



COMMONWEALTH OF VIRGINIA
GERMANNA COMMUNITY COLLEGE
2130 GERMANNA HIGHWAY
LOCUST GROVE, VIRGINIA 22508

Request for Proposal

Issue Date: June 29, 2012
RFP Number: 297-CCC-12-00629LL
Title: CUSTOMER CONTACT CENTER (CCC) CONSULTANT
Commodity Code: 91812 - Analytical Studies and Surveys (Consulting)
91826 - Communications; Public relations Consulting
91832 - Consulting Services (Not otherwise classified)
Issuing Agency: GERMANNA COMMUNITY COLLEGE
BUSINESS OFFICE, Room 105
2130 Germanna Highway
Locust Grove, VA 22508

Initial Period of Contract: From the date of award to December 14, 2012

Sealed Proposals will Be Received Until: 2:00pm Tuesday, July 17, 2012

Any inquiries regarding this solicitation should be directed only to: Lynn Lineberger, Procurement Officer

Email: llineberger@germanna.edu Phone: (540) 423-9880

PROPOSALS ARE TO BE MAILED OR HAND DELIVERED DIRECTLY TO ISSUING AGENCY SHOWN ABOVE. NOTE: FEDEX OFFERS NO EARLY DELIVERY SERVICE AT THIS LOCATION. ITEMS ARE DELIVERED 4:00PM OR AFTER DAILY.

In compliance with this request for proposals and to all the conditions imposed therein and hereby incorporated by reference, the undersigned offers and agrees to furnish the services in accordance with the attached signed proposal or as mutually agreed upon by subsequent negotiation.

Name and Address of Firm:

Four horizontal lines for entering firm name and address.

Date: _____

By: _____

Signature in Ink

Name: _____

eVA Vendor ID or DUNS Number. _____ Title: _____

email: _____ Telephone No.: _____

Note: This public body does not discriminate against faith-based organizations in accordance with the Code of Virginia, Section 2.2-4343.1 or against a bidder or offeror because of race, religion, color, sex, national origin, age, disability, or any other basis prohibited by state law relating to discrimination in employment.

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I. PURPOSE

Germanna Community College seeks proposals from vendors experienced in providing consulting services with regard to the impact and implementation of a Customer Contact Center (CCC). Germanna desires to issue a future solicitation to evaluate and award a contract to a qualified vendor to provide these services.

II. BACKGROUND

Germanna Community College is a two-year public institution of higher education within the Virginia Community College System (VCCS). As a comprehensive community college, Germanna provides quality, accessible, and affordable educational opportunities and enrolls over 10,500 students per year from the Counties of Madison, Culpeper, Stafford, King George, Caroline, Orange and the City of Fredericksburg. Germanna is housed in two campus locations, Fredericksburg and Locust Grove Virginia. In addition there are several other locations offering classes throughout the region.

With the continuing growth of the college and the geographic service area it is becoming a challenge to provide a singular “go to source” to provide students and others with up to date information in areas such as registration and payment, class information, instructor and counselor contact information, events, directions to locations, bookstore hours etc. While the Germanna web site provides a significant amount of information, questions arise requiring a human response. Germanna needs to provide a better customer service mechanism for students and other customers. The contact center model should include various communication avenues such as phone, email, automated response, messaging, etc.

III. STATEMENT OF NEEDS

- A. Our current needs are to establish a structure that will support uniformity in our business processes, regardless of personnel changes, while providing excellent customer service to the community. As a result, the college will be able to deliver accurate and up to date information. Tasks should include:
1. Assessment of Need:
 - Conduct an evaluation of the current means by which customers, in particular students, contact Germanna for information
 - Document the flow and types of requests coming into the college
 - Establish milestones/timelines in the evaluation process
 - Conduct focus groups, opinion surveys, meetings with students & staff, etc. in order to gather qualitative data

2. Technical:

- Understand the VCCS communications system, i.e. VoIP, Cisco, Verizon
- Understand current state of the art contact center solutions and have the ability to model them to the needs of the college
- Understand the strategic needs of the college
- Understand and know college structure
- The ability to track and monitor changes in order to maintain control; specifically communication of changes such as class cancellations, instructor absences, meetings on college property, etc. to the CCC personnel efficiently

3. Reporting:

- Submit monthly reports detailing progress to date noting any challenges
- Provide a strategy for implementation
- Report to outline impacts on other college departments (i.e., IT)
- Document the advantages/disadvantages of the different types of centers
- Identify at least three options for a contact center solution incorporating, as appropriate, staffing needs, technology requirements, training, implementation and provide a general idea of costs for each solution

B. The awarded contractor should conduct research, provide interim monthly reports, and then a final report to facilitate a decision toward a future solicitation for the implementation of the CCC which will center upon, but not be limited to, the following areas:

- Interviews with select Germanna staff, faculty and students. A recommended set of dates and contact information will be provided on award.
- Comparative analysis of the college's current customer contact services to types and levels provided by other community colleges within the VCCS.
- Ongoing cost parameters
- Technology Integration
- Access control in regard to software integration requirements
- Reporting capabilities
- Training requirements

C. Contractor Qualifications:

- The contractor should have extensive knowledge of community colleges and/or higher education.
- The contractor should have direct experience in providing consultation regarding both outsourced and in-house customer service strategies.
- The contractor should demonstrate sufficient human resources to manage, coordinate, and implement the proposed project objectives.

- The contractor should have direct experience with technology integration; i.e. VoIP phone systems, software integration, hardware requirements, etc.
- Final report preparation shall detail specific findings, recommendations, long-term cost analysis and appropriate strategies.

An informal internal study regarding the types of inquiries made and the results are attached to impart further understanding. See Attachment C.

IV. PROPOSAL PREPARATION AND SUBMISSION INSTRUCTIONS

A. GENERAL PROPOSAL PREPARATION

1. Response: In order to be considered for selection, offerors must submit a complete response to this RFP. One (1) original and three (3) copies of each proposal must be submitted to the issuing agency.
 - a. Paper submission (hard copies):
 - i. One (1) original signed proposal including the RFP, signed coversheet, and signed acknowledgement of any addenda – marked as “ORIGINAL”
 - ii. Three (3) duplicate copies of above –each marked as “COPY”
 - iii. One (1) redacted copy (only if offeror has invoked the protections of § 2.2-4342F of the *Code of Virginia* as in accordance section IV.A.2.a. of this RFP.)
2. Proposal Preparation:
 - a. Ownership of all data, materials, and documentation originated and prepared for Germanna pursuant to this solicitation shall belong exclusively to the college and be subject to public inspection in accordance with the Virginia Freedom of Information Act. Trade secrets or proprietary information submitted by an offeror shall not be subject to public disclosure under the Virginia Freedom of Information Act; however, the offeror must invoke the protections of § 2.2-4342F of the *Code of Virginia*, in writing, either before or at the time the data or other material is submitted. The written notice must specifically identify the data or materials to be protected and state the reasons why protection is necessary. **The proprietary or trade secret material submitted must be identified by some distinct method such as highlighting or underlining and must indicate only the specific words, figures, or paragraphs that constitute trade secret or proprietary information in the original signed proposal and paper copies. Additionally, the offeror must submit a redacted copy of the proposal if invoking said protection.** The classification of an entire proposal document, line item prices, and/or total

proposal prices as proprietary or trade secrets is not acceptable and will result in rejection of the proposal.

- b. Proposals should be prepared simply and economically, providing a straightforward, concise description of capabilities to satisfy the requirements of the RFP. Emphasis should be placed on completeness and clarity of content.
 - c. Proposals should be organized in the order in which the requirements are presented in the RFP. All pages of the proposal should be numbered. Each paragraph in the proposal should reference the paragraph number of the corresponding section of the RFP. It is also helpful to cite the paragraph number, subletter, and repeat the text of the requirement as it appears in the RFP. If a response covers more than one page, the paragraph number and subletter should be repeated at the top of the next page. The proposal should contain a table of contents which cross-references the RFP requirements. Information which the offeror desires to present that does not fall within any of the requirements of the RFP should be inserted at an appropriate place or be attached at the end of the proposal and designated as additional material. Proposals that are not organized in this manner risk elimination from consideration if the evaluators are unable to find where the RFP requirements are specifically addressed.
 - d. Each copy of the proposal should be bound or contained in a single volume where practical. All documentation submitted with the proposal should be contained in that single volume.
3. Oral Presentation: Offerors who submit a proposal in response to this RFP may be required to give an oral presentation of their proposal to the agency. This provides an opportunity for the offeror to clarify or elaborate on the proposal. This is a fact finding and explanation session only and does not include negotiation. The issuing agency will schedule the time and location of these presentations. Oral presentations are an option of the purchasing agency and may or may not be conducted.

B. SPECIFIC PROPOSAL INSTRUCTIONS

Proposals should be as thorough and detailed as possible so that Germonna may properly evaluate your capabilities to provide the required services. Offerors are required to submit the following items as a complete proposal:

1. RFP cover sheet and all addenda acknowledgments, if any, signed and filled out as required.
2. Offeror Data Sheet, included as an attachment to the RFP, and other specific items or data requested in the RFP.
3. Describe the Offeror, including whether it is a corporation, partnership or sole proprietorship. Broadly describe the Offerors background including the nature and scope of its operation.

4. Identify all key individuals involved in your organization that will be involved with providing the services to Germanna, should your company be the one selected. Briefly note job titles and relevant qualifications and experience of all such individuals.
5. References from a minimum of three (3) organizations, preferably at least one should be from an institution of Higher Education, where the company/individual has performed these types of services. Include the date(s) the work was performed and the name, address, current phone number and email of the person(s) the college has permission to contact.
6. Any other information which the Offeror feels Germanna should consider in the evaluation of its proposal.
7. Any Information Technology qualifications as they apply to the proposal.
8. Resumes of staff to be assigned to the project
9. Specific methodology and plans for providing the proposed services.
10. Proposed Price. Provide a fee structure associated with services rendered.
11. **IDENTIFICATION OF PROPOSAL ENVELOPE:** The signed proposal should be returned in a separate envelope or package, sealed and identified by affixing the label below to the outside of the sealed envelope/package.

<u>SEALED PROPOSAL:</u> DELIVER TO PURCHASING OFFICE <u>UNOPENED</u>	
From: _____	RFP# 297-CCC-12-00629LL CUSTOMER CONTACT CENTER CONSULTANT
_____ Name and Company of Offeror	

V. EVALUATION AND AWARD CRITERIA

- A. EVALUATION CRITERIA: Proposals shall be evaluated by Germanna using the following criteria:

<u>Evaluation Criteria</u>	<u>Weight</u>
Experience and qualifications of the offeror and of the personnel proposed for this project	30
Specific methodology and plans proposed to provide the services	30
Past performance of firm in similar projects	20
Proposed Price	20
TOTAL	100

VI. REPORTING AND DELIVERY INSTRUCTIONS

- A. The contractor will provide a monthly progress report beginning September 21, 2012 to the designated Germanna contract administrator outlining the following:
1. The specific tasks completed pursuant to the provisions of the contract and the completion dates of such tasks.
 2. The projected completion dates for the remaining specific tasks required by the contract.
- B. The contractor shall provide a final report set to consist of an “Original” and three (3) copies to the designated Germanna contract administrator not later than December 14, 2012.

VII. GENERAL TERMS AND CONDITIONS

A. **VENDORS MANUAL:** This solicitation is subject to the provisions of the Commonwealth of Virginia *Vendors Manual* and any changes or revisions thereto, which are hereby incorporated into this contract in their entirety. The procedure for filing contractual claims is in section 7.19 of the *Vendors Manual*. A copy of the manual is normally available for review at the purchasing office and is accessible on the Internet at www.eva.virginia.gov under “Vendors Manual” on the vendors tab.

B. **APPLICABLE LAWS AND COURTS:** This solicitation and any resulting contract shall be governed in all respects by the laws of the Commonwealth of Virginia and any litigation with respect thereto shall be brought in the courts of the Commonwealth. The agency and the contractor are encouraged to resolve any issues in controversy arising from the award of the contract or any contractual dispute using Alternative Dispute Resolution (ADR) procedures (*Code of Virginia*, § 2.2-4366). ADR procedures are described in Chapter 9 of the *Vendors Manual*. The contractor shall comply with all applicable federal, state and local laws, rules and regulations.

C. **ANTI-DISCRIMINATION:** By submitting their proposals, Offerors certify to the Commonwealth that they will conform to the provisions of the Federal Civil Rights Act of 1964, as amended, as well as the Virginia Fair Employment Contracting Act of 1975, as amended, where applicable, the Virginians With Disabilities Act, the Americans With Disabilities Act and § 2.2-4311 of the *Virginia Public Procurement Act (VPPA)*. If the award is made to a faith-based organization, the organization shall not discriminate against any recipient of goods, services, or disbursements made pursuant to the contract on the basis of the recipient's religion, religious belief, refusal to participate in a religious practice, or on the basis of race, age, color, gender or national origin and shall be subject to the same rules as other organizations that contract with public bodies to account for the use of the funds provided; however, if the faith-based organization segregates public funds into separate accounts, only the accounts and programs funded with public funds shall be subject to audit by the public body. (*Code of Virginia*, § 2.2-4343.1E).

In every contract over \$10,000 the provisions in 1. and 2. below apply:

1. During the performance of this contract, the contractor agrees as follows:
 - a. The contractor will not discriminate against any employee or applicant for employment because of race, religion, color, sex, national origin, age, disability, or any other basis prohibited by state law relating to discrimination in employment, except where there is a bona fide occupational qualification reasonably necessary to the normal operation of the contractor. The contractor agrees to post in conspicuous places, available to employees and applicants for employment, notices setting forth the provisions of this nondiscrimination clause.
 - b. The contractor, in all solicitations or advertisements for employees placed by or on behalf of the contractor, will state that such contractor is an equal opportunity employer.

- c. Notices, advertisements and solicitations placed in accordance with federal law, rule or regulation shall be deemed sufficient for the purpose of meeting these requirements.
2. The contractor will include the provisions of 1. above in every subcontract or purchase order over \$10,000, so that the provisions will be binding upon each subcontractor or vendor.
- D. **ETHICS IN PUBLIC CONTRACTING:** By submitting their proposals, Offerors certify that their proposals are made without collusion or fraud and that they have not offered or received any kickbacks or inducements from any other Offeror, supplier, manufacturer or subcontractor in connection with their proposal, and that they have not conferred on any public employee having official responsibility for this procurement transaction any payment, loan, subscription, advance, deposit of money, services or anything of more than nominal value, present or promised, unless consideration of substantially equal or greater value was exchanged.
- E. **IMMIGRATION REFORM AND CONTROL ACT OF 1986:** By entering into a written contract with the Commonwealth of Virginia, the Contractor certifies that the Contractor does not, and shall not during the performance of the contract for goods and services in the Commonwealth, knowingly employ an unauthorized alien as defined in the federal Immigration Reform and Control Act of 1986.
- F. **DEBARMENT STATUS:** By submitting their proposals, Offerors certify that they are not currently debarred by the Commonwealth of Virginia from submitting bids or proposals on contracts for the type of goods and/or services covered by this solicitation, nor are they an agent of any person or entity that is currently so debarred.
- G. **ANTITRUST:** By entering into a contract, the contractor conveys, sells, assigns, and transfers to the Commonwealth of Virginia all rights, title and interest in and to all causes of action it may now have or hereafter acquire under the antitrust laws of the United States and the Commonwealth of Virginia, relating to the particular goods or services purchased or acquired by the Commonwealth of Virginia under said contract.
- H. **MANDATORY USE OF STATE FORM AND TERMS AND CONDITIONS FOR RFP's:** Failure to submit a proposal on the official state form provided for that purpose may be a cause for rejection of the proposal. Modification of or additions to the General Terms and Conditions of the solicitation may be cause for rejection of the proposal; however, the Commonwealth reserves the right to decide, on a case by case basis, in its sole discretion, whether to reject such a proposal.
- I. **CLARIFICATION OF TERMS:** If any prospective Offeror has questions about the specifications or other solicitation documents, the prospective Offeror should contact the buyer whose name appears on the face of the solicitation in writing no later than five working days before the due date. Any revisions to the solicitation will be made only by addendum issued by the buyer.

J. PAYMENT:

1. To Prime Contractor:

- a. Invoices for items ordered, delivered and accepted shall be submitted by the contractor directly to the payment address shown on the purchase order/contract. All invoices shall show the state contract number and/or purchase order number; social security number (for individual contractors) or the federal employer identification number (for proprietorships, partnerships, and corporations).
- b. Any payment terms requiring payment in less than 30 days will be regarded as requiring payment 30 days after invoice or delivery, whichever occurs last. This shall not affect offers of discounts for payment in less than 30 days, however.
- c. All goods or services provided under this contract or purchase order, that are to be paid for with public funds, shall be billed by the contractor at the contract price, regardless of which public agency is being billed.
- d. The following shall be deemed to be the date of payment: the date of postmark in all cases where payment is made by mail, or the date of offset when offset proceedings have been instituted as authorized under the Virginia Debt Collection Act.
- e. **Unreasonable Charges.** Under certain emergency procurements and for most time and material purchases, final job costs cannot be accurately determined at the time orders are placed. In such cases, contractors should be put on notice that final payment in full is contingent on a determination of reasonableness with respect to all invoiced charges. Charges which appear to be unreasonable will be researched and challenged, and that portion of the invoice held in abeyance until a settlement can be reached. Upon determining that invoiced charges are not reasonable, the Commonwealth shall promptly notify the contractor, in writing, as to those charges which it considers unreasonable and the basis for the determination. A contractor may not institute legal action unless a settlement cannot be reached within thirty (30) days of notification. The provisions of this section do not relieve an agency of its prompt payment obligations with respect to those charges which are not in dispute (*Code of Virginia*, § 2.2-4363).

2. To Subcontractors:

- a. A contractor awarded a contract under this solicitation is hereby obligated:
 - (1) To pay the subcontractor(s) within seven (7) days of the contractor's receipt of payment from the Commonwealth for the proportionate share of the payment received for work performed by the subcontractor(s) under the contract; or
 - (2) To notify the agency and the subcontractor(s), in writing, of the contractor's intention to withhold payment and the reason.

- b. The contractor is obligated to pay the subcontractor(s) interest at the rate of one percent per month (unless otherwise provided under the terms of the contract) on all amounts owed by the contractor that remain unpaid seven (7) days following receipt of payment from the Commonwealth, except for amounts withheld as stated in (2) above. The date of mailing of any payment by U. S. Mail is deemed to be payment to the addressee. These provisions apply to each sub-tier contractor performing under the primary contract. A contractor's obligation to pay an interest charge to a subcontractor may not be construed to be an obligation of the Commonwealth.
 3. Each prime contractor who wins an award in which provision of a SWAM procurement plan is a condition to the award, shall deliver to the contracting agency or institution, on or before request for final payment, evidence and certification of compliance (subject only to insubstantial shortfalls and to shortfalls arising from subcontractor default) with the SWAM procurement plan. Final payment under the contract in question may be withheld until such certification is delivered and, if necessary, confirmed by the agency or institution, or other appropriate penalties may be assessed in lieu of withholding such payment.
 4. The Commonwealth of Virginia encourages contractors and subcontractors to accept electronic and credit card payments.
- K. **PRECEDENCE OF TERMS:** The following General Terms and Conditions *VENDORS MANUAL*, *APPLICABLE LAWS AND COURTS*, *ANTI-DISCRIMINATION*, *ETHICS IN PUBLIC CONTRACTING*, *IMMIGRATION REFORM AND CONTROL ACT OF 1986*, *DEBARMENT STATUS*, *ANTITRUST*, *MANDATORY USE OF STATE FORM AND TERMS AND CONDITIONS*, *CLARIFICATION OF TERMS*, *PAYMENT* shall apply in all instances. In the event there is a conflict between any of the other General Terms and Conditions and any Special Terms and Conditions in this solicitation, the Special Terms and Conditions shall apply.
- L. **QUALIFICATIONS OF OFFERORS:** The Commonwealth may make such reasonable investigations as deemed proper and necessary to determine the ability of the Offeror to perform the services and the Offeror shall furnish to the Commonwealth all such information and data for this purpose as may be requested. The Commonwealth reserves the right to inspect offeror's physical facilities prior to award to satisfy questions regarding the offeror's capabilities. The Commonwealth further reserves the right to reject any proposal if the evidence submitted by, or investigations of, such Offeror fails to satisfy the Commonwealth that such Offeror is properly qualified to carry out the obligations of the contract and to provide the services contemplated therein.
- M. **TESTING AND INSPECTION:** The Commonwealth reserves the right to conduct any test/inspection it may deem advisable to assure goods and services conform to the specifications.
- N. **ASSIGNMENT OF CONTRACT:** A contract shall not be assignable by the contractor in whole or in part without the written consent of the Commonwealth.

O. **CHANGES TO THE CONTRACT:** Changes can be made to the contract in any of the following ways:

1. The parties may agree in writing to modify the scope of the contract. An increase or decrease in the price of the contract resulting from such modification shall be agreed to by the parties as a part of their written agreement to modify the scope of the contract.
2. The Purchasing Agency may order changes within the general scope of the contract at any time by written notice to the contractor. Changes within the scope of the contract include, but are not limited to, things such as services to be performed, the method of packing or shipment, and the place of delivery or installation. The contractor shall comply with the notice upon receipt. The contractor shall be compensated for any additional costs incurred as the result of such order and shall give the Purchasing Agency a credit for any savings. Said compensation shall be determined by one of the following methods:
 - a. By mutual agreement between the parties in writing; or
 - b. By agreeing upon a unit price or using a unit price set forth in the contract, if the work to be done can be expressed in units, and the contractor accounts for the number of units of work performed, subject to the Purchasing Agency's right to audit the contractor's records and/or to determine the correct number of units independently; or
 - c. By ordering the contractor to proceed with the work and keep a record of all costs incurred and savings realized. A markup for overhead and profit may be allowed if provided by the contract. The same markup shall be used for determining a decrease in price as the result of savings realized. The contractor shall present the Purchasing Agency with all vouchers and records of expenses incurred and savings realized. The Purchasing Agency shall have the right to audit the records of the contractor as it deems necessary to determine costs or savings. Any claim for an adjustment in price under this provision must be asserted by written notice to the Purchasing Agency within thirty (30) days from the date of receipt of the written order from the Purchasing Agency. If the parties fail to agree on an amount of adjustment, the question of an increase or decrease in the contract price or time for performance shall be resolved in accordance with the procedures for resolving disputes provided by the Disputes Clause of this contract or, if there is none, in accordance with the disputes provisions of the Commonwealth of Virginia *Vendors Manual*. Neither the existence of a claim nor a dispute resolution process, litigation or any other provision of this contract shall excuse the contractor from promptly complying with the changes ordered by the Purchasing Agency or with the performance of the contract generally.

P. **DEFAULT:** In case of failure to deliver goods or services in accordance with the contract terms and conditions, the Commonwealth, after due oral or written notice, may procure them from other sources and hold the contractor responsible for any resulting additional purchase and administrative costs. This remedy shall be in addition to any other remedies which the Commonwealth may have.

- Q. **TAXES:** Sales to the Commonwealth of Virginia are normally exempt from State sales tax. State sales and use tax certificates of exemption, Form ST-12, will be issued upon request. Deliveries against this contract shall usually be free of Federal excise and transportation taxes. The Commonwealth's excise tax exemption registration number is 54-73-0076K.
- R. **INSURANCE:** By signing and submitting a bid or proposal under this solicitation, the bidder or Offeror certifies that if awarded the contract, it will have the following insurance coverage at the time the contract is awarded. For construction contracts, if any subcontractors are involved, the subcontractor will have workers' compensation insurance in accordance with §§ 2.2-4332 and 65.2-800 et seq. of the *Code of Virginia*. The bidder or offeror further certifies that the contractor and any subcontractors will maintain these insurance coverage during the entire term of the contract and that all insurance coverage will be provided by insurance companies authorized to sell insurance in Virginia by the Virginia State Corporation Commission.

MINIMUM INSURANCE COVERAGES AND LIMITS REQUIRED FOR MOST CONTRACTS:

1. Workers' Compensation - Statutory requirements and benefits. Coverage is compulsory for employers of three or more employees, to include the employer. Contractors who fail to notify the Commonwealth of increases in the number of employees that change their workers' compensation requirements under the *Code of Virginia* during the course of the contract shall be in noncompliance with the contract.
 2. Employer's Liability - \$100,000.
 3. Commercial General Liability - \$1,000,000 per occurrence. Commercial General Liability is to include bodily injury and property damage, personal injury and advertising injury, products and completed operations coverage. The Commonwealth of Virginia must be named as an additional insured and so endorsed on the policy.
 4. Automobile Liability - \$1,000,000 per occurrence. (Only used if motor vehicle is to be used in the contract.)
- S. **ANNOUNCEMENT OF AWARD:** Upon the award or the announcement of the decision to award a contract as a result of this solicitation, the purchasing agency will publicly post such notice on the DGS/DPS eVA VBO (www.eva.virginia.gov) for a minimum of 10 days.
- T. **DRUG-FREE WORKPLACE:** During the performance of this contract, the contractor agrees to (i) provide a drug-free workplace for the contractor's employees; (ii) post in conspicuous places, available to employees and applicants for employment, a statement notifying employees that the unlawful manufacture, sale, distribution, dispensation, possession, or use of a controlled substance or marijuana is prohibited in the contractor's workplace and specifying the actions that will be taken against employees for violations of such prohibition; (iii) state in all solicitations or advertisements for employees placed by or on behalf of the contractor that the contractor maintains a drug-free workplace; and (iv) include the provisions of the foregoing clauses in

every subcontract or purchase order of over \$10,000, so that the provisions will be binding upon each subcontractor or vendor.

For the purposes of this section, “*drug-free workplace*” means a site for the performance of work done in connection with a specific contract awarded to a contractor, the employees of whom are prohibited from engaging in the unlawful manufacture, sale, distribution, dispensation, possession or use of any controlled substance or marijuana during the performance of the contract.

- U. **NONDISCRIMINATION OF CONTRACTORS:** An offeror or contractor shall not be discriminated against in the solicitation or award of this contract because of race, religion, color, sex, national origin, age, disability, faith-based organizational status, any other basis prohibited by state law relating to discrimination in employment or because the offeror employs ex-offenders unless the state agency, department or institution has made a written determination that employing ex-offenders on the specific contract is not in its best interest. If the award of this contract is made to a faith-based organization and an individual, who applies for or receives goods, services, or disbursements provided pursuant to this contract objects to the religious character of the faith-based organization from which the individual receives or would receive the goods, services, or disbursements, the public body shall offer the individual, within a reasonable period of time after the date of his objection, access to equivalent goods, services, or disbursements from an alternative provider.
- V. **eVA BUSINESS-TO-GOVERNMENT VENDOR REGISTRATION:** The eVA Internet electronic procurement solution, website portal www.eVA.virginia.gov, streamlines and automates government purchasing activities in the Commonwealth. The eVA portal is the gateway for vendors to conduct business with state agencies and public bodies. All vendors desiring to provide goods and/or services to the Commonwealth shall participate in the eVA Internet e-procurement solution either through the eVA Basic Vendor Registration Service or eVA Premium Vendor Registration Service. All bidders or offerors must register in eVA and pay the Vendor Transaction Fees specified below; failure to register will result in the bid/proposal being rejected.
- Effective July 1, 2011, vendor registration and registration-renewal fees have been discontinued. Registration options are as follows:
- a. eVA Basic Vendor Registration Service: eVA Basic Vendor Registration Service includes electronic order receipt, vendor catalog posting, on-line registration, electronic bidding, and the ability to research historical procurement data available in the eVA purchase transaction data warehouse.
 - b. eVA Premium Vendor Registration Service: eVA Premium Vendor Registration Service includes all benefits of the eVA Basic Vendor Registration Service plus automatic email or fax notification of solicitations and amendments.

Vendor transaction fees are determined by the date the original purchase order is issued and are as follows:

- a. For orders issued prior to August 16, 2006, the Vendor Transaction Fee is 1%, capped at a maximum of \$500 per order.
- b. For orders issued August 16, 2006 thru June 30, 2011, the Vendor Transaction Fee is:
 - (i) DMBE-certified Small Businesses: 1%, capped at \$500 per order.
 - (ii) Businesses that are not DMBE-certified Small Businesses: 1%, capped at \$1,500 per order.
- c. For orders issued July 1, 2011 thru June 30, 2013, the Vendor Transaction Fee is:
 - (i) DMBE-certified Small Businesses: 0.75%, capped at \$500 per order.
 - (ii) Businesses that are not DMBE-certified Small Businesses: 0.75%, capped at \$1,500 per order.
- d. For orders issued July 1, 2013 and after, the Vendor Transaction Fee is:
 - (i) DMBE-certified Small Businesses: 1%, capped at \$500 per order.
 - (ii) Businesses that are not DMBE-certified Small Businesses: 1%, capped at \$1,500 per order.

The specified vendor transaction fee will be invoiced, by the Commonwealth of Virginia Department of General Services, approximately 30 days after the corresponding purchase order is issued and payable 30 days after the invoice date. Any adjustments (increases/decreases) will be handled through purchase order changes.

W. **AVAILABILITY OF FUNDS:** It is understood and agreed between the parties herein that the agency shall be bound hereunder only to the extent of the funds available or which may hereafter become available for the purpose of this agreement.

X. **SET-ASIDES.** This solicitation is set-aside for DMBE-certified small business participation only when designated "SET-ASIDE FOR SMALL BUSINESSES" in the solicitation. DMBE-certified small businesses are those businesses that hold current small business certification from the Virginia Department of Minority Business Enterprise. This shall not exclude DMBE-certified women-owned and minority-owned businesses when they have received the DMBE small business certification. For purposes of award, offerors shall be deemed small businesses if and only if they are certified as such by DMBE on the due date for receipt of proposals.

Y. **BID PRICE CURRENCY:** Unless stated otherwise in the solicitation, offerors shall state offer prices in US dollars.

Z. **AUTHORIZATION TO CONDUCT BUSINESS IN THE COMMONWEALTH:** A contractor organized as a stock or nonstock corporation, limited liability company, business trust, or limited partnership or registered as a registered limited liability partnership shall be authorized to transact business in the Commonwealth as a domestic or foreign business entity if so required by Title 13.1 or Title 50 of the *Code of Virginia* or as otherwise required by law. Any business entity described above that enters into a contract with a public body pursuant to the *Virginia Public Procurement Act* shall not allow its existence to lapse or its certificate of authority or

registration to transact business in the Commonwealth, if so required under Title 13.1 or Title 50, to be revoked or cancelled at any time during the term of the contract. A public body may void any contract with a business entity if the business entity fails to remain in compliance with the provisions of this section.

VIII. SPECIAL TERMS AND CONDITIONS

- A. **ADDENDUM CLAUSE:** By submitting a proposal, offeror agrees that any terms or conditions set forth in the said proposal, which are inconsistent with the terms and conditions set forth in this solicitation, shall be deemed null and void.
- B. **ADVERTISING:** In the event a contract is awarded for supplies, equipment, or services resulting from this proposal, no indication of such sales or services to Germanna Community College will be used in product literature or advertising. The contractor shall not state in any of its advertising or product literature that Germanna Community College has purchased or uses any of its products or services, and the contractor shall not include Germanna Community College in any client list in advertising, internet (web) or other promotional materials.
- C. **ADDITIONAL USERS:** This procurement is being conducted on behalf of state agencies, institutions and other public bodies who may be added or deleted at any time during the period of the contract. The addition or deletion of authorized users not specifically named in the solicitation shall be made only by written contract modification issued by this agency or institution and upon mutual agreement of the contractor. Such modification shall name the specific agency added or deleted and the effective date. The contractor shall not honor an order citing the resulting contract unless the ordering entity has been added by written contract modification.
- D. **AWARD TO OTHER THAN THE HIGHEST RANKING OFFEROR(S):** Selection shall be made of two or more offerors deemed to be fully qualified and best suited among those submitting proposals on the basis of the evaluation factors included in the Request for Proposals, including price, if so stated in the Request for Proposals. Negotiations shall be conducted with the offerors so selected. Price shall be considered, but need not be the sole determining factor. After negotiations have been conducted with each offeror so selected, the agency shall select the offeror(s) which, in its opinion, has made the best proposal(s) and shall award the contract to that offeror; however, the contract may be awarded to a reasonably ranked DMBE-certified small business offeror(s), which is other than the highest ranking offeror(s). The Commonwealth may cancel this Request for Proposals or reject proposals at any time prior to an award, and is not required to furnish a statement of the reasons why a particular proposal was not deemed to be the most advantageous (*Code of Virginia*, § 2.2-4359D). Should the Commonwealth determine in writing and in its sole discretion that only one offeror is fully qualified, or that one offeror is clearly more highly qualified than the others under consideration, a contract may be negotiated and awarded to that offeror. The award document will be a contract incorporating by reference all the requirements, terms and conditions of the solicitation and the contractor's proposal as negotiated.

- E. **BEST AND FINAL OFFER (BAFO):** At the conclusion of negotiations, the offeror(s) may be asked to submit in writing, a Best And Final Offer (BAFO). After the BAFO is submitted, no further negotiations shall be conducted with the offeror(s). The offeror's proposal will be rescored to combine and include the information contained in the BAFO. The decision to award will be based on the final evaluation including the BAFO.
- F. **BID ACCEPTANCE PERIOD:** Any bid in response to this solicitation shall be valid for **60** days. At the end of the **60** days the bid may be withdrawn at the written request of the bidder. If the bid is not withdrawn at that time it remains in effect until an award is made or the solicitation is canceled.
- G. **CANCELLATION OF CONTRACT:** The Purchasing Agency (Germanna Community College) reserves the right to cancel and terminate any resulting contract, in part or in whole, without penalty, upon 30 days written notice to the contractor. In the event the initial contract period is for more than 12 months, the resulting contract may be terminated by either party, without penalty, after the initial 12 months of the contract period upon 60 days written notice to the other party. Any contract cancellation notice shall not relieve the contractor of the obligation to deliver and/or perform on all outstanding orders issued prior to the effective date of cancellation.
- H. **CONFIDENTIALITY OF PERSONALLY IDENTIFIABLE INFORMATION:** The contractor assures that information and data obtained as to personal facts and circumstances related to clients will be collected and held confidential, during and following the term of this contract, and will not be divulged without the individual's and the agency's (Germanna Community College) written consent and only in accordance with federal law or the *Code of Virginia*. Contractors who utilize, access, or store personally identifiable information as part of the performance of this contract are required to safeguard this information and immediately notify the agency and buyer of any breach or suspected breach in the security of such information. Contractors shall allow the agency to both participate in the investigation of incidents and exercise control over decisions regarding external reporting. Contractors and their employees working on this project may be required to sign a confidentiality statement.
- I. **eVA BUSINESS-TO-GOVERNMENT CONTRACTS AND ORDERS:** This solicitation/contract is expected to result in one purchase order, with the eVA transaction fee specified below assessed for any and all additional orders.
- a. For orders issued prior to August 16, 2006, the Vendor Transaction Fee is 1%, capped at a maximum of \$500 per order.
 - b. For orders issued August 16, 2006 thru June 30, 2011, the Vendor Transaction Fee is:
 - (i) DMBE-certified Small Businesses: 1%, capped at \$500 per order.
 - (ii) Businesses that are not DMBE-certified Small Businesses: 1%, capped at \$1,500 per order.
 - c. For orders issued July 1, 2011 thru June 30, 2013, the Vendor Transaction Fee is:
 - (i) DMBE-certified Small Businesses: 0.75%, capped at \$500 per order.

(ii) Businesses that are not DMBE-certified Small Businesses: 0.75%, capped at \$1,500 per order.

- d. For orders issued July 1, 2013 and after, the Vendor Transaction Fee is:
- (i) DMBE-certified Small Businesses: 1%, capped at \$500 per order.
 - (ii) Businesses that are not DMBE-certified Small Businesses: 1%, capped at \$1,500 per order.

The specified vendor transaction fee will be invoiced, by the Commonwealth of Virginia Department of General Services, approximately 30 days after the corresponding purchase order is issued and payable 30 days after the invoice date. Any adjustments (increases/decreases) will be handled through purchase order changes. The eVA Internet electronic procurement solution, website portal www.eva.virginia.gov, streamlines and automates government purchasing activities in the Commonwealth. The portal is the gateway for vendors to conduct business with state agencies and public bodies.

Vendors desiring to provide goods and/or services to the Commonwealth shall participate in the eVA Internet e-procurement solution and agree to comply with the following: If this solicitation is for a term contract, failure to provide an electronic catalog (price list) or index page catalog for items awarded will be just cause for the Commonwealth to reject your bid/offer or terminate this contract for default. The format of this electronic catalog shall conform to the eVA Catalog Interchange Format (CIF) Specification that can be accessed and downloaded from www.eVA.virginia.gov. Contractors should email Catalog or Index Page information to eVA-catalog-manager@dgs.virginia.gov.

J. **LATE BIDS:** To be considered for selection, bids must be received by the issuing office by the designated hour and date. **No Exceptions.** The official time used in the receipt of bids is that time on the automatic time stamp machine in the issuing office. Bids received in the issuing office after the date and hour designated are automatically disqualified and will not be considered. The College is not responsible for delays in the delivery of mail by the U. S. Postal Service, private couriers, or the inter-college mail system. It is the sole responsibility of the Bidder to insure that its bids reach the issuing office by the designated date and hour.

K. **STATE CORPORATION COMMISSION IDENTIFICATION NUMBER:** Pursuant to Code of Virginia, §2.2-4311.2 subsection B, a bidder or offeror organized or authorized to transact business in the Commonwealth pursuant to Title 13.1 or Title 50 is required to include in its bid or proposal the identification number issued to it by the State Corporation Commission (SCC). Any bidder or offeror that is not required to be authorized to transact business in the Commonwealth as a foreign business entity under Title 13.1 or Title 50 or as otherwise required by law is required to include in its bid or proposal a statement describing why the bidder or offeror is not required to be so authorized. Indicate the above information on the SCC Form provided. Contractor agrees that the process by which compliance with Titles 13.1 and 50 is checked during the solicitation stage (including without limitation the SCC Form provided) is streamlined and not definitive, and the Commonwealth's use and acceptance of such form, or its acceptance of Contractor's statement describing why the bidder or offeror was not legally required to be authorized to transact business in the Commonwealth, shall not be conclusive of the issue and shall not be relied upon by the Contractor as demonstrating compliance.

IX. METHOD OF PAYMENT

The awarded contractor shall be paid using one of the following two methods:

Small Purchase Charge Card (SPCC): If the awarded contractor accepts credit cards in payment, Germanna will authorize payment by SPCC, currently Bank of America, VISA. If the contractor's eVA profile indicates acceptance of a credit card in payment, the Commonwealth will pay via credit card for invoices \$50,000.00 or less.

Payment (by check or ACH) will be made 30 days after satisfactory performance of the contract in all provisions thereof and upon receipt of a properly completed invoice, whichever is later; in accordance with the Virginia Prompt Payment Act. Ref.: Code of Virginia, Sections 11-62.1 through 11-62.9; "Prompt Payment Act" memorandum issued by the Office of the Comptroller, June 27, 1984.

To be considered eligible for payment invoices shall include the contract number, the purchase order number, itemized quantities, hourly price, and extended costs based on the proposed pricing schedule. All copies of invoices shall be forwarded directly to:

**Germanna Community College
Procurement Office, Room 900
2130 Germanna Highway
Locust Grove, VA 22508**

X. CONTRACT PRICING:

Offeror's shall provide their own pricing format that addresses the associated costs to provide all of the requested services specified herein. Additionally, Offeror's may also include pricing for additional services that may be necessary, but not specified herein. The pricing may be provided as (i) an overall total not to exceed, (ii) cost per component that will include all associated tasks, (iii) cost per specified tasks, or (iv) hourly rates, to include a not to exceed number of hours for either (a) the total project, (b) specific component, or (iii) each identified task.

Pricing submitted that include cost per hour, shall be all inclusive without any allowable reimburse expenses or per diem rates. Additionally, per hour rates will be billed as 'actual', and shall be validated by the Contract Administrator prior to acceptance and payment.

EXTRA CHARGES PROHIBITED: The proposal price shall be complete; and shall include all applicable freight and any other charges; extra charges invoked by the contractor shall not be honored or paid. These charges, for example, shall include but not be limited to fees for the use of the credit card for payment of invoices or any order-associated eVA fees. The Commonwealth expects that these costs, as well as all contractor business expenses will be built into the contractor's quoted price.

XI. ATTACHMENTS

The following attachments A and B must be completed and submitted as part of the proposal.

Attachment A
Offeror Data Sheet

Note: The following information is required as part of your response to this solicitation. Failure to complete and provide this sheet may result in finding your proposal nonresponsive.

1. Qualification: The vendor must have the capability and capacity in all respects to satisfy fully all of the contractual requirements.

2. Vendor's Primary Contact:

Name: _____ Phone: _____ email: _____

3. Years in Business: Indicate the length of time you have been in business providing this type of good or service:

_____ Years _____ Months

4. Vendor Information:

eVA Vendor ID or DUNS Number: _____

5. Indicate below a listing of at least four (4) current or recent accounts, either commercial or governmental, that your company is servicing, has serviced, or has provided similar goods. Include the length of service and the name, address, and telephone number of the point of contact.

A. Company: _____ Contact: _____

Phone:(_____) _____ email: _____

Project: _____

Dates of Service: _____

B. Company: _____ Contact: _____

Phone:(_____) _____ email: _____

Project: _____

Dates of Service: _____

C. Company: _____ Contact: _____

Phone:(_____) _____ email: _____

Project: _____

Dates of Service: _____

I certify the accuracy of this information.

Signed: _____ Title: _____ Date: _____

ATTACHMENT B

State Corporation Commission Form

Virginia State Corporation Commission (SCC) registration information.

The offeror:

is a corporation or other business entity with the following SCC identification number:

-OR-

is not a corporation, limited liability company, limited partnership, registered limited liability partnership, or business trust

-OR-

is an out-of-state business entity that does not regularly and continuously maintain as part of its ordinary and customary business any employees, agents, offices, facilities, or inventories in Virginia (not counting any employees or agents in Virginia who merely solicit orders that require acceptance outside Virginia before they become contracts, and not counting any incidental presence of the offeror in Virginia that is needed in order to assemble, maintain, and repair goods in accordance with the contracts by which such goods were sold and shipped into Virginia from offeror's out-of-state location)

-OR-

is an out-of-state business entity that is including with this proposal an opinion of legal counsel which accurately and completely discloses the undersigned offeror's current contacts with Virginia and describes why those contacts do not constitute the transaction of business in Virginia within the meaning of § 13.1-757 or other similar provisions in Titles 13.1 or 50 of the Code of Virginia.

****NOTE**** Check the following box if you have not completed any of the foregoing options but currently have pending before the SCC an application for authority to transact business in the Commonwealth of Virginia and wish to be considered for a waiver to allow you to submit the SCC identification number after the due date for proposals (the Commonwealth reserves the right to determine in its sole discretion whether to allow such waiver):

ATTACHMENT C

FREQUENTLY ASKED QUESTIONS

Business Office & Reception

1. My instructor said he/she may not be here...has my class been canceled?
2. I need to buy my books...when can I come in to do that?
3. When will the class schedule be ready?
4. I need to get in touch with my instructor...I don't know their name.
5. I want to sign up for the GED test.
6. I need the information center...I attended two years ago and I need to know if my email account is still available?
7. Many questions regarding Financial Aid especially the FASA form.
8. Parent calling in... I need to contact my child-they will need to stop at the store before they come home.
9. Plan to attend college... need to know enrollment steps
10. The name of the special needs counselor.
11. Who is your Veteran Affairs representative?
12. I need to know what classes are transferable?
13. Why does the college say I owe money for classes that I never attended?
14. Students calling in wanting you to give them their log-in information.
15. Students calling in wanting to know the office hours of operation for the Testing Center, Tutoring Center, ACC Lab, Library, Bookstore, A&R and the Cashier's Office.
16. Questions regarding classes that are being offered.
17. Problems signing up for classes on line.
18. Problems encountered with paying for classes on line.
19. Students wanting to sign up for or drop classes over the phone.
20. Students wanting to pay for classes over the phone...
 - a) This could be a major security issue regarding someone taking credit card information over the phone in an unsecured area- auditors require that this information be locked up in the safe.
 - b) This area would have to have the ability to place "do not drop" for students on classes.
 - c) Concern- credit card is declined.
 - d) Concern- this area would have to know when a student's account has been placed in collections and payments could not be received.
21. Students are having problems getting their instructors to respond to emails and want to call them.
22. Accepting payments by check after business office closes:
Concern- students who have had NSF checks are not allowed to pay by check ever again- must be cash or credit card (AIS will not accept any form of check payment).
23. Students call for copy of receipts, tax information regarding tuition payments (1098 end of year statement) and to ask about refund checks.
24. Transcript request .
25. Request for college catalogues.

26. The college has just started the spring semester... caller wants to know what classes are being offered in the fall and how soon they can sign up.
27. The names of instructors for specific classes.
28. Where are you located...need to know the directions to all 3 campuses.
29. Need to know what classes are held off campus and directions on how to get there.
30. The titles of heads of departments.
31. Calls concerning complaints against instructors...who can they complain to?
32. Dates and times for nursing test and the cost for the different tests.
33. Graduation questions- when and where; the keynote speaker, etc.
34. Does the college have an age limit on who can attend...son or daughter dropped out of high school and the parent wants to send them to college.
35. Inclement weather...will be bombarded with questions regarding class cancellations and why the school has not closed.
36. Comments in person and telephone calls regarding the flag if it is not flying correctly or why it is at half-mast.
37. Students will call in for assistance using the website
38. There is a lot of interaction with parents regarding their concerns over students ranging from grades, dropped classes, refunds and payment options-need to know FERPA and how it relates to information given out to students and parents.
39. Dealing with frustrated parents and students who are transferred to other departments that do not answer the phone...they call back repeatedly and vent their frustrations.
40. Evening instructors often need to have classrooms unlocked before their classes.
41. Call radio to locate security officer to assist students and instructors.
42. Reimbursement to students who lose money in vending machines.
43. Directions to areas in the building.
44. When will I receive my refund---Financial Aid or regular refund?
45. The bank has notified me that my check has been returned--what do I need to do?
46. I've received a scholarship that will pay my tuition--how is this handled?
47. Germanna has taken money from my tax refund---I didn't know I owed the college.
48. When will books be available for my classes?
49. Dates of sessions- parents trying to plan vacations, holiday trips, etc.
50. Is day care available at the college?
51. Provide ping pong balls for ping pong table in the student lounge.
53. Student has locked keys in vehicle and needs assistance.
54. The ATM is down and needs service call.
55. In the evening students are directed to cashier window when there is spillage on the floor or situations that require attention in the bathrooms.
56. We provide FRED bus schedule that includes the stop for Germanna.
57. We provide maps for the college buildings.
58. We maintain reservation for the state vehicles.
59. We provide all general office supplies to all departments.
62. What are the advising schedules for the nursing program?

63. ****Most Important**** - need to have information regarding special events being held by other departments within the college.

Counseling

1. Where do I go to...
 - a. Drop a class?
 - b. Print my schedule?
 - c. See my faculty advisor?
 - d. Talk to someone about financial aid?
 - e. Set up a placement test?
 - f. Get an ID made?
2. Do you know...
 - a. What my instructor's name is?
 - b. Where my faculty advisor is? She's not in her office.
 - c. All the schools that have programs in Interior Design?
 - d. When the SAT's are being given?
3. Schedule student/faculty appointments with counselors?
4. Triage--Assess needs and determine the best department /person to handle it?
5. Advise students of the admissions process.
6. Answer questions regarding the placement testing.
7. Work with faculty to process Early Alerts?
8. General questions from new, transfer, home-schooled, transient and returning students.
9. Requests to post items on the bulletin boards.
10. Questions regarding Career Counseling services.
11. Is the information you are providing me 100% true?

Workforce Technology

1. Answer questions regarding non-credit course offerings and course descriptions.
2. Address questions regarding Seniors registering for courses.
3. Reserve conference rooms in Workforce Technology area.
4. Direct students to Instruction department for credit course questions.
5. Take credit card information and submit to Business Office

Information Technology/Audio Visual

1. Who do I speak with in order to reset email passwords?
2. Who do I speak to about Blackboard issues?
3. Who do I speak to about SIS issues?
4. How do I connect to wireless?
5. How do I access the S drive?
6. How do I transfer files to USB drive?
7. How do I do common actions/changes in office apps?
8. How do I use the various different podiums on campus?
9. How do I use the Interactive Video systems?
10. How do I use AV equipment, the Symposiums, the Document Cameras, etc.?
11. What AV equipment is available for checkout & how to use it?

12. How do I use Outlook to schedule a meeting?
13. How do I submit a help desk request?
14. How do I access wireless on campus?

Admissions & Records

1. What do I need to do to attend Germanna?
2. I received the Welcome Letter and it says that I am out-of-state but I have lived here all my life.
3. How do I change my name, address, phone number or curriculum?
4. How do I get a transcript?
5. Why am I listed as Allied Health when I am in the nursing program?
6. Have you received my transcript from the last college I attended? Can I fax you my transcript?
7. I put in my application, how do I know if I've been accepted?
8. I tried to register online but the system won't let me, what should I do?
9. I've been attending one of the other VA Community Colleges, but want to take a class at Germanna. What do I need to do?
10. How do I access my Blackboard course?
11. Where can I go online to find a list of classes or programs?
12. My parent is in the military and he/she pays taxes to another state-can I still be considered for in-state tuition?
13. I'm calling from XYZ and I need to verify a student's enrollment or a degree, can you help me?
14. I'm interested in Germanna's Dual Enrollment Program, what do I need to do?
15. How do I add or drop a class?
16. I need a letter for my Insurance Company showing that I am a student at Germanna.
17. How do I update my email address?
18. How do I put in an application online?
19. How do I view my grades?
20. How do I get my class schedule?

Distance Learning

1. I don't know my password.
2. Blackboard doesn't seem to work.
3. I can't log in.

Instruction

1. Who does a person interested in teaching for the College (adjunct) contact?
2. Can I get a syllabus from (previous years)?
3. Can I see the Dean?
4. Can I leave a message for my instructor?
5. Can I leave a message for (my friend, son, daughter, etc.) who I believe is on campus?
6. Can you deliver a paper/package to my instructor?
7. Is (an instructor) in his/her office? Can I see my instructor?
8. Do you have a pencil/pen, folder, copy machine (office supplies, etc.)?
9. Can you tell me what book is being used for a class?
10. What courses are being taught and when?

11. Who will be my instructor?
12. I need to cancel class. (adjunct/faculty)
13. When is my exam?
14. Where is my class? I can't access my Blackboard.
15. Where can I print my homework?
16. How often do you offer a particular course?
17. How do you apply for an adjunct position?
18. Who can I speak with regarding an issue with an instructor?

Nursing

1. Do I have to have ten college credits to see an advisor?
2. Do I need to bring my transcripts?
3. Do we have advising at both campuses?
4. Can you transfer into the nursing program?
5. How long is the RN program and LPN program?
6. Can you audit the course?
7. How much does it cost?
8. Is there Financial Aid offered?
9. Is this a full time program?
10. Do you offer an online nursing program?

Financial Aid

1. Why haven't I been awarded financial aid yet?
2. Can I enroll without an award?
3. How can I check my application and award status online?
4. When will I receive my award?
5. What do I need to know about award adjustments, disbursements, and refunds?
6. What is the process for completing a FAFSA application?
7. What are the priority dates to have FAFSA application completed?
8. What is our school code?
9. Do I need to do anything else ie. Are there any further documents required?
10. Why must I provide my parents' information on my FAFSA even though I am on my own?
11. What do I need to do to apply for Summer aid?
12. How do I apply for work-study?
13. What work-study positions are available?
14. When can I charge books to my Financial aid?
15. I'm not making SAP (Satisfactory Academic Progress). What can I do?
16. What happens to my financial aid if I drop, withdraw from or fail this class?

Finance & administration

1. Answer questions and process facility rentals.
2. Address any contract management concerns with FAC/LGC Kitchens.
3. Answer questions regarding off-campus insurance forms.
4. Surplus/Government Deals questions.
5. Inclement weather notifications
6. Give directions to students/guests.

Academic Affairs & Student Services

1. Is conference room available (212, 211, 213, 225)?
2. I need to locate a faculty member?
3. Faculty needs to cancel a class.
4. I need to locate a security officer.
5. I need to get a message to a student .
6. Directions
7. Office hours for various departments.
8. How to apply to Germanna... adjunct/FT?
9. Accept application packets for prospective adjuncts.
10. Where is a particular meeting/function being held?
11. How do I access travel forms, vehicle request forms, forms that are located on the "S" drive?
12. Who can I complain to about a teacher?
13. Who can I complain to about service in the College?
14. The ACC is closed and I need to use a computer.
15. I need to speak with a counselor and the office is closed.