Request for Proposals (RFP)
for
Test Scoring Scanners and Forms
Suffolk County Community College

Technical Questions Due: August 8, 2016

Proposals Due: August 18, 2016, no later than 12:00 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
Table of Contents

Section I
Administrative Information

1. Purpose of RFP
2. Background Information
3. Coordinating Departments
4. Evaluation Committee
5. Administrative and Technical Questions
6. Proposer’s Conference
7. Due Date for Proposals
8. Number of Copies
9. Proposal Format
10. Selection Process
11. Award Criteria
12. RFP Policies and Procedures

Section II
Award Criteria

1. General Qualifications
2. Proposed Services/Products
3. Cost Proposal

Section III
Scope of Work

Section IV
Model Agreement

http://www.sunysuffolk.edu/Administration/BusinessAffairs/RequestForProposals/index.asp

Section V
Suffolk County Request for Proposals (RFP)
Legal Appendices/ Forms revised as of 10/22/02

http://www.sunysuffolk.edu/Administration/BusinessAffairs/RequestForProposals/index.asp

Section VI
Miscellaneous Forms
Section I
Administrative Information

1.  Purpose of RFP

Suffolk County Community College (College) invites proposals from qualified companies to provide test scoring scanners and associated maintenance and support services, as well as test scoring forms to the College for use by the academic departments.

The College reserves the right to award multiple contracts, if deemed to be in the interest of the College. In this case, one contract will be awarded for scanners and forms, and other contracts may be awarded for forms alone. The College will make this determination based on the needs of the College at the time of vendor selection.

The term of the contract(s) will be for 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

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

The College annually enrolls approximately 27,000 students and is a member of the State University of New York (SUNY).

3.  Coordinating Departments

a.  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. 11, NFL Building
Selden, New York 11784-2899
Tel:  (631) 451-4141
Fax:  (631) 451-4404
E-mail: menons@sunysuffolk.edu
b. **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.

c. **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 individuals in the following roles: Associate Director of Computer Support Services; Professor of Biology; Administrative Director of Business Services, Eastern Campus; Assistant Academic Chair/Professor of Biology.

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 **August 8, 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 Ms. Seema Menon, at the address listed in paragraph 3 above by **August 18, 2016 no later than 12:00 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 Technical and Cost Proposals are required, plus one copy on a CD or thumb drive using an MSWord or PDF format. Each proposal must include both the technical and cost proposal. Envelopes or boxes containing RFP responses must be clearly labeled with the Proposer’s name, due date and title of the Request for Proposal. Failure to properly label the responses may be cause for disqualification. Do not submit proposals that are permanently/perfect bound. Binders 2 inches or below, spiral binding, staples, etc., are acceptable.

9. Proposal Format

Proposals must include the information requested below, and in the order listed. Each section and sub-section must be separated by tabs that are clearly labeled.

a. Table of Contents

b. Transmittal Letter on Company Letterhead

Signed by a corporate officer or an authorized agent of Company

c. General Qualifications

d. Proposed Services/Products

e. Cost Proposal:

i. The Cost Proposal must be submitted in the same package as other items requested by this RFP.

ii. One original (clearly labeled) and six (6) copies of the Cost Proposal are required, along with an electronic copy as reflected in item 8 above.

f. 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. If subcontractor(s) are not being used, Company shall include a statement indicating this.

g. Requested Changes to Model Agreement

Company should identify any items not set forth in the Model Agreement (reference Section IV) which Company requests be negotiated. A lack of comments will be considered full acceptance of the contract terms on the part of the Company.
h. **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.”

i. **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**

Proposals will be evaluated and ranked based on the award criteria below which is further described in Section II. Award Criteria:

<table>
<thead>
<tr>
<th>Points</th>
</tr>
</thead>
<tbody>
<tr>
<td>a. General Qualifications</td>
</tr>
<tr>
<td>b. Proposed Services/Products</td>
</tr>
<tr>
<td>c. Cost Proposal</td>
</tr>
</tbody>
</table>

**Total** 100

12. **RFP Policies and Procedures**

a. All RFP documents are available for download from the Suffolk County Community College’ website under the following link:

   [http://www.sunysuffolk.edu/Administration/BusinessAffairs/RequestForProposals](http://www.sunysuffolk.edu/Administration/BusinessAffairs/RequestForProposals)

   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.

b. It is the College’s intent to select the Company that provides the best solution for the College’s needs.
c. Reference is made to the Model Agreement attached (set forth in Section IV) 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.

d. Company’s response to this RFP, as may be subsequently modified in negotiations with 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
Award Criteria

Responses to the items set forth under each of the categories below, must be clearly identified and labeled as separate sections and sub-sections, and reflected in the Table of Contents as required under Section 1 – Administrative Information, Item #9. The responses provided will be used by the College’s Evaluation Committee to assess the appropriateness and relevance of the information provided in the proposals and make a recommendation for award.

1. General Qualifications:
   a. 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, sole 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. 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.
   b. Expertise of Company, including Qualifications and Experience of Personnel
      i. Describe your Company’s experience in providing products and services similar to those requested in this RFP, particularly for governmental entities, colleges or universities, especially at community colleges.
      ii. References must be provided. The section dedicated to references must be separate and clearly labeled. Each reference description must contain the client name and address, a description of the services to be performed, 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.
      iii. Provide the title and role of the staff members that would be assigned to the College’s account. Provide a resume for each team member that includes the team member’s qualifications, background and experience on similar work.
      iv. Any and all sub consultants to be employed must be identified in similar detail.
      v. 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.

vi. 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.

c. **Quality Control**

i. **Operational Plan:** Describe how Company ensured performance through adequate management, supervision, review and control.

ii. **Record and Reporting Systems:** Describe Company’s system for self-monitoring and ensuring maintenance of complete and accurate records.

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

d. **Financial Viability**

i. **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.

ii. **Indebtedness to County and/or College, Liens and Litigation**

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

(2) Submit a listing of all outstanding liens, if any, against Company.

(3) Submit a summary of litigation, if any, against Company and its disposition.

2. **Proposed Services/Products:**

a. Provide detailed technical specifications and functionality, including IT requirements, for all scanners offered by your organization. Indicate how they meet the requirements outlined in the RFP.

b. Provide detailed coverage information regarding warranties offered with the purchase of machines, as well as any extended warranties offered.

c. Provide detailed information regarding the proposer’s methodology to provide the College with support services to help maintain the efficient functioning of the units, inclusive of parts and labor. Proposers shall include aspects that include, but are not limited to:
i. Any 800 numbers available, the extent of support services provided through that number, and approach to fulfill the repair requests, i.e. onsite, mail-in, third party repair, etc.

ii. The timeline for repair services inclusive of response and turnaround times.

iii. Availability of loaner scanners during the repair period.

iv. Availability of any local technicians/partners that could provide services, and whether said technician/partner will be subcontractor under the Agreement for support services.

d. Provide detailed methodology and mechanisms used for software updates and software support.

e. Provide detailed information on reporting capabilities in connection with Section III – Scope of Work, Item 3.b, and any additional reporting capabilities that are available.

f. Describe anticipated issues that your Company may encounter when performing the services required in this RFP and identify proposed solutions.

3. **Cost Proposal:**

   a. Proposer should provide all information it deems necessary to explain or clarify its Cost Proposal.

   b. The College is asking for a best value proposition. Cost proposals for scanners and forms should include the following:

      i. Discount off list price for scanners and forms. Proposers are asked to include a list of the equipment and forms currently available with the respective list prices and discounts being offered. Forms should include any compatible forms offered by the Proposer.

      ii. Alternatively, if Proposers are submitting an equipment loan program approach, Proposers shall include any and all costs related to equipment, if any, as well as the discounts offered for all available forms and volume requirements.

      iii. Proposers shall also indicate what, if any, trade-in value will be made available to the College as existing equipment is replaced with new equipment.

      iv. Proposers shall include all cost information related to warranties, extended warranties, other support services and software updates, as well as a list of any consumables required and all costs associated with them.

      v. Identify any special interface adapters/ports required by the scanner to interface with the computer, and any costs associated with those interface adapters/ports.

      vi. If repair services are being provided by a subcontractor, provide a billable hourly rate, as well as a mark-up on parts/materials if any, for which the College will be responsible, if repair is not under warranty.

      vii. Proposer shall include any other cost information that will represent a best value proposition.

   c. Proposers are also asked to submit pricing for forms alone. In the event a company is not selected for award of the contract for scanners and forms, the company may still be considered for award of contract for forms based on best price value.
End of text for Section II
Section III
Scope of Work

1. **General Guidelines**

Suffolk County Community College (College) requires the Consultant (Company) to provide test scoring Optical Mark Recognition (OMR) scanners and compatible forms to be used for test scoring by the various academic departments at the College. In addition, the College requires maintenance and support services for the equipment provided under this agreement in order to ensure the proper operation at all times.

2. **Existing Scanners and Utilization**

Currently, the College has three (3) Apperson Datalink machines, and 13 Scantron machines. Most of the Scantron scanners belong to the 888 series, but includes an iNSIGHT scanner and a ScanMark scanner. The age of the scanners vary from new machines to several old ones that will need to be replaced shortly.

The College’s utilizes approximately 130,000 forms per year. In addition, the College anticipates a need for three additional scanners, and approximately 15,000 additional forms per year.

3. **Equipment Requirements**

The College requires the Company to supply test scoring machines and OMR scanners, along with associated software, and the necessary forms for use with the scanners. The Company shall also provide latest software updates, equipment maintenance and support services, as needed.

a. **Scanner capabilities**

The test scoring scanners shall have the following capabilities:

- Auto-feed
- High speed (> 65 pages per minute)
- Scan up to 150 questions per page (one side)
- Scan paper of varying size and thickness
- Read fill in bubble
- Read #2 pencils
- Print overall percent correct on tests
- Print correct answer on tests
- Capture student ID up to 19 characters
- Distinguish erasure from correct mark
- Generate item analysis reports
- Generate overall performance reports
- Exports results to a PC, and MAC (if available)
- Quiet operation
b. **Reporting Requirements**

The College currently utilizes reports from the scanners that provide statistical analyses of test results. The analyses includes:

- Analysis of only the averages;
- Analysis of the questions to determine the 'worth' of the questions. In other words, whether the question is confusing, not a good question, etc.;
- The number of students who got individual questions right;
- The number of students who got individual questions wrong; and
- The number of students who chose each individual answer for a particular question.

The College requires that, at a minimum, the above reports be provided. However, the College may require the Company to provide additional reporting capabilities as submitted in their RFP proposal.

4. **IT Requirements**

a. The College requires that any software application utilized in the scanners shall function properly without requiring the College user to have administrative privileges on their computers.

b. Any device driver necessary for the scanner to function, shall not require the user who is logged on to have administrative privileges to be able to properly use the scanner.

c. All software and hardware must be compatible with Microsoft’s operating system: Windows 7 Enterprise 64 bit version.

d. All software must be compatible with McAfee Anti-Virus version: Virus Scan Enterprise 8.x or later.

e. The interface that connects the scanner to the computer should be USB port 1.1/2.0 compatible. If the scanner requires a special interface adapters/ports to interface with the computer, the interface should be identified by the Company, and the College shall be notified to assess adapter compatibility with the computer that will be used.

f. Company shall provide software updates.

The College anticipates upgrading to Windows 10 Enterprise in three years. The Company shall supply the software version that works with Windows 10 Enterprise at no additional cost.

The Company shall provide any updates for bugs, security vulnerabilities, and product improvements, at no additional cost to the College.
5. Support Features

The College requires onsite support for repair services, inclusive of parts and labor, and which may consist of an 800 number. The College also requires software support services. The support services will be outlined in the agreement with the selected Company based on the RFP proposal submission and any subsequent negotiations.

End of text for Section III