

MISSOURI WESTERN STATE UNIVERSITY

REQUEST FOR PROPOSAL 19-040

FOR

CAREER MANAGEMENT PORTAL

Submission Deadline: September 20, 2018, 2:00 p.m. Central Time

Questions and/or requests for clarification of this RFP should be submitted via email to the Purchasing Manager, Kelly Sloan at [purchase@missouriwestern.edu](mailto:purchase@missouriwestern.edu). All questions and/or clarifications can be sent at any time regarding this RFP to the Purchasing Department until 2:00pm on September 12, 2018. Questions received after this date may not be answered. Please reference the RFP# on all correspondence. Answers to the submitted questions will be e-mailed to each vendor as an addendum to this solicitation. It is the responsibility of all interested parties to read this information and return it as part of the RFP confirming receipt.

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**Introduction**

Missouri Western State University (MWSU), a public higher education institution, is seeking proposals for a Career Management Portal.

**School Overview**

Detailed information regarding Missouri Western State University may be found at <http://www.missouriwestern.edu/about/>

**Bidder Instructions**

* Proposals may not be accepted if the RFP number is not on the outside of the envelope.
* Proposal must be prepared in accordance with Submission Material (described below). Those proposals, which are not in compliance, may be deemed non-responsive.
* The last day for questions regarding this RFP is 2:00 p.m. Central Time, September 12, 2018. These should be submitted to [purchase@misssouriwestern.edu](mailto:purchase@misssouriwestern.edu).
* RFP should be submitted no later than September 20, 2018, 2:00 p.m. Central Time to:

**Purchasing**

**Missouri Western State University**

**Popplewell Hall 221**

**4525 Downs Drive**

**Saint Joseph, Missouri 64507**

**Submission Materials**

ELECTRONIC AND/OR FAXED COPIES WILL NOT BE ACCEPTED. Responses must be signed and sealed in mailing envelopes with the Respondent’s name and address clearly written on the outside. The Request for Proposals Bid Number **(RFP19-040)** shall also be clearly marked on the outside of the envelope or package. The following items should be mailed to MWSU by September 20, 2018 by 2:00pm.

* Invitation to Bid Page: Complete the required vendor contact information for RFP19-040.
* Introduction: Briefly introduce your company, indicating whether the company is local, regional, national or international. Provide a profile of the company including, but not limited to, the approximate number of professional staff employed. Indicate the name of the person(s) who will be authorized to make representation for and to bind the company, their titles, addresses and phone numbers.
* Beginning on page 4 provide detailed responses to each point addressed in Proposal Section.
* References (3) specifications found on page 9.
* Pricing: Include page 10, which references detail found on page 4 under the Proposal Term & Pricing Ceiling section.
* Addendum: Include any addendums for verification of receipt.
* Include one (1) original plus four (4) copies of all proposal submission materials for a total of five (5) hard copy documents.

**Proposal Term & PRICE CEILING**

MWSU is seeking a multi-year contract for full implementation beginning on July 1, 2019 running until at least June 30, 2022. In addition, pricing for a pilot is requested, which will allow for testing of the career management platform during the Spring of 2019 (1-1-19 to 6-30-19) until the main contract begins on July 1, 2019.

Upon mutual agreement by the vendor and MWSU, the contract may be renewed by MWSU on a year-to-year basis following the pilot and the three year contract period.

**Proposal**

Vendor is asked to include a detailed response to each point addressed in this section. Address each point and make any necessary explanation or qualification. Vendor is to respond in order and refer to the section number key point in the response.

**IT/SYSTEM REQUIREMENTS & INTERFACE**

1. System specifications should include, but are not limited to, the items below.
2. System must be web-based, requiring no software installation on local client machines.
3. Describe additional add-ons (if any) that are necessary to run the web based software, e.g. installation of Active X, Java, or Flash components.
4. Describe compatibility features with Windows, Mac, mobile devices, etc.
5. Must support current and recent-past versions of major browsers such as Chrome, Firefox, Internet Explorer, Safari, Microsoft Edge and Opera.
6. Must be able to integrate with Ellucian’s Banner student information system.
7. If applicable, list and describe all data interface options available for transporting data between the Banner system and the software solution. Describe any and all additional work that must be performed by Missouri Western staff or by vendor staff in order to make any of the interface options fully functional with the Missouri Western Banner environment. Describe frequency of data pushes from Banner to vendor’s software (every 5 minutes, 1 hour intervals, 1 day intervals) and from vendor’s software to Banner.
8. Describe the physical hardware required to support your software solution and database(s).
9. Describe the data backup options and the options available for selecting the frequency of backups.
10. Describe the sign on process with regard to using the MWSU Luminis Portal system and how Single Sign On (SSO) can be incorporated for logging into the software solution. Identify any additional software required to support SSO.
11. Describe the data encryption and security measures used while transporting data from Banner to the software solution and from the software solution to Banner.
12. Explain bandwidth/storage quotas included with the basic system, and cost of additional storage and/or bandwidth.
13. Explain processes for protecting data security, including FERPA compliance.
14. Describe the technical infrastructure associated with hosting/SaaS services, including SLA thresholds, descriptions of redundancies, storage capacity, network throughput requirements, and other pertinent hosting information.
15. Explain downtime procedures, planned and unplanned.
16. Describe how, in the event of contract termination, data would be extracted and provided to MWSU.

**FUNCTIONAL REQUIREMENTS**

This section contains the mandatory functional requirements to be answered by bidder.

**A. Accessibility**

1. Must meet specifications set in accordance with the Americans with Disabilities Act. Please provide accessibility compliance with documentation to include Voluntary Product Accessibility Template (VPAT).

**B. Appointment Scheduling**

1. Must have appointment scheduling functionality to allow students to self-schedule and administrators to schedule appointments.
2. Must have one-way sync (from system to Google calendars) but prefer two-way real-time sync with Google calendars.

**C. Career Event Management**

1. Must have a feature-rich career fair module to serve employers, students, and staff.
2. Announcements tool.
3. Email capability.
4. Customizable notification system (email, text, via app, etc.).
5. Should be able to customize automatic communications to employers based upon event (confirmation registration email, event materials, invoices, etc.) within the system.
6. Access to data related to student activity.
7. Ability to load multiple documents, including resumes and applications, to a student’s profile.

**D. Student Employment Management**

1. Custom application process allowing for individuals to complete a job application electronically in the system.
2. Apply for multiple jobs with a single application.
3. Customized job listing workflow for different job types (e.g. on-campus, off-campus, Federal Work Study, non-Federal Work Study, etc).
4. Administrator ability to review and approve positions within the system before posting.
5. Ability to track candidates from application to hiring through robust reporting.

**E. Customer Service**

1. Must provide excellent and responsive customer service to client and users.
2. Must be able to assist with data conversion, implementation, and training.
3. Must provide ongoing training and maintenance.

**F. Report Analytics**

1. System should display key metrics in an easy-to-use dashboard or interface.
2. Reports should be able to be designed, modified, and saved.
3. Ability to save data for trend analysis and historical data.

**G. System Communication**

1. Must have customizable auto-emailing functionality.
2. Must have aesthetically pleasing and easy to read communication system to students and employers via email, system messages, text, etc.
3. Should provide robust campaign functions that include personalizing communications to targeted individuals. Personalized content should allow for merging users data into the communication and allowing for filtering.
4. System should allow for staff to send individual custom messages to users directly from inside the system.

**H. Engagement**

1. Must have on-campus interviewing functionality for employers and students such as candidate pre-selection, determining alternates, etc.
2. Should provide a personalized student user experience by recommending relevant job leads.
3. Should provide flagging feature for potentially fraudulent jobs.

**I. Tech and Security**

1. The system must be able to support all major browsers. Please specify the browsers your product supports.
2. Must be PCI compliant.
3. Please specify the payment processors/gateways supported by the product. Please also outline any additional costs based upon the use of the processors/gateways.

**J. User Interface**

1. System must be aesthetically appealing and engaging/intuitive for all constituents to navigate.
2. Should allow for multi-level admin access to student data and notes. The system must support role based access.
3. Should be able to accommodate users with MWSU ID’s such as alumni, employers, and others. Please explain the process for accommodating these users.

**INSTALLATION, HELP DESK & DOCUMENTATION**

1. Describe all installation process options and data conversion options and provide a typical installation time schedule.
2. Describe suggested training and any additional cost for institution’s technical staff and end-users.
3. Describe implementation support services, including delivery and installation, customization support, integration support, consulting support etc.
4. List documentation provided, including technical documentation, online guides, etc.
5. Describe the process in which functional users and administrators receive ongoing support once the implementation process has been completed (e.g. on-line support, phone-in support, vendor provided help desk services, documentation).
6. Describe the service offerings and frequencies for software updates, new releases, corrective patches, etc.

**PERFORMANCE STANDARDS**

MWSU will outline the Performance Standards with those vendors that MWSU wishes to negotiate a contract with during contract negotiations.

**WARRANTIES, SOFTWARE AND TRAINING**

Describe all warranties, software maintenance, and training options that will be available with the purchase of the software.

**rfp TIMELINE**

RFP Issued September 5, 2018

Deadline for Submission of Questions September 12, 2018

RFP Open Date September 20, 2018

Zoom Presentations by Finalists (if requested by committee) October 1 thru 5, 2018

Selection Committee Recommendation of Career Portal No later than November 1, 2018

Contract Awarded November 1, 2018

**Optional Services**

Vendor should provide MWSU with any related services, enhancements or features that it feels would be beneficial to MWSU as well as related costs. Such optional services may be included in the agreement with a detailed description.

**Evaluation and Selection**

For vendors who meet the minimum qualifications their proposals shall be evaluated by the Selection Review Committee.

Responses to this RFP will be evaluated upon the features and functionality stated in the proposal and the related costs as well as the responses provided.

Factors that will be considered during the assessment and decision process include:

1. Bids for services added by the vendors if the added services are judged to be desired by MWSU.
2. Information from references provided by prior and current customers of the vendors.

**ZOOM interviews**

Finalists may be interviewed or asked to provide a demonstration of their product via Zoom (1 hour limit for presentation), allowing vendors to present a summary of their qualifications and proposals.

**REFERENCES**

Every vendor must provide at least three (3) references, which reflect a successful implementation of similar scope and size. References should include the following information:

* Customer name and address
* Contact person and telephone number
* Description of the Project
* Number of students



**Pricing Page**

Please include information regarding your pricing structure for the pilot testing and subsequent years. Include also your pricing for initial implementation year and then subsequent years and any additional information that would be helpful.

Pilot (1-1-19 to 6-30-19) \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Initial year pricing (7-1-19 to 6-30-20) \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Second year pricing (7-1-20 to 6-30-21) \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Third year pricing (7-1-21 to 6-30-22) \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

CONDITIONS OF BID AND SALE:

The vendor must comply with all Federal, State and Local regulations and laws.

Proposals received after the deadline will not be accepted or considered.

Missouri Western State University reserves the right to reject any and all proposals received in response to this RFP and to waive any minor irregularity or informality.

Pricing must be FOB Missouri Western State University

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