

**Request for Proposals for:**

**Information Technology Consulting Services**

RFP Issue Date: 03/23/2023

**Response Original Due Date:** 04/04/2023 by 5pm.

**Response Extended Due Date**: 04/28/2023 by 5pm.

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**Invitation**

**REQUEST FOR PROPOSALS**

Northwest State Community College (NSCC) is extending an invitation for proposals from qualified firms to provide Information Technology Consulting services, specifically to serve as a contract Chief Information Officer (CIO) to analyze, develop, and implement strategies to improve the overall performance of the information technology and data system functions at NSCC, by increased efficiencies, improving the end user experience, improved processes, procedures, and creating success metrics.

**NOTICE!**

In order to receive any addenda or supplemental information, you MUST register with the Executive Office of NSCC, either by mail at 22600 State Route 34, Archbold, OH 43502; by telephone at 419-267-1322; or by email to [thoffman@northweststate.edu](mailto:thoffman@northweststate.edu).

The following information is required:

Name of Organization

Contact Name

Street Address

City, State Zip

Telephone

Fax Number (optional)

Email address

**Background Information**

NSCC is extending an invitation for proposals from qualified firms to provide information technology and data systems services leadership and consulting. Specifically, to serve as a contract Chief Information Officer (CIO) to analyze, develop, and implement strategies to improve the overall performance of the information technology and data system functions at NSCC. The Chief Information Officer’s main goals are to increase efficiencies, improve the end user experience, organizational structure, processes, procedures, and identify success metrics.

**Overview**

The overarching goal of securing information technology consulting services is to provide support to the information technology and data systems department as the college seeks to improve the department and its responsiveness to the greater campus community. NSCC contracted with an IT consultant to assess the department and that consultant provided a list of strengths, opportunities, and recommendations on how to move the department into the future (our roadmap to the future). Overall, the information technology and data systems teams are talented, hardworking, and dedicated; however, the department is in need of a reimagining to address the strategic needs of NSCC going forward. Working in close collaboration with NSCC’s Chief of Staff/EVP, the current directors, and staff of data systems and network systems, engineering, & support, the selected consultant will provide expertise and guidance on how to move the department forward. Furthermore, the consultant will provide support for implementation of the modified methods and train personnel, as well as assist in application of the work.

**Scope of Work**

The consultant awarded this contract shall perform the tasks and sub-tasks listed below:

**Task 1: Assess the Talent of the Entire IT Staff and Review the Current IT Department Assessment Report.**

* Serve in the role of a contract CIO responsible for assisting the development and implementation of the college’s information technology and data systems roadmap to the future, as well as oversight of information technology project management.

**Task 2: Implement an IT Governance Process and Plan.**

Establish a formalized IT governance process including an IT steering committee.

To address the following topics:

* IT policies
* IT spending priorities
* IT standards
* Major projects and ROI (College projects and IT projects reported separately)

The establishment of this process should facilitate the following outcomes.

* IT policies to allow for full implementation and integration of systems and data
* IT standards and protocols to encourage efficiency
* Enhanced IT decision making and greater clarity for IT staff
* A prioritization and decision-making process that includes all stakeholders

**Task 3: Project Management/Project Portfolio Management.**

* Establish a formal and more structured approach to project management to ensure that projects are completed on time and on budget so that project benefits are realized by NSCC.
* Establish ownership of the projects and clear understanding of all aspects of what is being requested is vetted from the perspective of the problem being solved, to the technology (if needed), to funding, human capital, scheduling, and ROI.
* Facilitate project management training for the team.

**Task 4: Project Request Process.**

* Establish a formalized a standard process for initiating and reporting on project requests. Therefore, to eliminate projects conceived via “hallway” conversations.
* The following elements need to be addressed:
* A clear definition of what constitutes a project.
* A clear consistent mechanism such as web-based form, for initiating a project request.
* A consistent method and approach for prioritizing project requests. IT governance will play an important role in this process.
* A mechanism for reporting information regarding the project request back to the project requestor.
* A clean transition between request, approval, and initiation processes.
* A clearly identified cost of ownership (COO) and return on investment (ROI).

**Task 5: IT Metrics**

* Establish IT performance measures and service standards, including defining implementation timelines for all projects, and incorporating these into a service level agreement (SLA) with the College’s technology users.

**Task 6: Implement Recommendations of the IT Assessment.**

* The selected applicant will lead the implementation of recommendations to improve the efficiency, effectiveness, and overall performance of the IT function. With the end user experience in mind, design an assessment plan that evaluates the outcomes from the proposed changes.

**Deliverables and Milestones**

Release of Request for Proposal – , March 23, 2023

Applicants’ questions - to be received by, March 28, 2023 (original). Extended date, April 14, 2023 by 12 pm.

NSCC’s responses to questions – to be issued by, March 31, 2023(original). Extended date, April 21, 2023 by 5 pm.

Proposals Due – , April 7,2023 by 5pm(original). Extended date, April 28, 2023 by 5 pm.

**Submittal Requirements**

**(1) Inquiries and Information Requests Prior to Submission:**

Northwest State Community College’s Executive Office will act as the clearinghouse for all inquiries and information requests.

All inquiries and information requests must be submitted electronically to Tracy Hoffman, Executive Administrative Assistant: thoffman@northweststate.edu.

The answers to all inquiries will be provided to all registered parties by the Executive Office. All answers will be electronically distributed to all those registered as being in receipt of the RFP documents. Addendums will also be posted on the Northwest State Community College website with the original Proposal document. Any other responses to questions not via the Executive Office are considered casual and not binding.

**(2) Proposal Instructions:**

Each bid should be completed entirely, should not exceed 10 pages, and be typed in 12-point font, single spaced, 1” margins on all sides. Bids should include page numbers and table of contents. The cover page, table of contents, and attachments will not count against the 10-page limit.

Proposals will clearly and concisely define the processes, skills, and tools to be used toward project requirements. Proposals will include project plans with specific milestone dates, action items, outcomes measurements and costs of the project while demonstrating:

* Clear understanding of the Information Technology Consulting Services scope of work, outcomes, and timelines.
* Plans for carrying out the work, including staffing, major milestones, and timelines.
* Explanation of budget - Budget description may include tiered pricing options, if necessary.

Please have your proposal organized in the following manner for each component:

* Attachment A: Cover Page
* Attachment B: Conflict of Interest Form
* Attachment C: Budget Form & Narrative
* Organizational Chart
* Proposal (scope of work)

**(3) Complete Submittals**: Respondents shall electronically submit their proposal containing all the requested information to the Northwest State Community College Executive Office: Tracy Hoffman at [thoffman@northweststate.edu](mailto:thoffman@northweststate.edu) by 04/07/2023 by 5 PM , Local Time (original). Extended Proposal Due date, 04/28/2023 by 5:00 PM, Local Time.

a) Late responses may be deemed unresponsive. At its sole discretion, Northwest State Community College reserves the right to reject any proposal not deemed satisfactory and to waive any and all irregularities in the procedure. Omission, inaccuracy, or misstatement may be sufficient cause for a proposal to be deemed unresponsive and/or irresponsible.

b) There will be NO public opening; submittals may be viewed by appointment with Northwest State Community College.

c) The college does not have to accept the lowest bid for this project.

**The Selection Process**

**(1) Evaluation of Proposals**

Scoring by the evaluation committee will be via the Evaluation form included in the Appendix.

**(2) Evaluation/Selection Committee**

|  |  |  |
| --- | --- | --- |
| **Name/Title** | **Institution** | **Contact Information** |
| Albert Lewis, Chief of Staff/EVP | Northwest State Community College | alewisjr@northweststate.edu |
| Jenny Thome, CFO | Northwest State Community College | jthome@northweststate.edu |
| Todd Hernandez, President | Northwest State Community College | thernandez@northwestate.edu |
|  |  |  |

**Disclaimers and Disclosures**

**Disclaimers**

In its sole discretion, Northwest State Community College may withdraw the RFP either before or after receiving submissions, may accept or reject submissions, and may accept submissions which deviate from the RFP as it deems appropriate and in Northwest State Community College’s best interest. In its sole discretion, Northwest State Community College may determine the qualifications and acceptability of any party or parties submitting in response to this RFP.

Following submission of an RFP, the respondent agrees to deliver such further details, information and assurances, including financial and disclosure data, relating to the response and/or the respondent, including the respondent’s affiliates, officers, directors, shareholders, partners and employees, as requested by Northwest State Community College in its discretion.

Northwest State Community College and its advisors shall have no obligation or liability with respect to this RFP, the selection and award process contemplated hereunder, or whether any award or recommendation will be made. All costs incurred by a respondent in preparing and responding to this RFP are the sole responsibility of the respondent. Any recipient of this RFP who responds hereto, fully acknowledges all the provisions of this disclosure and disclaimer and agrees to be bound by the terms hereof. Any response submitted pursuant to this RFP is at the sole risk and responsibility of the party submitting such response.

Respondents are advised that participation in the design of evaluation strategies might result in exclusion or restriction from participation in other phases.

**Disclosures**

Northwest State Community College is governed by the Ohio “Open Records Law” and all responses and supporting data shall be subject to disclosure as required by the law.

Selected applicant, in accepting a Purchase Order or entering into an agreement with Northwest State Community College, agrees to fulfill the entire scope of work requested.

**Appendix**

**Evaluation Matrix**

**Organizational qualifications and experience Possible**

|  |  |
| --- | --- |
| General Qualifications | 15 |
| Firm’s Background and Experience | 15 |
| Contract CIO Experience | 30 |
| Experience working with colleges and universities | 10 |

**Work plan and timeline**

|  |  |
| --- | --- |
| Clear understanding of scope of work, outcomes, and timelines | 5 |
|  | 10 |

**Cost**

|  |  |
| --- | --- |
| Budget submitted with this RFP is reasonable | 10 |

|  |  |
| --- | --- |
| **Total** | 100 |

**Attachment A: Cover Sheet**

Please complete this **mandatory** cover sheet accordingly.

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| Organization Name |  | | | | | | |
| Address |  | | | | | | |
| Phone Number |  | | | | | | |
| Number of Years in Business |  | | | | | | |
| DUNS # |  | | | | | | |
| Acknowledgement that Proposing Entity is up-to-date on taxes and not currently debarred or suspended. | | |  | | **YES** |  | **NO** |
| Type of Organization  (check all that apply) |  | Higher Education |  | Private | | | |
|  | Community-Based Organization |  | Business Organization | | | |
|  | Government Agency |  | Other (Explain) | | | |
|  | Labor Organization | |
|  | Non-Profit | |
|  | Employment Service State Agency (Wagner-Peyser) | | | | | |
| Contact Person’s Email Address |  | | | | | | |
| Signatory Authority Signature |  | | | | | | |

**Attachment B: Conflict of Interest Form**

By submitting a proposal, the authorized signatory authority of the bidding entity certifies to his/her knowledge and belief that there is no conflict of interest (real or apparent) inherent in the bid or in delivering the scope of work if Northwest State Community College awards a contract. A conflict of interest would arise if any individual involved in the preparation of this proposal and delivery of services has a financial or other interest or would be likely to gain financially or personally from the award of a contract. The same would hold true for any member of the individual’s family, partner, or an organization employing or about to employ any of the above as a direct result of the successful award of a contract under the RFP. Northwest State Community College reserves the right to disqualify a bidding entity should a conflict of interest be discovered during the solicitation process.

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Signatory Authority Name and Title Signature Date

*Note: This form is a* ***mandatory*** *required document to be considered for either component. Bidders should only complete this form once per entry.*

**Attachment C: Budget**

Please complete the **mandatory** budget form and narrative explanation below. In creating a budget, the applicant should provide per unit costs by completing the following table and providing a justification for costs in a budget narrative.

|  |  |
| --- | --- |
| **Budget Line Item** | **Cost** |
| Salaries | $ |
| Benefits | $ |
| Travel | $ |
| Operational (supplies, communications, etc.) | $ |
| **TOTAL** | $ |

**Budget Narrative**: Please provide a detailed explanation for each budget line item to justify the cost.