



California  
Community  
Colleges

## **CCCTC-24-02 California Community Colleges New eTranscript California System**

Published: January 13, 2025

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REQUEST FOR PROPOSALS #CCCTC-24-02 CALIFORNIA COMMUNITY COLLEGES NEW  
ETRANSCRIPT CALIFORNIA SYSTEM

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### SCHEDULE OF EVENTS

Event	Time (Pacific Time Zone)	Date
RFP Issued	5:00 PM	January 13, 2025
Disability Accommodation Request Deadline	5:00 PM	January 16, 2025
Notice of Intent to Respond Deadline	1:00 PM	January 17, 2025
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Completion of Requirements Response & Cost Proposal Evaluations and Notification to Vendors (Round 2)		March 24, 2025
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Notice of Intent to Award Contract		April 21, 2025
Contract Negotiations		April 22-May 22, 2025
Anticipated District Governing Board Approval to Award Contract		June 2025

## CCCTC-24-02 California Community Colleges New eTranscript California System

### SECTION A: INTRODUCTION

The California Community Colleges Chancellor's Office (CCCCO) has issued this Request for Proposal (RFP) through Butte-Glenn Community College District ("BGCCD" or "the District") to define the following: minimum contract requirements; solicit proposals; detail proposal requirements; and outline the District's process for evaluating proposals and selecting the contractor to provide the necessary products and services to develop a new Statewide eTranscript California System ("eTranscript System").

The California Community College system represents the largest, most diverse postsecondary education system in North America. Its mission, driven by [Vision 2030](#), includes demonstrable commitments to diversity, equity, and inclusion, and provides a unique opportunity to improve social mobility for underserved groups. Meeting the Vision will inevitably mean an increase in completions of meaningful educational outcomes, transferring to other institutions such as 4-year universities, and accrual of relevant workforce skills – all of which will require innovative ways to document and share learning achievement through the exchange of standards-based electronic academic transcripts and non-traditional credentials.

In addition to supporting the CCCs, the electronic transcript system is poised to be adopted statewide as part of the California Cradle-to-Career Data System to support a streamlined transfer of information among postsecondary partners, and with employers across the state.

The CCCCCO and the District seek to select a technology solution and system integration services for the new eTranscript California System, outlined in the Section C: Scope of Services Section. This partnership will help the CCCCCO and the District secure the best, most cost-effective goods and services of the highest quality to replace the current eTranscript California system. The District invites qualified and responsible solution providers who create, develop, manufacture, support, and directly supplies the solutions ("vendors"). The selected solution must meet the broad and complex system requirements, including integration with 73 unique Student Information Systems (SIS) and specific third-party systems, while supporting millions of transcripts exchanged annually. In addition, the eTranscript System will be utilized by the California Cradle to Career Data System and the colleges of the University of California (UC) and California State University (CSU) systems.

The District intends to award to a Prime Contractor that owns, directly provides, and supports the solutions, as outlined in Section C: Scope Services (Prime Contractor and System Integration Services). The Prime Contractor is expected to submit a proposal that includes system integration services. The District's goal is to find the best providers for the California Community Colleges, ensuring the new eTranscript System enhances the user experience, addresses equity concerns, and mitigates fraud. Through this RFP, CCCCCO and the District aim to secure the most competitive pricing while offering all qualified businesses an opportunity to work with them enabling the institutions to serve students with a new eTranscript California

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system that improves the user experience, balances equity concerns, and protects against and mitigates fraud.

### **Background**

#### **California Community Colleges (CCC)**

The California Community Colleges (CCC) form the largest higher education system in the nation with 116 colleges and 73 districts serving more than 1.9 million students each year. Community colleges provide associate degrees, workforce training and certificates, foundational courses in a variety of subjects, and prepare students to transfer to four-year colleges and universities. The CCC are committed to diversity, equity, inclusion, and accessibility. The community colleges provide a unique opportunity to improve the lives of millions by breaking down barriers and eliminating achievement gaps (See Visions for Success, the Governor's Roadmap, and Vision 2030). The mission of the CCCCCO is to empower the community colleges through leadership, advocacy, and support.

#### **California Community Colleges Chancellor's Office (CCCCO)**

The CCCCCO is comprised of offices that are charged with driving transformational change and providing administrative, communications and legal support. The CCCCCO is the administrative and leadership body of the California Community College System, which is the largest higher education system in the United States. The CCCCCO is responsible for overseeing 116 community colleges across California and ensuring they comply with state laws and regulations. The CCCCCO's mission is to provide equitable student learning, access, and support to ensure the academic and career success of all Californians.

#### **Butte-Glenn Community College District (BGCCD or District)**

The District will serve as the fiscal agent for the Chancellor's Office. Butte-Glenn Community College District, a political subdivision of the State of California and a post-secondary educational institution, is located in Oroville, California. The District includes the main campus in Oroville, additional campuses in Chico and Orland, and several satellite education sites, all committed to meeting the educational needs of the residents and businesses of Butte and Glenn counties. Butte-Glenn Community College District educates and trains approximately 14,000 individuals annually through credit and non-credit courses and employs over 1,000 staff members.

A seven-member governing board governs the District, elected from geographical districts in Butte and Glenn counties for four-year terms. The chief executive officer of BGCCD is the Superintendent/President. Funding comes from property tax, state apportionment, student tuition, and federal, state and private grants. Additional information about BGCCD is available on the web at [www.butte.edu](http://www.butte.edu).

#### **California Community Colleges Technology Center (CCCTC)**

The California Community Colleges Technology Center is funded by a grant from the CCCCCO and is hosted by the District. It facilitates and coordinates the work of systemwide technology projects by providing project leadership, disbursing funds, developing, implementing and

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supporting systemwide technology solutions, managing contracts, developing external funding resources, and publicizing the progress of projects. The CCCTC acts as the project lead for not only eTranscript California, CCCApply, but also OpenCCC, Accessibility Center and several others. The CCCTC currently facilitates meetings, documents change requests and change orders, maintains data dictionaries, and implements features across these applications. Additional information about the CCCTC can be found online at: <https://ccctechcenter.org/>

### **California Cradle to Career Data System**

The California Cradle-to-Career Data System connects individuals and organizations with trusted information and resources, providing insights into critical milestones in the pipeline from early care to K–12 to higher education, skills training, and employment. The data system empowers individuals to reach their full potential and fosters evidence-based decision-making to help California build a more equitable future

### **University of California**

The University of California (UC) is a public land-grant research university system in the U.S. state of California. The University of California is a system of 10 campuses, five medical centers and three affiliated national laboratories serving nearly 300,000 students.

### **The California State University**

The California State University (CSU) has 23 campuses across California, serving over 450,000 students and employing more than 63,000 faculty and staff and is the largest four-year public university system in the United States.

### **eTranscript California**

eTranscript California is a statewide electronic transcript exchange supporting the unique request and delivery of electronic transcripts across all of California's postsecondary systems. Since 2008, eTranscript California has facilitated electronic transcript request and delivery across California's postsecondary systems, with an emphasis on those areas unique to California student transcripts such as IGETC, CSU GE, and appropriate Certification notifications.

## **STATEMENT OF PROCUREMENT PURPOSE**

The purpose of this Request for Proposal (RFP) is to solicit responses from vendors to implement a solution which will serve as a centralized platform to streamline and automate key processes for the exchange of transcripts and other credentials.

You are invited to respond with a proposal to assist the CCC Chancellor's Office in identifying an updated transcript system for the proposed California Statewide Transcript Exchange Network ("the exchange network") that includes:

- Integrate with a centralized community college system for use across 116 CCC and 73 community college districts as senders and receivers of electronic transcripts and credentials.

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- Integrate with a centralized California State University (CSU) system for use across 23 colleges as senders and receivers of electronic credentials.
- Integrate with 10 University of California (UC) colleges as receivers of electronic credentials with the capability to participate as senders in the future.
- Integrate with participating Association of Independent California Colleges and Universities (AICCU) members or other colleges as receivers of electronic credentials with the capability to participate as senders in the future.
- Deployment to the California College Guidance Initiative (CCGI) and California K-12 Districts as receivers of electronic credentials, to satisfy the requirement that CaliforniaColleges.edu include dual enrollment courses and grades in a unified electronic high school transcript as outlined in Cal. Ed. Code § 48800(c).

The resulting solution will be utilized by students and alumni, CCCs, the CCC Chancellor's Office, CSUs, the CSU Chancellor's Office, UCs, UC Office of the President, independent California colleges, as well as external partners (e.g., educational institutions that are not part of the California Statewide Transcript Exchange Network and employers) to document and share information about student learning through coursework completion data, grades, certifications, degrees, co-curricular activities, etc.

The goal of this RFP is to secure a contract which provides a purchasing and pricing framework enabling the District to purchase a new eTranscript California system needed for a maximum contract limit of five (5) years with an anticipated multi-wave implementation that may be up to two (2) years and a three (3)-year service agreement.

The selected Prime Contractor will enter a subcontract agreement with Butte-Glenn Community College District (the District). The District has been awarded a Grant Agreement by the California Community College Chancellor's Office for the purpose of performing the work for the project. The Prime Contractor who has been awarded the contract, will perform the work that will be set forth in the subcontract agreement. A sample of the agreement, which will be finalized after selecting a Vendor, can be found in Attachment B.

### DEFINITIONS

Term	Definition
Addendum	An addendum is issued when supplemental information has been added to the RFP, either as a supplemental material, or since original posting.
Amendment	An amendment is issued when information in the RFP has been changed since its original posting.
API (Application Programming Interface)	A set of rules and protocols that allow different software applications to communicate with each other.
Assistive Technology (AT)	Any item, piece of equipment, software program, or product system that is used to increase, maintain, or improve functional capabilities for people with disabilities.

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Bid	A formal offer submitted in response to this solicitation.
CaliforniaColleges.edu	CaliforniaColleges.edu is operated by the California College Guidance Initiative (CCCGI) and serves as the official college and career planning platform for the State of California. CaliforniaColleges.edu provides lessons and tools to help students discover goals for life after high school, make plans to achieve them, and launch their futures.
California Postsecondary Electronic Transcript Standard	A standard that establishes a data format for transmitting California-specific student transfer data (IGETC, CSU GE Breadth, Certification information, Associate Degree for Transfer details, and District-wide Transcript support).
CCCID	The California Community Colleges' unique systemwide identification provided through the OpenCCC initiative. When a CCC student is configured for a CCCID, they can log in to one application, then access multiple different web applications without having to log in to each application individually.
CCGI (California College Guidance Initiative)	Through CaliforniaColleges.edu and K-12 partnerships, the California College Guidance Initiative provides students with in-depth, grade-appropriate information and data-driven tools to support college, career, and financial aid planning and applications, while also working directly with districts to expand their capacity to manage and use student data.
CDE (California Department of Education)	Oversees the state's diverse public school system by enforcing education law and regulations. CDE collects data and important information about students, schools, and districts that are used for reporting.
Contractor	Individual(s) or vendor(s) whose proposal has been accepted by a District and is awarded a fully executed, written contract.
California State University (CSU)	The public four-year university system in California comprised of 23 campuses.
Data Warehouse	The Central repository of integrated data from various CCC sources, and the central system in which assessment data from all CCC institutions will be stored, reported, and analyzed.



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District	<p>A geographic or administrative division that oversees one or more community colleges within a specific area, overseen by a locally elected Board of Trustees. There are 73 districts that collectively govern 116 community colleges. Some districts encompass multiple colleges, while others may include just one. The districts are tasked with ensuring they provide educational programs and services.</p> <p>We refer to Butte-Glenn Community College District (BGCCD) as the “District” throughout the RFP.</p>
Dual Enrollment	<p>A program that allows high school students to enroll in college courses and earn college credit while still in high school.</p>
Historical and Longitudinal Reporting Analytics	<p>The ability to analyze and report data from the past and over long periods of time.</p>
Identity and Access Management (IAM)	<p>A framework of policies and technologies that ensures the right individuals have the appropriate access to technology resources.</p>
Learning and Employment Records (LER)	<p>A system that contains verifiable information about a person’s achievements spanning an inclusive range of contexts, whether education or training processes, formal or informal, classroom-based or workplace-based. LERs can record, verify, transmit, and interpret information about learning achievements between learning institutions, businesses, and individuals.</p>
Matriculation System	<p>The system that tracks and manages a student’s progression from application to enrollment.</p>
Management Information Systems (MIS) Data	<p>MIS data is used to calculate the supplemental and student success portions of district apportionments and allocations for various student services programs. MIS data is also used in the fulfillment of various federal and state government reporting requirements.</p>
Postsecondary Electronics Standards Council (PESC)	<p>As standards-setting body that manages an approved standard developed for use by postsecondary educational institutions to send current and historical records of educational accomplishments. The college transcript contains personal history and identifying information about the student, the current academic status, dates of attendance, courses completed with grades earned,</p>

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	degrees, diplomas and certificates awarded and selected test scores.
Prime Contractor	Main contractor responsible for the project. They will manage any subcontractors and are responsible for ensuring the work is completed as defined in the contract.
Proposal	A formal offer submitted in response to this solicitation.
Respondent	Individual or company (organization, state agency, etc.) submitting a proposal in response to an RFP to attain a contract.
Responsive.io	Cloud-based, bid management platform that provides strategic response management software. All documents, questions, and proposal responses in relation to this RFP must be accessed/submitted through Responsive.io. Vendors must register with the platform to bid on this RFP.
Request for Proposal (RFP)	Formal document issued by an organization seeking proposals from qualified vendors or service providers to fulfill a specific project or service requirement.
RFP Review Committee	The proposal evaluation team/committee that is comprised of representatives from key statewide stakeholders who will play an active role in RFP review activities. The RFP Review Committee may solicit additional input from members of an Extended Committee within the system to review the down-selected finalists in the vendor demos in Phase II.
Single Sign-On (SSO)	Enables students, faculty, and staff to access services using the login credentials or CCCID they already use at their college or district. Single Sign-On can allow students to log in once and access multiple web applications, such as Canvas and CCCApply, without needing to log in separately for each application.
SOC 2 (System and Organization Controls)	A security and compliance standard that is intended to examine services by a service organization so that end users can assess and address the risk associated with the service. SOC 2 compliance involves an external audit conducted by a certified public accountant.

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Software-as-a-Service (SaaS) Solution	A cloud-based software application that students can access via the internet for educational purposes such as registering for colleges, uploading transcripts, and signing up for classes.
Student Information System (SIS)	A student information system (SIS) is a software application designed to manage student data.
Subcontractor	External party hired by the prime contractor to perform a portion of the work or services contracted for. The subcontractor operates under the prime contractor.
Submission Calculation	Calculations are performed once the applicant has submitted their application for processing.
Systems Integrator	A systems integrator is an organization that specializes in bringing together different subsystems, components, or software applications into a cohesive, functioning, integrated system. Their role involves designing, implementing, and coordinating the integration of various technologies to ensure that they work together seamlessly.
University of California (UC)	Public four-year institutions in California. The UC system is comprised of 10 campuses offering undergraduate and/or graduate education.
Vendor	Individual or company (organization, state agency, etc.) submitting a proposal to attain a contract with a District to provide one or more products or services, as defined.
Vision 2030	A collaborative action plan that provides focus, equity, and direction to the California Community Colleges. It guides field practice, removes barriers, fosters policy reform, and supports college implementation.
Voluntary Product Accessibility Template (VPAT)	Template developed by the Information Technology Industry Council that provides a detailed analysis of how accessible a product (e.g., software, hardware, or digital content) is according to Section 508 of the Rehabilitation Act.
Web Content Accessibility Guidelines (WCAG)	The WCAG documents explain how to make web content more accessible to people with disabilities. Web “content” generally refers to the information on a web page or web application, including: 1) natural information such as text, images, and sounds

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	2) code or markup that defines structure, presentation, etc.
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### **NONDISCRIMINATION**

No person shall be excluded from participation in, be denied benefits of, or be otherwise subjected to discrimination in the performance of a Contract pursuant to this RFP or in the employment practices of the Contractor on the grounds of handicap or disability, age, race, creed, color, religion, sex, national origin, or any other classification protected by federal, California state constitutional, or statutory law. The Contractor pursuant to this RFP shall, upon request, show proof of such nondiscrimination and shall post in conspicuous places, available to all employees and applicants, notices of nondiscrimination.

### **RFP COMMUNICATIONS**

- The District has assigned the following RFP identification that must be referenced in all communications regarding this RFP: CCCTC-24-02.
- Unauthorized contact about this RFP with employees or officials of the District except as detailed below may result in disqualification from consideration under this procurement process.
- All communications, including submission of RFP response and any requests for clarification concerning this RFP, must be submitted via the "Messaging Portal" section of this RFP within app.rfpio.com portal.
- Only the District's official, written responses and communications with Respondents are binding regarding this RFP. Oral communications between a District official and one or more Respondents are unofficial and non-binding.
- Respondents must submit all written questions and information requests, including clarifications, no later than the Written Questions & Requests for Information deadline detailed in Section B: RFP Schedule of Events.
- Respondents must assume the risk of the method of dispatching any communication or response to the District. The District assumes no responsibility for delays or delivery failures resulting from the Respondent's method of dispatch. Actual or digital "postmarking" of a communication or response to the District by a specified deadline is not a substitute for the District's actual receipt of a communication or response.
- The District will convey all official responses and communications related to this RFP to the Respondents who have registered as Vendors through app.rfpio.com portal AND "accepted" the RFP.
- The District reserves the right to determine, at its sole discretion, the method of conveying official written responses, amendments, and communications related to this RFP. Such written communications may be transmitted by mail, hand-delivery, facsimile, electronic mail, Internet posting, or any other means deemed reasonable by the District. For internet posting, refer to the following website: app.rfpio.com.

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- The District reserves the right to determine, at its sole discretion, the appropriateness and adequacy of responses to written comments, questions, and requests related to this RFP. The District's official, written responses will constitute an amendment of this RFP.
- Any data or information provided by the District (in this RFP, amendments, or any other communication relating to this RFP) is for informational purposes only. The District will make reasonable efforts to ensure the accuracy of such data or information, however, it is the Respondent's obligation to independently verify any data or information provided by the District. The District expressly disclaims the accuracy or adequacy of any information or data that it provides to Respondents.

### **ASSISTANCE TO PROSPECTIVE RESPONDENTS WITH A DISABILITY**

Prospective Respondents with a disability may receive accommodation relating to the communication of this RFP and participating in the RFP process. Prospective Respondents may contact the RFP Coordinator (RFPCoordinator@ccctechcenter.org) to request such reasonable accommodation no later than the Disability Accommodation Request Deadline detailed in Section B: RFP Schedule of Events.

### **RESPONDENT REQUIRED REVIEW & WAIVER OF OBJECTIONS**

- Each Respondent must carefully review this RFP including its exhibits, attachments, and any amendments, for questions, comments, defects, objections, or any other matter requiring clarification or correction.
- Any Respondent having questions, requests for information, or comments concerning this RFP must provide them electronically through the app.rfpio.com portal no later than the Written Questions & Requests for Information deadline detailed in Section B: RFP Schedule of Events.
- Protests based on any objection to the RFP shall be considered waived and invalid if the objection has not been brought to the attention of the District, in writing, by the Written Questions & Requests for Information deadline in Section B: RFP Schedule of Events.

### **PRE-PROPOSAL MEETING**

A Pre-Proposal Meeting will be held at the time and date detailed in Section B: RFP Schedule of Events. Pre-Proposal Meeting attendance is not mandatory, and Respondents may be limited to a maximum number of attendees depending upon overall attendance and space limitations.

The meeting will be conducted via Zoom:

#### **Pre-proposal Conference Meeting Details**

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College/Group/Org: California Community Colleges Technology Center

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Date: 1/21/2025

Start time: 1:00 PM PST

End time: 2:00 PM PST

Duration: 60 Minutes

Meeting ID: 827 5051 4345

Zoom: <https://us06web.zoom.us/j/82750514345>

Phone: +1 (669) 900-6833

The purpose of the meeting is to discuss the RFP scope of goods or services. The District will entertain questions; however, the District's oral response to any question at the Pre-Proposal Meeting shall be unofficial and non-binding. Respondents must submit all questions, requests for information, comments, or other concerns regarding the RFP in writing prior to the Written Questions & Requests for Information Deadline date detailed in Section B: RFP Schedule of Events.

### Notice of Intent to Respond

It is recommended that respondents confirm their participation in this RFP by registering their intent to respond via the portal. Prospective respondents must register as a Vendor on [app.rfpio.com](http://app.rfpio.com) before the Intent to Respond Deadline specified in Section B: RFP Schedule of Events. While registration is not required to submit a proposal, it ensures receipt of any RFP amendments, notices, or communications related to this RFP.

### PROPOSAL SUBMITTAL DEADLINE

Respondents must ensure the District receives their proposal by the Proposal Submittal Deadline specified in Section B: RFP Schedule of Events. Proposals must fully respond to the RFP (including any amendments and attachments). Late submissions will not be accepted, and failure to submit by the deadline will result in disqualification.

## SECTION B: RFP SCHEDULE OF EVENTS

The RFP Schedule of Events represents the District's best schedule estimate for this RFP. Vendors interested in submitting proposals in response to this RFP should do so according to the schedule in the Timelines section in the [app.rfpio.com](http://app.rfpio.com) portal and listed below. A Respondent may be disqualified for failing to adhere to the dates and times specified in the portal. All times are Pacific Time Zone and dates are subject to change at the sole discretion of the District.

Event	Time (Pacific Time Zone)	Date
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Contract Negotiations		April 22-May 22, 2025
Anticipated District Governing Board Approval to Award Contract		June 2025

**The District reserves the right, at its sole discretion, to adjust the RFP Schedule of Events as it deems necessary.** The District reserves the right to modify the above schedule of events for this RFP in the app.rfpio.com portal and make changes to other provisions in this RFP.

## SECTION C: SCOPE OF SERVICES

### Objective

The vision for the new California Community Colleges eTranscript system is to be a vendor hosted system. The new eTranscript California system will modernize the end-to-end transcript exchange experience and seeks to achieve the following:

- Modern technical platform and support tools using current proven technologies
- Reduced integration complexities for both sending and receiving organizations
- Reduced integration complexities for connection to partner solutions identified in the integration sections of this document

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- Enhanced data privacy and security controls
- Expanded number of colleges and college systems benefiting from a statewide transcript solution
- Ability to support the California postsecondary electronic transcript standard and ability to support updates or additions to additional data exchange standards (e.g., LER-related elements) when necessary
- Scalable system intended to handle an increasing number of transcript requests, from both students individually and from other institutions via electronic requests
- Student user interface supporting ordering and tracking
- Support for sending credentials to non-academic recipients (e.g., employers)

### **Project Scope**

#### **Scope of Work**

The objective of the new eTranscript California system is to be intuitive, inclusive, and secure, providing a best-in-class transcript and credentials exchange to current and future students. Core tenants of the new eTranscript California system should enhance the user experience for ease and equitable access, streamline the transcript request process, support transcripts and other credentials, provide a scalable solution platform, and integrates with the colleges' student information systems. The new eTranscript California system should be a SaaS solution that streamlines the exchange of transcripts and other credentials.

Once implemented, the new eTranscript California system will deliver current and former students and stakeholders an improved experience with an updated technology infrastructure. The updated eTranscript California will have clear navigation, a modern design, a streamlined request process, and robust reporting and analytic capabilities.

#### **Implementation Plan**

The implementation will adopt a phased approach that encompasses the governance of the application, design and development of the application (as needed), establishment of data and system architecture, integration with source systems, testing of the new application, training for impacted stakeholders, deployment of the new system, and providing hyper-care support for colleges during and after each stage is launched.

The rollout of the new eTranscript California system is expected to be executed in multiple stages to ensure a more manageable and controlled implementation process. A stage will be a distinct group in the implementation process, where a subset of colleges undergoes the rollout of the new eTranscript California system. It is anticipated that 20-40 colleges could be included in each stage. The structure of each stage will vary based on institution size, complexity, and/or technology readiness. Each stage will include refinements based on feedback and adjustments from the previous stage. The full rollout is expected to incorporate lessons learned from prior phases, refined training materials, and expanded support infrastructure to handle increased demand. Respondents should consider the implementation timeline and the multi-stage strategy in their responses.



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The implementation is projected to commence in Fall, 2025 with the first stage scheduled for deployment soon thereafter. Implementation stage coordination will occur with the CCC Technology Center Enabling Services team.

### **Prime Contractor and System Integration Services**

The District strongly prefers to engage directly with a Prime Contractor who is involved in creating, developing, manufacturing, supporting and directly offering the solutions outlined in the Scope of Services. The Prime Contractor is responsible for submitting a proposal for the development and implementation of the new eTranscript California system, along with the necessary systems integration services to ensure seamless functionality across all relevant systems.

For this engagement, the District plans to contract with a single vendor rather than multiple vendors operating as a joint venture. If two or more vendors wish to submit a combined proposal in response to this RFP, they should do so on a prime/subcontractor basis rather than as a joint venture or informal team. The vendor designated as the “prime” should be the solution owner and will enter into an agreement with the District if awarded the contract.

The Prime Contractor is prohibited from subcontracting, transferring, or assigning any portion of the contract awarded through this RFP without prior approval from the District. The District reserves the right to refuse approval of any subcontract, transfer, or assignment at their sole discretion. If a vendor intends to use subcontractors, their proposal must specifically detail the scope of work each subcontractor will perform. Please refer to Section E General Information and Requirements (Proposed Contract) for additional information on Assignment and Subcontracting.

The Prime Contractor is expected to submit a proposal that includes system integration details including any subcontractors that will perform system development and integration work. Vendors should clearly outline their approach to system development and integration, including timelines, technology stack, and any third-party services or tools involved. The proposal should also address the methods for testing, deploying, and supporting the solution post-launch.

## **SECTION D: PROPOSAL REQUIREMENTS**

### **Proposal Form**

A proposal to this RFP must provide a complete, straightforward, and concise response to all parts including the Technical Response, Pricing Proposal, and any other information requested in the RFP or Addendums as detailed in [app.rpfio.com](http://app.rpfio.com) portal. Respondents must warrant that all information provided is true and accurate. The submission of false, inaccurate, or otherwise misleading information may be grounds for disqualification from the RFP process, as well as jeopardize the Respondent's eligibility to participate in future CCCCO and District business.

All proposals should place emphasis on completeness and clarity. A proposal, and any reference material presented, must be written in English.

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All Proposals must address the Questionnaire questions in the Responsive.io tool at [app.rfpio.com](http://app.rfpio.com) for Technical Response and Pricing Proposal. The Technical Response is composed of the following parts:

- Transmittal Form/Information
- Mandatory Minimum Qualifications
- General Qualifications, Related Experience, and Sustainability
- Solution Requirements
- Implementation Requirements
- Appendices
- Attachments

### Technical Response

Respondent must address all items in the Questionnaire in the Responsive.io tool and provide the required information and documentation in the specified sequence. All information included in a Technical Response should directly respond to a specific requirement outlined in this RFP. Each piece of information must be incorporated into the response and must clearly reference a relevant requirement. Any information that does not meet these criteria will be considered extraneous and will not be factored into the evaluation process.

### Appendices

Please provide any supporting documents requested as appendices. Additionally, include any other information you consider crucial for the proper evaluation of your proposal that has not been solicited in the preceding sections. Respondents are advised that this is not an invitation to submit excessive extraneous material; appendices should be concise and directly relevant.

### Attachments

Attachments A through D must be signed and/or completed by the Respondent's authorized signatory and submitted through the portal at [app.rfpio.com](http://app.rfpio.com) along with the proposal. The District cannot accept any proposal that is not accompanied by these completed and signed statements from the Respondent's authorized signatory.

### Required Attachments

Attachment A	Certifications and Assurances
Attachment B	Sample Subcontractor Agreement
Attachment C	Statement of Work
Attachment D	Pricing Proposal Worksheet

### Pricing Proposal

A separate Pricing Proposal must be submitted to the District along with the Technical Response. Provide a response to the questions listed in the Pricing Proposal Questionnaire

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section. Additionally, all associated costs/pricing must be included in Attachment D as a separate Excel Spreadsheet. A Respondent must provide a 5-year projection of cost.

- The Pricing Proposal shall indicate the proposed price for goods or services defined in the Scope of Services of the RFP.
- The proposed price shall incorporate ALL costs for services under the contract for the total contract period, including any renewals or extensions.
- The Pricing Proposal must be signed and dated by an individual empowered to bind the Respondent to the provisions of this RFP and any contract awarded pursuant to it.
- A Respondent must submit the Pricing Proposal Worksheet to the District as an Excel file in addition to answering the Pricing Questions outlined in the Questionnaire in the Responsive.io tool. Respondents are asked to use Attachment D Pricing Proposal Worksheet to complete the Pricing Proposal.

**NOTICE: If a Respondent fails to submit a Pricing Proposal exactly as required, the District may deem the proposal non-responsive and reject it.**

### **Proposal Delivery**

A Respondent must submit the Technical Response Questionnaire, Pricing Proposal Questionnaire, and necessary Attachment documents through the app.rfpio.com website RFP submission process by the Proposal Deadline.

### **Proposal Errors and Revisions**

A Respondent is liable for all proposal errors or omissions. A Respondent will not be allowed to alter or revise proposal documents after the Proposal Deadline time and date detailed in Section B: RFP Schedule of Events, unless such is formally requested, in writing, by the District.

### **Proposal Withdrawal**

A Respondent may withdraw a submitted proposal at any time before the Proposal Submittal Deadline time and date detailed in Section B: RFP Schedule of Events by submitting a written request signed by an authorized Respondent representative. After withdrawing a proposal, a Respondent may submit another proposal at any time before the Proposal Submittal Deadline. After the Proposal Submittal Deadline, a Respondent may only withdraw all or a portion of a proposal after a period of one hundred and eighty (180) calendar days after the Proposal Submittal Deadline.

### **Additional Goods or Services**

If a proposal offers goods or services in addition to those required by and described in this RFP, the District, at its sole discretion, may add such services to the contract awarded as a result of this RFP. Notwithstanding the foregoing, a Respondent must not propose any additional cost amounts or rates for additional goods or services. Regardless of any additional services offered

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in a proposal, the Respondent's Pricing Proposal must only record the proposed price as required in this RFP and must not record any other rates, amounts, or information.

### **Proposal Preparation Costs**

The District will not pay any costs associated with the preparation, submittal, or presentation of any proposal.

## **SECTION E: GENERAL INFORMATION AND REQUIREMENTS**

### **RFP AMENDMENT**

The District at its sole discretion may amend this RFP, in writing, at any time prior to contract award. However, prior to any such amendment, the District will consider whether it would negatively impact the ability of potential Respondents to meet the proposal deadline and revise the RFP Schedule of Events if deemed appropriate. If an RFP amendment is issued, the District will convey it to potential Respondents who are registered at [app.rfpio.com](http://app.rfpio.com). A proposal must address the final RFP, including its attachment, as amended.

### **RFP Cancellation**

The District reserves the right, at its sole discretion, to cancel the RFP or to cancel and reissue this RFP in accordance with applicable laws and regulations.

### **DISTRICT RIGHT OF REJECTION**

- Subject to applicable laws and regulations, the District reserves the right to reject, at its sole discretion, any and all proposals.
- The District may deem as non-responsive and reject any proposal that does not comply with all terms, conditions, and performance requirements of this RFP. Notwithstanding the foregoing, the District reserves the right to waive, at its sole discretion, minor variances from full compliance with this RFP. If the District waives variances in a proposal, such waiver shall not modify the RFP requirements or excuse the Respondent from full compliance, and the District may hold any resulting Contractor to strict compliance with this RFP.

### **PROPOSED CONTRACT**

- The Sample Agreement presented in Attachment B of this RFP is the agreement proposed for execution with the successful Respondent. It may be modified to incorporate other pertinent terms and conditions set forth in this RFP, including those added by addendum, and to reflect the Respondent's offer, or the outcome of contract negotiations, if any, conducted with the Respondent. Exceptions to the terms and conditions of the Sample Agreement or the Respondent's inability to comply with any of

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the provisions of the Sample Agreement must be declared in the proposal as provided in Attachment B.

### **ASSIGNMENT AND SUBCONTRACTING**

- The Prime Contractor may not subcontract, transfer, or assign any portion of the Contract awarded as a result of this RFP without prior approval of the District. The District reserves the right to refuse approval, at its sole discretion, of any subcontract, transfer, or assignment.
- If a Respondent intends to use subcontractors, the proposal to this RFP must specifically identify the scope and portions of the work each subcontractor will perform.
- Subcontractors identified within a proposal to this RFP will be deemed as approved by the District unless the District expressly disapproves one or more of the proposed subcontractors prior to signing the Contract.
- After contract award, a Prime Contractor may only substitute an approved subcontractor at the discretion of the District and with the District's prior, written approval.
- Notwithstanding any District approval relating to subcontracts, the Respondent who is awarded a contract pursuant to this RFP will be the prime contractor and will be responsible for all work under the Contract.

### **RIGHT TO REFUSE PERSONNEL OR SUBCONTRACTORS**

The District reserves the right to refuse, at its sole discretion and notwithstanding any prior approval, any personnel of the prime contractor or a subcontractor providing goods or services in the performance of a contract resulting from this RFP. The District will document in writing the reason(s) for any rejection of personnel.

### **INSURANCE**

The District may require the awarded Contractor to provide a Certificate of Insurance issued by an insurance company licensed or authorized to provide insurance in the State of California. Each Certificate of Insurance shall indicate current insurance coverages meeting minimum requirements as may be specified by this RFP or the contract. A failure to provide a current Certificate of Insurance will be considered a material breach and grounds for contract termination.

### **PROFESSIONAL LICENSURE AND SECRETARY OF STATE REGISTRATION**

- Before a contract resulting from this RFP is signed, the apparent successful Respondent (and Respondent employees and subcontractors, as applicable) must hold all necessary or appropriate business and professional licenses to provide the goods or services required by the contract. The District may require any Respondent to submit evidence of proper licensure.
- Before the contract resulting from this RFP is signed, the apparent successful Respondent must be registered with the California Secretary of State and, if applicable,

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the local jurisdiction in which it is located or where the work will be performed. The District may require any Respondent to submit current business license issued in California or corporate number issued by the Secretary of State, as applicable.

### DISCLOSURE OF PROPOSAL CONTENTS

- All materials submitted to the District in response to this RFP shall become the property of the District. Selection or rejection of a proposal does not affect this right. By submitting a proposal, a Respondent acknowledges and accepts that the full proposal contents and associated documents will become open to public inspection in accordance with the laws of the State of California.
- The District will hold all proposal information, including both technical and pricing information, in confidence during the evaluation process. Notwithstanding the foregoing, a list of actual Respondents submitting timely proposals may be available to the public, upon request, after technical proposals are opened.
- Upon completion of proposal evaluations, award of a final agreement, and final approval by all parties and the District's Board of Trustees and/or authorized agent, the proposals and associated materials will be open for review by the public in accordance with the laws of the State of California.

### CONTRACT APPROVAL AND CONTRACT PAYMENTS

- The RFP and the contractor selection processes do not obligate the District and do not create rights, interests, or claims of entitlement in either the Respondent with the apparent best-evaluated proposal or any other Respondent. District obligations pursuant to a contract award shall commence only after the contract is signed by the District and the Contractor and after the Contract is approved by all other district officials as required by district policies.
- No payment will be obligated or made until the relevant Contract is approved as required by applicable policies of the District.
- The District shall not be liable for payment of any type associated with the Contract resulting from this RFP (or any amendment thereof) or responsible for any goods delivered or services rendered by the Contractor, even goods delivered or services rendered in good faith and even if the Contractor is orally directed to proceed with the delivery of goods or the rendering of services, if it occurs before the Contract start date or after the Contract end date.
- All payments relating to this procurement will be made in accordance with the Payment Terms and Conditions of the Contract resulting from this RFP.

### CONTRACTOR PERFORMANCE

The Contractor who is awarded a contract will be responsible for the delivery of all acceptable goods or the satisfactory completion of all services set out in this RFP (including attachments)

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as may be amended. All goods or services are subject to inspection and evaluation by the District. The District will employ all reasonable means to ensure that goods delivered or services rendered are in compliance with the Contract, and the Contractor must cooperate with such efforts.

### **CONTRACT AMENDMENT**

After contract award, the District may request the Contractor to deliver additional goods or perform additional services within the general scope of the contract and this RFP, but beyond the specified scope of service, and for which the Contractor may be compensated. In such instances, the District will provide the Contractor a written description of the additional goods or services. The Contractor must respond to the District with a time schedule for delivering the additional goods or accomplishing the additional services based on the compensable units included in the Contractor's proposal to this RFP. If the District and the Contractor reach an agreement regarding the goods or services and associated compensation, such agreement must be affected by means of a contract amendment. Further, any such amendment requiring additional goods or services must be signed by both the District and the Contractor and must be approved as required by applicable policies and procedures of the District. The Contractor must not provide additional goods or render additional services until the District has issued a written contract amendment with all required approvals.

### **SEVERABILITY**

If any provision of this RFP is declared by a court to be illegal or in conflict with any law, said decision shall not affect the validity of the remaining RFP terms and provisions, and the rights and obligations of the District and Respondents shall be construed and enforced as if the RFP did not contain the particular provision held to be invalid.

### **NEXT RANKED RESPONDENT**

The District reserves the right to initiate negotiations with the next ranked Respondent should the District cease doing business with any Respondent selected via this RFP process.

## **SECTION F: EVALUATION AND CONTRACT AWARD**

The method used for this solicitation is a Request for Proposal ("RFP"). Selection of a contractor will be made through competitive procurement procedures where the District will consider qualifications, experience, technical approach, and cost in the evaluation of proposals. An award will be made to the Respondents judged to be the most advantageous to the CCCCO and the District. The District expressly reserves the right to reject and make no award under this RFP.

### **EVALUATION PROCESS**

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The evaluation process is designed to award the contract resulting from this RFP not necessarily to the Respondent offering the lowest cost, but rather up to one of the three lowest cost responsive and responsible Respondents, in accordance with Education Code Section 81645, who offers the best combination of attributes based upon the evaluation criteria.

To qualify as responsive and responsible, the vendor must demonstrate:

- The availability of adequate resources and staffing to efficiently and expeditiously service the District's needs.
- The necessary experience, organization, qualifications, skills and facilities to provide the scope of services set forth in this RFP.
- The ability and willingness to comply with the requirements of Federal and State law.
- The submission of a proposal that conforms in all material respects to the RFP.
- The capacity in all aspects to perform fully the contract requirements, and the integrity and reliability which will assure good faith in performance.

The RFP evaluation process will consist of three phases.

### Phase 1: Minimum Proposer Qualification Review

- Proposals will be reviewed to determine congruence with minimum qualifications.
- Proposals that meet minimum qualifications will be determined to be responsive and responsible and scored in Phase 2.
- Proposals that do not meet minimum qualifications will be determined to not be responsive and eliminated from further consideration.

### Phase 2: Scoring and Evaluation

- Proposals will be scored by the RFP Review Committee.
- Total scores will be calculated and those vendors with scores above the responsive and responsible threshold will have their Cost Proposal opened. Of the vendors scoring above the responsive and responsible threshold, each of up to three vendors who has submitted one of up to the three lowest responsive and responsible competitive bids as represented by the average of costs in the Cost Proposal scenarios will be invited to the Phase 3: Onsite Vendor Demonstrations and Interviews.

### TOTAL PROPOSAL SCORE

The RFP Coordinator will calculate the sum of the Technical Response score and record the resulting number as the total score for the subject Proposal.

### Phase 2 Evaluation Category Table

Evaluation Category	Maximum Points Possible
General Qualifications, Related Experience, and Sustainability	15
Solution Requirements	60



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Implementation Requirements	25
<b>Total Possible Points</b>	<b>100</b>

**Phase 3: Reference Checks, Vendor Demonstrations**

**Reference Checks**

- Four references must be provided as detailed in 1.2. Mandatory Minimum Qualifications
- Reference checks will gather information to verify proposal responses and inform the development of questions during onsite demonstrations and interviews based on the product in use and to discuss with representatives of the institutions about their experiences of the vendor's product.
- Reference checks may be performed with agencies using the product that are not provided by the vendors on the references list.

**VENDOR DEMONSTRATIONS**

In Phase 3 of the RFP process, up to three vendors from the Technical Response Evaluation will provide an in-person, comprehensive presentation and demonstration of their solutions proposed. Demonstrations shall be recorded and conducted by the RFP Review Committee appointed by the District. Presentations will be evaluated by the RFP Review Committee against the factors specified below. The criteria are based on a point scale to be confirmed prior to the demonstrations. A sample is listed in the Phase II Evaluation Category Table below.

**Phase II Evaluation Category Table (Sample)**

<b>Evaluation Category</b>	<b>Maximum Points Possible</b>
Presentation/Demonstration of the software solutions proposed	30
Overall demonstrated knowledge and presentation of ability to successfully perform the full scope of work	30
Overall Performance	30
Overall Communication/Interpersonal Skills	10
<b>Total Possible Points</b>	<b>100</b>

During the Phase 3 evaluation, the RFP Review Committee may also be soliciting input from an Extended Committee who will review written submissions and the recordings of the demonstrations.

**Contract Award Process**

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- In accordance with California Education Code Section 81645, the award of a contract, if any, as a result of this RFP will be made to one of up to the three lowest responsive and responsible Respondents meeting the District's requirements.
- The RFP Coordinator will submit the RFP Review Committee determinations and scores to the District Vice President for Administrative Services for consideration along with any other relevant information that might be available and pertinent to contract award. To affect a contract award to a Respondent other than the one receiving the highest evaluation process score, the RFP Coordinator must provide written justification and obtain the written approval of the Vice President for Administrative Services.
- The District will issue a Notice of Intent to Award identifying the apparent best-evaluated proposal at the time and date specified in Section B: RFP Schedule of Events.

**NOTICE: The Notice of Intent to Award shall not create rights, interests, or claims of entitlement in either the Respondent with apparent best-evaluated proposal or any other Respondent.**

- The Respondent identified as offering the apparent best-evaluated proposal must sign a contract drawn by the District pursuant to this RFP. If the Respondent fails to provide the signed contract by this deadline, the District may determine that the Respondent is non-responsive to this RFP and reject the proposal.

### 1. TECHNICAL RESPONSE

Respondent must address all items below in the Questionnaire and provide the required information and documentation in the specified sequence. All information included in a Technical Response should directly respond to a specific requirement outlined in this RFP. Each piece of information must be incorporated into the response and must clearly reference a relevant requirement. Any information that does not meet these criteria will be considered extraneous and will not be factored into the evaluation process.

#### 1.1. TRANSMITTAL FORM/INFORMATION

The transmittal form shall be addressed in [app.rfpio.com](http://app.rfpio.com) and must contain the following:

##### 1.1.1. RESPONDENT REPRESENTATIVE

Provide input: Rich Text

##### 1.1.2. RESPONDENT COMPANY

Provide input: Rich Text

##### 1.1.3. WEBSITE URL

Provide input: Rich Text

##### 1.1.4. ADDRESS

Provide input: Rich Text

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### 1.1.5. PHONE

Provide input: Rich Text

### 1.1.6. EMAIL ADDRESS

Provide input: Rich Text

### 1.1.7. ACKNOWLEDGEMENT OF RECEIPT OF RFP ADDENDA, IF ANY.

Acknowledgement: Dropdown[Options : Yes]

### 1.1.8. THIS PROPOSAL SHALL REMAIN VALID FOR A PERIOD OF NOT LESS THAN 180 CALENDAR DAYS FROM THE DUE DATE FOR PROPOSAL SUBMITTAL.

Acknowledgement: Dropdown[Options : Yes]

1.1.9. IDENTIFY, ACCORDING TO INSTRUCTIONS PROVIDED IN THIS RFP, OF ANY INFORMATION CONTAINED IN THE PROPOSAL WHICH THE RESPONDENT DEEMS TO BE, AND ESTABLISHES AS, CONFIDENTIAL OR PROPRIETARY AND WISHES TO BE WITHHELD FROM DISCLOSURE TO OTHERS UNDER THE CALIFORNIA PUBLIC RECORDS ACT OR THE U.S. FREEDOM OF INFORMATION ACT (A BLANKET STATEMENT THAT ALL CONTENTS OF THE PROPOSAL ARE CONFIDENTIAL OR PROPRIETARY WILL BE HONORED BY BGCCD).

Identify: Rich Text

## 1.2. MANDATORY MINIMUM QUALIFICATIONS

This section should establish the ability of the Respondent's proposed solution to satisfactorily perform the required work by reasons of demonstrated competence in the services to be provided, nature and relevance of similar work recently completed for other clients, competitive advantages over other firms in the same industry, strength and stability as a business, and supportive client references.

The District will conduct an initial responsiveness review (Evaluation Process Phase 1) to assess compliance with the RFP's administrative and minimum qualification requirements as outlined in this document. Respondent's that do not meet the minimum qualifications at the time of proposal submission will be considered non-responsive to this RFP and will not be given further consideration.

1.2.1. THE RESPONDENT SHOULD PROVIDE A COVER LETTER ADDRESSING, IN DETAIL AND EXPLICITLY, HOW THE FIRM MEETS THE MINIMUM QUALIFICATIONS. THE RESPONDENT MUST PROVIDE A LIST OF A MINIMUM OF FOUR (4) CLIENT REFERENCES FROM EDUCATION INSTITUTIONS OR PUBLIC SERVICES ORGANIZATIONS. THE REFERENCES MUST PERTAIN TO A SAAS SOLUTION IMPLEMENTED AND CURRENTLY IN USE FOR AT LEAST THREE (3) CONTINUOUS YEARS. THE REFERENCES SHOULD DEMONSTRATE PROFESSIONAL EXPERIENCES PROVIDING A SIMILAR SOLUTION AND SERVICES FOR AT LEAST THE PAST THREE (3)

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YEARS ON AN ONGOING BASIS. INCLUDE THE FOLLOWING IN EACH REFERENCE: 1) ORGANIZATION/COMPANY NAME AND BUSINESS ADDRESS 2) CONTACT NAME 3) JOB TITLE OF CONTACT PERSON 4) PHONE NUMBER OF CONTACT PERSON 5) BRIEF DESCRIPTION OF THE SERVICE PROVIDED 6) PERIOD OF SERVICE 7) OUTCOMES ACHIEVED 8) BRIEF DESCRIPTION OF THE RELEVANCE TO THIS PROJECT.

Cover Letter Attachment: File Attachment

Describe: Rich Text

1.2.2. THE RESPONDENT'S COMPANY AND/OR ANY COMPANY LISTED AS A CONTRACTOR MUST PROPOSE A PROJECT MANAGEMENT LEAD, TECH LEAD, AND FUNCTIONAL LEAD WITH A MINIMUM OF THREE (3) YEARS OF EXPERIENCE SUCCESSFULLY IMPLEMENTING SAAS SOLUTIONS AT MULTI-CAMPUS HIGHER EDUCATION INSTITUTIONS AS WELL AS THE ORGANIZATIONAL STRUCTURE OF STAFF DIRECTLY INVOLVED IN ANY ASPECT OF THIS IMPLEMENTATION.

Proposed Staffing Attachment: File Attachment

Response: Rich Text

1.2.3. THE RESPONDENT'S COMPANY AND/OR ANY COMPANY LISTED AS A CONTRACTOR MUST PROVIDE EVIDENCE OF FINANCIAL STABILITY FOR THE PAST FIVE (5) YEARS, SUCH AS AUDITED BALANCE SHEETS, INCOME STATEMENT, SUPPORTING NOTES AND ANY OTHER RELEVANT INFORMATION OR UNAUDITED FINANCIAL INFORMATION THAT IS CERTIFIED AS TO ACCURACY BY THE VENDOR.

Documentation of contractors' financial stability: File Attachment

Response: Rich Text

### **1.3. QUALIFICATIONS, RELATED EXPERIENCE, AND SUSTAINABILITY**

This section should highlight the Respondent's ability to perform the required work by showcasing relevant experience. Include background information about the business, emphasizing qualifications that distinguish the company from competitors. Provide current customer references with contact details and descriptions of similar services delivered. Additionally, outline the company's approach to sustainability.

#### 1.3.1. GENERAL RESPONDENT QUALIFICATIONS

##### 1.3.1.1. CAN YOU PROVIDE AN EXECUTIVE SUMMARY FOR THIS PROPOSAL?

Executive Summary Attachment: File Attachment

Yes: Dropdown[Options : Yes]

1.3.1.2. CAN YOU PROVIDE A NARRATIVE HISTORY OF YOUR COMPANY EXPLAINING THE ADDED VALUE AND SERVICES THAT YOUR COMPANY PROVIDES AND WHAT DIFFERENTIATES YOUR COMPANY FROM OTHERS?

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Yes: Dropdown[Options : Yes]

Provide a narrative history of your company explaining the added value and services that your company provides and what differentiates your company from others?: Rich Text

Attachment: File Attachment

1.3.1.3. DOES YOUR COMPANY HAVE EXPERIENCE IN PROVIDING SOLUTIONS TO HIGHER EDUCATION ORGANIZATIONS? IF YES, DESCRIBE YOUR EXPERIENCE. PLEASE SPECIFY SAAS SOLUTIONS THAT HAVE BEEN IMPLEMENTED AT MULTI-CAMPUS, HIGHER EDUCATION INSTITUTIONS/ORGANIZATIONS AND HAVE BEEN IN USE FOR A MINIMUM OF THREE (3) YEARS.

Yes/No: Dropdown[Options : Yes, No]

If yes, describe.: Rich Text

1.3.1.4. IN THE LAST FIVE YEARS, PARTICULARLY IN HIGHER EDUCATION, DESCRIBE THE GROWTH OF YOUR CUSTOMER BASE USING BOTH GROWTH PERCENTAGES AND QUANTITIES.

Provide growth percentages and quantities.: Rich Text

1.3.1.5. WHAT IS YOUR COMPANY'S TOTAL NUMBER OF FULL-TIME EMPLOYEES?

Provide a number: Rich Text

1.3.1.6. WHAT PERCENTAGE OF YOUR COMPANY'S RESOURCES IS ENTIRELY DEDICATED TO THE SUPPORT OF HIGHER EDUCATION CLIENTS?

Provide a percentage.: Rich Text

1.3.1.7. WHAT PERCENTAGE OF YOUR COMPANY'S RESOURCES IS ENTIRELY DEDICATED TO THE SUPPORT OF COMMUNITY COLLEGE CLIENTS?

Explain: Rich Text

1.3.1.8. WHAT COUNTRIES OUTSIDE THE US DOES YOUR COMPANY HIRE DEVELOPERS AS EMPLOYEES OR CONTRACTORS?

Explain: Rich Text

1.3.1.9. PROVIDE AN OVERVIEW OF YOUR COMPANY'S UNDERSTANDING OF AND APPROACH TO COMPLYING WITH ALL APPLICABLE FEDERAL AND STATE OF CALIFORNIA INDIVIDUAL IDENTITY PROTECTION AND PRIVACY LAWS.

Describe: Rich Text

Attachment: File Attachment

1.3.1.10. DESCRIBE HOW YOUR COMPANY COMPLIES WITH ALL APPLICABLE NON-DISCRIMINATION LAWS.

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Describe: Rich Text

1.3.1.11. DESCRIBE HOW YOUR COMPANY COMPLIES AS AN EQUAL OPPORTUNITY EMPLOYER.

Describe: Rich Text

1.3.1.12. WHAT IS YOUR CLIENT RETENTION RATE (“THE NUMBER OF CURRENTLY SUPPORTED CLIENTS DIVIDED BY THE TOTAL NUMBER OF CLIENTS WHO HAVE EVER CONTRACTED WITH YOUR COMPANY FOR ANY HIGHER EDUCATION STUDENT INFORMATION AND MANAGEMENT SERVICES”)?

Provide Client Retention Rate: Rich Text

1.3.1.13. DOES ANYONE AT YOUR COMPANY HAVE A PERSONAL RELATIONSHIP WITH A MEMBER OF THE CALIFORNIA COMMUNITY COLLEGES CHANCELLOR’S OFFICE, CALIFORNIA COMMUNITY COLLEGES TECH CENTER, OR BOARD OF GOVERNORS OF THE CALIFORNIA COMMUNITY COLLEGES? IF YES, PLEASE DESCRIBE THE RELATIONSHIP.

Yes/No: Dropdown[Options : Yes, No]

If yes, please describe the relationship.: Rich Text

1.3.1.14. HAS YOUR COMPANY HAD ANY CLIENT RELATIONSHIPS OR ENGAGEMENTS THAT WERE TERMINATED EARLIER THAN EXPECTED IN THE PAST FIVE YEARS? IF YES, PROVIDE DETAILS, INCLUDING REASONS FOR TERMINATION AND WHETHER IT WAS INITIATED BY THE CLIENT OR YOUR COMPANY. IF THE TERMINATION WAS INITIATED BY THE CLIENT, EXPLAIN THE STEPS TAKEN TO RETAIN THE CLIENT OR CONTINUE THE PROJECT.

Yes/No: Dropdown[Options : Yes, No]

If Yes, provide details: Rich Text

1.3.1.15. DOES YOUR COMPANY PERFORM REGULAR AUDITS/ASSESSMENTS OF PROJECTS? IF SO, ARE REMEDIATION PLANS DEVELOPED AND IMPLEMENTED TO MANAGE ISSUES IDENTIFIED?

Yes/No: Dropdown[Options : Yes, No]

Describe remediation plans: Rich Text

1.3.1.16. HAS YOUR COMPANY BEEN A CURRENT OR PREVIOUS CALIFORNIA COMMUNITY COLLEGES SERVICE PROVIDER? IF YES, GIVE THE AGREEMENT TERM DATES, AGREEMENT NUMBER, CONTRACTING DEPARTMENT, SERVICES PROVIDED AND AGREEMENT REVENUE OF AGREEMENT FOR THE PRIOR FIVE (5) YEARS.

Yes/No: Dropdown[Options : Yes, No]

If yes, explain: Rich Text

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1.3.1.17. DOES YOUR COMPANY HAVE ANY STRATEGIC BUSINESS PARTNERSHIPS WITH HARDWARE, SOFTWARE, OR SERVICE PROVIDERS RELEVANT TO THIS RFP? IF YES, LIST THE PARTNERS AND EXPLAIN THE NATURE OF THESE PARTNERSHIPS.

Yes/No: Dropdown[Options : Yes, No]

If yes, list the partners and explain the nature of these partnerships.: Rich Text

1.3.1.18. DOES YOUR COMPANY HAVE A MECHANISM FOR ENSURING THAT CLIENT COMMENTS AND FEEDBACK ARE USED TO IMPROVE SUPPORT AND PLAN PRODUCT ENHANCEMENTS? IF YES, EXPLAIN HOW THIS MECHANISM WORKS.

Yes/No: Dropdown[Options : Yes, No]

If yes, explain: Rich Text

1.3.1.19. DOES YOUR COMPANY HAVE A FORMALIZED PRODUCT/SOLUTION ROADMAP THAT YOU CAN SHARE? IF SO, PLEASE UPLOAD A COPY.

Yes/No: Dropdown[Options : Yes, No]

Roadmap Attachment: File Attachment

1.3.1.20. HAS YOUR COMPANY ENCOUNTERED ANY CHALLENGES WHEN WORKING ON SIMILAR PROJECTS? IF YES, EXPLAIN THE TYPES OF CHALLENGES AND WHAT WAS DONE TO RESOLVE THE PROBLEMS. HOW WOULD YOUR COMPANY AVOID SIMILAR PROBLEMS ON THIS PROJECT?

Yes/No: Dropdown[Options : Yes, No]

If yes, describe.: Rich Text

1.3.1.21. DOES YOUR SOLUTION CURRENTLY UTILIZE GENERATIVE AI? IF NOT, PLEASE DESCRIBE YOUR COMPANY'S PLANS TO INTEGRATE GENERATIVE AI CAPABILITIES INTO THE SOLUTION. IF YES, PLEASE EXPLAIN HOW GENERATIVE AI IS USED WITHIN THE SOLUTION.

Yes/No: Dropdown[Options : Yes, No]

If yes, please explain how Generative AI is used within the solution, particularly in enhancing the user experience and supporting the new transcript exchange process.: Rich Text

If no, please describe your company's plans to integrate Generative AI capabilities into the solution.: Rich Text

1.3.2. FINANCIAL AND ORGANIZATIONAL STABILITY OF RESPONDENT SUSTAINABILITY

1.3.2.1. PROVIDE THE LEGAL COMPANY/ORGANIZATION NAME.

Provide the legal company/organization name.: Rich Text

1.3.2.2. PROVIDE THE NUMBER AND LOCATION OF YOUR BUSINESS OFFICES.

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Provide the number and location of your business offices.: Rich Text

1.3.2.3. WHAT WAS THE YEAR YOUR COMPANY/ORGANIZATION WAS FOUNDED?

Provide the year your company/organization was founded.: Rich Text

1.3.2.4. WHAT IS THE LEGAL FORM OF YOUR BUSINESS (E.G., SOLE PROPRIETORSHIP,  
PARTNERSHIP, LLC, CORPORATION/STATE OF INCORPORATION)?

Provide the legal form of your business : Rich Text

1.3.2.5. DID YOUR COMPANY PRODUCE A PROFIT DURING THE LAST FISCAL YEAR?

Yes/No: Dropdown[Options : Yes, No]

If no, describe.: Rich Text

1.3.2.6. HAS YOUR COMPANY CONSISTENTLY SHOWN A PROFIT FOR EACH OF THE  
LAST FIVE (5) FISCAL YEARS? DESCRIBE ANY CIRCUMSTANCES, TIME FRAME, AND  
RESOLUTION SURROUNDING A LACK OF CONSISTENT PROFITABILITY.

Yes/No: Dropdown[Options : Yes, No]

If no, describe any circumstances, time frame, and resolution surrounding a lack of consistent  
profitability.: Rich Text

Attachments: File Attachment

1.3.2.7. DOES YOUR COMPANY HAVE TWO (2) YEARS OF AUDITED FINANCIAL  
STATEMENTS THAT CAN BE SUBMITTED? IF YES, PLEASE ATTACH COPIES OF THE  
AUDITED FINANCIAL STATEMENTS.

Yes/No: Dropdown[Options : Yes, No]

If yes, please submit: File Attachment

1.3.2.8. HAS YOUR COMPANY EVER FILED FOR BANKRUPTCY? DESCRIBE ANY  
CIRCUMSTANCES, TIME FRAME, AND RESOLUTION SURROUNDING A BANKRUPTCY.

Yes/No: Dropdown[Options : Yes, No]

If yes, describe.: Rich Text

1.3.2.9. HAS YOUR COMPANY BEEN ENGAGED IN A LAWSUIT WITH A CUSTOMER AND  
DID THE CUSTOMER WIN THE LAWSUIT? DESCRIBE THE JUDGMENT.

Yes/No: Dropdown[Options : Yes, No]

If yes, describe the judgment. : Rich Text

1.3.2.10. DOES YOUR COMPANY FACE ANY CONDITIONS (E.G., BANKRUPTCY OR  
OTHER FINANCIAL PROBLEMS, PENDING LITIGATION, PLANNED OFFICE CLOSURES,



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IMPENDING MERGER OR SALES OF THE COMPANY) THAT MAY AFFECT ITS ABILITY TO  
PERFORM CONTRACTUALLY.

Yes/No: Dropdown[Options : Yes, No]

1.3.3. SUSTAINABILITY

1.3.3.1. IS YOUR COMPANY OR ANY OF YOUR SUBCONTRACTORS AND/OR  
THIRD-PARTY SUPPLIERS A CERTIFIED SMALL BUSINESS? IF YES, PLEASE DESCRIBE.

Yes/No: Dropdown[Options : Yes, No]

If yes, please describe.: Rich Text

Certification Attachment: File Attachment

1.3.3.2. IS YOUR COMPANY OR ANY OF YOUR SUBCONTRACTORS AND/OR  
THIRD-PARTY SUPPLIERS CERTIFIED IN THE STATE OF CALIFORNIA OR OTHER U.S.  
STATE AS A DVBE (DISABLED VETERANS BUSINESS ENTERPRISE)?

Yes/No: Dropdown[Options : Yes, No]

1.3.3.3. DO YOU HAVE A CORPORATE SOCIAL RESPONSIBILITY  
STATEMENT/POLICY/CODE OF CONDUCT OR EQUIVALENT? IF YES, PROVIDE AN  
INFORMATION LINK. IF NOT PUBLICLY AVAILABLE, PROVIDE A COPY WITH YOUR  
RESPONSE.

Yes/No: Dropdown[Options : Yes, No]

If yes, provide an information link.: Rich Text

If not publicly available, provide a copy with your response.: File Attachment

1.3.3.4. DOES YOUR COMPANY SUPPORT THE LOCAL COMMUNITY AND REGIONAL  
BUSINESSES? IF YES, PROVIDE A GENERAL OVERVIEW OF HOW YOUR COMPANY  
ENGAGES IN THESE EFFORTS.

Yes/No: Dropdown[Options : Yes, No]

If yes, provide a general overview of how your company engages in these efforts.: Rich Text

1.3.3.5. DOES YOUR COMPANY INCORPORATE CORPORATE SOCIAL RESPONSIBILITY  
PRACTICES INTO ITS CULTURE? IF YES, EXPLAIN HOW THESE PRACTICES ARE  
EMBEDDED IN YOUR CORPORATE CULTURE AND HOW THEY IMPACT THE SERVICES  
PROVIDED TO CLIENTS.

Yes/No: Dropdown[Options : Yes, No]

If yes, explain how these practices are embedded in your corporate culture and how they  
impact the services provided to clients.: Rich Text

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1.3.3.6. WILL YOUR COMPANY ENSURE THAT TEAM MEMBERS ASSIGNED TO SUPPORT THE CALIFORNIA COMMUNITY COLLEGES CHANCELLOR'S OFFICE AND DISTRICTS REFLECT THE DIVERSITY OF CCC AND CALIFORNIA?

Yes/No: Dropdown[Options : Yes, No]

### 1.4. SOLUTION REQUIREMENTS

This section should establish the Respondent's understanding of the District's objectives and requirements, demonstrate the Respondent's ability to satisfy them, and clearly and concisely outline the plan for accomplishing the specified services. Describe succinctly how your company would accomplish the services and satisfy the District's objectives described in this RFP.

The choices for the vendor are: Yes (the product has the functionality), or No (the product does not have the functionality) and Comment (allows the vendor to provide details and context i.e., on the product roadmap, has some but not complete functionality, provided by third-party )

#### 1.4.1. STUDENT REGISTRATION AND REQUEST

1.4.1.1. DOES YOUR SOLUTION HAVE ROBUST IDENTITY MANAGEMENT PROCEDURES, IDEALLY UTILIZING TOOLS AND METHODS ALREADY ESTABLISHED IN THE STATE (I.E., ID.ME)?

Yes/No: Dropdown[Options : Yes, No]

Comment: Rich Text

1.4.1.2. DOES YOUR SOLUTION SUPPORT IDENTITY AND ACCESS MANAGEMENT (IDAM), INCLUDING SUPPORT FOR WHEN STUDENTS CHANGE THEIR NAME, GENDER IDENTITY, ETC., AND FUNCTIONALITY FOR STUDENTS TO CHOOSE BETWEEN THEIR LEGAL NAME OR THEIR PREFERRED/CHOSEN/AFFIRMED NAME WHEN SENDING A TRANSCRIPT OR OTHER CREDENTIAL ?

Yes/No: Dropdown[Options : Yes, No]

Comment: Rich Text

1.4.1.3. DOES YOUR SOLUTION SUPPORT BOTH ACADEMIC TRANSCRIPTS ("TRANSCRIPTS") AND NON-TRADITIONAL CREDENTIALS ("CREDENTIALS") WHICH MAY INCLUDE COMPETENCY-BASED TRANSCRIPTS, SKILLS-BASED TRANSCRIPTS, DIGITAL BADGES (UTILIZING OPENBADGES STANDARD), CERTIFICATIONS, GENERAL EDUCATION CERTIFICATIONS (E.G., CALGETC) AND OTHER EMERGING STANDARDS-BASED NON-TRADITIONAL OR NON-ACADEMIC CREDENTIALS?

Yes/No: Dropdown[Options : Yes, No]

Comment: Rich Text

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1.4.1.4. DOES YOUR SOLUTION ALLOW STUDENTS TO REQUEST TRANSCRIPTS AND CREDENTIALS FROM ONE OR FROM MULTIPLE INSTITUTIONS/ISSUERS AT THE SAME TIME?

Yes/No: Dropdown[Options : Yes, No]

Comment: Rich Text

1.4.1.5. DOES YOUR SOLUTION SUPPORT ENABLING CCC AND CSU STUDENTS TO REQUEST AND SEND TRANSCRIPTS AND CREDENTIALS TO IN-NETWORK DESTINATIONS (INCLUDING ALL CCC, CSU, OR UC INSTITUTIONS) WITH THE FEE SET TO \$0.00 (NO COST TO THE STUDENT)?

Yes/No: Dropdown[Options : Yes, No]

Comment: Rich Text

1.4.1.6. DOES YOUR SOLUTION SUPPORT ENABLING CCC AND CSU STUDENTS TO REQUEST AND SEND TRANSCRIPTS AND CREDENTIALS TO OUT-OF-NETWORK DESTINATIONS, SUCH AS EMPLOYERS, LICENSING BOARDS, AND PROFESSIONAL ASSOCIATIONS; WITH SUPPORT FOR RULES THAT ALLOW A SPECIFIED NUMBER OF TRANSCRIPTS AND CREDENTIALS TO BE SENT TO OUT-OF-NETWORK DESTINATIONS AT A FEE OF \$0.00 (NO COST TO THE STUDENT)?

Yes/No: Dropdown[Options : Yes, No]

Comment: Rich Text

1.4.1.7. DOES YOUR SOLUTION SUPPORT STUDENTS TO REQUEST AND SEND THEIR TRANSCRIPTS AND CREDENTIALS TO SYSTEMS PRODUCING LEARNING AND EMPLOYMENT RECORDS (LER), INCLUDING THE FUTURE CALIFORNIA CAREER PASSPORT?

Yes/No: Dropdown[Options : Yes, No]

Comment: Rich Text

1.4.1.8. DOES YOUR SOLUTION SUPPORT STUDENTS TO RECEIVE A COMPREHENSIVE UNOFFICIAL TRANSCRIPT FOR THEIR OWN USE, FROM ONE OR FROM MULTIPLE INSTITUTIONS/ISSUERS AT THE SAME TIME?

Yes/No: Dropdown[Options : Yes, No]

Comment: Rich Text

1.4.1.9. DOES YOUR SOLUTION SUPPORT STUDENTS WITH A PORTAL WHERE THEY MAY TRACK THE ORDER STATUS AND HISTORY, INCLUDING ANY ISSUES WITH FULFILLING THE REQUEST?

Yes/No: Dropdown[Options : Yes, No]

Comment: Rich Text

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1.4.2. RECEIVER-INITIATED REQUESTS

1.4.2.1. DOES YOUR SOLUTION SUPPORT INSTITUTIONS IN THE CALIFORNIA STATEWIDE TRANSCRIPT EXCHANGE NETWORK TO MAKE ELECTRONIC REQUESTS OF EACH OTHER?

Yes/No: Dropdown[Options : Yes, No]

Comment: Rich Text

1.4.2.2. DOES YOUR SOLUTION SUPPORT INSTITUTIONS TO BATCH REQUEST TRANSCRIPTS FOR MORE THAN ONE STUDENT FROM ONE OR MORE OTHER INSTITUTIONS AT THE SAME TIME?

Yes/No: Dropdown[Options : Yes, No]

Comment: Rich Text

1.4.2.3. DOES YOUR SOLUTION SUPPORT DATA STANDARDS, INCLUDING PESC XML, PESC JSON AND SPEEDE EDI (TS146) DATA STANDARDS FOR FACILITATING TRANSCRIPT REQUESTS?

Yes/No: Dropdown[Options : Yes, No]

Comment: Rich Text

1.4.2.4. DOES YOUR SOLUTION PROVIDE AN API VIA A DEDICATED AND SECURE TUNNEL FOR COLLEGES TO CALL WITH STANDARDS-BASED TRANSCRIPT REQUESTS?

Yes/No: Dropdown[Options : Yes, No]

Comment: Rich Text

1.4.2.5. DOES YOUR SOLUTION SUPPORT NOTIFICATION TO THE STUDENT WHEN A TRANSCRIPT HAS BEEN REQUESTED ON THEIR BEHALF?

Yes/No: Dropdown[Options : Yes, No]

Comment: Rich Text

1.4.3. TRANSCRIPT APPROVAL AND UPLOAD

1.4.3.1. DOES YOUR SOLUTION PROVIDE COLLEGES PARTICIPATING AS SENDERS WITH A SECURE ADMINISTRATIVE PORTAL, WITH GRANULAR ROLE-BASED ACCESS CONTROL, WHERE THEY MAY VIEW THE STATUS OF PENDING ORDERS, PROCESSED ORDERS, SUSPENDED ORDERS, ISSUES WITH SENDING OR RECEIVING, VIEW REPORTING, AND MANAGE PREFERENCES.

Yes/No: Dropdown[Options : Yes, No]

Comment: Rich Text

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1.4.3.2. DOES YOUR SOLUTION SUPPORT COLLEGES WITH THE ABILITY TO CONFIGURE INSTITUTION WORKFLOW PREFERENCES, INCLUDING WAIVER RULES, EXPIRATION OPTIONS, HOLD FOR GRADES, HOLD FOR DEGREE CONFERRAL, E-MAIL COMMUNICATION, USER ACCOUNTS, ETC.?

Yes/No: Dropdown[Options : Yes, No]

Comment: Rich Text

1.4.3.3. DOES YOUR SOLUTION PROVIDE AN INDUSTRY STANDARD APPROACH FOR INTEGRATION TO ALL PARTICIPATING SENDERS ERP/SIS SYSTEMS, INCLUDING API INTEGRATION, WHERE POSSIBLE, TO EXISTING COLLEGE ERP/SIS SYSTEMS; INCLUDING, BUT NOT LIMITED TO, PEOPLESOFT, WORKDAY, COLLEAGUE, AND/OR BANNER, AS WELL AS SUPPORT FOR INTEGRATION TO HOMEGROWN SYSTEMS?

Yes/No: Dropdown[Options : Yes, No]

Describe your integration process.: Rich Text

1.4.3.4. DOES YOUR SOLUTION ENABLE AUTOMATED PROCESSING (WHERE MANUAL INTERVENTION IS NOT REQUIRED) TO APPROVE AND RETURN TRANSCRIPTS OR CREDENTIALS FOR DELIVERY, WHILE ALSO ENABLING MANUAL STEPS AT THE COLLEGES PREFERENCE?

Yes/No: Dropdown[Options : Yes, No]

Comment: Rich Text

1.4.3.5. DOES YOUR SOLUTION SUPPORT THE REQUEST AND FULFILLMENT OF DISTRICT-WIDE TRANSCRIPTS AT CCC DISTRICTS THAT ISSUE A UNIFIED DISTRICT-WIDE TRANSCRIPT, INCLUSIVE OF ALL THE COLLEGES WITHIN THE DISTRICT?

Yes/No: Dropdown[Options : Yes, No]

Comment: Rich Text

1.4.3.6. DOES YOUR SOLUTION SUPPORT THE ABILITY TO AGGREGATE DATA FROM MULTIPLE CAMPUS SYSTEMS, WHERE NECESSARY, TO PRODUCE A TRANSCRIPT THAT VALIDATES TO THE CALIFORNIA ELECTRONIC TRANSCRIPT STANDARD (I.E. CALIFORNIA-SPECIFIC DATA, SUCH AS IGETC INFORMATION, STORED OUTSIDE OF THE CAMPUS ERP/SIS)?

Yes/No: Dropdown[Options : Yes, No]

Comment: Rich Text

### 1.4.4. PROCESSING AND TRANSFORMATION

1.4.4.1. DOES YOUR SOLUTION SUPPORT THE SENDING AND RECEIVING TRANSCRIPTS AS DATA IN PREVALENT STANDARDS, INCLUDING THE CALIFORNIA ELECTRONIC TRANSCRIPT STANDARD (CETS), WHICH INCLUDES

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CALIFORNIA-SPECIFIC DATA ELEMENTS EXCHANGED IN (A) AACRAO SPEEDE COMMITTEE EDI (TS130) TRANSCRIPT FORMAT, OR (B) POSTSECONDARY ELECTRONIC STANDARDS COUNCIL (PESC) – NATIONAL STANDARD FOR ELECTRONIC TRANSCRIPTS LEVERAGING A USER-DEFINED EXTENSION (UDE)?

Yes/No: Dropdown[Options : Yes, No]

Comment: Rich Text

1.4.4.2. DOES YOUR SOLUTION SUPPORT THE EXCHANGE OF CREDENTIALS AS DATA IN PREVALENT STANDARDS, INCLUDING (A) THE CREDENTIAL TRANSPARENCY DESCRIPTION LANGUAGE (CTDL), AND (B) 1EDTECH OPEN BADGES SPECIFICATION?

Yes/No: Dropdown[Options : Yes, No]

Comment: Rich Text

1.4.4.3. DOES YOUR SOLUTION SUPPORT CHANGES, AS REQUESTED, TO DATA STANDARDS TO BE APPLIED ACROSS ALL DELIVERY FORMATS?

Yes/No: Dropdown[Options : Yes, No]

Comment: Rich Text

1.4.4.4. DOES YOUR SOLUTION SUPPORT THE TRANSFORMATION OF TRANSCRIPT INPUT FROM ITS NATIVE FORMAT TO THE DATA FORMAT PREFERRED BY THE RECEIVER, INCLUDING SPEEDE EDI (TS130), PESC XML AND JSON DATA FILES, AND CSV OPTIONS?

Yes/No: Dropdown[Options : Yes, No]

Comment: Rich Text

1.4.4.5. DOES YOUR SOLUTION ASSURE THAT TRANSCRIPTS ARE VALIDATED TO THE APPLICABLE TRANSCRIPT STANDARD SO THAT ALL DATA CONFORMS TO THE STANDARD AND WILL BE RECEIVED AS MACHINE-READABLE?

Yes/No: Dropdown[Options : Yes, No]

Comment: Rich Text

1.4.4.6. DOES YOUR SOLUTION PROVIDE A WORKFLOW TO RESPOND TO TRANSCRIPTS THAT FAIL VALIDATION?

Yes/No: Dropdown[Options : Yes, No]

Comment: Rich Text

1.4.4.7. DOES YOUR SOLUTION SUPPORT THE PRODUCTION OF IMAGE-BASED TRANSCRIPTS AND CREDENTIALS IN THE PDF STANDARD IN ADDITION TO, OR IN PLACE OF, STANDARDS-BASED ELECTRONIC DATA AT THE PREFERENCE OF THE RECEIVER?

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Yes/No: Dropdown[Options : Yes, No]

Comment: Rich Text

1.4.4.8. DOES YOUR SOLUTION SUPPORT THE PRODUCTION OF TEXT-BASED TRANSCRIPTS AND CREDENTIALS (E.G., PDF) NAVIGABLE BY ASSISTIVE TECHNOLOGY AND KEYBOARD ONLY USERS IN ADDITION TO, OR IN PLACE OF, STANDARDS-BASED ELECTRONIC DATA AT THE PREFERENCE OF THE RECEIVER?

Yes/No: Dropdown[Options : Yes, No]

Comment: Rich Text

1.4.4.9. DOES YOUR SOLUTION LIMIT THE NUMBER OF TRANSACTION TYPES THAT MAY BE EXCHANGED, SUPPORTING A VARIETY OF CREDENTIALS?

Yes/No: Dropdown[Options : Yes, No]

Comment: Rich Text

1.4.5. DELIVERY TO COLLEGES AND OTHER RECIPIENTS

1.4.5.1. DOES YOUR SOLUTION PROVIDE COLLEGES AND OTHER RECIPIENTS WITH A SECURE ADMINISTRATIVE PORTAL, WITH GRANULAR ROLE-BASED ACCESS CONTROL, WHERE THEY MAY VIEW THE STATUS OF PENDING ORDERS, PROCESSED ORDERS, SUSPENDED ORDERS, ISSUES WITH SENDING OR RECEIVING, MANAGE PREFERENCES, AND VIEW REPORTING IN A SELF-SERVICE INTERFACE?

Yes/No: Dropdown[Options : Yes, No]

Comment: Rich Text

1.4.5.2. DOES YOUR SOLUTION SUPPORT THE DELIVERY OF TRANSCRIPTS AND CREDENTIALS TO OUT-OF-NETWORK RECEIVERS, EITHER ELECTRONICALLY OR SUPPORTED THROUGH A PRINT AND MAIL OPTION.

Yes/No: Dropdown[Options : Yes, No]

Comment: Rich Text

1.4.5.3. DOES YOUR SOLUTION SUPPORT THE DELIVERY OF CREDENTIALS TO IN-NETWORK RECEIVERS USING COMMONLY AVAILABLE STANDARDIZED DATA FORMATS (I.E. PESC, 1EDTECH)?

Yes/No: Dropdown[Options : Yes, No]

Comment: Rich Text

1.4.5.4. DOES YOUR SOLUTION SUPPORT TRANSCRIPTS TO BE VIEWED, PRINTED, OR SAVED IN HTML OR PDF FORMAT?

Yes/No: Dropdown[Options : Yes, No]

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Comment: Rich Text

1.4.5.5. DOES YOUR SOLUTION PROVIDE INTEGRATION SUPPORT FOR THE DELIVERY OF TRANSCRIPTS TO ASSOCIATED PARTNERS AND AGENCIES, I.E., CCGI, CALIFORNIA VIRTUAL CAMPUS (CVC), AND DUAL ENROLLMENT DATA TO K-12 DISTRICTS?

Yes/No: Dropdown[Options : Yes, No]

Comment: Rich Text

1.4.5.6. DOES YOUR SOLUTION SUPPORT THE DELIVERY OF TRANSCRIPTS TO IN-NETWORK RECEIVERS AS STANDARDS-BASED DATA IN THE RECEIVER'S PREFERRED FORMAT, INCLUDING, BUT NOT LIMITED TO THE PESCS XML/JSON OR SPEEDE EDI (TS130) FORMAT?

Yes/No: Dropdown[Options : Yes, No]

Comment: Rich Text

1.4.5.7. DOES YOUR SOLUTION SUPPORT THE OPTION OF DELIVERING TRANSCRIPTS TO IN-NETWORK COLLEGES THROUGH THE SPEEDE SERVER?

Yes/No: Dropdown[Options : Yes, No]

Comment: Rich Text

1.4.5.8. DOES YOUR SOLUTION OFFER THE OPTION OF DELIVERING TRANSCRIPTS TO AN "INBOX" WHERE THEY MAY BE RETRIEVED BY THE RECEIVER?

Yes/No: Dropdown[Options : Yes, No]

Comment: Rich Text

1.4.5.9. DOES YOUR SOLUTION PROVIDE AN INDUSTRY STANDARD APPROACH TO SUPPORT THE INTEGRATION OF STANDARDS-BASED TRANSCRIPT DATA INTO THE COLLEGES ERP/SIS SYSTEM?

Yes/No: Dropdown[Options : Yes, No]

Comment: Rich Text

1.4.5.10. DOES YOUR SOLUTION ENABLE AUTOMATED DELIVERY OF TRANSCRIPTS AND CREDENTIALS (WHERE MANUAL INTERVENTION IS NOT REQUIRED TO RECEIVE TRANSCRIPTS OR CREDENTIALS), WHILE MAKING A MANUAL PROCESS AVAILABLE TO SECURELY DOWNLOAD TRANSCRIPTS OR CREDENTIALS WHEN PREFERRED BY THE RECEIVER?

Yes/No: Dropdown[Options : Yes, No]

Comment: Rich Text



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1.4.5.11. DOES YOUR SOLUTION PROVIDE A WORKFLOW THAT SUPPORTS THE RECEIVING COLLEGE WHEN THEY ARE UNABLE TO MATCH A TRANSCRIPT TO THEIR LOCAL SYSTEMS?

Yes/No: Dropdown[Options : Yes, No]

If yes, describe how this works.: Rich Text

### 1.4.6. DATA REPORTING

1.4.6.1. DOES YOUR SOLUTION SUPPORT ROBUST REPORTING, INCLUDING DATA ON TRANSCRIPTS AND CREDENTIALS REQUESTED (AS SINGLE OR BATCH), PROCESSED, DELIVERY DATES, ADDRESSES, ETC.?

Yes/No: Dropdown[Options : Yes, No]

Comment: Rich Text

1.4.6.2. DOES YOUR SOLUTION SUPPORT REPORTING IN MULTIPLE FORMATS, E.G., VIEWABLE ON SCREEN WITH OPTIONS TO DOWNLOAD IN EXCEL, PDF, CSV, WORD, ETC.?

Yes/No: Dropdown[Options : Yes, No]

Describe details of reporting interfacing and/or integration capacity (i.e., Tableau, Microsoft PowerBI).: Rich Text

1.4.6.3. DOES YOUR SOLUTION SUPPORT ADMINISTRATIVE REPORTING FOR THE CCC CHANCELLOR'S OFFICE, CSU CHANCELLOR'S OFFICE, AND/OR UC OFFICE OF THE PRESIDENT, SUCH AS VIEWS OF USER AND SYSTEM-WIDE TRANSACTIONS, TRANSACTIONS BY INSTITUTION, ETC.?

Yes/No: Dropdown[Options : Yes, No]

Comment: Rich Text

### 1.4.7. INTEGRATION REQUIREMENTS

This section speaks to integrating to systemwide resources.

1.4.7.1. DOES YOUR SOLUTION SUPPORT A METHOD FOR CALIFORNIA'S PUBLIC POSTSECONDARY SYSTEMS (CCC, CSU, AND UC) TO DELIVER A STANDARDS-BASED TRANSCRIPT REQUEST (EDI OR XML), GENERATED UPON THE COMPLETION OF A NEW APPLICATION FOR COLLEGE ADMISSION? THIS TRANSCRIPT REQUEST IS TO BE RECEIVED BY THE SYSTEM THROUGH AN API, WHERE THE REQUEST IS TO BE PROCESSED FOR DELIVERY TO THE POSTSECONDARY SYSTEM OR COLLEGE THAT GENERATED THE REQUEST AS STANDARDS-BASED DATA. THIS WORKFLOW MUST SUPPORT INDEPENDENT CALIFORNIA COLLEGES AND UNIVERSITIES TO GENERATE TRANSCRIPT REQUESTS FROM THEIR APPLICATION FORMS TO BE FULFILLED, IN THE FUTURE, IF DESIRED. DESCRIBE INTEGRATION CAPABILITIES AND YOUR APPROACH TO FULFILL THIS REQUIREMENT.

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Yes/No: Dropdown[Options : Yes, No]

Comment: Rich Text

1.4.7.2. DOES YOUR SOLUTION SUPPORT A METHOD FOR SUPPORTING SYSTEMWIDE PLANNING TOOLS, INCLUDING CALIFORNIA COLLEGES.EDU (CCGI), THE CSU TRANSFER PLANNER, PROGRAM PATHWAYS MAPPER, AND OTHER COLLEGE PLANNING TOOLS UTILIZED BY THE CCC, CSU, AND UC SYSTEMS? THE EXCHANGE IS TO ACCEPT THE RECEIPT OF A STANDARDS-BASED TRANSCRIPT REQUEST (EDI OR XML) GENERATED ON BEHALF OF THE STUDENT. THIS TRANSCRIPT REQUEST IS TO BE RECEIVED BY THE SYSTEM THROUGH AN API, AND PROCESSED FOR DELIVERY TO PLANNING TOOLS WHERE THE VERIFIED TRANSCRIPT DATA (FROM ALL CCC'S ATTENDED) MAY BE USED TO POPULATE PLANNING TOOLS WITH THEIR OFFICIAL CCC COURSEWORK DATA. DESCRIBE INTEGRATION CAPABILITIES AND YOUR APPROACH TO FULFILL THIS REQUIREMENT.

Yes/No: Dropdown[Options : Yes, No]

Comment: Rich Text

1.4.7.3. CAN YOUR SYSTEM PROVIDE A METHOD TO SUPPORT INTEGRATION WITH THE ASSIST DATABASE ([HTTPS://ASSIST.ORG/](https://assist.org/)) THROUGH AN AVAILABLE API OR SUPERGLUE, A SYSTEMWIDE INTEGRATION FRAMEWORK ([HTTPS://CCCNEXT.JIRA.COM/WIKI/SPACES/GLUEPD/OVERVIEW](https://cccnext.jira.com/wiki/spaces/gluepd/overview))? THE SYSTEM IS TO UTILIZE COURSE ELIGIBILITY INFORMATION FROM ASSIST (E.G., ARTICULATION STATUS OF CCC COURSES TO SPECIFIC CSUS/UCS AND THEIR MAJORS) TO BE MATCHED, AND ADDED TO THE TRANSCRIPT AT THE COURSE LEVEL. DESCRIBE INTEGRATION CAPABILITIES AND YOUR APPROACH TO FULFILL THIS REQUIREMENT.

Yes/No: Dropdown[Options : Yes, No]

Comment: Rich Text

1.4.7.4. DOES YOUR SOLUTION SUPPORT INTEGRATION WITH THE CALIFORNIA COMMUNITY COLLEGE'S INTEGRATION FRAMEWORK SUPERGLUE, A SYSTEMWIDE INTEGRATION FRAMEWORK ([HTTPS://CCCNEXT.JIRA.COM/WIKI/SPACES/GLUEPD/OVERVIEW](https://cccnext.jira.com/wiki/spaces/gluepd/overview)) MANAGED BY THE CCC TECHNOLOGY CENTER? THE SUPERGLUE INTEGRATION FRAMEWORK MAY BE USED TO CONNECT THE EXCHANGE NETWORK WITH COLLEGES PARTICIPATING AS SENDERS AND/OR RECEIVERS OR TO CONNECT THE EXCHANGE WITH STATEWIDE DATA SYSTEMS AS REQUIRED. DESCRIBE INTEGRATION CAPABILITIES AND YOUR APPROACH TO FULFILL THIS REQUIREMENT.

Yes/No: Dropdown[Options : Yes, No]

Comment: Rich Text

1.4.7.5. CAN YOUR SYSTEM SUPPORT INTEGRATION WHEN A (CCC OR CSU) COLLEGE PARTICIPATING AS A SENDER IN ETRANSCRIPT CALIFORNIA ELECTS TO WORK WITH A

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PREFERRED TRANSCRIPT VENDOR ALONGSIDE PARTICIPATION IN ETRANSCRIPT CALIFORNIA FOR SOME OR ALL OF THEIR TRANSCRIPTS AND CREDENTIALS?

Yes/No: Dropdown[Options : Yes, No]

1.4.7.5.1. DESCRIBE INTEGRATION CAPABILITIES AND YOUR APPROACH FOR WORKING WITH A THIRD-PARTY TRANSCRIPT VENDOR TO TRANSMIT REQUESTS PLACED BY STUDENTS OR RECEIVED BY COLLEGES THROUGH ETRANSCRIPT CALIFORNIA TO THE COLLEGES TRANSCRIPT VENDOR, AND RECEIVE TRANSCRIPTS FROM THAT VENDOR, TO BE PROCESSED FOR DELIVERY THROUGH ETRANSCRIPT CALIFORNIA AT NO CHARGE TO THE STUDENT.

Response: Rich Text

1.4.7.5.2. DESCRIBE INTEGRATION CAPABILITIES AND YOUR APPROACH TO PASS A STUDENT TO THE COLLEGE'S VENDOR, WHEN THE COLLEGE HAS CHOSEN TO WORK WITH A TRANSCRIPT VENDOR, TO CONTINUE THE STUDENTS SESSION WHERE THEY MAY REQUEST TRANSCRIPTS TO OUT-OF-NETWORK RECIPIENTS.

Response: Rich Text

1.4.7.6. THE DISTRICT IS CONSIDERING TWO SCENARIOS FOR INTEGRATING THE 116 CALIFORNIA COMMUNITY COLLEGES WITH A VENDOR SOLUTION. IN SCENARIO A, THE VENDOR WOULD INTEGRATE TO EACH OF THE 23 CSU'S AND 116 CCC'S, AS PRESENTED IN 1.4.3.3. IN SCENARIO B, THE VENDOR WOULD INTEGRATE TO THE 23 CSU'S AND TO A CENTRALIZED TRANSCRIPT REPOSITORY CONTAINING TRANSCRIPT DATA FOR THE 116 CCC'S (MANAGED BY THE CALIFORNIA COMMUNITY COLLEGES TECHNOLOGY CENTER). IF THIS APPROACH IS SELECTED, TRANSCRIPT DATA WILL BE MIGRATED TO A CENTRALIZED TRANSCRIPT REPOSITORY WHICH THE VENDOR WOULD INTERACT WITH THROUGH API'S TO PUSH TRANSCRIPT REQUESTS AND RETRIEVE TRANSCRIPT DATA IN A STANDARDIZED FORMAT. DESCRIBE INTEGRATION CAPABILITIES AND YOUR APPROACH TO FULFILL THIS METHOD OF SUPPORTING TRANSCRIPT EXCHANGE FOR THESE COLLEGES.

Yes/No: Dropdown[Options : Yes, No]

Comment: Rich Text

### 1.4.8. TECHNICAL INFRASTRUCTURE AND TECHNICAL REQUIREMENTS

1.4.8.1. DOES YOUR COMPANY ENSURE COMPLIANCE WITH INDUSTRY STANDARDS AND BEST PRACTICES FOR INFRASTRUCTURE AND CLOUD DEPLOYMENTS WITH REGULAR AUDITS? IF YES, DESCRIBE HOW.

Yes/No: Dropdown[Options : Yes, No]

If yes, describe how.: Rich Text

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1.4.8.2. DOES YOUR SOLUTION UTILIZE CONTAINERIZATION TECHNOLOGIES FOR CONSISTENT APPLICATION DEPLOYMENT ACROSS ENVIRONMENTS? IF YES, DESCRIBE THE TECHNOLOGIES.

Yes/No: Dropdown[Options : Yes, No]

If yes, describe the technologies.: Rich Text

1.4.8.3. DOES YOUR SOLUTION SUPPORT FAULT TOLERANCE CAPABILITIES THAT WOULD PROVIDE UNINTERRUPTED SYSTEM SERVICES THAT ARE CAPABLE OF WITHSTANDING FAILURES AND DISRUPTIONS? IF YES, DESCRIBE THE CAPABILITIES.

Yes/No: Dropdown[Options : Yes, No]

If yes, describe the capabilities.: Rich Text

1.4.8.4. DOES YOUR SOLUTION PROVIDE MECHANISMS FOR BACKUP AND DISASTER RECOVERY INCLUDING BUT NOT LIMITED TO RUNBOOKS, DISASTER RECOVERY PLANS, AND DISASTER RECOVERY TESTING?

Yes/No: Dropdown[Options : Yes, No]

If yes, describe the mechanisms including fail over, fail back, RTO, RPO, MTD, and whether there is an isolated tenant space among other customers.: Rich Text

1.4.8.5. DOES YOUR SOLUTION PROVIDE THE ABILITY TO TRACK SYSTEM HEALTH AND PERFORMANCE AND FACILITATE TROUBLESHOOTING? IF YES, DESCRIBE THE TRACKING PROCESS.

Response: Dropdown[Options : Yes, No]

If yes, describe the tracking process.: Rich Text

1.4.8.6. DOES YOUR SOLUTION SCALE DYNAMICALLY, BASED ON DEMAND DURING PEAK TRANSCRIPT REQUEST TIME, WITHOUT COMPROMISING PERFORMANCE OR RELIABILITY?

Yes/No: Dropdown[Options : Yes, No]

If yes, explain how scaling is managed.: Rich Text

1.4.8.7. DOES YOUR SOLUTION SCALE DYNAMICALLY, BASED ON DEMAND DURING PEAK APPLICATION TIME, WITHOUT COMPROMISING PERFORMANCE OR RELIABILITY? IF YES, DESCRIBE.

Yes/No: Dropdown[Options : Yes, No]

If yes, describe.: Rich Text

1.4.8.8. DOES YOUR SOLUTION SUPPORT BOTH VERTICAL AND HORIZONTAL SCALING TO HANDLE INCREASING LOADS, USING LOAD BALANCING AND DISTRIBUTED

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COMPUTING, AND NOT RESTRICT THE NUMBER OF USERS THAT CAN ACCESS THE  
SYSTEM AT ANY GIVEN TIME?

Yes/No: Dropdown[Options : Yes, No]

If yes, describe.: Rich Text

1.4.8.9. DOES YOUR SOLUTION UTILIZE INDUSTRY LEADING CLOUD PROVIDERS TO  
ENSURE RELIABILITY, SCALABILITY, AND SECURITY OF INFRASTRUCTURE  
RESOURCES? IF YES, LIST THE PROVIDER(S) THAT SUPPORT THE SOLUTION.

Yes/No: Dropdown[Options : Yes, No]

If yes, list the provider(s) that support the solution.: Rich Text

1.4.8.10. DOES YOUR ORGANIZATION OFFER A LICENSING ARRANGEMENT WITH EACH  
CLOUD PROVIDER? IF YES, PROVIDE SPECIFIC TENANCY MODELS AVAILABLE TO  
CUSTOMERS

Yes/No: Dropdown[Options : Yes, No]

If yes, provide specific tenancy models available to customers: Rich Text

1.4.8.11. DOES YOUR INFRASTRUCTURE HAVE DATA CENTER REDUNDANCY IN  
MULTIPLE REGIONS (UP TO 60 MILES IN DISTANCE)?

Yes/No: Dropdown[Options : Yes, No]

Please provide details on data center(s) including location, grade, and certification of data  
center(s): Rich Text

1.4.8.12. DOES YOUR SOLUTION EMPLOY CACHING AND DATA COMPRESSION TO  
OPTIMIZE RESPONSE TIMES? IF YES, DESCRIBE HOW.

Yes/No: Dropdown[Options : Yes, No]

If yes, describe how.: Rich Text

1.4.8.13. DOES YOUR SOLUTION UTILIZE OR INTEGRATE WITH VERSION CONTROL  
SYSTEMS (E.G., GIT) TO MANAGE CODE REPOSITORIES AND FACILITATE  
COLLABORATIVE DEVELOPMENT? IF YES, DESCRIBE HOW.

Yes/No: Dropdown[Options : Yes, No]

If yes, describe how.: Rich Text

1.4.8.14. DOES YOUR SOLUTION INCLUDE VERSION CONTROL SYSTEMS TO MANAGE  
AND TRACK CHANGES TO THE SOURCE CODE OF ALL COMPONENTS OVER TIME? IF  
YES, DESCRIBE HOW.

Yes/No: Dropdown[Options : Yes, No]

If yes, describe how.: Rich Text

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1.4.8.15. DOES YOUR SOLUTION PROVIDE MAINTAINABLE CODE AND THOROUGH DOCUMENTATION TO SEAMLESSLY FACILITATE FUTURE MODIFICATIONS AND UPGRADES? IF YES, DESCRIBE HOW.

Yes/No: Dropdown[Options : Yes, No]

If yes, describe how.: Rich Text

### 1.4.9. SOFTWARE DEVELOPMENT AND CHANGE CONTROL REQUESTS

1.4.9.1. DOES YOUR COMPANY RECORD CHANGE LOGS AND PROACTIVELY COMMUNICATE RESTRICTIONS OR UPCOMING CHANGES (E.G., SYSTEM UPDATES OR MAINTENANCE) TO BOTH END-USERS AND TECHNICAL TEAMS? IF YES, DESCRIBE THESE PRACTICES AND SPECIFY HOW FAR IN ADVANCE THESE COMMUNICATIONS ARE TYPICALLY ISSUED.

Yes/No: Dropdown[Options : Yes, No]

If yes, describe these practices and specify how far in advance these communications are typically issued.: Rich Text

1.4.9.2. DOES YOUR COMPANY OFFER CASE MANAGEMENT FUNCTIONALITY AND INTAKE TOOLS TO COLLECT CHANGE REQUESTS WHERE SOLUTION ADMINISTRATORS CAN SEE AND MANAGE ALL REQUESTS? IF YES, DESCRIBE THESE FEATURES.

Yes/No: Dropdown[Options : Yes, No]

If yes, describe these features.: Rich Text

1.4.9.3. DOES YOUR COMPANY PROVIDE KNOWLEDGE MANAGEMENT REPOSITORIES WHICH INCLUDE TECHNICAL DOCUMENTATION GUIDES AND MANUALS (E.G., DESKTOP GUIDES, USER MANUALS, SYSTEM ARCHITECTURE GUIDES, NETWORK CONNECTIVITY, DATA SCHEMA, METADATA, INFRASTRUCTURE REDUNDANCY, DATA BACKUP, ETC.)?

Yes/No: Dropdown[Options : Yes, No]

If yes, describe what you provide.: Rich Text

### 1.4.10. USER EXPERIENCE

1.4.10.1. DOES YOUR SOLUTION INCORPORATE USER-CENTRIC DESIGN PRINCIPLES TO ENSURE THE SYSTEM IS INTUITIVE FOR STUDENTS, FACULTY, AND ADMINISTRATIVE STAFF? IF YES, DESCRIBE HOW THESE PRINCIPLES ARE APPLIED.

Yes/No: Dropdown[Options : Yes, No]

If yes, describe how these principles are applied.: Rich Text

1.4.10.2. DOES YOUR SOLUTION SUPPORT RESPONSIVE DESIGN PRINCIPLES TO ENSURE OPTIMAL USER EXPERIENCE ACROSS VARIOUS DEVICES, SCREEN SIZES,

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AND ORIENTATIONS (E.G., MOBILE PHONES, TABLETS, AND BROWSERS)? IF YES, PLEASE DESCRIBE THE RESPONSIVE DESIGN PRINCIPLES AND WHICH DEVICES ARE SUPPORTED.

Yes/No: Dropdown[Options : Yes, No]

If yes, please describe the responsive design principles and which devices are supported.: Rich Text

1.4.10.3. DOES YOUR SOLUTION UTILIZE UI ANALYTICS TOOLS TO TRACK USER INTERACTIONS, ENGAGEMENT, AND PERFORMANCE METRICS LIKE LOAD TIMES AND RESPONSIVENESS? IF YES, INDICATE WHETHER THESE TOOLS ARE OUT-OF-THE-BOX AND CONFIGURABLE OR REQUIRE CUSTOMIZATION. IF NO BUILT-IN ANALYTICS TOOLS ARE INCLUDED, DESCRIBE THE INTEGRATION CAPABILITIES WITH THIRD-PARTY ANALYTICS TOOLS, INCLUDING ANY LIMITATIONS OR REQUIRED CONFIGURATIONS.

Yes/No: Dropdown[Options : Yes, No]

If yes, indicate whether these tools are out-of-the-box and configurable or require customization. If no built-in analytics tools are included, describe the integration capabilities with third-party analytics tools, including any limitations or required configurations.: Rich Text

1.4.10.4. DOES YOUR SOLUTION PROVIDE A USER EXPERIENCE WITH SELF-SERVICE CAPABILITIES AVAILABLE 24 HOURS A DAY, 365/366 DAYS A YEAR (EXCEPT DURING SCHEDULED MAINTENANCE) TO REQUEST AND TRACK SENDING OF TRANSCRIPTS AND CREDENTIALS, AND TO MANAGE THEIR OWN ACCOUNTS, RESET PASSWORDS, AND REQUEST ACCESS?

Yes/No: Dropdown[Options : Yes, No]

If yes, describe the range of self-service capabilities available.: Rich Text

1.4.10.5. DOES YOUR SOLUTION PROVIDE THE CAPABILITY FOR STUDENTS TO OBTAIN SUPPORT AND CONTEXTUAL GUIDANCE THROUGH TOOL TIPS, FAQs, DYNAMIC SEARCH, AND CHATBOTS THAT FEATURE DIRECT MESSAGING CAPABILITIES? IF YES, DESCRIBE HOW EACH OF THESE FEATURES ARE IMPLEMENTED AND INTEGRATED WITHIN YOUR SOLUTION.

Yes/No: Dropdown[Options : Yes, No]

If yes, describe how each of these features are implemented and integrated within your solution.: Rich Text

1.4.10.6. DOES YOUR SOLUTION PROVIDE SEARCH CAPABILITIES THAT MAKE USE OF DYNAMIC SEARCH FIELDS TO FACILITATE THE STUDENT'S SEARCH EFFORT (E.G., SEARCH EFFORTS TO FIND COLLEGE CONTACTS, SEARCH EFFORTS WITHIN FAQs)? IF YES, PROVIDE A LIST OF THE DYNAMIC SEARCH CAPABILITIES OFFERED.

Yes/No: Dropdown[Options : Yes, No]

If yes, provide a list of the dynamic search capabilities offered.: Rich Text

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1.4.10.7. DOES YOUR SOLUTION DISPLAY CLEAR AND DETAILED ERROR MESSAGES THAT HELP DISTRICT ADMINISTRATORS UNDERSTAND ERRORS (E.G., UPLOAD OR INTEGRATION ERRORS) AND ENABLE EFFECTIVE TROUBLESHOOTING?

Yes/No: Dropdown[Options : Yes, No]

If yes, describe how these messages are presented.: Rich Text

1.4.11. SUPPORT STRATEGY

1.4.11.1. DOES YOUR COMPANY OFFER USER SUPPORT METHODS SUCH AS EMAIL, CHATBOT, LIVE CHAT, TELEPHONE, IN-PERSON SUPPORT, OR OTHER OPTIONS? IF YES, PLEASE SPECIFY WHICH METHODS ARE AVAILABLE.

Response: Checkbox[Options : Email, Chatbot, Live chat, Telephone, In-Person, Other]

If yes, please specify which methods are available.: Rich Text

1.4.11.2. DOES YOUR COMPANY HAVE A SUPPORT FRAMEWORK THAT DESCRIBES EACH CHANNEL OF SUPPORT (E.G., ANSWERING LIVE CHAT, INCOMING CALLS AND EMAILS INCLUDING HOURS OF OPERATION). IF YES, PLEASE DESCRIBE HOW EACH CHANNEL FITS INTO THE FRAMEWORK.

Yes/No: Dropdown[Options : Yes, No]

If yes, please describe how each channel fits into the framework. : Rich Text

1.4.11.3. DOES YOUR SOLUTION PROVIDE 24/7 SAAS CUSTOMER SUPPORT FOR STUDENTS AND COLLEGES? IF YES, DESCRIBE THE TYPES OF SUPPORT OFFERED.

Yes/No: Dropdown[Options : Yes, No]

If yes, describe the types of support offered.: Rich Text

1.4.11.4. DOES YOUR COMPANY OFFER USER TRAINING PROGRAMS (E.G., ASYNCHRONOUS LEARNING, WEBINARS, KNOWLEDGE GUIDES) TO ENSURE EFFECTIVE ADOPTION AND UTILIZATION OF THE TRANSCRIPT EXCHANGE SYSTEM BY ADMINISTRATORS, FACULTY, STAFF, AND STUDENTS? IF YES, DESCRIBE THE TYPES OF PROGRAMS PROVIDED.

Yes/No: Dropdown[Options : Yes, No]

If yes, describe the types of programs provided.: Rich Text

1.4.11.5. DOES YOUR COMPANY HAVE A PROCESS FOR DEPLOYING TRAINING PROGRAMS (E.G., VIDEO TUTORIALS, WRITTEN GUIDES) IN SUPPORT OF ONBOARDING AND FOR ANY CHANGES AND UPDATES AS THEY OCCUR?

Yes/No: Dropdown[Options : Yes, No]

If yes, describe how these programs are made accessible to users.: Rich Text



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1.4.11.6. WILL YOUR COMPANY BE STAFFED TO MEET THE SUPPORT DEMANDS OF THE CALIFORNIA COMMUNITY COLLEGE SYSTEM, ESPECIALLY DURING PEAK PERIODS SUCH AS ENROLLMENT AND REGISTRATION? IF SO, EXPLAIN YOUR STAFFING MODEL, INCLUDING RECRUITMENT, MINIMUM HIRING REQUIREMENTS, TRAINING, AND STAFF RETENTION PROGRAMS.

Yes/No: Dropdown[Options : Yes, No]

If so, explain your staffing model, including recruitment, minimum hiring requirements, training, and staff retention programs.: Rich Text

1.4.11.7. DOES YOUR ORGANIZATION OFFER SUPPORT SERVICE LEVEL AGREEMENTS (SLAS) THAT SPEAK TO CUSTOMER SERVICE SUPPORT (INCLUDING RESPONSE TIMES AND SUPPORT HOURS), MONITORING AND AVAILABILITY?

Yes/No: Dropdown[Options : Yes, No]

? If yes, describe the key elements of your SLA.: Rich Text

1.4.11.8. DOES YOUR COMPANY PROVIDE AUTOMATED ELECTRONIC COMMUNICATION (I.E., AUTOMATED ELECTRONIC EMAIL, SMS/ MOBILE, AND PORTAL MESSAGING NOTIFICATIONS) TO STUDENTS, COLLEGES, CCGI, AND EMPLOYERS REGARDING TRANSCRIPT FULFILLMENT AND NOTIFICATION WHEN AN ERROR HAS OCCURRED INCLUDING STATUS UNTIL THE INCIDENT IS RESOLVED?

Yes/No: Dropdown[Options : Yes, No]

Describe how you provide support to colleges?: Rich Text

1.4.11.9. DOES YOUR COMPANY LEVERAGE A USER SUPPORT MODEL VIA A REMOTE SESSION, I.E., RDP TO SEE WHAT THE USER SEES?

Yes/No: Dropdown[Options : Yes, No]

Comment: Rich Text

1.4.12. SECURITY AND DATA PRIVACY

1.4.12.1. DOES YOUR COMPANY HAVE A SEPARATE POSITION TO OVERSEE INFORMATION SECURITY GOVERNANCE/PRACTICES (E.G., CHIEF INFORMATION SECURITY OFFICER, SECURITY DIRECTOR)? IF YES, DESCRIBE THE POSITION.

Yes/No: Dropdown[Options : Yes, No]

If yes, describe the position.: Rich Text

1.4.12.2. DOES YOUR COMPANY COMPLY WITH ALL APPLICABLE REGULATORY REQUIREMENTS, INCLUDING BUT NOT LIMITED TO THE STATE OF CALIFORNIA, DEPARTMENT OF TECHNOLOGY, SIMM 5330H, SIMM5355B, TL 24-01, TL 23-04, TL 23-03; AND FEDERAL STANDARDS FOR SECURITY, INCLUDED BUT NOT LIMITED TO THE NIST SP 800-37, NIST SP 800-39, NIST SP 800-53 REVISION 5 (800-53V5), NIST SP 800-53A,

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NIST SP 800-63, NIST SP 800-122, NIST SP 800-161, NIST SP 800-171, NIST SP 800-218,  
AND NIST CYBERSECURITY FRAMEWORK (CSF) V2?

Yes/No: Dropdown[Options : Yes, No]

If not, describe your Information Security program & practices.: Rich Text

1.4.12.3. DOES YOUR COMPANY COMPLY WITH ALL APPLICABLE PRIVACY STANDARDS,  
INCLUDING BUT NOT LIMITED TO FERPA, SB 25, CCPA, CPRA, CALIFORNIA CIVIL CODE  
1798.29 AND 1798.82) INCLUDING DATA PARTNERS (E.G. CLOUD HOSTING)?

Yes/No : Dropdown[Options : Yes, No]

If not, describe your Information privacy program & practices.: Rich Text

1.4.12.4. DOES YOUR COMPANY HAVE A DATA RETENTION POLICY?

Yes/No : Dropdown[Options : Yes, No]

If so, provide details of your retention policy and practices, i.e., file, data, databases, backup,  
data warehouse/lake/mart retention.: Rich Text

1.4.12.5. HAS YOUR ORGANIZATION UNDERGONE A SOC 2 AUDIT? IF YES, PROVIDE  
THE AUDIT DATE AND SUMMARY OF THE REPORT. IF NO, DESCRIBE ALTERNATIVE  
SECURITY FRAMEWORK(S) IN PLACE.

Yes/No: Dropdown[Options : Yes, No]

If yes, provide the audit date and summary of the report. If no, describe alternative security  
framework(s) in place.: Rich Text

Upload audit report: File Attachment

1.4.12.6. IS A COMPLIANCE AUDIT AND SOLUTION ASSESSMENT IN PLACE ( I.E.,  
INFORMATION SECURITY PROGRAM AUDIT, PENETRATION TESTING, VULNERABILITY  
SCANNING, OWASP, SAST, DAST INCLUDING FREQUENCIES ON TABLETOP ACTIVITIES  
VS FULL EVENT SIMULATION, DONE INHOUSE VS THIRD PARTY)?

Yes/No : Dropdown[Options : Yes, No]

Comment: Rich Text

1.4.12.7. DOES THE COMPANY HAVE A CURRENT ANNUAL SECURITY MATURITY RATING  
FROM AN INDEPENDENT THIRD-PARTY AUDITOR/ASSESSOR THAT CERTIFIES THAT  
YOUR ORGANIZATION MEETS FEDERAL GUIDELINES FOR THE HANDLING OF  
CONFIDENTIAL DATA? IF YES, UPLOAD SELF-REPORTED PROOF OR DOCUMENTATION.

Yes/No: Dropdown[Options : Yes, No]

If yes, upload self-reported proof or documentation.: File Attachment

1.4.12.8. DOES YOUR COMPANY SHARE A NETWORK WITH ANY OTHER  
ORGANIZATION? IF YES, PLEASE DESCRIBE.

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Yes/No: Dropdown[Options : Yes, No]

If yes, please describe.: Rich Text

1.4.12.9. IS SECURITY AWARENESS TRAINING IN PLACE FOR ALL EMPLOYEES (I.E., ONBOARDING, ANNUAL, ENFORCEMENT, CONSEQUENCES EMPLOYEE SECURITY/PRIVACY OR ROLE BASE AWARENESS TRAINING)?

Yes/No: Dropdown[Options : Yes, No]

If yes, describe what security topics are covered, if it is mandatory, and the frequency of training.: Rich Text

1.4.12.10. DESCRIBE DETAILS OF YOUR TECHNICAL STAFF CREDENTIAL AND/OR EXPERIENCE REQUIREMENTS (I.E., CISSP, CCNA, CSDP CREDENTIAL).

Yes/No: Dropdown[Options : Yes, No]

Comment: Rich Text

1.4.12.11. DOES YOUR COMPANY USE THE SECURE SOFTWARE DEVELOPMENT LIFECYCLE (SSDL) FRAMEWORK FOR DESIGN, DEVELOPMENT AND ROLLOUT OF NEW PRODUCTS AND VERSION UPGRADES? IF NOT, DESCRIBE ANY SIMILAR FRAMEWORKS UTILIZED.

Yes/No: Dropdown[Options : Yes, No]

If not, describe any similar frameworks utilized.: Rich Text

1.4.12.12. DOES YOUR SOLUTION INCORPORATE SECURITY MEASURES TO PROTECT SENSITIVE AND CONFIDENTIAL INFORMATION THROUGHOUT ITS COLLECTION, PROCESSING, TRANSMISSION, AND DISPOSAL STAGES? IF YES, DESCRIBE THE SPECIFIC MEASURES IMPLEMENTED.

Yes/No: Dropdown[Options : Yes, No]

If yes, describe the specific measures implemented.: Rich Text

1.4.12.13. DOES YOUR SOLUTION IMPLEMENT ROBUST SECURITY CONTROLS (E.G., ENCRYPTION, TOKENIZATION, MFA) ALONG WITH DATA SECURITY POLICIES, PLANS, PROTOCOLS, AND STANDARDS TO PROTECT SENSITIVE DATA?

Yes/No: Dropdown[Options : Yes, No]

If yes, describe how these controls are maintained and enforced, and how data is encrypted and enforced when data is rest, data is in use, and in transit between end-points.: Rich Text

1.4.12.14. DO YOU HAVE INCIDENT RESPONSE AND/OR BREACH NOTIFICATION POLICIES? WHAT IS THE INTRUSION/BREACH NOTIFICATION PROCESS FOR SHARING DETAILS ON THE INCIDENT WITH AFFECTED PARTIES?

Yes/No: Dropdown[Options : Yes, No]

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What is the intrusion/breach notification process for sharing details on the incident with affected parties?: Rich Text

1.4.12.15. DOES YOUR COMPANY HAVE A MEDIATION PLAN?

Yes/No : Dropdown[Options : Yes, No]

If yes, describe the processes to address audit and assessment deficiencies, i.e. reporting structure, approval hierarchy, containment vs permanent resolution.: Rich Text

1.4.12.16. DOES YOUR COMPANY HAVE A POLICY AND IMPLEMENTATION PLAN FOR TIMELY COMMUNICATION TO USERS REGARDING ISSUES SUCH AS SECURITY, OUTAGES, BUGS, AND DOWNTIME? IF YES, DESCRIBE THE COMMUNICATION STRATEGIES AND PROCESSES USED.

Yes/No: Dropdown[Options : Yes, No]

If yes, describe the communication strategies and processes used.: Rich Text

1.4.12.17. DOES YOUR SOLUTION OFFER WEB APPLICATION SECURITY, DATA SECURITY, AND NETWORK SECURITY CAPABILITIES TO PROTECT AGAINST CYBERSECURITY THREATS? THIS MAY INCLUDE, BUT IS NOT LIMITED TO, FIREWALLS, ADVANCED BOT PROTECTION, API PROTECTION, AND DDOS PROTECTION. IF YES, PLEASE DESCRIBE THE CAPABILITIES OFFERED.

Yes/No: Dropdown[Options : Yes, No]

If yes, please describe the capabilities offered.: Rich Text

1.4.12.18. DOES YOUR SOLUTION INTEGRATE WITH THIRD-PARTY CYBERSECURITY TOOLS? IF YES, PROVIDE A LIST OF YOUR PARTNERSHIPS WITH THIRD-PARTY CYBERSECURITY VENDORS AND EXPLAIN THE INTEGRATIONS.

Yes/No: Dropdown[Options : Yes, No]

If yes, provide a list of your partnerships with third-party cybersecurity vendors and explain the integrations.: Rich Text

1.4.12.19. DOES YOUR SOLUTION SUPPORT A VARIETY OF AUTHENTICATION MECHANISMS, INCLUDING BUT NOT LIMITED TO MULTI-FACTOR AUTHENTICATION, ADAPTIVE AUTHENTICATION, AND SINGLE SIGN-ON WITH OTHER TRUSTED SYSTEMS? IF YES, DESCRIBE.

Yes/No: Dropdown[Options : Yes, No]

If yes, describe.: Rich Text

1.4.12.20. CAN YOUR SOLUTION ENABLE SINGLE SIGN-ON (SSO) THROUGH THIRD-PARTY SYSTEMS THAT WILL HAVE ACCESS TO THE TRANSCRIPT WORKFLOW?

Yes/No: Dropdown[Options : Yes, No]

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If yes, describe how.: Rich Text

1.4.12.21. DOES YOUR SOLUTION HAVE AN ACCESS CONTROL POLICY THAT GRANTS ACCESS TO TRANSCRIPT AND CREDENTIAL DATA ON AN AS NEEDED BASIS?

Yes/No: Dropdown[Options : Yes, No]

If yes, describe how.: Rich Text

1.4.12.22. DOES YOUR SOLUTION ALLOW ADMINISTRATORS THE AUTHORITY TO CREATE, MODIFY, AND DEACTIVATE USER ACCOUNTS THROUGH CENTRALIZED USER MANAGEMENT? IF YES, DESCRIBE HOW THIS MANAGEMENT IS EXECUTED.

Yes/No: Dropdown[Options : Yes, No]

If yes, describe how this management is executed.: Rich Text

1.4.12.23. CAN YOUR ORGANIZATION DEFINE AND INTEGRATE WITH A CHOSEN CORE IDENTITY AND ACCESS MANAGEMENT (IAM) SOLUTION? IF YES, DESCRIBE HOW THIS INTEGRATION IS ACCOMPLISHED.

Yes/No: Dropdown[Options : Yes, No]

If yes, describe how this integration is accomplished.: Rich Text

1.4.12.24. DOES YOUR SOLUTION PROVIDE A SYSTEM THAT ALLOWS NEW USERS TO CREATE AN ID AND PASSWORD, HELP RETURNING USERS RETRIEVE THEIR CREDENTIALS, AND VERIFY USER IDS VIA EMAIL DURING ACCOUNT CREATION? IF YES, DESCRIBE HOW.

Yes/No: Dropdown[Options : Yes, No]

If yes, describe how.: Rich Text

1.4.12.25. DOES YOUR SOLUTION PROVIDE FRAUD DETECTION CAPABILITIES? IF NO, HOW DOES YOUR SOLUTION ADDRESS FRAUD DETECTION, INCLUDING INTEGRATION WITH THIRD-PARTY SOLUTIONS. FRAUD DETECTION CAPABILITIES MAY INCLUDE IDENTITY VERIFICATION, DEVICE PROFILING, DEVICE SCREENING, NETWORK ANALYSIS, GEO-BLOCKING, MONITORING USER INTERACTIONS (BOT DETECTION), EMBEDDING FRAUD DETECTION SCRIPTS, RISK-SCORING, ANOMALY DETECTION, ETC.

Yes/No: Dropdown[Options : Yes, No]

If no, how does your solution addresses fraud detection, including integration with third-party solutions. Fraud detection capabilities may include geo-blocking, monitoring user interactions, embedding fraud detection scripts, risk-scoring, anomaly detection, etc.: Rich Text

1.4.12.26. DOES YOUR SOLUTION PROVIDE FRAUD DETECTION THAT UTILIZES ANOMALY DETECTION, BEHAVIORAL ANALYTICS, MACHINE LEARNING ALGORITHMS, AND REAL-TIME MONITORING TO IDENTIFY SUSPICIOUS ACTIVITIES, ENSURING

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COMPREHENSIVE COVERAGE WHILE MAINTAINING A BALANCED APPROACH TO AVOID  
MARGINALIZING STUDENTS? IF YES, DESCRIBE HOW.

Yes/No: Dropdown[Options : Yes, No]

If yes, describe how. : Rich Text

1.4.12.27. DOES YOUR SOLUTION INTEGRATE WITH REPUTABLE IDENTITY VALIDATION  
SERVICES SUCH AS ID.ME, LEXIS-NEXIS, AND SIMILAR PROVIDERS TO VERIFY USER  
IDENTITIES AND DETECT POTENTIALLY FRAUDULENT ACTIVITIES? IF YES, DESCRIBE  
HOW THIS INTEGRATION WORKS.

Yes/No: Dropdown[Options : Yes, No]

If yes, describe how this integration works.: Rich Text

1.4.13. ACCESSIBILITY

1.4.13.1. DOES YOUR PRODUCT MEET THE WCAG 2.0 AA AND SUBSTANTIALLY  
CONFORMANT WITH WCAG 2.1 AA (OR SUBSEQUENT VERSION) ACCESSIBILITY  
STANDARDS? NOTE THAT ALL INFORMATION AND COMMUNICATION TECHNOLOGY  
(ICT) PRODUCTS AND SERVICES TO BE USED BY CCC FACULTY/STAFF, STUDENTS,  
PROGRAM PARTICIPANTS, OR OTHER CCC CONSTITUENCIES MUST BE IN  
COMPLIANCE WITH THESE STANDARDS.

Yes/No: Dropdown[Options : Yes, No]

If yes, upload supporting documentation such as a third-party audit and/or quality control  
processes you use to maintain compliance with the standard.: Rich Text

If yes, upload supporting documentation such as a third-party audit and/or quality control  
processes you use to maintain compliance with the standard.: File Attachment

1.4.13.2. DOES YOUR COMPANY CONSIDER ACCESSIBILITY FACTORS IN UI  
DEVELOPMENT TO ADHERE TO INDUSTRY STANDARDS LIKE THE WEB CONTENT  
ACCESSIBILITY GUIDELINES (WCAG)? IF YES, DESCRIBE YOUR APPROACH.

Yes/No: Dropdown[Options : Yes, No]

If yes, describe your approach.: Rich Text

1.4.13.3. DOES YOUR SOLUTION SUPPORT ACCESSIBILITY STANDARDS THAT  
CONSIDER INTERNATIONALIZATION (I18N) BEST PRACTICES? IF YES, EXPLAIN HOW  
YOUR UI ADAPTS TO DIVERSE LINGUISTIC AND CULTURAL CONTEXTS.

Yes/No: Dropdown[Options : Yes, No]

If yes, explain how your UI adapts to diverse linguistic and cultural contexts.: Rich Text

1.4.13.4. IS ACCESSIBILITY INTEGRATED INTO YOUR DEVELOPMENT PROCESS? IF  
YES, DESCRIBE HOW.

Yes/No: Dropdown[Options : Yes, No]

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Comment: Rich Text

1.4.13.5. IS A SPECIFIC PERCENTAGE OF YOUR SOFTWARE DEVELOPMENT AND QA TESTING TEAM IS FOCUSED ON ACCESSIBILITY? IF YES, INDICATE THE PERCENTAGE OF THE TEAM DEDICATED TO ACCESSIBILITY EFFORTS.

Yes/No: Dropdown[Options : Yes, No]

If yes, indicate the percentage of the team dedicated to accessibility efforts. : Rich Text

1.4.13.6. DO YOUR DEVELOPERS AND PROJECT MANAGERS REGULARLY ENGAGE IN ACCESSIBILITY TRAINING? IF YES, DESCRIBE THE TRAINING PROGRAMS UNDERTAKEN.

Yes/No: Dropdown[Options : Yes, No]

If yes, describe the training programs undertaken.: Rich Text

1.4.13.7. WILL YOUR SOLUTION MEET US SECTION 508 ACCESSIBILITY REQUIREMENTS? ACCORDINGLY, FAILURE TO PROVIDE REQUIRED ACCESSIBILITY DOCUMENTATION OR FAILURE TO DEMONSTRATE ACCESSIBILITY OF PROPOSED SOLUTION MAY RESULT IN DISQUALIFICATION FROM THE RFP PROCESS.

Yes/No: Dropdown[Options : Yes, No]

f yes, describe the processes you use to determine conformance with these standards.: Rich Text

1.4.13.8. DOES YOUR PRODUCT UNDERGO ACCESSIBILITY TESTING BEFORE EACH MAJOR RELEASE? IF YES, EXPLAIN THE TESTING PROCEDURES.

Yes/No: Dropdown[Options : Yes, No]

If yes, explain the testing procedures.: Rich Text

1.4.13.9. DO YOU PERFORM AUTOMATED AND MANUAL TESTING TO TEST AND EVALUATE APPLICATIONS FOR ACCESSIBILITY FOR INDIVIDUALS WITH DISABILITIES? IF YES, DESCRIBE YOUR TESTING PROCESS IN DETAIL.

Yes/No: Dropdown[Options : Yes, No]

If yes, describe your testing process in detail.: Rich Text

1.4.13.10. DO YOU TEST WITH SPECIFIC ASSISTIVE TECHNOLOGIES ON THE WINDOWS OS, MACOS, AND IOS PLATFORMS TO EVALUATE ACCESS FOR BLIND AND VISUALLY IMPAIRED INDIVIDUALS? IF YES, DESCRIBE AND PROVIDE SUPPORTING EVIDENCE OF YOUR ASSISTIVE TECHNOLOGY TESTING PROCESS.

Yes/No: Dropdown[Options : Yes, No]

If yes, describe and provide supporting evidence of your assistive technology testing process. : Rich Text

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1.4.13.11. DO YOU USE A THIRD-PARTY ACCESSIBILITY EVALUATION COMPANY TO VERIFY YOUR ACCESSIBILITY COMPLIANCE? IF YES, UPLOAD A COPY OF YOUR MOST RECENT EVALUATION REPORT.

Yes/No: Dropdown[Options : Yes, No]

If yes, upload a copy of your most recent evaluation report.: File Attachment

Response 2: Rich Text

1.4.13.12. DOES YOUR COMPANY HAVE A POLICY AND PROCESS FOR ADDRESSING ACCESSIBILITY ERRORS IDENTIFIED IN APPLICATIONS DURING DEVELOPMENT AND IN PRODUCTION? IF YES, DESCRIBE HOW THESE ISSUES ARE TRACKED AND PRIORITIZED.

Yes/No: Dropdown[Options : Yes, No]

If yes, describe how these issues are tracked and prioritized.: File Attachment

Response 2: Rich Text

### 1.5. IMPLEMENTATION REQUIREMENTS

This section should establish the Respondent's understanding of the District's implementation requirements. Respondents should outline their project work plan, organizational charts detailing staff responsibilities, and demonstrate their implementation approach.

#### 1.5.1. WORK PLAN

1.5.1.1. DOES YOUR COMPANY HAVE A PLAN TO ADDRESS THE ANTICIPATED SCOPE OF WORK. IF YES, PROVIDE DETAILS OF THE PLAN. INCLUDE THE PROJECT PLAN THAT THE COMPANY WILL FOLLOW FROM INITIAL DESIGN, TO PILOT, AND THROUGH IMPLEMENTATION OF THE FINISHED PRODUCT. INCLUDE SPECIFIC DELIVERABLES AND ACTIVITIES THAT THE COMPANY WILL COMPLETE. THE VENDOR WILL COORDINATE WITH THE CCC TECHNOLOGY CENTER IN OUTREACH AND PROJECT PLANNING AND IMPLEMENTATION IN RELATION TO THE DEPLOYMENT AND MANAGEMENT OF THE SOLUTION.

Yes/No: Dropdown[Options : Yes, No]

If yes, provide details of the plan. Include the project plan that the company will follow from initial design, to pilot, and through implementation of the finished product. Include specific deliverables and activities that the company will complete.: Rich Text

Attachments: File Attachment

1.5.1.2. DOES YOUR COMPANY HAVE A PROJECT SCHEDULE THAT OUTLINES THE DESIGN, PILOT, AND IMPLEMENTATION PHASES, INCLUDING METHODS AND RESOURCES THAT WILL BE USED TO MAINTAIN THIS SCHEDULE. IF YES, EXPLAIN WHETHER THE TIMELINE DIFFERS FROM THE PROPOSED TIMELINE IN THE RFP (SECTION 3.2.2) AND THE REASON FOR THE DIFFERENCE.



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Yes/No: Dropdown[Options : Yes, No]

Attachments: File Attachment

If yes, explain whether the timeline differs from the proposed timeline in the RFP (Section 3.2.2) and the reason for the difference.: Rich Text

1.5.1.3. DOES YOUR COMPANY HAVE A PROJECT MANAGEMENT APPROACH FOR THE IMPLEMENTATION PHASE THAT INCLUDES HANDLING DELAYS OR ISSUES? IF YES, DESCRIBE THE APPROACH AND HOW YOU ADDRESS DELAYS OR ISSUES DURING IMPLEMENTATION?

Yes/No: Dropdown[Options : Yes, No]

What is your approach to handling delays or issues during implementation?: Rich Text

If yes, describe the approach and how you address delays or issues during implementation?: Rich Text

1.5.2. PROPOSED STAFFING AND PROJECT ORGANIZATION

1.5.2.1. CAN YOU PROVIDE AN ORG CHART AND A DESCRIPTION OF THE ORGANIZATION'S STRUCTURE THAT EXPLAINS THE RESPONSIBILITIES OF STAFF AND CONTRACTORS ASSIGNED TO THE PROJECT? IDENTIFY THE KEY INDIVIDUALS WHO WILL ACT AS A PROGRAM LEAD, TECH LEAD, FUNCTIONAL LEAD, AND ALL OTHER PROFESSIONAL STAFF WHO WILL WORK DIRECTLY WITH THE DISTRICT AND OTHER KEY STAKEHOLDERS. INCLUDE A DESCRIPTION OF THE EXPERIENCE AND QUALIFICATIONS (E.G., 10+ YEARS OF PROGRAM MANAGEMENT EXPERIENCE IN THE HIGHER EDUCATION INDUSTRY, ALONG WITH A PMP CERTIFICATION AND SIX SIGMA BLACK BELT) OF THE KEY INDIVIDUALS (E.G., PROGRAM LEAD, TECH LEAD, FUNCTIONAL LEAD, ETC.). QUALIFICATION TEMPLATES HAVE BEEN PROVIDED FOR THREE ROLES. ADD ADDITIONAL ROLES AS YOU DEEM NECESSARY TO THE RESPONSE.

Yes/No: Dropdown[Options : Yes, No]

Identify the key individuals who will act as a program lead, tech lead, functional lead, and all other professional staff who will work directly with the District and other key stakeholders. Include a description of the experience and qualifications (e.g., 10+ years of Program Management experience in the Higher Education industry, along with a PMP certification and Six Sigma Black Belt) of the key individuals (e.g., program lead, tech lead, functional lead, etc.). Qualification templates have been provided for three roles. Add additional roles as you deem necessary to the response. : File Attachment

1.5.2.2. DOES YOUR ORGANIZATION HAVE A PROCESS FOR THE DESIGN, REVIEW, APPROVAL, AND COMPLETION OF ESSENTIAL PROJECT ELEMENTS, INCLUDING A FEEDBACK PROCESS AND A METHOD FOR ADDRESSING CHANGES OR ADDITIONS TO THE SCOPE OF WORK. IF YES, DESCRIBE THIS PROCESS IN DETAIL.

Yes/No: Dropdown[Options : Yes, No]

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If yes, describe this process in detail. : Rich Text

1.5.3. IMPLEMENTATION APPROACH AND DEVOPS

1.5.3.1. DOES YOUR COMPANY HAVE AN ESTABLISHED APPROACH FOR GATHERING AND DOCUMENTING SOLUTION REQUIREMENTS? IF YES, EXPLAIN YOUR APPROACH IN DETAIL.

Yes/No: Dropdown[Options : Yes, No]

If yes, explain your approach in detail.: Rich Text

Attachment: File Attachment

1.5.3.2. DOES YOUR COMPANY HAVE EXPERIENCE MANAGING CLIENT RELATIONSHIPS THROUGHOUT THE ENTIRE PROJECT LIFECYCLE, FROM INITIAL ENGAGEMENT TO IMPLEMENTATION, CHANGE MANAGEMENT, AND MAINTENANCE? IF YES, DESCRIBE YOUR APPROACH AND RELEVANT EXPERIENCE.

Yes/No: Dropdown[Options : Yes, No]

If yes, describe your approach and relevant experience.: Rich Text

Attachments: File Attachment

1.5.3.3. DOES YOUR COMPANY DEFINE ACCEPTANCE CRITERIA FOR INDIVIDUAL PROJECTS? IF YES, EXPLAIN HOW THIS IS DONE. IF THERE IS A QUALITY ISSUE, DESCRIBE YOUR APPROACH TO CLIENT RESOLUTION.

Yes/No: Dropdown[Options : Yes, No]

If there is a quality issue, describe your approach to client resolution.: Rich Text

Attachment: File Attachment

1.5.3.4. DOES YOUR SOLUTION SUPPORT DEVELOPER TOOLS AND EXTENSIONS FOR CUSTOMIZATIONS AND FLEXIBILITY? IF YES, PROVIDE DETAILS ON THE TOOLS AND EXTENSIONS SUPPORTED.

Yes/No: Dropdown[Options : Yes, No]

If yes, provide details on the tools and extensions supported.: Rich Text

Attachment: File Attachment

1.5.3.5. DOES YOUR COMPANY HAVE A PROCESS FOR MIGRATING AND INTEGRATING CUSTOMIZATIONS WHEN NEW PLATFORM VERSIONS ARE RELEASED? IF YES, OUTLINE THE PROCESS FOR HANDLING THESE UPDATES.

Yes/No: Dropdown[Options : Yes, No]

If yes, outline the process for handling these updates.: Rich Text

Attachment: File Attachment

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1.5.3.6. DOES YOUR COMPANY AUTOMATE ROUTINE DESIGN, BUILD, TEST, AND DEPLOYMENT PROCESSES TO ACCELERATE FEATURE DELIVERY AND ENHANCEMENTS? IF YES, DESCRIBE HOW THIS AUTOMATION IS ACHIEVED.

Yes/No: Dropdown[Options : Yes, No]

If yes, describe how this automation is achieved.: Rich Text

Attachment: File Attachment

1.5.3.7. DOES YOUR COMPANY UTILIZE CI/CD (CONTINUOUS INTEGRATION/CONTINUOUS DELIVERY) TOOLS AND PRACTICES TO ACCELERATE FEATURE DELIVERY WHILE MAINTAINING CODE QUALITY AND RELIABILITY? IF YES, PROVIDE EVIDENCE OF YOUR EXPERIENCE AND EXPLAIN HOW BUSINESS DISRUPTIONS ARE AVOIDED DURING THIS PROCESS.

Yes/No: Dropdown[Options : Yes, No]

If yes, provide evidence of your experience and explain how business disruptions are avoided during this process.: Rich Text

Attachment: File Attachment

1.5.3.8. DOES YOUR COMPANY HAVE TESTING PROCESSES AND QUALITY ASSURANCE MEASURES TO VALIDATE SYSTEM FUNCTIONALITY AND PERFORMANCE? IF YES, EXPLAIN HOW UNIT TESTS, INTEGRATION TESTS, END-TO-END TESTS, AND/OR USER ACCEPTANCE TESTING ARE INCORPORATED IN THE DEVELOPMENT LIFECYCLE.

Yes/No: Dropdown[Options : Yes, No]

If yes, explain how unit tests, integration tests, end-to-end tests, and/or user acceptance testing are incorporated in the development lifecycle.: Rich Text

Attachment: File Attachment

1.5.3.9. IS TESTING AUTOMATED DURING EACH STAGE OF THE DEVELOPMENT LIFECYCLE? IF YES, DESCRIBE THE AUTOMATION PROCESS.

Yes/No: Dropdown[Options : Yes, No]

If yes, describe the automation process.: Rich Text

Attachment: File Attachment

1.5.3.10. DOES YOUR COMPANY OFFER A WARRANTY ON CODE CHANGES (E.G., IF REGRESSION IS INTRODUCED, WHO FIXES IT)? IF YES, PROVIDE DETAILS ON THE WARRANTY TERMS.

Yes/No: Dropdown[Options : Yes, No]

If yes, provide details on the warranty terms.: Rich Text

Attachment: File Attachment

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1.5.3.11. DOES YOUR COMPANY HAVE STANDARDIZED DEPLOYMENT PROCEDURES AND ENVIRONMENTS TO ENSURE CHANGES ARE DEPLOYED SAFELY AND EFFICIENTLY, MINIMIZING DOWNTIME? IF YES, DESCRIBE THESE PROCEDURES.

Yes/No: Dropdown[Options : Yes, No]

If yes, describe these procedures.: Rich Text

Attachment: File Attachment

### 1.6. APPENDICES

Please provide any supporting documents as appendices. Additionally, include any other information you consider crucial for the proper evaluation of your proposal that has not been solicited in the preceding sections. Respondents are advised that this is not an invitation to submit excessive extraneous material; appendices should be concise and directly relevant.

1.6.1. PLEASE PROVIDE ANY SUPPORTING DOCUMENTS AS APPENDICES. ADDITIONALLY, INCLUDE ANY OTHER INFORMATION YOU CONSIDER CRUCIAL FOR THE PROPER EVALUATION OF YOUR PROPOSAL THAT HAS NOT BEEN SOLICITED IN THE PRECEDING SECTIONS. RESPONDENTS ARE ADVISED THAT THIS IS NOT AN INVITATION TO SUBMIT EXCESSIVE EXTRANEIOUS MATERIAL; APPENDICES SHOULD BE CONCISE AND DIRECTLY RELEVANT.

Please provide any supporting documents as appendices.: File Attachment

## 2. PRICING PROPOSAL

A separate Pricing Proposal must be submitted to the District along with the Technical Response. Provide a response to the questions listed in the Pricing Proposal section. Additionally, all associated costs/pricing must be included in Attachment D as a separate Excel Spreadsheet. A Respondent must provide a 5-year projection of cost. Review the following guidelines for the Pricing Proposal:

- The Pricing Proposal shall indicate the proposed price for goods or services defined in the Scope of Services of the RFP.
- The proposed price shall incorporate ALL costs for services under the contract for the total contract period, including any renewals or extensions.
- The Pricing Proposal must be signed and dated by an individual empowered to bind the Respondent to the provisions of this RFP and any contract awarded pursuant to it.
- A Respondent must submit the Pricing Proposal Worksheet to the District as an Excel file in addition to answering the questions outlined in the Questionnaire in the Responsive.io tool. Respondents are asked to use Attachment D Pricing Proposal Worksheet to complete the Pricing Proposal.

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**2.1. PRICING QUESTIONS**

2.1.1. DESCRIBE YOUR PRICING MODEL, FEATURES, AND SERVICES INCLUDED IN THE BASE FEES.

Describe: Rich Text

Attachment: File Attachment

2.1.2. DESCRIBE THE TOTAL PRICE ASSOCIATED WITH EACH OF THE FOLLOWING CATEGORIES: A) PROJECT MANAGEMENT, B) CHANGE MANAGEMENT, C) INITIAL SETUP AND CONFIGURATION, D) DATA PREPARATION AND MIGRATION, E) CUSTOM DEVELOPMENT, F) SYSTEM INTEGRATION, G) TESTING, H) SECURITY AND COMPLIANCE SERVICES, I) HYPERCARE, J) TRAINING, K) COMMERCIAL SOLUTION SOFTWARE LICENSE, L) OTHER LICENSES, M) ONGOING SUPPORT - PRODUCT, N) ONGOING SUPPORT - SI, O) VENDOR TRAVEL COSTS, P) OTHER COSTS

Describe: Rich Text

Attachment: File Attachment

2.1.3. DESCRIBE PRICING BASED ON THE FOLLOWING (A) THE PRICE FOR THE SYSTEM TO COVER THE COST OF ALL TRANSCRIPTS SENT IN-NETWORK, DEFINED AS TRANSCRIPTS SENT FROM CCC OR CSU COLLEGES TO DESTINATIONS WHICH INCLUDE CCC, CSU, UC, OR CCGI (REPRESENTING CA K-12), AND (B) THE PRICE FOR THE SYSTEM TO COVER THE COST OF ALL TRANSCRIPTS SENT OUT-OF-NETWORK, DEFINED AS TRANSCRIPTS SENT FROM CCC OR CSU COLLEGES TO DESTINATIONS OTHER THAN CCC, CSU, UC, OR CCGI (REPRESENTING CA K-12).

Describe: Rich Text

Attachment: File Attachment

2.1.4. DESCRIBE PRICING BASED ON THE FOLLOWING (A) THE VENDOR WILL BE RESPONSIBLE FOR INTEGRATION TO EACH OF THE 116 CALIFORNIA COMMUNITY COLLEGES TO (I) DELIVER A TRANSCRIPT REQUEST, AND (II) RETRIEVE CORRESPONDING TRANSCRIPT DATA, AND (B) THE VENDOR WILL BE RESPONSIBLE FOR INTEGRATION TO A CENTRALIZED TRANSCRIPT REPOSITORY REPRESENTING THE 116 CALIFORNIA COMMUNITY COLLEGES TO (I) DELIVER A TRANSCRIPT REQUEST, AND (II) RETRIEVE CORRESPONDING TRANSCRIPT DATA. NOTE THAT IN EITHER SCENARIO THE VENDOR WILL BE RESPONSIBLE FOR INTEGRATION TO THE 23 CSU CAMPUSES AND TRANSCRIPT RECIPIENTS.

Describe: Rich Text

Attachment: File Attachment

2.1.5. DESCRIBE ANY RECURRING AND REQUIRED NON-RECURRING START-UP/SET-UP FEES.

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Describe: Rich Text

Attachment: File Attachment

2.1.6. DESCRIBE YOUR PRICING STRUCTURE FOR DIFFERENT TYPES OF USER LICENSES (E.G., ADMIN, STANDARD), IF APPLICABLE.

Describe: Rich Text

Attachment: File Attachment

2.1.7. DESCRIBE YOUR PRICING STRUCTURE FOR OTHER LICENSES (THIRD-PARTY SOFTWARE LICENSES) THAT YOU INTEND TO BUNDLE INTO YOUR TOTAL PRICE.

Describe: Rich Text

Attachment: File Attachment

2.1.8. DESCRIBE PRICING FOR DATA STORAGE AND USAGE. IF THERE IS A LIMIT ON DATA STORAGE, DESCRIBE THE CHARGES FOR EXCEEDING THAT LIMIT.

Describe: Rich Text

Attachment: File Attachment

2.1.9. DESCRIBE YOUR PRICING STRUCTURE FOR CUSTOMIZING THE SOLUTION TO MEET SPECIFIC NEEDS AND IF THERE ARE ONGOING COSTS FOR MAINTAINING THESE CUSTOMIZATIONS.

Describe: Rich Text

Attachment: File Attachment

2.1.10. DESCRIBE ANY OTHER FEES THAT WE SHOULD BE AWARE OF (E.G., TRANSACTION FEES, THIRD-PARTY FEES, ETC.).

Describe: Rich Text

Attachment: File Attachment

2.1.11. DESCRIBE YOUR CONTRACT LENGTH.

Describe: Rich Text

Attachment: File Attachment

2.1.12. ARE PRICES GUARANTEED FOR THE LIFE OF THE CONTRACT? IF NOT, INDICATE HOW PRICES WILL CHANGE OVER THE LIFE OF THE CONTRACT.

Describe: Rich Text

Attachment: File Attachment

## REQUEST FOR PROPOSALS #CCCTC-24-02 CALIFORNIA COMMUNITY COLLEGES NEW ETRANSCRIPT CALIFORNIA SYSTEM

2.1.13. DESCRIBE ANY ADDITIONAL DISCOUNTS THAT MAY BE OFFERED ABOVE AND BEYOND THE BASE AGREEMENT.

Describe: Rich Text

Attachment: File Attachment

2.1.14. DESCRIBE YOUR BILLING APPROACH, INCLUDE THE DESIRED BILLING ARRANGEMENTS.

Describe: Rich Text

Attachment: File Attachment

2.1.15. DESCRIBE PRICING FOR THE INITIAL LAUNCH AND IMPLEMENTATION (INCLUDING QA) AS WELL AS A FRAMEWORK FOR PRICING AS THE IMPLEMENTATION EXPANDS WITH PRICE CAPS.

Describe: Rich Text

Attachment: File Attachment

2.1.16. DESCRIBE ANY ADDITIONAL FEATURES OR MODULES THAT COME AT AN ADDITIONAL COST. CAN THESE FEATURES BE ADDED LATER AND HOW IS THE COST DETERMINED?

Describe: Rich Text

Attachment: File Attachment

2.1.17. DESCRIBE IN DETAIL YOUR PROPOSAL FOR AN EARN-BACK STRUCTURE TO REGAIN PENALTIES INCURRED TO YOUR COMPANY FOR MISSING SERVICE LEVEL AGREEMENTS (SLAS).

Describe: Rich Text

Attachment: File Attachment

### 3. ATTACHMENTS

Attachments A and D must be signed and completed by the Respondent's authorized signatory and submitted through the portal at [app.rfpio.com](http://app.rfpio.com) along with the proposal. The District cannot accept any proposal that is not accompanied by these completed and signed statements from the Respondent's authorized signatory.

#### Required Attachments

Attachment A	Certifications and Assurances
Attachment B	Sample Subcontract Agreement

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Attachment C	Statement of Work
Attachment D	Pricing Proposal Worksheet

**3.1. DOWNLOAD ATTACHMENT A - CERTIFICATIONS AND ASSURANCES, FILL OUT THE DOCUMENT, AND SUBMIT.**

Submit Completed Attachment: File Attachment

**3.2. DOWNLOAD ATTACHMENT B - SAMPLE SUBCONTRACTOR AGREEMENT AND REVIEW THE DOCUMENT.**

Submit Completed Attachment: File Attachment

**3.3. DOWNLOAD ATTACHMENT C - STATEMENT OF WORK AND REVIEW THE DOCUMENT.**

Submit Completed Attachment: File Attachment

**3.4. DOWNLOAD ATTACHMENT D - PRICING PROPOSAL WORKSHEET, FILL OUT THE DOCUMENT, AND SUBMIT.**

Submit Completed Attachment: File Attachment

## **4. Acknowledgement**

**4.1. AS THE PARTY RESPONSIBLE FOR SUBMITTING THE RFP, I HAVE READ AND UNDERSTAND THE PROPOSAL REQUIREMENTS.**

Response: Dropdown[Options : PLEASE SELECT A RESPONSE, YES - Native Functionality, NO, NO - Within 8 months - Native Development, NO - Within 8 months - Partner Development, YES - Partner Provided]



## ATTACHMENT A - CERTIFICATIONS AND ASSURANCES

### ATTACHMENT A CERTIFICATIONS AND ASSURANCES

#### NON COLLUSION AFFIDAVIT TO BE EXECUTED BY BIDDER

State of California )  
County of \_\_\_\_\_ ) ss.

\_\_\_\_\_ being first duly sworn, deposes and says that he or she is

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

I certify (or declare) under penalty of perjury that the foregoing is true and correct.

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

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**CONTRACTOR'S CERTIFICATE REGARDING WORKERS' COMPENSATION**

Labor Code Section 3700 in relevant part provides:

Every employer except the State shall secure the payment of compensation in one or more of the following ways:

- (a) By being insured against liability to pay compensation in one or more insurers duly authorized to write compensation insurance in this State.
- (b) By securing from the Director of Industrial Relations a certificate of consent to self-insure, which may be given upon furnishing proof satisfactory to the Director of Industrial Relations of ability to pay any compensation that may become due to his employees.

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.

\_\_\_\_\_  
Contractor

\_\_\_\_\_  
Authorized Signature & Title

\_\_\_\_\_  
Date

(In accordance with Article 5 (commencing at Section 1860), Chapter 1, Part 7, Division 2 of the Labor Code, the above certificate must be signed and filed with the awarding body prior to performing any work under this contract.)

Submit via app.rfpio.com only

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**DRUG-FREE WORKPLACE CERTIFICATION**

I, \_\_\_\_\_ am the \_\_\_\_\_ of  
\_\_\_\_\_  
(Print Name) (Title) (Contractor Name)

I declare, state and certify to all of the following:

1. I am aware of the provisions and requirements of California Government Code 8350 et seq., the Drug Free Workplace Act of 1990.
2. I am authorized to certify, and do certify, on behalf of Contractor that a drug free workplace will be provided by Contractor by doing all of the following:
  1. Publishing a statement notifying employees that the unlawful manufacture, distribution, dispensation, possession or use of a controlled substance is prohibited in Contractor's workplace and specifying actions, which will be taken against employees for violation of the prohibition;
  2. Establishing a drug-free awareness program to inform employees about all of the following:
    1. The dangers of drug abuse in the workplace;
    2. Contractor's policy of maintaining a drug-free workplace;
    3. The availability of drug counseling, rehabilitation and employee-assistance programs; and
    4. The penalties that may be imposed upon employees for drug abuse violations;
  3. Requiring that each employee engaged in the performance of the Contract be given a copy of the statement required by subdivision (A), above, and that as a condition of employment by Contractor in connection with the Work of the Contract, the employee agrees to abide by the terms of the statement.
3. Contractor agrees to fulfill and discharge all of Contractor's obligations under the terms and requirements of California Government Code '8355 by, inter alia, publishing a statement notifying employees concerning: (a) the prohibition of any controlled substance in the workplace, (b) establishing a drug-free awareness program, and (c) requiring that each employee engaged in the performance of the Work of the Contract be given a copy of the statement required by California Government Code '8355(a) and requiring that the employee agree to abide by the terms of that statement.
4. Contractor and I understand that if the District determines that Contractor has either: (a) made a false certification herein, or (b) violated this certification by failing to carry out and to implement the requirements of California Government Code '8355, the Contract awarded herein is subject to termination, suspension of payments, or both. Contractor and I further understand that, should Contractor violate the terms of the Drug-Free Workplace Act of 1990, Contractor may be subject to debarment in accordance with the provisions of California Government Code "8350, et seq.
5. Contractor and I acknowledge that Contractor and I are aware of the provisions of California Government Code "8350, et seq. and hereby certify that Contractor and I will adhere to, fulfill, satisfy and discharge all provisions of and obligations under the Drug-Free Workplace Act of 1990.

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

Executed at \_\_\_\_\_ this \_\_\_\_\_ day of \_\_\_\_\_ 20\_\_\_\_

(City and State)

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Signature

---

Print or Type Name

Submit via [app.rfpio.com](https://app.rfpio.com) only

## ATTACHMENT B - SAMPLE SUBCONTRACTOR AGREEMENT



**BUTTE-GLENN COMMUNITY COLLEGE DISTRICT**  
3536 Butte Campus Drive, Oroville, CA 95965

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### SUBCONTRACT AGREEMENT

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This Subcontract Agreement Number [ENTER NUMBER] (hereinafter referred to as "Subcontract") is entered into by and between the Butte-Glenn Community College District, on behalf of its sponsored program [ENTER DEPT OR PROGRAM NAME], (hereinafter referred to as "District") and [ENTER SUBCONTRACTOR NAME] (hereinafter referred to as "Subcontractor") for the Subcontractor to perform the work which is more particularly set forth in this Subcontract and in the Exhibits attached hereto and incorporated into this Subcontract by this reference.

#### RECITALS

WHEREAS, the District has been awarded a Grant Agreement by the California Community College Chancellor's Office (hereinafter referred to as "Sponsor"), under Grant Agreement Number [ENTER COMPLETE NUMBER], for the purpose of performing work for the project entitled [ENTER PROJECT TITLE]; Grant Number [ENTER COMPLETE NUMBER], for the purpose of performing work for the project entitled [ENTER PROJECT TITLE]; Grant Number [ENTER COMPLETE NUMBER], for the purpose of performing work for the project entitled [ENTER PROJECT TITLE]; these projects hereinafter collectively referred to as "Project" and these Grant Agreements hereinafter collectively referred to as "Prime Agreement";

[USE IF APPLICABLE] WHEREAS, the District issued a Request for Proposals No. [ENTER PROPOSAL NUMBER] [ENTER PROPOSAL TITLE] ("RFP"), under and pursuant to Education Code Section 81645, seeking proposals from qualified firms for the provision of [INSERT SPECIFIC TITLE OF SERVICES OR USE "TECHNOLOGY"] services;

[USE IF APPLICABLE] WHEREAS, in response to the RFP, the Subcontractor has submitted a proposal to the District for [INSERT SPECIFIC TITLE OF SERVICES OR USE "TECHNOLOGY"] services, dated [INSERT DATE OF PROPOSAL];

WHEREAS, District is authorized and desires to enter into a subcontract for the partial performance of its responsibilities under the Prime Agreement; and

WHEREAS, Subcontractor desires to enter into an agreement with District to perform the work described below.

NOW, THEREFORE, the parties agree as follows:

1. **STATEMENT OF WORK.** The Subcontractor shall perform the work required in Exhibit A, Statement of Work (hereinafter referred to as "Work").
2. **TERM.** The term of this Subcontract shall commence on DATE and shall expire on DATE, unless otherwise terminated in accordance with this Subcontract. Thereafter, this Subcontract may be extended by written approval of District and Subcontractor and subject to funding by the Sponsor and the provisions of Section 31, Appropriated Funds, of this Subcontract.

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3. KEY PERSONNEL. The following individuals have the responsibility of monitoring the technical, programmatic and administrative aspects of this Subcontract.

Subcontractor Project Director is: [ENTER NAME]

District Project Director is: [ENTER NAME].

The Subcontractor Project Director is essential to the Work being performed and no change to the Subcontractor Project Director may be made without written approval of the District's Authorized Representative for Technical Matters.

4. FEES/PAYMENTS. District shall pay Subcontractor for the performance of the Work set forth in this Subcontract the sum not to exceed [SPELL AMOUNT IN WORDS] \$[AMOUNT IN NUMBERS], as specified below.

\$	0.00	Fee
\$	<u>0.00</u>	Travel, as restricted in this Section.
\$	0.00	Total

District shall not be liable to Subcontractor for any costs or expenses paid or incurred by Subcontractor in performing Work except as specified in Section 4, Fees/Payments, of this Subcontract, unless otherwise indicated and agreed to in writing by the Subcontractor and District.

District shall pay professional fees to Subcontractor in accordance with the following fee schedule: FEE SCHEDULE. [Include fee schedule that details professional fees; use terms such as hourly, weekly, monthly, or within calendar days following completion of services. //OR// Not applicable.]

**Travel.** District reimburses travel expenses according to its travel policy and procedures. Travel expenses shall be limited to those necessary for the performance of this Subcontract and the Prime Agreement. Subcontractor must submit an invoice for any travel reimbursement requested, specifying authorized expenses, including date of each expense claimed for reimbursement, and attach receipts.

5. ALLOWABLE COSTS. The allowability of costs under this Subcontract shall be determined in accordance with the terms of this Subcontract, and the terms of the Prime Agreement, in that order of precedence.
6. USE OF FACILITIES AND EQUIPMENT. Subcontractor will furnish the facilities and equipment necessary to perform and complete the Work on this Project, and District has rights to inspect facilities furnished.
7. INVOICING. Subcontractor shall submit itemized invoices for approval to the District's Authorized Representative for Business Matters not more frequently than monthly and not less frequently than quarterly. In order to be eligible for payment, invoices shall be for allowable, approved costs incurred in accordance with the terms of this Subcontract. All invoices submitted under this Subcontract including the final invoice must be received by the District no later than thirty (30) days after the end of the reporting period for that invoice. All invoices should include: the District Subcontract Number, the Project Title, the Work provided, which must match the description in Section 1 of this Subcontract, the period for which payment is being requested, and the specific dollar amount.

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8. **PAYMENT.** Payment of allowable, approved expenses shall be made upon receipt by the District of invoice. Payment shall be contingent upon the receipt of funding from the Sponsor under the Prime Agreement and upon the Subcontractor's compliance with the terms and conditions of this Subcontract. Payment shall be considered timely if made by the District within thirty (30) days after the receipt of properly submitted invoices.
9. **AUDIT.** The District, the Sponsor, the California State Auditor, and any other appropriate government agency authorized by law, or their duly authorized representatives shall, until three (3) years after final payment under this Subcontract, have access to any of the Subcontractor's records related to this Subcontract, at the Subcontractor's regular place of business, for the purpose of conducting audits. The period of access for records relating to a) appeals under a dispute, b) litigation or settlement of claims arising from the performance of this Subcontract, or c) costs and expenses of this Subcontract to which exception has been taken shall continue until such appeals, litigation, claims, or exceptions are disposed of.
10. **PROGRESS REPORTS.** Subcontractor shall furnish the District with regular reports of progress made under this Subcontract. The reports shall be submitted to the District's Representative for Technical Matters in accordance with the following schedule: [INSERT SCHEDULE]. The reports shall include sufficient information to meet the requirements specified in Prime Agreement.
11. **AUTHORIZED REPRESENTATIVES.** For the purpose of this Subcontract, the individuals identified below are hereby designated representatives of the respective parties.

For the District

Technical Matters:

(PD's name)  
(PD's title)  
(department)  
Butte-Glenn Community College District  
(enter address)  
(enter city, state, zip)  
Telephone: (enter number)  
E-Mail: (enter email address)

Business Matters:

(enter name)  
(enter title)  
(enter department)  
Butte-Glenn Community College District  
(enter address)  
(enter city, state, zip)  
Telephone: (enter number)  
E-Mail: (enter email address)

Authorized Official:

Jessica A. Snelling  
Vice President for Administrative Services  
Butte-Glenn Community College District  
3536 Butte Campus Drive  
Oroville, CA 95965  
Telephone: 530-895-2353

For the Subcontractor

Technical Matters:

(name of sub's project director)  
(enter title)  
(name of subcontractor)  
(address)  
(City, State Zip)

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Telephone: (enter number)  
E-Mail: (enter email address)

Business Matters: (name of sub's fiscal contact)  
(title)  
(name of subcontractor)  
(address)  
(City, State Zip)  
Telephone: (enter number)  
E-Mail: (enter email address)

Authorized Official: (name of sub's legal contact)  
(title)  
(subcontractor name)  
(address)  
(City, State Zip)  
Telephone: (enter number)  
E-Mail: (enter email address)

12. PRIME AGREEMENT. The Work is subject to the applicable "flow-down" provisions of Exhibit B, the Prime Agreement terms and conditions. The Prime Agreement provides further guidance for the administration of this Subcontract.
13. PRECEDENCE. The order of precedence for interpretation shall be this Subcontract then the Prime Agreement.
14. INTELLECTUAL PROPERTY. Subcontractor agrees that any and all services rendered and documents or other materials, inventions, processes, machines, manufactures, or compositions of matter, and/or trademarks or service marks first created, developed or produced pursuant to this Subcontract or the Prime Agreement shall be and are Work for Hire ("Works"). All rights, title and interest in and to the Works first developed under this Subcontract shall be assigned and transferred to the Sponsor. This Work for Hire clause shall survive the expiration or early termination of this Subcontract. Subcontractor agrees to be bound by the Prime Agreement terms and conditions that govern Intellectual Property Rights, to the same extent as District is bound.
15. PUBLICATIONS. Subcontractor shall be free to publish results of the Work provided that review copies of materials intended for publication are submitted to the District's Representative for Technical Matters at least forty-five (45) days prior to publication. Subcontractor agrees to give the District's review comments serious consideration prior to publishing and to include the following statement in any publication resulting from the Work: "This publication was supported by a subcontract agreement with the Butte-Glenn Community College District under Prime Agreement [INSERT GRANT, CONTRACT TITLE] [INSERT PRIME AGREEMENT NUMBER] from the [INSERT SPONSOR NAME]." All materials, except scientific articles or papers published in scientific journals, must also contain the following: "Any opinions, findings, and conclusions or recommendations expressed in this publication are those of the author(s) and do not necessarily reflect the views of the Butte-Glenn Community College District or those of the [INSERT SPONSOR NAME]."
16. BACKGROUND CHECK. Subcontractor, its employees or independent contractors, at no cost to the District, upon request, shall complete background checks and be fingerprinted under procedures established by the California Department of Justice and the Federal Bureau of Investigation, for any individuals involved in the scope of work under this Subcontract. The District has the right to restrict or revoke access of any individuals whose results of those background checks and fingerprints reveal



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that those individuals have been arrested or convicted of a serious or violent felony, as defined by the California Penal Code.

Subcontractor further agrees and acknowledges that if at any time during the Term of this Subcontract, Subcontractor learns or becomes aware of additional information occurring subsequent to the required background checks, Subcontractor shall immediately notify the District and prohibit the personnel from having any involvement with the scope of work under the Subcontract, until the District determines whether continued work by that individual is permissible.

17. FERPA. Subcontractor, in performance of its obligations under this Subcontract, shall do so in a manner consistent with FERPA, other applicable federal and California state laws and regulations, local regulations, and best practices and guidelines, to ensure the confidentiality of those pupil records. "FERPA", as used herein, shall mean the Family Education Rights and Privacy Act of 1974. The requirements under this paragraph shall survive the termination or expiration of this Subcontract or any subsequent agreement intended to supersede this Subcontract.

To ensure the continued confidentiality and security of the student data processed, stored, or transmitted under this Subcontract, Subcontractor, shall, in all respects, comply with federal, state and local laws and regulations including, without limitation, FERPA and other privacy protection laws and regulations. Specifically:

- A. Subcontractor understands that it may not disclose educational records without written consent from the parent or eligible student, except to the following parties under the following conditions: school officials with legitimate educational interest; other schools to which a student is transferring; specified officials for audit or evaluation purposes; appropriate parties in connection with financial aid to a student; organizations conducting research or studies for or on behalf of the school; accrediting organizations; to comply with a judicial order or lawfully issued subpoena; appropriate officials in cases of health and safety emergencies; and state and local authorities, within a juvenile justice system, pursuant to specific State law.
- B. Subcontractor shall not use any information received under this Subcontract for any purpose other than that specifically allowed under the terms of this Subcontract.
- C. This Subcontract does not allow Subcontractor, District, or the subcontractors of either party to disclose confidential pupil information to any third parties except as set forth under this Subcontract, or in limited circumstances permitted under FERPA.
- D. To ensure the continued confidentiality and security of any confidential pupil information, stored, or transmitted under this Subcontract, Subcontractor shall assume responsibility of data received and will employ industry best practices, both technically and procedurally, to protect data from unauthorized physical and electronic access.
- E. To ensure the continued confidentiality and security of the student data processed, stored, or transmitted under this Subcontract, Subcontractor and District shall establish, implement, and maintain policies, procedures, and systems that ensure all confidential pupil information is kept in secured facilities and access to such records is limited to personnel who are authorized to have access to said data.
- F. Subcontractor and District shall ensure that any and all disclosures of pupil information comply with all provisions of FERPA and other applicable federal and California state laws

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and regulations relating to the privacy rights of students, such as but not limited to, the Information Practices Act and the California Public Records Act.

- G. Subcontractor and District shall immediately notify the other Party in the event the security, confidentiality, or integrity of the confidential pupil information exchanged is, or is reasonably believed to have been, compromised. Notification will take place within 24 hours of discovery.
18. **INDEPENDENT CONTRACTOR.** Each party shall retain complete control and jurisdiction over such programs of its own that are outside of this Subcontract, and nothing in the execution of this Subcontract or in its performance shall be construed to establish a joint venture of the parties hereto. Students, instructors, and District staff participating in this program shall not be considered as employees of the Subcontractor, and agents or employees of the Subcontractor shall not be considered employees of the District. Accordingly, employees of one party shall not be entitled to employee benefits normally provided to bona fide employees of the other party.
19. **ASSIGNMENT.** Subcontractor may not assign, transfer or subcontract any part of this Subcontract, any interest herein or claims hereunder, without the prior, written approval of the District and Sponsor.
20. **TERMINATION.** Either party may at any time terminate this Subcontract, with or without cause, by giving thirty (30) days advance written notice to the other party which shall commence on the date of mailing of the written notice by certified mail or personal delivery. In the event of such termination, Subcontractor shall take all reasonable steps to minimize further costs, and shall be entitled the portion or portions of payment herein agreed upon for which expenses have been necessarily incurred in the performance of this Subcontract.
21. **GENERAL RELEASE.** Subcontractor's acceptance of payment of the final invoice under this Subcontract shall release the District from all claims of the Subcontractor, and from all liability to the Subcontractor concerning the Work, except where such claims or liabilities arise from any negligent act, error or omission of the District.
22. **USE OF NAME.** Neither the Subcontractor nor the District shall make use of this Subcontract, or use the other's name or that of any member of the other's staff for publicity or advertising purposes without prior written approval of the other party. This restriction shall not include internal documents available to the public that identify the existence of the Subcontract.
23. **CHANGES.** By mutual written consent, the Subcontractor and the District may make changes to the Work and to the terms of this Subcontract. Any such changes shall be in the form of a written amendment signed by authorized representatives of the Subcontractor and the District.
24. **INDEMNIFICATION.**
- A. Subcontractor shall defend, indemnify and hold District, its officers, employees and agents harmless from and against any and all liability, loss, expense (including reasonable attorneys' fees), or claims for injury or damages arising out of the performance of this Subcontract but only in proportion to and to the extent such liability, loss, expense, attorneys' fees or claims for injury or damages are caused by or result from the negligent or intentional acts or omissions of Subcontractor, its officers, employees or agents. Subcontractor shall also defend, indemnify, and hold harmless the District from and against any liability, loss, claim, damage, cost or expense (including reasonable attorney's fees) arising out of or in connection with Subcontractor's failure to implement and maintain appropriate cyber security measure.

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- B. District shall defend, indemnify and hold Subcontractor, its officers, employees and agents harmless from and against any and all liability, loss, expense (including reasonable attorneys' fees), or claims for injury or damages arising out of the performance of this Subcontract but only in proportion to and to the extent such liability, loss, expense, attorneys' fees or claims for injury or damages are caused by or result from the negligent or intentional acts or omissions of District, its officers, employees or agents.
  - C. This indemnification provision shall survive termination of the Subcontract and remain in effect.
25. INSURANCE. Subcontractor, at its sole cost and expense, shall insure its activities in connection with this Subcontract, and shall maintain during the Term of this Subcontract the following insurance coverage, limits of coverage, and other insurance requirements as follows:
- A. Commercial General Liability insurance with a limit of not less than \$1,000,000 per occurrence for bodily injury, property damage, personal injury, products and completed operations, and blanket contractual coverage.
  - B. Automobile Liability insurance with a combined single limit of not less than \$1,000,000 per accident for bodily injury and property damage with respect to the Subcontractor's owned, hired, and non-owned vehicles.
  - C. Workers' Compensation insurance, if applicable, as statutorily required by California State law.
  - D. Employer's Liability insurance with limits of not less \$1,000,000 each accident, \$1,000,000 each employee, \$1,000,000 policy limit for bodily injury or disease.
  - E. Professional Liability insurance covering acts, errors, mistakes, and omissions arising out of the work or services performed by Subcontractor, or any person employed by the Subcontractor, with a limit of not less than \$1,000,000 each claim.
  - F. Cyber insurance with a limit of not less than \$1,000,000 per occurrence for any security or other cyber breach involving the District's data or confidential pupil information. Such coverage may be included in the Subcontractor's Commercial General Liability insurance so long as it is expressly included.

All insurance required by this Section shall be issued by an insurance company(ies) licensed in California with a current A.M. Best (or equivalent) rating of A:VII or better. The General Liability and Automobile Liability Insurance policies shall be endorsed to name the "Butte-Glenn Community College District, its trustees, officers, agents, employees, and volunteers" as additional insureds as their interest may appear. All insurance policies shall be endorsed to provide for a thirty (30)-day advance written notice to the District of cancellation, suspension, or any material change of the required insurance coverage. If any insurance policy(ies) required by this Subcontract is(are) written on a claims-made form, it shall continue for three (3) years following termination of this Subcontract. The insurance shall have a retroactive date of placement prior to or coinciding with the effective dates of this Subcontract. The Subcontractor's insurance must be primary, and any insurance or self-insurance maintained by the District shall not contribute to it. The coverages required under this Section shall not limit the Subcontractor's liability. If any part of this Subcontract is assigned or subcontracted, these insurance requirements also apply to all assignees and subcontractors. The Subcontractor may fulfill its insurance obligations under this paragraph by self-insurance pursuant to an established plan operated in accordance with accepted insurance practices.

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Prior to commencing Work under this Subcontract, Subcontractor shall furnish District with certificates of insurance and original endorsements evidencing the coverage, limits, and conditions required by this Subcontract.

26. **EQUIPMENT.** Upon termination of this Subcontract, equipment furnished or purchased by the District for the Project shall be retained by the District, and equipment furnished or purchased by the Subcontractor shall be retained by the Subcontractor, unless otherwise restricted by the Sponsor.
27. **ELIGIBILITY FOR NONCITIZENS.** Subcontractor certifies that all employees, independent contractors or subcontractors involved with the Work are citizens of the United States or noncitizens who are eligible to receive public benefits under Sections 401 and 411 of the Personal Responsibility and Work Opportunity Reconciliation Act of 1996.
28. **NONDISCRIMINATION.** Subcontractor shall not unlawfully discriminate, harass or allow harassment against any employee or applicant for employment because of ethnic group identification, national origin, religion, creed, age (over 40), sex, race, color, ancestry, sexual orientation, physical disability (including HIV and AIDS), mental disability, medical condition, or on the basis of these perceived characteristics or based on association with a person or group with one or more of these actual or perceived characteristics, marital status, denial of family care leave, political affiliation, or position in a labor dispute. Subcontractor shall also comply with the provisions of the Fair Employment and Housing Act (Gov. Code §§ 12900 *et seq.*) and the applicable regulations, as well as the provisions of Government Code sections 11135-11139.8.
29. **ACCESSIBILITY FOR PERSONS WITH DISABILITIES.** Subcontractor shall comply in all respects with the Americans with Disabilities Act (ADA of 1990 (42 U.S.C. §§ 12101 *et seq.*)), which prohibits discrimination on the basis of disability, as well as all applicable regulations and guidelines issued pursuant to the ADA.
30. **CONFLICT OF INTEREST.** Subcontractor shall not hire or contract with any officer or employee of District or any member of their immediate family to perform any service covered by this Subcontract. Subcontractor warrants that no officer or employee of District has any financial interest, direct or indirect, in Subcontractor. Any question which may arise during the performance of this Subcontract regarding a possible conflict of interest shall be referred to District for adjudication.
31. **APPROPRIATED FUNDS.** The continuation of this Subcontract shall be subject to sufficient appropriated funds being received by District from Sponsor to administer and support the program. In the event sufficient funds are not available or are discontinued at any time, the District may cancel this Subcontract immediately by written notice to the Subcontractor.
32. **NOTICES.** Any notice required or permitted by this Subcontract shall be in writing and shall be delivered by (i) personal delivery; (ii) certified mail; or (iii) electronic mail to the respective party's Authorized Official.
33. **TIME IS OF THE ESSENCE.** Time is of the essence in this Subcontract.
34. **WAIVER.** No waiver of any breach of this Subcontract shall be held to be a waiver of any other subsequent breach. The failure of the District to enforce at any time any of the provisions of this Subcontract, or to require at any time performance of any of the provisions thereof, shall in no way be construed to be a waiver of such provisions nor in any way affect the validity of this Subcontract or effect the rights of the District to thereafter seek enforcement of the Subcontract.
35. **FORCE MAJEURE.** The Subcontractor and District are excused from performance during the time and to the extent that they are prevented from obtaining, performing any act or rendering any services

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required under this Subcontract by a Force Majeure Event. If a Force Majeure Event caused the failure or delay beyond the parties' control and which by the parties' exercise of due diligence could not reasonably have been avoided, an extension of contract times in an amount equal to the time loss due to such delay shall be the Subcontractor's sole and exclusive remedy for such delay. A "Force Majeure Event" shall mean events or circumstances occurring by acts of God, such as tornadoes, lightning, earthquakes, hurricanes, floods, or other natural disasters; epidemics; pandemics; quarantine restrictions; fire; strikes; lock-out; commandeering of materials, products, plants or facilities by the government; terrorist attacks; wars; riots; civil disturbances; or governmental acts, including sanction, embargo, and import or export regulation, or order; when satisfactory evidence thereof is presented to the other party, provided that it is satisfactorily established that the nonperformance is not due to the fault or neglect of the party not performing.

36. APPLICABLE LAW. This Subcontract shall be interpreted and governed by the laws of the State of California.
37. ENTIRE AGREEMENT. This Subcontract is the complete agreement of the Subcontractor and the District and supersedes all prior understandings regarding the Work.
38. COUNTERPARTS AND ELECTRONIC SIGNATURES. This Subcontract may be executed in one or more counterparts, and counterparts may be exchanged by facsimile, electronic mail or other electronic transmission, each of which will be deemed an original, but all of which together constitute one and the same instrument.

[SIGNATURE PAGE FOLLOWS]

Submit via app.rfpio.com only

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**IN WITNESS WHEREOF**, the respective parties have executed this Subcontract on the dates indicated below.

**BUTTE-GLENN COMMUNITY COLLEGE DISTRICT**

**[INSERT LEGAL NAME OF SUBCONTRACTOR]**

By: \_\_\_\_\_  
(Signature of authorized official of District.)

By: \_\_\_\_\_  
(Signature of authorized official of Subcontractor.)

Name: Jessica A. Snelling, MBA

Name: \_\_\_\_\_

Title: Vice President for Administrative Services

Title: \_\_\_\_\_

Date: \_\_\_\_\_

Date: \_\_\_\_\_

Exhibits:

- A: Statement of Work
- B: Copy of Prime Agreement

<b>TO BE COMPLETED BY DISTRICT ONLY</b>					
The person preparing this contract must complete this section and obtain appropriate approvals before contract will be signed.					
Initiating Department:	INSERT DEPT NAME	Preparer's Name & ID:	INSERT PREPARER NAME/ID	Phone:	EXT
Vendor Name:	INSERT VENDOR NAME	Vendor ID:	INSERT VENDOR ID		
PO Description:	INSERT DESCRIPTION				
Budget Code:	INSERT BUDGET CODE	PO Amount:	INSERT VALUE FOR PO		
Contract Monitor Name <i>(Person Who Approves Invoices)</i> :	INSERT MONITOR NAME			Phone:	EXT
<b>APPROVALS</b>					
INSERT NAME		INSERT NAME			
<b>Department Dean/Director Name</b>	<b>Initials</b>	<b>Department Vice President Name</b>	<b>Initials</b>		
<b>Business Contracts &amp; Risk Management Initials</b>					

## ATTACHMENT C - STATEMENT OF WORK

This Attachment C Statement of Work supplements the Sample Vendor (Subcontract) Agreement (Attachment D) in defining the work to be performed by the Vendor.

### 1. Project Description

The California Community Colleges Chancellor's Office (CCCCO) has issued this Request for Proposal (RFP) through Butte-Glenn Community College District ("BGCCD" or "the District") to define the following: minimum contract requirements; solicit proposals; detail proposal requirements; and outline the District's process for evaluating proposals and selecting the contractor to provide the necessary products and services to develop a new Statewide eTranscript California System ("eTranscript System") pursuant to CCCTC-24-02 California Community Colleges New eTranscript California System.

### 2. Objective

The CCCCCO and District seek to implement a vendor hosted platform to streamline and automate key processes for the exchange of transcripts and other credentials.

Specifically, through the new eTranscript platform, the District seeks to identify an updated transcript system for the proposed California Statewide Transcript Exchange Network ("the exchange network") to:

- Integrate with a centralized community college system for use across 116 CCC and 73 community college districts as senders and receivers of electronic transcripts and credentials.
- Integrate with a centralized California State University (CSU) system for use across 23 colleges as senders and receivers of electronic transcripts and credentials.
- Integrate with 10 University of California (UC) colleges as receivers of electronic transcripts and credentials with the option to participate as senders in the future.
- Integrate with participating Association of Independent California Colleges and Universities (AICCU) members or other colleges as receivers of electronic transcripts and credentials with the option to participate as senders in the future.
- Deployment to the California College Guidance Initiative (CCGI) and California K-12 Districts as receivers of electronic transcripts and credentials, to satisfy the requirement that CaliforniaColleges.edu include dual enrollment courses and grades in a unified electronic high school transcript as outlined in Cal. Ed. Code § 48800(c).

### 3. Scope of Work and Deliverables.

Subcontractor shall detail and furnish all the necessary services, qualified personnel, material, equipment, and facilities, as applicable, and not otherwise provided by District as needed to perform the work as set forth in the Scope of Work and Pricing Schedule as attached and incorporated herein by this reference.

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**4. Timeline or Schedule of the Work**

The period of performance for this SOW will start on the start date of July 1, 2025 and end on the end date of June 30, 2030. The option to extend any contract resulting from this procurement shall be at the sole discretion of the District. Additional services that are appropriate to the scope of this RFP, as determined by the District, may be added to the resulting contract by a written amendment mutually agreed to and executed by both parties.

Submit via [app.rfpio.com](https://app.rfpio.com) only



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**ATTACHMENT D - PRICING PROPOSAL WORKSHEET**

**CCCTC-24-02 California Community Colleges New eTranscript California System Pricing Proposal Worksheet**

Respondents must complete the Pricing Proposal Worksheet. All cells indicated in gray should be completed. Along with answering the Pricing Questions in Section 2.1 of the RFP, Respondents must also submit the Pricing Proposal Worksheet to the District as an Excel Sheet. The pricing proposal outlines pricing assumptions that can support Respondents pricing out licensing.

Number of participating senders	116 California Community Colleges (CCC's) (73 districts and 23 California State Universities (CSU's)).
Number of participating In-network receivers	116 California Community Colleges (CCC's) (73 districts), 23 California State Universities (CSU's), 10 Universities of California (UC's), and the California College Guidance Initiative (CCGI).
Number of participating out-of-network receivers	All colleges & universities and all other destinations that students may send transcripts and non-transcript credentials to outside of the identified in-network destinations.
Estimated annual transcript volume	The following estimated transcript volume is provided for the purpose of this pricing proposal: In-Network: An estimated 1,000,000 transcripts and credentials sent annually from 116 California Community Colleges & 23 CSU's to CCC, CSU, UC, or K12/CCGI. Out-of-network: An estimated 1,000,000 transcripts and credentials sent annually to other destinations (within and outside of California).
Implementation and Service Agreement Timelines	Implementation is expected to commence in Fall 2025.

Cost Element	Definition
Initial Setup and Configuration	Costs for setting up and configuring the software to meet specific requirements including labor. This includes expenses for system installation, configuration planning, and setup.
Transcript and Credential Exchange costs	Annual cost for exchange of transcripts and non-transcript credentials .
Custom Development	Expenses for developing custom features or functionalities that meet specific project requirements. This covers costs related to requirement gathering, design prototyping, development, testing, and deployment.
System Integration	Costs for integrating the new system with existing applications that can include middleware licenses, API development, and labor costs associated for developing and testing interfaces.
Testing	Costs associated with evaluating the functionality, performance, and reliability of the solution including labor for testers, testing tools, and test environments.
Security and Compliance Services	Expenses related to implementing security measures. This covers costs related to audits, policy development, encryption tools, and access control solutions.
Training	Expenses for educating users and staff on the new system including training materials, training workshops, and instructor fees.
Ongoing Support	Costs associated with support services provided by software vendor for the product including updates, troubleshooting standard functionalities, and helpdesk support.
Other Costs	Cost items that can include any additional expenses not covered under the specific categories.

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Pricing Proposal Worksheet

Bidder Name:

Bidder Contact:

Please price each of the following cost element line items annually as part of the solution implementation. Identify the number of colleges to be implemented as senders during each of the years. Complete sections shaded in Gray

Pricing Cost Elements	Year 1	Year 2	Year 3	Year 4	Year 5
Number of CCC and CSU colleges and universities integrated as senders:					
Initial Setup and Configuration of Colleges & Universities participating as senders					
Option A: Integration to 116 CCC's and 23 CSU's	\$ -	\$ -	\$ -	\$ -	\$ -
Option B: Single integration to CCC Transcript Clearinghouse & 23 CSU's	\$ -	\$ -	\$ -	\$ -	\$ -
Transcript & Credential Exchange costs					
In-Network destinations (estimated 1,000,000 transcripts and credentials)	\$ -	\$ -	\$ -	\$ -	\$ -
Out-of-network destinations (estimated 1,000,000 transcripts and credentials)	\$ -	\$ -	\$ -	\$ -	\$ -
Custom Development	\$ -	\$ -	\$ -	\$ -	\$ -
System Integration	\$ -	\$ -	\$ -	\$ -	\$ -
Testing	\$ -	\$ -	\$ -	\$ -	\$ -
Security and Compliance Services	\$ -	\$ -	\$ -	\$ -	\$ -
Training	\$ -	\$ -	\$ -	\$ -	\$ -
Ongoing Support	\$ -	\$ -	\$ -	\$ -	\$ -
Other Costs (please specify)	\$ -	\$ -	\$ -	\$ -	\$ -

Category	Cost Elements	Total Cost
Implementation and Services Costs	Initial setup and configuration of sending colleges (option A)	\$ -
Implementation and Services Costs	Initial setup and configuration of sending colleges (option B)	\$ -
Implementation and Services Costs	Transcript/credential exchange costs - In-Network	\$ -
Implementation and Services Costs	Transcript/credential exchange costs - In-Network and Out-of-Network	\$ -
Implementation and Services Costs	Custom Development	\$ -
Implementation and Services Costs	System Integration	\$ -
Implementation and Services Costs	Testing	\$ -
Implementation and Services Costs	Security and Compliance Services	\$ -
Implementation and Services Costs	Training	\$ -
Support and Maintenance	Ongoing Support - Product	\$ -
Other	Other Costs	\$ -
	<b>TOTAL: Option A, In-Network Transcripts/Credentials</b>	<b>\$ -</b>
	<b>TOTAL: Option A, All Transcripts/Credentials</b>	<b>\$ -</b>
	<b>TOTAL: Option B, In-Network Transcripts/Credentials</b>	<b>\$ -</b>
	<b>TOTAL: Option B, All Transcripts/Credentials</b>	<b>\$ -</b>