Request for Proposals (RFP) for

Services in Connection with Nursing Program Comprehensive Assessment, Retention, and Curriculum Support Services

Suffolk County Community College

Technical Questions Due: April 12, 2016

Proposals Due: April 19, 2016, no later than 1:00 P.M.

For additional information, contact:
Seema Menon
Phone: 631-451-4141
Fax: 631-451-4404
E-mail: menons@sunysuffolk.edu

All Proposals must be signed in ink and accompanied by a signed transmittal letter, County Disclosure SCEX Form 22 and Bid Certification SCPD-7

Proposals must be submitted in a sealed envelope with the RFP number, services, due date and time clearly identified.

Late Proposals Will Be Rejected
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1. Purpose of RFP

Suffolk County Community College (College) invites proposals from qualified companies to provide ongoing monitoring and improvement of the Nursing admissions and retention process, faculty development and support, evaluation of the overall nursing program.

It is anticipated that one contract will be awarded with a term of one (1) year and four (4) additional one-year renewal options to be exercised at the College’s discretion. The terms of each option period shall be as mutually agreed upon by all parties.

2. Background Information

a. The College is a non-resident, public, two-year college with three campuses (located in Riverhead, Brentwood and Selden) and extension centers located throughout Suffolk County.

b. The College annually enrolls approximately 27,000 students.

3. Coordinating Departments

i. Prior to Award of Contract

The College’s Office of Business and Financial Affairs (contact listed below) is responsible for coordinating the issuance of the RFP.

Contact: Seema Menon
Associate Administrative Director of Business Operations
Suffolk County Community College
533 College Road, Rm. 16, NFL Building
Selden, New York 11784-2899
Tel: (631) 451-4141
Fax: (631) 451-4404
E-mail: menons@sunysuffolk.edu

ii. After Award of Contract/Prior to Execution of Contract

The College’s Office of Legal Affairs will be responsible for coordinating with Company regarding the negotiation and execution of the contract.

iii. After Execution of Contract

The Office of Business and Financial Affairs is responsible for administration of Company’s contract, including payments.
4. **Evaluation Committee**

A College Evaluation Committee will make the final selection of Company. The Evaluation Committee will include, but not be limited to: Maria DeLongoria, Associate Vice President, Academic Affairs; Cheryl Shaffer, Associate Dean of Nursing; Jill Thornton, Associate Professor, Nursing; Lisa Aymong, Professor, Nursing; Deborah Lesser, Principal Accountant, Business & Financial Services.

5. **Administrative and Technical Questions**

   a. **Administrative Questions** may be submitted in writing to the contact listed in paragraph 3 above. E-mail and fax are acceptable; e-mail is preferable.

   b. **Technical Questions** must be submitted in writing on or before April 12, 2016 to the contact listed in paragraph 3 above. E-mail and fax are acceptable; e-mail is preferable. The College Evaluation Committee will develop responses to the technical questions. Responses will be issued by the College in the form of an Addendum to this RFP.

   c. **Office of Business and Financial Affairs is Sole Contact during RFP Process**

      All communications during the RFP process should be directed to the Office of Business and Financial Affairs or, as appropriate, the College’s Office of Legal Affairs. Communication with any other College or County employee or any member of the College Evaluation Committee or any incumbent company for the goods and services being procured pursuant to the RFP may be cause for disqualification from the RFP process.

6. **Proposer’s Conference**

   No proposer’s conference will be held.

7. **Due Date for Proposals**

   Proposals must be submitted to the attention of Seema Menon, at the address listed in paragraph 3 above by **April 19, 2016 no later than 1:00 p.m.** In the interest of fairness to all participants, no extensions or exceptions will be permitted, unless issued as an Addendum to this RFP and applicable to all companies.

8. **Number of Copies**

   One hardcopy original and six (6) copies of the Proposal are required, plus one copy on a CD using an MSWord or PDF format. Envelopes or boxes containing RFP responses must be clearly labeled with the title of the Request for Proposal. Failure to properly label the responses may be cause for disqualification. Do not submit proposals that are permanently bound.
9. Proposal Format

Proposals must include the following:

i. Transmittal Letter on Company Letterhead

Signed by a corporate officer or an authorized agent of Company

ii. Company Profile: Response to Questions set forth in Section II

This section will be used in the College’s evaluation of Company’s general qualifications. Use the format (expand as appropriate) set forth in Section II, entitled “Company Profile.”

iii. Company’s Proposed Technical Services/Products: Responses to items set forth in Section III

This section will be used in the College’s evaluation of Company’s proposed technical services. Use the format (expand as appropriate) set forth in Section III, entitled “Technical Proposal Requirements.”

iv. Company’s Cost Proposal: Responses to items set forth in Section IV

i. This section will be used in the College’s evaluation of Company’s proposed fees. Use the format (expand as appropriate) set forth in Section IV, entitled “Cost Proposal.” The Cost Proposal must be submitted in the same package as other items requested by this RFP, but must be in a separate sealed envelope labeled “Cost Proposal.”

ii. One original and 6 copies of the Cost Proposal are required, plus one copy on CD using MSWord, Excel or PDF format. Do not submit cost proposals that are permanently bound.

v. List (if applicable) of Subcontractors

Identify all subcontractors Company plans to use and the function for which such subcontractors will be responsible. Provide qualifications, including prior relevant experience, for subcontractors anticipated to be used. Failure to include this information in the Proposal may be grounds for disqualification.

vi. Requested Changes to Model Agreement

Company should identify any items not set forth in the Model Agreement (reference Section V) which Company requests be negotiated.
vii. **County Disclosure SCEX Form 22**

Three originals, signed by a corporate officer or an authorized agent of Company and notarized, are required. SCEX Form 22 is included in the Section VI entitled “Miscellaneous Forms.”

viii. **County Bid Certification Form SCPD-7**

One original, signed by a corporate officer or an authorized agent of the Company. Form SCPD-7 is included in the Section VI entitled “Miscellaneous Forms”.

10. **Selection Process**

The College will evaluate the submission through a point rating system, set forth below in Paragraph 11. The College may invite firms to make presentations to the Evaluation Committee to demonstrate their qualifications and approach to the project. The final selection will represent the best interests of the College.
11. **Award Criteria**

<table>
<thead>
<tr>
<th>Points</th>
</tr>
</thead>
<tbody>
<tr>
<td>General Qualifications</td>
</tr>
<tr>
<td>Consultant’s expertise, assigned team, size relative to the scope of work, references reflecting similar work and related experiences. See Section II, entitled “Company Profile,” for specific requirements.</td>
</tr>
<tr>
<td>Proposed Services/Products</td>
</tr>
<tr>
<td>Ability to meet all services required in the Scope of Work. Responsiveness To the College’s needs. Recognition of issues and problems, innovative and creative ideas and effective strategies for input and feedback. See Section III Entitled “Technical Proposal Requirements” for specific requirements.</td>
</tr>
<tr>
<td>Cost Proposal</td>
</tr>
<tr>
<td>Separate sealed envelope. See Section IV, entitled “Cost Proposal,” for specific requirements.</td>
</tr>
</tbody>
</table>

**Total 100**

12. **RFP Policies and Procedures**

<table>
<thead>
<tr>
<th>Points</th>
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<tbody>
<tr>
<td>All RFP documents are available for download from the Suffolk County Community College’ website under the following link: <a href="http://www.sunysuffolk.edu/Administration/BusinessAffairs/RequestForProposals">http://www.sunysuffolk.edu/Administration/BusinessAffairs/RequestForProposals</a></td>
</tr>
<tr>
<td>The Office of Business and Financial Affairs has responsibility for maintaining a control list of all potential Proposers. Companies who intend to submit a proposal must complete “Bid-RFP Vendor Registration Form” included in the RFP documents and submit it to the contact person identified in Section I.</td>
</tr>
<tr>
<td>It is the College’s intent to select the Company that provides the best solution for the College’s needs.</td>
</tr>
<tr>
<td>Reference is made to the Model Agreement attached (set forth in Section V) for the terms and conditions of the Agreement to be entered into, including indemnification and insurance. The Model Agreement is subject to revision arising out of the terms and conditions imposed by law or deemed appropriate by the College’s Office of Legal Affairs.</td>
</tr>
<tr>
<td>Company’s response to this RFP, as may be subsequently modified in negotiations with</td>
</tr>
</tbody>
</table>

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the College, may be included as exhibits in any contracts that the College may execute with Company.

e. The College reserves the right to amend this RFP. The College reserves the right to reject any or all of the proposals, or any part thereof, submitted in response to this RFP, and reserves the right to waive formalities, if such action is deemed to be in the best interest of the College. The College reserves the right to request additional information from any Proposer. The College reserves the right to award negotiated contracts to one or more Companies.

f. This RFP is not intended and shall not be construed to commit the College to pay any costs incurred in connection with any proposal or to procure or contract for any services.

g. The decision to award a contract shall be based on Company’s ability to provide quality services and products and to comply with all applicable laws, rules and regulations, including without limitation the Local Preference Law and other Suffolk County local laws, as applicable.

h. The award of any contract will be made as judged to be in the best interest of the College. The final selection of the company will be made by the College Evaluation Committee, including but not limited to, the representatives set forth in paragraph 4, entitled “Evaluation Committee” of Section I of this RFP.

i. The College General Counsel acts as counsel to the Evaluation Committee, but does not vote in the selection process.

j. Each Proposal will be examined to determine whether it is responsive to the requirements of this RFP. All responsive proposals will be evaluated in accordance with the criteria set forth herein.

k. While the College is under no obligation to contact companies for clarifications, it reserves the right to do so. Depending on the number and quality of the proposals submitted, the College, at the sole discretion of the College Evaluation Committee, may elect to interview all or some of the companies during the selection process and to request presentations, including demonstrations of products and services.

End of text for Section I
Section II
Company Profile

1. General Information/Company History
   i. Company Name, e-mail, main address and all branch office addresses.
   ii. Describe the nature of your organization (e.g. business corporation, not-for-profit corporation, proprietorship, etc.). If applicable, identify all principals and the ownership interest of each.
   iii. Year Company was founded and brief history.
   iv. Total number of employees and total number of licensed professionals. Include an organization chart as relevant.
   v. Location(s) from which services will be performed.
   vi. Annual fee income for the past three (3) years.
   vii. The general and specific specialties/expertise and overall resources.

2. Technical Approach
   Indicate your understanding of the scope of work requirements and demonstrate a thorough recognition of the work to be addressed. Summarize how you will respond to the specific scope of work. This includes, but is not limited to the following:
   a. Whether your firm will be assigning a dedicated coach to provide the necessary support services to ensure the success of the program.
   b. A description of the customer service approach that will be provided on a daily basis, to address the needs of the program and the students.

3. Expertise of Company, including Qualifications and Experience of Personnel
   a. Describe your Company’s experience in providing services and products similar to those requested in this RFP, particularly for governmental entities, colleges or universities, especially at community colleges.
   b. References must be provided. Each reference description must contain the client name and address, a description of the work performed, company’s role and contact name with title and telephone number. The College reserves the right to contact any client listed. Consultants should check the references they submit to ensure that each reference and the associated contact information is current. The entire list of references should be clearly identified and separated in the proposal. An incomplete references section may result in disqualification.
   c. Describe the qualifications and background of your staff.
   d. Provide the title and role of each team member, including principals. Provide a resume for each team member that includes the team member’s expertise and experience on similar
work.

e. Any and all sub-consultants or subcontractors to be employed must be identified in similar
detail.

f. Provide a list of all contracts with the College or the County of Suffolk within the last five
years (regardless of type of service) and the time period for those services.

g. Include any brief supplemental information that may be relevant to your qualifications for
the work. Elaborate or superfluous material should not be presented and may count against
the company in the evaluation.

4. Quality Control

a. Operational Plan: Describe how Company will ensure performance through adequate
management, supervision, review and control.

b. Record and Reporting Systems: Describe Company’s system for self-monitoring and to
ensure maintenance of complete and accurate records.

c. Operating Problems: Discuss any operating problems, other than litigation, which you
have experienced within the past five years, and their resolution.

5. Financial Viability

a. Financial Statements

For nongovernmental agencies, submit current financial statements prepared and certified
by an independent CPA, or internal statements if certified statements are not available or
have not been issued within the past twelve (12) months.

b. Indebtedness to County and/or College, Liens and Litigation

i. Submit a statement as to indebtedness, if any, to the County and/or College.

ii. Submit a listing of all outstanding liens, if any, against Company.

iii. Submit a summary of litigation, if any, against Company and its disposition.

End of text for Section II
Suffolk County Community College (College) currently offers a Nursing Program that enrolls 300 new students on a yearly basis. The entire program consists of 650 students and there are 200 student graduating each year.

The College is looking to engage the services of a Consultant that will support the following objectives:

- continue establishing and maintaining high National Council Licensure Examination (NCLEX)-RN pass rates
- provide ongoing monitoring and improvement of the admissions and retention processes;
- provide development and support services to the faculty;
- integrate an appropriate solution throughout the curriculum in a purposeful manner;
- evaluate the overall nursing program and recommend and implement measures to meet desired outcomes

The Consultant shall develop, as needed, and implement the following measures to support the educational advancement of the students enrolled in the College’s Nursing Program, as well as ensure the proper support and development of the Nursing curriculum to continue providing a program of excellence:

### Student Resources:

- **Learning System:** Offers a series of practice assessments that breaks content areas into smaller sections, where the key components of questions are identified and students are taught how to ignore superfluous information.

- **Critical Thinking Assessments:** Proctored assessments to compare critical thinking capabilities at the onset and conclusion of the program.

- **Self-Assessment Inventory:** A tool to assist new nursing students in identifying their own learning styles and provide a clear understanding of the nursing profession.

- **Online Tutorial:** An online tutorial that teaches students to experience real life scenarios, and provides a formal introduction to critical thinking methods, the nursing process, priority setting frameworks, and test-taking strategies. This system should increase student retention. It is highly desirable that this tutorial provide a multi-sensory experience.

- **Content Mastery Training:** A series of proctored, standardized assessments based on the NCLEX-RN test plan. Outcomes include topics to review that are
linked to review material, QSEN Competencies, client need (NCLEX-RN), and thinking skills. These assessments shall provide students with direct feedback on their deficiencies. Faculty shall receive group reports that help to address areas of strength and room for improvement with regards to curriculum and teaching. Several proctored and practice exams shall be included.

Content Areas are:

- Fundamentals of Nursing
- Adult Medical-Surgical
  - Targeted Medical Surgical Assessments under this category shall allow for more focused and easier learning.
- Nursing Care of Children
- Maternal-Newborn
- Mental Health
- Community Health
- Pharmacology
- Leadership
- Nutrition for Nursing

- **Focused Review:** Media-rich online study guide based on each student’s individual results on each content mastery assessment and linked to the Review Modules (below).

- **Review Modules:** Review Modules should be provided online and as paper-based reference manuals in accordance with the NCLEX-RN blueprint. They should contain the "need to know" information for the NCLEX-RN.

- **Comprehensive Predictors:** These are assessments (proctored and practice assessments) that offer each student their individual probability of passing the NCLEX-RN on the first attempt.

- **Additional Services:** If requested by the College, the Consultant shall provide an in-person, three day NCLEX-RN review class that shall be tailored to address the needs of the group identified from the results of the basic Comprehensive Predictor Assessments, and provide an overview of content areas included on the NCLEX.

**Faculty Resources**

- **Ongoing Analytic Reports:** Consultant shall provide the Dean/Director of the Program with updated analytic reports every semester, that include information such as:
  - Longitudinal Group scores for proctored assessments in all specialty areas and by specific key outcomes
Comparison of each cohort by Proficiency levels in each content area
- Rolling 12 month group report scores in comparison to national means
- Faculty usage of Consultant’s system by individual and time period
- Pharmacology and dosage calculation group performance vs. national and state mean scores
- Other reports, as needed

**Custom Assessment Builder:** Consultant shall provide a tool that allows faculty members to create their own assessments using Consultant’s pre-established questions or faculty customized questions for practice and proctored assessments. The questions shall be categorized into a variety of taxonomies.

**Student Success Reporting:** Consultant shall provide a reporting tool that will reliably predict students’ probability of passing NCLEX early in their nursing program. Educators should be able to review the reports through a convenient dashboard that shows individual student data, cohort level data, campus and program level data. This reporting tool is instrumental in keeping students and classrooms on track for nursing school success by identifying at-risk students early in their nursing education and will aid in remediation efforts through identifying appropriate product usage levels.

The Consultant shall assign the appropriate dedicated staff with all the necessary credentials and experience to support curricular alignment, integration, service and orientation.

End of text for Section III
Section IV
Cost Proposal

1. Cost proposals must be provided in a separate sealed envelope.

2. Consultant should provide all information it deems necessary to explain or clarify its Cost Proposal. Consultant shall include the following descriptions in their explanation:

   a. Description of services included in the proposed fee per student.

   b. Identify any potential start-up/implementation costs.

   c. Define any potential services that would be considered an additional cost to the fees presented below and outline said fees.

   d. Description of firm’s refund policy if a student abandons the program

   e. Description of payment schedule/due dates.

3. Cost per student for Practical Nursing: $ ________________

4. Cost per student for Registered Nursing: $ ________________