

**HACC — Central Pennsylvania’s Community College
Request for Proposal
RFP12-03: Novell to Microsoft Conversion**

Acknowledgement: Please acknowledge receipt and interest in this Request for Proposal (RFP) by completing the information requested below and faxing it to (717)901-4625.
Acknowledgement due date is August 31,2011.

Also, please include this page with your proposal.

Provider Name: _____ Contact Name: _____
Address (include City, State, Zip): _____
Phone: _____ Fax: _____ Email: _____

Check One: We will _____ will not _____ be responding to this RFP.
If not responding, please explain briefly: _____

DATES:		HACC CONTRACT INFORMATION:
Issued:	August 27, 2011	Thomas Fogarty, Executive Director, Procurement and Business Services or Garry Crider, Purchasing Manager Procurement Office /PC223 349 Wiconisco Street, Harrisburg PA 17110-2999 Phone: (717) 221-1300 Fax: (717) 901-4625
Deadline for Questions:	September 14, 2011 – 11:00AM	
Response to the Questions:	September 16, 2011 – 4:00PM	
Proposal Due Date:	September 27, 2011 – 11:00AM	
Award of Contract:	Following November 1, 2011 BOT meeting	
Board Meeting: Tuesday, November 1, 2011 All Firms who respond to the RFP will receive a notification letter in the mail within one week after the Board meeting. Bid results will be posted on HACC’s website: www.hacc.edu – Business & Community – Purchasing – Bid Results – Current Bid Results FY10.)		

Terms

- All proposals must be mailed or hand delivered in a **sealed, clearly marked** envelope with company name and proposal number. **Faxes are not acceptable.**
- All proposals must be signed by an authorized representative of the company.
- The College reserves the right to select all or any items on the RFP or to reject all proposals.
- Proposals must include all costs and shipping/handling/freight charges. HACC is tax exempt.
- Do not include a copy of this entire RFP document with your response. Only include this page.
- Budgets must be clearly subtotaled and totaled, with one “bottom line dollar amount.”
- The copyright of all renderings made for this project shall be the property of the College.

**HACC — Central Pennsylvania's Community College
Harrisburg, PA**

**Request for Proposal, #RFP12-03
for
Novell to Microsoft Conversion**

Deadline to Submit Proposals: September 27, 2011 @ 11:00 a.m.
Sealed Proposals Must Be Delivered to: HACC, Procurement and Business Services
Room PC223
349 Wiconisco Street
Harrisburg, PA 17110

For information concerning the RFP process, required format and the schedule of activities, please direct questions to:

Thomas J. Fogarty, Executive Director
HACC — Central Pennsylvania's Community College
Procurement and Business Services, PC223
Harrisburg, PA 17110
Telephone: (717) 221- 1300 x 1640
Email: tjfogart@hacc.edu

Or

Garry Crider
Procurement Services Manager
Telephone: (717) 221- 1300 x 1645
Email: cgcrider@hacc.edu

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- A. Novell to Microsoft Conversion: Business CaseAttachment
- B. Novell to Microsoft Conversion Assessment: Active Directory Design.....Attachment
- C. Novell to Microsoft Conversion Assessment: Exchange 2010 Design.....Attachment
- D. Novell to Microsoft Conversion Assessment: Microsoft System Reference
ArchitectureAttachment
- E. Novell to Microsoft Conversion Assessment: Identify Management Design & Plan
.....Attachment

Key Dates

Important dates including proposal deadlines are shown below. Dates indicated are tentative and may be changed during the RFP process due to revision of any part of the RFP because of questions from Offerors and/or additional information requested after the proposal opening. A formal addendum to this RFP will be issued to the Offerors notifying of any changes to these dates.

Activity	Date & Time
Advertisement	August 27, 2011
Deadline for questions	September 14, 11:00 AM
Answers to questions due	September 16, 4:00 PM via Addendum
Proposal opening	September 27, 2011 11:00 AM
Award of contract	Following November 1, 2011 BOT Meeting

Proposal Submission Contents

Proposals must include all information required

- a. Cover Letter
- b. Qualifications /Specifications
- c. Project Plan
- d. Project Proposal Cost (**sealed separately**)

Definitions

The following terminology shall be used throughout this RFP.

Campus: HACC, Central Pennsylvania’s Community College Campuses, Harrisburg, PA

College: HACC - Central Pennsylvania’s Community College

Provider, Offeror, Offeror: The company, firm or corporation formally submitting a response to this RFP

Contract: The purchase order generated by the final award

Purchaser: HACC - Central Pennsylvania’s Community College

Request for Proposal (RFP): The written proposal to provide services

I. Planning Requirements

A. Purpose

The College desires qualifications-based proposals detailing the migration of current servers running Novell Netware OS (NDS) to a Microsoft Server OS (AD) based system. This will include the migration of the Novell GroupWise email system to Microsoft Exchange, equipment, software, installation, implementation, and training.

B. Proposal Pricing Method

In a sealed envelope separate from the general proposal, cost proposals must include all costs associated with the migration and implementation of Microsoft Service OS. The total cost is to be proposed as a “not to exceed” amount and made part of the contents of the **separately sealed envelope**. Only the top rated proposals (See *VII B, Evaluation Criteria*) along with ties will have their sealed cost envelopes opened and scored accordingly.

C. Project Price Changes

Any changes in project work scope that alters costs must have prior approval from the Vice President for Finance and College Resources. HACC’s Executive Director of Procurement and Business Services will be the authorized representative of the College for purposes of interpretation of contract requirements.

D. Contract Standards

After the contract is awarded, it will be the provider’s responsibility to confirm, with the College's authorized representatives, that sufficient funds are available for the project through the issuance of a purchase order by the College (see *VIII. Award of Contract*).

The terms of this RFP and the proposal offered will take precedence over all contracts signed with respect to this project.

E. Invoices and Statements

Invoices must be descriptively itemized and must clearly indicate the applicable College purchase order number, including the project name, location, and HACC account number. Invoices must be submitted in duplicate before payment can be authorized. Monthly statements may be submitted for engagements that exceed 45 days up to 75% of total contract amount. The remaining balance is to be invoiced at time of project completion and acceptance.

A copy of the invoice statement is to be submitted to the “Bill to . . .” location identified on the purchase order.

Any invoice submitted without an approved College purchase order reference is subject to being classified as a gift to the College.

F. Payment

The College will make payment to the provider from the approved invoice. Payment will be accomplished within thirty (30) days of project acceptance or invoicing, whichever is later, if the project is as specified and the invoice statements are in proper form.

II. Request for Proposal

HACC formally invites responses to this (RFP) to provide a Novell to Microsoft Conversion for the College.

Offerors are advised to examine and investigate existing College environment before submitting a proposal.

Current Novell Network Environment at HACC

HACC is currently utilizing a Novell Netware/NDS as our directory platform and Network Operating System. The Novell infrastructure is comprised of centrally hosted and distributed Novell servers at each of our five campuses. Novell primarily supports file services for employees (faculty and staff) and GroupWise.

A. Scope of Work

Harrisburg Area Community College (HACC) is requesting a proposal that will detail the migration of servers running Novell Netware OS (NDS) to a Microsoft Server OS (AD) based system. This will include the migration of the Novell GroupWise email system to Microsoft Exchange, supplying all required equipment and software, installation, implementation, and training. A new Active Directory (AD) will need to be designed and implemented. User data will need to be migrated from Novell to Microsoft, and approximately 4000 email accounts will need to be moved to Exchange.

HACC contracted Moran Technology Consulting (MTC) from Naperville, Illinois to create a business case along with a plan to achieve the stated goal. MTC delivered to HACC five documents which laid out the roadmap for the migration. These documents (see Attachments) are:

- Business Case
- Microsoft Active Directory Design
- Microsoft Exchange 2010 Design
- Microsoft System Reference Architecture
- Identity Management Design & Plan

Using the plan established by MTC, HACC is looking for a vendor to provide the following:

Designate a project manager who will oversee the project and be a single point of contact for the project.

Implement the conversion from Novell OS and Novell GroupWise to Microsoft OS and Microsoft Exchange as detailed in the MTC plan.

Develop a detailed implementation timetable that is mutually agreeable between the vendor and HACC.

Provide all hardware and software as detailed in the MTC reports to assist in the migration. Detail Costs.

Any deviation from the design presented by MTC should be detailed and explained to HACC staff. Additional cost or cost savings should be identified. HACC must give approval for the change.

In the Business plan presented by MTC, several additional products were recommended to lower the overall TCO. These included HACC moving from GHOST hardware imaging to using SCCM to deploy new OS. The possible replacement of the existing Symantec Antivirus software in favor of Microsoft's Forefront Endpoint Protection. Replacement of the Proofpoint Anti-spam appliance in favor of Forefront Online Protection for Exchange and Replacement of the Messaging Architect email archiving system in favor of Exchange Archiving / Compliance / Discovery software. Please provide options and timelines for implementing these after the completion of the initial migration from Novell to Microsoft. Detail any costs that may be incurred by the College to procure, install and support these additional products.

Install Identity management software and integrate with Banner, AD, Exchange, Gmail, Desire2Learn (WebCT is listed in the MTC documentation), and Gmail for students. Also create the account provisioning as described. And implement password self service as described.

Provide training to the Information Technology staff who will support these new systems. Please provide a sample outline of topics to be covered. Include a cost per person for the course (including materials) or the cost of providing a trainer (include travel, etc.) for providing the training. If a trainer is to be brought onsite, how many people can be in each class, and how much time is required to complete the training.

Provide end user training. This training should be made available at each campus. Provide a sample outline of the topics to be covered. This training should be sufficiently detailed to orient the end user to login to the network, find their documents and use Outlook.

Provide a first year maintenance cost for supporting the new Windows (AD)/Exchange environment. Coverage should be Monday through Friday from 8am to 5pm. Include maintenance options for year 2 – 4.

Provide references that detail your company as qualified to perform this type of work.

B. RFP Clarification

Offerors may request an explanation of the intent or content of this RFP and clarification of procedures used for this procurement. No interpretation made to any Offeror as to the meaning of the RFP shall be binding on the College unless repeated in writing and distributed as an addendum by the College's Procurement and Business Services Office. Official written responses to all relevant written questions will be emailed or faxed by the College's Procurement and Business Services Office.

Requests for written explanation or clarification shall be made in writing and submitted in an envelope marked "Questions Related to RFP12-03" to HACC, Procurement and Business Services Office, ATTN: Thomas J. Fogarty, Executive Director, 349 Wiconisco Street, Suite 223, Harrisburg PA 17110, or by fax (717) 901-4625. Email questions are acceptable if they are directed to tjfogart@hacc.edu or cgrider@hacc.edu. Such requests must be received no later than September 14, 2011 @ 11:00 AM.

Failure of the Offeror to make appropriate inquiries, evaluate any special conditions, or verify requirements of this RFP shall not relieve the provider of responsibility for fulfilling the contract in accordance with the terms of this RFP.

Oral communication with any College employee, unit, department, or organization concerning this RFP is not binding on the College and shall in no way modify the RFP or the obligation of the College or the provider.

C. Addenda to the RFP

In the event that it becomes necessary to revise any part of this RFP, HACC's Procurement and Business Services Office will provide addenda in writing to the Offerors who indicate that they are interested by returning the acknowledgement and intent to bid page of this document (page 1). No oral statements, explanations, or commitments by whosoever made shall be of any effect except as the College's Procurement and Business Services Office has confirmed the same in writing.

D. Acceptance of Proposals

The College reserves the right in awarding the contract to consider the competency, responsibility, and suitability of the Offeror, as well as the services to be provided. The College further reserves the right to accept or reject any or all proposals, to waive any irregularities or informalities, and to award the contract in the best interest of the College. Neither the College nor any agent thereof on behalf of the College will be obligated in any way by any Offeror's response to this RFP.

The College also reserves the right to allow an Offeror to correct a defect in its Bid provided that correction of the defect does not alter the amount of the Bid or the scope of work required under the Bid.

III. General Contract Provisions

A. Examination of Contract Conditions

It is HACC's intent through this RFP and contract conditions contained herein to establish to the greatest possible extent clarity about the requirements of both parties to the contract resulting from the RFP.

Before submitting a proposal, the provider shall be thoroughly familiar with all contract conditions referred to in this document, and any addenda issued before the proposal submission date. Such addenda shall form a part of the RFP and shall be made a part of the contract. It shall be the provider's responsibility to ascertain that the proposal includes all addenda issued prior to the proposal submission date.

By submitting a response to this RFP, the Offeror represents that the Offeror has read and understands the contract specifications and conditions.

B. Contract Manager

HACC's Procurement and Business Services Office shall be the authorized representative of the College for purposes of interpretation of the contract requirements. Determination of adequacy of performance shall be the responsibility of the HACC Project Manager. Neither the College, nor the HACC Project Manager, nor any agent thereof, on behalf of the College, will supervise or be responsible for the actions of the provider's employees, sub-providers, or sub-provider's employees. The Project Manager shall be Tammy Witkowski, Director of System Services (717) 221-1300 x 1240.

C. Confidentiality of HACC Information

The selected Offeror may have access to, may obtain, or be given confidential information, including without limitation information concerning the College's business strategies, political and legislative affairs, students, faculty, employees, contractors, customer lists, finances, properties, methods of operation, computer and telecommunication systems, and software and documentation. Certain confidential information may be protected under the Family Educational rights and Privacy Act ("FERPA"), and the Gramm-Leach-Bliley Act.

The selected firm must have administrative, technical, and physical safeguards to protect the security, confidentiality, and integrity of the College's confidential information.

HACC may conduct discussions with Offerors in order to evaluate their abilities and responsiveness to the RFP. In order to facilitate the discussions and to allow Offeror to propose responsive solutions to HACC's needs and requirements, HACC is willing to disclose certain confidential information to Offeror, including without limitation information concerning HACC's business strategies, political and legislative affairs, students, employees, contractors, customer lists, finances, properties, methods of operation, computer and telecommunications systems, and software and documentation ("Confidential Information").

By submitting a proposal in response to this RFP, Offerors agree: (i) to use Confidential Information solely for purposes of responding to and discussing the RFP; and (ii) not to disclose, permit or cause use of, or provide access to Confidential Information to any third person or entity. Upon request by HACC, Offerors may be required to sign a Non-Disclosure Agreement.

IV. Rights and Remedies

A. Arbitration

All disputes between the parties to this agreement arising out of or in connection with the contract documents shall be submitted for arbitration. If arbitration is selected by the College, the College shall also select the number of arbitrators and the manner of arbitration, which shall be either: (1) arbitration according to the rules of the American Arbitration Association; or (2) referral to one of more arbitrators mutually agreed upon by the parties.

When a written decision of the College states that (1) the decision is final but subject to arbitration and (2) a demand for arbitration of a claim covered by such decision must be made within thirty (30) days after the date on which the party making the demand received the final written decision. Failure to demand arbitration within said thirty (30) days' period shall result in the College's decision becoming final and binding upon the College and provider.

In responding to a claim brought by a provider, the College shall have a minimum of forty-five (45) days in which to respond to a revised claim prior to the arbitration hearing.

B. Litigation

In the event that any term of this contract is the subject of litigation, it is hereby agreed that the parties in that litigation shall pay their own attorney's fees and court costs incurred, including court costs and attorney's fees incurred in appellate proceedings.

C. Venue and Jurisdiction

The terms and conditions herein constitute the sole and entire agreement among parties and the laws of the Commonwealth of Pennsylvania shall govern any disputes. In the event of litigation concerning this agreement, venue shall be in the County of Dauphin Courts, Harrisburg, PA.

D. Right to Audit

The College and appropriate designated representatives reserve the right to audit the College account records and other financial records of the provider, as they pertain to the College. Auditors selected by the College, if deemed necessary by the College shall, perform such audits.

E. Force Majeure

Neither party to this Agreement will be liable to the other for any failure or delay in performance under this Agreement due circumstances beyond its reasonable control including, without limitation, Acts of God, accident, labor disruption, acts, omissions and defaults of third parties, and official governmental and judicial action not the fault of the party failing or delaying in performance.

V. Proposal Submission

Any term or condition stated in this RFP document shall be considered accepted by the provider unless specifically objected to by the provider. The College may accept or reject provider's alternative proposals to the terms of this RFP. A proposal may be rejected if it is incomplete or conditional.

To receive consideration, proposals shall be made in agreement with the instructions as stated in this RFP, and such proposals and awards made therein shall be subject to all of the terms and conditions hereof:

A. Economy of Preparation

Proposals should be prepared simply and economically, providing a straightforward, concise description of the Offeror's capabilities to satisfy the requirements of the RFP. Special bindings, colored displays, promotional materials, etc., are not desired. Emphasis should be on completeness and clarity of content.

B. Incurred Cost

The College is not liable for any costs incurred by the Offeror in the preparation and presentation of their proposals.

C. Signatories

The proposal shall include information as requested throughout the RFP. The signature of all persons authenticating the proposal shall be printed and written in longhand in any designated area on page one (1) of the master copy. The proposal shall be signed with blue ink.

D. Proposal Deadline

To be considered for selection, proposals shall arrive at HACC's Procurement and Business Services Office, 349 Wiconisco Street, Suite 223, Harrisburg, PA, 17110, by 11:00 a.m. on or before September 27, 2011. Proposals must be in a sealed container, clearly marked "Proposal RFP #RFP12-03, Course/Learning Management System Plan." Pricing must be submitted in a separately sealed envelope. Allow time for normal mail delivery to ensure timely receipt of proposals by HACC's Procurement and Business Services Office. Proposals arriving after the deadline will not be considered. All proposals become the property of the College.

E. Number of Copies and Mailing of Proposal

Nine (9) copies of the general proposal will be submitted in a sealed container clearly marked with the name of the proposal and labeled "Proposal RFP12-03, Novell to Microsoft Conversion." One (1) of the copies shall be marked "Master Copy" and will contain original signatures. The remaining copies do not require original signatures. **No cost information is to be contained in the general proposal.**

In a separate sealed envelope please submit one copy of the proposal. The proposals must be addressed as follows:

Proposal RFP # RFP12-03
HACC Procurement and Business Services
ATTN: Thomas J. Fogarty
Three Penn Center
Room PC223
349 Wiconisco Street,
Harrisburg PA 17110

VI. Format for Proposal

The proposal shall be **clear, concise and limited to no more than 20 pages**. Use a table of contents or tabs for ease in finding necessary information is encouraged. The title page accompanying the proposal shall be signed by the person or persons required and authorized to legally bind the firm to the proposal and shall specifically state that the firm shall complete all services set forth in the proposal within the proposed time limits to the satisfaction of the College. Proposal shall be on 8 ½ x 11 paper only.

A. Cover Letter

The cover letter shall contain a brief introduction of the provider and the proposal. The letter shall be concise and need not repeat any of the detailed information set forth in the proposal; however, any terms or conditions of this RFP to which the provider objects and/or does not accept shall be clearly stated in the cover letter along with any alternatives or further explanation. At a minimum, the cover letter page shall be on company letterhead and shall include the name and working address of the firm submitting a proposal, the name and telephone number of the primary company representative to be contacted with reference to the proposal, and the date of submission.

B. Provider Qualifications/Specifications

Each proposal must contain a completed base proposal identifying the Lead Project Manager qualifications in accordance with this RFP's minimal requirements. The College reserves all rights as to the evaluation of any and all responses to the base proposal submitted by each provider and to the College's determination of the provider's qualifications.

C. Provider History

Each proposal must include a brief (one page) profile demonstrating an established, successful track record of past performance in providing services closely related to the requirements specified in this RFP. Explain the firm's experience with projects of similar size and scope, qualifications and work experience of specific staff who will be assigned and sub-consultants to the project, number of years in business, and history of the firm.

In addition, provide three references containing data regarding community college and/or university projects the firm has completed successfully during the past five years. This description of previous projects shall include overall size, value, owner's name, address and telephone number.

D. Project Plan

Each proposal must include a draft project plan that includes a list of specific tasks, timeline for their completion, and expected outcomes. It is assumed that the project will include routine updates to identified College personnel. The project plan should explain any processes for communicating progress and processes for resolving any misunderstandings about project deliverables.

Subcontracted work must be clearly identified and cost included in the not to exceed pricing structure.

Provide a time table, by phase, for each project for which the firm is providing a proposal. Include a one page resume for each project manager by discipline (excluded from 20 page maximum) highlighting relevant experience. List only those individuals who will be assigned to the project.

Provide a detailed training schedule for the Information Technology staff and the end user training for each Campus.

Identify any deviations and cost savings from the design presented in the MTC reports.

E. Project Cost

An itemized fee breakdown by task for all costs must be provided as part of the proposal. The total cost is to be proposed as a “not to exceed” amount.

VII. Evaluation

A. Proposal Process

1. After the date established for receipt of proposals, a register of proposals shall be prepared which shall include the name of each Offeror. The register of proposals shall be open to public inspection only after proposal opening. No additional proposals will be accepted after the opening date.
2. The evaluation shall be based on the evaluation factors set forth in this RFP. Factors not specified in the RFP shall not be considered.
3. For the purpose of conducting discussions, proposals shall be initially classified as:
 - a. responsive; or
 - b. non-responsive
4. Discussions may be held with one or more Offerors to:
 - a. Promote understanding of the College's requirements and the provider proposals;
 - b. Facilitate arriving at a contract that will be most advantageous to the College taking into consideration all factors set forth in the RFPs;
 - c. Discussions may include oral presentations, interviews, and demonstrations, responses to specific questions, modifications, and negotiations. Offers shall not be informed of their rank at the time of discussions. The College reserves the right to visit and inspect other sites of the potential provider;
 - d. Offerors must be prepared to send qualified personnel to discuss technical and contractual aspects of the proposal;
 - e. One or more Offerors may be provided an opportunity to submit a "best and final" offer.
5. References and the credit and financial responsibility of the proposals may be verified as appropriate.

B. Evaluation Criteria

All proposals must meet or exceed mandatory requirements outlined in this RFP in order to be reviewed. Those proposals meeting the minimum mandatory requirements will be considered based upon a point scoring evaluation system described in this section.

Information and data for scoring will come from information supplied with the provider's proposal from the references and any clarification information requested by the College. Points will be tallied for three areas: *Qualifications/Specifications*, *Project Plan*, and *Total Cost* of the proposal. The maximum possible points for the combined areas will be 100 points.

Provider Qualifications & Specifications and Provider History (35 points maximum)

Information provided by references and in the general proposal will be evaluated and awarded a maximum of 35 points. Particular attention will be given to prior experience with projects of similar size and scope as well as the qualifications and work experience of specific staff who will be assigned and sub-consultants to the project, and references.

Project Plan (45 points maximum)

The project plan will be evaluated for feasibility, completeness, and thoroughness in addressing the scope of work. Particular attention will be given to feasibility of

providing project time line, completeness of a project plan, and a training schedule designed for the Information Technology staff and the end users for each Campus.

Total Cost (10 points maximum)

SUBMITTED IN SEALED SEPARATE ENVELOPE

The cost envelopes of the top rated proposals in the areas above, along with ties, will be opened and will receive points according to the following formula:

$$\frac{\text{Lowest cost}}{\text{Proposal being evaluated}} \times \text{maximum points (10)} = \text{points awarded}$$

The remaining proposals will not receive points for cost.

VIII. Award

The College will review all proposals. The College reserves the right to cancel the selection process or the negotiations when a selection is made or at anytime prior to entering into a formal written agreement with the provider.

The College intends to execute a contract with the provider submitting the proposal which the College determines to best meet the College's requirements. The College will be the sole judge of the acceptance of any and all proposals.

In awarding the contract, the College may take the following into consideration: the references, experience, responsibility, reputation, financial standing of the respondent, and the ability of the provider to provide an advantageous time schedule for providing service. The inability of any respondent to meet the requirements may be cause for rejection of the proposal.

After selection approval by the College's BOT, HACC's Procurement and Business Services Office will cause a contract/purchase order to be prepared for signatures by both parties. A contract will be issued to the responsible provider whose proposal is the most advantageous to the College, taking into consideration all evaluation factors. No other evaluation criteria, other than that outlined in this proposal, will be used.