

Request for Proposal
Service Desk Software and Services
(RFP #353 D)



South Orange County Community District
28000 Marguerite Parkway
Saddleback College Health Sciences Building, 3rd Floor
Mission Viejo, CA 92692

Responses Due: 2:00 PM, 5/31/17

Request for Proposal
Service Desk Software and Services

RFP #353 D

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Request for Proposal
Service Desk Software and Services

RFP #353 D

Introduction

The South Orange County Community College District (SOCCCD) is considering purchase and implementation of a comprehensive service desk system to serve various functions at Saddleback College, Irvine Valley College and District Services. SOCCCD is rebidding to allow for the best possible outcome to the District. The rebid will allow for additional proposals to be evaluated.

Profile of the South Orange County Community District

South Orange County Community District encompasses 382 square miles in South Orange County serving over 909,000 residents in 26 communities. We know that higher education is directly linked to quality of life and economic vitality. We have helped generations of families achieve their educational and career goals since 1967.

This multi-campus district is comprised of Saddleback College in the City of Mission Viejo (1967), Irvine Valley College in the city of Irvine (1985) and Advanced Technology Education Park (2007) in the city of Tustin.

The District is governed by a seven-member elected Board of Trustees and the district's chief executive officer is the Chancellor.

District Services provides centralized administrative services to our three campuses including: Chancellor and Trustee Services, Business Services, Technology and Learning Services, and Human Resources. These departments provide accounting, benefits, facilities planning, fiscal services, human resources, information technology, institutional research and planning, payroll, public affairs, purchasing, risk management, and warehouse/mailroom services to our district.

The district continually assesses the effectiveness of its services through district-wide surveys, shared governance committees and task forces that are established to accomplish specific projects. Strategic planning is an essential tool for guiding our direction and assuring compliance with accreditation standards.

The Intent of the District

South Orange County Community College District (SOCCCD) is inviting submittals from qualified firms, partnerships, corporations, associations, or professional organizations to provide service desk software and services. Selection will result in an Agreement expected to provide comprehensive professional services to SOCCCD with target date for Agreement execution as identified in the schedule included later in this document.

The District is requesting proposals from firms with a proven track record. It is the intent of this Request for Proposals (RFP) to select the best firm to provide the specified services.

Procurement Process

The District's procurement process will entail four major steps:

Step One:

Vendors will be invited to submit proposals in response to this RFP. Proposals should, at a minimum, meet the District's requirements as listed in the "**Important Criteria for Selection**" section of this RFP and should focus on products and services that best satisfy the District's needs, as presented in this RFP. Cost information is required from vendors as part of their proposals.

Step Two:

The District evaluation committee will evaluate vendors' written responses with respect to the District's needs and critical criteria, as presented in this RFP. Qualified vendors will be invited to continue in the procurement process.

Step Three:

Qualified vendors may be asked to make presentations and perform product demonstrations. Such demonstrations will be based upon the District's specific functional needs and requirements.

Step Four:

After thorough evaluation of vendors' proposals and demonstrations, if required, the District may ask qualified vendors to refine their proposals for various products and services. At the conclusion of such a process, the District anticipates they will make a final recommendation to the District's Governing Board to authorize a contract.

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.

- *The District has engaged the services of Strata Information Group (SIG) to assist in this procurement process. All vendors shall consider Henry Eimstad of SIG or Jon A. Aasted as sole points of contact for all communication throughout the entire evaluation process. Vendors are not to contact SOCCCD, Saddleback College or Irvine Valley College staff. Henry or Jon A. Aasted can be reached at:*

Henry Eimstad
Partner
Strata Information Group
3935 Harney St, Suite 203
San Diego, CA 92110
619-719-2483 – Cell
eimstad@sigcorp.com

Jon A. Aasted
Executive Director of Business Services
28000 Marguerite Parkway
Mission Viejo, CA 92692-3635
(949)582-4678
jaasted@socccd.edu

PROPOSAL INFORMATION:

Submittal Deadline: **2:00 PM, May 31, 2017**

Place of Bid Receipt: SOCCCD – Facilities Planning and Purchasing Department
Saddleback College
Third Floor, Heath Sciences Building
28000 Marguerite Parkway
Mission Viejo, CA 92692-3635

Mailing Address: South Orange County Community College District
Attn: Jon Aasted
Executive Director of Business Services
28000 Marguerite Parkway
Mission Viejo, CA 92692-3635

Proposals will be received up to the above-indicated time and date. Late proposals will not be accepted and will be returned unopened. Proposals may be delivered in person, by U.S. mail, or courier services. Fax proposals are not acceptable. Proposals must be submitted in an envelope plainly marked with the following information: Financial Aid Disbursement Services (SOCCCD RFP #353 D)

Proposals shall be binding upon the provider for 180 calendar days following the award recommendation date. All terms and specifications included in or appended to this solicitation apply to any subsequent award.

Number of Copies: Submit five (5) copies of the proposal. An electronic copy in MS-Word and PDF formats on a flash drive must also be provided. Brochures and other promotional materials are not necessary unless you consider them to be the only way to convey your services.

- Each proposal shall conform to the format presented in Appendix A. Proposals shall include tabs at each identified section and all information shall be presented in the order that is identified in Appendix A.
- Each proposal shall include a Non-Collusion Declaration signed by the vendor with his/her 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.
- Proposals may be withdrawn by a vendor prior to 6/15/17, by submitting a written request to the District. 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.
- All addenda issued prior to 5/26/17, shall form a part of the specifications issued to vendors for the preparation of their proposals and will be made available on the district's bid website.
- The District reserves the right to reject any or all proposals, or any portion or combination thereof. In addition, the District reserves the right to waive any irregularity or informality within the proposal or procurement process.
- 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's: "*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 South Orange County Community College District, the Chancellor's Office of the California Community Districts, and any California community District 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."

- 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 proposal. The District shall be the sole judge of the merits of proposed products and services. The District, alone, shall determine its best interests and act accordingly. All vendors shall abide by the decisions of the District.
- Upon the District's request, a vendor shall submit satisfactory documentation of its financial resources, experience in providing relevant products/services, personnel who are available to perform with respect to the proposed contract and any other desired evidence of the vendor's qualifications.
- Vendors are entirely responsible for any expenses that are associated with their participation in the procurement process. The District shall have no responsibility.
- 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.
- The District reserves the right to seek clarifications and follow up information from vendors.
- 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 and that a vendor wishes to declare confidential should be expressly noted as such at the top of each relevant page and be in compliance with all public agency contract code requirements for permitting exclusion.
- In the event of litigation, the related matters shall be governed by and construed in accordance with the law of the State of California. The venue shall be with the appropriate state or federal court located in Orange County, California.
- 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. A draft contract may be provided as consideration in the development of the Agreement. All contract documents are subject to the approval of the District and its legal counsel. Electronic approval of terms and conditions upon sign-in will not be binding. All contract amendments must be fully executed between those identified as signatory by each party.
- 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/or permits.
- 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.
- No interest in the contract shall be transferred to any other party without the permission of the District's Governing Board.

- Any award that arises out of the procurement process shall be governed by the laws of the State of California.
- 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.
- 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."

- Insurance: Vendor shall not commence work until it has obtained the insurance required herein and has submitted proof of such coverage to the District. Vendor shall not allow any subcontractor, agent, or employee to commence work on the contract without proof of same. Coverage must be secured and maintained for the duration of the contract.
 - (a) Workers' Compensation Insurance not less than the statutory limits and including employer's liability coverage limits not less than \$1,000,000.
 - (b) Comprehensive Commercial General Liability Insurance with limits not less than \$1,000,000 per occurrence.
 - (c) Comprehensive Automobile Liability Insurance with limits not less than \$1,000,000 per occurrence for all owned, non-owned and hired vehicles.

The insurance certificates for (b) and (c) must list the District as additional insured, as follows: **South Orange County Community College District, its Board of Trustees, officers, agents, representatives, employees, and volunteers are added as additional insured.** The certificate must include a copy of the additional insured endorsement that amends the insurance policy.

- 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.

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Existing Applications and Information Technology at SOCCCD

General Background

SOCCCD supports a portfolio of administrative applications that provide services district-wide to students, faculty, and staff. This portfolio includes a complete Student Information System, Human Resources system, Financial Aid system, Financial Aid system, Library Automation system, Learning Management System, and Enterprise Content Management System. In order to simplify management of the systems and minimize expense, SOCCCD IT has standardized on a Windows Server and SQL Server environment with web client access whenever possible.

Web Systems Information

Many systems at SOCCCD provide services through a web browser. Most SIS functionality is delivered through MySite, a web-based portal for students, faculty, and staff. Workday HCM is completely web-based. The PowerFails financial aid system has a student-facing web portal. The OCLC WorldShare library system has a web portal for patrons. Perceptive Capture ECM provides web clients in addition to full Windows clients. The Blackboard LMS is completely web-based.

Current Application Software Supported

Systems Name	Source	Areas Directly Supported	Functional Description
KACE	Dell	IT departments	Service desk tickets, processes and reports
AMMS	MicroWest Software Systems	Saddleback College facilities department	Maintenance for equipment, preventive maintenance, work orders
Student Information System (SIS)	Locally developed	Students, faculty, staff	Comprehensive software application which automates many functions in Student Services and Instruction at the colleges. Services are provided to students, faculty, and staff through a common portal.
Finance (FDM)	Workday	Purchasing (central Purchasing and all offices/departments), Business Services	Software in support of purchasing and accounting
HR/Payroll (HCM)	Workday	HR, Payroll Business Services, College fiscal offices	Software in support of HR functions, budget development, and local payroll processes
PowerFails	College Board	Financial Aid offices	Financial Aid software used to automate all aspects of the college financial aid offices
WorldShare	OCLC	Library staff and students	Library automation system supporting all library functions
Perceptive Capture	Lexmark Enterprise Software	Financial Aid offices, Admissions and Records offices, student services, instruction	Enterprise-wide document management and workflow system
Blackboard LMS	Blackboard	Students, faculty	Learning management system for students
Sharepoint	Microsoft	Faculty, staff	Intranets
Call Manager	Cisco	Students, faculty, staff	District-wide voice system
Email	Microsoft	Students, faculty, staff	District-wide email system
Desktop	Microsoft/HP	Students/faculty,staff	District-wide desktops

Dates and Timeframes*

***All Dates are subject to change at the discretion of the District**

Event	Date/Timeframe
Release of RFP	5/17/17
Deadline for vendors' questions to District	5/25/17
Deadline for District to respond to vendor questions	5/26/17
Deadline for vendors' submission of proposals	5/31/17
Selection of vendors who will be invited to give presentations, if required	If required
On-site vendor demonstrations and presentations	If required
Request for additional information	If required
Finalization of contract terms and pricing	6/1/17
Approval of contract award by the District's Board	6/26/17 or 7/17/17
Contract signed	6/27/17 or 7/18/17
Services begin	TBD

All questions should be submitted to Henry Eimstad of SIG, eimstad@sigcorp.com by email before the deadline indicated above. Written answers to questions will be distributed to all vendors on or before 5/26/17.

Important Criteria for Selection

1. How long has your firm been performing the services required by this RFP?
2. How many years has the firm been in business?
3. How many clients do you currently support for the proposed services?
4. Include a minimum of three (3) clients (preferably in higher education) that the District may contact for reference purposes. Provide the client entity name, years serviced, primary contact name and title, phone number, e-mail and mailing address.
5. List any material claims or litigation against the vendor that will impact the vendor's ability to provide the services requested in this document.
6. The District prefers not to deal with multiple vendors during either the deployment or operation of the system. If other vendors are required, identify them and provide a description of their services. Explain the interaction with them, your firm and SOCCCD.
7. Does the proposed solution meet Section 508 accessibility requirements?
8. Describe the options for hosting the software:
 - a. SaaS
 - b. Local hosting
9. Indicate if you provide the following high level functional requirements as described by Gartner.
 - a. Incident/problem process
 - b. Templates for incident submission
 - c. Service level management- agreements and reporting
 - d. Self-service portal
 - e. Service request management
 - f. Change process Configuration Management and repository (CMDB)
 - g. Knowledgebase and FAQs
10. Please indicate if you can support the following
 - a. Interface with TFS
 - b. Ticket submission modes
 - i. Email
 - ii. Mobile
 - iii. Portal
 - c. Account creation
11. How can you accommodate multiple units (District, Saddleback College, Irvine Valley College, etc.) and simultaneously allowing sharing between the units? Can each unit have separate branding?
12. How does the solution provide ease of transferring incidents from one unit to another?
13. Does your solution include remote assistance software to help end-users?
14. Does your solution have a mobile interface for end-users and technical staff?
15. Does your solution provide a live chat feature?
16. Is your solution designed with HTML 5 technology?
17. Does your solution provide the ability for the end-user to rate the service received?

18. How many updates to the product does your company deploy during a year?
19. How often do you have major releases? Please provide versions and dates.
20. What is the R&D investment as a percentage of total revenue from your company towards the service desk product?
21. Does your product have an integrated client-management module?
22. Does your product have an inventory system and client that runs on both Macs and PCs?
23. Does your product allow users to use an "app store" to install approved programs without the need for technician assistance?
24. Does your product allow the creation and deployment of software/configurations to Macs and PCs?
25. Does your product have a hardware request solution?
26. Does your product have a recommendation engine that can make suggestions to the end user and/or the technician?
27. Does your product have an integrated password reset automation? Does your project monitor application licensing?
28. Does your system integrate into Cisco Call Manager and proactively open tickets for the answering agent? If so, please demonstrate how this works.
29. Does your product have pre-existing reports that can be automated and sent based on a custom schedule? If so, please demonstrate how this works.
30. Does your product allow the creation of custom reports?
31. Does your product have a workflow engine? Does the workflow engine allow for approvals?
32. Does your product have a problem management solution? If so, please demonstrate how a ticket is promoted to a problem and new requests can be easily assigned to a known problem.
33. Does your product have management and technician dashboards?
34. Have you ever converted a client from the AMMS system to your proposed system?
 - a. If yes, identify the client.
 - b. Did you convert their data?
 - c. If no, identify clients you have converted from other systems.
 - d. Did you convert their data?

Scope of Services

Implementation Services

Describe the proposed implementation process including schedule, tasks and responsibilities.

1. Will the vendor provide these service or are they to be provided by a subcontractor? If so, what firm?
2. Submit a detailed timeline for implementation of your services including a project plan illustrating major milestones and deliverables. The District prefers an implementation of ninety days or less.
3. Describe the nature of the support team that will assist the Institution in implementing the program.
4. What roles and responsibilities are to be provided by the District during the implementation?
5. Provide a timeline for a past, successful implementation which would be similar to the District's.

Appendix A: Required Format for RFP Response

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
- (f) Identify proposed staff and provide resume's

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: Important Criteria for Proposed Software

Provide responses to each of the items within the "Important Criteria for Selection" section of the RFP.

Section 5: Proposed Scope of Services

Provide a responses to each of the items within the "Scope of Services" section of the RFP.

Section 6: 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 7: Optional Products and Services

Describe, in detail, all optional products and services. Vendors are hereby advised that the District's may want to procure an optional item, but might not be able to do so if it is not formally declared in this section.

Section 8: Additional Information

Provide any additional information that the District should consider in its evaluation of proposals. Do not provide marketing brochures or generic information that does not meet your specific solution to this Request for Proposal.

Section 9: Acknowledgement of Addenda

Provide attached proposal form that acknowledges understanding and compliance with RFP conditions and acknowledges the issuance and receipt of any RFP addenda, if applicable.

Section 10: Client References

Please provide detailed information about your reference institutions. We are specifically interested in your most recent implementations in higher education. Please include the following:

- a. Names of institutions
- b. Contact names, titles, telephone numbers, and email addresses for both business office and financial aid office units.
- c. List of installed software products and the production status of each, when they were implemented and which release.
- d. Name of firm providing implementation services if not the vendor.

Section 11: Contact Information Page

Company Name:

Mailing Address:

City, State, and Zip Code:

Telephone Number:

FAX Number:

Name of Signatory):

Title of Signatory:

Individual

Name: _____

Title: _____

Partnership

Name: _____

Name of Signatory: _____

Title: _____

Corporation

Name: _____

(a _____ Corporation)

President: _____

Secretary: _____

[Seal]

Request for Proposal
SOCCCD No. 353 D

NON-COLLUSION DECLARATION

The prospective Vendor must sign the Affidavit and provide the information required of Vendor as outlined.

NON-COLLUSION DECLARATION

I hereby swear (or affirm) under the penalty of perjury:

1. That I am the Vendor; a partner, an officer or an employee of the responding company/corporation having authority to sign on its behalf;
2. That the attached proposal or proposals have been arrived at by the Vendor independently, and have been submitted without collusion and without any agreement, understanding, or planned common course of action with any other Vendor or materials, supplies, equipment or services described in the Request for Proposal designed to limit independent offers or competition;
3. That I have fully informed myself regarding the accuracy of the statements made in the affidavit.

Declared this

_____ of _____, _____

Signature

Firm Name

Date

Request for Proposal
SOCCCD No. 353 D

PROPOSAL FORM

Director of Facilities Planning and Purchasing
South Orange County Community College District
28000 Marguerite Parkway
Mission Viejo, CA 92629-3635

In compliance with this Request for Proposal, the undersigned acknowledges that I have read and understand all the conditions imposed herein and have received Addenda numbers _____ and agree to furnish the services in accordance with the attached proposal or as mutually agreed upon by subsequent negotiation.

Name of Firm: _____

Address: _____

City: _____

State & Zip: _____

Telephone: _____

Name: _____

Signature: _____

Title: _____

Date: _____

Appendix B: Required Format for Pricing Proposals

Introduction:

The District is soliciting pricing for either remote and/or on premise hosting. If the software vendor is using a sub-contractor to implement the software, then the sub-contractor should be identified and references included.

Information About the Colleges and District:

Unit	Employees Full Time	Employees Part Time
Irvine Valley College	388	565
Saddleback College	614	1130
District	114	15
Total	1,116	1,710

Initial Estimates of License Counts:

Unit	Named Users	Concurrent Users
Irvine Valley College		
• Marketing		4
• Facilities		4
• Library		3
• Financial Aid		2
• Technology Services		10
• Research		2
Saddleback College		
• Facilities	3	3
• Learning Resources Center		
• Technology Services	3	10
District		
• Information Technology	10	15
• Human Resources	3	3
• Finance	3	3
Total	22	59

Licensing Options:

The District is interested in evaluating pricing alternatives.

- The District is interested in having three "instances" of the software. One for each of the following:
 - Irvine Valley College
 - Saddleback College
 - District Services
- The District desires that the software be configured so that each of these units can share tickets with the others.
- Named user and concurrent user counts. Estimates of these counts have been provided. It is likely that the initial number of licenses purchased will be less that shown above and that the number of licenses will rise over time.
- Vendors should indicate per license costs and volume discounts if applicable.

- The district is considering two options: SaaS hosting and on premise hosting. Vendors should propose both options if they are able.
- Vendors should propose pricing by "module" if appropriate. If all software is "bundled" list what is included.

Instructions for Vendor Proposal:

- This document contains the *required* format for pricing proposals.
- Submittal Deadline: **2:00 PM, April 14, 2017**
- Proposals must be submitted in an envelope plainly marked with the following information: Pricing Proposal RFP 338D. Proposals will be received up to the above-indicated time and date. Late proposals will not be accepted and will be returned unopened. Proposals may be delivered in person, by U.S. mail, or courier services. Fax proposals are not acceptable.
- Proposals shall be binding upon the provider for 180 calendar days following the award recommendation date.
- An electronic version should be submitted via email to Jon Aasted jaasted@socccd.edu and to Henry Eimstad, Strata Information Group at eimstad@sigcorp.com.

Required Format for Pricing Proposals

Section 1: Cover Letter

Provide a brief cover letter that summarizes the pricing proposal.

Section 2: Description of Vendors Pricing Model

Provide a description of the pricing model that is used to determine the cost to the district. Please provide enough information to make it clear to the district the basis for the costs. Please declare all assumptions that were made with respect to proposed pricing including information the basis for calculating prices:

Section 3: Proposed Pricing for Services

Below, vendors must detail the cost for all being proposed. Please provide pricing for the first 5 years' use. Vendors should price all services demonstrated to meet the districts requirements. Vendors may add lines to this document if necessary.

	Year 1 Costs	Year 2 Costs	Year 3 Costs	Year 4 Costs	Year 5 Costs	Total Years 1-5
Annual Cost Option						
Irvine Valley College						
Saddleback College						
District						
Module 1 (specify)						
Irvine Valley College						
Saddleback College						
District						
Module 2 (specify)						
Irvine Valley College						
Saddleback College						
District						
Module 3 (specify)						

Irvine Valley College						
Saddleback College						
District						
(Add additional lines as necessary)						
Test Instance -Show costs for "test system" instances if appropriate.						

Section 4: Estimated Pricing for Training and Implementation Services Specify if vendor or sub-contract is performing the implementation.	Estimated Number of Hours	Hourly Rate	Subtotal (Hours Multiplied by Rate or enter Fixed Fee services)	Estimated Cost of Travel and Materials	Total Cost
1. Implementation Services By Module (indicate if these are done onsite or remotely and the costs difference between those options)					
Module 1					
Module 2					
Module 3					
Add additional lines as necessary					
2. Integration Services					
Active Directory					
Exchange					
TFS					
Workday					
SharePoint					
Tableau					
2. Training Materials (online learning, videos, self-pace learning) if in addition to implementation costs listed above					

Section 5: Implementation Plan

At a high level, provide an implementation plan. The emphasis should be on how the District will make a timely, structured, manageable, and cost-effective transition to a new solution. The implementation should include specific information about system configuration, functional testing, user training, technical training, cutover strategies, documentation, integration of ancillary systems, etc. In addition, vendors must explain how the project will be completed within budget.

Please include information about what internal resources SOCCCD should expect to make available for this project in order to meet the proposed implementation timeline.

Section 6: Implementation References

Provide references for implementation services for the provider proposed. Higher education references are preferred.

Section 7: Proposed Contracts

Provide proposed contracts for all agreements, service offerings, etc.

Section 8: Additional Information

Provide any additional information that the District should consider in its evaluation of proposed pricing.

Section 9: 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:

By (Actual Signature):

By (Typed Name of Signatory):

Title of Signatory:

Date of Signature: