Summary

McHenry County College requests proposals from companies to provide **Website Content Management System (CMS) Selection & Implementation**.

Date Issued:	May 10, 2018
Service Requested:	**CMS Selection & Implementation**.
RFP Closing Date/Time:	May 25, 2018 – 10:00am CDT
RFP Contact:	Jennifer Jones, Director for Business Services
	JJONES@MCHENRY.EDU

Proposals must be emailed to jjones@mchenry.edu with the subject line **RFP05252018 CMS** on or before May 25, 2018 at 10:00am CDT.

All late proposals will be rejected.

All proposals must be signed by a duly authorized representative of the firm.

All unsigned proposals will be automatically rejected.

SPECIAL NOTE: This Invitation for Bids (RFP) does not obligate McHenry County College (MCC) or its Board of Trustees to award a contract or complete the proposed project, and each reserves the right to cancel this RFP if it is considered to be in its best interest. Proposals must be clear and concise. Proposals that are difficult to follow or that do not conform to the RFP format or binding specifications, may be rejected. Responding vendors must include the required information called for in this RFP. MCC reserves the right to reject a proposal if required information is not provided or is not organized as directed. MCC also reserves the right to change the evaluation criteria or any other provision in this RFP by posting notice of the change(s) on MCC's RFP website, www.mchenry.edu/bid. For this RFP, posting on the captioned website above constitutes written notification to each vendor. Vendors should check the site daily and are expected to review information on the site carefully before submitting a final proposal.

We appreciate your interest in McHenry County College and look forward to your response.

McHenry County College

REQUEST FOR PROPOSAL

Website Content Management System

RFP #05252018

Issue Date: May 10, 2018

Bid Due: May 25, 2018 @ 10:00am CDT

McHenry County College
8900 US Highway 14
Crystal Lake, Illinois 60012-2761
Telephone: (815) 455-3700

Contents

1   RFP Schedule

Action	Date
RFP Advertisements listed at www.mchenry.edu/bid	5/10/18
Vendors notify MCC of intent to bid – jjones@mchenry.edu	5/17/18
Vendor Question Due – jjones@mchenry.edu	5/21/18 – Noon CDT
Responses to vendor questions posted by addendum to www.mchenry.edu/bid	5/23/18
RFP Close Date	5/25/18 – 10:00 a.m. CDT
Shortlist Selection	5/29/18
Tentative Shortlist Vendor Presentations	6/1/18 (1-3 p.m.), 6/6/18 (1-3 p.m.)
Recommendation to Board of Trustees	6/28/18
Award Contract to Vendor	7/2/18

2   RFP

2.1   Introduction

McHenry County College (hereinafter "MCC") is inviting responsible Vendors (hereinafter "Bidder" or "Contractor") to submit proposals for a ***CMS Selection and Implementation***. A more complete description of the supplies and/or services sought is provided in the "Statement of Work."

Institutional Background

MCC is a community college offering pre-baccalaureate programs for students planning to transfer to a four-year university, occupational education leading directly to employment, adult education and literacy programs, work force and workplace development services, and support services to help students succeed. McHenry County College serves one of the fastest growing counties in Illinois. MCC is located forty-five miles northwest of downtown Chicago, the college is committed to providing high quality, need-based educational and training opportunities to adult residents of Community College District 528. Nearly 250,000 residents live within the MCC district boundaries. The campus is located at 8900 U.S. Highway 14, Crystal Lake, IL 60012. Also part of this college is the Shah Center, a corporate training and business development center approximately six miles northeast of MCC in the town of McHenry, Illinois.

Additional Background Information

MCC engaged a consulting firm to develop a plan for website redesign.

The new design aims to support MCC's mission and business objectives with the following website attributes:

- A fully responsive website that provides a functional, pleasant user experience regardless of the device used to access the site.
- Ability for MCC staff to upload content, including text and multimedia, to the website easily, and to maintain content shared in many places on the site in one place.

- Capability to address multiple languages, post emergency alerts that can be updated quickly, provide platform for news delivery, and support calendars and important academic dates with filtering features.
- Support future integration with third party systems for applying, registering and shopping online.

In advance of the CMS deployment, MCC has completed the following discovery and definitions stages:
- Web Strategy
- Functional Requirements
- Content Analysis
- Wireframes
- Sample design, including sample HTML and CSS coding

Current Environment

MCC has never had a commercial CMS product. MCC has relied on the web tools (calendar, newsroom, etc.) created by an in-house developer using ASP and .Net for automation where possible. Individual pages are hand coded using Dreamweaver.

Objectives

- Recruit and retain more students:
  - Traditional age (17-24)
  - Non-traditional students older than 24
  - Noncredit students—continuing education students of all ages
  - Business professionals requiring training and development
- Increase number of users and website traffic to www.mchenry.edu
- Update design and navigation to allow for ease of use and dynamic content
  - Provide a more personalized experience for each user
  - Incorporate content management system into redesigned site
  - Include print-friendly feature and ability to create PDF version of pages
- Integrate with Ellucian and Siteimprove as needed
- Train internal staff to maintain new site

2.2   Statement of Work

Purpose

MCC requests a demonstration of content management system (CMS) capabilities and product differentiators to help with maintaining existing content and implementing new content on the college website. It is imperative that adequate training is available on the chosen CMS.

Project Summary and Goals

- Facilitate overall content management, including news, calendar and event functionality—via CMS, and content sharing with social media.
- Purpose of site needs to shift from primarily an information hub to more of a marketing and recruitment site.
- Have a better plan/architecture for use/leverage of images and visual content.
- Use more photos/images and interactive content when available.
- Make site more dynamic and engaging overall.

2.3   Functional Requirements:

2.3.1   General Requirements

Below are general requirements identified for the MCC website. These requirements are based on

existing and desired new functionality.

Browser requirements:
> Website shall support Internet Explorer 9, Internet Explorer 10, Edge, and the latest versions of Safari, Mozilla Firefox and Google Chrome.

Responsive:
> Website shall provide a responsive framework to ensure site content renders correctly across all devices.

Accessibility:
> Website must conform to ADA WCAG 2.0 AA and Illinois Information Technology Accessibility Act (IITAA) standards.

Analytics:
> Website shall incorporate Google Tag Manager and CMS must integrate with analytics tools.

User Roles / Workflow:
> The content management system must be able to establish a variety of steps within a workflow process without requiring external tools.
> The workflow must support the following:
> _Sequential and/or parallel approval steps
>
> _The ability to view the status of a content item through workflow process
>
> _The ability to escalate workflow items
>
> _The ability to notify a person when they need to perform a task in relation to an item (including allowing admin to set stale content notification)
>
> _The ability to provide workflow notification by email

Shared Content:
> The CMS must enable the ability to post content (text, documents, links, images, video, or a combination of these) in one place to be used throughout the website.

Search Engine Optimization:
> The site will allow for metadata to be entered at the page level to accommodate SEO. This includes:
> - Page title
> - Page description
> - System shall provide the ability to generate a Google-readable XML site map.

URL aliasing:
> The website will need URL redirecting and aliasing capabilities. CMS admin users should be able to manage these redirects within the CMS.

Social Media:
> System shall provide access to all of MCC's social media outlets.
>
> System shall provide Share buttons on pages so users can share the page to their own social media accounts.
>
> System should support social media widgets embedded on the site.

2.3.2 Functionality Included on all Pages

Search:

Website shall incorporate search feature on every web page with a search box situated in a prominent location.

Search results should display:
1. Most relevant content first
2. Highlighted text with the keyword or keyword phrase in the search
3. URL for the result
4. When possible, an indication of search result type (e.g. event, webpage, PDF file)
5. Show multiple results at a time, standard pagination functionality needed

Organization of information:

Documentation of new information architecture is available.

Menu Items:

All menu items, including utility navigation, main site navigation, and footer navigation will be content manageable.

- Site must visually support 3 levels of main navigation.

Emergency Alert notification:

The website will support the ability to post emergency alerts across the site. These will be prominently displayed near the top of every site page, and will feature a title, short blurb, and link for users to view more information. The ability to prepopulate notification module with standard messages and a page that displays an archive of most recent emergency updates would be desirable.

2.3.3 Homepage:

These are potential requirements, which will be finalized during design.

1. Page may feature a rotating banner
   a. Rotator can have up to seven images
   b. CMS Editor has ability to select images and edit text on banners and provide link for more information
2. Page may feature a list of upcoming events (display category of events from calendar)
3. Page may feature "spotlighted" stories

2.3.4 Academics Listing / Search pages

The current site has a few pages that provide an overview or listing of academic programs. For example:

2.3.5 www.mchenry.edu/programs

2.3.6 www.mchenry.edu/atc/degreeinfo.asp

A program listing and search page could be useful.

2.3.7 Academic Program Detail page

An example from the current site: www.mchenry.edu/accounting

2.3.8 Calendar and Events pages

The system should provide the ability to view and search for events and activities going on at MCC. Users should be able to filter event results by some criteria, for example:

2.3.9 Date range

2.3.10 Event type

    2.3.10.1 All athletic teams' schedules

    2.3.10.2 Student Activities

    2.3.10.3 Academic Calendar

    2.3.10.4 Information Sessions

    2.3.10.5 Student Workshops (ex. career services, e-portfolio, etc.)

2.3.11 The calendar must be available in a grid view and an event listing view. Both views should be responsive.

2.3.12 Should offer RSS feed (compatible for use in Ellucian portal product and digital sign system)

2.3.13 Event Detail page

If an event is selected, an event detail page opens with details for that event. The following fields will be included:

    2.3.13.1 Event title
    2.3.13.2 Date
    2.3.13.3 Start/End Time
    2.3.13.4 Location

2.3.14 News

The CMS should support the ability to enter news stories in one place that can be shared throughout the site, either as main body content on a page or in the sidebar to supplement page content and offer RSS feed.

2.3.15 Need ability to display a list of news articles, featured stories, "spotlights", or press releases
2.3.16 For each news item, details included:
    2.3.16.1 Title
    2.3.16.2 Date
    2.3.16.3 External or internal link for news item
    2.3.16.4 News source (e.g. magazine name, optional)
    2.3.16.5 Image (optional)
2.3.17 News items may be tagged so that they can be filtered by topic (e.g. "Faculty", "Student", or "Financial Aid")

2.3.18 Faculty and Staff Directory

The CMS must offer directory functionality.

2.3.19 Forms

The CMS must provide the ability to create forms with multiple controls (e.g. entry field, dropdown select field).

1. Provide ability to send form data to an address or multiple addresses.
2. Provide ability to send email confirmation and reminder emails to submitter.
3. Form data must be able to be exported to CSV/Excel file.

3   Proposal Submission Procedure

3.1   Oral Presentation

Vendors who submit a proposal in response to this RFP may be required to give an oral presentation of their proposal with demo to representatives of MCC. MCC will schedule the time and location of these presentations, tentatively scheduled for either June 1, 2018 or June 6, 2018 (see schedule above).

3.2 Evaluation Criteria

In evaluating the bids submitted, MCC will apply the "Best Value" standard in selecting the vendor to be awarded a contract for this project. Purchase price is not the only criteria that will be used in the evaluation process. Any award resulting from this bid will be made to that vendor whose offer conforms to the bid and it is determined to be the most advantageous, or "best value" to MCC, in the sole judgment of MCC. The selection process will include, but not be limited to, the following considerations:

3.2.1	The quality and range of products and services the firm proposes to provide.
3.2.2	The ability to provide product and service in an expedient and efficient manner.
3.2.3	The firm's overall experience, reputation, expertise, stability, and financial responsibility.
3.2.4	The experience and qualifications of the staff that will be assigned to service MCC's account.
3.2.5	The provider's ability to assist MCC in meeting the overall goals of bid.
3.2.6	The bidder's past relationship with MCC, if any.
3.2.7	Any other relevant factor that a business entity would consider in selecting a vendor.

User Interface

Capabilities and Requirements	Feature Weighting	Vendor Response
1. Is the user interface of the product responsive? Does it support editing on desktop, tablet and smartphones?	Mandatory/Highly desired/optional	☐ Out-of-the-Box ☐ Customization ☐ Not Available ☐ Additional Cost
Response:		
2. Is the product interface accessible? If so to what standard (S.508, ATAG, IITAA)?	Mandatory/Highly desired/optional	☐ Out-of-the-Box ☐ Customization ☐ Not Available ☐ Additional Cost
Response:		
3. Explain your training process including pricing structure.	Mandatory/Highly desired/optional	☐ Out-of-the-Box ☐ Customization ☐ Not Available ☐ Additional Cost
Response:		

Content Creation and Editing

Capabilities and Requirements	Feature Weighting	Vendor Response
4. Does the system support in-context, on any device editing with a WYSIWYG tool that show edits as they will appear in the resulting webpage(s)?	Mandatory/Highly desired/optional	☐ Out-of-the-Box ☐ Customization ☐ Not Available ☐ Additional Cost
Response:		
5. Administrators must be able to set what content types a user can use.	Mandatory/Highly desired/optional	☐ Out-of-the-Box ☐ Customization ☐ Not Available ☐ Additional Cost
Response:		
6. Describe the standard approach (including screenshots) to editing content by a content author.	Mandatory/Highly desired/optional	☐ Out-of-the-Box ☐ Customization ☐ Not Available ☐ Additional Cost
Response:		

7. Does it support any automatic "clean up" of characters and other formatting issues (MS Word etc.)?	Mandatory/Highly desired/optional	☐ Out-of-the-Box ☐ Customization ☐ Not Available ☐ Additional Cost
Response:		
8. Does the system support the spell checking of content? The spell checking should be customizable at the user and organization level, and include custom dictionaries.	Mandatory/Highly desired/optional	☐ Out-of-the-Box ☐ Customization ☐ Not Available ☐ Additional Cost
Response:		
9. The system should easily integrate rich-media (e.g. video, audio, maps, etc.) where appropriate. Describe what formats are supported.	Mandatory/Highly desired/optional	☐ Out-of-the-Box ☐ Customization ☐ Not Available ☐ Additional Cost
Response:		
10. At a minimum, the following content editing features should be available to content auditors. Please provide detail as to how each of the following features is supported: - Custom formatting such as bold, italics, bullet points, numbered lists - Cross linking content - Accessible tables - Easily set Headings / CSS elements - Add images and other forms of media	Mandatory/Highly desired/optional	☐ Out-of-the-Box ☐ Customization ☐ Not Available ☐ Additional Cost
Response:		
11. System administrators should be able to easily customize what features are available as part of the WYSIWYG interface on a user-by-user level.	Mandatory/Highly desired/optional	☐ Out-of-the-Box ☐ Customization ☐ Not Available ☐ Additional Cost
Response:		

12. Designated users should be able to view and edit the HTML code behind the content (without knowing XML).	Mandatory/Highly desired/optional	☐ Out-of-the-Box ☐ Customization ☐ Not Available ☐ Additional Cost
Response:		
13. Describe the link management features within the solution and how broken links can be managed.	Mandatory/Highly desired/optional	☐ Out-of-the-Box ☐ Customization ☐ Not Available ☐ Additional Cost
Response:		
14. The system must have a comprehensive undo function in the content editor.	Mandatory/Highly desired/optional	☐ Out-of-the-Box ☐ Customization ☐ Not Available ☐ Additional Cost
Response:		
15. The system must provide the ability to create and maintain shared content, including specific feeds that are used throughout one or multiple websites. These websites, may or may not, be within our domain.	Mandatory/Highly desired/optional	☐ Out-of-the-Box ☐ Customization ☐ Not Available ☐ Additional Cost
Response:		
16. Users should be able to easily move and reorder content using a "drag and drop" feature/function.	Mandatory/Highly desired/optional	☐ Out-of-the-Box ☐ Customization ☐ Not Available ☐ Additional Cost
Response:		
17. Content authors should be able to set publish and expiration times and dates.	Mandatory/Highly desired/optional	☐ Out-of-the-Box ☐ Customization ☐ Not Available ☐ Additional Cost
Response:		

Capabilities and Requirements	Feature Weighting	Vendor Response
18. Content authors should be able to set a date in the future where the user will be prompted to review content, either manually or automatically.	Mandatory/Highly desired/optional	☐ Out-of-the-Box ☐ Customization ☐ Not Available ☐ Additional Cost
Response:		
19. All content changes must be tracked, version controlled, and ability for comparison between multiple versions must be available.	Mandatory/Highly desired/optional	☐ Out-of-the-Box ☐ Customization ☐ Not Available ☐ Additional Cost
Response:		

Designs and Templates

Capabilities and Requirements	Feature Weighting	Vendor Response
20. Does the solution provided allow for web pages to be made of multiple components that each can be shared, version controlled and edited (rather than one template per page)?	Mandatory/Highly desired/optional	☐ Out-of-the-Box ☐ Customization ☐ Not Available ☐ Additional Cost
Response:		
21. Does the solution support global and site-specific/custom design templates? Please explain how you would integrate an HTML 5/CSS 3 responsive template into your system.	Mandatory/Highly desired/optional	☐ Out-of-the-Box ☐ Customization ☐ Not Available ☐ Additional Cost
Response:		
22. Does the solution support global and site-specific/custom content types that can be used to build web pages, etc.? Please explain how these are created and shared.	Mandatory/Highly desired/optional	☐ Out-of-the-Box ☐ Customization ☐ Not Available ☐ Additional Cost
Response:		

23. All design templates must support "pixel perfect" design control. Please describe how design templates are configured. What skills are required? Can editors edit CSS?	Mandatory/Highly desired/optional	☐ Out-of-the-Box ☐ Customization ☐ Not Available ☐ Additional Cost
Response:		
24. The solution must support multiple scripting languages (pre or post publish).-Please list the scripting languages supported by your solution.	Mandatory/Highly desired/optional	☐ Out-of-the-Box ☐ Customization ☐ Not Available ☐ Additional Cost
Response:		
25. Can designers and content creators preview what pages will look like on various devices and, in the case of responsive design, at various break points?	Mandatory/Highly desired/optional	☐ Out-of-the-Box ☐ Customization ☐ Not Available ☐ Additional Cost
Response:		
26. All designs should be editable in HTML form and not require a translation mechanism such as XSLT or Velocity.	Mandatory/Highly desired/optional	☐ Out-of-the-Box ☐ Customization ☐ Not Available ☐ Additional Cost
Response:		
27. Can all changes to design templates and content type layouts be version controlled with the ability to rollback not just whole designs but individual code lines? Please explain how your system accomplishes this.	Mandatory/Highly desired/optional	☐ Out-of-the-Box ☐ Customization ☐ Not Available ☐ Additional Cost
Response:		
28. Does your system allow for a comparison of code changes between versions? Please explain how your system accomplishes this.	Mandatory/Highly desired/optional	☐ Out-of-the-Box ☐ Customization ☐ Not Available ☐ Additional Cost
Response:		

Capabilities and Requirements	Feature Weighting	Vendor Response
29. Does your solution support templates built using other tools such as Adobe Dreamweaver, or other HTML creation frameworks?	Mandatory/Highly desired/optional	☐ Out-of-the-Box ☐ Customization ☐ Not Available ☐ Additional Cost
Response:		
30. Is there a way to monitor/limit page weight to insure quick download?	Mandatory/Highly desired/optional	☐ Out-of-the-Box ☐ Customization ☐ Not Available ☐ Additional Cost
Response:		
31. Does system support printer-friendly versions of pages? PDF conversion?	Mandatory/Highly desired/optional	☐ Out-of-the-Box ☐ Customization ☐ Not Available ☐ Additional Cost
Response:		

Navigation

Capabilities and Requirements	Feature Weighting	Vendor Response
32. Describe the process of building navigation with your product. Please list the out-of-the-box navigation features available.	Mandatory/Highly desired/optional	☐ Out-of-the-Box ☐ Customization ☐ Not Available ☐ Additional Cost
Response:		
33. Is your solution able to automatically generate navigation and other menu items, such as breadcrumbs, based on directory content? Can the order of navigation be easily rearranged by utilizing the systems' drag and drop features?	Mandatory/Highly desired/optional	☐ Out-of-the-Box ☐ Customization ☐ Not Available ☐ Additional Cost
Response:		

Capabilities and Requirements	Feature Weighting	Vendor Response
34. Does the solution allow users to automatically generate an HTML/XML site map?	Mandatory/Highly desired/optional	☐ Out-of-the-Box ☐ Customization ☐ Not Available ☐ Additional Cost
Response:		
35. Does the solution allow for related content to be displayed automatically? For example related courses etc.	Mandatory/Highly desired/optional	☐ Out-of-the-Box ☐ Customization ☐ Not Available ☐ Additional Cost
Response:		

Multiple Sites and Channels

Capabilities and Requirements	Feature Weighting	Vendor Response
36. Describe the process of duplicating content blocks.	Mandatory/Highly desired/optional	☐ Out-of-the-Box ☐ Customization ☐ Not Available ☐ Additional Cost
Response:		
37. Describe the process of exporting content should we choose to leave the CMS.	Mandatory/Highly desired/optional	☐ Out-of-the-Box ☐ Customization ☐ Not Available ☐ Additional Cost
Response:		
38. Are users enabled to edit across multiple pages and sites?	Mandatory/Highly desired/optional	☐ Out-of-the-Box ☐ Customization ☐ Not Available ☐ Additional Cost
Response:		

Digital Asset Management (Media Library)

Capabilities and Requirements	Feature Weighting	Vendor Response
39. Describe how your product accommodates various media types, such as: text, HTML, PDF, MS-Word, XML, graphics, audio, rich media, etc. in terms of storage and management, and types natively supported.	Mandatory/Highly desired/optional	☐ Out-of-the-Box ☐ Customization ☐ Not Available ☐ Additional Cost
Response:		
40. Describe any function your solution has to create accessible and responsive photo galleries.	Mandatory/Highly desired/optional	☐ Out-of-the-Box ☐ Customization ☐ Not Available ☐ Additional Cost
Response:		
41. Does your system allow for auto-resizing of images?	Mandatory/Highly desired/optional	☐ Out-of-the-Box ☐ Customization ☐ Not Available ☐ Additional Cost
Response:		
42. Describe how your solution offers users the ability to crop/resize/optimize images.	Mandatory/Highly desired/optional	☐ Out-of-the-Box ☐ Customization ☐ Not Available ☐ Additional Cost
Response:		
43. Can images be uploaded to the solution in bulk using WebDav or other protocols/approaches?	Mandatory/Highly desired/optional	☐ Out-of-the-Box ☐ Customization ☐ Not Available ☐ Additional Cost
Response:		

Capabilities and Requirements	Feature Weighting	Vendor Response
44. Can your solution integrate with third party DAM (Digital Asset Management) tools or SharePoint?	Mandatory/Highly desired/optional	☐ Out-of-the-Box ☐ Customization ☐ Not Available ☐ Additional Cost
Response:		

Migration Features

Capabilities and Requirements	Feature Weighting	Vendor Response
45. Please describe your content migration features, including a description of your migration process, automatic migration, and the systems you have experience migrating from including a custom-built system like MCC's current system. Are your migration features within the product (as standard) or separate tools?	Mandatory/Highly desired/optional	☐ Out-of-the-Box ☐ Customization ☐ Not Available ☐ Additional Cost
Response:		
46. Do you offer migration assistance or support?	Mandatory/Highly desired/optional	☐ Out-of-the-Box ☐ Customization ☐ Not Available ☐ Additional Cost
Response:		

Publishing and Promotion to Live

Capabilities and Requirements	Feature Weighting	Vendor Response
47. Describe the process to publish to a live site. Does the publishing happen instantly?	Mandatory/Highly desired/optional	☐ Out-of-the-Box ☐ Customization ☐ Not Available ☐ Additional Cost
Response:		

Capabilities and Requirements	Feature Weighting	Vendor Response
48. Describe how users can publish to different web servers and domains. Are Content Delivery Networks (CDN)s supported? Describe how content publishes can be scheduled.	Mandatory/Highly desired/optional	☐ Out-of-the-Box ☐ Customization ☐ Not Available ☐ Additional Cost
Response:		
49. Does system offer emergency alert module? Explain how editors publish emergency messages.	Mandatory/Highly desired/optional	☐ Out-of-the-Box ☐ Customization ☐ Not Available ☐ Additional Cost
Response:		

Personalization and Multi Variant Testing

Capabilities and Requirements	Feature Weighting	Vendor Response
50. Please provide some examples of how others have delivered personalized websites using the solution.	Mandatory/Highly desired/optional	☐ Out-of-the-Box ☐ Customization ☐ Not Available ☐ Additional Cost
Response:		
51. What features are available to allow the personalization of a page for a site visitor? Outline what methods there are for identifying a user (login, behavior, location [IP lookup], etc.). Also cover how these elements are added during the authoring process.	Mandatory/Highly desired/optional	☐ Out-of-the-Box ☐ Customization ☐ Not Available ☐ Additional Cost
Response:		
52. Please describe how your solution can tailor presented content to site visitors based on previous visit history/current site visit?	Mandatory/Highly desired/optional	☐ Out-of-the-Box ☐ Customization ☐ Not Available ☐ Additional Cost
Response:		

Capabilities and Requirements	Feature Weighting	Vendor Response
53. Does the solution track the last viewed pages? Can the solution present last viewed pages in a box (similar to Amazon, where it says people who viewed these pages also viewed these pages)?	Mandatory/Highly desired/optional	☐ Out-of-the-Box ☐ Customization ☐ Not Available ☐ Additional Cost
Response:		
54. Please outline the approaches your solution uses to deliver personalized website experiences for site visitors.	Mandatory/Highly desired/optional	☐ Out-of-the-Box ☐ Customization ☐ Not Available ☐ Additional Cost
Response:		
55. Please outline in technical terms how each of these methods would work within our web environment.	Mandatory/Highly desired/optional	☐ Out-of-the-Box ☐ Customization ☐ Not Available ☐ Additional Cost
Response:		
56. Describe how your product supports A/B or multivariate testing?	Mandatory/Highly desired/optional	☐ Out-of-the-Box ☐ Customization ☐ Not Available ☐ Additional Cost
Response:		

Mobile Apps Integration

Capabilities and Requirements	Feature Weighting	Vendor Response
57. What App development frameworks do you integrate with? Please describe how content can be pushed to mobile apps from the solution.	Mandatory/Highly desired/optional	☐ Out-of-the-Box ☐ Customization ☐ Not Available ☐ Additional Cost
Response:		
58. Do you integrate with any third party mobile apps (Ellucian Mobile, etc.)? Please provide examples from your experience with these systems.	Mandatory/Highly desired/optional	☐ Out-of-the-Box ☐ Customization ☐ Not Available ☐ Additional Cost
Response:		

Content Access Control and Portal Features

Capabilities and Requirements	Feature Weighting	Vendor Response
59. Can pages, sections or media on the site be password protected?	Mandatory/Highly desired/optional	☐ Out-of-the-Box ☐ Customization ☐ Not Available ☐ Additional Cost
Response:		
60. Describe how visitor (website, portal etc.) accounts and access rights are created and managed for use within the solution.	Mandatory/Highly desired/optional	☐ Out-of-the-Box ☐ Customization ☐ Not Available ☐ Additional Cost
Response:		
61. Explain how roles and groups are configured in your solution.	Mandatory/Highly desired/optional	☐ Out-of-the-Box ☐ Customization ☐ Not Available ☐ Additional Cost
Response:		
62. What portal features are available as part of the solution?	Mandatory/Highly desired/optional	☐ Out-of-the-Box ☐ Customization ☐ Not Available ☐ Additional Cost
Response:		

Analytics

Capabilities and Requirements	Feature Weighting	Vendor Response
63. Does the system provide KPI dashboard features where performance dashboards can be configured to show overall performance? Can these dashboards integrate with various sources of data or only one?	Mandatory/Highly desired/optional	☐ Out-of-the-Box ☐ Customization ☐ Not Available ☐ Additional Cost
Response:		

Capabilities and Requirements	Feature Weighting	Vendor Response
64. Does your product leverage 3rd-party analytic and site tracking tools? Explain.	Mandatory/Highly desired/optional	☐ Out-of-the-Box ☐ Customization ☐ Not Available ☐ Additional Cost
Response:		
65. Does your product's dashboard integrate with any third party solutions such as Raisers Edge, Hobson, MS Dynamics, TargetX / Salesforce etc.?	Mandatory/Highly desired/optional	☐ Out-of-the-Box ☐ Customization ☐ Not Available ☐ Additional Cost
Response:		

Forms and Transactions

Capabilities and Requirements	Feature Weighting	Vendor Response
66. Does your product provide a simple drag-and-drop interface for creating forms? Is technical knowledge, customization or development required?	Mandatory/Highly desired/optional	☐ Out-of-the-Box ☐ Customization ☐ Not Available ☐ Additional Cost
Response:		
67. Can this functionality be enabled/disabled for different roles? For example, can new web editors be prevented from creating forms until they have had experience and further training?	Mandatory/Highly desired/optional	☐ Out-of-the-Box ☐ Customization ☐ Not Available ☐ Additional Cost
Response:		
68. How can the data entered into forms be exported? What standards/file formats are supported? For example, can the data be exported as a spreadsheet, database or XML?	Mandatory/Highly desired/optional	☐ Out-of-the-Box ☐ Customization ☐ Not Available ☐ Additional Cost
Response:		
69. Custom form creator should be able to set optional validation criteria: required fields, date format, email format, URL format.	Mandatory/Highly desired/optional	☐ Out-of-the-Box ☐ Customization ☐ Not Available ☐ Additional Cost
Response:		

Capabilities and Requirements	Feature Weighting	Vendor Response
70. Does your system allow for forms to be partially completed, save and resume an e-form at a later date?	Mandatory/Highly desired/optional	☐ Out-of-the-Box ☐ Customization ☐ Not Available ☐ Additional Cost
Response:		
71. Can your forms handle attachments?	Mandatory/Highly desired/optional	☐ Out-of-the-Box ☐ Customization ☐ Not Available ☐ Additional Cost
Response:		

Social Media and Blogging

Capabilities and Requirements	Feature Weighting	Vendor Response
72. Site authors and editors must be able to publish content directly to social media platforms as part of a workflow or when content is published on the site.	Mandatory/Highly desired/optional	☐ Out-of-the-Box ☐ Customization ☐ Not Available ☐ Additional Cost
Response:		
73. Site visitors must be able to share content on Twitter, Facebook, Google+, etc.	Mandatory/Highly desired/optional	☐ Out-of-the-Box ☐ Customization ☐ Not Available ☐ Additional Cost
Response:		
74. Does the system allow external RSS feeds to be integrated into your web pages?	Mandatory/Highly desired/optional	☐ Out-of-the-Box ☐ Customization ☐ Not Available ☐ Additional Cost
Response:		
75. Does the system allow for the social sharing widgets?	Mandatory/Highly desired/optional	☐ Out-of-the-Box ☐ Customization ☐ Not Available ☐ Additional Cost
Response:		

76. Does the system have the ability to generate polls?	Mandatory/Highly desired/optional	☐ Out-of-the-Box ☐ Customization ☐ Not Available ☐ Additional Cost
Response:		
77. Marketers must be able to create blogs, delegate editing responsibility and manage their use. What blogging features are available?	Mandatory/Highly desired/optional	☐ Out-of-the-Box ☐ Customization ☐ Not Available ☐ Additional Cost
Response:		

Variant Testing

Capabilities and Requirements	Feature Weighting	Vendor Response
78. The system should provide tools to measure the relative success of content, landing pages, personalized pages, forms, surveys, social shares etc.	Mandatory/Highly desired/optional	☐ Out-of-the-Box ☐ Customization ☐ Not Available ☐ Additional Cost
Response:		
79. Designers must be able to create alternatives designs/layouts for optimization testing.	Mandatory/Highly desired/optional	☐ Out-of-the-Box ☐ Customization ☐ Not Available ☐ Additional Cost
Response:		

Multi-Lingual

Capabilities and Requirements	Feature Weighting	Vendor Response
80. Does the system have the capability to deliver content in a wide range of languages? Please describe the approach and features available.	Mandatory/Highly desired/optional	☐ Out-of-the-Box ☐ Customization ☐ Not Available ☐ Additional Cost
Response:		

Capabilities and Requirements	Feature Weighting	Vendor Response
81. Can the system display content items and search items and search for content in languages other than English?	Mandatory/Highly desired/optional	☐ Out-of-the-Box ☐ Customization ☐ Not Available ☐ Additional Cost
Response:		
82. Can we build navigation structures in languages other than English?	Mandatory/Highly desired/optional	☐ Out-of-the-Box ☐ Customization ☐ Not Available ☐ Additional Cost
Response:		
83. Is the interface available in non-English languages? If so, what languages?	Mandatory/Highly desired/optional	☐ Out-of-the-Box ☐ Customization ☐ Not Available ☐ Additional Cost
Response:		

User Rights and Roles

Capabilities and Requirements	Feature Weighting	Vendor Response
84. Describe in detail how users are managed in the system.	Mandatory/Highly desired/optional	☐ Out-of-the-Box ☐ Customization ☐ Not Available ☐ Additional Cost
Response:		
85. What single sign-on technologies does your system support?	Mandatory/Highly desired/optional	☐ Out-of-the-Box ☐ Customization ☐ Not Available ☐ Additional Cost
Response:		
86. Explain how roles may be added, how names of roles may be changed and any restrictions on the number of roles that can be established.	Mandatory/Highly desired/optional	☐ Out-of-the-Box ☐ Customization ☐ Not Available ☐ Additional Cost
Response:		

87.	Explain how your CMS tracks changes by users. How long are logs of these changes retained?	Mandatory/Highly desired/optional	☐ Out-of-the-Box ☐ Customization ☐ Not Available ☐ Additional Cost
Response:			

Reports and Quality Control

Capabilities and Requirements	**Feature Weighting**	**Vendor Response**
88. Describe the out-of-the box reports that are available to users that allow for the improvement of content and performance on a daily basis.	Mandatory/Highly desired/optional	☐ Out-of-the-Box ☐ Customization ☐ Not Available ☐ Additional Cost
Response:		
89. How does your solution prevent multiple web authors from overwriting each other's changes?	Mandatory/Highly desired/optional	☐ Out-of-the-Box ☐ Customization ☐ Not Available ☐ Additional Cost
Response:		
90. Can the solution identify broken internal and external links? If so, please describe.	Mandatory/Highly desired/optional	☐ Out-of-the-Box ☐ Customization ☐ Not Available ☐ Additional Cost
Response:		
91. Describe how your solution maintains accuracy of links when media and/or pages are moved within site or renamed.	Mandatory/Highly desired/optional	☐ Out-of-the-Box ☐ Customization ☐ Not Available ☐ Additional Cost
Response:		
92. Does your solution allow users to preview content changes before they are made?	Mandatory/Highly desired/optional	☐ Out-of-the-Box ☐ Customization ☐ Not Available ☐ Additional Cost
Response:		

Capabilities and Requirements	Feature Weighting	Vendor Response
93. Describe any tools your solution has to facilitate content audits.	Mandatory/Highly desired/optional	☐ Out-of-the-Box ☐ Customization ☐ Not Available ☐ Additional Cost
Response:		
94. Describe how audit information, such as time and date of last edit, content editor, etc. is accessed.	Mandatory/Highly desired/optional	☐ Out-of-the-Box ☐ Customization ☐ Not Available ☐ Additional Cost
Response:		
95. Describe how your solution provides content contributors the ability to view stale content and set review dates for their content.	Mandatory/Highly desired/optional	☐ Out-of-the-Box ☐ Customization ☐ Not Available ☐ Additional Cost
Response:		

Modules Required

Capabilities and Requirements	Feature Weighting	Vendor Response
96. Does your solution have a defined way to create course catalogs / course search facility? Please include any information about third party sources of course content you can integrate with.	Mandatory/Highly desired/optional	☐ Out-of-the-Box ☐ Customization ☐ Not Available ☐ Additional Cost
Response:		
97. Does your solution provide a campus calendar? Please describe.	Mandatory/Highly desired/optional	☐ Out-of-the-Box ☐ Customization ☐ Not Available ☐ Additional Cost
Response:		
98. Does your solution provide a feature for faculty profiles and staff directories? Please describe.	Mandatory/Highly desired/optional	☐ Out-of-the-Box ☐ Customization ☐ Not Available ☐ Additional Cost
Response:		

Capabilities and Requirements	Feature Weighting	Vendor Response
99. Does your solution provide a feature for news sites? Please describe. Can we create an RSS feed of our news to be used in other systems?	Mandatory/Highly desired/optional	☐ Out-of-the-Box ☐ Customization ☐ Not Available ☐ Additional Cost
Response:		
100. Does your solution provide a template for newsletters? Please describe.	Mandatory/Highly desired/optional	☐ Out-of-the-Box ☐ Customization ☐ Not Available ☐ Additional Cost
Response:		
101. Does your solution provide a feature specifically for managing athletics content (rosters/photos, player stats/profiles, schedules and scores, etc.) ?	Mandatory/Highly desired/optional	☐ Out-of-the-Box ☐ Customization ☐ Not Available ☐ Additional Cost
Response:		
102. Describe any other prebuilt modules your solution provides.	Mandatory/Highly desired/optional	☐ Out-of-the-Box ☐ Customization ☐ Not Available ☐ Additional Cost
Response:		

Email Marketing and Marketing Automation

Capabilities and Requirements	Feature Weighting	Vendor Response
103. Describe how your solution supports email campaigns, including the ability to track, measure, and manage unlimited campaigns.	Mandatory/Highly desired/optional	☐ Out-of-the-Box ☐ Customization ☐ Not Available ☐ Additional Cost
Response:		
104. What email marketing automation features are available?	Mandatory/Highly desired/optional	☐ Out-of-the-Box ☐ Customization ☐ Not Available ☐ Additional Cost
Response:		

System Integration

Capabilities and Requirements	Feature Weighting	Vendor Response
105. Does your product have the ability to import feeds / data from third party content providers / systems? If so, what data feeds / systems are supported? Is there an easy way for content contributors and site administrators to manage these feeds?	Mandatory/Highly desired/optional	☐ Out-of-the-Box ☐ Customization ☐ Not Available ☐ Additional Cost
Response:		
106. How do you integrate with third party systems such as customer relationship management systems?	Mandatory/Highly desired/optional	☐ Out-of-the-Box ☐ Customization ☐ Not Available ☐ Additional Cost
Response:		

Performance and Scalability

Capabilities and Requirements	Feature Weighting	Vendor Response
107. Describe the scalability of your product; please include how your solution maintains peak performance as the number of content objects or concurrent users increase in magnitude.	Mandatory/Highly desired/optional	☐ Out-of-the-Box ☐ Customization ☐ Not Available ☐ Additional Cost
Response:		
108. Describe any transformation language used by your solution.	Mandatory/Highly desired/optional	☐ Out-of-the-Box ☐ Customization ☐ Not Available ☐ Additional Cost
Response:		
109. Describe any performance monitoring inherent in the CMS.	Mandatory/Highly desired/optional	☐ Out-of-the-Box ☐ Customization ☐ Not Available ☐ Additional Cost
Response:		

Search

Capabilities and Requirements	Feature Weighting	Vendor Response
110. What functionality does your product provide for searching content on the published site?	Mandatory/Highly desired/optional	☐ Out-of-the-Box ☐ Customization ☐ Not Available ☐ Additional Cost
Response:		
111. Can entire pages or pieces of content be hidden from the site search?	Mandatory/Highly desired/optional	☐ Out-of-the-Box ☐ Customization ☐ Not Available ☐ Additional Cost
Response:		
112. Does your product integrate with the most prominent search engines?	Mandatory/Highly desired/optional	☐ Out-of-the-Box ☐ Customization ☐ Not Available ☐ Additional Cost
Response:		
113. What search capabilities does the system provide for finding content within the system?	Mandatory/Highly desired/optional	☐ Out-of-the-Box ☐ Customization ☐ Not Available ☐ Additional Cost
Response:		
114. Does your site search require installation on a separate server or can it be safely installed alongside the solution on the same machine?	Mandatory/Highly desired/optional	☐ Out-of-the-Box ☐ Customization ☐ Not Available ☐ Additional Cost
Response:		
115. Can your site search exclude items of content from search and/or site map indexing?	Mandatory/Highly desired/optional	☐ Out-of-the-Box ☐ Customization ☐ Not Available ☐ Additional Cost
Response:		

Capabilities and Requirements	Feature Weighting	Vendor Response
116. Does your site search support automatic indexing, key word generation, metadata, indexing and full-text indexing of content?	Mandatory/Highly desired/optional	☐ Out-of-the-Box ☐ Customization ☐ Not Available ☐ Additional Cost
Response:		

Security and Recovery

Capabilities and Requirements	Feature Weighting	Vendor Response
117. All system access must be encrypted. Please confirm that the application can run over HTTPS.	Mandatory/Highly desired/optional	☐ Out-of-the-Box ☐ Customization ☐ Not Available ☐ Additional Cost
Response:		
118. What SSO methods are available to restrict access to either part or all of a site?	Mandatory/Highly desired/optional	☐ Out-of-the-Box ☐ Customization ☐ Not Available ☐ Additional Cost
Response:		
119. When and how is your product security tested? If you test yourself what security accreditations do your testers hold? How are security patches issued? How many security patches have you issued in the last 12 months - please give details of what issues they were for.	Mandatory/Highly desired/optional	☐ Out-of-the-Box ☐ Customization ☐ Not Available ☐ Additional Cost
Response:		
120. Provide details of your company's disaster recovery policy and procedures (both SaaS/PaaS environment and your operational procedure).	Mandatory/Highly desired/optional	☐ Out-of-the-Box ☐ Customization ☐ Not Available ☐ Additional Cost
Response:		

121. Provide details on your company's backup procedures including frequency and storage location of backup media.	Mandatory/Highly desired/optional	☐ Out-of-the-Box ☐ Customization ☐ Not Available ☐ Additional Cost
Response:		

122. Describe the recovery options within your product if any of the following are inadvertently removed or deleted:
    a. Content recovery
    b. Page recovery
    c. Site recovery
	Mandatory/Highly desired/optional	☐ Out-of-the-Box
		☐ Customization
		☐ Not Available
		☐ Additional Cost

Response:		
123. Describe the failover and recovery process in the event of a failure of the proposed solution.	Mandatory/Highly desired/optional	☐ Out-of-the-Box ☐ Customization ☐ Not Available ☐ Additional Cost
Response:		
124. How is the application data, configuration data and source code backed up? Can backups be taken while the system is online?	Mandatory/Highly desired/optional	☐ Out-of-the-Box ☐ Customization ☐ Not Available ☐ Additional Cost
Response:		

Architecture and Recommended Requirements

Capabilities and Requirements	Feature Weighting	Vendor Response
125. What are the <u>recommended</u> system requirements for running your platform? What operating systems are supported? What database servers are supported? What browsers are supported for accessing the solution and for editing content?	Mandatory/Highly desired/optional	☐ Out-of-the-Box ☐ Customization ☐ Not Available ☐ Additional Cost
Response:		

126. Is the system available on premises or cloud hosted or both?	Mandatory/Highly desired/optional	☐ Out-of-the-Box ☐ Customization ☐ Not Available ☐ Additional Cost
Response:		
127. Detail the minimum hardware system requirements for your system.	Mandatory/Highly desired/optional	☐ Out-of-the-Box ☐ Customization ☐ Not Available ☐ Additional Cost
Response:		
128. Define the recommended minimum and suggested browser requirements for users of the proposed solution's backend UI. Please include operating system, hardware and browser details (include Internet Explorer, Edge, Safari, Chrome and Mozilla)	Mandatory/Highly desired/optional	☐ Out-of-the-Box ☐ Customization ☐ Not Available ☐ Additional Cost
Response:		
129. Does your solution require any third party plug-ins or dependencies?	Mandatory/Highly desired/optional	☐ Out-of-the-Box ☐ Customization ☐ Not Available ☐ Additional Cost
Response:		
130. Explain if the proposed solution's UI can deliver an optimal experience across devices and, operating systems and browsers.	Mandatory/Highly desired/optional	☐ Out-of-the-Box ☐ Customization ☐ Not Available ☐ Additional Cost
Response:		
131. Outline your recommended implementation architecture.	Mandatory/Highly desired/optional	☐ Out-of-the-Box ☐ Customization ☐ Not Available ☐ Additional Cost
Response:		

Capabilities and Requirements	Feature Weighting	Vendor Response
132. Describe the recommended software requirements to host and run the proposed solution in terms of server operating system, recommended databases and server configuration.	Mandatory/Highly desired/optional	☐ Out-of-the-Box ☐ Customization ☐ Not Available ☐ Additional Cost
Response:		
133. Are there any application dependencies (languages or frameworks) required to run the system? (Java / .NET etc.)?	Mandatory/Highly desired/optional	☐ Out-of-the-Box ☐ Customization ☐ Not Available ☐ Additional Cost
Response:		

Accessibility

Capabilities and Requirements	Feature Weighting	Vendor Response
134. The system must have the ability to support content creation that is compliant with W3C web content accessibility guidelines. Does content generated meet ADA WCAG 2.0 AA and Illinois Information Technology Accessibility Act (IITAA) standards?	Mandatory/Highly desired/optional	☐ Out-of-the-Box ☐ Customization ☐ Not Available ☐ Additional Cost
Response:		
135. Is the solution interface fully accessible?	Mandatory/Highly desired/optional	☐ Out-of-the-Box ☐ Customization ☐ Not Available ☐ Additional Cost
Response:		
136. Does your solution provide reporting structures for testing content against accessibility standards?	Mandatory/Highly desired/optional	☐ Out-of-the-Box ☐ Customization ☐ Not Available ☐ Additional Cost
Response:		

Search Engine Optimization

Capabilities and Requirements	Feature Weighting	Vendor Response
137. The system must identify pages that are missing critical SEO elements.	Mandatory/Highly desired/optional	☐ Out-of-the-Box ☐ Customization ☐ Not Available ☐ Additional Cost
Response:		
138. Can the site conform to Google's search quality standards?	Mandatory/Highly desired/optional	☐ Out-of-the-Box ☐ Customization ☐ Not Available ☐ Additional Cost
Response:		
139. Does your system support the use of friendly URLs and URL aliasing? Need URL redirecting and aliasing capabilities. CMS admin users should be able to manage these redirects within the CMS.	Mandatory/Highly desired/optional	☐ Out-of-the-Box ☐ Customization ☐ Not Available ☐ Additional Cost
Response:		

Workflow and Governance

Capabilities and Requirements	Feature Weighting	Vendor Response
140. The system must be able to establish a variety of steps within a workflow process without requiring external tools.	Mandatory/Highly desired/optional	☐ Out-of-the-Box ☐ Customization ☐ Not Available ☐ Additional Cost
Response:		
141. The workflow must support sequential approval steps.	Mandatory/Highly desired/optional	☐ Out-of-the-Box ☐ Customization ☐ Not Available ☐ Additional Cost
Response:		

142. The workflow must support parallel approval steps.	Mandatory/Highly desired/optional	☐ Out-of-the-Box ☐ Customization ☐ Not Available ☐ Additional Cost
Response:		
143. The workflow must provide the ability to view the status of a content item through workflow process.	Mandatory/Highly desired/optional	☐ Out-of-the-Box ☐ Customization ☐ Not Available ☐ Additional Cost
Response:		
144. The system must have the ability to escalate workflow items.	Mandatory/Highly desired/optional	☐ Out-of-the-Box ☐ Customization ☐ Not Available ☐ Additional Cost
Response:		
145. The system must notify a person when they need to perform a task in relation to an item.	Mandatory/Highly desired/optional	☐ Out-of-the-Box ☐ Customization ☐ Not Available ☐ Additional Cost
Response:		
146. The system must provide workflow notification by email.	Mandatory/Highly desired/optional	☐ Out-of-the-Box ☐ Customization ☐ Not Available ☐ Additional Cost
Response:		
147. The system must allow for user feedback through the submission of forms via a workflow process.	Mandatory/Highly desired/optional	☐ Out-of-the-Box ☐ Customization ☐ Not Available ☐ Additional Cost
Response:		

148. Does the workflow include the ability to determine which roles have access to perform which actions at each step of the workflow?	Mandatory/Highly desired/optional	☐ Out-of-the-Box ☐ Customization ☐ Not Available ☐ Additional Cost
Response:		
149. Does the system support multiple workflows to support multiples sites or sections of the site?	Mandatory/Highly desired/optional	☐ Out-of-the-Box ☐ Customization ☐ Not Available ☐ Additional Cost
Response:		
150. Can the system schedule a page or content to go live and expire automatically?	Mandatory/Highly desired/optional	☐ Out-of-the-Box ☐ Customization ☐ Not Available ☐ Additional Cost
Response:		
151. Does the system provide a full version history of changes made and who performed them?	Mandatory/Highly desired/optional	☐ Out-of-the-Box ☐ Customization ☐ Not Available ☐ Additional Cost
Response:		
152. Does the system allow for roll-back of content block to a chosen version?	Mandatory/Highly desired/optional	☐ Out-of-the-Box ☐ Customization ☐ Not Available ☐ Additional Cost
Response:		
153. Does the system provide a means to bulk upload content such as files and images?	Mandatory/Highly desired/optional	☐ Out-of-the-Box ☐ Customization ☐ Not Available ☐ Additional Cost
Response:		

Proposed Pricing
Summary Pricing

	Year 1	Year 2	Year 3	Year 4	Year 5	Total
License						
Support						
Professional Services						
Migration						
Training						
Modules / 3rd Party Components						
Hosting						
Total						

Detailed Software license costs and options (or annual SaaS/PaaS pricing)

Support Costs and Options

Professional Services Costs and Options

Migration Costs (if applicable)

Training Costs and Options

Module Costs

1. **Applicability:** These general terms and conditions will be observed in preparing the proposal to be submitted.

2. **Purchase:** After notice of the award, purchase will be put into effect by means of purchase orders or suitable contract documents executed by the Director of Business Services.

3. **Right to Cancel:** MCC may cancel contracts resulting from this RFP at any time for a breach of any contractual obligation by providing the contractor with thirty-calendar day's written notice of such cancellation. Should MCC exercise its right to cancel, such cancellation shall become effective on the date as specified in the notice to cancel.

4. **Proprietary Information:** Bidder should be aware that the contents of all submitted bids are subject to public review and will be subject to the Illinois Freedom of Information Act. All information submitted with your bid will be considered public information unless bidder identifies all proprietary information in the proposal by clearly marking on the top of each page so considered, "Proprietary Information." The Illinois Attorney General shall make a final determination of what constitutes proprietary information or trade secrets. While MCC will endeavor to maintain all submitted information deemed proprietary within MCC, MCC will not be liable for the release of such information.

5. **Negotiation:** MCC reserves the right to negotiate all elements, which comprise the bidder's proposal to ensure the best possible consideration, be afforded to all concerned. MCC further reserves the right to waive any and all minor irregularities in the proposal, waive any defect, and/or reject any and all proposals, and to seek new proposals when such an action would be deemed in the best interest of MCC.

6. **Retention of Documentation:** All bid materials and supporting documentation that is submitted in response to this proposal becomes the permanent property of MCC.

7. **Indemnification:** The Contractor shall protect, indemnify and hold MCC harmless against any liability claims and costs for injury to or death of any person or persons and for loss or damage to any property occurring in connection with or in any incident to or arising out of occupancy, use, service, operations or performance of work in connection with the contract, resulting in whole or in part from the negligent acts or omissions of the Contractor.

8. **Substitutes to Specifications:** Consideration will be given to alternatives if they are a standard manufactured item as evidenced by literature and specifications enclosed with this bid document. A demonstration may be requested. Submit complete specifications for any substitute offered. Your bid should be made on the Bid Submission Form (Attachment A), and any explanation regarding your bid should be attached. A complete disqualification could result without these reference materials attached. Indicate warranty specifications that apply to the items included in your bid.

9. **Disclosure:** Contractors shall note any and all relationships that might be a conflict of interest and include such information with the bid.

10. **Taxes:** MCC is exempt from all federal excise, state and local taxes unless otherwise stated in this document. In the event taxes are imposed on the services purchased, MCC will not be responsible for payment of the taxes. The vendor shall absorb the taxes entirely. Upon request, MCC's Tax Exemption Certificate will be furnished.

11. **Terms of Payment:** MCC operates under terms of payment for work completed and product delivered within Net 30 days from date of invoice. All payments of invoices need to be approved on a monthly basis. In no case will MCC agree to late fees prior to 60 days before payment is received, this is based on State Statutes for State funded entities.

12. **Compliance with Law:** Seller will comply with all valid federal, state and local laws and all ordinances and regulations applicable to the manufacture, sale delivery and labeling of the goods ordered and in the performance of any work pursuant hereto. Seller also certifies that the merchandise supplied meets both Illinois Life Safety Code and OSHA regulations.

13. **Equal Employment Opportunity:** To the extent that Vendor is subject to governmental orders, rules or regulations pertaining to Equal Employment Opportunity and/or to the maintenance or Non-segregated Facilities. Vendor hereby certifies that it is complying therewith, including where applicable, the submission and/or filing of Equal Employment Opportunity Compliance Reports and/or Certificates and/or filing of Certificates on Non-segregated Facilities. Compliance with the rules and regulations of the F.E.P.C., Article III, Section 3.1, Equal Employment Opportunity clause is required.

14. **Insurance Requirements:** If fabrication, construction, installation, service or other work is specified to be conducted on MCC's premises, supplier shall maintain in force during the period of such work the following coverage's: (a) worker's compensation, as required by the laws of the State of Illinois; (b) commercial general liability for bodily injury and/or property damage in an amount of not less than $1,000,000 single limit, per occurrence; (c) automobile liability for bodily injury and/or property damage in an amount of not less than $1,000,000 single limit, per occurrence. The successful bidder shall provide a certificate of insurance naming McHenry County College as additional insured.

15. **Material Safety Data Sheets:** In compliance with the "Toxic Substance Disclosure to Employees Act" (P.A.83-240) vendor must provide Material Safety Data Sheets (MSDS) within 30 days of shipment of any and all hazardous substance ordered on this purchase order. All MSDS sheets must be sent to the Purchasing Office.

16. **Recycled Materials:** McHenry County College is required to purchase products incorporating recycled materials whenever technically and economically feasible. Contractors are encouraged to offer products with recycled content which meet specifications conforming to Illinois State Statute 415 ILCS 20/3.1 pertaining to public community colleges.

17. **Contractor Certification:** The Seller certifies that the Seller is not barred from bidding on governmental contracts as a result of a conviction for either bid-rigging or bid-rotating under Article 33E of the Criminal Code of 1961.

18. **Web Accessibility Law:** As required by Illinois Public Act 095-0307, all information technology, including electronic information, software, systems, and equipment, developed or provided under this contract must comply with the applicable requirements of the Illinois Information Technology Accessibility Act Standards as posted at http://www.dhs.state.il.us/iitaa

19. **Department of Employment Security Law:** By entering into this contract, Vendor agrees to either (1) link its employment vacancies with the IllinoisJobsLink.com System or successor system, or (2) provide an online link to its employment vacancies so that this link is accessible through the web page of the IllinoisJobLink.com System or successor system, as required by Illinois Public Act 098-0107 (20 ILCS 1005/1005-47). **_NOTE_**: Vendors who are parties to a collective bargaining agreement with a bona fide labor organization for the performance of construction or construction-related services are exempt from this requirement.

20. **Governmental Restrictions:** In the event any Governmental restrictions may be imposed which would necessitate alteration of the material, quality, workmanship or performance of any item offered on this bid prior to delivery, it shall be the responsibility of the successful bidder to notify the Purchasing Office at once, indicating in writing the specific regulation which requires such alterations. McHenry County College reserves the right to accept any such alteration, including any price adjustments occasioned thereby, or to cancel the contract.

ATTACHMENTS

Website Content Management System

ATTACHMENT A-BID SUBMISSION FORM

Bid Submitted by and Authorized Signature: The individual's signature below constitutes that the person is an officer of the company who is authorized to contractually obligate the company listed below. They further constitute that they have read and agree to all instructions and specifications listed in this bid document unless otherwise marked and listed in the "exception to bid" section. The signature below certifies that the entire bid document is in order and that all instructions, specifications, rules and regulations as stipulated by the McHenry County College will be adhered to and complied with.

▪▪

Please check one. Authorized signatory is:

☐ The Owner/   ☐ Member of the   ☐ Officer of the   ☐ Member of the
Sole Proprietor   Partnership   Corporation   Joint Venture

Please check one. This firm is a:

☐ Minority Business Enterprise (MBE) - a firm that is at least 51% owned, managed, and controlled by a minority.
☐ Women's Business Enterprise (WBE) - a firm that is at least 51% owned, managed, and controlled by a woman.
☐ Disadvantaged Enterprise (DBE) – a firm that is at least 51% owned, managed, and controlled by a person with a disability.
☐ This firm is not a MBE, WBE, or DBE.

Please attach copies of any and all MBE, WBE, and DBE certifications
▪▪

Company Name: _____FEIN_____

Company Address: _____

Contact Person: _____

Contact Email & Phone: _____

Bid Submitted by: _____Title_____

Authorized Signature: _____Date_____

ATTACHMENT B - CONTRACTOR CERTIFICATION
Illinois Revised Stature 1987
Chapter 38, Sections 33E-3 and 33E-4

The undersigned hereby certifies that it is not barred from bidding on this contract as a result of violation of either Section 33E-3 (bid rigging) or 33E-4 (bid rotating) of the Illinois Revised Statutes 1987, Chapter 38.

Under penalty of perjury, the undersigned Contractor certifies that this bid has not been arrived at collusively or otherwise in violation of Federal or Illinois antitrust laws.

Company Name _____

By * _____

Address _____

City/State/ZIP _____

∗ Must be actual signature in ink of a representative of Contractor authorized to legally commit the Contractor.

Section 33E-5(b) pertains to disclosure of information related to the terms of a bid and any bidder's responsiveness to a request for bids. Specifically, district officials or employees must not knowingly open a sealed bid at a time or place other than as specified by the district. Also, any official who knowingly discloses any information related to the terms of a sealed bid or any bidder's responsiveness to the request for bids commits a class 3 felony. This section does allow, however, that no violation occurs if any disclosure made to an interested person also is made generally available to the public. **CONSEQUENTLY, COLLEGES SHOULD BE CAUTIOUS NOT TO DISCLOSE ANY INFORMATION THAT IS NOT RELEASED TO THE PUBLIC.**

Section 33E-6 contains several provisions potentially impacting College purchasing procedures. **SPECIFICALLY, A PERSON COMMITS A CLASS 4 FELONY WHEN INFORMATION CONCERNING THE SPECIFICATIONS OF A CONTRACT IS KNOWINGLY CONVEYED TO A BIDDER OR PROSPECTIVE BIDDER OTHER THAN THROUGH THE BID INVITATION, PRE-BID CONFERENCE, OR CONTRACT SOLICITATION PROCEDURE.** Thus, once an RFP for a particular contract is released, MCC cannot respond to individual inquiries from bidders. Likewise, no information may be volunteered concerning potential Subcontractors if the contract involves subcontracting work.

Form **W-9**
(Rev. December 2014)
Department of the Treasury
Internal Revenue Service

Request for Taxpayer Identification Number and Certification

Give Form to the requester. Do not send to the IRS.

Print or type
See Specific Instructions on page 2.

1 Name (as shown on your income tax return). Name is required on this line; do not leave this line blank.

2 Business name/disregarded entity name, if different from above

3 Check appropriate box for federal tax classification; check only one of the following seven boxes:

☐ Individual/sole proprietor or single-member LLC   ☐ C Corporation   ☐ S Corporation   ☐ Partnership   ☐ Trust/estate

☐ Limited liability company. Enter the tax classification (C=C corporation, S=S corporation, P=partnership) ▶ _____

Note. For a single-member LLC that is disregarded, do not check LLC; check the appropriate box in the line above for the tax classification of the single-member owner.

☐ Other (see instructions) ▶

4 Exemptions (codes apply only to certain entities, not individuals; see instructions on page 3):

Exempt payee code (if any) _____

Exemption from FATCA reporting code (if any) _____

(Applies to accounts maintained outside the U.S.)

5 Address (number, street, and apt. or suite no.)

Requester's name and address (optional)

6 City, state, and ZIP code

7 List account number(s) here (optional)

Part I   Taxpayer Identification Number (TIN)

Enter your TIN in the appropriate box. The TIN provided must match the name given on line 1 to avoid backup withholding. For individuals, this is generally your social security number (SSN). However, for a resident alien, sole proprietor, or disregarded entity, see the Part I instructions on page 3. For other entities, it is your employer identification number (EIN). If you do not have a number, see How to get a TIN on page 3.

Note. If the account is in more than one name, see the instructions for line 1 and the chart on page 4 for guidelines on whose number to enter.

Social security number

or

Employer identification number

Part II   Certification

Under penalties of perjury, I certify that:

1. The number shown on this form is my correct taxpayer identification number (or I am waiting for a number to be issued to me); and

2. I am not subject to backup withholding because: (a) I am exempt from backup withholding, or (b) I have not been notified by the Internal Revenue Service (IRS) that I am subject to backup withholding as a result of a failure to report all interest or dividends, or (c) the IRS has notified me that I am no longer subject to backup withholding; and

3. I am a U.S. citizen or other U.S. person (defined below); and

4. The FATCA code(s) entered on this form (if any) indicating that I am exempt from FATCA reporting is correct.

Certification Instructions. You must cross out item 2 above if you have been notified by the IRS that you are currently subject to backup withholding because you have failed to report all interest and dividends on your tax return. For real estate transactions, item 2 does not apply. For mortgage interest paid, acquisition or abandonment of secured property, cancellation of debt, contributions to an individual retirement arrangement (IRA), and generally, payments other than interest and dividends, you are not required to sign the certification, but you must provide your correct TIN. See the instructions on page 3.

Sign Here

Signature of U.S. person ▶

Date ▶

General Instructions

Section references are to the Internal Revenue Code unless otherwise noted.

Future developments. Information about developments affecting Form W-9 (such as legislation enacted after we release it) is at www.irs.gov/fw9.

Purpose of Form

An individual or entity (Form W-9 requester) who is required to file an information return with the IRS must obtain your correct taxpayer identification number (TIN) which may be your social security number (SSN), individual taxpayer identification number (ITIN), adoption taxpayer identification number (ATIN), or employer identification number (EIN), to report on an information return the amount paid to you, or other amount reportable on an information return. Examples of information returns include, but are not limited to, the following:

• Form 1099-INT (interest earned or paid)
• Form 1099-DIV (dividends, including those from stocks or mutual funds)
• Form 1099-MISC (various types of income, prizes, awards, or gross proceeds)
• Form 1099-B (stock or mutual fund sales and certain other transactions by brokers)
• Form 1099-S (proceeds from real estate transactions)
• Form 1099-K (merchant card and third party network transactions)

• Form 1098 (home mortgage interest), 1098-E (student loan interest), 1098-T (tuition)
• Form 1099-C (canceled debt)
• Form 1099-A (acquisition or abandonment of secured property)

Use Form W-9 only if you are a U.S. person (including a resident alien), to provide your correct TIN.

If you do not return Form W-9 to the requester with a TIN, you might be subject to backup withholding. See What is backup withholding? on page 2.

By signing the filled-out form, you:

1. Certify that the TIN you are giving is correct (or you are waiting for a number to be issued),

2. Certify that you are not subject to backup withholding, or

3. Claim exemption from backup withholding if you are a U.S. exempt payee. If applicable, you are also certifying that as a U.S. person, your allocable share of any partnership income from a U.S. trade or business is not subject to the withholding tax on foreign partners' share of effectively connected income, and

4. Certify that FATCA code(s) entered on this form (if any) indicating that you are exempt from the FATCA reporting, is correct. See What is FATCA reporting? on page 2 for further information.

Cat. No. 10231X

Form **W-9** (Rev. 12-2014)

ATTACHMENT D - REFERRAL LIST

List four companies, schools preferred, to whom your company has sold and installed comparable products within the last three years:

1. NAME: _____

    ADDRESS: _____

    _____

    _____

    PHONE: _____

2. NAME: _____

    ADDRESS: _____

    _____

    _____

    PHONE: _____

3. NAME: _____

    ADDRESS: _____

    _____

    _____

    PHONE: _____

4. NAME: _____

    ADDRESS: _____

    _____

    _____

    PHONE: _____