

SUBMIT VIA APP.RFPIO.COM ONLY

PLEASE NOTE THAT THIS IS A COPY OF THE RFP

THE RFP MAY ONLY BE SUBMITTED VIA RESPONSIVE.IO (APP.RFPIO.COM)



**CCCTC-24-03 California Community Colleges
Canvas Accessibility Remediation Tool**

Schedule of Events

Event	Time (Pacific Time Zone)	Date
RFP Issued	5:00 PM	04/22/2025
Disability Accommodation Request Deadline	2:00 PM	04/25/2025
Notice of Intent to Respond Deadline	2:00 PM	04/29/2025
Pre-Proposal Meeting	2:00 PM	05/01/2025
Vendor Questions Deadline	2:00 PM	05/07/2025
Review Committee Response to Vendor Questions	5:00 PM	05/12/2025
Proposal Deadline	2:00 PM	05/19/2025
Review Committee Evaluations		05/19/2025 - 05/23/2025
Vendor Finalists Selected		05/23/2025
Vendor Demonstrations		06/02/2025 - 06/06/2025
Notice of Intent to Award Contract		06/25/2025
Contract Negotiations		TBD
Contract Signature Deadline		TBD

CCCTC-24-03 California Community Colleges Canvas Accessibility Remediation Tool

Section A: Introduction

The Butte-Glenn Community College District, CCC Technology Center, ("BGCCD" or "District" or "CCCTC") has issued this Request for Proposals (RFP) to define minimum contract requirements; solicit proposals; detail proposal requirements; and outline the District's process for evaluating proposals and selecting the contractor to provide a technology solution to support accessibility compliance and remediation within Canvas.

Through this RFP, the District seeks to procure necessary goods or services at the most favorable, competitive prices and to give all qualified businesses opportunity to do business with the District as contractors, subcontractors or suppliers.

The District seeks to select a technology solution to support accessibility compliance and remediation within the 80 Canvas instances supporting 116 California Community Colleges, outlined in the Section C: Scope of Services Section. This partnership will help the California Community Colleges Technology Center and the District secure the best, most cost-effective goods and services of the highest quality solution for accessibility compliance and remediation supported within Canvas. The District intends to award to a Contractor that owns, directly provides, and supports the solutions, as outlined in Section C: Scope Services. The District aims to select the best solution to ensure accessibility compliance and remediation while adhering to Sections 504 and 508 of the Rehabilitation Act, the Americans with Disabilities Act (ADA), California Government Codes 7405 and 11135, and the California Unruh Civil Rights Act. This RFP enables the CCC Technology Center and the District to secure competitive pricing while ensuring all qualified businesses can propose solutions that help faculty and staff deliver accessible online courses to students.

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

SUBMIT VIA APP.RFPIO.COM ONLY

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 California Community Colleges Chancellor's Office (CCCCO) is to empower the community colleges through leadership, advocacy, and support.

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 (including the CCC Accessibility 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, developing, implementing and supporting systemwide technology solutions, managing contracts, developing external funding resources, and publicizing the progress of projects. The CCCTC acts as the project lead for not only the CCC Accessibility Center, but also eTranscript California, CCCApply, OpenCCC, and several others. Additional information about the CCCTC, and CCC Accessibility Center can be found online at: <https://ccctechcenter.org/> and <https://cccaccessibility.org/>

Statement of Procurement Purpose

The purpose of this Request for Proposal (RFP) is to solicit responses from vendors to implement a Canvas content accessibility checking and remediation solution. The solution

SUBMIT VIA APP.RFPIO.COM ONLY

will be used in 80 instances of Canvas which support 116 California Community Colleges, serving 2.1 million students.

The goal of this RFP is to secure a contract which provides a purchasing and pricing framework enabling the District to purchase a Canvas content accessibility checking and remediation solution needed for a maximum contract limit of five (5) years with up to two additional, optional, one year renewals.

The selected vendor ("Contractor") will enter a subcontract agreement with the District, which 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 Contractor 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
ACR	Accessibility Conformance Report
Addendum	An addendum is issued when supplemental information has been added to the RFP, either as a supplemental material or since original posting.
Amendment	An amendment is issued when information in the RFP has been changed since its original posting.
Bid	A formal offer submitted in response to this solicitation.
Canvas	The Learning Management System (LMS) utilized by the California Community Colleges.
Contractor	Individual(s) or vendor(s) whose proposal has been accepted by a District and is awarded a fully executed, written contract.
District	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.

Term	Definition
	We refer to Butte-Glenn Community College District (BGCCD) as the “District” throughout the RFP.
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.
Proposal	A formal offer submitted in response to this solicitation.
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 stakeholders who will play an active role in RFP review activities.
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.
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.
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.

Term	Definition
Web Content Accessibility Guidelines (WCAG)	The Web Content Accessibility Guidelines (WCAG) is a global collaboration on technical standards to make the web more accessible to all individuals, everywhere, established by the World Wide Web Consortium (W3C).

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-24-03**.
- 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.

SUBMIT VIA APP.RFPIO.COM ONLY

- 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-24-03 California Community Colleges Canvas Accessibility Remediation Tool RFP

College/Group/Org: California Community Colleges Technology Center

Date: 05/01/2025

Start time: 2:00 PM PST

End time: 3:00 PM PST

Duration: 60 Minutes

Telephone:

• +1 360 209 5623 US

Meeting ID: 846 4345 1530

Zoom link:

<https://www.google.com/url?q=https://us06web.zoom.us/j/84643451530?jst%3D2&sa=D&source=calendar&usq=AOvVaw2dEBazaMPTZjgUrM23F4Cg>

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

SUBMIT VIA APP.RFPIO.COM ONLY

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.

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.

Event	Time (Pacific Time Zone)	Date
RFP Issued	5:00 PM	04/22/2025
Disability Accommodation Request Deadline	2:00 PM	04/25/2025
Notice of Intent to Respond Deadline	2:00 PM	04/29/2025
Pre-Proposal Meeting	2:00 PM	05/01/2025
Vendor Questions Deadline	2:00 PM	05/07/2025
Review Committee Response to Vendor Questions	5:00 PM	05/12/2025
Proposal Deadline	2:00 PM	05/19/2025
Review Committee Evaluations		05/19/2025 -05/23/2025
Vendor Finalists Selected		05/23/2025
Vendor Demonstrations		06/02/2025 - 06/06/2025
Notice of Intent to Award Contract		06/25/2025
Contract Negotiations		TBD
Contract Signature Deadline		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 selected vendor will provide and implement a content accessibility checking and remediation solution that integrates with the Canvas Learning Management System (LMS) across the California Community Colleges system. This solution will help identify and resolve accessibility issues in educational materials, ensure compliance with current accessibility standards and enhance the learning experience for all students.

- Provide a robust Canvas content accessibility checking and remediation solution that meets all minimum capabilities and features as outlined in the RFP.
- Provide faculty and instructional designers with inline help, guidance and suggestions for fixing accessibility errors found on a Canvas page.
- Allow for customizable reporting options to meet specific college, district, and systemwide needs.
- Provide robust training materials and customer support.

Scope of Work

The objective of implementing a Canvas content accessibility checking and remediation solution is to address accessibility of content within the Canvas Learning Management System (LMS).

Desired functionality includes the following:

1. Compatibility
 - a. Seamless integration with Canvas LMS across 80 instances supporting 116 colleges.
 - b. Ability to function within the existing Canvas environment without disrupting other features or solutions
2. Accessibility Conformance
 - a. Administrative interface should be conformant with Web Content Accessibility Guidelines (WCAG) 2.1 AA.
 - b. Solution should identify and suggest remediation of errors against Web Content Accessibility Guidelines (WCAG) 2.1 AA.
 - c. Ability to update solution to support future WCAG revisions
3. Scanning Capabilities
 - a. Scanning of all Canvas LMS content types:
 - i. Pages

- ii. Assignments
 - iii. Announcements
 - iv. Discussions
 - v. Quizzes
 - vi. HTML files
 - vii. Canvas Syllabus
4. Remediation Capabilities
- a. Accessibility fixes made directly to content on Canvas pages while allowing courses to retain changes when copied or moved to a new Canvas environment or course shell
 - b. Provide inline help, guidance and suggestions for fixing accessibility issues within the Canvas environment
5. Reporting
- a. Ability to provide and store reports of accessibility scans for documentation purposes
 - b. Ability to prioritize accessibility issues based on severity and impact
 - c. Customizable reporting options to meet specific college or district needs
 - d. Ability to sort or filter the data
 - e. Ability to store manual testing results in the same report as the automated testing
 - f. Ability to customize reporting for end users or administrators
 - g. Ability to generate a report on the number of installations and general usage across the system
 - h. Ability to customize system-level reports
6. Information Security
- a. Information Security of the solution should be communicated via a HECVAT
 - b. Secure handling and storage of course data
 - c. Regular backups and data recovery capabilities
7. User Interface
- a. Intuitive, user-friendly interface for faculty and instructional designers
 - b. Ability to identify issues that may require manual testing
 - c. Provide detailed feedback on identified accessibility issues, including mapping issues to specific WCAG failures
 - d. Clear, actionable support, direction, and guidance to resolve issues
 - e. Robust reporting capabilities (e.g., dashboards) that summarize global (instance-wide) course compliance and trends, includes easy-to-interpret course-level information and provides an ability to sort and filter by error types (e.g., by severity, by content type)

- f. Provides a summary of accessibility errors for a page, a course and/or entire college/district instance
 - g. Suggestions for remediation of accessibility errors provided within Canvas
 - h. Instructions or tutorials for remediation of accessibility errors or explanations of WCAG failures provided within the Canvas environment
- 8. Scalability
 - a. Ability to handle the volume of courses and users across the entire CCC system and 80 instances
 - b. Performance optimization to ensure quick scanning and reporting, even for courses with large amounts of content or large file sizes
- 9. Support and Training
 - a. Comprehensive and accessible training materials for faculty, instructional designers, staff and administrators (e.g., videos, webinars, knowledge base)
 - b. Responsive customer support with defined service level agreements
 - c. Built-in accessibility documentation, suggested fixes, explanation of how to fix errors, allowing for accessibility training to occur in an informal setting
 - d. Ongoing accessible technical support, including a dedicated support line and ticketing system

Implementation Plan

The implementation will involve coordinating with each District's Canvas administrator to enable the integration within the local instance. The implementation of the solution will commence in Fall 2025 in coordination with the CCC Technology Center Enabling Services team.

- Configure the solution to work within each of the California Community Colleges Districts' Canvas environment
- Conduct thorough testing to ensure proper functionality and integration
- Provide a rollout strategy for deploying the solution across all California Community College Districts
- Training materials and support systems must be in place and operational
- Analytics and reporting features must be fully functional and provide actionable insights

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

SUBMIT VIA APP.RFPIO.COM ONLY

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 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.rfpio.com for Technical Response and Pricing Proposal. The Technical Response is composed of the following parts:

- Transmittal Form/Information
- Mandatory Minimum Qualifications
- General Qualifications, Related Experience, and Sustainability
- Solution Requirements
- Implementation Requirements
- Appendices

Technical Response

Respondents 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

SUBMIT VIA APP.RFPIO.COM ONLY

Attachments A-E must be completed and submitted through the portal at app.rfpio.com along with the proposal. Attachments F-G should be reviewed and referenced. The District cannot accept any proposal that is not accompanied by these attachments.

Required Attachments

Attachment A	Certifications and Assurances
Attachment B	Accessibility Conformance Report(s) (ACR)
Attachment C	HECVAT 4 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

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

SUBMIT VIA APP.RFPIO.COM ONLY

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.

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 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 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

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

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.

SUBMIT VIA APP.RFPIO.COM ONLY

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

In the RFP process, the top three vendors from the Technical Response Evaluation will provide a virtual, 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

Live solution Accessibility demo - Vendors invited to provide a live solution accessibility demonstration, after scoring is completed for the responses, will be required to answer questions about their company's accessibility support and expertise, and demonstrate the

SUBMIT VIA APP.RFPIO.COM ONLY

proposed solutions compatibility with assistive technologies, ability to be operated without a mouse, and run specified automated tests. A detailed script which each bidder will be required to follow will be provided prior to the demonstration.

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

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 cost responsive and responsible proposals 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.

Attachments

SUBMIT VIA APP.RFPIO.COM ONLY

Attachments A-E must be completed and submitted through the portal at app.rfpio.com along with the proposal. Attachments F-G should be reviewed and referenced. The District cannot accept any proposal that is not accompanied by these attachments.

Required Attachments

Attachment A	Certifications and Assurances
Attachment B	Accessibility Conformance Report(s)
Attachment C	HECVAT 4 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

QUESTIONNAIRE

1. Technical Response

Respondents 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	The Respondent should provide a cover letter addressing, in detail and explicitly, how the firm meets the Minimum Qualifications.

Mandatory Minimum Requirements	
2	<p>The Respondent must provide an Accessibility Conformance Report (ACR) for the end-user interface for the solution being proposed in the RFP.</p> <p>All proposers shall submit Accessibility Conformance Reports (ACRs) using the Voluntary solution Accessibility Templates located at: https://www.itic.org/policy/accessibility. Submitted ACRs should use either the VPAT 2.5 508 or VPAT 2.5 INT template.</p> <p>Submitted ACRs must correspond to the current version of the solution being offered. ACRs should be provided for each unique solution/service offered (e.g., desktop, Web Portal, mobile, video player), and each user interface (e.g., administrative, public, and reporting).</p> <p>Submitted ACRs should include all of the following sections:</p> <ul style="list-style-type: none"> • Level A - Table 1 • Level AA - Table 2 • Chapter 3: Functional Support Criteria • Chapter 5: Software (if applicable) • Chapter 6: Support Documentation and Services <p><i>NOTE: Accessibility documentation (ACR's/VPATs, Accessibility Roadmaps, Accessibility Statements, and third-party evaluations) provided by selected bidder(s) will be made available to California Community Colleges Chancellor's Office and individual Institutions, upon request.</i></p>
3	<p>The Respondent must provide a list of which WCAG Standards are evaluated by the solution.</p>
4	<p>The Respondent's proposed solution must have currently available capability to integrate into Instructure's Canvas Learning Management System.</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	Does your company have experience in providing solutions to higher education organizations? If yes, describe your experience.
3	<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 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
4	In the last five years, particularly in higher education, describe the growth of your customer base using both growth percentages and quantities.
5	What is your company's total number of full-time employees?
6	What percentage of your company's resources is entirely dedicated to the support of higher education clients?
7	What percentage of your company's resources is entirely dedicated to the support of community college clients?
8	What countries outside the US does your company hire developers as employees or contractors?

General Respondent Qualifications	
9	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.
10	Describe how your company complies with all applicable non-discrimination laws?
11	Describe how your company complies as an equal opportunity employer.
12	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")?
13	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.
14	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.
15	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.
16	Does your company have a formalized product/solution roadmap that you can share? If so, please upload a copy.
17	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.

Financial and Organizational Stability	
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?
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	Has your company ever filed for bankruptcy? Describe any circumstances, time frame, and resolution surrounding a bankruptcy.
8	Has your company been engaged in a lawsuit with a customer and did the customer win the lawsuit? Describe the judgment.
9	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	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 Compatibility

Compatibility	
1	Does the solution seamlessly integrate into the Canvas environment system through a LTI or plug-in? If yes, describe how the solution integrates into Canvas
2	Does the solution disable any other features or solutions in the Canvas environment? If yes, describe what features or solutions are disabled after installing/activating the solution

1.4.2 Accessibility Conformance

Accessibility Conformance	
1	Is the administrative interface for the solution substantially conformant with Web Content Accessibility Guidelines (WCAG) 2.1 AA? If yes, describe how the administrative interface is substantially conformant with WCAG 2.1 AA. Upload a copy of an ACR for the administrative interface.
2	Does the solution identify and suggest remediation of errors based on Web Content Accessibility Guidelines (WCAG) 2.1 AA?
3	Will the solution have the ability to remain up to date by supporting future versions of WCAG? If yes, please describe your plans to incorporate support for future versions of WCAG.

1.4.3 Scanning Capabilities

Scanning Capabilities	
1	<p>Which of the following Canvas content types does your solution scan for accessibility errors? (describe)</p> <ul style="list-style-type: none"> ○ Canvas Pages ○ Canvas Assignments ○ Canvas Announcements ○ Canvas Discussions ○ Canvas Quizzes (Classic) ○ Canvas Quizzes (New) ○ HTML files embedded in Canvas ○ Canvas Syllabus

1.4.4 Remediation Capabilities

Remediation Capabilities	
1	Do courses retain accessibility fixes when moved or copied to a new Canvas course shell or instance? If yes, describe
2	Does the solution provide inline help, guidance, and suggestions for fixing accessibility issues in the Canvas environment? If yes, describe
3	<p>Is any portion of remediated content stored outside of Canvas?</p> <ul style="list-style-type: none"> ○ Yes, all: describe where remediated content is stored. ○ Yes, some: describe which components are stored outside of Canvas and where remediated content is stored. ○ No, all remediation is maintained within Canvas and remains even after the contract for this solution ends. ○ Describe where each type of remediation fix made using this solution resides after the fix is applied. (open response)

1.4.5 College/District Reporting

College/District Reporting	
1	Does the solution have the ability to provide and store reports of accessibility scans for documentation purposes? Descriptions of reporting capabilities may include: Where reports are stored once generated, how long reports are kept, if reports are stored in the solution, and what happens to any reports stored on a server should the contract end.
2	Does the solution provide a prioritization of accessibility issues based on severity or impact?
3	Does the solution offer customizable reporting options to meet specific college or district needs?
4	Do reports have the ability to sort or filter the data?
5	Do the reports provide the ability to store manual testing results in the same report as the automated testing?
6	Describe what formats reports are generated in.
7	Describe any customizations available to end users or administrators.
8	Describe a sample course level report with information on how to interpret the findings listed in the report.

1.4.6 System-level Reporting

System-level Reporting	
1	Does the solution provide an ability to generate a report on the number of installations and general usage across the system?
2	Describe any report customizations available for system-level reporting.
3	Describe what formats reports are generated in.

1.4.7 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.
3	Does your company comply with all applicable privacy standards, including but not limited to FERPA, SB 25, CCPA, CPRA, California Civil Code 1798.29 and 1798.82, including data partners (e.g. Cloud Hosting)? If no, describe your information privacy program & practices
4	Does your company have a data retention policy? If yes, provide details of your retention policy and practices, i.e., file, data, databases, backup, data warehouse/lake/mart retention
5	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. If yes, provide the audit date and summary of the report.
6	Does your company share a network with any other organization? If yes, please describe.
7	Is security awareness training in place for all employees (i.e., onboarding, annual, ongoing enforcement, consequences employee security/privacy or role base awareness training)? If yes, describe what security topics are covered, if it is mandatory, and the frequency of training
8	Does your solution incorporate security measures to protect sensitive and confidential information throughout its collection, processing, transmission, storage, backup and disposal stages? If yes, describe the specific measures implemented.
9	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. If yes, describe the communication strategies and processes used

1.4.8 User Interface

User Interface	
1	Does the solution provide an intuitive, user-friendly interface for faculty and instructional designers?
2	Does the solution provide an ability to identify issues that may require manual testing to confirm an issue is an accessibility error?
3	Does the solution provide detailed feedback on identified accessibility issues, including mapping issues to specific WCAG failures?
4	Does the solution provide clear, actionable support, direction, and guidance to resolve issues?
5	Does the solution have robust reporting capabilities (e.g., dashboards) that summarize global (instance-wide) course compliance and trends, includes easy-to-interpret course-level information, and provides an ability to sort and filter by error types (e.g., by severity, by content type)?
6	Does the solution provide a summary of accessibility errors for a page, course and/or entire college/district instance?
7	Are suggestions for remediation of accessibility errors provided within the Canvas environment?
8	Are instructions or tutorials for remediation of accessibility errors or explanations of WCAG failures provided within the Canvas environment?

1.4.9 Scalability

Scalability	
1	Describe your solutions ability to maintain optimal performance when used concurrently by the entire CCC system (80 Canvas instances).
2	Describe how your solution is optimized to ensure quick scanning and reporting regardless of course size.

1.4.10 Support and Training

Support and Training	
1	Are comprehensive and accessible training materials (e.g., videos, webinars, knowledge base articles) made available for faculty, instructional designers, staff and administrators? If yes, describe the offerings and modalities in the comments section
2	Is robust end user training provided? If yes, please describe the mechanism and process for how training is carried out.
3	Is robust end user support provided? If yes, please explain the process for requesting support, availability of support and anticipated response time.
4	Describe how end users can report bugs and escalation procedures for bugs that do not have an immediate resolution.
5	Describe application support services, including: <ul style="list-style-type: none"> • Available communication channels (phone/email/chat) <ul style="list-style-type: none"> ○ Hours of operation and response times ○ Expected SLAs of the solution • Escalation procedures

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.

- Describe your plan to configure the solution to work within each of the California Community Colleges District's Canvas environment. (open response)
- Provide a project plan that identifies major milestones and deliverables for implementing the solution systemwide.
- Describe the time and effort required by college staff to configure the solution within their Canvas environment. (open response)
- Describe your plan to conduct thorough testing to ensure proper functionality and integration. (open response)
- Describe your rollout strategy for deploying the solution across all California Community College Districts. (open response)
- Describe your plan to provide training materials and support systems so they are in place and operational prior to going live. (open response)

SUBMIT VIA APP.RFPIO.COM ONLY

- Describe your plan to ensure analytics and reporting features are fully functional and provide actionable insights prior to going live. (open response)
- Describe the proposed demarcation of responsibilities between the CCC Technology Center and your vendor team for implementation, end-user support, and initial and ongoing training. (open response)
- Describe your plan to provide regular maintenance and updates to the solution.

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.

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: A. Initial Setup and Configuration B. System Integration

	C. Security and Compliance Services D. Training E. Commercial Solution Software License F. Ongoing Support - Product G. Other Costs
3	Describe any recurring and required non-recurring start-up/set-up fees.
4	Describe pricing for data storage and usage. If there is a limit on data storage, describe the charges for exceeding that limit.
5	Describe any other fees that we should be aware of (e.g., third-party fees, etc.).
6	Describe your contract length.
7	Are prices guaranteed for the life of the contract? If not, indicate how prices will change over the life of the contract.
8	Describe any additional discounts that may be offered above and beyond the base agreement.
9	Describe your billing approach, including the desired billing arrangements.

3. Attachments

3.1 Attachment A - Certifications and Assurances

3.2 Download Attachment B - Accessibility Conformance Report (ACR)

3.3 Download Attachment C - HECVAT 4, fill out the document, and submit. All Respondents must complete and submit the HECVAT 4 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 the organization will complete and submit the HECVAT 4 form.

3.4 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 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.

4. Acknowledgement

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