



**PURCHASING DEPARTMENT - FINANCIAL SERVICES
NEVADA SYSTEM OF HIGHER EDUCATION (NSHE)
REQUEST FOR PROPOSAL # 201 FOR
STUDENT ORIENTATION WEBSITE**

RELEASE DATE: Monday, October 3, 2011

LAST DAY FOR QUESTIONS: Wednesday, October 19, 2011 @ 5:00 p.m. PST

LAST DAY FOR ADDENDA : Thursday, October 27, @ 5:00 p.m. PST

OPENING DATE, TIME and LOCATION: Thursday, November 10, 2011 @ 2:00 p.m. PST

College of Southern Nevada
3200 E. Cheyenne Avenue
Financial Services Building
North Las Vegas, NV 89030

Sealed proposals, **one original and eight (8) copies**, subject to the terms, conditions and scope of services, herein stipulated and/or attached hereto, will be publicly opened as stated above. **All proposals must be received on or before this date and time to be considered.** Proposals may be mailed to the address above.

Or hand delivered to CSN Purchasing Department located in the Financial Services Building, on the CSN Cheyenne campus. Please go to <http://www.csn.edu/pages/2131.asp> to view a map of the CSN Cheyenne campus.

If you should have any questions regarding this Request for Proposal, fax or e-mail your questions directly to:

Mark Cahill, Interim Director of Purchasing
Mark.cahill@csn.edu
Phone: (702) 651-4350
Fax: (702) 651-4348

<u>TABLE OF CONTENTS</u>	<u>PAGE</u>
SECTION A: Introduction	2
SECTION B: Submission Instructions	3
SECTION C: Request for Proposal General Terms	6
SECTION D: Minimum Contract Terms & Conditions	9
SECTION E: Scope of Work/Specifications	14
SECTION F: Submission Instructions	18
SECTION G: Pricing Response Form	20
SECTION H: RFP Response Form	21

SECTION A
INTRODUCTION

1. **PURPOSE OF REQUEST**

The College of Southern Nevada, herein after referred to as CSN, invites interested parties to submit a Proposal to create a Web-based Interactive Student Orientation Website. The website will be an informative and engaging online student orientation tool that will interface with CSN's existing structure and software platforms.

2. **COLLEGE OF SOUTHERN NEVADA (CSN)**

The College of Southern Nevada (CSN) creates opportunities and changes lives through access to quality teaching, services and experiences that enrich our diverse community. CSN is part of the Nevada System of Higher Education (NSHE), which is comprised of two universities, a state college, four community colleges and a research institute and is governed by the Board of Regents. Founded in 1971, CSN is the largest and most ethnically diverse higher education institution in Nevada. CSN offers more than 215 degree and certificate options in more than 130 areas of study, including 30 degree and certificate programs available entirely online. With more than 40,000 students, CSN has three main campuses in Southern Nevada and seven satellite centers.

3. **TERMINOLOGY**

RFP	The term "RFP" as used throughout this document will mean Request for Proposal.
PROPOSER	The terms "Proposer" as used throughout this document will mean the respondents to this Request for Proposal
CONTRACTOR/VENDOR	Successful Proposer(s)
CONTRACT DOCUMENTS	The Request for Proposal documents, Proposer's proposal and any mutually agreed upon written modifications
CONTRACT	Agreement
DIRECTOR	The term "Director" as used throughout this document will mean the College of Southern Nevada Interim Director of Purchasing.
CSN	College of Southern Nevada
NSHE	The Nevada System of Higher Education. NSHE is Nevada's public higher education system. It is comprised of two universities, a state college, four community colleges and a research institute and is governed by the Board of Regents.
BOARD OF REGENTS	The elective body that has been vested by the Constitution of the State of Nevada to have exclusive control and administration of NSHE. The Board of Regents is the contracting party for any NSHE contract. The Board of Regents acts on behalf of CSN.

SECTION B
SUBMISSION INSTRUCTIONS

CSN invites you to submit a proposal on the material and/or services specified within this Request for Proposal. Please read carefully all instructions, introduction, submission instructions, request for proposal general terms and conditions, minimum contract terms and conditions, scope of work and/or specifications, Pricing Response Form, RFP Response Form, sample insurance (if applicable), and sample contract (if applicable). Failure to comply with the instructions, terms and conditions, scope of work and/or specifications, of the Request for Proposal may result in your proposal being declared non-responsive.

1. **PREPARATION AND SUBMISSION**

- a) The Proposer is expected to examine the entire Request for Proposal including any attachments. Failure to do so will be at the Proposer's risk.
- b) If it becomes necessary to revise any part of this Request for Proposal, written clarifications will be by addenda and posted on the CSN Website: <http://www.csn.edu/pages/2144.asp> and/or faxed to all prospective Proposers who have contacted Purchasing and expressed an interest in this RFP. CSN is not bound by any oral representations, clarifications, or changes made in the written specifications by CSN employees, unless such clarification or change is provided to Proposers in written addendum form from the CSN Purchasing Department. All addenda must be acknowledged on the **RFP Response Form**. Proposals may be considered non-responsive in the event Addenda are not acknowledged.
- c) The proposal submitted should be concise and to the point.
- d) All proposals shall be typed in a font no smaller than 10 points on 8 ½" x 11" paper bound with tabbed dividers labeled by section to correspond with the evaluation information requested. In an effort to **GO GREEN**, try to omit the use of 3-hole binders or other non-recyclable packaging, and instead bind your packet together by staple, rubber band or standard binder clips.
- e) **If applicable, prices are to be submitted on the Pricing Response Form provided or true copies thereof** and must be manually signed by pen. If any erasures or changes appear on the form, each such correction must be initialed by the person signing the proposal. Proposers shall include with their forms the necessary documents or attachments as required in this document. **All figures must be written in ink or typewritten.**
- f) Proposals along with all required documents as described in this Request for Proposal must be sealed and submitted in an envelope with the response form and **MUST** indicate the name of the Proposer, RFP number, title as listed on the first page of the Request for Proposal, and date and time of opening on the outside of the envelope. **Telegraph, facsimile, email or telephone proposals will not be considered. Pricing MUST be submitted in a separate sealed envelope.**
- g) The Proposer shall submit one (1) clearly labeled original and eight (8) copies of their proposal. The name of the Proposers' company shall be indicated on the spine and/or cover of each proposal submitted.
- h) No responsibility will attach to CSN or any official or employee thereof, for the pre-opening of, post-opening of, or the failure to open, a proposal not properly addressed and identified.
- i) Alterations, modifications or variations may not be considered unless authorized by this document or by an addendum.

CSN RFP # 201 Student Orientation Website

- j) When not otherwise specified, Proposer must definitely state time of proposed delivery. Days must be calculated in consecutive calendar days.
- k) Any irregularities or lack of clarity in the invitation should be brought to the attention of the CSN Purchasing Department, as soon as possible so an addendum may be furnished to all Proposers.

Any clarification of instructions, terms and conditions, insurance or offer preparation shall be made only by the Interim Director of Purchasing or the Purchasing Representative listed on page one of this Request for Proposal. Verbal clarifications will not be binding. Written clarifications will be by addenda and posted on the CSN Website: <http://www.csn.edu/pages/2144.asp> and/or faxed to all prospective Proposers who received a copy of the RFP. Proposers who have registered with the CSN Purchasing Desk may be notified via fax.

- l) Altering the Request for Proposal form may render the proposal null and void.
- m) Persons or companies submitting an offer for this Request are certifying that they have had no contact with an employee or member of the Nevada System of Higher Education (NSHE), in any manner which would give that company or person submitting such an offer, any advantage over any other company or person submitting an offer. Employees and members of NSHE shall not receive any compensation, in any manner or form, nor have any vested interest, directly or indirectly, of any kind or nature inconsistent with loyal service to the public. A violation of the above shall be just cause for rejection of that particular offer without further consideration.
- n) All Proposers, by signing the **RFP Response Form**, certify that they agree to the terms and conditions set forth in this RFP and attached sample contract (if applicable) unless otherwise stated.
- o) All Proposers, by signing the **RFP Response Form**, certify that they are an Equal Opportunity/Affirmative Action Employer, unless otherwise stated.
- p) Proposals, attachments and RFP Response Form shall be enclosed in sealed envelopes and addressed to:

College of Southern Nevada
Purchasing Department, Sort Code J1C
3200 E. Cheyenne Avenue
Las Vegas NV 89030

The name and address of the Proposer and the RFP No. shall be clearly marked on the face of the envelope. If Proposer has already submitted the initial Request for Proposal response prior to receiving the addendum, addenda must be submitted in a sealed envelope and marked in the same manner as the original Request for Proposal.

- q) CSN accepts no responsibility or liability for any costs incurred by a responding firm prior to the execution of the contract.
- r) CSN reserves the right to contract for less than all of the services identified herein.

2. **EVALUATION OF PROPOSALS**

- a) An evaluation committee shall evaluate proposals based on the criteria listed below. CSN reserves the right to create a “short list” of Proposers to be interviewed. The Proposers invited to interview will be evaluated again using the same criteria, but the second evaluation will be based on each respondent’s presentation and discussion. At the conclusion of the evaluation, the committee will recommend a Proposer(s) for award.
- b) A contract will be awarded on the basis of which proposal CSN deems best suited to fulfill the requirements of the RFP. CSN also reserves the right not to make an award if it is deemed that no single proposal fully meets the requirements of this RFP.
- c) CSN will be the sole judge as to the acceptability, for our purposes, of any and all proposals.
- d) Any letters of recommendation that are submitted with the response, but not specifically requested, will not be evaluated.
- e) Proposals will be evaluated according to the evaluation criteria stated below:

Evaluation Criteria

- 1. Professional Experience
- 2. Professional Qualifications
- 3. Proposal Content and Presentation
- 4. Hosting Capabilities
- 5. Project Costs - Pricing Structure

3. **LATE PROPOSALS**

Formal, advertised Request for Proposals indicate a time by which the proposal must be received in the CSN Purchasing Department. Any proposal received after that date and time will be rejected and will not be considered or will be returned unopened upon request by, and at the expense of the Proposer. Proposer is responsible for ensuring third party deliveries arrive at the time and place as indicated in this document.

4. **PUBLIC OPENING OF RFPs**

At the date and time stated in this Request for Proposals, all proposals will be opened publicly and the name of the respondents will be recorded. To maintain confidentiality of all responses, no other information will be revealed at the opening or during the evaluation process. Prospective Proposers, their authorized agents and other interested parties are invited to be present.

5. **WITHDRAWAL OF PROPOSAL**

Any prospective Proposers may request withdrawal of a posted, sealed RFP prior to the scheduled opening time provided the request for withdrawal is submitted to the CSN Purchasing Department in writing, or presents themselves in person with proper identification to the CSN Purchasing Department and verbally requests the proposal be withdrawn and signs for its receipt.

SECTION C
REQUEST FOR PROPOSAL GENERAL TERMS AND CONDITIONS

1. **ACCEPTANCE PERIOD**

The Proposer agrees to a minimum of a ninety (90) calendar day acceptance period from the date of public opening.

2. **AWARD OF CONTRACT**

- a) Award will be made to the most responsible and responsive Proposer. The basis of award will be determined by evaluation of items as listed in Section B.2, titled "**Evaluation of Proposals**" and any other established purchasing methods that are applicable, which may include life cycle cost, quality, availability, conformance to specifications, financial capability and service, all in the best interests of the requesting department and CSN.
- b) The Proposer is solely responsible for the content of its proposal that best meets the evaluation criteria set forth in the Request for Proposal. Previously published data in support of experience, financial or performance capability will be evaluated if such data reflects a current position and such data is submitted as a part of the response to the Request for Proposal.
- c) CSN reserves the right to reject any or all proposals or any part of the proposal and to waive informalities and minor irregularities in the proposals received.
- d) A formal Contract will be signed by the successful Proposer and the Board of Regents of the Nevada System of Higher Education on behalf of the College of Southern Nevada to perform this service.
- e) The Minimum Contract Terms and Conditions contained in Section D or, in the sole discretion of CSN, terms and conditions substantially similar to those, will constitute and govern any agreement that results from this RFP. If the Proposer takes exception to any terms or conditions set forth in the contract, then the Proposer will submit a specific list of the exceptions as part of its response to this RFP. Proposer's exceptions will be reviewed by CSN and may result in disqualification of Proposer's offer as non-responsive to this RFP. If Proposer's exceptions do not result in disqualification of the Proposer's response, then CSN may consider Proposer's exceptions when evaluating the Proposer's response.
- f) The CSN Purchasing Department reserves the right to enter into discussions with any one or all of the Proposers after proposals have been initially reviewed by CSN. Such discussions may be for clarification of proposal content contained in a responsive proposal and/or may result in a request for a "Best and Final" offer from Proposer(s). Such responses shall be subject to all provisions, terms and conditions as set forth in the Request for Proposal, unless otherwise modified.

3. **DISQUALIFICATION OF PROPOSERS**

Proposers may be disqualified and rejection of proposals may be recommended by the CSN Purchasing Department for any of (but not limited to) the following causes:

- a) Failure to use the forms furnished by CSN.
- b) Lack of signature by an authorized representative on the RFP Response Form.
- c) Failure to properly complete the response.

- d) Evidence of collusion among Proposers.
- e) Unauthorized alteration of forms.
- f) Failure to submit requested documents.
- g) Failure to furnish proof of receipt of any addendum pertaining to that particular project.
- h) Any Proposer who has defaulted on prior contracts or is guilty of misrepresentation by any member of that particular company.
- i) CSN reserves the right to waive any minor informality or irregularity.

4. **FAILURE TO FURNISH AT SPECIFIED PRICE**

If a successful Proposer fails to furnish any item at the price specified in the offer, whether such failure is due to a mistake of fact by the Proposer or any other reason, the Interim Director of Purchasing, may cause the name of such Proposer to be removed from the list containing the names of prospective Proposers to whom Request for Proposals are mailed, for such period of time, not exceeding one (1) year or less than six (6) months, or the payment of a penalty of five (5) percent of total price of all items on which was submitted, as the Interim Director of Purchasing may determine.

5. **INSPECTION AND ACCEPTANCE**

Inspection and acceptance of deliverables, along with functional compatibility with Oracle/Peoplesoft interface will be required.

6. **PROTESTS**

Any Proposer, offeror or contractor who is allegedly aggrieved in connection with the solicitation or award of a contract may protest. The protest must be submitted in writing to the Interim Director of Purchasing, within seven (7) days after such aggrieved person knows or should have known of the facts giving rise thereto. If the protest is not resolved by mutual agreement, the Interim Director of Purchasing will promptly issue a decision in writing to the Protester. If the Protester wishes to appeal the decision rendered by the Interim Director of Purchasing, such appeal must be made in writing to the CSN Senior Vice President for Finance & Facilities. The decision of the CSN Senior Vice President for Finance & Facilities will be final. The CSN Senior Vice President for Finance & Facilities need not consider protests unless this procedure is followed.

7. **SMALL BUSINESS CONCERNS**

- a) Minority business concerns will be afforded full opportunity to submit proposals in response to this Invitation and will not be discriminated against on the grounds of race, color, creed, sex, or national origin in consideration for an award.

DEFINITIONS AND REQUIREMENTS

(1) Minority Owned Business Enterprise (MBE)

An independent business which performs a commercially useful function and is at least 51% owned and controlled by one or more minority persons of African American, Hispanic American, Asian-Pacific American, or Native American ethnicity.

(2) Women Owned Business Enterprise (WBE)

An independent business which performs a commercially useful function and is at least 51% owned and controlled by one or more women.

(3) Disabled Owned Business Enterprise (DBE)

An independent business which performs a commercially useful function and is at least 51% owned and controlled by one or more disabled individuals pursuant to the Federal Americans with Disabilities Act.

(4) Veteran/Disabled Veteran Business Enterprise (VDBE)

An independent business which performs a commercially useful function and is at least 51% owned and controlled by one or more veterans/disabled veterans who have served in the active military and discharged under conditions other than dishonorable.

(5) Small Business Enterprise (SBE)

An independent business which performs a commercially useful function, is not owned and controlled by individuals designated as minority, women, veterans, or physically-challenged, and where gross annual sales does not exceed \$2,000,000.

- b) All Proposers, by signing this proposal, certify that they are an Equal Opportunity/Affirmative Action Employer, unless otherwise stated.

This section intentionally left blank.

SECTION D
MINIMUM CONTRACT TERMS AND CONDITIONS

For purposes of this Section, the Successful Proposer shall be referred to as "Contractor."

1. **TERM**

The term of the contract will be based according to the timeline of the indicated project and the continued hosting of the web site.

2. **PAYMENTS**

Payments shall be made within thirty (30) days of acceptance of the related invoice, unless otherwise stated. Should the acceptance of such invoices be in doubt, the successful Proposer shall not be due any interest or penalty on any unpaid amounts.

3. **INSURANCE**

At a minimum, Contractor shall procure and maintain the following insurance:

- 1) Commercial General liability insurance including coverage for premises/operations, products/completed operations and personal injury in the amount of \$1,000,000 per occurrence and \$2,000,000 annual aggregate;
- 2) Automobile liability insurance will be a Combined Single Limit of \$ 500,000 per occurrence;
- 3) Workers Compensation insurance as required by Nevada Revised Statutes; Limits shall be at least \$100,000 per occurrence and for occupational disease.

The Board of Regents of the Nevada System of Higher Education shall be named as additional insured on all primary and excess umbrella policies affording the broadest possible coverage. Endorsements shall be submitted to allow blanket addition as required by contract or individualized endorsement naming NSHE as an additional insured.

Contractor shall provide certificates of insurance evidencing the required insurance prior to the effective date of the contract.

CSN reserves the right to request higher limits from Contractor depending upon what combination of services the successful Contractor will be performing.

4. **ADDITIONS/CHANGES**

No extra work, additions, alterations, including changes in price will be paid by NSHE/CSN unless agreed to and performed pursuant to and in accordance with a written revision to the order.

5. **CANCELLATION/TERMINATION**

NSHE/CSN reserves the right to cancel this order without cause by providing a sixty (60) day written notice. An equitable adjustment in price and/or delivery schedule will be negotiated for products completed or in process at the time of the cancellation, but in no event shall NSHE/CSN be required to pay more than Seller's actual cost of labor and supplies consumed to the point of cancellation.

Either party shall have the right to terminate further performance of the contract upon material breach of the other party which continues uncured after sixty (60) days' written notice. On the effective date of the termination, Contractor shall terminate all work and take all reasonable actions to mitigate expenses. In

CSN RFP # 201 Student Orientation Website

the event of such termination, Contractor agrees to pay CSN any amounts due within thirty (30) calendar days of the termination date.

6. **DEFAULT OF CONTRACTOR**

In case of default of Contractor, CSN may procure the articles or services from other sources and hold Contractor responsible for any excess cost occasioned thereby; provided, that if public necessity requires the use of materials or supplies not conforming to the specifications they may be accepted and payment therefore shall be made at the proper reduction in price.

7. **OFFICIAL, AGENT AND EMPLOYEES OF OWNER NOT PERSONALLY LIABLE**

In no event shall any official, officer, employee, or agent of CSN in any way be personally liable or responsible for any covenant, whether expressed or implied, nor for any statement, representation or warranty made in the contract or in any connection with the contract.

8. **INDEMNIFICATION**

Contractor shall indemnify, defend and hold harmless the Board of Regents of the Nevada System of Higher Education, its officers, employees and agents from and against any and all liabilities, claims, losses, lawsuits, judgments and or expenses, arising either directly or indirectly from any act or failure to act by the Contractor or any of its officers or employees, which may occur during or which may arise out of the performance of the Contract, including Contractor's use of CSN facilities or equipment.

9. **APPROPRIATIONS**

The terms of the Contract are contingent upon sufficient appropriations and authorizations being made by CSN for the performance of the Contract. If sufficient appropriations and authorizations are not made by CSN, CSN may terminate the Contract, without penalty, upon written notice to Contractor. CSN's decision as to whether sufficient appropriations are available shall be accepted by Contractor and shall be final.

10. **ASSIGNS AND SUCCESSORS**

Contractor shall not assign, transfer or delegate any rights, obligations or duties under the contract without the prior written consent of the CSN.

11. **COMPLIANCE**

Contractor agrees to comply with all OSHA, EPA, ADA, HIPAA, FERPA, NCAA and other relevant state and federal standards, codes and regulations that may apply. As requested by CSN, Contractor shall provide properly authenticated documents or other satisfactory proof of compliance with such requirements.

12. **CONFIDENTIALITY**

Contractor agrees to keep all confidential information secure and not to disseminate or use any materials and/or data that belongs to CSN, whether originals or copies. Contractor acknowledges that CSN would be materially harmed if such confidentiality is not maintained and any referenced material and/or data was disseminated in any form without CSN prior written approval.

13. DEBARMENT/SUSPENSION STATUS

Contractor certifies that it is not suspended, debarred or ineligible from entering into contracts with the Executive Branch of the Federal Government, or in receipt of a notice of proposed debarment from any State agency or local public body. Contractor agrees to provide immediate notice to CSN's Purchasing

Department in the event of being suspended, debarred or declared ineligible by any State or Federal department or agency, or upon receipt of a notice of proposed debarment during the term of this Contract.

14. EQUAL EMPLOYMENT OPPORTUNITY

Contractor certifies that it and/or its subcontractors do not discriminate against any employee or applicant for employment or person to whom they provide services because of race, color, religion, gender, sexual orientation, age, national origin or disability, and that they comply with all applicable Federal, State and local laws and executive orders regarding employment.

In the event that Contractor or its subcontractors are found liable by an appropriate authority to be in violation of any Federal, State or local law, CSN may declare the Contractor in breach of the Contract and immediately terminate the Contract.

15. GOVERNING LAW

The laws of the State of Nevada shall govern the validity, construction, interpretation and effect of the Contract. Any and all disputes arising out of or in connection with the Contract shall be litigated in a court of competent jurisdiction in Clark County, State of Nevada, and Contractor expressly consents to the jurisdiction of said court.

16. INDEPENDENT CONTRACTOR

Contractor shall be subject to and operate under all applicable Federal, State, City and Municipal enactments, codes and ordinances and those of the State of Nevada regarding workers' compensation insurance and expressly covenants and agrees that its employees engaged in work under the Contract are not, and shall not be treated or considered as the servants and employees of CSN, it being the intention of the parties that Contractor shall be and remain an independent contractor, and that nothing in the Contract shall be construed inconsistent with that status. Contractor covenants and agrees to save and hold harmless CSN from and against any and all damages, claims, costs or expenses whatsoever, due to the existence of such enactments, codes, ordinances and of any and all claims, costs and expenses in connection therewith under any claim or subrogation provided by said enactments, codes, ordinances or otherwise.

17. MODIFICATION

No alteration, modification, amendment or supplement to the contract or any of its provisions shall be effective, enforceable or binding unless made in writing and duly signed by the parties.

18. INTEGRATION

The Contract, together with all attachments, proposal documents, appendixes, exhibits and other attachments, will constitute the entire agreement between the parties and will supersede all previous agreements, whether written or oral between the parties, whether expressed or implied and shall bind the parties unless amended in a writing executed by the authorized parties.

19. **NOTICES**

Written notices required under the Contract shall be sent certified mail, return receipt requested, to the parties at the addresses designated in the Contract.

20. **OWNERSHIP OF MATERIALS**

Contractor acknowledges that any materials and/or data that may result from its efforts, as related to the Contract, are the property of CSN, and, as such, may not be disseminated in any form whatsoever to any person, group or organization without the prior written authorization of CSN. Contractor further acknowledges that it is acting as the Custodian of Record for all materials and/or data that may result from the contract and that all such materials and/or data must be transmitted, in its/their original and copied form, to CSN within seventy-two (72) hours of CSN request to do so, and that its role as Custodian of Record shall remain as long as it has in its possession any such referenced materials and/or data.

21. **TAXES, LICENSES AND PERMITS**

It shall be Contractor's responsibility to secure all required licenses, permits, franchises, lawful authority and insurance necessary for the proper execution and completion of the work involved under the Contract. Contractor shall pay all required fees, taxes and other charges applicable.

22. **LAWS, RULES, AND REGULATIONS**

Contractor agrees to comply with all CSN policies, county ordinances, state and federal laws that may be applicable to its performance under the Contract.

23. **SEVERABILITY**

In the event any one or more of the provisions of the Contract shall for any reason be held to be invalid, illegal or unenforceable, such provision(s) shall be treated as severable, leaving the remaining provisions of the Contract unimpaired, and the Contract shall be construed as if such invalid, illegal or unenforceable provision(s) were not present.

24. **USE OF COLLEGE NAME AND/OR LOGO IN ADVERTISING**

Contractor acknowledges that it shall not use any name, mark, logo, design or other symbol of the Board of Regents of the Nevada System of Higher Education and/or CSN in the performance of its services, in its advertising, or in the production of any materials related to the Contract, without the prior written approval of CSN.

25. **WAIVER**

A failure or delay of either party to enforce at any time any of the provisions of the Contract shall not be construed to be a waiver of a party's right to enforce strict compliance of such provisions(s) of the Contract.

26. **NOT A PARTNERSHIP**

The provisions of the Contract are not intended to create, nor shall they be in any way interpreted or construed to create, a joint venture, partnership or any other similar relationship between the parties.

27. PUBLIC RECORDS

Notwithstanding anything contrary in the Contract, the Contract is subject to the provisions of the State of Nevada Public Records Law, Nevada Revised Statutes (NRS) 239.010, such that the Contract and other information or documents received from Contractor may be open to public inspection and copying. CSN will have the duty to disclose unless a particular record is made confidential by law or a common law balancing of interests. Contractor may label specific parts of an individual document as a “trade secret” or “confidential” in accordance with NRS 333.333, provided that Contractor thereby agrees to indemnify and

defend CSN for honoring such a designation. The failure to so label any document that is released by CSN shall constitute a complete waiver of any and all claims for damages caused by any release of the records.

28. SALES TAX

Contractor shall be solely responsible for collection of sales tax and remittance to the State. NSHE/CSN is exempt from Nevada State Sales Tax as provided by Nevada Revised Statutes 372.325 and 374.330. The NSHE State Tax Exempt Number is RCE-004 115. The Federal Tax ID number is 88-6000024.

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SECTION E
SCOPE OF WORK/SPECIFICATIONS

I. Project Background and Scope

A. Introduction

The College of Southern Nevada's existing student orientation takes place in-person/on-campus only, with attendance being optional, and the use of a PowerPoint program for presentation. In its current state, the orientation is very labor intensive, not readily accessible to the entire student population and makes limited use of current technology. The College's tremendous enrollment growth over the past ten years and renewed determination to increase student success and graduation rates, prompted the decision to make student orientation mandatory for all degree/certificate and transfer seeking students.

B. Project Services

In response to the proposed mandatory requirements for completing student orientation and to take advantage of a technology savvy student population, CSN is looking to implement a Web-based Student Orientation that will provide access to all students, on a twenty-four, seven day (24/7) a week basis. The goal is to create an informative and engaging online orientation using text, graphics, multimedia, etc. The program must be able to deliver large amounts of constantly changing information to the anticipated audience. In addition to designing a user-friendly and informative online orientation, the program must be able to interface easily with Oracle/PeopleSoft for orientation compliance tracking purposes.

The College seeks to create and implement a web-based new student orientation that opens with a *Welcome by the CSN President* video message followed by seven (7) content modules with respective review quizzes. Twenty-five (25) questions extracted from the previous quizzes will generate a *final assessment* certifying the student completed the orientation requirement.

The seven modules will consist of the following:

- Educational and Training Certificates – Descriptions and differences of the types of educational degrees and training offered by CSN.
- Academic Advising and Course Scheduling – Preparing for and completing an educational program in the most effective, enjoyable and speedy way.
- E-Learners – Expectations and qualities of successful e-learners.
- Resources and Student Services – Comprehensive listing and description of available resources for student success.
- Student Life – Campus life, involvement opportunities, student responsibilities and successful student habits.
- Fee Schedules – Comprehensive listing of fee schedules.
- Financial Aid Opportunities

Upon completion of the orientation and submittal of the final assessment, students should be familiar with key CSN policies, procedures, and services, as well as ready to take the first steps to successfully complete their program of study.

1. Key Elements for Student Online Orientation Web-site:

- Ease of use and easy to navigate.
- Safe and secure.
- Visually pleasing and engaging.
- Informative.
- Quick to load pages
- Capability of administering quizzes and scoring
- Interface capabilities with the student information system (Oracle/PeopleSoft platforms).

2. Customer Service:

- Provide for 24 hour 7 day a week web-based access to the Student Orientation.

3. Audience

- Students who have never attended CSN
- Current students who are seeking a degree/certification or intending to transfer credits to another institution

II. Phase I – Program Development/Design

The Contractor will provide the services necessary to implement the development and design phase of the Student Orientation website. Services necessary to complete Phase I will include the following:

- Project Manager/Design Personnel – Provide a Project Manager and Design Personnel to coordinate the development/design process with CSN staff. This includes:
 - Meetings with CSN Staff to establish:
 - Communication with CSN Project Leader
 - Coordinate Timeline of Events
 - Review Design and Development Ideas
 - Filming & Conduct interviews for website content.
- Script Development – Utilize the information from the existing Student Orientation PowerPoint presentation materials to develop a script and create a storyboard utilizing the following components:
 - Text
 - Graphics
 - Multi-media components
- Orientation Website Template – Development of the primary template to include:
 - Design Features
 - Common Theme – Each section of the site should have a common look and feel. The CSN logo should be prominently displayed on every page as a common header.

CSN RFP # 201 Student Orientation Website

- Consistent Design – The use of photographs, fonts and layouts should be consistent throughout the site.
- Easy to Navigate – The online orientation should be easy to navigate. Information should be grouped and presented in a logical manner and require no more than two levels of “drill down” for the user to find the desired information.
- Online Assessment – Upon completion of each module, provide test questions and scoring capabilities, which will generate a final assessment of a successful completion of the orientation program.
- Technical Requirements
 - Compatibility - Site must be compatible with Internet Explorer 8, Safari, and Mozilla Firefox. Compatible with both PCs and Macs.
 - ADA Requirements – The site should meet all Federally-mandated access requirements adopted by the Federal Access Board under section 508 sub-section 1194.22 of the Rehabilitation Act.
 - User Agent Accessibility Guideline (UAAG) - Site must be built in accordance to the latest User Agent Accessibility Guidelines (UAAG), provided by the W3C and should also be easily accessible to the novice as well as the experienced Internet user.
 - Download Speed - The online orientation must be designed with a balance of text and graphics such that each page loads in 4 seconds or less on the average computer.
 - User Capabilities
 - ❖ Bookmarking Feature – Ability to save work session and return multiple times to complete orientation.
 - ❖ Link to Student Data System – Interface capability with CSN’s MyCSN Student Information System (PeopleSoft/Oracle platform).
 - End User Capabilities - Ability for a user to create an account which allows them to be able to save work sessions and return multiple times until able to complete orientation requirements.
 - Report tracking tool to link Online Assessment Scores with Student Name and Unique Ten (10) digit Identification Number.
 - Guest User Capabilities – Ability for prospective students/quests to review orientation content without creating a user account.
 - Hosting Requirements – Provide off-site hosting of website:
 - ❖ Provide 24/7 Access to Student Orientation website.
 - ❖ Content Editing Capability – Provide for the periodic editing of content on a quarterly basis.

III. Phase II – Testing and Site Implementation Phase

- Testing – Testing of site on all applicable platforms to ensure web site performs to the standards established by CSN:
 - Compatibility
 - Speed
 - Interface capability with MyCSN (Oracle/Peoplesoft platform)

Upon completion and acceptance by CSN of the online orientation, the design and all of its contents and architecture become property of CSN.

This section intentionally left blank.

SECTION F
SUBMISSION INSTRUCTIONS

In response to the Request for Proposals, Proposers must submit their responses in accordance with the requirements outlined hereinafter. Your submittal should include the following information in the order specified. If the submitter fails to provide any of the following information, with the exception of the mandatory submittal certification, the College may, at its' sole option, ask the submitter to provide the missing information or evaluate the submittal without the missing information. You are invited to include additional information if deemed necessary to evaluate your company's qualifications.

A. Table of Contents

B. Mandatory RFP Response Form (page 21)

Clearly indicate the name of the single contact and authorized representative including the individual's position title, mailing address, telephone and facsimile numbers. The representative must certify that the information provided in response to this Request for Proposal is true and accurate and disclose any real or potential conflicts of interest.

C. Company Information

1. General information regarding the company including number of years in business, number of personnel, main and branch locations.
2. Mission Statement – Company mission, history, and philosophy.
3. Brief Organizational Charts:
4. Key Personnel – Provide a business resume of the Project Manager and key team members who would be assigned to work on the project. Include team member roles, qualifications, expertise, professional affiliations, and any other pertinent information.
5. Current Financial Statements

D. Project Experience

1. Online Orientation Projects - Provide detailed information of five (5) current online orientation projects with other higher education institutions or affiliations. Include project name, description, URL address, dates, project size, project budget and services provided.
2. References – Provide three (3) references of clients who are similar in size to CSN and are receiving similar services. Be sure to include company name, primary contact, complete address, phone number and email address.
3. Customer Service – Explain your methodology and service level agreement (SLA) structure.
4. Technical Specifications – Address the following questions:
 - a. Hosting Capabilities:
 - ❖ How often do you backup data?
 - ❖ How often do you have down time?

CSN RFP # 201 Student Orientation Website

- ❖ How often do you perform software/hardware upgrades?
- ❖ Describe your technical support.
- ❖ Describe your security.

b. Interface Capabilities:

- ❖ Any existing software/hardware partnerships?
- ❖ List all graphics and media types supported by your product.
- ❖ Does your product support PCs and Macs?
- ❖ Testing and support plan.
- ❖ Will your work be compatible with the following file types:

PNG _____	A1 (Adobe 1 Illustrated) _____	JPEG _____
RPF _____	PSI (Adobe Photoshop) _____	
TGA _____	FLA (Adobe Flash) _____	
AVI _____	DIR (Adobe Director) _____	
MOV _____	PDF _____	
TIF _____	GIF _____	

5. Project Timeline - Include the proposed timeline with any applicable milestones and anticipated problems CSN might have operating the new and existing systems simultaneously. Timelines will be a part of the contractual agreement.

SECTION G
PRICING RESPONSE FORM

A. Project Costs – Provide quote for design, development and implementation of an Online Student Orientation Website. Costs are to be all-inclusive of design and development services, implementation, travel, etc.

1. Cost of Primary program as described else ware in this RFP:

\$ _____

2. Annual program maintenance / hosting cost:

\$ _____

B. Additional Costs/Add-ons

1. Other cost considerations not specifically detailed in this RFP. Please describe in detail and provide pricing information:

\$ _____

SECTION H
RFP RESPONSE FORM

ACKNOWLEDGMENT OF ADDENDA:

The undersigned acknowledges receipt of the following addenda:

Addenda No. _____ Dated _____ Addenda No. _____ Dated _____

Addenda No. _____ Dated _____ Addenda No. _____ Dated _____

The undersigned, as an authorized representative for the Company named below, acknowledges that he/she has examined this Request for Proposal including any related documents, and hereby offers to furnish all labor, materials, tools, supplies, equipment and services necessary to comply with the specifications, terms and conditions set forth herein and at the prices stated.

COMPANY NAME: _____

SIGNATURE: _____ DATE: _____

PRINTED NAME AND TITLE: _____

ADDRESS: _____

CITY/STATE/ZIP: _____

PHONE NO.: _____ FAX NO.: _____

E-MAIL ADDRESS: _____ FEDERAL TAX ID NO: _____

Please check the appropriate box below all in accordance with Section C – General Terms & Conditions.

MINORITY BUSINESS TYPE:

Minority Owned Business Enterprise	<input type="checkbox"/>	Women Owned Business Enterprise	<input type="checkbox"/>
Disable Owned Business Enterprise	<input type="checkbox"/>	Veteran/Disabled Veteran Business Enterprise	<input type="checkbox"/>
Small Business Enterprise	<input type="checkbox"/>	Not Applicable	<input type="checkbox"/>

DEBARMENT/SUSPENSION STATUS

1. The Proposer/contractor certifies that it is not suspended, debarred or ineligible from entering into contracts with the Executive Branch of the Federal Government, or in receipt of a notice of proposed debarment from any State agency or local public body.
2. The Proposer/contractor agrees to provide immediate notice to CSN's Purchasing department in the event of being suspended, debarred or declared ineligible by any State or Federal department or agency, or upon receipt of a notice of proposed debarment that is received after the submission of this proposal but prior to the award of the purchase order/contract.

EXCEPTIONS

Any exceptions to any of the specifications or requirements of this RFP shall be noted in writing, and attached to the proposal when submitted. By taking exceptions and clearly stating them in writing on a separate sheet of paper headed "EXCEPTIONS", and by offering alternates to replace the stated requirements, the Proposer may still compete in the solicitation. However, the CSN Purchasing Department shall be the sole judge of the acceptance or rejection of any exceptions.

Are there exceptions to this proposal? YES _____ NO _____

LIST OF SUBCONTRACTOR(S) (if applicable)

Subcontractor Name: _____

Contact Person _____ Telephone Number _____

Description of Work _____