

WENTWORTH INSTITUTE OF TECHNOLOGY

L-Connect Request For Proposal

11/8/2012

November 8, 2011

Letter of Transmittal

Dear Prospective Vendors,

Wentworth Institute of Technology, a prestigious private institution, is in the process of selecting a strategic vendor to partner with to provide us with a new and extravagant online user portal. Right now the system that we are operating with is an interactive website called "L-connect". We have a strong business need that we would like to get solved, and we are hoping that you could be potentially working with us. A significant component of the overall solution is the need for your portal to work with Banner.

L-connect supports the students with a number of options including the following: Academic Resources, Campus Life Activities, Strategic Planning, Student Service Center, and even Career Services. A more in-depth look at what it actually offers to the students is a portal link straight to your email, the ability to make school payments, and even the opportunity to register and check class schedules. This takes away from the hassle of having to go to service centers for each of your needs.

Along with L-connect, the school offers a branch of this operation called the Division of Technology Services(DTS) which acts as a service for any of your web based needs. At this on-campus site you can get support for any of your technological issues from any of the staff members.

L-connect is currently handling approximately 4,500 students, factually, and staff interactions every day. With this many users on at any given time we have to make sure that the site is always functional and will not incur any problems that can cause a disruption within the system.

As we move forward towards the next school year we want to try to implement a new and improved portal that will be able to manage all of the required functions that we propose. We plan to re-create the current website by either completely reconstructing it with your product, or even implementing new parts of your products into our current system.

We would like to implement new functions so that the new portal can support some of the following:

- connection to banner
- consolidated tabs in order to introduce a more user friendly interface, so information is easier to find and readily available
- better graphic interface thus making the site more visually appealing

*Throughout the RFP you will see a more detailed look at the requirements for this project

This RFP is meant to define and document our functional needs and also allow us to be able to judge the prospective vendors based on their abilities. Wentworth and their IT workers will evaluate all proposals in a non-bias manner.

This RFP and all materials submitted by Wentworth Institute of Technology are to be treated as strictly confidential. You are strictly bound to not share any of this information with any other vendor without Wentworth's consent.

Please carefully review the guidelines for Proposals established in the RFP. Your proposal should be detailed descriptions of your product, its functions, technology, strategic partnership potential, and costs included. You should include the initial, ongoing, and final cost. Your ability to meet the business needs that we proposed and outlined in this document will directly impact the decision of the evaluation process. Wentworth reserves the right to modify the general scope of the RFP prior to proposal submission.

We appreciate your consideration and assistance in this transition and look forward to receiving your proposal.

Sincerely,

Wentworth Institute of Technology

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1 - General Information

1.1 - Purpose of the RFP:

The purpose of the Request for Proposal (RFP) is to establish a new vendor whose technology is able to adequately supply Wentworth Institute of Technology with a new portal system for our web based platform L-Connect.

1.2 - RFP Communications:

Please direct all communications/correspondence regarding this RFP to:

Cary Tristan

Media and Technology Support Specialist @ Division of Technology Services

555 Huntington Ave

Boston, MA

617 989 4761 (Personal)

617 989 4500 (DTS Help Desk)

caryt@wit.edu (email)

1.3 - Timeline:

Vendor demo, review, and site visit	December
RFP submission date	December 1
Proposal due date	December 20
Vendor selection and contracts	December 20 – Jan 1

1.4 - RFP Preparation:

Prospective vendors will absorb all costs incurred in the preparation and presentation of an RFP. If modifications or additions need to be added, prospective vendors will be notified in writing or via email. Any supporting materials that are submitted with the proposal will become property of Wentworth Institute of Technology unless otherwise requested by the prospective vendors at the time of their submission.

1.5 - Vendor Response:

Prospective vendors are required to submit eight copies of their proposal. Send all copies to Cary Tristan no later than December 20, 2012. Any supporting materials or documentation should be included with the proposal.

1.6 - Effective Dates of Pricing:

Prospective vendors should state in writing that all furnished information, including pricing, will remain valid and applicable for a minimum of one hundred twenty (120) days from the date their proposal is received by Wentworth Institute of Technology.

1.7 - Vendor Site Visits:

Wentworth Institute of Technology reserves the right to inspect all vendor facilities, which will be used to support the proposed technology management solution. This includes any facilities of a contractor or outside support organizations that will be used.

1.8 - Evaluation Criteria:

Prospective vendor proposals will be evaluated using the following general criteria:

- Ability to satisfy functional requirements
- Ability to satisfy technological and integration requirements
- Potential of strategic partnership
- Costs

1.9 - Right to Reject:

Wentworth Institute of Technology reserves the right to accept or reject any and/or all submitted proposals and request additional information from all prospective vendors. Wentworth Institute of Technology specifically reserves the right to negotiate a contract with the selected vendor(s). Vendors' responses to this RFP will be included in whole or by reference in the final contract. At the discretion of Wentworth Institute of Technology, a third party financial institution or consulting team could be included in the contract negotiations. Any contract that is eventually awarded will be made to the organization who, based on the evaluation of all responses, applying all pertinent criteria and/or oral interviews (if required), is determined to be the best qualified to provide the requested solution and support.

1.10 - Marketing Reference:

Any prospective vendors may not make any reference to the project in any promotional material, literature, brochures or sales presentations, or make any other commercial use of Wentworth Institutes of Technology's name and/or this RFP, without express written consent of Wentworth

Institute of Technology. Wentworth Institute of Technology will offer itself as a reference account to the selected vendor(s).

Copyrights used herein are acknowledged to be the property of their prospective companies.

2 - Vendor Guidelines

Prospective vendors should attempt to use terminology in their proposal that is consistent with that of Wentworth Institute of Technology and this RFP. Comparable terminology may be substituted where appropriate, if the prospective vendor provides clear and concise definitions. Prospective vendor proposals should address the requirements outlined in this RFP as directly and concisely as possible. Irrelevant information should be detracted from the proposal scoring.

The information provided should be in specific response to this RFP. Specific answers are required to specific questions where asked. Supplemental information should be prepared on standard 8 ½ x 11 inch white paper.

Vendor responses to this RFP will become a part of the final contract between Wentworth Institute of Technology and the vendor.

Potential vendors are requested to provide proposals in the following format:

Letter of Transmittal

Letter of transmittal should be no longer than two (2) pages and include the following:

- Statement of vendors understanding of the mission critical nature of the workforce management technology to Wentworth Institute of Technology's business and market position.
- Statement of services to be provided
- Statement of commitment to provide the services requested within the time and manner specified
- Names of personnel authorized to represent the vendor, including titles, addresses, phone and/or fax numbers. Wentworth Institute of Technology would prefer to deal with a single representative.
- Summary of the prospective vendor's qualifications to perform this type of engagement.

Table of Contents

- *Table of contents should include a clear and complete identification of the materials submitted by section and page number*

Product Overview

- *Vendors should follow the instructions in the Product Overview Section of this RFP.*

Functional Requirements

- *Vendors should follow the instructions in the Functional Product Information section of this RFP.*

Technical Requirements

- *Vendors should respond to all technical information requests in the Technical Product Information section of this RFP.*

Strategic Partnership Potential

- *Vendors should provide the information requested in the Strategic Partnership Potential section of this RFP.*

Costs Requirements

- *Vendors should provide the information requested in the Cost Summary section of this RFP.*

Appendix

- *Vendors may provide any other information that the vendor considers appropriate for this proposal in an Appendix.*

2.1 - Exceptions to the RFP:

Potential vendors may find instances where their operations are inconsistent with the specifications in the RFP. In such instances, it is permissible to take exception to portions of the RFP. These exceptions should be clearly identified. If necessary, attach an additional page describing the scope of the exceptions, any additional costs, and a summary of any advantages these exceptions may have on Wentworth Institute of Technology.

2.2 - Confidentiality:

This RFP and all materials submitted by Wentworth Institute of Technology must be considered confidential. Wentworth Institute of Technology requests that this RFP is not copied and is not forwarded to any third party for evaluation or for any other purpose without Wentworth Institute of Technology's consent. All prospective vendor personnel should note that they are under a signed, mutual confidentiality agreement.

When submitting a confidential material to Wentworth Institute of Technology, prospective vendors must clearly mark it as such.

3 - Product Information:

Vendors should include an overview of their total workforce management solution. Define each product offered by your organization and provide a brief description of its role in the total solution. Vendors may include screen examples and/or diagrams in this section.

4 - Functionality Requirements

Instructions:

Wentworth will be proactive and comprehensive in its product and service demands. It is obligatory upon the vendor to provide calculable, accurate and dependable answers based on the vendor's proposed solution specific to the vendor's product and other products available from the vendor. If your product fails to meet a requirement, it is mandatory a clear statement of that failure is produced. The solutions for each requirement should be acknowledged as follows:

NA Not Available

MJ Major Modification

Any change that would take an extra 10 days of work and/or a cost of \$5,000 or more.

MN Minor Modification

Any modification that can be completed by our own staff.

FR Future Release

Any revisions you're currently working on for the product, that will be available for free or at a cost.

CR Current Release

The requirement is met in your products current version and can be demonstrated.

TP Third-Party Solution

Your company does not offer the functionality requirement but a third party's can be integrated into yours with ease and can be demonstrated.

Functionality	Rating	Response
Customization		
Individual		
Back-end		
Ease of Customization		

Flexible Displays		
Personalized Learning		
Communication		
Personal Messaging		
Instant Messaging		
Message Boards		
Video Chat		
Compatibility		
Mobile App		
Tablet App		
Microsoft Exchange		
Blackboard		
Social Network Sign-in		
Miscellaneous		
Development Cycle		
Forward Thinking		
Video Streaming		
Virtual Tour		

5 - Technology Requirements

Technology	Rating	Response
Mobile Version		
Single Sign-on		
Connects to Banner		
Secure		
Real-time updating		

6 - Strategic Partnership Potential

6.1 - Vendor Profile

- In depth company background and relationship to the education industry
 - Includes;
 - Historical dates
 - Parent company (if applicable)
 - Mode of Operation
- Is this your company's only business, or do you have stakes in other industries?
- Where are your plans heading in for the future of education management?
- All annual reports and financial statements must be submitted after the 2008 fiscal year.
- List all special relationships with other companies.

- Describe any potential legal issues that could affect your relationship with Wentworth.

6.2 - Training

- A detailed description of your standard training program is required along with installation assistance.
- Does your company offer additional training?
- Is there a certification process for your system? If yes, a description of this process is required.

6.3 - Support

- Describe all system warranties
- What are your response times?
- Do you offer maintenance plans?
- What hours is your help desk available for assistance?
- How frequent are preventative maintenance checks performed?
- Describe all support options.

6.4 - Implementation Plan

- Describe your usual implementation plan.
- Describe all installation/implementation procedures and requirements
- What is your typical installation time for an institution our size? Please provide references.
- What is your company's role in the implementation process?
- How much of the system could be implemented by the end of our spring semester?

6.5 - References

Please provide a minimum of four other institutions that use your product.

- Universities
- High Schools
- Tutoring Services
- Online Learning Services

7 - Costs

7.1 - Initial Costs

The initial proposal should have a price quote and all available pricing options should be based off the following:

- 35 acre campus
- Over 3,000 students and faculty
- Various academic, recreational and dormitory buildings

Variables that should be included on the pricing schedule:

Software

- Cost per student
- Cost per faculty member
- Cost for additional tools:
 - Mobile App
 - Personal Messaging
 - Video Chat
 - Design Tools

7.2 - Long-Term Costs

All costs should be stated in dollars.

- Fixed annual costs
- Usage charges
- System upgrades
- Bug fixes

If there are any additional long term costs, they must be provided.

7.3 - Payment Options

Prospective vendors are strongly encouraged to include all possible payment option information.