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CCCTC-24-01 California Community Colleges New Student Application System

Schedule of Events

Event	Time (Pacific Time Zone)	Date
RFP Issued	5:00 PM	10/31/2024
Disability Accommodation Request Deadline	5:00 PM	11/5/2024
Notice of Intent to Respond Deadline	5:00 PM	11/6/2024
Pre-Proposal Meeting	1:00 PM	11/8/2024
Vendor Questions Deadline	5:00 PM	11/13/2024
Review Committee Response to Vendor Questions	5:00 PM	11/20/2024
Proposal Deadline	5:00 PM	12/11/2024
Review Committee Evaluations		12/11/2024 – 1/22/2025
Vendor Finalists Selected		1/22/2025 – 1/24/2025
Vendor Demonstrations		2/11/2025 – 2/13/2025
Notice of Intent to Award Contract		TBD
Contract Negotiations		TBD
Contract Signature Deadline		TBD

CCCTC-24-01 California Community Colleges New Student Application 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 Student Application System (“Application System”).

The CCCCCO and the District seek to select a technology solution and system integration services for the new Student Application System, outlined in 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 CCCApply 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 approximately 2 million completed student applications annually.

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 application 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 student application 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 CCCC is to empower the community colleges through leadership, advocacy, and support.

California Community Colleges Chancellor's Office (CCCCO)

The CCCC is comprised of offices that are charged with driving transformational change and providing administrative, communications and legal support. The CCCC is the administrative and leadership body of the California Community College System, which is the largest higher education system in the United States. The CCCC is responsible for overseeing 116 community colleges across California and ensuring they comply with state laws and regulations. The CCCC'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.

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

CCCApply

CCCApply is the current online student application for admission to the California Community Colleges. CCCApply combines individual college identity and processing with systemwide consistency, compliance, and support. The current state of the CCCApply online application system is antiquated, which creates a challenging user experience that lacks essential functionality and provides insufficient self-service support options for applicants. Notable challenges include an outdated interface, navigational impediments, cumbersome administrative tools, security vulnerabilities, and insufficient application support including limited tooltip usage, the lack of real-time assistance, and inadequate language support.

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 admissions. The initiative aims to establish and support a more student-centered application process for students seeking matriculation.

The goal of this RFP is to secure a contract which provides a purchasing and pricing framework enabling the District to purchase a new student application system needed for a maximum contract limit of five (5) years with an anticipated multi-wave implementation of approximately 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 F.

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.
AB540	AB 540 authorizes any student, including undocumented students who meet specific criteria to pay in-state tuition at California's public colleges and universities. Any student, except a person in non-immigrant status, who meets the requirements, shall be exempt from paying nonresident tuition at all public colleges and universities in California.
Amendment	An amendment is issued when information in the RFP has been changed since its original posting.
Algorithm	A process that is to be followed by a calculation that will run when an applicant submits an application. Common algorithms in the CCCApply application include the residency determination algorithm, the financial aid interest algorithm, and the AB540 waiver algorithm. The algorithms analyze inputs from an applicant's application responses and apply logical processes to determine additional information about the applicant based on those responses, such as if they are interested in financial aid or are likely eligible for an AB540 tuition exemption.
API (Application Programming Interface)	A set of rules and protocols that allow different software applications to communicate with each other.
Application Branching	A dynamic process used in applications where a student is directed to questions based on responses to previous questions.
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.
Bid	A formal offer submitted in response to this solicitation.
CaliforniaColleges.edu	CaliforniaColleges.edu is operated by the California College Guidance Initiative (CCGI) and serves as the official college and career planning platform for the State of California. CaliforniaColleges.edu provides

Term	Definition
	lessons and tools to help students discover goals for life after high school, make plans to achieve them, and launch their futures.
California College Promise Grant	For eligible California residents, the California Community Colleges Promise Grant permits enrollment fees to be waived. Many California community colleges offer online California College Promise Grant applications through CCCApply.
California Longitudinal Pupil Achievement Data System (CALPADS)	A longitudinal data system used to maintain individual-level data including student demographics, course data, discipline, assessments, staff assignments, and other data for state and federal reporting.
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).
California Statewide K-12 Student Identifier (SSID)	A unique identifier assigned to each student within the California public K-12 educational system. An SSID is provided through the California Longitudinal Pupil Achievement Data System (CALPADS) for students in kindergarten to grade 12. An SSID tracks students' academic progress, updates enrollment statuses, and submits demographic and program information to CALPADS.
CCCApply	The statewide online student application for admission to the California Community Colleges. It combines individual college branding and processing with community college systemwide consistency, compliance, and 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.

Term	Definition
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.
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	A program that allows high school students to enroll in college courses and earn college credit while still in high school.
ESL (English as a Secondary Language)	Refers to programs or courses designed to help non-native English speakers learn English.
Higher Education Community Vendor Assessment Toolkit (HECVAT)	Vendor assessment tool to confirm that information, data, and cybersecurity policies are in place to protect sensitive institutional information and constituent information.

Term	Definition
Historical and Longitudinal Reporting Analytics	The ability to analyze and report data from the past and over long periods of time.
Identity and Access Management (IAM)	A framework of policies and technologies that ensures the right individuals have the appropriate access to technology resources.
Learning and Employment Records (LER)	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.
Matriculation System	The system that tracks and manages a student's progression from application to enrollment.
Management Information Systems (MIS) Data	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.
Multiple Measures Placement Service (MMPS)	A program designed to help CCC maximize the probability a student will complete transfer-level English and Math courses within one year.
Postsecondary Electronics Standards Council (PESC)	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, 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.

Term	Definition
Question State Machine	Determines which questions and inputs are presented based on the system's configured rules. As the user provides inputs, the question state machine evaluates them and determines any additional questions that need to be asked. The question state machine will ensure that each question is presented in the appropriate order, and that students are presented with questions that are only relevant to them and the institution they are applying to.
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.
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.

Term	Definition
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.
Vendor Hosted Student Application System	A comprehensive, cloud-based, software solution managed by an external provider, enabling educational institutions to handle student applications online without maintaining their own infrastructure.
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

Term	Definition
	2) code or markup that defines structure, presentation, etc.

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-24-01**.
- 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.
- 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

CCCTC-24-01 California Community Colleges New Student Application System RFP

College/Group/Org: California Community Colleges Technology Center

Date: 11/8/2024

Start time: 1:00 PM PST

End time: 2:00 PM PST

Duration: 60 Minutes

One Tap Mobile

+16699006833,,99817178698# US (San Jose)

+12532158782,,99817178698# US (Tacoma)

Dial by your location:

- +1 669 900 6833 US (San Jose)
- +1 253 215 8782 US (Tacoma)
- +1 346 248 7799 US (Houston)
- +1 646 876 9923 US (New York)
- +1 301 715 8592 US (Washington DC)
- +1 312 626 6799 US (Chicago)

Meeting ID: 998 1717 8698

Zoom: <https://accenture.zoom.us/j/99817178698>

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

Respondents must 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 before the Intent to Respond Deadline specified 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.

SUBMIT VIA APP RFPIO.COM ONLY

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 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.

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Vendor Questions Deadline	5:00 PM	11/13/2024
Review Committee Response to Vendor Questions	5:00 PM	11/20/2024
Proposal Deadline	5:00 PM	12/11/2024
Review Committee Evaluations		12/11/2024 - 1/22/2025
Vendor Finalist Selected		1/22/2025 - 1/24/2025
Vendor Demonstrations		2/11/2025 - 2/13/2025
Notice of Intent to Award Contract		TBD
Contract Negotiations		TBD
Contract Signature Deadlines		TBD

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 student application for admissions is to be a vendor hosted student application system. The new student application system will modernize the end-to-end application experience and seeks to achieve the following:

- **Enhanced User Experience:** Simplify and modernize the application process to alleviate pressure on students, applicants, and college staff, improving overall user satisfaction.
- **Automate Administrative Tasks:** Integrate features that automate administrative functions, thereby increasing data accuracy and efficiency.
- **Modernize and Scale:** Upgrade the system to accommodate changing needs while enhancing security measures to safeguard against fraud.
- **Implement Advanced Reporting Tools:** Utilize industry-leading reporting and analytics tools that offer a comprehensive view of applicant data.
- **Facilitate Self-Service Options:** Provide self-service capabilities for applicants and staff to streamline troubleshooting and support.
- **Reduce Maintenance Costs:** Lower the operational costs associated with maintaining and updating a legacy application system through modernization.
- **Ensure Configurability:** Create a solution that is flexible and allows for easy customization of application content and data fields.
- **Increase Equitable Access:** Simplify the application process, offer support tools and multi-language translations, and remove barriers for underrepresented students (e.g., veterans, foster youth, low-income adult learners, etc.)

Project Scope

Scope of Work

The objective of the new student application system is to be intuitive, inclusive, and secure, providing a best-in-class first impression to current and future students. Core tenants of the new student application system should enhance the user experience for ease and equitable access, streamline the application process, provide a scalable solution platform that integrates with the colleges' student information systems, and ensures fraud protection. The new student application system should be a SaaS solution that offers out-of-the-box functionality to streamline multiple steps of the application journey including application management, self-service support options, multiple student communication channels, and enhanced reporting options to drive equitable and improved user experiences for applicants, students, and college stakeholders.

Once implemented, the new student application system will deliver applicants and stakeholders an improved experience with an updated technology infrastructure. The updated student application will have clear navigation, a modern design, enhanced outreach tools, a streamlined application process, centralized case management functionality, 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, 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 after each wave is launched.

The rollout of the new student application system is expected to be executed in multiple waves to ensure a more manageable and controlled implementation process. A wave will be a distinct group in the implementation process, where a subset of colleges undergoes the rollout of the new student application system. It is anticipated that 30-40 colleges will be included in each wave. The structure of each wave will vary based on institution size, complexity, and/or technology readiness. Each wave will include refinements based on feedback and adjustments from the previous wave. The full rollout is expected to incorporate lessons learned from prior waves, refined training materials, and expanded support infrastructure to handle increased demand. Respondents should consider the implementation timeline and the multi-wave strategy in their responses.

The implementation is projected to commence in Spring 2025, with the first wave scheduled for deployment in February 2026, followed by the second wave in June 2026, and the third wave in October 2026.

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 student application 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.

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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 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 CCCC and District business.

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

All Proposals must address the Questionnaire questions in the Responsive.io tool at app.rpfio.com for Technical Response and Pricing Proposal. The Technical Response is composed of the following parts:

- 4.2.1 Transmittal Form/Information
- 4.2.2 Mandatory Minimum Qualifications
- 4.2.3 General Qualifications, Related Experience, and Sustainability
- 4.2.4 Solution Requirements
- 4.2.5 Implementation Requirements
- 4.2.6 Appendices

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 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-E must be signed and completed by the Respondent's authorized signatory and submitted through the portal at app.rfpio.com along with the proposal. Attachment's F-I should be reviewed and referenced. 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	Voluntary Product Accessibility Template (VPAT)
Attachment C	HECVAT Lite 3.06 Form
Attachment D	Pricing Proposal Worksheet
Attachment E	Certification of Small and Disabled Veteran Businesses
Attachment F	Sample Subcontract Agreement
Attachment G	Statement of Work
Attachment H	New Student Application System Design Concept
Attachment I	New Student Application Target State Architecture

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.

- 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.

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, 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 the 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 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.

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

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, 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.

Disabled Veteran Business Enterprise (DVBE) and Small Business Incentives

- *Disabled Veteran Business Enterprise Program*
In accordance with Government Code Section 14838, DVBEs may be eligible for bid incentives for bid evaluation purposes. The Chancellor's Office has established a DVBE participation goal of 3% of the dollar value of its agreements, including purchase orders and service orders. Each bid must include the name, business location, and description of work to be performed by each certified DVBE subcontractor. For any portion of work that will be performed by a certified DVBE subcontractor, that subcontractor must complete Attachment E - Certification of Small and Disabled Veteran Businesses.
- *Small Business Preference*
In accordance with Government Code Section 14838, a five percent (5%) preference may be given to Bidders who qualify as a certified small or microbusiness. A non-small business may receive a preference of five percent if the business commits to subcontract at least 25 percent of its net bid price with one or more small businesses or microbusinesses. Bidders who want to apply for the Small Business Preference must complete Attachment E - Certification of Small and Disabled Veteran Businesses.

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) 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 CCCC and the District. The District expressly reserves the right to reject and make no award under this RFP.

Evaluation Process

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

In order to qualify as responsive and responsible, the vendor must demonstrate:

- a. The availability of adequate resources and staffing to efficiently and expeditiously service the District’s needs.
- b. The necessary experience, organization, qualifications, skills and facilities to provide the scope of services set forth in this RFP.
- c. The ability and willingness to comply with the requirements of Federal and State law.
- d. The submission of a proposal that conforms in all material respects to the RFP.
- e. 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 two phases. In Phase I, the RFP Review Committee will assess each proposal deemed by the District to be both responsive and responsible. Points will be awarded in each category as outlined in the Total Proposal Score (Phase I Evaluation Category Table). Proposals will be evaluated based on the vendor's response to the specified criteria.

After reviewing and scoring all Phase I submissions, a down-selection process will occur. The three highest-scoring vendors will advance to Phase II as finalists. Finalists will be required to provide an in-person, comprehensive presentation of their solution to the RFP Review Committee. Following the presentations, the RFP Review Committee will award points in each category as specified in Vendor Demonstrations (Phase II Evaluation Category Table). Presentations will be evaluated against the factors outlined in the Phase II Evaluation

Category Table. During the Phase II evaluation, the RFP Review Committee will also be soliciting input from an Extending Committee after down-selection. The Extended Committee will include additional statewide participants across the CCC who will share their input after vendor down-selection.

The score(s) received by the top three vendors participating in Phase II will be submitted to the Procurement Specialist, who will add the total Phase I score to the total Phase II score to arrive at an aggregate final score for each vendor.

The responsive proposals receiving the highest total scores will be recommended for award and selected to enter into contract negotiations with the District. If the District cannot come to acceptable contract terms with the vendors within a fixed timeframe that the District will specify, the District will terminate negotiations and move to the next highest ranked vendors that can provide the services requested in this RFP. In the event there is a tie-score among one or more proposals, the District can conduct a second interview, which respondents will answer a pre-selected interview question that has been sealed and kept with the Procurement Staff. The RFP Review Committee will rank the responses, and the highest-ranked Proposal would break the tie. Any contract issued to a successful respondent is subject to authorization by the District and District Board of Trustees.

Technical Response Evaluation (Phase I)

The RFP Coordinator and the RFP Review Committee will review the response to determine if the requirements of this RFP are addressed as required and maintain evaluation records.

- The District reserves the right, at its sole discretion, to request Respondent clarification of a Technical Response or to conduct clarification discussions with any or all Respondents. Any such clarification or discussion will be limited to specific sections of the response identified by the District. The subject Respondent must put any resulting clarification in writing as may be required and in accordance with any deadline imposed by the District.
- The RFP Coordinator will review each Technical Response to determine compliance with mandatory requirements of this RFP. If the RFP Coordinator determines that a response failed to meet one or more of the mandatory requirements, the RFP Review Committee will review the response and document the team's determination of whether:
 1. The response adequately meets RFP requirements for further evaluation;
 2. The District will request clarifications or corrections for consideration prior to further evaluation; or,
 3. The District will determine the response to be non-responsive to the RFP and reject it.

- RFP Review Committee will independently evaluate each Technical Response (that is responsive to the RFP) against the evaluation criteria in this RFP and will score each in accordance with the evaluation criteria of this RFP.
- For each response evaluated, the RFP Coordinator will calculate the average of the RFP Review Committee member scores and record each average as the response score for the respective Technical Response section.
- Before Pricing Proposals are opened, the RFP Review Committee will review the Technical Response evaluation results and any other available information pertinent to whether each Respondent is responsive and responsible. If the RFP Review Committee identifies any Respondent that does not meet the responsive and responsible thresholds such that the team would not recommend the Respondent for Pricing Proposal Evaluation and potential contract award, the review committee will fully document the determination.

Pricing Proposal Evaluation (Phase I)

The RFP Coordinator will open for evaluation the Pricing Proposal of each Respondent deemed by the District to be responsive and responsible and calculate and record each Pricing Proposal score in accordance with the evaluation criteria of this RFP.

If the District determines that a proposal is non-responsive and rejects it after opening Pricing Proposals, the RFP Coordinator will re-calculate scores for each remaining responsive Pricing Proposal to determine (or re-determine) the apparent best-evaluated proposal.

Total Proposal Score

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

Phase I Evaluation Category Table

Evaluation Category	Maximum Points Possible
General Qualifications, Related Experience, and Sustainability	15
Solution Requirements	30
Implementation Requirements	25
Pricing Proposal	30
Total Possible Points	100

Evaluation Category	Maximum Points Possible
Optional Points	
<i>DVBE/Small Business Participation</i>	5

Vendor Demonstrations (Phase II)

In Phase II of the RFP process, the top 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 100-point scale, as listed in the Phase II Evaluation Category Table below.

Phase II Evaluation Category Table

Evaluation Category	Maximum Points Possible
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
Total Possible Points	100

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

Contract Award Process

- 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 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 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.

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Attachments

Attachments A-E must be signed and completed by the Respondent's authorized signatory and submitted through the portal at app.rfpio.com along with the proposal. Attachment's F-I should be reviewed and referenced. 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	Voluntary Product Accessibility Template (VPAT)
Attachment C	HECVAT Lite 3.06 Form
Attachment D	Pricing Proposal Worksheet
Attachment E	Certification of Small and Disabled Veteran Businesses
Attachment F	Sample Subcontractor Agreement
Attachment G	Statement of Work
Attachment H	New Student Application System Design Concept
Attachment I	New Student Application Target State Architecture

QUESTOINNAIRE

1. 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.

1.1 Transmittal Form

The transmittal form shall be addressed in app.rfpio.com and must contain the following:

Transmittal Form / Information	
1	Respondent Representative
2	Respondent Company
3	Website URL
4	Address
5	Phone
6	Email Address
7	Acknowledgment of receipt of RFP addenda, if any.
8	This proposal shall remain valid for a period of not less than 180 calendar days from the due date for proposal submittal.
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 not be honored by BGCCD).

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 to assess compliance with the RFP's administrative and minimum qualification requirements as outlined in this document. Respondents 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.

Mandatory Minimum Requirements	
1	<p>The Respondent should provide a cover letter addressing, in detail and explicitly, how the firm meets the Minimum Qualifications.</p> <p>The Respondent must provide a list of a minimum of four (4) client references from education institutions or public services organizations. Two (2) references must pertain to a SaaS solution implemented and in use for at least three (3) years. Two (2) references must pertain to system implementation (SI) services. If the Respondent both implemented the SaaS solution and provided the system implementation services for the same client, that reference may be used to satisfy both criteria. The references should demonstrate professional experiences providing a similar solution and services for at least the past three (3) years on an ongoing basis.</p>
2	<p>The Respondent's company and/or any company listed as a Contractor must have had their SaaS solution implemented and in use for at least three (3) years at education institutions or public services organizations.</p>
3	<p>The Respondent's company and/or any company listed as a Contractor must propose a Program 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.</p>

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

General Respondent Qualifications	
1	Can you provide an Executive Summary for this proposal?
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?
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.
4	<p>Can your company provide a list with a minimum of four (4) client references from education institutions or public services organizations. Two (2) references must pertain to a SaaS solution implemented and in use for at least three (3) years. Two (2) references must pertain to system implementation services.</p> <p>Preference will be given to references from multi-campus, higher education institutions. The professional experience will include a minimum of three (3) years of professional experience providing similar solutions and services within the past five (5) years. The District reserves the right to check up to four references. Include the following in each reference:</p> <ul style="list-style-type: none"> • Organization/Company Name and Business Address • Contact Name • Job Title of Contact Person • Phone Number of Contact Person • Brief Description of the Service Provided • Period of Service • Outcomes Achieved • Brief Description of the Relevance to this Project

General Respondent Qualifications	
5	In the last five years, particularly in higher education, describe the growth of your customer base using both growth percentages and quantities.
6	What is your company's total number of full-time employees?
7	What percentage of your company's resources is entirely dedicated to the support of higher education clients?
8	What percentage of your company's resources is entirely dedicated to the support of community college clients?
9	What countries outside the US does your company hire developers as employees or contractors?
10	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.
11	Describe how your company complies with all applicable non-discrimination laws?
12	Describe how your company complies as an equal opportunity employer.
13	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")?
14	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.
15	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.
16	Does your company perform regular audits/assessments of projects? If so, are remediation plans developed and implemented to manage issues identified?

General Respondent Qualifications	
17	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.
18	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.
19	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.
20	Does your company have a formalized product/solution roadmap that you can share? If so, please upload a copy.
21	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?
22	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, particularly in enhancing the user experience and supporting the new student application process.

1.3.2 Financial and Organizational Stability of Respondent

Financial and Organizational Stability	
1	Provide the legal company/organization name.
2	Provide the number and location of your business offices.
3	What was the year your company/organization was founded?
4	What is the legal form of your business (e.g., sole proprietorship, partnership, LLC, corporation/state of incorporation)?
5	Did your company produce a profit during the last fiscal year?

Financial and Organizational Stability	
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.
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.
8	Has your company ever filed for bankruptcy? Describe any circumstances, time frame, and resolution surrounding a bankruptcy.
9	Has your company been engaged in a lawsuit with a customer and did the customer win the lawsuit? Describe the judgment.
10	Does your company face any conditions (e.g., bankruptcy or other financial problems, pending litigation, planned office closures, impending merger or sales of the company) that may affect its ability to perform contractually.

1.3.3 Sustainability

Sustainability	
1	Is your company or any of your subcontractors and/or third-party suppliers a certified small business? If yes, please describe.
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 Veteran's Business Enterprise)?
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.
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.
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.
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?

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.

1.4.1 California Community Colleges Application Process and Requirements

CCC Application Requirements	
1	Does your solution support logical application branching and skip logic to provide an optimized path through the application based on the answers to previous questions? If yes, describe how this functionality works and how it ensures applicants only receive questions and information relevant to their matriculation pathway.
2	Does your solution support a single application for multiple student types? If yes, please describe how it could support student types such as standard, non-credit, international, and special admit students and remove the need for applicants to self-select their student type.
3	Does your system support the implementation of custom logic to guide applicants through the application process? If yes, describe how.
4	Does your solution support the creation of a secondary application (e.g., Promise Grant) as part of the application process? If yes, describe how.
5	Does your solution automatically save an applicant's in-progress data to prevent loss of work? If yes, describe how.
6	Does your solution offer a user profile time-out feature with customizable duration settings? If the feature is available, does the solution application automatically save user data before the session times out? Please describe.
7	Does your solution offer the ability to attach files from inside the application? If yes, describe this functionality. If not, describe how applicants can upload files in your system.

CCC Application Requirements

8	Does your solution support processing paper applications including scanning, digitizing, and uploading completed paper applications? If yes, describe how. Include details about data management and how the solution can facilitate efficient application review.
9	Can your solution localize and translate the application into the languages of the major population groups in California as specified by the CCCCO to support English as a second language (ESL) applicants? If yes, describe how.
10	Can your solution provide a configurable application that supports multiple terms, dynamically assigning the correct term application based on each student's profile (e.g., continuing students should see only one open term, while new students may have options for multiple start terms)? If yes, describe how.
11	Can your solution handle varying term start dates by college and application type (non-credit, standard, international, and Promise Grant) and simultaneous applications for multiple terms to multiple colleges? If yes, describe how.
12	Does your solution support a multi-apply feature, allowing applicants to apply to multiple colleges with one application without re-entering information? If yes, describe how. Also, can your solution limit the number of colleges an applicant can apply to at once? If yes, describe how.
13	Does your solution enable a student to apply to one college or to multiple colleges within a multi-college district? If yes, describe how.
14	Can your solution support sending submission confirmation emails and/or text messages that contain confirmation numbers and allow users the ability to opt-in for application status updates via email and/or text message? If yes, describe how.
15	Does your solution support omni-channel communications (e.g., SMS, chat, mail, video call, and/or in-person appointment scheduling)? If yes, describe how. Can colleges configure targeted multi-channel campaigns and send personalized alerts to applicants in their portal and preferred communication? If yes, describe how.
16	Can your solution categorize applicants based on their responses with the criteria defined by the CCCCO (e.g., Enrollment Status, Program of Study, Financial Need, Academic Performance, English Language Proficiency, Visa/Immigration Status)? If yes, describe how.

CCC Application Requirements

17	Does your organization maintain documentation about algorithm inputs, rules, and outputs including logical or physical architecture diagrams, as built? If yes, describe.
18	<p>Does your solution execute algorithms that calculate additional information about the student based on their application responses and send the algorithm outputs to colleges along with the application data?</p> <p>These algorithms would include, but are not limited to: 1) a residency determination algorithm that calculates a preliminary residency status for each applicant; 2) a financial aid algorithm that identifies applicants who are interested in financial aid; 3) an AB540 waiver algorithm that identifies applicants who may be eligible for an AB540 waiver; and 4) an eligibility algorithm that flags whether applicants are eligible, eligible with documentation, or ineligible to attend community college. If yes, describe how.</p>
19	Can your solution accommodate timely updates/quarterly security patches to the algorithms for improvements and/or required legislative changes? If yes, describe how.
20	Does your solution allow application questions to be segmented into standardized core questions and college-specific post-submission questions? If yes, describe how.
21	Can post-submission questions be managed both at the statewide and the college level in your solution? If yes, describe how.
22	Can your solution allow colleges to contact students after receiving applications and route responses to specific stakeholders, departments, and appropriate integrated systems? If yes, describe how these questions would be sent during the onboarding/enrollment process to gather additional data from applicants.
23	Can your solution route data automatically to downstream systems, departments, and specified college contacts for reporting and outreach (e.g., enrollment, financial aid, athletics)? If yes, describe how.
24	Does your solution provide the ability to store and manage applications for college data recovery, including the ability to access all historical applications? If yes, describe how applications are stored, managed, and recovered from your system.
25	Does your solution's administrative portal functionality include the ability for staff to look up, track, and review applications? If yes, describe how.

CCC Application Requirements	
26	Does your solution allow eligible stakeholders to submit applications on behalf of applicants, while also supporting the capability to track submissions for oversight of potential misuse? If yes, describe how.
27	Does your solution track where students drop off in the application? If yes, describe how and list which analytics features your solution provides to target stakeholder interventions for improved application retention.
28	Does your solution allow automated outreach to student applicants at different points of the process (including, but not limited to, incomplete, submitted, and additional information needed)? If yes, describe how. Can application administrators add information to these communications to provide a more customized and tailored experience to students? If yes, describe how.
29	In alignment with Vision 2030 and the focus on supporting students impacted by income inequality and structural barriers (e.g., low-income adults, dual-enrollment students, foster youth, veterans, justice-involved students), can your solution enable CCC to reach these populations, engage with each student meaningfully, and assist them from application through enrollment. If yes, describe how.

1.4.2 Data Management and Formats

Data Management and Formats	
1	Does your solution define or insert additional fields to accommodate international addresses, ensuring accuracy and data integrity for international applicants? If yes, describe how.
2	Does your solution support various question formats for processing user inputs (e.g., text, radio buttons, checkboxes, dropdowns, and file uploads)? If yes, describe the formats supported.
3	Can your solution provide users access to reporting tools and the ability to generate, analyze, and distribute real-time custom reports related to applicants and application data at the campus and systemwide levels? If yes, describe how.

Data Management and Formats	
4	Does your solution retain data for historical and longitudinal reporting and analytics? If yes, describe how. Include its capabilities for year-to-year and term-to-term comparisons, analytics forecasting, and the ability to import data from the previous application system, if necessary.
5	Does your company have data quality controls and data governance policies to ensure the accuracy, completeness, and consistency of data stored within the data platform? If yes, describe the controls and policies in place.
6	Does your company have an approach for working with existing data schemas when implementing new solutions? If yes, describe the approach. Specify how your solution ensures compatibility and facilitates seamless integration and extension of the existing CCCApply data schema.
7	Does your solution provide mechanisms for managing database schema changes, including versioning, migration, and backward compatibility to ensure data integrity and consistency on the data platform? If yes, describe the mechanisms.
8	Can your solution provide a seamless migration for in-progress applications from the legacy system into the new student application system without causing any disruptions to students? If yes, describe how.
9	Does your company build and maintain a data dictionary to drive consistency and facilitate the understanding and interpretation of data? If yes, describe how.

1.4.3 Data Integration

Data Integration	
1	Does your solution support integration/API capabilities with other systems and applications across the current student application ecosystem including districts' SISs? SISs include, but are not limited to: Anthology, Banner, Colleague, Oracle, PeopleSoft Campus Solutions, and Workday. If yes, describe how.
2	Does your solution have the ability to ingest and push data through APIs including, but not limited to, Ellucian Ethos? If yes, describe how.

Data Integration	
3	Does your organization have the ability to provide a centralized data platform that allows majors, among other types of data, to be sorted by colleges and automatically extracted from college SIS systems on a scheduled basis? If yes, describe how this solution minimizes the need for stakeholders to manually input or modify their college's major lists in the student application system.
4	Does your solution have the ability to ingest, aggregate and manage data from trusted external systems (e.g., CaliforniaColleges.edu operated by CCGI, CDE, district student information systems, and other approved third-party systems) to enhance and accelerate the application process for applicants? If yes, describe. Please specify the methods of data transmission available (e.g., APIs).
5	Does your solution have the capability to initiate the retrieval of high school and dual enrollment transcripts from trusted external systems (e.g., CaliforniaColleges.edu, CALPADS) and treat all dual enrollment records as a single transcript? If yes, describe how student academic history would flow from systems such as CaliforniaColleges.edu and CALPADS to the new student application system.
6	Does your solution have the capability to pre-populate an applicant's fields for new and returning students that reflect the most up-to-date information from trusted third-party systems (e.g., CaliforniaColleges.edu operated by CCGI)? If yes, describe how this process would work and whether some information can be populated through a real-time API call.
7	Does your solution have the capability to deliver transcript files that comply with the California postsecondary electronic transcript standard, and how they can have the ability to support additional data standards including LER (Learning and Employment Record) related elements when necessary? If yes, describe how.
8	Does your solution deliver transcript files that comply with PESC standards? If yes, describe how.
9	Does your solution support the sharing of student application data with entities such as the CSUs or UCs? If yes, describe how your solution would share data.
10	Can your solution integrate with an address verifier to get accurate USPS addresses? If yes, describe how.

1.4.4 Technical Infrastructure and Technical Requirements

Technical Requirements	
1	Does your company ensure compliance with industry standards and best practices for infrastructure and cloud deployments with regular audits? If yes, describe how.
2	Does your solution utilize containerization technologies for consistent application deployment across environments? If yes, describe the technologies.
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.
4	Does your solution provide mechanisms for backup and disaster recovery including but not limited to runbooks, disaster recovery plans, and disaster recovery testing? If yes, describe the mechanisms.
5	Does your solution provide the ability to track system health and performance and facilitate troubleshooting? If yes, describe the tracking process.
6	Does your solution scale and maintain optimal performance to accommodate the diverse needs of a growing user base? If yes, explain how scaling is managed.
7	Does your solution scale dynamically, based on demand during peak application time, without compromising performance or reliability? If yes, describe. California Community Colleges have received a load of more than 10,000 applications in a single day.
8	Does your solution support both vertical and horizontal scaling to handle increasing loads, using load balancing and distributed computing? If yes, describe. California Community Colleges have received more than 300,000 applications in a single month.
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.
10	Does your organization offer a licensing arrangement with each cloud provider? If yes, provide specific tenancy models available to customers.
11	Does your infrastructure have data center redundancy in multiple regions (up to 60 miles in distance)?

Technical Requirements	
12	Does your solution employ caching and data compression to optimize response times? If yes, describe how.
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.
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.
15	Does your solution provide maintainable code and thorough documentation to seamlessly facilitate future modifications and upgrades? If yes, describe how.
16	Does your solution provide a centralized question repository to store and manage all questions used within the question state machine? If yes, describe how.
17	Does your solution's level of configurability, including but not limited to student application administrators, have the ability to configure workflows, data structures, user interfaces, and business rules without extensive coding or development effort? If yes, describe the configurability features available.
18	Does the solution support modular and reusable service layer extensions as necessary? If yes, describe how.
19	Does your solution provide developer tools that cover aspects such as user interface (UI), business logic, and integration, that empower the developer to tailor the new student application system to specific needs? If yes, describe the tools and features available.
20	Does your solution provide an intuitive and robust administrative user interface (UI) that allows for the creation and configuration of question sequences, logic rules, and appearance settings? If yes, describe how the UI facilitates these functions.

1.4.5 Software Development and Change Control Request

Software Development and Change Control	
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.
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.
3	Does your company provide knowledge management repositories which include technical documentation guides and manuals (e.g., desktop guides, user manuals, system architecture guides, etc.)? If yes, describe what you provide.

1.4.6 Security and Fraud Prevention and Detection

Security and Fraud Prevention and Detection	
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.
2	Does your company conform to the ISO-27001 and/or NIST information security frameworks (e.g., NIST CSF v2, NIST Controls 800-53 v5)? If not, describe your Information Security program & practices.
3	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.
4	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.
5	Does your company share a network with any other organization? If yes, please describe.
6	Is security awareness training in place for all employees? If yes, describe what security topics are covered, if it is mandatory, and the frequency of training.

Security and Fraud Prevention and Detection

7	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.
8	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.
9	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? If yes, describe how these controls are maintained and enforced.
10	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?
11	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.
12	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.
13	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.
14	Does your solution allow colleges to geo-block specific countries from submitting applications due to malicious/fraudulent behavior? If yes, describe how this is accomplished.
15	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.
16	Can your solution enable single sign-on (SSO) through third-party systems that will have access to CCC applications? If yes, describe how.

Security and Fraud Prevention and Detection

17	Does your solution have an access control policy that grants access to applications and data on an as needed basis? If yes, describe how.
18	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.
19	Can your organization define and integrate with a chosen core Identity and Access Management (IAM) solution? If yes, describe how this integration is accomplished.
20	Does your solution have Identity and Access Management (IAM) capabilities, including the creation of user identities (i.e., CCCID) or integration with a system that creates CCCIDs? If yes, do the solution's features include management of user identities, authentication, authorization, and access control across the platform? Describe how these capabilities are implemented.
21	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.
22	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.
23	Does your solution provide fraud detection that utilizes anomaly detection, behavioral analytics, machine learning algorithms, and real-time monitoring to identify suspicious activities, ensuring comprehensive coverage while maintaining a balanced approach to avoid marginalizing students? If yes, describe how.
24	Does your solution's fraud prevention mechanism provide risk scoring and assessment capabilities to user interactions and transactions based on factors such as user behavior, device fingerprinting, and geolocation to assess fraud? List any other additional factors that are considered by your solution.

Security and Fraud Prevention and Detection

25	Does your solution offer fraud prevention configuration of customizable fraud rules and policies to define thresholds, triggers, and actions for handling suspected fraud incidents, including automated responses and mitigation measures? If yes, describe how.
26	Does your solution's fraud prevention mechanism provide real-time alerts and notifications to relevant stakeholders upon detection of suspicious or high-risk activities? If yes, describe how this mechanism allows colleges to extract and share data related to identified bad actors and universally block those accounts (e.g., bots associated with malicious/fraudulent behavior) across the entire CCC application system.
27	Does your company regularly update and maintain its fraud screening capabilities? If yes, describe how.
28	Can your solution embed a fraud detection script on the application to monitor user interactions and device details, determining if a human or bot is filling out the application? If yes, describe how.
29	Does your solution provide college administrators with the ability to withhold or delay submission confirmation emails if an application is flagged as potential high-risk fraud? If yes, describe how.
30	Does your solution handle applications incorrectly flagged as fraud in a timely manner, avoiding burdensome delays for applicants? If yes, what is the average turnaround time for a resolution?
31	Does your solution provide access to external data sources and intelligence, including but not limited to public records, watchlists, blacklists, and threat intelligence databases, to enhance risk assessment. If yes, specify.
32	Does your solution have the capability to integrate with third-party fraud management service providers? If yes, describe how.
33	Does your solution have the ability to make API calls to multiple third-party fraud management service providers, orchestrate and capture interactions based on specific conditions, and display fraud rankings and evaluations on a visual dashboard? If yes, describe how.

Security and Fraud Prevention and Detection

34	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.
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1.4.7 User Experience

User Experience

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.
2	Does your solution support responsive design principles to ensure optimal user experience across various devices, screen sizes, and orientations (e.g., mobile phones, tablets, and browsers)? If yes, please describe the responsive design principles and which devices are supported.
3	Does your solution incorporate bespoke design principles tailored to meet specific user experience and user interface needs? If yes, describe how the tool will align with the design concepts included in Attachment H.
4	Does your solution allow for brand identity customization? If yes, explain the tools and methods available for customizing the user interface (UI) to reflect and reinforce the brand identity of the California Community Colleges and its district partners while ensuring alignment with style guidelines (e.g., the ability to incorporate college-specific branding into relevant sections of the application).
5	Does your solution provide the ability to implement custom styling for student application forms to maintain branding consistency? If yes, describe how.
6	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.

User Experience	
7	Does your solution provide a user experience with self-service capabilities to manage their own accounts, reset passwords, and request access? If yes, describe the range of self-service capabilities available.
8	Does your solution send contextualized notifications and templates to applicants based on where specific application actions need to be taken? If yes, describe how.
9	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.
10	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.
11	Does your solution display clear and detailed error messages that help district application administrators understand errors (e.g., upload or integration errors) and enable effective troubleshooting? If yes, describe how these messages are presented.

1.4.8 Accessibility

Accessibility	
1	Does your product meet the WCAG 2.2 AA accessibility standard? If yes, upload supporting documentation such as a third-party audit and/or quality control processes you use to maintain compliance with the standard.
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.
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.
4	Is accessibility integrated into your development process? If yes, describe how.

Accessibility	
5	Is a specific percentage of your software development and QA testing team focused on accessibility? If yes, indicate the percentage of the team dedicated to accessibility efforts.
6	Do your developers and project managers regularly engage in accessibility training? If yes, describe the training programs undertaken.
7	Will your solution meet US Section 508 Standards for Information and Communication Technology? If yes, describe the processes you use to determine conformance with these standards.
8	Does your product undergo accessibility testing before each major release? If yes, explain the testing procedures.
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.
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.
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.
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.

1.4.9 Support Strategy

Support	
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.

Support	
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.
3	Does your solution provide 24/7 SaaS customer support for students and colleges? If yes, describe the types of support offered.
4	Does your company offer user training programs (e.g., asynchronous learning, webinars, knowledge guides) to ensure effective adoption and utilization of the student application system by administrators, faculty, staff, and students? If yes, describe the types of programs provided.
5	Does your company have a process for deploying training programs (e.g., video tutorials, written guides)? If yes, describe how these programs are made accessible to users.
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.
7	Does your organization offer support Service Level Agreements (SLAs)? If yes, describe the key elements of your SLAs.

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

Work Plan	
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.

Work Plan	
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 C: Scope of Services (Implementation Plan) and the reason for the difference.
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?

1.5.2 Proposed Staffing and Project Organization

Staffing and Project Organization	
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.
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.

1.5.3 Implementation Approach and DevOps

Implementation Approach and DevOps	
1	Does your company have an established approach for gathering and documenting solution requirements? If yes, explain your approach in detail.

Implementation Approach and DevOps

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.
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.
4	Does your company have an approach to data migration, including strategies for importing existing student and application data from legacy systems? If yes, describe your approach.
5	Does your solution support developer tools and extensions for customizations and flexibility? If yes, provide details on the tools and extensions supported.
6	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.
7	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.
8	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.
9	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.
10	Is testing automated during each stage of the development lifecycle? If yes, describe the automation process.
11	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.

Implementation Approach and DevOps

12	Does your company have standardized deployment procedures and environments to ensure changes are deployed safely and efficiently, minimizing downtime? If yes, describe these procedures.
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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.

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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.

- 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.

2.1 Pricing Questions

Pricing	
1	Describe your pricing model, features, and services included in the base fees.
2	Describe the total price associated with each of the following categories from Attachment D: <ul style="list-style-type: none"> 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
3	Describe any recurring and required non-recurring start-up/set-up fees.
4	Describe your pricing structure for different types of user licenses (e.g., admin, standard).
5	Describe your pricing structure for other licenses (third-party software licenses) that you intend to bundle into your total price.
6	Describe pricing for data storage and usage. If there is a limit on data storage, describe the charges for exceeding that limit.
7	Describe your pricing structure for customizing the solution to meet specific needs and if there are ongoing costs for maintaining these customizations.
8	Describe any other fees that we should be aware of (e.g., transaction fees, third-party fees, etc.).
9	Describe your contract length.
10	Are prices guaranteed for the life of the contract? If not, indicate how prices will change over the life of the contract.
11	Describe any additional discounts that may be offered above and beyond the base agreement.
12	Describe your billing approach, include the desired billing arrangements.
13	Describe pricing for the initial launch and implementation (including QA) as well as a framework for pricing as the implementation expands with price caps.
14	Describe any additional features or modules that come at an additional cost. Can these features be added later and how is the cost determined?
15	Describe in detail your proposal for an earn-back structure to regain penalties incurred to your company for missing Service Level Agreements (SLAs).

3. Attachments

- 3.1 Download Attachment A - Certifications and Assurances, fill out the document, and submit.
- 3.2 Download Attachment B - Voluntary Product Accessibility Template (VPAT), fill out the document, and submit.
- 3.3 Download Attachment C - HECVAT Lite 3.06, fill out the document, and submit. All Respondents must complete and submit the HECVAT Lite 3.06 form in Attachment C, which evaluates the security practices of vendors. The questionnaire should confirm that appropriate measures are in place to safeguard Personally Identifiable Information (PII), including information security, data protection, cybersecurity insurance and cybersecurity practices. Please acknowledge that organization will complete and submit the HECVAT Lite 3.06 form.
- 3.4 Download Attachment D - Pricing Proposal Worksheet, fill out the document, and submit. All Respondents must submit a separate Pricing Proposal to the District. All associated costs/pricing must be included in Attachment D as a separate Excel spreadsheet.
- 3.5 Download Attachment E - Certification of Small and Disabled Veteran Businesses, fill out the document, and submit.
- 3.6 Download Attachment F - Sample Subcontractor Agreement and review the document.
- 3.7 Download Attachment G - Statement of Work and review the document.
- 3.8 Download Attachment H - New Student Application System Design Concept and review the document.
- 3.9 Download Attachment I - New Student Application Target State Architecture and review the document.

4. Acknowledgement

As the party responsible for submitting the RFP, I have downloaded, read, and understand all sections and attachments included in the RFP.

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