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REQUEST FOR PROPOSALS

**RFP 21P-008 CET REGISTRATION SOFTWARE SOLUTION**

Harford Community College invites competitive sealed proposals to provide a registration management software system solution for the Continuing Education and Training Department as described herein.

Bidders are requested to acknowledge receipt of this request for proposal by email to Beth Bertier, Procurement Assistant at [bbertier@harford.edu](mailto:bbertier@harford.edu).

Bidders may submit any questions via email to Robert Johnson, Director for Procurement at [rojohanson@harford.edu](mailto:rojohanson@harford.edu). The deadline for receipt of questions is **1:00 p.m. Thursday, July 8, 2021.** Questions and answers (if any) will be issued in an addendum shortly thereafter.

Addenda will be posted on the College's web site [www.hccweb1.harford.edu/Procurement/solicitationDocuments](http://www.hccweb1.harford.edu/Procurement/solicitationDocuments) and on Emaryland Marketplace at [www.procurement.maryland.gov](http://www.procurement.maryland.gov). **It is the bidder's responsibility to monitor these sites, download the addenda and acknowledge addenda on its proposal form.**

One (1) original plus five (5) copies of complete technical proposal, submitted in a separate package from the price proposal, must be submitted to the Procurement Office, located in the Conowingo Center, Room 105, at the above address **before 12:00 Noon on Thursday, July 15, 2021.**

Price proposals must be firm for one hundred twenty (120) days after the proposal due date. Award is anticipated to be made by August 2021, with implementation to be completed by September 1, 2021.

The College reserves the right to accept or reject any and all proposals, in whole or in part, received as a result of this RFP; to waive minor irregularities, or to negotiate with all responsible Bidders, in any manner necessary, to serve the best interest of the college. Further, the College reserves the right to make an award in whole, in part, or no award at all.

Robert Johnson  
Director for Procurement  
June 24, 2021

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**Prospective bidders who have received this document or information from a source other than the Issuing Office should immediately go to the Harford Community College Purchasing bid board ([www.hccweb1.harford.edu/Procurement/solicitationDocuments](http://www.hccweb1.harford.edu/Procurement/solicitationDocuments)) to ensure that they have received the correct information, complete documents and any addendums. Failure to monitor the website may result in a non receipt of important information prior to the closing date which may result in the rejection of a bid/proposal.**

## 1.0 PURPOSE OF RFP

Harford Community College is seeking proposals to provide a web-based Registration Management software system solution for the Continuing Education and Training Department as described in section 7.0. The College intends to short list bidders based on an evaluation of the submitted proposals, and invite short listed bidder(s) in for oral presentations. The criteria for evaluating proposals are indicated in section 6.0.

## 2.0 INSTRUCTIONS TO BIDDERS

### 2.1 Clarification; Addenda

2.1.1 Bidders in doubt as to the meaning of any terms, conditions, or specifications, or finding any discrepancy in or omission from same shall notify the Purchasing Agent in writing at once. Such notice in no way obligates the Board of Trustees of Harford Community College (hereinafter referred to as "the College") to revise the bid documents, but should the Purchasing Agent determine that amendment is necessary, each bidder will be furnished same. Acknowledgement of receipt of addenda shall be noted on each bid form submitted.

2.1.2 The College assumes no responsibility for oral or telephonic explanations or interpretations of bid documents.

### 2.2 Cancellation

2.2.1 The College may cancel this RFP, in whole or in part, at any time.

### 2.3 Form of Bids Submitted

2.3.1 Bids must be fully and properly executed on the forms provided by the College, with positive entry in each blank ("N/A" or "0" may be inserted as necessary), typewritten or in ink. Mistakes may be lined out and corrections made before the bid is submitted; the officer signing the bid must initial such corrections in ink.

2.3.2 Each bid must be submitted in a securely sealed envelope, prominently marked with the number and title of the bid, and the name of the bidder. Sealed bids will **not** be accepted via facsimile or email.

2.3.3 Each Bidder must include with his submission a fully executed Affidavit of Non-Collusion, as furnished by the College. Anti-Bribery Affidavits or other special forms may also be specifically required herein, as federal or state funding sources or other special conditions dictate.

2.3.4 The College reserves the right to consider informal any bid not prepared in accordance with instructions.

### 2.4 Preparation of Bids

2.4.1 Bids should be prepared simply and economically, providing a straightforward, concise description of the items or services offered.

2.4.2 The College will not be responsible for any bid preparation or submission costs.

### 2.5 Exceptions; Alternates

2.5.1 Bidders that take exception to any part of this RFP, or intend to offer an alternate product to that specified, must so indicate on the bid form. Failure to do so shall be interpreted as the Bidder's intent to comply with all instructions, terms, conditions, and specifications herein.

2.5.2 Conditional or qualified bids may be rejected.

## 2.6 Errors in Bids

- 2.6.1 Bidders are expected to fully acquaint themselves with all governing laws and ordinances, and inform themselves as to the instructions, terms and conditions, specifications, and other requirements before submitting bids. Failure to do so will be at the Bidders' own risk; relief cannot be secured on plea of error.
- 2.6.2 Should the unit and extended price(s) of any bid, or part thereof, be at variance, the unit price shall prevail for the purpose of evaluating bids.
- 2.6.3 When prices on the bid form are requested in both words and figures, the sum written in words shall govern in the case of any discrepancy.

## 2.7 Time

- 2.7.1 Unless otherwise specified herein, all time periods are expressed in calendar days.

## 2.8 Withdrawal

- 2.8.1 Any bid may be withdrawn before the scheduled due date. After a bid has been opened, it may not be withdrawn during the period stated herein, for which prices and terms must remain valid.
- 2.8.2 The request to withdraw a bid must be made in writing addressed to the College's Director for Procurement.

## 2.9 Receipt and Opening of Bids

- 2.9.1 Each bid shall be submitted to the Purchasing Agent or his/her designated Representative at the place specified herein, on or before the day and hour fixed for its receipt or opening. Bids received prior to that time will be securely kept unopened. No responsibility will attach to the College or its representative(s) for premature opening of any bid not secured and addressed as specified above.
- 2.9.2 The Purchasing Agent or his/her representative will determine when the hour fixed for opening has arrived. No bid received thereafter will be considered.
- 2.9.3 Bids received will be duly recorded and the tabulation may be inspected by appointment.

## 2.10 Award of Bids, Evaluation Criteria, and Proposal Review Meeting

- 2.10.1 The contract(s) will be awarded on the basis of the best value proposal, provided the offer is fair and reasonable, and it is in the best interest of the College to accept it.
- 2.10.2 A proposal review meeting may be scheduled after submission of proposals.

## 2.11 Reservations

- 2.11.1 The College reserves the right to accept or reject, in whole or in part, any and all bids received, to waive informalities or technicalities as the best interests of the College may require, and to waive minor differences in specifications, provided these do not violate the intent nor materially affect the operation for which the items or services are sought, nor increase estimated costs to the College.

2.11.2 The College also reserves the right to increase or decrease the quantities of any materials, equipment or services for which it is soliciting offers hereunder, and to award whole, in groups, or by item unless specifically indicated otherwise.

2.11.3 Unless otherwise specified herein, the College also reserves the right to award the contract(s) within sixty (60) days after the bid opening. Any bid on which the time of acceptance is limited to less than the specified period may be rejected solely on that basis.

2.11.4 The College further reserves the right to reject the bid of a Bidder who, investigation shows, is not currently in a position to perform the contract, or who has previously failed to perform contracts of similar nature in a proper and timely manner.

#### 2.12 Qualifications of Bidder

2.12.1 The College may make such investigation as it deems necessary to determine the ability of the Bidder to provide the required services, and the Bidder shall furnish to the College all such information for this purpose as they may request. Should such investigation or evidence fail to satisfy the College that the Bidder is fully qualified to execute and complete the contract, his bid may be rejected.

2.12.2 Minority business enterprises are encouraged to respond to solicitations.

#### 2.13 Non-Discrimination in Employment

2.13.1 The Bidder shall be an equal opportunity employer and shall conform to all Affirmative Action and other applicable requirements; accordingly, the Bidder shall neither discriminate nor permit discrimination in its operations or employment practices against any person or group of persons on the grounds of race, color, religion, national origin, or sex in any manner prohibited by law.

### **3.0 INSURANCE REQUIREMENTS**

#### 3.1 General Requirements

3.1.1 Required Coverage's. Unless otherwise required herein, the Contractor shall purchase and maintain the insurance coverages listed below.

3.1.1.1 The Board of Trustees of Harford Community College (hereinafter referred to as "the College") does not in any way represent that the insurance limits specified below are sufficient or adequate to protect the Contractor's interests. It is understood that these are minimums only; the Contractor may purchase and maintain additional insurance as will protect him against claims that may arise from operations under the contract.

3.1.1.2 Should any of the insurance coverages indicated below be cancelled, not renewed, or changed in such a manner as would make the coverage not in conformity with the provisions below, thirty (30) days advance written notice shall be given the College, **EXCEPT IN THE CASE OF NON- RENEWAL**. In this event, notice shall be given as soon as known, if that be less than thirty (30) days, not in any event less than ten (10) days. This notice requirement shall be reduced to only ten (10) days in case of cancellation of non-payment of insurance premiums for the coverages certified. All notice requirements shall identify the Contractor and the number of the Purchase Order.

3.1.1.3 Failure to provide, and to continue in force for the life of the contract, the required insurance shall be deemed a material breach of contract.

3.1.2 Certificate of Insurance Before beginning work on the Contract, the Contractor shall provide the College with Certificates of Insurance acceptable to the College that evidence the required coverages, and receive approval of same.

3.1.2.1 Such certificates for liability coverages **must include Harford Community College as an additional named insured.**

3.1.3 Contractor's Responsibility Furnishing of the insurance required herein shall not relieve the Contractor of any responsibilities or obligations assumed under the Contract, or for which the Contractor may be liable by law or otherwise.

3.2 Insurance Coverages: Minimum limits of all coverages shall be not less than those below, or as otherwise provided in the Contract Documents, or as required by law, whichever is greater.

3.2.1 Comprehensive General Liability Insurance Such insurance shall protect the Contractor and save the College harmless from claims which may arise out of, or result from, the Contractor's operations under the Contract, whether such operations be by the Contractor, any Subcontractor, anyone directly or indirectly employed by the Contractor or Subcontractor, or anyone for whose acts any of the above may liable.

3.2.1.1 Minimum Limits of Coverage

.1 Bodily injury/property damage liability—combined single limit of \$1,000,000 per occurrence/\$2,000,000 general aggregate.

3.2.1.2 Coverages to be included: Broad form property damage, including products and completed operations, independent contractor's, and contractual liability coverages previously purchased separately.

3.2.1.3 Damages not to be excluded: Such insurance shall contain no exclusions applying to operations by the Contractor or Subcontractor in the performance of the Contract pertaining to: (1) Collapse of, or structural injury to, any building or structure; (2) Damage to underground property; or (3) Damage arising out of blasting or explosion.

3.2.2 Automobile Liability Insurance Such insurance shall protect the Contractor and save the College harmless from claims for damages because of bodily injury or death of any person or property damage arising out of the ownership, maintenance, or use of any motor vehicle.

3.2.2.1 Minimum Limits of Coverage:

.1 Bodily injury/property damage liability—combined single limit of \$1,000,000 per accident.

.2 The College reserves the right to require a combined single limit of \$3,000,000 per accident for contracts that will involve heavy equipment (e.g. tractors, mix-in-transit concrete trucks) operations on its premises.

3.2.2.2 Coverages to be included: Coverage for all owned, non-owned and hired motor vehicles.

3.2.3 Worker's Compensation and Employer's Liability Insurance Such insurance shall contain statutory coverage for all employees engaged under the contract.

3.2.4 Umbrella Liability

3.2.4.1 Commercial General Liability - Minimum Limits:

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

.2 Aggregate - \$2,000,000

3.2.4.2 Business Auto – Minimum Limits:

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

3.2.4.3 Employers Liability – Minimum Limits:

- .1 Each accident - \$1,000,000
- .2 Aggregate (for disease) - \$1,000,000
- .3 Each employee (for disease) - \$1,000,000

3.3 Indemnification

3.3.1 The Contractor shall protect, hold free and harmless, defend and indemnify the College including its officers, agents and employees) from all liability, penalties, costs, losses, damages, expenses, causes of action, claims or judgments (including attorney's fees) resulting from injury to or death of any person or damage to property of any kind, which injury, death of any person or damage arises out of, or is in any way connected with the performance of the work under this Contract. This agreement shall apply to any acts or omissions, willful misconduct or negligent conduct, whether active or passive, including acts or omissions of Contractor's agents or employees, except that this agreement shall not be applicable to injury, death or damage to property arising from the sole negligence or sole willful misconduct of the College, its officers, agents and employees. Accordingly, the College shall notify the Contractor promptly, in writing, of any claim or action brought against the College in connection with the work under this Contract. Upon such notification, the Contractor shall promptly take over and defend any such claim or action. The College shall have the right and option to be represented in any such claim or action at its own expense.

3.4 Property Lost, Damaged or Destroyed

3.4.1 Any property or work to be provided by the Contractor will remain at the Contractor's risk until final written acceptance by the College. The Contractor will replace, at his expense, all property or work lost, damaged, or destroyed by any cause whatsoever.

**4.0 GENERAL TERMS AND CONDITIONS OF SOLICITATIONS**

4.1 Choice of Law: Compliance with Regulations

4.1.1 In all operations related to the Contract, those ordinances, regulations, and local government resolutions, together with the laws of the United States and the State of Maryland which are or shall become applicable to and control in any way the actions of those engaged as principal or agent, must be respected and adhered to strictly. The Seller shall protect and indemnify the Board of Trustees of Harford Community College (hereinafter referred to as "the College") and their agents and employees against any claim or liability arising from or based on the violation of any such ordinances, regulations, resolutions, or laws, whether by him or his employees.

4.1.2 The Seller shall obtain and pay for all necessary licenses and/or permits, unless otherwise specified herein.

4.2 Compliance with Specifications

4.2.1 The Seller shall comply with the true intent of the specifications and not take advantage of any unintentional error or omission, but shall fully complete every part as hereinafter described.

4.3 Seller's Responsibility: Subcontractors; Assignment

4.3.1 The College will enter into a Contract with the selected bidder only, who shall give personal attention constantly to faithful execution of the Contract, and keep same under his control.

4.3.2 The Seller shall not assign or subcontract, in whole or in part, its rights or obligations under any contract without prior written consent of the

College. Any attempted assignment without said consent shall be void and of no effect.

#### 4.4 Taxes

- 4.4.1 The Seller shall pay, when due, all applicable taxes or assessments, and shall comply with all statutes and regulations of the applicable taxation authorities.
- 4.4.2 The College is tax-exempt, but cannot authorize any Seller to make tax-exempt purchases on the College's behalf.

#### 4.5 Publicity

- 4.5.1 The Seller shall not in any way or in any form publicize or advertise in any manner the fact that it is providing services to the College without the express written approval of the College's Communications Office obtained in advance, for each item of advertising or publicity. However, nothing herein shall preclude the seller from listing the College on its routine client list for matters of references.

#### 4.6 Notices

- 4.6.1 Any notice required shall be in writing and may either be given by personal delivery or sent certified mail, addressed as follows: if to the Seller, at the address set forth in his bid; if to the College, to the attention of the Purchasing Agent at the address set forth in the heading of this solicitation. Either party may change the address to which mailings shall be made from time to time by notice mailed as set forth above.

#### 4.7 Changes

- 4.7.1 The Contract(s) arising from this solicitation shall not be modified, altered, or changed except by mutual agreement confirmed in writing by an authorized representative of each party to the Contract.
- 4.7.2 No change which increases rates or affects levels of service shall be made unless a signed change order is issued to the Seller by the College's Procurement Department, incorporating such change and agreeing to the rate increment or revised service.

#### 4.8 Delay; Force majeure

- 4.8.1 The Seller shall notify the College promptly of any material delay in delivery or performance of specified items or services, and shall detail in writing to the Purchasing Agent the proposed revised performance date as soon as practicable after notice of delay.
- 4.8.2 The Seller shall be liable for delays due to its fault or negligence.
- 4.8.3 In the event of any excusable delay, the date of performance may be extended for a period equal to the time lost by reason of such delay, on written approval of the Purchasing Agent. An equitable financial adjustment may be negotiated between parties for any period of nonperformance.
- 4.8.4 Should the Seller be prevented from delivering or performing specified items or services by circumstances beyond his control, including but not limited to Act of God, war, flood, governmental action, the College reserves the right to withdraw such services from the Contract without incurring further liabilities on the part of the College thereby.



#### 4.9 Annulments

- 4.9.1 The College reserves the right to annul any contract if, in its opinion, there shall be a failure at any time to perform faithfully any of its stipulations. Any action taken in pursuance of the latter shall not affect or impair any rights to claims of the College to damages for breach of contract by the Seller.
  
- 4.9.2 Should the Seller fail to comply with or perform any conditions of the contract within the time stipulated, the College reserves the right to purchase the required terms or services on the open market, and withhold any monies due under the contract to be applied to expenses consequent on the Seller's failure.

#### 4.10 Termination

- 4.10.1 In the event that the Seller violates any of the provisions of the Contract, the College may serve written notice upon the Seller of its intention to terminate the Contract. Such notices will contain the reason for such intention to terminate, and unless within ten (10) days after the serving of such notice the violation or delay shall cease and satisfactory arrangement of correction be made, the Contract shall, upon the expiration of said ten (10) days, cease and terminate.
  
- 4.10.2 If funds are not appropriated for continuance of performance to completion, the Seller shall accept cancellation upon sixty (60) days prior written notice.
  
- 4.10.3 Notwithstanding the foregoing, the Seller agrees that the College shall have the right to terminate for convenience at any time during the term upon giving the Seller thirty (30) days prior written notice.

#### 4.11 Terms of Payment

- 4.11.1 The Seller shall prepare progress payment invoices, based on actual percentage of work completed, less a twenty percent (20%) retention, no more frequently than once per month. The College shall pay such invoices Net 30 days. Final payment shall be made after receipt of all deliverables to the College.

#### 4.12 Headings and Emphasis

- 4.12.1 The section headings, paragraph numbers, italics and other similar features of these documents are for convenience of reference only, and are not to be construed as indicative of the relative importance of any element.

#### 4.13 W-9 Form

- 4.13.1 The awarded bidder will be required to submit a current *W-9 Request for Taxpayer Identification Number and Certification* prior to beginning work. The form may be emailed to the Procurement Office at [bbertier@harford.edu](mailto:bbertier@harford.edu).

#### 4.14 Cooperative Purchasing

- 4.14.1 The College reserves the right to extend the terms and conditions of this solicitation to any and all other agencies within the State of Maryland as well as any other federal, state, municipal, county or local governmental agency under the jurisdiction of the United States and its territories. This shall include but not be limited to parochial institutions, special districts, intermediate units, non-profit agencies providing services on behalf of the government, and/or state, community and/or private colleges/universities, and other schools that require these goods, commodities and/or services. This conditioned upon

mutual agreement of all parties pursuant to requirements which may be appended thereto.

- 4.1412 The supplier/contractor agrees to notify the issuing body of those entities that wish to use any contract resulting from this solicitation and will also provide usage information, which may be requested. A copy of the contract pricing and bid requirements incorporated in the resulting contract will be supplied to the requesting agencies.
- 4.14.3 Each participating jurisdiction or agency shall enter into its own contract with the Awarded Bidder(s) and this contract shall be binding only upon the principals signing such an agreement. Invoices shall be submitted in duplicate "directly" to the ordering jurisdiction for each unit purchased.
- 4.14.4 Disputes over the execution of any contract shall be the responsibility of the participating jurisdiction or agency that entered into that contract. Disputes must be resolved solely between the participating agency and the Awarded Bidder.
- 4.14.5 Harford Community College does not assume any responsibility other than to obtain pricing for the specifications provided in the solicitation document.

## **5.0 SHORT LIST AND PROPOSAL REVIEW MEETINGS**

- 5.1 The College reserves the right to shortlist the Bidders based on the proposal responses to this RFP. The College may conduct a proposal review meeting and oral presentation with the short listed Bidder(s).
- 5.2 The College reserves the right to require the short listed Bidder(s) to demonstrate their product on campus in Bel Air, MD.
- 5.3 The College reserves the right to make adjustments to the scope of goods/services and call for best and final pricing from the short listed Bidders.

## **6.0 EVALUATION CRITERIA**

- 6.1.1 Technical proposal and narrative description in response to the requirements herein.
- 6.1.2 Capabilities, experience, references.
- 6.1.4 Cost

## **7.0 REQUIREMENTS**

### **7.1 Background**

Harford Community College (HCC) is a two (2) year community college that provides high quality, accessible and affordable educational opportunities and services, including university transfer, career, developmental and continuing education programs, that promote professional competence, economic development, and improve the quality of the life in a multicultural community. The College supports the Maryland State Plan for Higher Education and is committed to expanding undergraduate degree opportunities to fulfill state workforce shortages in areas of teacher preparation, health care and technology, and to advance degree attainment for minorities particularly in relation to Title VI of the Civil Rights Act [of 1964]. The College expects to increase educational attainment for individuals as well as to prepare and to sustain an educated workforce for area residents, develop technology for program and service delivery, be accountable for the efficient and effective use of resources, be the primary resource for and coordinator of higher education in the community, and serve as the center for recreation, wellness and the cultural arts.

### **7.2 General**

- 7.2.1 The Solution must have the ability to require payment at the time of registration.
- 7.2.2 The Solution must include preventative functions to avoid create of duplicate profiles.
- 7.2.3 The Solution must be able to handle unlimited user records.
- 7.2.4 The Solution must be available to all users via the web 24/7, including secure controlled access by staff for management functions.\
- 7.2.5 The Solution must be user friendly for students, instructors and staff. Cite examples.

- 7.2.6 Guests must have the ability to peruse and search the online schedule of offerings without logging into the Solution.
- 7.3 Course/Class Management
  - 7.3.1 The Solution must not limit the number of class/section offerings a program can offer.
  - 7.3.2 The Solution must associate accounting codes with class costs and fees/prices.
  - 7.3.3 The Solution must allow contact hours, CEUs, etc. to be tracked.
  - 7.3.4 If courses are built in the Solution, the Solution must offer the ability to add/delete/revise course information.
- 7.4 Administrative Functions
  - 7.4.1 The Solution must have role-based control options for staff access.
  - 7.4.2 The Solution must be able to send automatic email confirmations. Indicate the type of confirmations sent (e.g. registration confirmation, waiting list status, instructor correspondence, registration reminders, other)
  - 7.4.3 The Solution must provide a quick way to analyze whether to run or cancel a class. Describe.
- 7.5 Instructors
  - 7.5.1 If data is not integrated with the College's ERP system (Ellucian Banner) the Solution must retain instructor historical information, such as courses taught with dates and rosters.
  - 7.5.2 If data is not integrated with the College's ERP system, the Solution must manage instructor contracts and integrate with the payroll processing.
- 7.6 Students
  - 7.6.1 Students must be able to self-register and manage registration and contact information securely online through the Solution.
  - 7.6.2 The Solution must include email address collection. Indicate if the Solution is able to email information to students.
  - 7.6.3 Students use an intuitive process when choosing a class and completing their registration and payment. Describe the experience between when a student has chosen a class to the time that the student has completed the transaction. Indicate how many screens the student will navigate through.
  - 7.6.4 Students readily print their transcripts including courses. Will this process be through the Solution or the College's ERP?
- 7.7 Enrollment/Registration Management
  - 7.7.1 The Solution must allow staff to create and associate release forms for the collection of additional from or acknowledgement of a release or waiver by the student during registration
  - 7.7.2 The Solution must allow students to upload relevant documents.
  - 7.7.3 The Solution must provide automate email confirmations of registrations.
  - 7.7.4 The Solution must enable transcribing in Banner.
- 7.8 Payment/Security Transactions
  - 7.8.1 The Solution must allow for online payments via credit car or ACH.
  - 7.8.2 The Solution must have the ability for staff to manually register a student for course enrollment via check or cash payment.
  - 7.8.3 The Solution must have the ability to send email receipts to the registrant and/or company at the College's discretion.
  - 7.8.4 The Solution must allow staff to process refunds.
  - 7.8.5 The Solution must be fully PCI compliant.
  - 7.8.6 The Solution must allow staff to accept and record deposits on accounts to be automatically released at a later date.

- 7.8.7 The Solution must be compatible with the nature of the billing for ELC students who are billed automatically on a recurring basis.
- 7.8.8 The Solution must allow payment plans.
- 7.9 Marketing Functions
  - 7.9.1 Staff must be able to control website presentation and communicate branding look and feel of the program via the website.
  - 7.9.2 Staff must be able to make changes to the homepage or other pages in the website.
  - 7.9.3 Staff must be able to customize the message in the automatically generated email templates.
- 7.10 Program Development Tools and Analysis Reports
  - 7.10.1 The Solution must be able to accommodate required State of Maryland reports.
  - 7.10.2 The Solution must have the ability to support financial reporting and auditing requirements with receipts/cancellation data.
- 7.11 Integration and Security
  - 7.11.1 The Solution must be able to integrate with the College's Ellucian Banner ERP.
- 7.12 Desirable Features
  - 7.12.1 General
    - 7.12.1.1 The Solution must eliminate duplicate data entry.
    - 7.12.1.2 The Solution must offer advanced search capabilities.
    - 7.12.1.3 The Solution must be ADA compliant (Americans with Disabilities Act Standards for Accessible Design)
    - 7.12.1.4 Course must be able to be created both in the Solution and Ellucian Banner.
  - 7.12.2 Course/Class Management
    - 7.12.2.1 Staff must be able to have options for how course and/or section numbers are assigned.
    - 7.12.2.2 The Solution must allow course/class information such as instructor, schedule, and location to be exported from the system for creation of a print schedule.
    - 7.12.2.3 Classes must be made available to the public (i.e. full color schedule, online listings etc.) or not depending on program need.
    - 7.12.2.4 The Solution must track direct and indirect section/class costs.
    - 7.12.2.5 The Solution must track estimated and actual section/class costs.
    - 7.12.2.6 Staff must be able to create proof-of-completion documents (certificates) and associate them with section/classes.
    - 7.12.2.7 If courses are built in the Solution, the Solution must offer the ability to clone courses.
    - 7.12.2.8 Instructor biographies for classes must be included with course descriptions.
    - 7.12.2.9 The Solution must include course evaluations.
  - 7.12.3 Administration Functions
    - 7.12.3.1 The Solution must be able to integrate with Astra Schedule by Ad Astra.
  - 7.12.4 Instructors
    - 7.12.4.1 The Solution must allow instructors to communicate with students via email with the ability to attach files such as assignments.

- 7.12.4.2 The Solution must be able to generate class rosters or sign in sheets for the instructor
- 7.12.4.3 The Solution must allow instructors who have been granted permission to enter grades and attendance for classes to which they are assigned.
- 7.12.4.4 Instructor profiles must include comprehensive information on faculty members to include name, contact info, email, phone and brief profiles.
- 7.12.4.5 The Solution must include email address collection. Indicate if the Solution is able to email information to instructors.
- 7.12.5 Students
  - 7.12.5.1 The Solution must be able to read ERP 'holds' and the College can choose which codes are enforced during the self-registration process.
  - 7.12.5.2 Parents must have the ability to manage their children's registration through the creation of parent/child relationships with profiles.
  - 7.12.5.3 Students must be able to register more than one person in one transaction.
- 7.12.6 Enrollment/Registration Management
  - 7.12.6.1 The Solution must have the ability, if the class is full, to place a registrant in a "wait list" status for the class, if requested.
  - 7.12.6.2 The Solution must provide the ability for staff to review students who have been "wait listed" with automated notification when space becomes available.
  - 7.12.6.3 The Solution must allow for promotions and discounts.
  - 7.12.6.4 The Solution must allow for student tuition waivers and scholarships.
  - 7.12.6.5 The Solution must allow students to self-register themselves and others in the same transaction.
  - 7.12.6.6 The Solution must allow students to register for non-class type activity (e.g. special events).
- 7.12.7 Payment/Secure Transactions
  - 7.12.7.1 The Solution must allow for third party billing and organization payment.
  - 7.12.7.2 The Solution must integrate with Transact payment plan technology.
  - 7.12.7.3 Staff must be able to manage Accounts Receivable in the Solution and the College's ERP.
  - 7.12.7.4 The Solution must allow other payment options in addition to credit card and ACH.
  - 7.12.7.5 The Solution must allow staff the ability to refund credit card transactions directly back to the credit card.
  - 7.12.7.6 The Solution must be able to produce and accept third party payments.
  - 7.12.7.7 The Solution must be able to support various payment gateway vendors.
- 7.12.8 Marketing Functions
  - 7.12.8.1 If records are held in the Solution, then the Solution must have tools to display demographics of students.
  - 7.12.8.2 Staff must have the ability to compile marketing lists based on interest through the Solution.

- 7.12.8.3 Staff must be able to email promotional material through the Solution.
- 7.12.8.4 Staff must be able to export information for use in a design program to assist in brochure creation.
- 7.12.8.5 The Solution must offer services to track how visitors interact with the site.
- 7.12.8.6 The Solution must have the ability to survey students.
- 7.12.9 Program Development Tools and Analysis Reports
  - 7.12.9.1 The Solution must have report capabilities
  - 7.12.9.2 Staff must be able to customize reports.
  - 7.12.9.3 Staff must be able to save customized reports for individual staff or full organization use.
  - 7.12.9.4 Staff must be able to extract data from the Solution.
  - 7.12.9.5 The Solution must include Business Intelligence Tools.
  - 7.12.9.6 The Solution must have the capability to report receipts by type of payment.
  - 7.12.9.7 Staff must be able to schedule reports for delivery.
  - 7.12.9.8 The Solution must provide the ability to access tables for reporting in third party reporting software.
- 7.12.10 Integration and Security
  - 7.12.10.1 The Solution must use Ellucian Ethos to integrate with Ellucian Banner ERP.
  - 7.12.10.2 The Solution must integrate with Ellucian Banner ERP in real time.
- 7.12.11 Implementation and Ongoing Support
  - 7.12.11.1 Solution vendor must provide user training.
  - 7.12.11.2 Solution vendor must provide customer support.

## 8.0 PROPOSAL FORMAT

### 8.1 TECHNICAL PROPOSAL SUBMITTAL

- .1 Technical proposal with a narrative describing the hosted solution and the proposed implementation plan for Harford Community College in accordance with the requirements herein. Technical proposal must include a cover letter, signed by an officer of the firm. Envelope shall be marked "Technical Proposal" and bidder's firm name.
- .2 A description of the implementation plan including the recommended amount of on-site start-up, training, and technical support services.
- .3 A description of the on-going remote technical service available to the College
- .4 Company profile and references as delineated in paragraph 9.0 (page 15).
- .5 References on form provided
  - .1 Offerors must include a minimum of three (3) current references on the form provided. References from higher education customers are preferred and will be awarded greater scores.
- .6 Answers to Technical Questions.

### 8.2 PRICING SUBMITTAL

- .1 Pricing proposal shall be provided in a **separate envelope from the technical proposal** and marked "Pricing Proposal" and bidder's firm name.
- .2 Proposed pricing to be submitted on price proposal form provided in this solicitation document along with the Non-Collusion Certificate.

**9.0 FIRM (COMPANY) PROFILE, EXPERIENCE**

- 9.1 Bidders shall submit a company profile to include, at a minimum: the background and history of the company; size of the company including the number of employees; annual sales volume for each of the past three (3) years, and number of years in the business.
- 9.2 Submit three (3) references of similar scope, performed in the past five (5) years, in accordance with instructions on the form provided herein.
- 9.3 Bidders must have a minimum of five (5) years experience providing the services covered in this RFP.

**10.0 BILLING AND PAYMENT**

- 10.1 The original and one (1) copy of each invoice shall be mailed to Harford Community College, ATTN: Accounts Payable, 401 Thomas Run Road, Bel Air MD 21015; the College's purchase order number must appear on each.
- 10.2 Alternate method of billing
  - .1 Invoices may be emailed to Accounts Payable at [acctpay\\_finance@harford.edu](mailto:acctpay_finance@harford.edu).
  - .2 The College assigned purchase order number must appear on the invoice document.
- 10.2 The firm awarded the contract shall provide a completed/signed current W-9 form prior to issuance of Notice to Proceed.
  - .1 The W-9 shall be emailed to Beth Bertier, Procurement Assistant at [bbertier@harford.edu](mailto:bbertier@harford.edu).

Procurement Office  
Harford Community College  
401 Thomas Run Road  
Bel Air Maryland 21015

**RFP 21P-008 CET REGISTRATION SOFTWARE SYSTEM SOLUTION**

All proposals must be fully and properly executed, securely sealed, and marked with the number and title of the bid and the date and time of its opening. Envelopes shall be addressed to the Procurement Office at the address above (See Instructions to Bidders)

Proposals must be received in the Procurement Office located in the Conowingo Center, Room 105, at Harford Community College **not later than 12:00 Noon on Thursday, July 15, 2021.**

To be considered responsive, each bid submitted must, at a minimum, include the following documents:

**Technical Proposal to include:**

1. References, on the form provided;
2. Complete proposal narrative response to requirements, sections 7.0 and 8.0;
3. Company profile response to paragraph 9.0;
4. Answers to Technical Questions.

**Price Proposal to include:**

- 1, Price Proposal form, completed and signed in a separate envelope from the technical proposal;
2. Bidders may attach additional pages to delineate pricing.
3. Non-Collusion Certificate, completed and signed;

-----  
BID OF: \_\_\_\_\_ DATE \_\_\_\_\_  
(Firm Name)

In accordance with the foregoing Instructions, General and Supplementary Terms and Conditions, and Specifications, including Addenda No. \_\_\_\_\_, \_\_\_\_\_, \_\_\_\_\_, \_\_\_\_\_, and \_\_\_\_\_ thereto, I/we submit the following for evaluation:

1. FIRM LUMP SUM PRICES

Provide the Registration Software Solution as described herein

- .1 Initial license fee first year

\_\_\_\_\_ DOLLARS \$ \_\_\_\_\_  
Words (Figures)

- .2 Annual license fee after first year

\_\_\_\_\_ DOLLARS \$ \_\_\_\_\_  
Words (Figures)

- .3 Hosting fee

\_\_\_\_\_ DOLLARS \$ \_\_\_\_\_  
Words (Figures)

- .4 On-site Implementation, Start Up, and Training Services Fee

\_\_\_\_\_ DOLLARS \$ \_\_\_\_\_  
Words (Figures)



.5 Other Fees, if any (explain on a separate attachment)

\_\_\_\_\_ DOLLARS \$ \_\_\_\_\_  
Words (Figures)

2. TIME OF IMPLEMENTATION: The College intends to award the contract by mid-August 2021, and the Supplier shall fully implement by September 2021.

3 EXECUTION: The undersigned, duly authorized to bind the named firm, agrees, upon receipt of written notice of acceptance of this proposal within one hundred twenty (120) calendar days after its opening, and to execute the contract in accordance with the proposal as accepted, and to render a certificate of insurance within ten (10) calendar days after notification of award.

_____	_____
Firm	Authorized Signature
_____	_____
Street Address	Typed/Printed Name
_____	_____
City,State,Zip	Title
_____	_____
Telephone	Email

If a corporation, place corporate seal beside signature above and state:

Name of president:\_\_\_\_\_

Name of secretary:\_\_\_\_\_

Under laws of what state incorporated:\_\_\_\_\_

Minority Business Certification: (Please check one)

\_\_\_\_\_ MBE    \_\_\_\_\_ WBE    \_\_\_\_\_ Not applicable

Procurement Office  
Harford Community College  
401 Thomas Run Road  
Bel Air, Maryland 21015

NON-COLLUSION CERTIFICATE

**RFP 21P-008 CET REGISTRATION SOFTWARE SYSTEM SOLUTION**

I HEREBY CERTIFY that I am the \_\_\_\_\_  
(Title)

and the duly authorized representative of the firm of \_\_\_\_\_

whose address is \_\_\_\_\_.

AND THAT NEITHER I nor, to the best of my knowledge, information and belief, the above firm nor any of its other representatives I here represent have:

- (a) Agreed, conspired, connived or colluded to produce a deceptive show of competition in the compilation of the proposal being submitted herewith;
- (b) Not in any manner, directly or indirectly, entered into any agreement, participated in any agreement, participated in any collusion to fix the price proposal of the offeror herein or any competitor, or otherwise taken any action in restraint of free competition in connection with the Contract for which this proposal is submitted.

In making this affidavit, I represent that I have personal knowledge of the matters and facts herein stated.

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Printed or Typed Name

Procurement Office  
Harford Community College  
401 Thomas Run Road  
Bel Air, Maryland 21015

REFERENCES

Solicitation: **RFP 21P-008 CET REGISTRATION SOFTWARE SYSTEM SOLUTION**

Each firm must furnish at least three (3) current references, within last five (5) years, that are similar in nature and scope and best represent the bidder's ability to perform the work and meet the specifications and requirements herein,.

1. Firm Name \_\_\_\_\_  
Address \_\_\_\_\_  
\_\_\_\_\_  
Telephone: \_\_\_\_\_ Fax \_\_\_\_\_  
Contact \_\_\_\_\_  
Email: \_\_\_\_\_  
Project \_\_\_\_\_  
Dates performed \_\_\_\_\_

2. Firm Name \_\_\_\_\_  
Address \_\_\_\_\_  
\_\_\_\_\_  
Telephone: \_\_\_\_\_ Fax \_\_\_\_\_  
Contact \_\_\_\_\_  
Email: \_\_\_\_\_  
Project \_\_\_\_\_  
Dates performed \_\_\_\_\_

3. Firm Name \_\_\_\_\_  
Address \_\_\_\_\_  
\_\_\_\_\_  
Telephone: \_\_\_\_\_ Fax \_\_\_\_\_  
Contact \_\_\_\_\_  
Email: \_\_\_\_\_  
Project \_\_\_\_\_  
Dates performed \_\_\_\_\_

PROPOSAL OF: \_\_\_\_\_  
Firm Name

Procurement Department  
Harford Community College  
401 Thomas Run Road  
Bel Air, Maryland 21015

NO PROPOSAL REPLY FORM

**SOLICITATION: RFP 21P-008 CET REGISTRATION SOFTWARE SYSTEM SOLUTION**

Dear Sir or Madam:

To assist us in obtaining good competition on our invitations for bids, we ask that each firm that has received an invitation, but does not wish to bid, state their reason(s) below. This information will not preclude receipt of future solicitations unless you request removal from the Bidder's List by so indicating below.

Unfortunately, we must offer a "No Proposal" at this time because:

- 1. We do not sell the items/services for which proposals are requested.
- 2. The specifications are either unclear or too restrictive (Please explain in the "Remarks" section.)
- 3. We cannot submit a proposal because of marketing or franchising policies of the manufacturing company.
- 4. We do not feel we can be competitive. (Please explain in the "Remarks" section.)
- 5. Other commitments preclude our participation at this time.
- 6. We do not wish to participate in the proposal process.
- 7. We do not wish to bid under the terms and conditions of the Request for Proposal document. Our objections are: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_
- 8. We do not wish to sell to Harford Community College. Our objections are: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_
- 9. Other: \_\_\_\_\_  
\_\_\_\_\_

Remarks: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Firm Name \_\_\_\_\_  
(PLEASE PRINT)

Authorized Signature \_\_\_\_\_

We wish to remain on the Bidder's List.

We wish to be removed from the Bidder's List.

Rev 1/01