REQUEST FOR QUALIFICATIONS AND PROPOSALS – INFORMATION TECHNOLOGY CONSULTANT SERVICES, SOUTH ORANGE COUNTY COMMUNITY COLLEGE DISTRICT

South Orange County Community College District (SOCCCD) is inviting submittals from qualified firms, partnerships, corporations, associations, or professional organizations to provide a variety of comprehensive professional Information and Technology (IT) Consultant services to SOCCCD for on-call services for miscellaneous projects that come up over the next five years.

If you would like to submit a response to this Request for Qualifications and Proposals, please send seven (7) hard copies and one (1) electronic copy of requested materials to:

South Orange County Community College District  
Facilities Planning & Purchasing  
Health Sciences Building  
28000 Marguerite Parkway  
Mission Viejo, CA 92692  
Attn: Mary Opel

Questions regarding this RFQ&P may be directed to Brandye K. D’Lena via email at bdlena@socccd.edu.

The District may modify the RFQ&P prior to the deadline for submittals by issuance of an electronic addendum on the district bid website at www.socccd.edu.

All responses must be received by mail, recognized carrier or hand delivered by

September 30, 2014, 2:00 P.M.
INTRODUCTION

South Orange County Community College District (SOCCCD) requests qualifications from experienced professional IT consulting firms related to Information Technology services including but not limited to project management, business analysis, database design, software development, and quality assurance services. The evaluation timeframe is expected to be two months with a November Board of Trustees recommendation. Selection will result in an Agreement with one or more IT Consultant firms expected to provide comprehensive professional services to the District on an as needed basis over the next five years.

The District is requesting qualification statements and proposals from consultants with a proven track record.

The successful candidates will be required to execute a formal agreement with the DISTRICT.

It is the intent of this Request for Qualifications and Proposals (RFQ&P) to establish the specifications, terms and conditions governing the selection process.

BACKGROUND

The District consists of two colleges and a developing campus: Saddleback College, Irvine Valley College and the Advanced Technology and Education Park (ATEP).

Saddleback College located in Mission Viejo, celebrated its 40th anniversary on September 23, 2008. Saddleback College is approximately 175 acres and serves over 42,000 students each year.

Irvine Valley College, located in Irvine, was founded in 1979 as Saddleback College North Campus and established as Irvine Valley College July 1, 1985. Irvine Valley College is approximately 100 acres and serves over 14,000 students each year.

ATEP, the Advanced Technology Education Park, opened its doors to students in 2007.

The District’s Master Plan outlines the growth and modernization throughout the District with a strategy for project development consistent with projected student population growth. In order to meet the needs of future projects, the District wishes to engage one or more IT Consultant Services firms to utilize for IT services for South Orange County Community College District. Project costs over the next five years are estimated to vary from $75,000 to $2,000,000. Projects are expected to be requested, approved and funded on a yearly cycle with project expenditure fluctuating from year to year. IT Consultants will manage the project from the pre-design phase to implementation. It is expected that most, if not all, design and implementation undertaken by SOCCCD will include input and participation by both colleges and their IT Departments. Coordination with other district consultants may also be required depending on scope of work.

SUBMITTAL INFORMATION AND SUBMITTAL SCHEDULE

All submittals shall be in the form and formatted as specified in this RFQ&P. Submittals which do not include all of the elements as specified, or which deviate from the proposed format and content as
specified, may be deemed “non-responsive” by the evaluation committee and eliminated from further consideration.

Time is of the essence. Submitting Firms will be expected to adhere to the required dates and times.

Submittal questions must be in writing and be directed to Brandye D’Lena via email at bdlena@socccd.edu with the subject line indicating “Question(s) for IT Services RFQ & P”. If questions are submitted after the deadline, they will not be answered and firms must provide a submittal using the information in the RFQ & P and any addenda provided.

Request for Qualification & Proposals Submittal Schedule

<table>
<thead>
<tr>
<th>Event</th>
<th>Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>RFQ - 1st Advertisement</td>
<td>September 9, 2014</td>
</tr>
<tr>
<td>RFQ - 2nd Advertisement</td>
<td>September 16, 2014</td>
</tr>
<tr>
<td>Mandatory Pre-Proposal Meeting @ 1:30 PM</td>
<td>September 17, 2014</td>
</tr>
<tr>
<td>Deadline for written questions</td>
<td>September 22, 2014</td>
</tr>
<tr>
<td>Last addendum</td>
<td>September 24, 2014</td>
</tr>
<tr>
<td><strong>Deadline for RFQ Submittal</strong></td>
<td>September 30, 2014</td>
</tr>
<tr>
<td>Interviews for Identified Services</td>
<td><strong>October 23, 2014</strong></td>
</tr>
<tr>
<td>Debriefing Meetings</td>
<td>October 28, 2014</td>
</tr>
<tr>
<td>Board Approval</td>
<td>November 17, 2014</td>
</tr>
<tr>
<td>Announcement of Selected Firms</td>
<td>November 18, 2014</td>
</tr>
</tbody>
</table>

During the review of the submittals, SOCCCD will not report apparent errors or request submittal clarification. Submittals will be interpreted as presented. Firms are responsible to proof documents to avoid errors.

The delivery package must be clearly marked with the RFQ & P title, Firm’s name and address, contact name, email and phone number.

**Submittals may be withdrawn at any time before the deadline by written request of person signing the Certification.**

Late submittals will be returned to the firm **without evaluation** and firm will not qualify for consideration. It is the firm’s responsibility to ensure submittals are received on or before the deadline and at the identified location. A postmark will not be accepted as meeting the delivery requirement. Third party carriers are routed through the warehouse and may experience delay from carriers stated delivery timeframe. Hand delivery should include time allowances for limited parking, the possibility of elevator failure (third floor delivery) or other potential obstacles to reaching the delivery location in a timely manner.

**SCOPE OF WORK**

**Services:** The IT Consultant services shall include the following:
Overview

SOCCCD is seeking the services of a company that can supply consultants with a mix of software development related skills, according to project needs, over the course of up to five years. The consultants will be embedded onsite with the SOCCCD development team to develop higher education applications in support of students, faculty, and staff. The company must have deep Microsoft .NET development expertise and be able to deliver web based solutions through our secure portal, employing the architecture and technology stack in use at SOCCCD.

Services: The IT Consultant services are to include the following:

- Must be able to supply managed services for Higher Education related software development (administrative and academic), primarily for our locally developed Student Information System (SIS)
- Must be able to supply consultants with the following skills and experience: engagement management, project management, software architecture, business analysis, programming, database administration (both DB development and DB administration), testing/QA, software support, release management, mobile development
- Must be able to supply local consultants (no travel expenses) who can work primarily onsite embedded with the SOCCCD development team
- Must be a Microsoft Gold Certified Partner with gold competencies in app dev required and app integration, and Application Lifecycle Management (ALM) desirable
- Familiarity with California Community College administrative applications, particularly Student Information Systems, is desirable.

Technical Qualifications:

- Must have deep experience with the SOCCCD development stack:
  - Team Foundation Services (TFS)/Visual Studio for Application Lifecycle Management (ALM)
  - .NET framework, ASP.NET 4.0 with C#
  - Microsoft SQL Server for database
  - jQuery, jQuery Mobile
  - WPF for client server using MVVM design pattern
  - MVC, MVP, MVVC design patterns
- Must be experienced with Services Oriented Architecture (SOA).
- Must have deep experience with Agile Scrum software development approach. Experience with Kanban and other Agile methodologies are desirable.
- Must have mobile software development expertise.
- Must have web development expertise. Client server experience (WPF) is desirable.
- The vendor should be capable of staffing a mix of the following positions as required:

  **Engagement Manager/Senior Project Manager**

  Experienced and proven senior project manager with at least 10 years of experience managing Information Technology projects. Plans, directs and controls projects of 2,000 work-hours or larger. Capable of serving in the role of a Business Systems Analyst, or working with a team of analysts to define project requirements and drive an appropriate solution design. The Senior Project Manager role requires a hands-on approach to managing, directing and controlling successful Information Technology solution. This role will also be responsible for managing the engagement, serving as liaison between SOCCCD and the vendor.

  **Project Manager**

  Experienced and proven project manager with at least 7 years of experience managing Information Technology projects. Plans, directs and controls projects of 1,000 work-hours or larger. Capable of serving in the role of a Business Systems Analyst, or working with a team of analysts to define project requirements and drive an appropriate solution design. The Project Manager role requires a hands-on approach to managing, directing and controlling successful software development projects.

  **Lead Business Systems Analyst**

  Responsible for maintaining the overall direction and coordination of the requirements gathering efforts for the development process. Develops the templates, approaches and methods used in the analysis and requirements gathering process. Participates in hands-on sessions with end users and organizational stakeholders. Responsible for the work products and quality control of any Business Systems Analysts working beneath them. Familiar with a variety of software development and requirements methodologies. Agile Scrum experience required. Minimum experience of 7 years in a business systems analyst role with a minimum of two years in an oversight role.

  **Business Systems Analyst**

  Responsible for interviewing users and stakeholders to gather functional requirements of the software system. Participates in hands-on sessions with end users and organizational stakeholders. Familiar with a variety of software development and requirements methodologies. Agile Scrum experience required. Minimum experience of 3 years in a business systems analyst role.

  **Senior Microsoft .NET Architect/Technical Lead**

  Experienced and proven solutions architect and software engineer with at least 15 years of experience designing and developing software solutions, and 6 or more years focused on Microsoft .NET technology. Capable of designing software architecture for enterprise-level
software solutions, developing enterprise architecture components, developing full lifecycle solutions, leading and directing technology teams, mentoring technology teams. Responsible for the successful application of best practices, design patterns, and innovative solutions to each project they touch, the Architect/Technical Lead is expected to make well informed technology decisions for the projects. An expert in several software technology disciplines, this team member is also expected to participate in the development of the solution, and to assist other team members to solve difficult problems. Agile Scrum experience required.

**Senior Microsoft .NET Technical Lead**

Experienced and proven solutions architect and software engineer with at least 10 years of experience designing and developing software solutions, and 6 or more years focused on Microsoft .NET technology. Capable of designing software architecture for software solutions, developing architecture components, developing full lifecycle solutions, leading and directing technology teams, mentoring technology teams. Responsible for the successful application of best practices, design patterns, and innovative solutions to each project they touch, the Technical Lead is expected to make well informed technology decisions for the projects. An expert in several software technology disciplines, this team member is also expected to participate in the development of the solution, and to assist other team members to solve difficult problems. Agile Scrum experience required.

**Senior Microsoft .NET Developer**

Experienced and proven software engineer, with 6-10 years of experience designing and developing software and 3-5 years of experience developing Microsoft .NET applications for both Client/Server and web-based solutions. Capable of working independently or in a team to develop strong technology solutions using ASP.NET, WinForms, C#, and Transact-SQL, with a strong understanding of .NET Framework internals. Agile Scrum experience required.

**Microsoft .NET Developer**

Software engineer with 1-3 years of experience in developing web based and client/server applications within the Microsoft development stack. Knowledge of ASP.NET, C#, and their interactions with HTML and SQL Server for business applications. Agile Scrum experience required.

**Senior Database Architect**

A database architect with at least 10 years of experience developing IT solutions. Capable of modeling enterprise databases, architecting database access and security practices and designing high-availability databases for the enterprise using the SQL Server database. Agile Scrum experience required.

**Database Architect & Developer**

Creates application level functionality for the database elements of the application suite such as stored procedures, views, indexes and triggers. Ensures that the data elements are high
performing and can accommodate the needs of the business logic and user interface modules. 5+ years of development experience with Microsoft SQL Server. Agile Scrum experience required.

Senior QA Engineer Technical Lead

Responsible for creating, planning and directing the quality assurance effort of the project. Works with the client to determine the needs of the user base and anticipated demands on the system. Creates test harnesses (load and functionality) and staging environments for the project. Oversees the defect tracking and resolution process for the project. Involved in key areas of the QA process in a hands-on role. 7+ years of QA work as a team member. Agile Scrum experience required.

Senior QA Engineer

Self-directed in planning, documenting and executing test cases based on direct interaction with software developers, analysts and end-users. Able to create automated tests (load and functionality) as necessary. Able to manually test a software application according to project test plans and test scenarios. Able to perform rigorous exploratory testing (heuristics-based attacks) with little or no direction. Carries out the testing of the application on both a unit and integration level. Reports defects found into the issue tracking system and re-tests as remedies are deployed. 5+ years in a QA role. Agile Scrum experience required.

QA Engineer

Carries out the testing of the application on both a unit and integration level. Reports defects found into the issue tracking system and re-tests as remedies are deployed. 3+ years in a QA role. Agile Scrum experience required.

INSTRUCTIONS FOR SUBMITTING QUALIFICATIONS AND PROPOSALS

Firms shall submit seven hard copies and one electronic copy. Hard copies shall be formatted on standard 8 ½ x 11 white paper with each page clearly numbered on the bottom. Each section, 1 – 12 listed below, shall be tabbed. The original copy shall be marked “Original” and must be wet signed by person authorized to bind the firm.

“Qualifying firms must not be on the federal list of current companies or individuals that have been declared ineligible to receive Federal contracts due to a violation of Executive Order 11246, as amended; Section 503 of the Rehabilitation Act of 1973, as amended 29 U.S.C. Section 793; and/or the Vietnam Era Veterans' Readjustment Assistance Act of 1974, as amended, 38 U.S.C. Section 4212”.

All submittals shall be in the form and formatted as specified in this RFQ. Submittals which do not include all of the elements as specified, or which deviate from the proposed format and content as specified, may be deemed “non-responsive” by the evaluation committee and eliminated from further consideration.

Statement of Qualifications and Proposals should minimally include the following information:
1. **Cover Letter.** A maximum one-page, dated **Introductory Letter** must be submitted including the date, legal name of the respondent, address, telephone and fax numbers, and the name, title, and signature of the person(s) authorized to submit the proposal on behalf of the firm.

2. **Table of Contents.** A **Table of Contents** of the material contained in the proposal should follow the Cover Letter.

3. **Executive Summary.** The **Executive Summary** should contain an outline of your general plan and a brief summary of approach and qualifications to engage in a professional relationship with South Orange County Community College District. (two page maximum)
   a. **Note:** Exhibit E, the Qualification Matrix, should be completed and placed in this section behind the executive summary. This form will be used as part of the review process.

4. **Experience.** Provide any professional registration, certifications and affiliations for the firm. The Respondent shall provide examples of experience skills that will meet the District’s design needs. Describe your experience with public educational IT services projects and more particularly community college projects. Include the scope of work performed within the last five years.
   a. **Sample Projects.** Provide sample projects that represent the work scope, value, and type of project for which the Firm would like to be considered. Identify the Project Manager and any other associates. Clarify the role played by the proposing Firm on the project: for example, Firm provided programming services, augmented district staff or Firm has identified a project a current employee worked on while with a different firm, etc. Indicate the project value, whether the schedule was met or a time extension was required. Indicate project start and finish dates or anticipated completion, if not yet completed. Provide primary reference contact names and phone numbers for each listed project.
   b. **Financial Standing.** Provide a current annual report or audited profit and loss statement and the amounts and carriers of both general and professional liability insurance.
   c. **California Licensed.** Evidence that the Firm is legally certified to conduct business in the State of California for the services offered and experience with college and university educational facilities and other institutional services.
   d. **Locations.** If the Firm utilizes resources from more than one office, indicate office locations and how work would be coordinated. (One page for summary and up to five additional to highlight project specific information if appropriate)
   e. **Delivery.** Describe the type(s) of delivery methods or management team configurations you have worked with and identify which, if any, are preferred.
   f. **Claims.** Provide information on any claim issue you may have been involved in during the last five years. The Firm must have an acceptable history of working proactively to avoid litigation. Provide specific information on termination for default, litigation settled or judgments entered within the last five (5) years.
5. **Personnel.** This section of the proposal should establish the ability of the firm to satisfactorily perform the required services as demonstrated by its representation of staff availability. Information shall further specifically include:
   a. Number of qualified in-house staff.
   b. Identification of any services noted in the Agreement(s) not provided in-house
   c. All personnel assigned to District projects, employees, sub-consultants or subcontractors must:
      i. Possess the minimum qualification to perform the services provided
      ii. Have knowledge and understanding of terms and conditions, major services and activities required to perform services provided
      iii. Have the minimum number of years identified in the position description herein of directly related experience
      iv. Have not entered into a subcontract with any Firms who are ineligible to perform work on a public works project pursuant to Labor Code 17777.1 or 17777.7
   d. Include resumes of proposed personnel, including years of experience in education and more specifically with community colleges. Tie staff participation with referenced projects. Specifically define the role of each person and outline his or her individual experience. Identify any certifications or licenses held (No more than one page per person)
   e. Identify any proposed sub-consultants who would likely be assigned to projects. Provide name and professional qualifications of proposed personnel. Identify number of years or projects Firm has been associated with proposed sub-consultants.
   f. Firms must provide a statement that all proposed participants will meet or exceed the minimum qualifications specified herein.

6. **Scope of Work.** The Scope of Work provided describes the expected effort of the consultant; however, the consultant may recommend refinements, suggestions or brief restatements of the scope of work in this section. (Three pages maximum)

7. **Services.** Define which services anticipated to be provided in-house and those for which you will hire consultants. Define the number of years you have worked with each consultant proposed as part of potential project teams. (One page maximum)

8. **Additional Data.** Provide additional information about the firm as it may relate to this RFQ. Indicate ongoing professional education of staff and total number of permanent employees. DVBE, Small business, small disadvantaged business, minority-owned firms, and small women-owned business participation level. Consortia of small businesses, minority-owned firms, and women’s business enterprises are encouraged, and subcontracts with small businesses, minority-owned firms, and women’s business enterprises are also encouraged. (Include as an appendix if desired)
9. **Professional Fees.** Provide a fee schedule defining hourly rates for the various levels of professionals (i.e., Engagement Manager, Project Manager, Database Architect, etc.) Be thorough and specific as this will form the basis of any contact negotiations for services that may be presented by SOCCCD.

Fees will be based on fully-loaded hourly billing rates for each classification. It shall include costs for all required overhead expenses including insurance. Travel cost from the Firm’s place of business including time, overhead and related expenditures shall be incorporated into the unit prices for each line item and are not to be identified as separate costs. Firms are expected to perform services at the rate amount regardless of the possibility that staff is drawn from a variety of office locations.

Hourly rates provided in this submittal will be used as the basis for contract negotiations. Future Agreements will be based on a lump sum basis.

No separate payment will be made for any other costs of performance or out of pocket expenses, including, without limitation, mileage or time required for dispatching personnel to District locations, subsistence, lodging, fuel charge, vehicle use, transmitting reports, administrative charges, or other similar activities necessary for performance of the services except for personnel that are required to perform services at a destination that is more than 50 miles from Saddleback College. If this circumstance occurs, firm shall first obtain written approval and will be reimbursed at the rate for mileage (for such mileage over 50 miles) set forth by the United States Internal Revenue Services and for per diem travel as set forth by the US General Services Administration.

Proposers shall specifically include hourly rates for full time services in their proposals for the categories noted in Exhibit C, Criteria and Billing for Extra Work. Adjustments may be made to titles to accommodate Firms nomenclature and available services.

Identify any constraints or assumptions that affect the proposed fee. Services that are not specifically included in RFQ & P exhibits may be provided as supplementary information. Be thorough and specific as this will form the basis of any contract negotiations for services.

10. **Client References.** This section of the proposal permits firms to demonstrate their ability and competence to satisfactorily perform the required services by using similar services recently completed for other clients. Information should be furnished for both the firm and any sub consultants included in the proposal and shall include:

   a. Project name, location and description
   b. Client contact name
   c. Telephone number
   d. Email address

   This section may also include letters of recommendation or testimonials.
11. **Certification.** Complete, provide authorized signature, and date the CERTIFICATION - REQUEST FOR QUALIFICATIONS enclosed with this RFQ.

Responses to the RFQ & P should be complete and be prepared to provide an insightful, straightforward, and **concise** overview of the capabilities of your company. Deviation from the defined content, order and format prescribed in this RFQ & P may result a non-responsive evaluation. Submittals received after the due date and time will not be considered or reviewed. The emphasis of your submittal should be on completeness and clarity of content.

The District reserves the right to waive any immaterial deviation in a submittal. The decisions to provide a waiver shall in no way modify or compromise the overall purpose of the submittal, nor excuse the Firm from full compliance with all requirements if awarded an Agreement.

The sample standard agreement (Exhibit B) is not to be included with the Firm’s submittal.

**BASIS OF AWARD**

The selection for the IT Services will be a two-stage process.

1. The first phase of the selection will be based on analysis principally focusing on specific experience and qualifications as presented in the submittal to this RFQ & P.

2. The second phase of the evaluation process will involve interviews with firms that have been determined to be most qualified.

IT Services will be selected on the basis of criteria regarding qualifications, experience, demonstrated competence as well as the best interests of the District as determined by the committee, including consideration of fair and reasonable pricing.

The selection committee will provide a recommendation to the Board of Trustees, for one or more firms to provide IT Services in the upcoming 5-year period.

**Note: By virtue of submission, the proposing firm declares that all information provided in the Statement of Qualifications is true and correct.**

**MISCELLANEOUS**

1. General information about SOCCCD may be found at [http://www.socccd.edu](http://www.socccd.edu). Recent projects are listed at the “Bids” tab.

2. All submittals shall remain active and valid for ninety days following closing date for receipt. The District reserves the right to negotiate the scope and cost of any submittal.

3. Selection may be made solely on the basis of the submittal review or the selection committee may deem it necessary to interview applicants as part of the selection process.

4. The proceedings of the selection committee are confidential. Members are not to be contacted by the proposers. All communication between proposers and the District shall be through the contact information provided above for submitting RFQ materials.
5. All materials, except financial information, submitted in response to this RFQ & P shall become the property of SOCCCD and shall be considered a part of Public Record. The District reserves the option to retain or dispose of all submittals whether selected or rejected.

6. Only written changes to the RFQ & P will be valid. Verbal representations will not be binding on either party. Proposers are responsible to monitor the district bid page for addenda information.

7. SOCCCD reserves the right to reject any or all responses to this RFQ & P. Any and all costs incurred in preparing and submitting a response to this RFQ & P is the sole responsibility of the proposer. This request does not constitute an offer of employment or a contract for services.

Specific Inclusions

1. Exhibit A: Certification – Request for Qualifications
2. Exhibit B: Sample fee schedule for extra work
3. Exhibit C: IT Consultant Services – Qualification Matrix

Proposals shall be received up to but not later than 2:00 p.m., on the date listed in the schedule.
CERTIFICATION - REQUEST FOR QUALIFICATIONS & PROPOSALS

CERTIFICATION - REQUEST FOR QUALIFICATIONS

The undersigned hereby proposes and agrees to furnish any and all required labor, equipment, material, transportation, insurance, and incidentals necessary to provide quality services pertaining to this solicitation in accordance with the terms and conditions of the RFQ & P; declares that the only persons or parties interested in this submittal as principals are those named herein; that this submittal is made without collusion with any other person, firm or corporation; that the undersigned will contract with SOCCCD to provide these services to the District in the manner prescribed herein.

I certify that I have read the attached Request for Qualifications and Proposals – Information Technology Consultant Services and the instructions for submitting an RFQ & P. I further certify that I am authorized to bind the Firm noted in this submittal contractually, know that I must provide seven hard copies and one electronic copy of the Firm’s submittal in response to this request and that I am authorized to commit the Firm to the submittal.

I acknowledge the following addenda(s) ___________________

__________________________________________  __________________________________________
Signature                                           Typed or Printed Name

__________________________________________  __________________________________________
Title                                               Phone

__________________________________________  __________________________________________
Address                                             Email

Provide Seal here, if Corporation
RFQ & P - Exhibit B

**SAMPLE: CRITERIA AND BILLING FOR EXTRA WORK**

The following rates which include overhead, administrative cost and profit shall be utilized in arriving at the fee for extra services. The hourly rates reflected below shall be effective as of the date of execution of this Contract and shall be revised each twelve (12) months; thereafter based upon changes in the Consumer Price Index for the previous twelve month period, using the CPI for the geographical area of the CONSULTANT.

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<thead>
<tr>
<th>CONSULTANT Services</th>
<th>Fee Per Hour</th>
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<tbody>
<tr>
<td>Engagement Manager</td>
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<td>Project Manager</td>
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**INFORMATION TECHNOLOGY CONSULTANT SERVICES – QUALIFICATION MATRIX**

**IT Consultant Services RFQ & P - Qualification Matrix**

**Firm**

**Location**

Proposing firm to complete highlighted cells only.

NOTE: Firm to validate quantities listed on this sheet with supporting documentation in appropriate proposal tab sections.

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<thead>
<tr>
<th>TAB</th>
<th>Description</th>
<th>Firm Location</th>
<th>Proposing firm to complete highlighted cells only</th>
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<tbody>
<tr>
<td>1</td>
<td>Cover Letter - Professional/Format/Signed</td>
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<td>2</td>
<td>Table of Contents - Correct &amp; professional</td>
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</tr>
<tr>
<td>3</td>
<td>Executive Summary - professional - coherent - relevant - concise</td>
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**Experience**

- Years in business (min 3)
- Higher Education IT projects in past 5 years
- Person
- Months of Effort

**Project 1**

**Project 2**

**Project 3**

**Project 4**

**Project 5**

*May add separate page of information if warranted*

- Financial standing
- Location
- Delivery method(s)
- Claims
  - # Termination/Mediation/Litigation in last 5 years

**Personnel**

- Number of in-house staff that meet the experience level for one or more of the positions specified in the scope of work
- Resumes

**Scope of Work**

- Demonstrated understanding of desired services

**Services - Philosophy**

- Quality Control - Process, etc.

**Additional Data About Company**

- On-going education, DVBE etc., Internships, Microsoft partnership level, Other

**Professional Fees**

**Client References/Recommendations**

- Number of references with phone numbers
- Number of written recommendations, testimonials
- Phone interview results

**Certification signed w/ correct # of addenda noted**