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Texas State Technical College Waco

Tax Exempt # 74-1646989

Procurement Office  
3801 Campus Dr.  
Waco, TX 76705  
(254) 867-4804 phone  
(254) 867-3792 fax

**INVITATION FOR COMPETITIVE SEALED PROPOSALS**

**Title: Electronic Transcript Service for TSTC Waco campus**

**Proposal # RFP 201412**

**Posted Date: 02-03-14**

**Forms must be completed and returned for consideration.**

**Proposal Closing Date/Time: at 3:00 PM Central Standard Time: 02-17-14**

**Mail Proposals to:**

Texas State Technical College  
Procurement Office  
**RFP No. 201412**  
3801 Campus Dr.  
Waco, TX 76705  
Attn: Melissa Warren, CTP

**Hand Deliver Proposals to:**

Texas State Technical College  
Procurement Office  
**RFP No. 201412**  
103 10<sup>th</sup> St. (on campus address only)  
Waco, TX 76705  
Attn: Melissa Warren, CTP

**Faxed Proposals will not be accepted.**

**Emailed Proposals will not be accepted.**

Proposals must be received in a sealed envelope by the date and time shown above for consideration. Please indicate the Proposal #, Proposal Title, and Proposal Closing Date and Time on the sealed envelope and either hand deliver or mail to the address above. Proposals will be date/time stamped upon arrival. The date/time stamp used will be the official clock for proposal opening time. Proposals will be opened after the date shown and evaluated based on a Best Value Criteria to be set by TSTC.

Late Proposals will not be accepted or considered for review.

Please sign your proposal. Failure to do so will automatically disqualify your submission.

After the evaluation process of the proposals, it is our intention to make an award in the form of either/or an executed contract between both TSTC and the vendor of award or by purchase order or by both documents. TSTC reserves the right to the method of evaluation and award and reserves the right to reject any or all proposals or waive irregularities it deems necessary.

Open records requests for Bid Tabs or Award Notices will be available after an award has been made. Requests to be addressed to: Jerry Sorrells via email at: [jerry.sorrells@systems.tstc.edu](mailto:jerry.sorrells@systems.tstc.edu)

or by visiting the Electronic State Business Daily website at: <http://esbd.cpa.state.tx.us> or the TSTC Procurement website at: <http://tstc.edu/procurement>

By signing the proposal, the proposer agrees to comply with all terms and conditions of the invitation for competitive sealed proposals and any purchase order or contract that is issued pursuant to the award made. TSTC reserves the right to award on an "All or None" basis or "Line Item" basis. TSTC also reserves the right to reject any proposal submitted. TSTC reserves the right to cancel the order at any time due to delay or non delivery as proposed. TSTC terms are Net 30 days.

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**General statement:**

Texas State Technical College Waco is requesting Competitive Sealed Proposals for an Electronic Transcript Service for the Admissions and Records Department, located on the TSTC Waco Campus, at 3801 Campus Dr. Waco, TX 76705, as described within **RFP 201412** proposal package and/or any addenda that may be posted.

These services include but are not limited to an electronic transcript service with the ability to receive and send transcripts. It is also desired for a web-based dashboard for student access to view the status of a request.

**SECTION ONE**  
**GENERAL INFORMATION**

1.1 **Purpose of the Request for Proposals** -- The purpose of this Request for Proposals (RFP) is to engage a Proposer to provide the following Services to Texas State Technical College System (herein referred to as "TSTC"): to engage proposer to provide an electronic transcript solution. The college is exploring opportunities to improve customer service and provide certified transcripts to students and third parties faster with less impact on staff. The service should give students the ability to request transcripts online. Additionally, a solution that reduces current costs (direct and indirect) to the college is sought.

The college desires a solution that focuses on security and gives the institution the ability to brand the transcripts with our seals, logos and colors. Industry standards are encouraging more electronic sharing of transcripts and giving the receiver assurance that the transcripts are not tampered with and come directly from the intended source.

TSTC Waco processes approximately 8,000 transcript requests annually. The TSTC System processes approximately 25,000 transcripts requests annually. At this time, Waco is the only college in system that is requesting this service, but this request should include the option for sister colleges to adopt the service at any point in the contracted period. TSTC Waco is requesting proposals for a one year contract that that is renewable each year based on satisfaction with the product. The college intends to have students pay a per transcript fee. Any additional costs to the college should also be addressed in the proposal.

By means of this RFP, TSTC invites all qualified Proposers to submit Proposals in accordance with the requirements outlined in this RFP. TSTC anticipates that, based on its review and evaluation of the Proposals received pursuant to this RFP, it will select a Proposer and execute a contract whereby the Proposer renders Services to TSTC, in accordance with terms and conditions set forth in the contract.

1.2 **Information about Texas State Technical College System** -- TSTC is a state-supported, technical college system that services students throughout the state of Texas. The college system includes four colleges: TSTC Harlingen, TSTC Marshall, TSTC Waco, and TSTC West Texas, which has campuses in Abilene, Breckenridge, Brownwood, and Sweetwater.

1.3 **Historically Underutilized Business (HUB) Firms** -- TSTC endeavors to promote full and equal opportunity for businesses to supply TSTC with goods and/or Services that are necessary to support TSTC's educational mission. In this regard, TSTC commits to select Proposers in accordance with (i) needs, (ii) resources, (iii) HUB goals and guidelines established by the Texas Legislature and the Texas Building and Procurement Commission, and (iv) policies and procedures for contracting with Historically Underutilized Businesses.

1.4 **TSTC's Right to Reject** -- This RFP does not commit TSTC to select a Proposer or to award a Contract to any Proposer. TSTC reserves the right to accept or reject, in whole or in part, any Proposal it receives pursuant to this RFP.

**SECTION 2**  
**RFP REQUIREMENTS**

2.1 **Right to Modify, Rescind, or Revoke RFP** -- TSTC reserves the rights to modify, rescind, or revoke this RFP, in whole or in part, at any time prior to the date on which the authorized representative of TSTC executes a Contract with the Selected Proposer.

2.2 **Compliance with RFP Requirements** -- By submission of a Proposal, a Proposer agrees to be bound by the requirements set forth in this RFP. TSTC, at its sole discretion, may disqualify a Proposal from consideration, if TSTC determines a Proposal is non-responsive and/or non-compliant, in whole or in part, with the requirements set forth in this RFP.

2.3 **Binding Effect of Proposal** -- Unless otherwise agreed in writing, signed by an authorized agent of TSTC, each Proposer agrees to and shall be bound by the information and documentation provided with the Proposal, including prices quoted for Services.

2.4 **Signature, Certification of Proposer** -- The Proposal must be signed and dated by a representative of the Proposer who is authorized to bind the Proposer to the terms and conditions contained in this RFP and to compliance with the information submitted in the Proposal. Each Proposer submitting a Proposal certifies to both (a) the completeness, veracity, and accuracy of the information provided in the Proposal and (b) the authority of the individual whose signature appears on the Proposal to bind the Proposer to the terms and conditions set forth in this RFP. Proposals submitted without the required signature shall be disqualified.

2.5 **Requirements for Submission** -- The Proposal shall be entitled "Proposal Submitted for RFP 201412" and shall clearly state the Proposal Opening Date and Time and Title identified.

**By Hard Copy Submission:**

The Respondent must submit one (1) original signed Proposal along with three (3) additional copies. The Proposal and accompanying documentation are the property of TSTC and will not be returned. TSTC will no longer provide "delivery or hand stamp" receipt of bids/proposals or proof of delivery of bid/proposals which are delivered by hand or courier. No proof of delivery shall be necessary.

The Proposal should be sent to TSTC at one of the following addresses:

**By U.S. Mail/Overnight/Express Mail**

Texas State Technical College  
Procurement Office  
**RFP 201412**  
3801 Campus Drive  
Waco, TX 76705  
Attn: Melissa Warren, CTP

**By Hand Delivery (on campus address only)**

Texas State Technical College  
Procurement Office  
**RFP 201412**  
Patterson Hall, 2<sup>nd</sup> Floor  
103 10<sup>th</sup> Street, TSTC Campus  
Waco, TX 76705  
Attn: Melissa Warren, CTP

2.6 **Deadline for Proposals** -- **Proposals must be received in the TSTC Procurement Office, at the address specified in Section 2.5 of this RFP, no later than Monday, February 17, 2014 at 3:00 p.m.**

**ANY PROPOSAL RECEIVED AFTER EXPIRATION OF THE DEADLINE WILL BE IMMEDIATELY DISQUALIFIED FROM CONSIDERATION, AND WILL BE RETURNED UNOPENED TO THE PROPOSER.**

2.7 **Risk of Loss, Damage, Delay** -- Proposer acknowledges and agrees to release and hold harmless the TSTC System, its campus components, Board of Regents, officers, employees, agents, and personnel, from and against any and all claims, liability, damages, and costs, including court costs and attorneys' fees, arising out of or pursuant to delivery of the Proposal or failure to deliver the Proposal to the Purchasing Office at TSTC, as designated in Sections 2.5 and 2.6 of this RFP.

2.8 **Ownership of Proposals** -- All Proposals become the physical property of TSTC upon receipt.

2.9 **Use, Disclosure of Information** -- Proposer acknowledges that TSTC is an agency of the State of Texas, and is therefore required to comply with the Texas Public Information Act. Tex. Government Code Ch. 552. If a Proposal includes proprietary data, trade secrets, or information the Proposer wishes to except from public disclosure, then the Proposer must specifically label such data, secrets, or information as follows: "**PRIVILEGED AND CONFIDENTIAL -- PROPRIETARY INFORMATION.**" To the extent permitted by law, information labeled by the Proposer as proprietary will be used by TSTC only for purposes related to or arising out of the (a) evaluation of Proposals, (b) selection of a Proposer pursuant to the RFP process, and (c) negotiation and execution of a Contract, if any, with the Proposer selected.

2.10 **Costs of Participation** -- TSTC specifically disclaims responsibility, and/or liability, for all costs, expenses, or claims related to or arising out of the Proposers participation in this RFP process, including but not limited to costs incurred as a result of preparing, copying, shipping, presenting, and/or clarifying the Proposal and the information relevant to the Proposal.

2.11 **Compliance with Applicable Laws, Regulations, Ordinances, Board of Regents Policies, University Policies and Procedures.** By submitting a Proposal, the Proposer agrees to and shall comply with all applicable local, state and federal laws and regulations, as well as with all applicable policies and procedures of the Texas State Technical College System. System policies and procedures may be accessed at the following Internet address: <http://www.tstc.edu>

**SECTION 3**  
**RFP PROCEDURES**

3.1 **Rescission of Proposal** -- A Proposal can be withdrawn from consideration at any time prior to expiration of the Deadline for Proposals, as stated in Section 2.6 of this RFP, pursuant to a written request sent to the Procurement Office Attn: Melissa Warren.

3.2 **Request for Electronic Copy** -- A Proposer may request an electronic copy of the RFP from Melissa Warren. Email requests will be responded to by email only.  
Please email: [melissa.warren@tstc.edu](mailto:melissa.warren@tstc.edu)

A copy of the proposal can also be obtained at the following sites.  
The proposal is posted at: <http://esbd.cpa.state.tx.us> and on the TSTC website at:  
<http://tstc.edu/procurement>

3.3 **Request for Clarification** -- TSTC reserves the right to request clarification of any information contained in a Proposal.

3.4 **Request for Clarification by Proposer** -- All questions and clarifications of the proposals must be submitted in writing by email request to the following contact by the date of February 12, 2014 at 5:00 p.m.

Melissa Warren, CTP
3801 Campus Drive
Waco, TX 76705
254-867-4804
<a href="mailto:melissa.warren@tstc.edu">melissa.warren@tstc.edu</a>

3.5 **Pre-Proposal Conference**

No pre-proposal conference will be held.

3.6 **Evaluation of Proposals**

Evaluation criteria will be that of Best Value to TSTC as TSTC deems necessary. Some of the criteria may be that of but not limited to:

- Overall company experience and length of time in business.
- Affordability.
- Process compatibility.
- Client references.
- Student accessibility.
- Overall capacity of services provided.

### **3.7 Proposal Opening**

Proposals will be opened after the deadline shown of February 17, 2014 at 3:00 p.m. All submitted proposals become the property of TSTC, after the RFP submittal deadline/opening date, and will not be returned.

All information, documentation, and other materials submitted in response to this solicitation are considered and/or non-proprietary and are subject to public disclosure under the Texas Public Information Act (Texas Government Code, Chapter 552.001, et seq.) after the solicitation is completed. Bid Tabs or Award Notices, after award, may be obtained by contacting: Jerry Sorrells by email at [Jerry.Sorrells@systems.tstc.edu](mailto:Jerry.Sorrells@systems.tstc.edu)

**or by visiting:**

**Electronic State Business Daily or TSTC Procurement website**  
<http://esbd.cpa.state.tx.us> or <http://tstc.edu/procurement>

All requests must be in writing to Mr. Sorrells.

### **3.8 Award of Contract**

TSTC intends to negotiate and award an agreement with the vendor submitting the proposal TSTC determines best meets TSTC's requirements and is considered to be the best value overall.

### **3.9 Safety**

Constructor must comply with all applicable safety regulations, including but not limited to, the TSTC Waco, College Operating Procedure (9.16) Contractor Safety. The "COP" may be downloaded or viewed at this electronic link: <http://iam.tstc.edu/users/cop/COP9.16-01-13-03.pdf>

**SECTION 4**  
**PROPOSAL CONTENTS**

**4.0 Scope of Work**

Texas State Technical College Waco is seeking proposals for an electronic transcript service. Proposals should include any or all of the following services, but not be limited to only the services identified:

- An electronic service to send student transcripts to students, employers and other institutions.
- An electronic service to receive student transcripts from other institutions.
- Web based dashboards for student access to status of request.

*\*Please provide pricing structure for each individual service.*

Additional information that should be included with the proposal shall include, but not be limited to:

- Physical location of the company.
- Length of time in business.
- Current client lists with contact information.
- Compatibility with Datatel student information systems.
- Personal identification authentication practices.
- Data security and redundancy practices.
  - *Vendor should be able to provide assurance over technology security controls associated with securing the access, transmission and storage of any regulatory protected information on behalf of TSTC. This is typically gained by the Statement of Standards Attestation Engagements number 16 (SSAE-16) Reporting on Controls at a Service Organization as issued by the American Institute of Certified Public Accountants (AICPA). Vendor must be willing to accept TSTC information security policies and procedures as they relate to TSTC's systems and regulatory protected data.*
- Texas Administrative Code, FERPA and other regulatory requirements regarding the security of confidential records.
- Average processing time.
- Proposed ROI.



## **General Terms and Conditions**

### **1. Contract Award**

A response to the solicitation is an offer to contract with Texas State Technical College based on the terms and conditions contained therein. RFP's do not become contracts and are not binding until a written contract, signed by authorized College administrator and authorized personnel of the awarded vendor pursuant to this agreement.

### **2. Contract Term**

The contract performance period shall be for the purpose of completion of this project, unless otherwise extended or terminated by TSTC in accordance with the terms and conditions of this contract. All contract renewals or extension may be subject to approval by authorized personnel of TSTC. Contract renewals or extensions may be made ONLY by written agreement between the College and the Proposer and are subject to approval by authorized personnel of TSTC.

### **3. Submitted Responsive Documents**

The RFP and submitted responsive documents, or portions of each, and at the College's sole discretion, may become incorporated by reference and a part of this written contract and will be binding on both the College and the Proposer after execution of the contract by both parties.

### **4. Interpretation, Jurisdiction and Venue**

This contract will be governed and be interpreted by the laws of the State of Texas without regard to its choice of law provisions. Exclusive venue for any claim or dispute involving the resulting contract or the services provided there under, shall lie in a court of competent jurisdiction in Travis or McLennan County, Texas.

### **5. Compliance with Laws**

The services provided and all representations in the RFP response must be such that they are or would be in conformity with all federal, state, county and local laws, regulations, rules, and orders. Upon request, the Proposer shall furnish to TSTC certificates of compliance with all such laws.

### **6. Taxes**

TSTC is tax exempt as a governmental subdivision of the State of Texas under Section 501C (3) of the Internal Revenue Code.

### **7. Termination for Convenience**

TSTC, may, at its option and discretion, terminate the resulting contract for convenience and, at its option and discretion, may reduce the statement of work or other requirements of the contract at any time, without any default on the part of TSTC or the contractor, by giving thirty (30) calendar days notice thereof to the selected contractor.

**8. Termination for Default**

In the event that the services to be performed under this contract must be completed by a certain date, the Proposer is required to provide immediate notice at such time it has knowledge that it will be unable to perform the services within the time required.

**9. Assignment**

The Proposer may not assign, transfer, convey, or subcontract this contract, any services to be performed as outlined in the RDP, or any of its obligations under this contract, in whole or in part, without the prior written approval from the College, which the College may withhold in its sole discretion.

**10. Audit of Records**

TSTC reserves the right to audit the records and performance of the Proposer during the term of this contract at any time during the contract period.

**11. Notices**

All notices of change orders, amendments, modifications, or alterations hereunder by either party to the other shall be in writing, delivered personally, by certified or registered mail, return receipt requested, or by overnight courier, and shall be deemed to have been duly given when delivered personally or when deposited in the United States mail, postage prepaid addressed as follows:

Texas State Technical College	Contractor
Attn: Melissa Warren, CTP	
3801 Campus Dr. Procurement Services	
Waco, TX 76705	
(254) 867-4804	

**12. Entire Agreement**

The contract and its accompanying exhibits contain the entire understanding of the parties regarding the services or materials provided and supersede all prior agreements, oral or written and all other communications between the parties relating to the subject matter. This agreement may not be amended or modified, except by mutual written agreement between the parties.

**13. Ethics Conduct**

Any direct, or indirect, actions taken to unduly influence competitive purposes, to circumvent equal consideration for competitive bidders, or to disregard ethical and legal trade practices will disqualify vendors and contractors from current and future consideration for participation in TSTC orders and contracts.

**14. Drug Policy**

TSTC is a drug-free workforce and workplace. The manufacture, sale, distribution, dispensation, or use of illegal drugs or alcohol by vendors or contractors, while on TSTC premises, is strictly prohibited.

## **15. Dispute Resolution**

The dispute resolution process provided for in Chapter 2260 of the Government Code shall be used by TSTC and the Proposer to attempt to resolve any claim for breach of contract made by the Proposer.

**PROPOSAL FORM**

**Proposers Company Name:** \_\_\_\_\_

***“RFP 201302 Title: Electronic Transcript Service for TSTC Waco Campus”***

Pricing options related to sending transcripts:

\$ \_\_\_\_\_

Pricing options related to receiving transcripts:

\$ \_\_\_\_\_

Web-based dashboards for student access  
to view status

\$ \_\_\_\_\_

***ADDENDUMS ACKNOWLEDGED:*** \_\_\_\_\_

**RESPECTFULLY SUBMITTED:**

Authorized Signature:

Printed Name and Title:

\_\_\_\_\_  
\_\_\_\_\_

Name of Contracting Firm:

Address:

Telephone/Fax and Email Address:

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Proposer's Corporate Charter No.:

\_\_\_\_\_

If a Corporation, attest and affix a Corporate Seal:

\_\_\_\_\_

by: \_\_\_\_\_

**The undersigned, in accordance with your invitation for Proposal have examined the Project Documents, Specifications, and all Addenda, if applicable.**

**The proposer acknowledges by his signature:**

- **Proposer has received, read, and understands the proposal documents, and his proposal is made in accordance therewith.**
- **Proposer is in agreement to:**
  - **Hold-open his proposal for sixty (60) days from date of proposal opening**
  - **Accept a purchase order as “Notice to Proceed”, if awarded on the basis of this proposal**

## References:

1. **Name:** \_\_\_\_\_

**Address:** \_\_\_\_\_

**Phone/Fax:** \_\_\_\_\_

**Contact Name:** \_\_\_\_\_

2. **Name:** \_\_\_\_\_

**Address:** \_\_\_\_\_

**Phone/Fax:** \_\_\_\_\_

**Contact Name:** \_\_\_\_\_

3. **Name:** \_\_\_\_\_

**Address:** \_\_\_\_\_

**Phone/Fax:** \_\_\_\_\_

**Contact Name:** \_\_\_\_\_

# Vendor Information Sheet

Company Name: \_\_\_\_\_ Tax ID# \_\_\_\_\_

Purchase Order Mail To Address \_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_

City/State/Zip \_\_\_\_\_

Phone# (\_\_\_\_) \_\_\_\_\_ Fax# (\_\_\_\_) \_\_\_\_\_

Email \_\_\_\_\_ WebSite \_\_\_\_\_

Payment Remittance Address if different: \_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_

City/State/Zip \_\_\_\_\_

Phone# (\_\_\_\_) \_\_\_\_\_ Fax#(\_\_\_\_) \_\_\_\_\_

1. Does your company accept purchase orders? Yes \_\_\_\_\_ No \_\_\_\_\_
2. Does your company require a "hard copy" purchase order be faxed? Yes \_\_\_\_ No \_\_\_\_
3. Is your company a registered HUB Vendor (Historically Under Utilized Business) with the State of Texas?  
Yes \_\_\_\_\_ No \_\_\_\_\_

If yes provide Expiration Date: \_\_\_\_\_ Ethnicity: \_\_\_\_\_ and attach certificate copy.

4. Is your company an active registered member of the Centralized Master Bidders List (CMBL) with the State of Texas? If yes please provide expiration date.  
Yes \_\_\_\_\_ No \_\_\_\_\_ Expiration Date: \_\_\_\_\_

5. Are you a listed vendor on the Buy-Board? Yes \_\_\_\_ No \_\_\_\_

Please note that all information supplied is used to update our vendor record files only. The information is used to place orders and make invoice payments promptly and accurately. Your assistance in keeping the information updated is appreciated.

Thank You.