

If you have printed this bid from the City of Quincy's Website or through an email, it is your responsibility to check for addenda at www.quincyma.gov before you turn in your proposal.

"Please send an acknowledgment that you have printed out this bid via email to;

kimtrillcott@quincyma.gov" The City of Quincy will not be responsible for any bids received omitting any addenda acknowledgement.

Thank you



Request for Proposals

For “ONLINE COURSE DESIGN AND DEVELOPMENT – QUINCY COLLEGE”

Quincy, Massachusetts 02169

**Date Due:
APRIL 14, 2016 @ 2:00 P.M.**

**Thomas P. Koch, Mayor
Kathryn R. Hobin, Purchasing Agent**

**Request for Proposal
For
“Online Course Design and Development – Quincy College”**

In accordance with M.G.L. Chapter 30B, the City of Quincy acting on behalf of the Quincy College is soliciting proposals from qualified vendors for design and development of online course content that can be delivered using the College’s learning management system (Canvas), tablet devices, and mobile devices.

GENERAL INSTRUCTIONS TO BIDDERS

Envelopes containing sealed proposals will be accepted at the City of Quincy, City Hall, Kathryn R. Hobin, Purchasing Department, 1305 Hancock Street, Massachusetts 02169 until the time indicated. **Chapter 30B requires that price proposals must be separate from technical proposals. Therefore, please make no reference to pricing in the non-price technical proposal. Failure to adhere to this requirement will result in disqualification.** It is the sole responsibility of the Bidder to insure that the proposal arrives on time at the designated place. 3 Copies of **the Technical Bid/Proposals** must be in a sealed envelope and 3 copies of the **price proposals** must be in a separate sealed envelope. The outside of the sealed envelopes are to be clearly marked “**RFP - TECHNICAL PROPOSAL ENCLOSED**” with time/date of RFP and “**RFP - PRICE PROPOSAL ENCLOSED**” with time/date of RFP.

The City will award the contract within ninety (90) days after the proposal opening. The time for award may be extended up to 45 additional days by mutual agreement between the City and the responsible and responsive Bidder, with the prices to remain firm during this time period.

All questions regarding this bid should be directed to Kathryn R. Hobin, Purchasing Agent through fax: 617-376-1074 and email: purchasing@quincyma.gov Questions will be accepted until **April 8, 2016 @ 4:00 p.m.**

The City reserves the right to waive any informality in or to reject any or all bids when such an action is deemed in the best interests of the City.

The City of Quincy reserves the sole right to amend this RFP by formal Addendum. The CITY may cancel this RFP, or reject in whole or in part any and all proposals, if the CITY determines that the cancellation or rejection serves the best interests of the College.

Rule for Award: The College will select the responsive and responsible firm submitting the most advantageous proposal taking into consideration the firm’s success in providing online course design and development for Quincy College, the comparative criteria as well as the proposal price.

Additional Contract Terms & Conditions:

- A. The Contract awarded in response to these RFP shall be effective for a period of one year. Upon the satisfactory performances of the vendor; the City of Quincy may extend the contract for two (2) additional terms of one (1) year each. Contract shall automatically renew upon anniversary date of contract execution, unless notification of termination is given 30 day prior, in writing, by either party.
- B. The contract shall be governed by and construed in accordance with the laws of the Commonwealth of Massachusetts. The proposal must comply with all Federal, State, and municipal laws, ordinances, rules and/or regulations.
- C. Purchases of goods and services by the College are exempt from the payment of Federal excise taxes and the Massachusetts sales tax, and any such taxes must not be included in the price computations.
- D. The successful Bidder will not be permitted to assign or underlet the contract, nor assign either legal or equitably, any monies hereunder, or its claim thereto, without the previous written consent of the College.
- E. Verbal orders are not binding on the CITY and deliveries made or work done without formal Purchase Order or Contract are at the risk of the Seller or Contractor and may result in an unenforceable claim.
- F. All words, signatures and figures submitted on the proposal shall be in ink. Proposals which are conditional, obscure or which contain additions not called for, erasures, alterations or irregularities, or any prices which contain abnormally high or low amounts for any item, may be rejected as informal. More than one proposal from the same Proposer will not be considered.
- G. The selected Bidder will be required to sign a contract with the CITY and College in which he/she accepts responsibility for the performance of services as stated in the submitted proposal and be prepared to commence work immediately upon execution of the signed contract.
- H. Indemnity: Unless otherwise provided by law, the Contractor will fully and completely indemnify and hold harmless the CITY and College against any and all liability, loss, damages, costs or expenses for personal injury or damage to real or tangible personal property that the CITY/College may sustain, incur or be required to pay, arising out of or in connection with the performance of the Contract by reason of any negligent action/inaction or willful misconduct by the Contractor, its agents, servants or employees. These provisions shall also include any liability, which may result from a workers compensation claim or resulting third party action against the CITY or College.
- I. If at any time the successful Proposer fails to fulfill or comply with any of the requirements of this proposal/contract, the CITY, at its option, can terminate this contract upon thirty (30) days written notice to the firm.
- J. All information presented in this RFP, including information disclosed by the College during the proposal process, is considered confidential. Information shall not be released to outside parties and the RFP shall not be discussed with anyone at the College, other than the known participants without written consent of the College. A bidder cannot discuss the bid with another bidder.
- K. The CITY reserves the right to amend the Contract arising from this RFP and, in particular, to add equipment or services that the College and the Bidder mutually agree are consistent with that solicited by this RFP. The right to amend applies for the term of this Contract and any extensions.
- L. The Contract awarded in response to these specifications shall be effective for a period of one year, upon the satisfactory performances of the vendor; and yearly appropriations, Quincy College may extend the contract for two (2) additional terms of one (1) year each. Contract shall automatically renew upon anniversary date of contract execution, unless notified to the contrary by the City.
- M. Insurance: Before any work begins, all insurance policies must be in place and remain in effect for the term of the contract. Subcontractors must meet all insurance requirements also. All required insurance shall be written with such companies qualified to do business in Massachusetts and shall be in accordance with the general laws of the State of Massachusetts. The vendor must maintain a policy of leading comprehensive public and commercial general liability and owner's protective liability under which the vendor is named as insured and the City of Quincy is named as additional insured,

and under which the insurer agrees to provide coverage in the minimum amounts set forth below. The minimum amounts of such General Liability insurance shall be not less than One Million Dollars (\$1,000,000) per occurrence/combined single limit and shall be not less than Two Million Dollars (\$2,000,000) in the aggregate per location. If at any time during the contract the vendor fails to provide insurance as established above, this shall be considered a breach of contract and grounds for the termination of the contract. By accepting the contract, the vendor agrees to indemnify, pay on behalf of, defend and hold harmless the City of Quincy or Quincy College from and against any and all claims, demands, suits, actions, costs, judgments, whatsoever, including reasonable attorney's fees, which may be imposed upon, incurred by, or asserted against the City of Quincy by reason of (a) any failure on the part of the vendor to comply with any provision or term required to be performed or complied with by the vendor under this contract, or (b) for the death, injury or property damage suffered by any person on account of or based upon the act, omission, fault, negligence or misconduct of any person whomsoever other than the City of Quincy or Quincy College. The foregoing indemnity and hold harmless agreement shall include indemnity against all costs, expenses and liabilities incurred in or in connection with any such claim or proceeding brought hereon, and the defense thereof with counsel acceptable to the City of Quincy or counsel selected by an insurance company which has accepted liability for any such claim. The vendor shall furnish the City of Quincy with certificates of insurance as proof of the above, before any work/service is to commence.

PROPOSAL CONTENT and REQUIREMENTS

Quincy College seeks proposals for online course(s), design and development for Quincy College. The College seeks minimum of 6-7 courses; which fall between Liberal Arts and Science, quantity of courses will be determine by the cost of courses and yearly appropriations.

SCOPE OF WORK:

The courses must include the following:

General Features

1. Each course is 15 weeks in length and will have a credit value of 3 or 4 credits.
2. Courses must be SCORM compliant or rendered in HTML5.
3. Course users must be able to access the course and all of its functionality on desktop/laptop computers, tablets, and mobile devices (IOS and Android).
4. Vendor will engage the services of a subject matter expert (SME) to facilitate and create course content. Faculty of the College will be given first opportunity to serve in this capacity. If a College faculty member is not available, credentials of the SME will include no less than a terminal degree in the content area and prior course development experience. SME credentials will need to be provided in the form of a CV or resume prior to the start of course design.
5. Vendor will provide a timeline of typical course development processes, including the anticipated time frame of the project from initial client contact to completed course delivery.

Course Design

1. Course design must include interactive features.
2. The following elements need to be present in each course:
 - Weekly lecture (video of live lecture, voice-over PowerPoint, or voice-over text/graphics)
 - Weekly discussion question(s)
 - Weekly assignment(s)
 - Formative and summative assessments
 - Facilitator notes

- Thorough coverage of all course outcomes and objectives (as presented on the Course Outline)
3. The following elements need to be included in the design process for each course:
 - Storyboard for client review and approval for each module/unit of each course. Storyboards must include at a minimum text, audio/voice transcripts, graphics, and interactive media transcripts.
 - Production and integration of the content into Canvas (learning management system)
 4. The vendor will utilize a team approach to course design, with the following individuals represented in the design team. Biographies for specific individuals who could fill these roles along with a description of relevant experience should also be included.
 - Project Manager
 - Instructional Designer
 - Graphic Designer
 - Animator
 - Programmer
 - Subject matter expert
 - Quality assurance, Testing, and Deployment

Accessibility

1. Vendors must ensure that the courses developed per this proposal fully conform to Section 508 of the Rehabilitation Act of 1973, as amended in 1998. (For more information on Section 508, see www.section508.gov). Compliance to Web Content Accessibility Guidelines (WCAG 2.0) AA standards is preferred. This includes both the student and instructor views. Vendors must declare if any portion of the version under consideration does not fully conform to Section 508, and the ways in which the proposed product is out of compliance.
2. All courses should be accessible to all potential users, including older people and people with disabilities. As far as possible, courses should:
 - Be technically accessible, in that it is possible for all users to access all information and functionality;
 - Be equally usable, in that it is not prohibitively difficult or time consuming for users with disabilities to carry out normal tasks;
 - Be capable of being adapted or configured by individual users to meet their specific needs and preferences;
 - Be capable of interfacing with appropriate, widely available assistive technologies employed by users.

Additional information about accessibility principles and guidelines can be found in the Considerations for Functional Accessibility section of the following web site:

<https://www.osu.edu/resources/web/accessibility>

Proposal Evaluation Information

Rating Comparative Criteria

All proposals will be reviewed in accordance with MGL Chapter 30B by an evaluation committee from the College and final selection will be based upon an evaluation and analysis of the information and materials required under the RFP. Proposals that meet the minimum criteria will be reviewed for responses to the comparative evaluation criteria. Each Criterion will be assigned a rating of Highly Advantageous, Advantageous, Not Advantageous or Unacceptable to each comparative evaluation criteria.

Interviews / Product Demonstration: Interviews may be required at the CITY or College's discretion after review of the technical proposals. Companies will be provided with advance notice of at least five (5) working days. Presentations should not exceed one hour in length, with a question and answer period.

Vendor will include a web site link to at least 3 work samples of fully online courses that have been developed for 100 or 200 level coursework for a 2- or 4-year college. These examples should include, at a minimum, samples of scenario based learning approach to course design and story based learning approach to course design. Preference will be given to work samples developed for use with Canvas as the LMS.

Forms to be Included in the Technical Proposal Package

All proposers shall submit proposals in strict accordance with the submission requirements listed below. Any contractor failing to provide all of the following submission requirements **may** be considered "non-responsive" and their proposal may be rejected without further consideration.

1. The information submitted must include the following items:
 - a. Cover letter: A letter signed by an officer of the firm, binding the firm to all comments made and a brief statement of the vendor's understanding of the project and services to be performed is required.
 - b. Firm/Individual History including length of time the firm/individual has been in business, legal form (sole proprietorship, partnership, corporation and State of incorporation), number and location of offices, number of employees, and other pertinent data. Please describe any parent/subsidiary/affiliate relationships.
 - c. Submit the name and telephone number of the person who will be the main contact from the firm for this contract.
 - d. Resumes of all personnel that will support and service this account. Describe what each individual's role will be and what services they will perform.
 - e. Indicate whether or not your firm has been dismissed or disqualified from a bid/contract within the past five years, and if yes, the reason(s) why.
 - f. Disclose any conditions (e.g. bankruptcy or other financial problems, pending litigation, planned office closures, impending merger) that may affect your organization's ability to perform contractually.
 - g. Signed and completed Appendix B (Non-Collusion, Tax Compliance & Signature Authorization).
2. Vendor Experience
 - a. Describe vendor history.
 - b. Provide a company profile that includes total number of employees and number of employees in Customer Service, Technical Support, and Software Development.
 - c. Describe the vendor's project management and implementation services. Please include a sample implementation plan that lists all steps of the implementation process.
 - d. List the vendor's commitment and experience in designing and developing online courses.
 - e. Provide names of educational entities currently using your courses.
3. **Solution Capabilities:** Please provide an overview of how your course design and development supports the following functionality:
 - a. Online course design and development plan for 3 or 4 credit courses.

- b. Courses include interactive features.
- c. All course materials fully conform to Section 508 of the Rehabilitation Act of 1973, as amended in 1998.
- d. Courses will be designed in conjunction with a subject matter expert (provided by the College or by the vendor).
- e. Courses can be delivered through the College's learning management system, Canvas by Instructure.
- f. Lectures are created for each week of the course using content provided by the subject matter expert. The process includes (at a minimum) creation of a storyboard with text, audio/voice transcripts, graphics, and interactive media with transcripts.

4. Implementation Project Plan:

- a. Creation of online courses, design and development components.
- b. Project management services to coordinate with College staff.
- c. Ongoing technical support.

5. References

- a. Commercial: Provide references, including References in our region that are similar in size and are using the proposed solution preferably for at least 2 years. For each reference, indicate how long the proposed solution has been in use. Include contact name(s), address, telephone number and email addresses, as well as a summary of the project, including the date of implementation, for each reference provided. Complete Appendix C - References.
- b. Financial References demonstrate a stable and secure financial position. The successful Bidder must include a business information report or business profile from a credit reporting agency dated no earlier than sixty (60) days prior to bid submission date. Dunn and Bradstreet number or other financial rating classification.

6. Forms to be Included in the Price Proposal Package

All proposers shall submit proposals in strict accordance with the submission requirements listed within these specifications. Any vendor failing to provide all of the following submission requirements may be considered "not responsive" and their proposal may be rejected without further consideration.

The information submitted must include the Price Proposal Form, Appendix A, Paperwork Appendix B and References, Appendix C.

Comparative Evaluation Criteria (Selection Criteria)

Comparative Evaluation Criteria will be applied uniformly to all proposals. In accordance with the provisions of M.G.L. Chapter 30B, each criterion shall be rated as follows:

- **“Highly Advantageous”** (3 points - response excels on the specific criterion)
- **“Advantageous”** (2 points - response meets evaluation standard for the criterion)
- **“Not Advantageous”** (1 point - response does not fully meet the evaluation criterion or leaves a question or issue not fully addressed)
- **“Unacceptable”** (0 points - response does not address the elements of this criterion)

The purpose of this document is to clarify the ranking system used for all proposals pursuant to the Request for Proposals (RFP) and said M.G.L. Chapter 30B. Copies of firm/applicant rankings will be kept on file.

1: Overall Results:

Proven results in terms of online course design and development.

Points	Rating	Description
0	Unacceptable	Demonstrated proven results from less than 2 course designs.
1	Not Advantageous	Demonstrated proven results from 2 course designs.
2	Advantageous	Demonstrated proven results from 3 - 4 course designs.
3	Highly Advantageous	Demonstrated proven results from 5 or more course designs.

2: Solutions Capabilities:

How your courses support the functionality outlined below, Section 3:

Points	Rating	Description
0	Unacceptable	Supports two (2) or less Solution Capabilities.
1	Not Advantageous	Supports three (3) Solution Capabilities.
2	Advantageous	Supports all four (4) to five (5) Solution Capabilities.
3	Highly Advantageous	Supports all six (6) Solution Capabilities.

3: Support

Applications to support mobile devices such as Android and iOS devices.

Points	Rating	Description
0	Unacceptable	Supports no mobile device and the bidder indicates inadequate review or understanding of the required Scope of Work.
1	Not Advantageous	Supports no mobile device.
2	Advantageous	Supports only one mobile device
3	Highly Advantageous	Supports both mobile devices: Android and iOS devices.

4: Experience of Past Work

Experience with projects of similar size and scope.

Points	Rating	Description
0	Unacceptable	Implementation of fewer than 2 similar projects.
1	Not Advantageous	Implementation 2 similar projects.
2	Advantageous	Successful implementation of 3 - 4 similar.
3	Highly Advantageous	Successful implementation of 5 or more projects.

Submissions

Proposals should be addressed to:

Purchasing Department; City Hall; 1305 Hancock Street; Quincy, MA 02169

The final date for submission of proposals is **April 14, 2016 @ 2:00 p.m.** Late Proposals Will Be Rejected.

NOTE: All questions regarding this RFP should be directed to Kathryn R. Hobin, Purchasing Agent through email: purchasing@quincyma.gov Questions will be accepted until **April 8, 2016 @ 4:00 p.m.**

If you have printed out this bid from the City of Quincy Website it is your responsibility to check for addenda (at www.quincyma.gov) before you turn in your proposal. The City of Quincy will not be responsible any bids received omitting addenda acknowledgement.

**Appendix B
City Paperwork**

**Non-Collusion Form
Tax Compliance Form
Signature Authorization Form
Indemnity Form**



CITY OF QUINCY
Purchasing Department
1305 Hancock Street, Quincy, MA 02169

Phone: (617) 376-1060

Fax: (617) 376-1074

CERTIFICATE OF NON – COLLUSION

The undersigned certifies under penalties of perjury that this bid or proposal has been made and submitted in good faith and without collusion or fraud with any other person. As used in this certification, the word “person” shall mean any natural person, business, partnership, corporation, union committee, club, or other organization, entity, or group of individuals.

(Name of person signing bid or proposal)
(Please print)

(Signature required)

(Name of business)



CITY OF QUINCY
Purchasing Department
1305 Hancock Street, Quincy, MA 02169

Phone: 376-1060

Fax: 376-1074

TAX COMPLIANCE CERTIFICATE

MASS. GENERAL LAWS, CH. 62C, S: 49A(b)

I hereby certify that I have complied with all laws of the Commonwealth of Massachusetts relating to taxes, reporting of employees and contractors, and withholding of child support.

Signed under the pains and penalties of perjury.

(1) Individual Contractor

(Contractor's Name and Signature)

Social Security Number

(2) Corporation, Association
or Partnership

(Contractor's Name)

Federal Tax ID Number, or
Social Security Number

By:

(Authorized Signature)

Note to Contractor: Please sign at (1) or (2), whichever applies.

CHAPTER 62C. ADMINISTRATIVE PROVISIONS RELATIVE TO STATE TAXATION

Chapter 62C: Section 49A Certification of compliance with tax laws as prerequisite to obtaining license or governmental contract

Section 49A. (a) Any person applying to any department, board, commission, division, authority, district or other agency of the commonwealth or any subdivision of the commonwealth, including a city, town or district, for a right or license to conduct a profession, trade or business, or for the renewal of such right or license, shall certify upon such application, under penalties of perjury, that he has complied with all laws of the commonwealth relating to taxes, reporting of employees and contractors, and withholding and remitting child support. Such right or license shall not be issued or renewed unless such certification is made.

(b) No contract or other agreement for the purposes of providing goods, services or real estate space to any of the foregoing agencies shall be entered into, renewed or extended with any person unless such person certifies in writing, under penalties of perjury, that he had complied with all laws of the commonwealth relating to taxes, reporting of employees and contractors, and withholding and remitting child support.

(c) Any such agency, which has been notified by the commissioner pursuant to section forty-seven A that a person who holds a license or certificate of authority issued by such agency or who has agreed to furnish goods, services or real estate space to such agency has neglected or refused to file any returns or to pay any tax required under this chapter and that such person has not filed in good faith a pending application for abatement of such tax or a pending petition before the appellate tax board contesting such tax or has been penalized pursuant to section 9 of chapter 62E for failure to comply with the provisions under said chapter 62E relating to reporting of employees and contractors, or has been penalized pursuant to paragraph (3) of subsection (f) of section 12 of chapter 119A for failure to comply with the provisions under said chapter 119A relating to withholding and remitting child support, shall refuse to reissue, renew or extend such license, certificate of authority, contract or agreement until the agency receives a certificate issued by the commissioner that the person is in good standing with respect to any and all returns due and taxes payable to the commissioner as of the date of issuance of said certificate, including all returns and taxes referenced in the initial notification or, if the licensee has been penalized for failure to comply with the provisions relating to reporting of employees and contractors under chapter 62E or withholding and remitting child support under chapter 119A, a certificate issued by the commissioner that the licensee is in compliance with said provisions.

(d) Any person who owns or leases a motor vehicle or trailer that is required to be registered in the commonwealth under chapter 90 and improperly registers the motor vehicle or trailer in another state or misrepresents the place of garaging of the motor vehicle or trailer in another city or town, shall be considered in violation of laws of the commonwealth relating to taxes under chapter 60A, chapter 64H or chapter 64I. The right, license or contract provided for in subsections (a) and (b) shall not be issued or renewed until the person or business entity has paid all taxes due at the time of application for such right, license or contract.

(e) Any person who, for the purpose of evading payment of a tax pursuant to chapters 59 to 64J, inclusive, willfully makes and subscribes any return, form, statement or other document pursuant to subsection (a), (b) or (d) that contains or is verified by a written declaration that is made under the penalties of perjury, and that contains information that he does not believe to be true and correct as to every matter material to his compliance with all laws of the commonwealth relating to taxes, shall be subject to section 73.



CITY OF QUINCY
Purchasing Department
1305 Hancock Street, Quincy, MA 02169

Phone: 376-1060

Fax: 376-1074

SIGNATURE AUTHORIZATION

At a duly authorized meeting of the Board of Directors of the

(NAME OF CORPORATION)

held on _____, at which all the Directors were present or waived notice, it was
(DATE)

VOTED, that:

(NAME)

(OFFICER)

of this company, be and he/she hereby is authorized to execute Contracts and Bonds in the name and behalf of said Company, and affix its Corporate Seal thereto, and such execution of any Contract or obligation in this Company's name on its behalf by such _____ under seal of the Company, shall be valid
(OFFICER)

and binding upon this Company. It was further voted that the City of Quincy may rely on such authorization of future Contracts until notified to the contrary.

A true copy,

ATTEST: _____
(CLERK'S SIGNATURE)

PLACE OF BUSINESS: _____

DATE OF THIS CONTRACT: _____

I hereby certify that I am the Clerk of the:

_____ that _____ is the
(COMPANY)

(NAME)

duly elected _____ of said Company, and that the above VOTE has not been
(TITLE)

amended or rescinded and remains in full force and effect as of the date of this Contract.

_____ CORPORATE SEAL

INDEMNITY AGREEMENT

In consideration of the award of Contract No. _____
by the City of Quincy, hereinafter referred to as INDEMNITEE, to the CONTRACTOR/BIDDER:

hereinafter referred to as INDEMNITOR, and for other good and valuable consideration, said INDEMNITOR agrees to hold INDEMNITEE, City of Quincy, and its various department and employees harmless from any and all liability, loss or damage that INDEMNITEE may suffer as the result of claims, demands, costs, including attorneys fees, or judgement or other actions against it by reason of any and all work done by or on behalf of the INDEMNITOR in connection with the above-referenced contract.

INDEMNITOR,

By Duly Authorized Agent

Date: _____

Appendix C References

List 5 or more colleges or universities that have used your online development and design services in the past 5 years.

<i>Organization</i>	<i>Contact Person</i>	<i>Address</i>	<i>Phone</i>