Board of Trustees of Community-Technical Colleges

Request for Proposal:

Business Intelligence and Analytical Solution (RFP) No. CCC-10-01

Table of Contents:

I.  Introduction
II.  Background
III. Requirements
IV.  Deliverables
V.  Proposal Format
VI.  Evaluation Criteria
VII. Competitive Process / Time Frames
VIII. Submission of Proposal
IX.  Terms & Conditions
X.  Insurance
XI. Rights Reserved to the State

Appendices:

Appendix A:  Assessing the BI/Analytics Landscape Report

Attachments

Attachment A  -  Personal Services Agreement (for review)
Attachment B  -  Contract Proposal
Attachment C  -  OPM Ethics Form 1
Attachment D  -  OPM Ethics Form 5
Attachment E  -  OPM Ethics Form 6
Attachment F  -  SEEC Form 10
Attachment G  -  Nondiscrimination
Attachment H  -  Contract Compliance Regulations
REQUEST FOR PROPOSALS
Project No. CCC-10-01

Date: July 30, 2009

Project: Business Intelligence and Analytical Solution (BIAS)

I. Introduction

The Connecticut Community Colleges are established under C.G.S. 10a-71 et.seq. The System consists of twelve regional community colleges and a system office. Each community college operates as a separate college within the larger community college system. The responsibility for the administration and management of the System, including the oversight and control of financial operations, rests with the Board of Trustees (“BOT”). C.G.S. 10a-72 (b) (1) requires the Board to “make rules for the governance of the…colleges, determine the general policies of said colleges …and direct the expenditure of said colleges’ funds within the amounts available…”

Colleges and the BOT System Office are located throughout the State, as follows:

- BOT/System Office Hartford
- Asnuntuck Community College Enfield
- Capital Community College Hartford
- Gateway Community College New Haven and North Haven
- Housatonic Community College Bridgeport
- Manchester Community College Manchester and East Hartford
- Middlesex Community College Middletown and Meriden
- Naugatuck Valley Community College Waterbury
- Northwestern CT Community College Winsted
- Norwalk Community College Norwalk
- Quinebaug Valley Community College Danielson and Willimantic
- Three Rivers Community College Norwich
- Tunxis Community College Farmington and Bristol

For additional information about the Connecticut Community Colleges, please visit our website: www.commnet.edu

The Connecticut Community College System (CCC) consisting of the System Office and twelve colleges has a System-level Director of Institutional Research as well as twelve campus Directors of IR. Three of the colleges are active participants in “Achieving the Dream,” (a national initiative focused on helping more community college students succeed, especially students of color, working adults and students from low-income families). This initiative, launched in 2004, involves a partnership of more than twenty organizations and includes eighty three colleges in fifteen states. It emphasizes the use of data to drive change that can improve student success at these colleges. CCC has been a leader in this initiative since its inception. It is one of six states to participate in crafting new intermediate and final measures of student progress, working with the other five states to design a more complete and accurate way of measuring student performance longitudinally and comparing outcomes to other participating states nationwide. More information about achieving the dream can be found at http://www.achievingthedream.org/aboutatd/default.tp
The community colleges information technology strategy operates on an approach that delivers core IT services out of a System Data Center (SDC), which is part of the System Office. Our colleges access these core IT services via a high-speed network (CCC WAN) that is built upon the Connecticut Education Network (CEN). It is a hub & spoke design with each college site being a spoke and the SDC serving as the hub. The CCC WAN provides access to a wide array of services hosted at the SDC, as well as connections to the Internet.

The Connecticut Community College System (CCC) is looking for a comprehensive higher education institutional research database reporting and data analysis solution which will be used to measure and help improve student performance. This Business Intelligence & Analytical Solution (BIAS) will integrate with multiple sources of student data, and provide tools for designing and generating reports, viewing student outcomes via a “dashboard” interface, and assisting with decision-making and policy formulation in order to ensure greater student success. The BIAS needs to provide a long term solution for analytics and reporting while meeting the immediate need to analyze data and report on performance outcomes related to “Achieving the Dream” and at-risk students.

II. Background

Current ad-hoc reporting processes rely on various extracts from our ERP system, loaded into user-created MS Access databases. Power-users in the Institutional Research area also use SPSS to create reports against a variety of flat file data sources.

As an early step in this BIAS project, and to help meet our most immediate “Achieving the Dream” reporting needs, we have already developed and populated a pilot version of an Institutional Research Data Mart (IRDB); an Oracle database with a star schema design. It is our expectation that the IRDB will serve as the initial data source for this proposed BIAS, expanding later to include other data sources.

In addition, we have engaged a Data Warehouse management consultant who helped refine our planning process (See Appendix A). This document is an important part of this RFP; because it provides background information on our analytical needs (Page 1), details our various data sources (Pages 2-7) and provides a figure that illustrates our desired BI solution (Page 11). There is also information that provides some possible migration paths to a BI solution (Page 12), along with various BI functionalities that could be deployed (Pages 14-15).

III. Requirements

The BIAS will need to support three distinct types of end-users in a secure, user-friendly environment:

- **Power Users** (those used to querying, manipulating, analyzing, reporting and using tools like Excel, SQL queries, and SPSS for predictive modeling/report generation)

- **Functional End-users** (those who need to access standard reports, run ad hoc reports and simple queries/drill downs in a user-friendly, self-service environment – a portal or dashboard)

- **Casual Viewers** (Chancellor, Deans, Academic Chairs; executives with limited time, but a high degree of need-to-know about current data/institutional performance in a user-friendly portal or dashboard environment)
The BIAS should have a reasonably low initial cost, supporting the concept of incremental implementation; practical ability to expand over time, adding data sources and user-types, as needed. For costing scenarios, the estimated number of users for each phase of the project is identified in “Section V. Proposal Format, Part B.”

The BIAS Project is logically split into two Phases, with the goal being to implement Phase I as soon as possible, while also planning for the important longer-term vision of Phase II:

**Project Phase I:** The most immediate need is to provide IR Directors with an effective tool to assess student performance. The focus is on higher order analytics, and allowing users greater access to standard and ad hoc reports with simple drill down capabilities, using IRDB as the primary data source.

**Project Phase II:** Expand the BIAS to include such business functions as Financial Aid, Finance, Human Resources, etc., incorporating additional data sources, as needed.

The BIAS must be delivered in a manner that allows the core services to reside in the CCC System Data Center, yet be accessible via clients residing at any of our colleges and via the Internet.

Recognizing the variety of possible services available and related costs, the successful bidder will need to describe how our needs can be met within options ranging from a base set of tools, analytics and dashboards to more sophisticated solutions.

The proposal must include pricing for the BIAS product, detailed list of available services (installation, configuration, etc.), training options, on-going maintenance costs. Training services shall include, but not be limited to, technical training of CCC IT and IR staff and BIAS end users. (NOTE: CCC reserves the right to videotape any training sessions for future internal use).

**NOTE:** The successful bidder shall comply with all applicable Connecticut Community Colleges Policies, federal and state statutes and regulations, including, but not limited to, Gramm-Leach-Bliley Act and the Family Educational Rights and Privacy Act (“FERPA”) in the protection of all Connecticut Community College data.

### IV. Deliverables

The following is a list of deliverables that the successful bidder will be expected to provide the CCC:

- Kick-Off Meeting with System Office IT and CCC Institutional Research Staff
- Work with System Office IT Staff to Integrate and Install selected BIAS at the System Data Center located at 61 Woodland Street, Hartford, CT.
- Train IT and IR Staff/End Users
- Post Implementation, Installation and Warranty Services
V. **Proposal Format**

The proposal must be submitted in the format outlined below.

**Part A**

Provide the following information for the bidding company and for any subcontractor to whom the bidding company expects to subcontract any portion of the contract:

1. The name and location of the bidding company.
2. The location of the office that will be serving CCC;
3. The number of years the bidding company has been in business under this name;
4. Is your company a subsidiary of another corporation? If yes, what is the name of the parent company?
5. Rating of your company...S & P etc.
6. A minimum of three references from clients for whom you have performed similar work. References must include contact names, titles, telephone numbers and the start date of the contract. References from colleges and universities are preferred.
7. A statement to verify that;
   a) The person(s) having authority to negotiate on behalf of the bidder and to contractually bind the bidder have reviewed and accepted all attachments to the bid including contract terms and conditions (Attachment A), ethics affidavits, and nondiscrimination certification; and
   b) The bidder is able to fully comply with Connecticut contracting requirements including but not limited to the contract terms and conditions, ethics affidavits, and nondiscrimination certification.

**Part B**

1. Explain in detail how your product/solution addresses our needs described in **Sections II. – Background and III. – Requirements** above.
2. Project Timeline from purchase to post implementation and installation
3. Costing Options to include the following:
   a. **Project Phase I (listed in Section III. - Requirements)**
      For costing scenarios we are estimating the following number of users for Phase I:
      - Power Users – 60
      - Functional End-users – 120
      - Casual Viewers – 120
   b. **Project Phase II (listed in Section III – Requirements)**
      For costing scenarios we are estimating the following number of users for Phase II:
      - Power Users – 120
      - Functional End-users – 1200
      - Casual Viewers – 1200
   c. **Installation, Configuration, Integration Services**
   d. **Training Plan – options, costs**
   e. **Post Implementation Services**
   f. **Ongoing maintenance costs for BIAS product**
VI. Evaluation Criteria

Proposals will be examined by an Evaluating Team using the following criteria:

- Cost;
- Vendor qualifications;
- References;
- Ability to fully deliver any and all licenses and products
- Ability to fully comply with State of Connecticut contracting requirements including, but not limited to, contract terms and conditions, ethics affidavits, and nondiscrimination certification.

After all bids are examined, the Evaluating Team will accept the bid of the vendor the team determines to be most qualified to provide the products and services outlined in this RFP, at a competitive price and on time.

VII. Competitive Process/Time Frames

The bidding process will be governed by the following time lines:

1. Proposers may e-mail questions concerning the RFP to Sharon Kromas (skromas@commnet.edu), copy to Meg Niewinski (mniewinski@commnet.edu) through August 13, 2009.

   Questions, with the answers, will be posted on CCC’s web-site (http://www.commnet.edu/finance/rfp.asp) by August 19, 2009. It is the responsibility of the proposers to go to the website to retrieve the questions & answers.

2. Proposals are due in the System Office Finance Department by Thursday, September 3, 2009 no later than 11:00 AM. Please send all proposals to:

   The Board of Trustees of Community-Technical Colleges
   Attention: Sharon Kromas
   61 Woodland Street, 2nd floor
   Hartford, CT 06105

3. The public bid opening shall take place on Thursday, September 3, 2009 at 11:30 AM in Room 263 at The Board of Trustees of Community-Technical Colleges, 61 Woodland Street, Hartford, CT 06105.

   NOTE: THERE SHALL BE NO DISCUSSION OF ANY PROPOSAL SUBMITTED.
4. After the evaluation process described in Section VI. Evaluation Criteria above has taken place, a short list of finalists will be generated. Said finalists who wish to continue the process will be invited to make a presentation/demonstration of their package and its suitability for the CCC BIAS. The final bidder selected by the Evaluation Team will be notified of the award of the contract. The name of the bidder selected will be posted on the CCC web site.

Our goal is to purchase, install and begin using the BIAS (as described for Phase I) by December 31, 2009, if possible.

VIII. Submission of Proposals

Proposal submissions are subject to and must comply with the following requirements and conditions:

1. Bid must conform to all instructions and conditions outlined in this RFP.

2. The proposal package must include three recent references for whom the vendor has provided the same products and services included in this proposal.

3. The proposal package must include all forms included as part of the Contract Proposal and Contract Compliance Regulations that are part of this package. All information required in the forms must be provided. The Contract Proposal is Attachment B and Contract Compliance Regulations are Attachment H.

4. The System is exempt from payment of excise, transportation, and sales taxes imposed by the federal government and/or the state. Such taxes must not be included in the costs.

5. The proposal must be signed by an authorized official, and must provide:
   a. the contractor’s name and address;
   b. the name, title and telephone number of a person(s) to contact with questions; and
   c. the name, title and telephone number of the person(s) having authority to negotiate on behalf of the bidder and to contractually bind the bidder.

6. Proposals are binding commitments and may be incorporated into any contract awarded. This RFP may also be made part of an awarded contract.

7. Submission:
   a. Bids must be in the form of a written proposal;
   b. Bidders must submit one original and 13 copies of the proposal, and one electronic copy on a disc;
   c. Proposals must be submitted in a sealed envelope or package;
   d. the following information must appear on the outside of the envelope or package:
      (1) RFP title and number: Business Intelligence and Analytical Solution - # CCC-10-01
      (2) Bid due date and time – Thursday, September 3, 2009, by 11:00 AM
      (3) Name and address of the vendor
IX. Terms & Conditions

1. Any contract awarded shall be in full compliance with the statutes and regulations of the State of Connecticut. Any portion of the contract determined to be in conflict with said statutes and/or regulations will be interpreted so as to be in compliance.


3. Any and all prices quoted in a proposal shall be valid for a period of 120 days from the due date of the Proposal.

4. Any oral agreement between any agency or employee and a bidder shall be superseded by the written agreement.

5. The System reserves the right to amend or cancel this RFP.

6. The System reserves the right to reject any and all proposals.

7. The System reserves the right to correct any and all inaccuracies due to clerical error in any contract awarded.

8. Bidder warrants that:
   a. bidder did not participate in the RFP development process;
   b. bidder had no knowledge of the contents of this RFP prior to its issuance;
   c. no employee of the bidder participated, in any way, in the preparation of this RFP;
   d. bidder’s proposal was not made in connection with any competing vendor submitting a separate response to this RFP;
   e. bidder’s proposal is submitted without collusion or fraud of any kind.

9. Bidder shall bear any and all cost incurred in responding to this RFP.

10. Any contract awarded is subject to contract compliance requirements mandated by Section 4a-60 and 46a-68j of the Connecticut General Statutes.

   Attachment G – Nondiscrimination Certification must be signed, contemporaneously, with any and all awarded contract(s).

   CCC may require the Contractor to supply the following data to comply with State requirements:
   a. The Contractor’s success in implementing an affirmative action plan;
   b. The Contractor’s success in developing an apprenticeship program complying with Section 46a-68(a) to 46a-68(k) of the Connecticut General Statutes, inclusive;
   c. The Contractors promise to develop and implement a successful affirmative action plan;
   d. The Contractor’s promise to set aside a portion of the contract for legitimate small contractors and minority business enterprises, where applicable. (See Section 40-60g – 4a-60j of the Connecticut General Statutes.)
11. Executive Orders of the Governor, State of Connecticut

Contracts for this project are subject to:

- Executive Order No. 3 regarding nondiscrimination promulgated June 16, 1971, and to the guidelines and rules of the State Labor Commissioner implementing said Executive Order;
- Executive Order No. 17, promulgated February 15, 1973, requiring contractors and subcontractors to list employment openings with the Connecticut State Employment Service;
- Executive Order No. 16, promulgated August 4, 1999 regarding Violence in the Workplace Prevention Policy; and
- Executive Order No. 7C, promulgated July 13, 2006 regarding State Contracting.

Said Executive Orders are incorporated herein and made a part of this RFP, as though fully set forth herein.

X. Insurance

A Certificate of Insurance (“Certificate”), certifying that the vendor carries Commercial General Liability insurance. An original Certificate shall be submitted to the System prior to commencement of work. The Certificate shall provide evidence of coverage in the amount of $1,000,000 Combined Single Limit (CSL) per occurrence for bodily injury, personal injury and property damage. Coverage shall include Premises Liability, Operations, Independent Contractors, Products and Completed Operations, Contractual Liability and Broad Form Property Damage coverage. If an aggregate limit applies, said limit shall apply separately to the project, or the general aggregate limit shall be twice the occurrence limit. Worker’s Compensation and Employer’s Liability is required and must meet statutory coverage requirements prescribed by the Worker’s Compensation statutes of the State of Connecticut. The Employer’s Liability coverage must provide minimum limits of $100,000 each accident, $500,000 Policy Disease Limit, $100,000 each employee. Policies shall list the State of Connecticut, its officers, officials, employees, agents, Boards and Commissions as Additional Insureds. The coverage shall contain no special limitations on the scope of protection afforded to the System and the State of Connecticut. The vendor shall assume liability for any and all deductibles in any and all insurance policies.

Vendor warrants that he/she will maintain inforce all insurance coverages cited in this Section X – Insurance, while providing services to the System.

XI. Rights Reserved To the State

The State of Connecticut reserves the right to:

a. award a contract in part;
b. reject any and all proposals, in whole or in part; and
c. to waive technical defects, irregularities and omissions if, in its judgment, the best interests of the State of Connecticut will be served.