAL (RFP)
BUSINESS INTELLIGENCE /DATA WAREHOUSE AND REPORTING SOLUTION
RFP 21-12, Addendum 1

Pursuant to the provisions of Section 3-27.1 of the Illinois Public Community College Act and rules and regulations adopted there under, sealed proposals subject to the conditions and requirements made a part hereof **will be received until 2:00 p.m. local time, on Tuesday, January 24, 2012, in the Purchasing Office at Black Hawk College, Quad Cities Campus, located at 6600 34th Avenue in Building One, Second Floor, Room 282, then opened publicly, read aloud and recorded immediately thereafter when possible, in the Black Hawk Room located in Building One, Second Floor, Room 255** for furnishing the goods or services described below, to be delivered or performed at the location(s) stated. Whether or not a proposal is timely shall be determined by reference to the clock located in the Purchasing Office of the College, and the determination of whether or not a proposal is timely in accordance with that clock shall be at the sole discretion of the Black Hawk College Purchasing Office and Board of Trustees, whose decision on that issue shall be final.

REFER INQUIRIES TO: MIKE MELEG
BLACK HAWK COLLEGE
6600 34th AVENUE
MOLINE IL 61265

TELEPHONE: 309-796-5002

EMAIL ADDRESS: melegm@bhc.edu

VENDOR INFORMATION:

Contact:
Company:
Address:
City/State/Zip:
Telephone:
Fax Number:
Email Address:

GENERAL

Proposals are subject to the attached Standard Terms and Conditions.

USING DEPARTMENT

Planning and Institutional Effectiveness, District Wide

ADDENDUM 1

As a result of the Pre-Proposal meeting held January 5, 2012, the following topics were discussed. The discussion is summarized below:

1. Anticipated project start date and completion date of each phase:
 - a. The project shall start 30 days after award of contract with up to two (2) years to completion. The Student Data phase is the top priority. The Vendor and the College will work together to achieve an acceptable completion time for each phase, especially the most important Student Data phase.
2. Gap Analysis:
 - a. The only reference to the Gap Analysis phase appears on Page 9 of the original RFP document, and is being struck out from Addendum 1, see page 11.
3. References:
 - a. Vendor shall fill in the top portion of the Reference Questionnaire (the "To Be Completed By Vendor" section) for three (3) references and submit all three with their proposal. The College shall contact each reference if needed.
4. Enterprise Licensing:
 - a. Vendor shall advise all licensing requirements (e.g. Microsoft SQL, etc) and propose licensing costs separately for all non-Microsoft licenses required. The College shall then determine if the license shall be purchased from the Vendor, directly from the licensor, or if the College already owns the license.
5. Scoring:
 - a. Vendors shall not attempt to provide scores. The "Standardized Evaluation and Scoring Rubrics" are provided to show the Vendor how their responses will be scored by the College.
6. Annual versus Perpetual Licensing:
 - a. Vendors shall propose all licensing options available for the solution they are proposing.
7. Written Proposal Format:
 - a. Vendor's written proposal shall be one (1) original and five (5) copies, each in their own separate ring binder, which shall include a table of contents and tabs 1 through 8 corresponding to each "Proposal Part". Proposal Part 6 "Respond to Technical and Services Requirements" shall be further sub-tabbed to separate sections A, B and C. In order to facilitate the written proposal format, this Addendum is being provided in Microsoft Word .docx (Word 2007) version only for the convenience of the Vendors to submit their proposals. Vendors are warned not to make any changes to the RFP document. If there is any question or discrepancy between the wordings of the RFP documents, the PDF versions posted on the Black Hawk College website shall prevail.

No further questions were received by the deadline of 5:00 pm Central time on January 13, 2012.

As a reminder from page 30 of this Addendum:

9. ACKNOWLEDGEMENTS OF ADDENDA

Signature of company official on original document shall be construed as acknowledgment of receipt of any and all addenda pertaining to this specific proposal. Identification by number of addenda and date issued should be noted on all proposals submitted.

GENERAL

Proposals are subject to the attached Standard Terms and Conditions.

USING DEPARTMENT

Planning and Institutional Effectiveness, District Wide

PURPOSE OF THIS REQUEST FOR PROPOSAL (RFP)

Black Hawk College (hereafter referred to as BHC or the College) is soliciting formal proposals from Vendors to provide a business intelligence data warehouse and reporting solution to all College District locations.

TIME TABLE

DATE	EVENT
December 16, 2011	Mailing of Request for Proposal RFP 21-12
January 5, 2012	Mandatory Pre-Proposal Meeting, 11:00 a.m., Black Hawk Room # 255—either in person or by telephone.
January 12, 2012	Deadline for e-mailed questions, 5:00 p.m. local time
January 16, 2012	Publication date for Addendum 1
January 20, 2012	Notice of Intent to Bid (Attachment E) form due
January 24, 2012	Proposals due at 2:00 p.m. in the Purchasing Office
February 7, 2012	Oral Presentations, Interviews and Demonstrations, upon request
February 16, 2012	Anticipated Board of Trustees Approval
February 17, 2012	Anticipated Award of Contract

MANDATORY PRE-PROPOSAL MEETING

A **mandatory** Pre-Proposal meeting will be held at 11:00 a.m. on Thursday January 5, 2012, in the Black Hawk Room, Room 255, second floor, at Black Hawk College, 6600 34th Avenue, Moline, Illinois, 61265. The Pre-Proposal meeting will be an opportunity for Vendors to raise any questions, exceptions, or additions they have concerning this Request for Proposal. If a Vendor discovers any significant ambiguity, error, conflict, discrepancy, omission, or other deficiency in this RFP, the Vendor should raise these issues at the meeting.

It is mandatory that all interested Vendors attend the Pre-Proposal meeting; proposals from Vendors not attending the meeting will not be accepted. Attendance may be either in person or by telephone.

DIAL-IN INFORMATION

Start Time: 11:00 AM America/Chicago Jan 5, 2012

Duration: 1 hour

To join the conference:

Dial: 309-796-5850 or 5850, and then enter the access code: 0144465

To have the system call you: <https://meet.bhc.edu/call/0144465>

You need this password to use the Web features of this conference: bhcdw

To add this conference to your calendar:

<https://meet.bhc.edu/awcuser/cgi-bin/en-us/getcalfile.cgi?p=0144465.ics>

NOTICE OF INTENT TO BID

Vendors are requested to submit the "Notice of Intent to Bid" form, Attachment E, via e-mail to Mike Meleg at melegm@bhc.edu by January 20, 2012

VENDOR ORAL PRESENTATIONS, INTERVIEW AND DEMONSTRATIONS

In order to assist the College in making the best possible choice, selected Vendor(s) may be required to make oral presentations, demonstrate their proposed product, and/or may be interviewed on Tuesday, February 7, 2012. The presentation/demonstration/interview shall take place at Black Hawk College, and shall be at no cost or obligation to the College. Failure of a Vendor to conduct a presentation (upon request) on the date and time scheduled may result in rejection of the Vendor's proposal.

GENERAL INFORMATION

The following requirements simply define for a given feature or function the business value to Black Hawk College while the specific questions found in the Technical and Services Specifications section require detailed explanation.

Intent and scope of services

Illinois community colleges have come under increasing pressure to demonstrate institutional effectiveness. In recent years, the Illinois Community College Board has advocated greater accountability, often coupling this with explicit guidelines on how educational outcomes are to be measured. Accrediting agencies have worked to institutionalize accountability in higher education through policies that require data-driven improvement processes. Black Hawk College (BHC) acknowledges that documenting the educational and fiscal status of the College is critical to maintaining quality education and the public trust. The cultivation of faculty, staff, and administrative support for institutional effectiveness activities has become a major priority for the College. Internally and externally, there is a growing expectation that the College must demonstrate and communicate to its many stakeholders how the institution is improving student learning and adding value to its students. However, as BHC implements institutional effectiveness programs, the College confronts many technical and organizational challenges in the collection, formatting, dissemination, and reporting of information that documents student and institutional performance. The College lacks a comprehensive student tracking and business intelligence and management system that will allow it to make decisions based upon information that is current and reliable.

While the College is collecting increasing amounts of student data for specific programs and reporting needs, the data is not integrated and does not allow for longitudinal analysis of student success. In his book *A Community College Guide for Developing Americas Underprepared*, McCabe emphasizes that “cohort tracking of entering students is fundamental to creating effective programs” (McCabe, 2003). Through this project BHC will implement a longitudinal student tracking system that will collect information needed by the college for strategic decision making, store it in a way that facilitates retrieval (integrated data warehouse), and, allow for the convenient retrieval and dissemination of information to decision makers throughout the College community.

The student tracking system will collect information on **student characteristics** (age, degree goal, declared major, placement scores, etc.), **student progress** (GPA, the nature and outcome of support services utilized, credits earned, term to term status, etc.), and **student follow-up** (was educational objective attained, cumulative GPA, employment status, etc.). Capabilities of the system will include tracking of program objectives and outcomes and the ability to create customized reports based on user-defined information and criteria. As the College strengthens its strategic planning capabilities, the longitudinal student tracking system is destined to become an integral component of the BHC institutional management system.

Business Intelligence Solution: The College is in need of an integrated business intelligence solution. Such a system will immensely increase the utility of the data in a variety of ways. These include:

The business intelligence solution will provide analytics tools (OLAP) and reporting structures for users to access relevant information readily.

- Self-service capability to create reports in order to investigate success along key performance indicators associated to strategic performance.
- Advanced reports for which BHC employees will require visibility include strategic plan and departmental balanced scorecards.
- *The system must be delivered with OLAP tools.* Online analytical processing (OLAP) functionality should render reports rapidly, whether constructed manually or delivered via a trigger or automatic generation into a mobile app, into e-mail body content or through Web-based homepage dashboards.
- OLAP should allow for MDX querying for accelerated reporting and data mining. Users should be able to, via OLAP, aggregate and consolidate via roll-up functionality and drill or slice and dice data.

A business intelligence solution must furnish insight into the Key Performance Indicators (KPI's) indicating success along the Colleges' five strategic goals and corresponding performance actions, as well as key KPI's.

- Reports on our success along these KPI's must be transparent. Installation of the best business intelligence software solution will, however, be wasted without smart processes in which to nest implementation of a business intelligence solution, and without the ability to reinforce an increasingly data-driven culture through this implementation and its integration into processes and workflows.
- Nearly as important as the above objective of plotting and constantly assessing institutional performance along all associated KPI's is cultivating BHC's ability to readily, deeply, and transparently track student progress and the effectiveness of the College.
- Annual planning is a subset of strategic planning focused on a single year of tactical activities that support longer-term strategic goals. The objectives and activities included in College departmental annual plan form the basis for departmental annual operating budget requests.
- Annual Plans contain:
 - Strategic goals
 - Objectives related to goals
 - Activities aimed at accomplishing objectives
 - Desired outcomes of activities
 - Key performance measurements

The planning and budgeting process requires the College or department to develop an Annual Unit Plan containing prioritized objectives and associated activities linked to overall College's strategic goals. The plan specifies needed resources to be funded each fiscal year. The Annual Plans promote performance and accountability through the use of performance measures and implementation timelines – and these measures and timelines must be supported and embraced in the business intelligence implementation.

Throughout the year, Black Hawk College will monitor these measures against agreed upon targets via the business intelligence solution. KPI's will be indicated on individual scorecards located in the college and department sections of the operating budget, and so these scorecards must be included in the business intelligence solution as well.

The business intelligence solution will come with a data warehouse, populated via an Extract, Transform, Load (ETL) tool

- The analytics and reporting above – based on reporting tools and OLAP tools and including functions for data mining, research and decision support – must be driven by a data warehouse delivered with the BI solution.
- The data warehouse will act as a common data model, agnostic of source databases, assimilating data from multiple source transactional databases and have the capability to flag and, in some cases, auto-reconcile contradictory data based on administrator-defined rules in order to maintain consistent intelligence presentation.

The data warehouse must come with an extract, transform and load (ETL) tool

- A data dictionary tool for management of metadata. The ETL tool will allow for aggregation of all source databases. Loads into the data warehouse will have the option of overrides, and updates to the warehouse, via loads, can be scheduled. By the conclusion of the ETL process, all data should be consolidated into a homogenous uniformity for storage and staging in the data warehouse.
- A plan to ensure the data warehouse and ETL implemented will be easy to scale as BHC includes ever-increasing numbers of data stores.
- Provide information on ETL migratability and recoverability, as well as on how it handles nulls and other extract, transform, or load operational complexities. It will ensure the ETL function shipping with the BI solution also comes with tools to optimize data analysis and metadata navigation, as well as support data cleansing efforts.
- Need to be fully compatible with BHC's enterprise tools portfolio, and thus able to map, convert and store, out-of-box, data from our myriad SunGard Higher Education Banner (SHEB) products.

The business intelligence solution will be easy to use

- Business intelligence solution must be Web-centric and employ the same look and feel for user interface, metadata schematics and query engine throughout.
- Most users will not have programming knowledge and so will have to rely on user-friendly criteria for rendering even advanced reports, such as balanced scorecards and strategy maps. OLAP-based “slicing and dicing” and drilldown capabilities are essential components of any tool selected.
- Support services around training and support must be ample and affordable to ensure our users are prepared to leverage all the solution has to offer.
 - Face-to-face training sessions, technical support over the phone, training via Web, and an abundance of self-service resources, including a knowledge base and existing user communities for sharing of expertise.
 - Vendor provided professional support for report template creation, particularly those surrounding report and export to the Illinois Community College Board (ICCB).

This newly created business intelligence solution will support the academic, institutional management, and fiscal systems of the College. It will provide the infrastructure to provide data to inform decisions used in understanding student behavior allowing BHC to be far more responsive to accountability measures, provide departments with quicker and easier access to the data they require, and will greatly advance the institution's ability to utilize data for planning.

BHC requires the purchase and implementation of a fully integrated Data Warehouse and Reporting System (DWRS). This system will be used to support a more efficient, accurate, consistent and comprehensive strategy for extracting, analyzing and reporting data from all critical business systems, with special emphasis on the SunGard Higher Education Banner systems currently in use for Banner General v8.4., Student v8.5., Finance v8.6 and Financial Aid v 8.12., Flexible Registration v8.5., and the future implementation of Human Resources 8.x. BHC will take the following phased approach to the implementation of this system:

Phase 1: Banner Student and sub modules (i.e., Recruitment, Registration)

BHC has determined that academic and demographic data concerning students will be the first priority for improved reporting and analysis. This corresponds to the Banner Student modules within SunGard Higher Education Banner including student accounts receivable and financial aid.

Phase 2: Financial and Human Resources Data and Expansion of User Base

Assuming Phase 1 is judged to be successful and sufficient resources are available, Phase 2 will then be implemented. In this phase, the scope of the data to be included in the data warehouse will be expanded to include financial data from both the SunGard Higher Education Banner Finance as well as data from the soon to be implemented Human Resource system. It is also anticipated that during this phase the set of users with access to the DWRS will be expanded from the core set of users to a considerably larger set including at least all Directors, Deans, Associate Deans, Department Chairs, and supervisors.

Phase 3: Extension to non-SunGard Higher Education Banner Systems

It is likely that an effort will be made to incorporate selected data from "auxiliary systems".

The objective of this RFP is to solicit proposals for a solution that addresses immediately the requirements for Phase 1 and is also capable of supporting Phase 2 and 3.

- If Phase 1 is deemed successful, BHC may elect, at its discretion, to again elect either to enter into further contract negotiations for any additional products and services necessary to implement Phase 2 or Phase 3.

Accordingly, most of the specifications in this RFP focus on the requirements for Phase 1. However, some of the specifications ask for additional information that will assist BHC in determining to what extent the vendor's solution is likely to be capable of supporting Phases 2 and 3, and this specification will also be evaluated as part of the overall valuation of the Technical Proposal.

Demonstrations

BHC may elect to require software demonstration of these proposals.

Scope of work

We expect the vendor to provide a business intelligence solution that includes reporting, OLAP, data warehouse and ETL components. These must come together to meet requirements for query construction, ad hoc reporting, report visualization, advanced analytics and administration reports. On the technical side, we expect industry-standard data management, system scalability, software compatibility and interoperability and systems administration and infrastructure functions built into the tool, with little customization.

Scope of work will also include multiple professional services beyond installation, including data mapping and conversion activities, data cleansing activities, assembly of data marts/OLAP cubes, API programming, training and support and upgrade notice and assistance.

Licensing

BHC prefers an enterprise licensing agreement versus per seat licensing.

Warranty and maintenance

BHC expects the vendor to agree to an initial warranty period requiring that all software, related components and installation will be free from defects for a period of at least one (1) year from final acceptance by BHC. Functionality is defined as system performance as designed. The vendor will track warranty dates and provide reports as needed.

Any chargeable upgrades or enhancements to the software that become available during the Contract Term will be included in the previously installed base, at no additional cost to BHC.

A. SYSTEM INFRASTRUCTURE AND ARCHITECTURE

The vendor must include detailed information about the design and configuration of the proposed solution. The vendor must include high-level diagrams that clearly and logically show the proposed solution design concept, including data paths.

The vendor must include specific information regarding the configuration of the solution's software components, and a detailed description of the recommended equipment for the implementation of the proposed solution, including but not limited to, servers, workstations, connectivity requirements, operating systems and miscellaneous equipment necessary for operation. This configuration is to be based on the entire project, and cost estimates are to be included in the Cost Proposal.

Data security should be planned and architected into the fabric of the system, rather than merely "bolted on" as a feature. Given the expected lifespan of this system, it must be able to adapt to future security needs, allowing for flexibility and expandability. The system as a whole must be capable of resisting a concerted system compromise effort from both internal and external threats. Given the complexity of the proposed system, the business intelligence solution must provide stringent security and access controls with clear and consistent access policies for users. Ideally, users should only be able to see those data elements for which they have explicit, administrator-defined rights, including at the field level. This is essential for keeping sensitive student information, like social security numbers, secure.

B. REPORTING RESOURCES

The vendor must provide specific information regarding the reporting tool that it uses. It is preferable that no additional software or hardware be required and that the tool uses a simple, intuitive, web-based interface so that reports that access the data warehouse can be easily created, run and modified.

C. PROFESSIONAL SERVICES

BHC will require a high level of planning and participation from the vendor during the implementation phases of the business intelligence system. BHC's implementation requirements are classified into three primary categories:

System setup and installation

The vendor must work with BHC to correct and cleanse data, from the source database level, to ETL to population in the data warehouse. The vendor must conduct unit, integration, stress and user acceptance testing. The vendor will also be responsible for data mapping and ETL to and from BHC source databases, including any API programming. The vendor will work on these and other data analysis and programming activities, as specified in the Professional Services Requirements listed below.

Implementation Planning

The vendor working with BHC will be required to provide a complete plan for implementation of the system. A successful plan may include:

- A proposed implementation approach/rollout strategy that has demonstrated the most successful implementation of the vendor's products.
- ~~A high-level project plan outlining the major tasks for the gap analysis phase, including durations and responsibilities for BHC staff.~~
- A detailed timeline for solution testing and training
- A high-level project plan outlining the major tasks for the post-pilot phases. The plan should describe tasks, duration, and staffing recommendations.
- A suggested internal support model for the proposed solution that details the appropriate staffing levels for all aspects of the solution, including, but not limited to: help desk, break-fix, field tech support, systems administration, application development and ongoing training, including, but not limited to, customizable online help. This support model must include skill sets required for specific functions, recommended qualifications/experience of staff and training recommendations.

Training and Support

Proposals will provide pertinent details about training activities, such as, but not limited to, the following:

- The vendor will develop a technical training program to ensure full system understanding and operational capabilities for BHC staff that will be managing, maintaining and monitoring the proposed business intelligence solution on a daily basis. The successful Vendor will coordinate with BHC's representatives for training and staff development to determine course content and participant lists.

- Based on vendors' experiences with similar implementations, Vendors shall provide information about the various methods by which training will be delivered, including, but not limited to, instructor-led, train the trainer and online training.
- BHC reserves the rights to reproduce any and all training media. Training will not be considered complete and final until BHC accepts manuals and technical training.

The vendor must ensure that the proper BHC technical/support staff shall acquire sufficient knowledge and skills to provide the on-going support, maintenance and future development needs of BHC after solution implementation is complete.

Vendors must include in their proposal a plan for how knowledge transfer will occur and identify the roles that BHC will assume once the knowledge transfer is complete.

The vendor will provide comprehensive and timely help desk support to BHC management, and/or technical/support staff as set forth in the contract agreement.

The vendor will present a Service Level Agreement (SLA) for review by BHC. The SLA will include a service plan designed to respond to and resolve all service calls within a mutually-agreed upon timeframe given the priority of the service call. The service plan must include provision of repair materials and a timeframe for service engagement to ensure resolution of service calls within the specified time.

The vendor agrees to work with BHC to determine how priority levels will be assigned to service requests. BHC reserves the right to adjust priorities as well as response/resolution times as deemed necessary.

TECHNICAL PROPOSAL FORMAT

Proposal Part 1—Company Profile

Provide the following information:

- General description of company
- Organizational structure
- Number of employees in each major area of the company
- A general history of the company's past three years
- Provide evidence of financial stability and capability of the Vendor to fund all costs associated with providing the services throughout the term of the contract. This information will be used in the proposal evaluation process, so ensure completeness and accuracy. For publically traded companies, provide copies of your most recent SEC and 10K. For privately held companies, submit the most recent consolidated balance sheet statement.

If audited financial data is not available, explain in full and provide the latest non-audited information.

Proposal Part 2—Qualifications and Experience

Describe in detail the company's experience and qualifications performing the scope of work described in this solicitation.

Proposal Part 3—Resumes of Vendor Resources Assigned to Project

Provide resumes of personnel (employees or contractors of the vendor) who will be assigned to this project. Resumes should include at least the following information:

- Name
- Position to be held in the project
- Current Job Function/Title
- Relationship to proposing company (contractor or employee)
- Current work location
- Employment history
- Education, certificates and licenses
- Special qualifications relevant to this project
- Availability to work on the project including lead-time requires and any periods of unavailability that are already know.

Proposal Part 4—References from Current Customers

The vendor must provide names of references from three higher education institutions that have been using the proposed business intelligence solution within the past three years and preferably institutions who utilize SunGard Higher Learning Banner solutions. Respondents are to include the following information for each reference (See Appendix):

- Institution name and address
- Name, title, phone number and email address for an individual at the institution qualified and willing to comment on the implementation and use of the proposed system by completing a reference questionnaire
- Description of the system delivered, including any difference from the system proposed for BHC.

- Dates of key milestone for the implementation at the institution, including initial installation, training, customizations, and go-live for production use
- Maximum number of concurrent users of the delivered system.

NOTE: Vendor is to provide only the summary information for each reference. Scoring of references will be based on the references responses to the attached questionnaire. This file must be forwarded electronically to the named individual at each reference institution; that individual must complete the questionnaire and return it via email to: Mike Meleg, Purchasing Manager, Black Hawk College, 6600 34th Avenue, Moline, IL 61265

A vendor cannot receive points for more than three references questionnaires. If more than three are received, all points will be added, averaged and multiplied by three.

Questionnaire responses submitted by the vendor rather than received directly from the named reference will not be scored. BHC reserves the right to request additional references and/or contact any other references that may not have been provided by vendor.

Proposal Part 5—Sample Project Schedule

Provide a sample project schedule in a PDF or MS Office product format, detailing:

- The implementation tasks needed to implement the system into a test environment and approximate time required for each task.
- The roles and organization doing each task, identifying the tasks where the vendor will be on-site at BHC.
- For each BHC role in the project schedule, provide detailed information on the training and expertise needed to perform that role.
- The proposed training schedule.
- The status of the system after the implementation including the amount and type of data with which the system will be populated, whether all delivered reports will be available, and whether modifications will be needed to the system for the system is usable.

Proposal Part 6—Respond to Technical and Services Requirements

Proposal Part 7—Appendices

Vendor should provide any additional material needed to support the response to the Technical and Service specifications in Part 6. This material may include technical manuals and other existing documentation, or selection thereof, as well as documentation prepared specifically in response to this RFP.

Note that material in the appendices will not be evaluated and scored separately, but will be used to assist in the evaluation of Part 6 of the proposal.

Proposal Part 8—Cost Proposal

BHC is currently a member of the following consortiums: Educational & Instructional (E & I) Cooperative; Illinois Community College System Procurement Consortium (ICCSPC); US Communities Government Purchasing Alliance; Illinois Public Higher Education Cooperative (IPHEC); and the Illinois Department of Central Management Services (CMS). Please take all of this into consideration, and submit your bids based on the program that would be most cost effective for BHC.

TECHNICAL AND SERVICES SPECIFICATIONS

While the above requirements simply defined for a given feature or function the business value to Black Hawk College, the questions below, require detailed explanation.

Background information on current BHC environment

- Is a public, co-educational institution with multiple sites
- Offers associate, certificate and non-degree workforce training programs
- Serves approximately 14,000 credit and non-credit students annually and employees approximately 780 full and part-time faculty/staff.

BHC primary computer environment:

- Uses a Windows 2003 server network, utilizing the TCP/IP protocol consisting of approximately 1500 PC's running Windows XP and Windows 7. Software needs to support Windows 7, Windows 2008 domain, Windows 2008 Server, RHEL 5 or 6. MS SQL Server 2005 or higher.
- Uses Microsoft Office Suite 2007 and 2010
- Has instances of Microsoft SQL Server running
- Has an environment consisting of servers running RHEL 5 and Oracle to support BHC's SunGard Higher Education Banner test and production database and applications.

The business intelligence solution will be implemented and maintained on-site at Black Hawk College. The purchase and implementation of servers or other equipment related to the installation of the new software is NOT included in the RFP. All software required for the DWRS other than the operating systems must be included in the proposal.

Itemized requirements below fall into three broad categories: infrastructure and architecture, reporting and professional services. Please indicate the level of support for a given requirement as well as any comments.

A. System Infrastructure and Architecture Requirements

STANDARDIZED EVALUATION RUBRIC AND SCORING TOOL		
Response Codes	Definition	Score
5	This requirement shall be satisfied without code customization and at no additional cost, by employment of "Out of the Box" functionality.	
4	This requirement shall be satisfied at no additional cost with modification(s) / customization(s) made to the system.	
3	This requirement shall be satisfied at an additional cost with modification(s) / customization(s) made to the system.	
2	This requirement shall be satisfied without code customization and at no additional cost, by use of functionality that is targeted for a future release.	
1	This requirement will not be satisfied by the proposed solution.	

A.1. System Infrastructure And Architecture Requirements		
Item #	Requirement	Score
A.1.1	Describe the compatibility with proposed and existing Windows 2007 operating systems for all servers used (web server, application server, database server, etc.) Specify the operating systems(s) used by the proposed solution and include supportive operating systems.	
A.1.2	Specify the database management system(s) used by the proposed solution.	
A.1.3	Specify the browser versions with which the proposed solution is compatible.	
A.1.4	Describe how the proposed solution interacts with upgrades to the operating systems on which all servers run to receive automated upgrades, based on the patch management recommendations of the manufactures of those operating systems, without negatively impacting the functionality of the solution.	
A.1.5	Provide detailed information on the necessary hardware, operating systems, and any additional software that is required to make the system fully functional including information on the number and configuration of servers required, firewalls, and minimum requirements for workstations.	
A.1.6	Describe how the product supports running on a virtual machine.	
A.1.7	Describe any ability to integrate, out-of-box, with BHC Active Directory 2003/2008 domain securely.	
A.1.8	Describe exportability of reports directly into the full suite of Microsoft Office applications, 2007 or 2010, including Microsoft PowerPoint, Excel, Word, Publisher, Outlook and Project.	
A.1.9	Describe how the product meets ADA 504/508 standards for accessibility compliance.	
A.1.10	Provide a diagram of the overall architecture.	

A.2. Data Warehouse Requirements		
Item #	Requirement	
A.2.1	Describe the Dimension and Fact tables used in the data warehouse model for data from the Student Module.	
A.2.2	Describe the Dimension and Fact tables used in the data warehouse model for Human Resources and Finance.	
A.2.3	Provide examples of the types of atomic data included in the fact and dimension tables for each of the modules.	
A.2.4	Specify whether there are any limitations to accessing the fact and dimension tables via standard SQL.	
A.2.5	Describe the mechanism to enable the data warehouse to be automatically reloaded or updated on a scheduled basis.	
A.2.6	Provide estimates for the time required for this reloading or updating based on the previously described size of BHC. Detail any assumptions made in this estimate.	
A.2.7	Describe how the system provides the ability to permanently retain snapshots of data as of specified dates, such as each term's census date (10 th day of classes) and term end dates, close of fiscal or calendar year, etc. and to retain snapshots of daily data for at least 30 days.	

A.2.8	Describe what mechanism (if any) available to allow archiving of selected snapshots to secondary storage to address concerns regarding disk space and performance impacts.	
-------	--	--

A.3. ETL tool

Item #	Requirement	
A.3.1	Describe the ETL tool or similar mechanism provided in the solution specifying the types of data sources it can use, as well as the types of sources that are currently being used by the higher education institutions that have already implemented the proposed solution.	
A.3.2	Describe the knowledge, skills and any specialized training required to modify the delivered mappings and create new ones.	
A.3.3	Describe how the delivered mappings bring in all of the data commonly needed for reporting from the Banner Student modules. Describe the mappings delivered in the proposed solution and the main tables in the SunGard Higher Education Banner system from which they draw their data.	
A.3.4	Describe the delivered mappings that will bring in all the data commonly needed for reporting in the Banner Finance and Human Resource modules. Describe the mapping for these areas that are delivered in the proposed solution and the main tables in the corresponding SunGard Higher Education Banner system from which they draw their data. If the vendor's product does not currently include delivered mapping for some of the above modules specify which ones and describe any plans and timelines for the development and delivery of such mappings.	
A.3.5	It is preferred that the system employ an ETL strategy of populating a collection of "staging tables" that are essentially copies of the relevant (normalized) transactional tables. Describe whether your strategy includes the use of such staging tables.	
A.3.6	Describe the approach and functions provided by the product for correcting and cleansing data from source databases.	
A.3.7	It must be possible for BHC staff to understand the meanings of all data elements in the warehouse, how they were derived from the transactional data and whether any modifications are needed to reflect BHC business practices. Describe all documentation provide, such as data dictionaries, documentation of the mapping code, etc., that would assist both functional and technical users in this regard.	
A.3.8	Describe how the strategy provides updated mappings in a timely fashion for all current and future releases of SunGard Higher Education Banner systems as needed to reflect data structure changes in those systems. Describe the average lag time anticipated between the general availability of a new release of SunGard Higher Education Banner and the availability of such mappings.	
A.3.9	Provide an estimate of the disk spaced needed for the DWRS environment for the BHC project, given that there are approximately 14,000 students annually and 780 full and part-time faculty and staff. Specify any assumptions made in this estimate.	

A.3. ETL tool	
A.3.10	Describe how ETL tool conforms to metadata industry standards and can exchange data with most common data types, including those specified or implied in the software integrations listed in the below requirements (e.g., SunGard Higher Education Banner products) as well as with other major BI software solution providers.

A.4. Online Analytical Processing (OLAP)	
Item #	Requirement
A.4.1	Describe whether the proposed solution includes an OLAP layer to ensure aggregation, consolidation, drill-down, roll-up and slice and dice functions, and if so provide details including whether that OLAP layer includes the same level of detailed atomic data as the relational warehouse.
A.4.2	If the solution includes an OLAP layer, describe the process required to extend customizations of the dimensional model to that layer, and any additional knowledge, skills or specialized training required.
A.4.3	If the solution <i>does not</i> include an OLAP layer, describe how the solution is able to achieve performance comparable to that of a multidimensional OLAP system.
A.4.4	If the system <i>does not</i> include an OLAP layer describe any additional knowledge, skills or specialized training required in order for BHC staff to be able to ensure that OLAP-like performance is maintained when the model is customized.

A.5. Scalability	
Item #	Requirement
A.5.1	The reporting tool must be able to handle at least thirty users. Describe the licensing model (e.g. CPU-based, named users, concurrent users, etc.) included in the cost proposal and how it will accommodate at least thirty users.
A.5.2	Describe the capacity of the solution to support up to 150 users, including up to several concurrent users, as well as any additional hardware or software resources that would be required. Please include licensing costs for additional users.
A.5.3	Describe any non-SunGard Higher Education Banner auxiliary systems for which predefined dimensional models, ETL mappings and reports are currently available or under development.
A.5.4	Describe the approach to include data from third-party (non SunGard Higher Education Banner) auxiliary systems, such as the National Student Clearinghouse data.
A.5.5	Describe any non SunGard Higher Education Banner auxiliary systems for which custom dimensional models, ETL mappings and reports have been developed for current customers-particularly other higher education customers. Also document additional costs involved with such customization.

A.6. Security		
Item #	Requirement	
A.6.1	Describe how the product accomplishes varying levels of security access for running reports, creating reports, and publishing reports for other users to run.	
A.6.2	Describe data security at the atomic level to protect sensitive student information from being accessible online by a variety of users (for example, allowing only users with appropriate security to view social security numbers). Include aggregate and drill down security features.	
A.6.3	Describe standard data encryption protocols.	
A.6.4	Describe administrative ability to halt reports or tasks being run by another user that are too resource intensive and administrative ability to set rules to prevent against users running reports or tasks that are too resource intensive (i.e., access controls by projected resources consumed for a given task).	
A.6.5	Describe how product requires secure, unique user identification and authentication and session communication for every session.	
A.6.6	Describe types of logs – and archives logs – of access, authorization and other security violations as well as changes to access, authorization and other security rights.	
A.6.7	Describe approach to session inactivity timeout.	
A.6.8	Describe safeguards to exclude ability to bypass security controls.	
A.6.9	Describe how product tracks and stores all system / data access by users via myriad parameters, including, but not limited to, username, timestamp, data field accessed, source and destination IP and ports.	
A.6.10	Describe capacity for administrative reports listing all users' capabilities and access levels, as well as differential reports listing changes in capabilities that include attributes for who made the change for which account and for which level and area of data access.	

B. REPORTING TOOL REQUIREMENTS

STANDARDIZED EVALUATION RUBRIC AND SCORING TOOL		
Response Codes	Definition	
5	This requirement shall be satisfied without code customization and at no additional cost, by employment of “Out of the Box” functionality.	
4	This requirement shall be satisfied at no additional cost with modification(s) / customization(s) made to the system.	
3	This requirement shall be satisfied at an additional cost with modification(s) / customization(s) made to the system.	
2	This requirement shall be satisfied without code customization and at no additional cost, by use of functionality that is targeted for a future release.	
1	This requirement will not be satisfied by the proposed solution.	
B.1. Reporting System Requirements		
Item #	Requirement	
B.1.1	Describe the reporting tool included in this proposal, and provide an overview of its features that describe how these requirements are met. Also specify whether the reporting tool runs on top of the relational dimensional warehouse, the OLAP layer (if used) or both.	
B.1.2	Describe how the proposed product enables users to browse through all dimension and fact tables to which they have access, to drill down to atomic data, and roll up to summary data.	
B.1.3	Describe how the product enables users to create both ad-hoc one time reports, and libraries of standard reports that will be made more widely available.	
B.1.4	Specify if the web-based interface used by the reporting tool meets the requirement of a “thin client” requiring no software beyond a web browser to be installed on an individual workstation In order for a user to <i>run</i> reports.	
B.1.5	Describe the self-service ability to schedule reports – at intervals, after triggers and at set times and dates - and self-service ability to run reports on an on-demand basis.	
B.1.6	Detail the library of pre-defined reports that address standard higher education needs in area such as, but not limited to, admissions, student retention, persistence, graduation rates, class and faculty loads, grade distribution, course capacity and registration data, and so forth. Provide a list of all pre-defined reports and any alignment to the National Community College Benchmark Project, American Association of Community Colleges Voluntary Framework of Accountability and/or Complete College America metrics.	
B.1.7	Provide a list of pre-defined reports that have been developed in the areas of Finance and Human Resources. If the proposer’s product does not currently include delivered reports for some of these modules/systems specify which ones and describe any plans and timelines for the development and delivery of such reports.	
B.1.8	Describe out-of-box provision of user activity reports, with filters for request types, volumes and access levels, logging errors and capability for User-friendly system administrative functions. Describe any e-mail and SMS notifications when there are system problems or when system events occur.	

B.1.9	Describe the user ability to pre-define the output and printing parameters of reports.	
-------	--	--

B.2. Visualizations		
----------------------------	--	--

Item #	Requirement	
B.2.1	Describe how the capacity of the tool to create charts, graphs, and dashboards. Provide screen shots of sample charts, graphs, and dashboards.	
B.2.2	Describe the products capacity for out-of-box graphical report / dashboard output including, but not limited to, the following depictions: clocks, dials, gauges, pie charts, bar charts, Gantt charts, regressions, sliders, check boxes, traffic lights, stacked columns and other chart types common to Microsoft Excel 2010.	
B.2.3	Describe the products capacity for out-of-box, of the following user-customizable reports: balanced scorecards, strategy maps, workflows for maps, balance sheets, income statements and complex financial models.	
B.2.4	Describe products ability to be integrated into Microsoft Office Suite products, such as component applications like Excel, Word, and PowerPoint.	

B.3. Student Tracking		
------------------------------	--	--

Item #	Requirement	
B.3.1	Describe the cohort tracking capability of the product including the definitions used for determining a cohort in order for the College to calculate retention and completion rates based on data in the SunGard Higher Education Banner Student module.	
B.3.2	Describe the flexibility of defining cohorts and student milestones.	

C. PROFESSIONAL SERVICES REQUIREMENTS

Standardized Evaluation Rubric And Scoring Tool		
Response Codes	Definition	
3	This requirement shall be satisfied without additional cost	
2	This requirement shall be satisfied at an additional cost with modification(s) / customization(s) made to the system.	
1	This requirement will not be satisfied by the proposed solution.	
C.1. Setup And Installation		
Item #	Requirement	
C.1.1	Describe the plan for accomplishing the following: <ul style="list-style-type: none"> • installation and implementation of the DWRS • data and programming tasks required for a successful implementation including the installation of solution components. • training of technical support staff on installation, maintenance , and ongoing administration of all components of the DWRS • training of functional experts on use of the reporting tool to build, modify and run reports • training of technical support staff on use of the ETL tool to modify delivered mappings and create new ones 	
C.1.2	Describe the approaches, technical assistance and functions provided by the vender for working with BHC to correct and cleanse data from source databases	

C.2. Upgrades & Maintenance		
Item #	Requirement	
C.2.1	Describe how upgrades are distributed. Include schedule for major and minor releases, a list of enhancements planned for each in the coming year.	
C.2.2	Describe the product approach for integrating upgrades with any customizations or modifications made by BHC.	
C.2.3	Describe how the vendor communicates product news and updates including but not limited to website, user groups, and/or newsletters.	
C.2.4	Describe the maintenance and upgrade policy for the system, specifically what is provided with the payment of the maintenance fees, particularly as it applies to services and support, patches and fixes, and upgrades.	
C.2.5	Describe all fees associated with future product offerings and/or major revisions due to architectural/technical design changes.	
C.2.6	Describe how you support a test environment prior to putting upgrades into production.	

C.3. Training And Support		
Item #	Requirement	
C.3.1	Describe in detail the system support that is included in the basic proposed price including whether the support includes telephone support, web/email based support and in-person support, 24/7/365.	
C.3.2	Describe how support calls are initiated; including who may place calls from BHC and the support lines that are available. Describe how calls are handled once they Care initiated, including problem resolution management procedures, escalation procedures, etc. Describe how problem calls are prioritized by the Vendor for resolution, (e.g., functional problem, user down, system down, etc.).	
C.3.3	BHC requires that potentially multiple BHC people can contact the contractor for support on technical, functional and application issues. Describe how your support policy meets this requirement.	
C.3.4	Provide statistics on the number of support calls received monthly and the average time to resolution.	
C.3.5	Describe the recommended internal staffing needed to adequately support enterprise-wide BI implementation of the proposed solution.	
C.3.6	Describe any experiences/expertise in providing functionality for satisfying Illinois Community College Board (ICCB) requirements and/or ability to work with the Research team to create templates satisfying ICCB report and export needs and/or correcting and cleansing data. Outline additional costs not included in the base cost for such support.	
C.3.7	Describe training delivery options, such as live instructor classroom training, onsite training, train the trainer, and internet-based courses, self-paced tutorials, and/or customized training options.	
C.3.8	If you provide assistance remotely describe the approach to remote access and how it is secured.	
C.3.9	If additional support packages are available detail those resources and associated costs	
C.3.10	Describe your approach to support/help desk functionality including models for centralized call centers and or outsourcing.	
C.3.11	Detail any extended maintenance cost outside the base cost. What is the annual percentage increase cap?	

C.4. Client References		
Item #	Requirement	
C.4.1	List all higher education institutions that have successfully implemented the proposed system and are using it to report on data extracted from SunGard Higher Education Banner Student module. Include date of instillation and length of time product has been in production.	
C.4.2	List all higher education institutions that are currently in the process of implementing the proposed system to report on data extracted from SunGard Higher Education Banner Student and for each one describe the current stage of progress in that implementation and the anticipated date at which production usage will begin.	

C.4.3	List all higher education institutions that either have implemented or are currently implementing the proposed system to report on data extracted from SunGard Higher Education Banner Finance and Human Resources. In each such case describe the current stage of progress in that implementation and the anticipated date at which production usage will begin.	
-------	--	--

EVALUATION CRITERIA

The Selection Committee will make any necessary reference checks to determine the ability of the Vendor(s) to fulfill proposal requirements. The Vendor shall furnish additional information as may be requested and shall be prepared to show examples of projects it has completed with other customers that are similar to the College's needs. Vendors shall respond to any additional questions that arise during the Selection Committee's review of the Vendor's proposal. Black Hawk College at its sole discretion, reserves the rights to accept or reject any or all proposals, or a portion of, all of, or none of any parts thereof, for any or no reason and with no penalty to BHC. Further, the College may award a contract to any Vendor that best meets the requirements of the College, and is most advantageous. The College may accept a proposal other than the lowest cost proposal, and reserves the right to reject any proposal if it is determined that the Vendor is not properly qualified to carry out its obligations. Further, BHC reserves the right, for any or no reason, and at its sole and absolute discretion, to:

- A. Amend, in whole or part, withdraw or cancel this Request for Proposal
- B. Waive technicalities and informalities in the selection process
- C. Negotiate the terms and conditions of an agreement with the selected Vendor(s), if any. These negotiations could include all aspects of services and fees. Neither the selection of a Vendor nor the negotiation of the agreement with such Vendor shall constitute BHC's acceptance of the proposal or a binding commitment on behalf of BHC to enter into an agreement with such Vendor, as any binding arrangement must be set forth in an agreement signed by both parties and is subject to all requisite approvals.

Criteria to be considered by the Selection Committee include, but are not limited to:

1. Experience in the installation, support, and maintenance of data warehouses and planning system for higher education organizations.
2. The costs associated with the installation, support, and maintenance for installing devices, programs or software, training, support and maintenance of the system and any related additional expenses that may be incurred.
3. Favorable recommendations from referenced clients where similar services are being or have been performed; and
4. Overall quality and completeness of response.

All materials submitted in response to this Request for Proposal will become the property of BHC. Any restrictions on the use of data contained within your submission must be clearly stated in the submission itself. Black Hawk College cannot ensure that all information submitted will be kept confidential and suggests that any proprietary information be clearly marked or otherwise protected by the Vendor. Black Hawk College may be required by the Freedom of Information Act (FOIA) to disclose information about this RFP.

APPENDIX

COST

Please provide cost estimates, where possible, according to the requests below.

	Cost
1. SOFTWARE LICENSING	\$
Identify the cost of licensing software. On a separate sheet, provide an itemized list of the cost of all software being proposed, including both application and system software, as well as a detailed description of the licensing model(s).	
2. SOFTWARE CUSTOMIZATION	\$
Identify and list the costs of customizations, configurations, and information exchanges proposed to meet functionality requirements. This would include estimated costs to customize reports outside of delivered solutions.	
3. HARDWARE	\$
Identify and list costs of any hardware that may be necessary to utilize the full capabilities of your solution.	
4. HOSTING	\$
Identify the cost of hosting any component of the solution, if applicable.	
5. IMPLEMENTATION AND DEPLOYMENT SERVICES	\$
List and describe all costs that are associated with the implementation, deployment, and post-implementation support of the solution. These costs shall include all project management related costs and initial implementation costs.	
6. INTEGRATION PLANNING AND INTERFACES	\$
Identify the cost of the planning and implementation of information exchanges.	
7. TRAINING, CHANGE MANAGEMENT AND DOCUMENTATION	\$
Identify all services and costs associated with training, change management and documentation. Costs shall identify how training and/or change management is delivered and what documentation is included/not included. Include class size or restrictions associated with costs. Costs shall identify project management and travel costs.	
8. DATA CONVERSION / CLEANSING / ETL	\$
Identify all services and costs associated with performing data conversion, mapping, and cleansing.	
9. MAINTENANCE AND SUPPORT FEES	\$
Identify all services and costs associated with maintenance and support. Detail policy and calendar.	
10. UPGRADE COSTS	\$
Identify and list all costs associated with a solution upgrade not included in the above.	
11. THIRD PARTY SOFTWARE OR SOLUTION	\$
Identify and list all costs associated with the selection of using a third-party software/solution with your solution.	

12. ANY ADDITIONAL FEES NOT LISTED	\$
---	-----------

Provide an itemized list of any initial and ongoing costs not identified elsewhere in the proposal.

13. ANY DISCOUNTS/PRICE BREAKS	\$
---------------------------------------	-----------

Provide an itemized list of any discounts or fee reductions and how they are realized.

TOTAL ESTIMATED COST	\$
-----------------------------	-----------

REFERENCE QUESTIONNAIRE

The Vendor listed below has named you as a reference on a project completed within the past three years and/or is currently in progress. The work performed, as indicated by the vendor is described below. Please revise any incorrect data, and/or include any additional relevant information.

Your timely completion will assist Black Hawk College, Moline Illinois in determining the responsibility of this vendor. Your response will be "on the record" and available for the vendor's review. The individual completing this questionnaire may be contacted to confirm their participation. Thank you for your assistance.

**Upon completion, please return this page to:
Mike Meleg, Purchasing Manager, Black Hawk College, 6600 34th Avenue, Moline IL 61265**

To Be Completed By Vendor:

Name of Vendor: _____

Reference Institution Name: _____

Reference Contact: _____

Reference Fax: _____

Reference Phone: _____

Reference E-mail: _____

Description of Project for Which Reference is Requested (Include type of work performed and/or products installed):

To Be Completed By Reference:

1. How long did the implementation of the product take?
2. Please comment on the major challenges to the implementations.
3. Did the vendor deliver the product as specified? Please comment on any differences between the specifications and the implemented product.
4. Please indicate the number of full-time employees you require to maintain the vendor's product.
5. If you had to do it over again, would you use the same product? Please comment on why or why not.
6. Project Completion Date: _____

INSTRUCTIONS TO VENDORS

1. GENERAL

Sealed proposals addressed to Mike Meleg, Purchasing, 6600-34th Avenue, Moline, Illinois, 61265 and marked with proposal RFP 21-12 are due not later than 2:00 p.m. local time on January 24, 2012. Unsigned or late bids will not be considered.

2. POSTPONEMENT OF OPENINGS

A bid opening may be postponed by the College, even after the time scheduled for bid opening, if the College has reason to believe that the bids of an important segment of bidders have been delayed in the mails, or in the communication system specified for transmission of bids, for causes beyond their control and without their fault or negligence (e.g., flood, fire, accident, weather conditions, strikes, or College equipment blackout or malfunction when bids are due); or emergency or unanticipated events interrupt normal College processes so that the conducting of bid openings as scheduled is impractical. At the time of a determination to postpone a bid opening, the new time and date shall be communicated by issuance of an addendum to the prospective bidders who are likely to attend the bid opening. In the case of urgent College requirements precluding the communication of an addendum, the time specified for opening of bids shall be deemed to be extended to the same time of day specified in the bid on the first work day on which normal College processes resume. In such cases, the time of actual bid opening shall be deemed to be the time set for bid opening for the purpose of determining "late bids". The College shall maintain records in the bid file explaining the circumstances of the postponement.

3. ERRORS AND OMISSIONS

All documents shall be completed and submitted as requested by the College. No claim for errors or omissions in the proposal will be considered. Vendors will be held strictly to the proposal as submitted. Proposals may be withdrawn in writing, facsimile, or in person prior to the closing date and time. No proposal may be withdrawn for a period of ninety (90) days following the opening of the proposals.

It is the responsibility of the vendor to examine the site and all conditions thereon. The proposal shall take into consideration all such conditions as may affect contract Work. No additional expense will be allowed for failure to be so informed.

4. COMPLETENESS AND COMPLIANCE

Proposals will be reviewed for completeness and compliance with all requests and requirements, including proposal instructions, specifications, and terms and conditions of the Proposal. Proposals that fail to comply with the essential requests and requirements of the RFP may be rejected as non-responsive and eliminated from further consideration.

5. COMPLIANCE WITH LEGISLATION

Vendor's signature shall be construed as acceptance of, and willingness to comply with, all provisions of the acts of the General Assembly of the State of Illinois relating to wages of laborers, preference to citizens of the United States and residents of the State of Illinois, discrimination and intimidation of employees, including Executive Order #11246. Provision of said acts are hereby incorporated by reference and become a part of this proposal and specifications. The Vendor shall also comply with applicable state and local laws, ordinances and regulation, and OSHA standards.

6. PREVAILING WAGE

Vendor's signature shall be construed as acceptance of; and willingness to comply with, all provisions of the Illinois Compiled Statutes, Chapter 820, 130/1-130/12, Employment Wages and Hours Prevailing Wage Act. All laborers, workmen and mechanics engaged in construction will be paid not less than the "Prevailing Wage."

7. FIRM PRICES

All prices are to be F.O.B. Black Hawk College, Moline, Illinois, freight prepaid. Prices submitted on this document should be considered firm for a period of ninety (90) days from the due date as stated on the cover sheet of this document.

8. EVALUATION, ACCEPTANCE, NEGOTIATIONS, AND AWARD

Black Hawk College reserves the right to negotiate with any Vendor considered qualified or to make an award without further discussions. The College highly recommends that a Vendor's initial proposal reflect Vendor's terms most favorable to the College. Financial as well as other factors will be considered in the evaluation. Proposals from the Vendor should be submitted to Black Hawk College in the most favorable terms possible from the standpoint of cost. Although cost is an important factor, the College is not obligated to award the contract solely on the basis of lowest cost and reserves the right to use other subjective criteria and will make the award as best suits the interests of the College. Perceived inadequacy in any area may disqualify a proposal.

Black Hawk College reserves the right to accept or reject any or all proposals and waive any irregularities. The College reserves the right to request additional information or clarification on any matter included in the proposal. Upon selection of the Vendor, Black Hawk College and the Vendor will enter into an appropriate contract setting forth the terms and conditions of the parties' rights and obligations. Such contract will substantially follow the terms set forth herein except that Black Hawk College reserves the right to make changes.

The College will not pay for any information requested nor is it liable for costs incurred by the Vendor in responding to this request. Elaborate proposals (e.g. expensive artwork) beyond that sufficient to present a complete and effective proposal are not necessary or desired. All costs incurred by Vendors associated with the preparation, submission, presentation and demonstration of proposals and attendance at meetings and presentations, including but not limited to, costs related to transportation, meals, lodging and other related expenses, will be the sole responsibility of the Vendor and will not, under any circumstances, be reimbursed by BHC.

9. ACKNOWLEDGEMENTS OF ADDENDA

Signature of company official on original document shall be construed as acknowledgment of receipt of any and all addenda pertaining to this specific proposal. Identification by number of addenda and date issued should be noted on all proposals submitted.

10. DAMAGES AND NEGLIGENCE

The Vendor shall protect, indemnify and hold harmless Black Hawk College, its employees and Black Hawk College Board of Trustees against any liability claims and costs of whatsoever kind and nature for injury to or death of any person or persons and for loss or damage to any property occurring in connection with or in any incident to or arising out of occupancy, use, service, operations, or performance of Work in connection with the contract, resulting in whole or in part from the negligent acts or omissions of the Vendor.

11. SUPERVISION OF WORK

The Vendor or a thoroughly competent superintendent shall report directly to Kathy Malcolm, Director of Planning and Institutional Effectiveness, Malcolmk@bhc.edu (309)-796-5038 or her representative for all aspects of the contract Work compliance with respect to the specifications.

12. INSURANCE

Prior to beginning any Work at any Black Hawk College location, facility, or property, the Vendor shall furnish a Certificate of Insurance evidencing the existence of the following coverages:

A. Commercial General Liability

1. General Aggregate Limit - \$2,000,000
2. Products – Completed Operations Aggregate Limit - \$2,000,000
3. Personal and Advertising Injury Limit - \$2,000,000
4. Each Occurrence Limit - \$1,000,000

B. Automobile Liability

1. Each Accident - \$1,000,000.

C. Workers Compensation - Statutory

D. Employers Liability

1. Bodily Injury by Accident - \$500,000 each accident
2. Bodily Injury by Disease - \$500,000 each employee
3. Bodily Injury by Disease - \$500,000 policy limit

Black Hawk College, its employees and Black Hawk College Board of Trustees shall be named as Additional Insured's with respect to Commercial General and Automobile Liability Coverages. The Certificate shall provide not less than 30 days advance notice in writing in the event of change or cancellation. The Vendor's insurance carrier shall waive subrogation; such stipulation shall be indicated on the Certificate of Insurance.

13. INSPECTION

Upon completion of the Work, the College shall make final inspection, and finding the entire Work to be in full compliance with all requirements set forth, will accept the Work. The Vendor shall maintain all parts of the Work at his own expense until final acceptance of the entire Work by the College. The College will make no down-payments of any kind. If any defects or omissions in the Work are hidden or concealed at the time of acceptance but become apparent within one year after the final acceptance of the Work, the Vendor shall immediately correct and make good the same upon written notice by the College, and if he fails, refuses or neglects to do so, the College may correct and make good the same and the Vendor hereby agrees to pay on demand the cost and expense of doing such Work.

14. TERMINATION

The College may, at its sole discretion, and at any time, terminate any resultant contract or agreement for its convenience.

15. ASSIGNMENT

The Vendor shall not assign or subcontract any portion of its obligations without the prior written consent of BHC. Assignment or subcontracting shall in no way relieve the Vendor of any of its obligations.

INSTRUCTIONS TO VENDORS

1. Please submit six (6) proposals (one original typewritten or printed in ink, and five copies), and one copy on CD or flash drive in a sealed package addressed and clearly marked as follows:

Purchasing RFP 21-12
Black Hawk College
6600 34th Avenue
Moline, IL 61265

2. Proposals submitted via fax or E-mail will not be accepted.
3. Read and comply as applicable with the Standard Terms and Conditions (Attachment B).
4. Two completed original copies of the Execution of Proposal (Attachment C) Form (typewritten or printed and signed in ink) must be submitted with your proposal package.
5. One completed original copy of the Vendor Certification Form (Attachment D) must be submitted with your proposal package.
6. If you will not be responding to this Request for Proposal, please fill out the Courtesy "Notice of Intent to Bid" Form (Attachment E) and sent to Mike Meleg as directed on the form.
7. One completed original copy of the Guidelines for Contractor and Vendor Disposal of Waste Form (Attachment F) must be submitted with your proposal package.
8. No taxes are to be included in any proposal or proposal price. Generally, states and political subdivisions are exempt from Federal taxes, such as excise and transportation. To the extent any sales, import or other taxes apply they are to be invoiced as a separate item.
9. Bidders are urged to compute all discounts for prompt payment into the proposal prices, with terms of payment to be Net 30 days. Such proposals may receive preference. If a cash discount is proposed and accepted, it will be considered earned if paid within 30 days after receipt of correct invoice or acceptance of goods, whichever is later.
10. Trade discounts, when quoted, should be reduced to a single percentage.
11. Any proposal or bonds signed by an agent or attorney-in-fact shall be accompanied by evidence of authority.
12. It is the Vendor's responsibility to have the proposal correctly marked and in the Purchasing Office by the specified date and time for opening. **NO EXTENSIONS WILL BE GRANTED.**
13. The College will not reimburse the Vendors for any work associated with the submission of this proposal.
14. The College will evaluate all proposals and intends to award a contract on February 17, 2012. The College reserves the right to accept and/or reject any or all proposals or parts thereof.

**TERMS AND CONDITIONS
(Attachment B)**

- 1. Acceptance and Rejection:** Black Hawk College reserves the right to reject any and all bids, to waive any informality in bids and, unless otherwise specified by the bidder, to accept any item in the bid. If either a unit price or extended price is obviously in error or the other is obviously correct, the incorrect price will be disregarded.
- 2. Time for Consideration:** Additional consideration may be given to bids allowing not less than 30 days for review and acceptance.
- 3. Resale Price Maintenance:** Black Hawk College opposes resale price maintenance in public bidding, and bid prices based on this or other anticompetitive practice will be subject to appropriate remedies.
- 4. Non-Discrimination and Affirmative Action:** The Vendor agrees not to discriminate against any client, employee, or applicant for employment or services because of race, creed, color, national origin, sex, marital status, age or the presence of any sensory, mental, or physical disability with regard to, but not limited to, the following: Employment upgrading, demotion or transfer; recruitment or recruitment advertising; layoffs or termination; rates of pay or other forms of compensation; selection for training; rendition of services. It is further understood that any Vendor who is in violation of this clause or any applicable affirmative action program shall be barred forthwith from receiving awards of any purchase order from the State unless a satisfactory showing is made that discriminatory practices or noncompliance with applicable affirmative action programs have terminated and that a recurrence of such acts is unlikely.
- 5. Sexual Harassment:** An amendment to the Illinois Human Rights Act requires eligible bidders for state contracts to implement detailed and specific sexual harassment policies. Every party bidding for and/or obtaining a public contract is required to have written sexual harassment policies that must include, at a minimum, a statement that sexual harassment is illegal, the definition of sexual harassment under state law, a description of sexual harassment (utilizing examples), the party's internal complaint process including penalties, the legal recourse, investigative and complaint process available through the Illinois Human Rights Department and the Commission including directions on how to contact the Department and Commission and the applicability of protection against as provided by the Human Rights Act.
- 6. Specifications:** Any deviation from the specification set forth must be clearly pointed out; otherwise, it will be considered that items offered are in strict compliance with these specifications, and successful bidder will be held responsible therefor. Deviations should be explained in detail.
- 7. Manufacturer's Names:** Any manufacturers' names, trade names, brand names, information and/or catalog numbers used herein are for purpose of description and establishing general quality levels. Such references are not intended to be restrictive and equivalent products of any manufacturer may be offered. Determination of equivalency shall rest solely with Black Hawk College.
- 8. Information and Descriptive Literature:** Bidders are to furnish all information requested and in the spaces provided on the bid invitation form. Further, as may be specified elsewhere, each bidder must submit with his bid cuts, sketches, descriptive literature, and/or complete specifications covering the products offered. Reference to literature submitted previously does not satisfy this provision. Bids in non-compliance with these requirements will be subject to rejection.

- 9. Condition and Packaging:** Unless otherwise defined in the bid invitation or submission, it is understood and agreed that any item offered or furnished shall be new, in current production and in first class condition, that all containers shall be new and suitable for storage or shipment, and that prices include standard commercial packaging.
- 10. Safety Standards:** Manufactured items and/or fabricated assemblies subject to operation under pressure, operation by connection to an electric source, or operation involving a connection to a manufactured, natural, or LP gas source shall be constructed and approved in accordance with any State or local requirements for labeling or re-examination listing or identification marking of the appropriate safety standard organization, such as the American Society of Mechanical Engineers for pressure vessels, the Underwriters' Laboratories and/or National Electrical Manufacturers' Association for electrically operated assemblies, or the American Gas Association for gas operated assemblies. Further, all items furnished by the successful bidder shall meet all requirements of the Occupational Safety and Health Act (OSHA) and State, local, and federal requirements relating to clear air and water pollution.
- 11. Samples:** Samples may be requested as a part of the solicitation or after the opening of bids. When requested, they are to be furnished as called for, free of expense, and if not destroyed will upon request be returned at bidder's expense. Bidder's request for return of samples must be made not later than the date on which they are furnished. Bidder shall label each sample individually with bidder's name and item number.
- 12. Governmental Restrictions:** In the event any Governmental restrictions may be imposed which would necessitate alteration of the material, quality, workmanship or performance of any item offered on this bid prior to delivery, it shall be the responsibility of the successful bidder to notify the Purchasing Office at once, indicating in his letter the specific regulation which requires such alterations. Black Hawk College reserves the right to accept any such alteration, including any price adjustments occasioned thereby, or to cancel the contract.
- 13. Award, Payment, and Assignment:** Award will be made to the responsive and responsible bidder whose bid is most economical according to criteria designated in the solicitation. Acceptance is to be confirmed by purchase order issued by or on part of the using agency, including shipping and billing instructions; the using agency is responsible for all payments. Neither the contract nor payments due may be assigned except with prior written approval of Black Hawk College Purchasing Agent.
- 14. Performance and Default:** Black Hawk College reserves the right to require performance bond from successful bidder. Otherwise, in case of default on part of the contractor Black Hawk College may procure the articles or services from other sources and hold the contractor responsible for any excess costs occasioned thereby. The accepted remedies of force majeure will be considered in assessing any contractor default.
- 15. Patents:** The contractor agrees to hold and save Black Hawk College, its officers, agents, and employees harmless from liability of any kind, including costs and expenses, with respect to any claim, action, cost, or judgment for patent infringements arising out of purchase or use of equipment, materials, supplies, or services covered by this contract.
- 16. Reserved:** (Reserved for including any additional Standard Provisions that may be required.)
- 17. Singular - Plural:** Words in the singular number include the plural and these in the plural include the singular, unless the context directs otherwise.
- 18. Advertising:** In submitting a bid, bidder agrees not to use the results therefrom as a part of any commercial promotion or advertising without prior approval of Black Hawk College Purchasing Agent.

**EXECUTION OF PROPOSAL
(Attachment C)
Please provide two (2) copies**

IMPORTANT: PLEASE BE SURE YOUR ENVELOPE IS ADDRESSED AND MARKED:

Purchasing RFP 21-12
Black Hawk College
6600 34th Avenue
Moline, IL 61265

I have examined the specifications and instructions included herein and agree, provided I am awarded a contract within ninety (90) days of January 24, 2012, to provide the specified items and/or services or Work as described in the specifications and instructions for the sum in accordance with the terms stated herein. All deviations from specifications and terms are in writing and attached hereto.

COMPANY NAME _____

ADDRESS _____

CITY, STATE, ZIP _____

SIGNED (IN INK) _____

PRINTED NAME _____ DATE _____

TITLE _____

TELEPHONE NUMBER _____ FAX NUMBER _____

ACCEPTANCE OF PROPOSAL

Your proposal is accepted as indicated on this copy.

Date: _____ By: _____

Purchasing Manager
Black Hawk College

VENDOR CERTIFICATION
(Attachment D)
VENDOR CERTIFICATION
720 ILCS 5/ ARTICLE 33E

Under penalty of perjury, the undersigned hereby certifies that it is not barred from bidding on this contract as a result of violation of either Section 33E-3 or Section 33E-4 of the Illinois Compiled Statutes 720 ILCS 5/Article 33E, and that this offer has not been arrived at collusively in violation of any law.

Company Name _____

By * _____

Address _____

City/State/ZIP _____

* Must be actual signature in ink of a representative of Vendor authorized to legally commit the Vendor.

Additional Criminal Offenses concerning "Interference with Public Contracting" stated in the Statutes include, but are not limited to the following:

- Section 33E-3 Bid-rigging: A person commits a Class 3 felony who colludes with another person(s) with the intent that the bid(s) submitted shall result in the award of a contract to a particular person.
- Section 33E-4 Bid rotating: A person commits a Class 2 felony who colludes with another person(s) with the intent that the bid(s) submitted shall result in a pattern over time of bid awards being rotated or distributed among those persons.
- Section 33E-6 (d) Interference with contract submission and award by public official: A person commits a Class A misdemeanor who receives a communication(s) from a public official outside of the formal bid process (e.g., the bid document(s), the pre-bid meeting, etc) concerning the specifications or contractors in a sheltered market, and that information is not made generally available to the public, and as a result reasonably believes the award of the bid is likely influenced, or the information specifies that the bid will be accepted only if specified individuals are included as subcontractors, and the person fails to inform either the Attorney General or the State's Attorney for the county in which the unit of government is located.
- Section 33E-7 Kickbacks: A person commits a Class 3 felony that provides, attempts to provide, or offers to provide, any kickback. A person commits a Class 3 felony that solicits, accepts, or attempts to accept any kickback. A person commits a Class 3 felony that includes the amount of any kickback in the bid price. A person commits a Class 4 felony that fails to report any kickback offer or solicitation to law enforcement officials.

- Section 33E-8 Bribery of inspector: A person commits a Class 4 felony that offers anything to an inspector with the intent of receiving wrongful certification or approval of the work. A person commits a Class 3 felony that accepts such bribe. A person commits a Class 3 felony that fails to report a bribe offer.
- Section 33E-11: A person commits a Class 3 felony that bids despite being barred from bidding due to a violation of Section 33E-3 or Section 33E-4
- Section 33E-14 False Statements: A person commits a Class 3 felony that makes false statements for the purpose of influencing the action of the unit of government in considering a vendor application.
- Section 33E-18 Stringing of bids: A person commits a Class 3 felony that knowingly structures, attempts to structure, or assists in structuring a contract to evade the bidding process.

**NOTICE OF INTENT TO BID FORM
(Attachment E)
Due January 20, 2012**

- We shall submit a Request for Proposal for:
- We shall NOT submit a Request for Proposal for:
(Please Check One)

**BUSINESS INTELLIGENCE DATA WAREHOUSE AND REPORTING SOLUTION
RFP 21-12**

Contact Person: _____

Title: _____

Company Name: _____

Street Address: _____

City, State and Zip: _____

Telephone: _____

E-Mail Address: _____

Signature: _____

Date: _____

Vendors who do not submit this NOTICE OF INTENT TO BID form by January 20, 2012, may be removed from our Vendor list for these services.

Please e-mail this form to:

**Mike Meleg
Purchasing Manager
Black Hawk College
6600 34th Avenue
Moline, IL 61265**

**Phone: (309) 796.5002
Fax: (309) 796.0838
Email: melegm@bhc.edu**

**GUIDELINES FOR CONTRACTOR AND VENDOR DISPOSAL OF WASTE
(Attachment F)**

A. GUIDELINES FOR CONTRACTOR AND VENDOR DISPOSAL OF WASTE

Black Hawk College is seriously committed to recycling, and the College expects its Contractors and Vendors to share this commitment as well.

All construction debris generated by Contractor/Vendor, as well as all packaging material (cardboard, banding, shipping crates, etc.), must be removed from the Black Hawk College site by the Contractor/Vendor and disposed of in an environmentally-friendly manner (e.g. recycling).

The Contractor/Vendor is responsible for providing its own dumpster; use of the College's dumpster is not allowed.

Your cooperation in recycling and adhering to the disposal of waste guidelines at Black Hawk College is appreciated. Any Contractor or Vendor who intentionally and knowingly disregards these guidelines may be excluded from further proposal considerations.

(Please keep this section for your files.)

(Please send this section with your proposal.)

Statement of Agreement to Contractor and Vendor Disposal of Waste

I hereby agree to abide by the aforementioned guidelines for Contractor and Vendor disposal of waste.

(Signature – must be in ink)

(Typed or Printed Name)

(Company)

(Date)

For Your Convenience, the Following Checklist will Assist You in Successfully Submitting a Complete Proposal

- | | | |
|---|-----|----|
| 1. Did you include SIX (6) hard copies of the proposal requirements (one original and five (5) copies), plus one copy on disc or flash drive? | YES | NO |
| 2. Did you forward the Reference Questionnaires to your Higher Education clients? | YES | NO |
| 3. Did you read and do you agree to all terms and conditions, including Attachment B, in this proposal? | YES | NO |
| 4. Did you complete and include two (2) completed original copies of the Execution of Proposal, Attachment C? | YES | NO |
| 5. Did you complete and include the Vendors Certification, Attachment D? | YES | NO |
| 6. Did you submit the Notice of Intent to Bid Form, Attachment E, by January 20, 2012? | YES | NO |
| 7. Did you complete and include the Guidelines for Contractor and Vendor Disposal of Waste (Attachment F)? | YES | NO |