Request for Vendor Proposals (RFP)

Enterprise Resource Planning (ERP) Software and Related Services

RFP #08-02

Allan Hancock Joint Community College District
Santa Maria, CA

June 20, 2007
Request for Vendor Proposals (RFP):
Enterprise Resource Planning (ERP) Software and Related Services

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Allan Hancock Joint Community College District

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Introduction:

The purpose of this document is to invite vendors to participate in the Allan Hancock Joint Community College District’s (“District”) procurement process for acquiring enterprise resource planning (ERP) software and related services. In particular, the goal is to solicit proposals for products and services that address the District’s ERP needs.

Profile of the Allan Hancock Joint Community College District:

Allan Hancock College, founded in 1920 as Santa Maria Junior College, is one of the 110 California public community colleges. As the only college in the Allan Hancock Joint Community College District, it serves all of northern Santa Barbara County, a portion of eastern San Luis Obispo County, and part of Ventura County, spanning an area of more than 3,000 square miles. The District’s service area has approximately 225,000 residents who enjoy California living at its best. The area has a mild climate, with temperatures ranging from 55 to 85 degrees year-round, and boasts nearby sunny beaches, mountains, forests, farmlands, and crisp, clean air. A wide variety of cultural and recreational activities are available, and there are also many award-winning wineries in Santa Barbara and San Luis Obispo counties. The area’s economy is based on retail, agriculture, and light manufacturing. The District includes Santa Maria, Lompoc, Vandenberg Air Force Base, Guadalupe, New Cuyama, Cuyama, Solvang, Santa Ynez, Buellton, Los Alamos, Los Olivos, Mission Hills, Mesa Oaks, Casmalia, and parts of San Luis Obispo and Ventura counties.

The District’s main campus is located on the California Central Coast in Santa Maria, halfway between Los Angeles and San Francisco. Santa Maria is adjacent to the coastal cities of Santa Barbara, San Luis Obispo, and Pismo Beach. Satellite centers include the Lompoc Valley Center, opened in 1999; the Solvang Center, opened in 2000 to better serve the residents of the Santa Ynez Valley; and the Vandenberg Air Force Base Center, which serves active duty military personnel stationed at the base, in addition to other residents of the Lompoc Valley. The District also provides classes at other locations in the region.

In every sense, Allan Hancock College is a college for the community. More than 98 percent of its students come from the local area. It offers opportunities for those who want to complete the first two years of a bachelor’s degree, earn an associate degree, prepare for a career, upgrade their skills, or simply learn for the love of it. Because it offers so much to so many, its course offerings are wide and varied.

Enrollment in the District’s credit curriculum is more than 11,000 students per semester, while the Community Education serves more than 5,500 students each semester. Credit students enroll in more than 1,300 courses offered in nearly 150 fields of study via 12 academic departments.

Approximately 1,300 faculty, staff, and students are employed by the District, making the District one of the 12 largest employers in Santa Barbara County, and the fifth largest in northern Santa Barbara County. Its economic impact on the community is more than $150 million annually.
The Intent of the Allan Hancock Joint Community College District:

Allan Hancock Joint Community College District is seeking vendor proposals for the procurement, implementation, and ongoing support of enterprise application software. In addition, the District seeks a system that includes ancillary products such as relational database management systems and professional services.

The Allan Hancock Joint Community College District is eager to enhance its efforts in the following areas:

- Administrative support for instruction
- Streamlined business processes
- Improved services for students, faculty and staff
- Greater access to important resources
- Improved productivity through the use of web-enabled applications
- Responsiveness to state, federal, and internal reporting requirements
- Efficient access to data, information and transaction processing

At a minimum, this RFP is aimed at the procurement of a student and instructional information system, financial aid system, and web self service applications, along with a Portal solution that will provide a single common point of entry to all applications. Consideration will be given to purchasing a new financial aid system; however, the District may elect to continue the use of the current Regents Financial Aid Management (FAM) application. The proposed modules should share the use of an integrated, relational database management system.

This RFP includes a presentation of general system and technical requirements. Vendors are encouraged to be as responsive as possible to each item within this document.

As needed, the District will acquire related software products such as compilers and report writers. Finally, Allan Hancock Joint Community College District will procure services as needed for training, functional consulting, project management, data conversion, software customization, maintenance, and other services.

Procurement Process:

This RFP and any resulting contract or awards shall be governed by the Section 81645 of the State of California Education Code. As such, the following shall apply:

"The governing board of any community college District may contract with a party who has submitted one of the three lowest responsible competitive proposals or competitive bids, for the acquisition, procurement, or maintenance of electronic data processing systems and equipment, electronic telecommunications equipment, supporting software, and related materials, goods, and services, in accordance with procedures, and criteria established by the governing board."
RFP Instructions and Requirements:

Below are instructions and requirements for all vendors. The District will not consider a vendor’s proposal unless it is consistent with all material instructions and requirements.

1. Allan Hancock Joint Community College District has engaged the services of Strata Information Group (SIG) to assist in this procurement process. All vendors shall use Harold George or Jeff McDaniel of SIG as the sole point of contact for all communication throughout the entire RFP process. Harold or Jeff can be reached at:

   Harold George  
   Senior Executive, Client Services  
   Strata Information Group  
   3935 Harney St, Suite 203  
   San Diego, CA 92110  
   210-364-1349 – Cell  
   george@sigcorp.com – Email  

   Jeff McDaniel  
   Senior Executive, Client Services  
   Strata Information Group  
   3935 Harney St, Suite 203  
   San Diego, CA 92110  
   209-482-8562- Cell  
   mcdaniel@sigcorp.com – Email

2. One original and two hardcopies of the vendor’s proposal, each with accompanying documentation, must be sealed and delivered to the attention of Richard Carmody, Business Services, Allan Hancock Joint Community College District, no later than 3:00 PM PDT, July 19, 2007. Any envelope or box enclosing proposal information should bear the superscription: “Enterprise Resource Planning (ERP) Software and Related Services, RFP #08-02, Due date: 3:00 p.m., July 19, 2007”. An electronic copy in MS-Word™ format on CD-ROM must also be provided. Vendors are encouraged to submit a CD-ROM that contains a single document rather than a collection of multiple files.

   Richard Carmody’s contact information is given below. He is best reached by email or telephone. He should only be contacted for information about proposal submission.

   Richard J. Carmody  
   Director, Business Services  
   Allan Hancock Joint Community College District  
   RFP #08-02 for Enterprise Resource Planning (ERP) Software and Related Services  
   800 S. College Drive  
   Santa Maria, CA 93454-6399  
   (805) 922-6966 ext. 3268  
   rcarmody@hancockcollege.edu

3. Vendors’ proposals will be opened at 3:30 PM, PDT, July 19, 2007, in the Business Services Office. Each proposal must conform to the format presented in Appendix A.

4. Each proposal shall be signed by the vendor with their usual longhand signature. Proposals by partnerships must include the names of all partners and be signed in the partnership name by a general partner with the authority to bind the partnership in all relevant matters. Proposals by corporations must include the legal name of the corporation followed by the signature of a person who is authorized to bind the corporation. The name of each signatory shall be typed or printed below the signature. When requested by the District, satisfactory evidence of the authority of all those who signed the proposal shall be furnished.
5. Proposals may be withdrawn by a vendor prior to 3:00 pm, PDT, on July 19, 2007, but not thereafter. A vendor shall not be relieved of the proposal submitted without the District’s consent or vendor’s recourse to Public Contract Code 5100 et. seq.

6. All addenda and bulletins issued prior to July 19, 2007 shall form a part of the specifications issued to vendors for the preparation of their proposals.

7. The District reserves the right to reject any or all proposals, or any portion or combination thereof, or make an award on the basis of the total proposal. In addition, the District reserves the right to waive any irregularity or informality within the proposal or procurement process.

8. Section 508 Compliance statement: Vendors bidding on this proposal must be willing to accept the following statement as part of any agreements that may be entered into with the District: "Vendor hereby warrants that the products or services to be provided under this agreement comply with the accessibility requirements of section 508 of the Rehabilitation Act of 1973, as amended (29 U.S.C. § 794d), and its implementing regulations set forth at Title 36, Code of Federal Regulations, part 1194. Vendor agrees to promptly respond to and resolve any complaint regarding accessibility of its products or services, which is brought to its attention. Vendor further agrees to indemnify and hold harmless the Allan Hancock Joint Community College District, the Chancellor’s Office of the California Community Colleges, and any California community college using the vendor’s products or services from any claim rising out of its failure to comply with the aforesaid requirements. Failure to comply with these requirements shall constitute a breach and be grounds for termination of this agreement."

9. The selection of vendors who will be invited to provide onsite demonstrations and presentations will be based upon a comprehensive review and analysis of the “Critical Criteria for Proposed Software” of each proposal as listed in this RFP.

10. The award of a contract to a qualified vendor, if made by the District, will be based upon a comprehensive review and analysis of each vendor proposal and detailed demonstration. An Evaluation Committee will be established by the District that will evaluate all proposals received in accordance with the Evaluation Criteria. The District shall be the sole judge of the merits of proposed products and services and alone, shall determine its best interests and act accordingly. All vendors shall abide by the decisions of the District.

11. Notice of Intent to Award contract.: Prior to the District’s Board of Trustees taking action to award the contract, the District will issue a Notice of Intent to Award the contract, identifying the name of the vendor to whom the District intends to award the contract. The District expressly reserves the right not to award the contract for the work or to waive any immaterial informalities or irregularities in any proposal.

12. Protest Procedures: A vendor submitting a proposal may file a protest of the District’s intent to award the contract provided that each and all of the following are complied with:
   a) The protest is in writing;
   b) The protest is filed and received by the District’s Vice President, Administrative Services, not more than five (5) calendar days following the date of issuance of the District’s Notice of Intent to Award the contract; and
c) The written protest sets forth, in detail, all grounds for the protest, including without limitation all facts, supporting documentation, legal authorities and argument in support of the grounds for the protest. Any matters not set forth in the written protest shall be deemed waived. All factual contentions must be supported by competent, admissible and creditable evidence.

Any protest not conforming to the foregoing shall be rejected by the District as invalid. Provided that a protest is filed in strict conformity with the foregoing, the District’s Vice-President, Administrative Services or designee, shall review and evaluate the basis of the protest.

13. Upon the District’s request, a vendor shall submit satisfactory documentation of its financial resources, experience in providing relevant products and services, personnel who are available to perform with respect to the proposed contract and any other desired evidence of the vendor’s qualifications.

14. Vendors are entirely responsible for any expenses that are associated with their participation in the procurement process. The District shall have no responsibility.

15. The District reserves the right to perform whatever research it deems appropriate in order to assess the merits of any vendor’s proposal. Such research may include, but not necessarily be limited to, discussions with outside consultants, interviews with the vendor’s existing clients and analysis of industry reports.

16. The District reserves the right to seek clarifications and follow-up information from vendors.

17. Vendors are hereby advised that the District is bound by open records laws and policies when it receives vendor-submitted materials. Any information that constitutes a trade secret that a vendor wishes to declare confidential should be expressly noted as such at the top of each relevant page.

18. If a vendor defaults in its obligation to enter into a contract with Allan Hancock Joint Community College District, the District may procure products and services from other sources and may recover the loss occasioned thereby from any unpaid balance claimed due by the vendor or by proceeding against a vendor’s bonds, if any, or by suit against the vendor. The prices paid by the District shall be considered the prevailing market prices at the time such purchase is made.

19. In the event of litigation, the related matters shall be governed by and construed in accordance with the law of the State of California, Santa Barbara County. The venue shall be with the appropriate state or county court located in Santa Barbara County.

20. The vendor selected by the District will be required to execute a formal contractual agreement based upon the terms and conditions included in this RFP. Such a contract and other documents are subject to the approval of the District and its legal counsel.

21. Each vendor and subcontractor, if any, must possess all appropriate and required licenses or other permits to perform the work as identified in the contract documents. Upon request, each vendor shall furnish the District with evidence demonstrating possession of required licenses and permits.
22. The vendor shall not discriminate against any prospective or active employee engaged to perform any work because of race, color, ancestry, national origin, religious creed, sex, age, disability or marital status. The vendor agrees to comply with applicable federal and state laws including, but not limited to, the California Fair Employment and Housing Act, beginning with Government Code Section 12900, and Labor Code Section 1735. In addition, the vendor agrees to require compliance with this provision by any subcontractor.

23. No interest in the contract shall be transferred to any other party without the permission of the District’s Governing Board.

24. The vendor agrees to indemnify and hold harmless the District from any claim that arises out of its failure to comply with the Rehabilitation Act of 1973, as amended.

25. In accordance with the provisions of Section 3700 of the Labor Code, the successful vendor shall secure the payment of compensation to its employees. The vendor hereby acknowledges, and by submitting a proposal agrees, to the following statement:

“I am aware of the provisions of Section 3700 of the Labor Code which require every employer to be insured against liability for worker’s compensation or to undertake self-insurance in accordance with the provisions of that code, and I will comply with such provisions before commencing the performance of the work of this contract documents.”

26. The successful vendor, and all primary or secondary subcontractors shall procure and maintain the following:

- Public liability insurance for injuries, including accidental death, to any one person in an amount not less than $1,000,000.00.
- Subject to the same limit for each person on account of one accident, in an amount not less than $1,000,000.00.
- Property damage insurance in an amount not less than $500,000.00 per occurrence.
- Worker's compensation insurance in an amount adequate to cover all employees.

27. The successful vendor shall neither commence work nor allow any subcontractor to commence work until all required insurance certificates have been delivered in duplicate to, and approved by, the District.

28. The District does not discriminate with regard to race, color, gender, national origin, or disability in the awarding of contracts. The District encourages the submission of proposals from all vendors who can meet the mandatory requirements set forth in this RFP.
Existing Allan Hancock Joint Community College District Technology and ERP Infrastructure and Services:

Allan Hancock Joint Community College District - Current Software Systems:

The District’s current system consists of an HP3000/968 mini computer running in-house developed COBOL programs to process student information (originally purchased what was known as the Santa Rosa System) and fund accounting (SunGard Bi-Tech IFAS software). The main issues affecting this current configuration are the end of HP support for the HP3000 hardware in December 2008.

There is full integration within the student records modules, which includes admissions & records student data, student accounts, curriculum, schedule and catalog data, counseling information, DSPS data, EOPS data, financial aid, facilities information, community education, assessment data, Web enabled registration, and state reporting requirements. There is partial integration with the fund accounting software.

Critical issues surrounding the move to an integrated system include a shortage of staff in all departments, including IT Services. Data conversion and implementation of any new system will require additional contracted positions. Location of new hardware and associated support staff for a new system is also an issue as space is at a premium throughout the campus.

Other critical issues being considered in the District’s move to a new integrated system are the sequencing of additional projects that are dependent on either the current and/or the new system. Those projects include the move to a compressed calendar, the conversion to the latest SunGard Bi-Tech IFAS system on new server-based hardware, and the addition of SunGard’s Bi-Tech Human Resources module.

Allan Hancock Joint Community College District: Network/Server Infrastructure:

Network:
Allan Hancock College has a main campus in Santa Maria, three off campus centers, and other locations in the District which hold classes. On the main campus, the network is a star topology, with all buildings connected to a central switch (CISCO Catalyst 4500). In the Lompoc Valley Center (LVC) all buildings are connected through a 3COM Superstack II switch. On the main campus and the Lompoc Valley Center (LVC) inter-building connections are Gigabit Ethernet, over optical fiber. Desktops are connected to the network via 10/100 MB or 1 Gigabit Ethernet depending upon the edge switch and the desktop network card. Most servers are connected via Gigabit Ethernet.

The main campus is connected to the internet via a DS3 circuit from the Corporation for Educational Networking Initiatives in California (CENIC). The interior network is secured with a CISCO Firewall PIX 515E.

There are separate T1 data links to the Lompoc Valley Center and the Solvang Center that are routed back to the central CISCO switch.

Verizon DSL lines are used for:
- CLETS: California Law Enforcement Telecommunications System
- Vandenberg Air Force Base office and bookstore
- PCPA box office in Solvang
- Atkinson Center in Santa Maria
- Workforce Resource Center in Santa Maria
A microwave link connects the two South Campus buildings to the main campus. A Proxim Tsunami point to point bridge is used to connect leased office space in the Columbia Business Center (CBC) to the main campus. A second Tsunami bridge connects a remote campus building to the District network.

There are multiple wireless networks on the main campus. A password protected, managed Aruba wireless network to the internet is available for student, staff, and guest access. There is a plan to expand this wireless network from the one building (Library) to multiple buildings over the next few years. The other wireless networks on the main campus are to support computer labs and are only accessible by the computers in a particular lab.

Citrix is not used by the District. VPN is used for remote staff access and for off hours support.

**Phone System:**
The PBX for the main campus is a NEC NEAX 2400. CBC uses a NEC IMP 2000 and the LVC has a NEC IMX 2400. All three are linked with T1s. The District uses a combination of DTERM digital phones and analog phones. Voice-over-IP may or may not be implemented in the future.

The main campus voicemail system is Active Voice Repartee system and LVC has a NEC AD40.

There is a Norstar Modular Integrated Communications System (MICS-Norstar Ox32) supporting key phone systems in remote campus buildings.

**Servers:**
A majority of the District’s 60 servers are a mixture of tower and rack mounted Dell servers running Windows 2000 and 2003. The Active Directory domain is running on a Windows 2003 platform. The main website is running on a Windows 2003 server with SQL Server 2000 as the database.

There are selected centralized file servers shared among departments. Desktops are backed-up locally and servers are backed-up by a tape library application or individual tape units.

District email is available to all employees and is hosted on an Exchange 2003 platform. Email client use includes Outlook Web Access (OWA) for part-time faculty and off campus access, Outlook 2003 for desktop users on the District’s PCs, and Entourage for MACs. Desktops are protected by Sophos anti-virus application.

District faculty, staff, and departmental intranet sites are hosted on Windows SharePoint Services running on Microsoft SQL server, as the data store. The intranet web site is in the process of being re-hosted with Windows SharePoint Services.

**Computers:**
District-wide there are approximately 700 administrative, staff, and faculty PCs and 50 faculty MACs. There are approximately 750 student PCs and 50 student MACs. Windows XP operating system is installed on the PCs with a plan to upgrade to Windows VISTA in 2008. Apple OS X Tiger is installed on most MACs. Dell OptiPlex desktops have been the standard for all new desktops effective Fall 2005.
Interfacing Ancillary Third Party Systems

It is the intent of the District to procure an integrated software solution that meets all the applications needs of District constituencies; however, no single vendor can meet all the District requirements. In an effort to assist vendors in the District procurement processes, an inventory of currently installed specialized applications that may require vendor integration is listed below. Vendors should be prepared to address their capabilities to interface to these specific products in their response to this RFP.

<table>
<thead>
<tr>
<th>Application</th>
<th>Vendor</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>FAM</td>
<td>Regent Education</td>
<td>Financial Aid</td>
</tr>
<tr>
<td>IFAS</td>
<td>SunGard Bi-Tech LLC</td>
<td>Financials, Human Resources, Payroll</td>
</tr>
<tr>
<td>ActionPlanit SEP</td>
<td>Data2Info, Inc.</td>
<td>Student Education Planning</td>
</tr>
<tr>
<td>CCCApply</td>
<td>Chancellor’s Office</td>
<td>Student Application Processing</td>
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<tr>
<td>Blackboard</td>
<td>Blackboard</td>
<td>Learning Management System</td>
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<tr>
<td>Voyager</td>
<td>Ex Libris</td>
<td>Library</td>
</tr>
<tr>
<td>Accuplacer</td>
<td>CollegeBoard</td>
<td>Student Placement Test Scores</td>
</tr>
<tr>
<td>Plato</td>
<td>Plato Learning</td>
<td>Instructional Management System</td>
</tr>
<tr>
<td>DonorPerfect</td>
<td>SoftWare, Inc.</td>
<td>Alumni and Donations</td>
</tr>
<tr>
<td>College Bookstore</td>
<td>Nebraska Book Company</td>
<td>Point of Sale Bookstore System</td>
</tr>
<tr>
<td>SMARTHINKING</td>
<td>SMARTHINKING, Inc.</td>
<td>Online Tutorial</td>
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<tr>
<td>Filer Imaging System</td>
<td>Image Source, Inc.</td>
<td>Student Financial Aid and Counseling</td>
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<td></td>
<td>Documents</td>
</tr>
</tbody>
</table>
Critical Criteria for Proposed Software:

The vendor’s proposed enterprise software should meet all of the following critical criteria:

1. Include modules for Student (including catalog and schedule development), Student Finance, Financial Aid, and Portal systems. The District will consider purchasing a Financial Aid system; however, the District may elect to continue the use of their current Regent Education Financial Aid Management application. Vendors should be prepared to present their Financial Aid systems and the ability to integrate their proposed student systems solutions with the application, Regent Education Financial Aid Management. Vendors must demonstrate that their systems are able to integrate with all areas of the District and with the existing systems as outlined in the RFP Section “Existing Allan Hancock Joint Community College District Technology and ERP Infrastructure and Services”, including the recently purchased SunGard Bi-Tech IFAS Financial, Human Resources and Payroll applications. Vendors must demonstrate that their systems reduce and eliminate the redundant entry of data.

2. Be web-enabled and include self-service applications for students, faculty, and staff, including online web self-service applications.

3. Provide an integrated Portal application from which all applications can be accessed and support single sign-on.

4. Uses current RDBMS (Relational Database Management System) technology as the foundation of system.

5. Vendors must demonstrate the ability of their systems to provide for multiple levels of data security and demonstrate how the system insures the integrity of the data being entered.

6. Vendors need to describe how their systems provide for the automation of business processes through the use of a workflow engine, workflow modeling and workflow definition tool that will allow the District to automate many multi-step processes.

7. Vendors must describe the various levels of reporting capabilities and demonstrate that they are able to easily access data for daily transaction reporting as well as complex multi-level reporting and to display reports through customized digital dashboards.

8. Presently have all of the above modules in full production at a minimum 10 other California Community Colleges on the software being proposed. Proposal should demonstrate a commitment to the California Community College market. Please provide a list of the existing California Community College customer base for the Proposed Software, detailing the version that is currently in production, the modules that are in production and contact information for each customer.

9. Of particular interest is the vendor’s commitment to the standards and requirements of California Community Colleges Chancellor’s office reporting. This includes all MIS and CCFS 320 requirements. Please list all California Community Colleges where these features are in production status.
   - Are the reporting requirements part of your “Baseline” product?
   - Are they considered custom modifications?
   - Are they priced separately?
   - Are updates included in your annual maintenance agreement?

10. Provide a list of other similar higher education clients, detailing the version that is currently in production and contact information for each customer. Please do not include customers of software other than the Proposed Software.

11. Provide information regarding the long term viability of the products that are part of your proposed solution.
**Dates and Timeframes:**

<table>
<thead>
<tr>
<th>Event</th>
<th>Date/Timeframe</th>
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</thead>
<tbody>
<tr>
<td>Release of RFP</td>
<td>June 20, 2007</td>
</tr>
<tr>
<td>Deadline for vendors’ questions to District</td>
<td>July 3, 2007</td>
</tr>
<tr>
<td>Deadline for District to respond to vendor questions</td>
<td>July 10, 2007</td>
</tr>
<tr>
<td>Deadline for Vendors to submit responses to RFP</td>
<td>July 19, 2007</td>
</tr>
<tr>
<td>Selection of vendors who will be invited to provide onsite demonstrations and presentations</td>
<td>July 31, 2007</td>
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<tr>
<td>Demonstration scripts sent to participating vendors</td>
<td>August 3, 2007</td>
</tr>
<tr>
<td>Potential onsite vendor demonstrations and presentations</td>
<td>Sept 10-21, 2007</td>
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<tr>
<td>Release of &quot;Notice of Intent to Award“</td>
<td>November, 2007</td>
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<tr>
<td>Finalization of contract terms and pricing</td>
<td>November, 2007</td>
</tr>
<tr>
<td>Approval of contract award by the District’s Board of Trustees</td>
<td>November, 2007</td>
</tr>
</tbody>
</table>

All questions should be submitted to Harold George or Jeff McDaniel of SIG in writing by the deadline indicated above. Written answers to questions will be distributed to all vendors by July 10, 2007.

Vendors are strongly encouraged to schedule their resources according to the above dates and timeframes.
Supplementary Questions:

The following questions are important with respect to the evaluation of proposals. Vendors should provide clear and detailed responses to each item.

1. Please indicate whether the proposed software includes the following ERP applications/modules:
   - Student (including registration, records, transcripts, catalog and schedule development, degree audit, student educational planning)
   - Student Finance
   - Financial Aid
   - Integrated Portal
   - Community Services (self-supporting, non-credit, short courses, and others)

2. Please provide detailed information about reference sites. We are specifically interested in your most recent implementations. Please include the following:
   - Name of institutions
   - Contact names, titles, telephone numbers, and email addresses
   - List of installed software products and the production status of each, when they were implemented and which release.

   Please organize the information about reference sites with respect to the following categories:
   - California community college(s)
   - Other colleges and universities within California

3. It is increasingly important for the District to effectively manage its enrollment, curricula, instructional facilities and assignment of faculty. Please describe how the proposed software supports various instructional management functions.

4. The District desires an integrated system that enables self-service functions. Students, faculty, and staff should be able to perform a variety of transactions online, 24 x 7, through a web interface. Examples of such transactions include admissions, registration, including registration by permission code, fee payment, transcript requests, academic history queries and student program evaluations, grade entry and changes, positive attendance hour entry, change of demographic information including mailing address, viewing of financial aid awards, viewing of class rosters, and other information. It is assumed that security mechanisms enable the protection of data from unauthorized users. Please describe, in detail, the self-service functionality that is included with the proposed software.

5. For each of the following items, please provide specific information about how the proposed software supports the District's reporting functions.
   - MIS
   - CCFS320
   - 1098T reporting
   - Other state and federal reports
6. Is the proposed software web-enabled? If so, please describe. What browsers and versions do you support?

7. Please describe how your solution meets Section 508 accessibility requirements.

8. Please describe how your solution meets California law related to Social Security numbers. (SB 25)

9. Please describe all available report writers, query tools, and other ancillary software.

10. Please describe the workflow technology that is associated with the proposed software, if any.

11. Please describe any relevant portal technologies that the District should consider including interfaces to SharePoint Services.

12. Please describe how your solution interfaces with various Learning Management Systems (LMS) such as Blackboard, ETUDES, MOODLE, Sikai, and other open source LMS systems.

13. Please describe any online training materials that the District should consider.

14. Please describe data migration Application Program Interfaces (API’s).

**General Technical Information:**

Please answer the following technical questions with respect to the proposed system:

1. Please describe in detail the options available regarding Relational Database Management Systems Software that the vendor’s solution is available to run on? Please indicate the number of clients currently running on each RDBMS platform.

2. Indicate what hardware platforms including application servers, mass storage devices and others that can be used to support the proposed system? How should such platforms be sized? What operating system(s) can be used to support the proposed system?

3. Please present a physical topology and logical topology (both in graphical form) that describe an appropriate hardware and software environment.

4. Please describe the recommended specifications for client platforms, including operating systems, amount of memory, processor speed, and other pertinent information.

5. What programming languages are inherent within the proposed system? What compilers, if any, need to be acquired by the District?

6. What kind of middleware, if any, is recommended or required?

7. Do your applications run on a variety of client workstations including PC’s and Mac’s?

8. Does your solution support a **completely** browser-based work environment? If not, is such an environment planned? If planned, when it is scheduled to be released?

9. Please describe a typical technical and support staff structure to maintain and support your solution for a campus of our size including database administrators, system administrations, programmers, help desk, and others.
Appendix A: Required Format for RFP Responses

**Section 1: Executive Summary**
Provide an executive summary that summarizes the proposal.

**Section 2: Vendor Profile**
Provide the following information:
(a) Name of vendor
(b) Vendor’s mailing address, telephone number, FAX number, and web site address
(c) Vendor’s primary contact person
(d) Primary contact person’s title, mailing address, telephone number(s), FAX number, and email address
(e) Brief overview of the vendor’s company, products and services

**Section 3: Vendor’s Understanding of the RFP**
(a) Provide a statement that acknowledges the vendor’s understanding of the “Procurement Process” as presented in the RFP.
(b) Provide a statement that acknowledges the vendor’s understanding of the “RFP Instructions and Requirements” as presented in the RFP.

**Section 4: Critical Criteria for Proposed Software**
Provide responses to each of the items within the “Critical Criteria for Proposed Software” section of the RFP.

**Section 5: Proposed Software Products**
(a) Identify all application software that is proposed or required.
(b) Identify all database technologies and/or file management systems that are proposed or required.
(c) Identify all required ancillary software including middleware, compilers, and report writers, which the District should consider.
(d) Identify all optional ancillary software including middleware, compilers, and report writers that the District should consider.
(e) Summarize the features, functionality and characteristics associated with each software product.

**Section 6: Supplementary Questions**
Provide a response to each of the items within the “Supplementary Questions” section of the RFP.

**Section 7: State/Federal Reporting Requirements**
For each major application Student, Financial Aid, and Student Financials summarize the functionality that enables support for state and federal reporting. In particular, such a summary should address the following questions:
(a) Is the vendor’s current software already compliant? If not, how will compliance be achieved?
(b) What product commitments, if any, is the vendor making with respect to reporting functions? How will such commitments unfold?
(c) How does the vendor ensure ongoing compliance with the release of software upgrades?
### Section 8: General Technical Information

Provide a response to each of the items within the "General Technical Information" section of the RFP.

### Section 9: Proposed Training and Implementation Services

(a) Describe the training and implementation support that is required, recommended, available or provided for each proposed software product, including the database management system.
(b) Provide a suggested 18-month implementation schedule, including major milestones.
(c) For each major system implementation activity, estimate the number of hours of vendor-provided professional services that are needed.

### Section 10: Additional Services

(a) Describe all additional services including remote technical support that are required, recommended, and available or provided for each proposed product.
(b) Provide information about the internal staffing requirements that the District should consider with the proposed system.
(c) Provide information about National, Regional and State specific Users Groups that are supported by your company. Include contact information for Officers of those Users Groups.

### Section 11: Data Conversion and System Interfaces

(a) Describe the products, utilities, processes and services that are recommended or needed for the conversion of the District's existing data.
(b) Identify a means of developing and maintaining interfaces between Allan Hancock Joint Community College District’s new SunGard Bi-Tech IFAS Financial, Human Resources and Payroll enterprise system services, and the District’s future Student and Financial Aid systems.
(c) Identify a means of developing and maintaining interfaces between the proposed ERP applications and the District’s existing ancillary systems, some of which are web-enabled.

### Section 12: Software Maintenance and Enhancements

(a) Describe the benefits, impacts, and schedules of new releases and modules. State the circumstances under which such releases are mandatory or optional.
(b) Describe, both during and after the warranty period, the procedures for obtaining product support.
(c) Describe, in detail, how gaps between the vendor’s baseline product and the District’s functional needs will be identified, analyzed and resolved. Given the District’s requirement to preserve existing functionality (but not necessarily present business processes); it is important for vendors to present a strategy that enables the District to maintain the capabilities that are inherent within its existing enterprise solutions.
(d) Explain how custom modifications can be made by the vendor and District. In addition, describe the alternative mechanisms for maintaining such modifications over time.

### Section 13: Vendor’s Corporate Strength

Describe the vendor’s corporate history, market segment(s), client base, employee base, research and development programs and financial well-being.
### Section 14: Optional Products and Services

Describe, in detail, all optional products and services. Vendors are hereby advised that the District may want to procure an optional item, but might not be able to do so if it is not formally declared in this section. Optional products might include query tools, workflow systems, Interactive Voice Response (IVR) solutions, utilities, documentation, training materials, data warehouses, database technologies, security mechanisms, and others.

### Section 15: Additional Information

Provide any additional information that the District should consider in its evaluation of proposals. This would include a list of whether your company is currently involved in litigation with any of your clients.

### Section 16: Acknowledgement of Addenda

Provide a statement that acknowledges the issuance and receipt of any RFP addenda, if applicable.

### Section 17: Non-collusion Affidavit

Vendors are required to submit a Non-collusion Affidavit with their Proposals. See Appendix B for the Affidavit.

### Section 18: Signature Page

The person whose signature appears below is legally empowered to bind the company in whose name the proposal is entered.

- Company Name:
- Mailing Address:
- City, State, and Zip Code:
- Telephone Number:
- FAX Number:
- Email Address:
- By (Actual Signature):
- By (Typed Name of Signatory):
- Title of Signatory:
- Date of Signature:
Appendix B:

In accordance with Public Contract Code §7106, the following Affidavit must be executed by Proposer and submitted with proposal

"Non-Collusion Affidavit"
To Be Executed By Proposer And Submitted With Proposal

State of California, County of ___________________

I, ____________________________, being first duly sworn, deposes and says that I am
(Typed or Printed Name)
the __________________ of _______________________________________________,
(Title)                                 (Proposer Name)
the party making the foregoing proposal. In connection with the foregoing proposal, the
undersigned declares, states and certifies that:

1. The proposal is not made in the interest of, or on behalf of, any undisclosed person, partnership, company, association, organization, or corporation.
2. The proposal is genuine and not collusive or sham.
3. The proposer has not directly or indirectly induced or solicited any other proposer to put in a false or sham proposal, and has not directly or indirectly colluded, conspired, connived, or agreed with any proposer or anyone else to put in a sham proposal, or that anyone shall refrain from bidding.
4. The proposer has not in any manner, directly or indirectly, sought by agreement, communication, or conference with anyone to fix the proposal price of the proposer or any other proposer, or to fix any overhead, profit, or cost element of the proposal price, or of that of any other proposer, or to secure any advantage against the public body awarding the contract of anyone interested in the proposed contract.
5. All statements contained in the proposal are true.
6. The proposer has not, directly or indirectly, submitted his or her proposal price or any breakdown thereof, or the contents thereof, or divulged information or data relative thereto, or paid, and will not pay, any fee to any corporation, partnership, company association, organization, proposal depository, or to any member or agent thereof to effectuate a collusive or sham proposal."

Executed this ____ day of ___________, 20__
at ______________________ (City, County and State)

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

________________________________________          __________________________________
Signature                          Address

________________________________________           __________________________________
Name Printed or Type          City County and State

(________) ______________________________
Area Code and Telephone Number