



**Kennebec Valley Community College
92 Western Avenue
Fairfield, ME 04937**

**Competitive Bid
Request for Proposal
This is Not an Order**

Comprehensive Retention Solution

Date: December 21, 2023

Proposal Due On: January 12, 2024

Return Proposal To: **Brianne Pushor, Dean of Facilities & Operations**
Kennebec Valley Community College
92 Western Avenue
Fairfield, Maine 04937

Telephone: (207)-453-5076

Email: bpushor@kvcc.me.edu

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Competitive Bid Request for Proposal Comprehensive Retention Solution

1.0 Introduction

Kennebec Valley Community College (KVCC) is soliciting proposals to procure a comprehensive retention solution to allow for a more coordinated approach to student retention.

A detailed explanation of the scope and specifications is contained in **Section 6.0, Scope of Services**. Preference will be given to the proposals conforming to the specifications provided; however, alternate recommendations may be considered. If a vendor chooses to make inquiries on the specifications provided, the rules set forth in **Section 8.0, Interpretation of Contract Documents**, apply. KVCC reserves the right to accept or reject any or all of the proposals received, in part or in whole.

2.0 Background

Kennebec Valley Community College is a comprehensive community college offering technical, career, and transfer education in addition to customized training for businesses and industries in Kennebec, Somerset, Waldo and Knox Counties. The College is located on two campuses in mid-Maine. Its 70-acre main campus in Fairfield, Maine is reached by taking Exit 132 off Interstate 95. The 600-acre Harold Alfond Campus is located seven miles north of the Fairfield campus on U.S. Route 201 in Hinckley, Maine.

3.0 Schedule / Modifications

Description	Day/Date	Time
RFP Issued	December 21, 2023	
Presentation	By Appointment	By Appointment
Proposals Due On	January 12, 2024	3:00 P.M. ET
Award Decision & Notification	January 26, 2024	

4.0 Examination of Specifications and Schedule

Each bidder or authorized agent is expected to examine the bid specifications, contract documents and all other instructions pertaining to this RFP. Failure to do so will be at the bidder's own risk, and the bidder cannot

secure relief on the plea of error in the bid. KVCC reserves the right to accept or reject any and all bids in part or in whole.

5.0 Submission of Bids

The Proposal, which must be signed by a person having proper authority to legally obligate the offering company, along with any additional supporting material, **must be received no later than January 12, 2024 by 3:00 PM. (ET).**

All proposals are to be marked “Comprehensive Retention Solution” and mailed to:

Brianne Pushor
Dean of Facilities & Operations
Kennebec Valley Community College
92 Western Avenue
Fairfield, ME 04937

Proposals may also be e-mailed to: bpushor@kvcc.me.edu, with the subject line “Comprehensive Retention Solution”

6.0 Scope of Services

The Scope of Services set forth in this Request for Proposal (RFP) represents an outline of the services the College anticipates the successful proposer to perform and is presented for the primary purpose of allowing the College to compare proposals. The precise scope of services shall be negotiated between the College and the successful Proposer.

6.1 Scope

Scope and Goals: The student retention rate is often used as an indicator of student and institutional success, a combination of student satisfaction and positive educational outcomes. Increasing the retention rate improves Kennebec Valley Community College’s financial stability, as more students remain enrolled. Our current retention efforts lack a retention software option for tracking student retention including early alerts. The College is seeking a solution that will allow a coordinated approach to student retention.

The retention solution we seek will offer the following:

- The solution will support traditional, non-traditional, and online student populations.
- The solution is an intuitive and user-friendly tool that will increase and enhance the efficiencies, productivity, and capabilities of our functional users.
- Predictive algorithms and student surveys.
- The solution should offer proactive initiatives, with seamless interactions for students, faculty, and staff that enable our institutions to achieve successful student outcomes.
- A tool that will easily facilitate collaboration across campus units/department/offices to ensure students are being supported by all necessary means in a timely manner.
- The solution will be capable of interfacing with other critical systems to maximize the use of available student information, and minimize the number of systems our students, staff,

and faculty must engage with.

- Robust communication tools that allow the College to reach students in timely, modern, and convenient ways.
- Reports, dashboards, and analytics to support the needs of various stakeholders.

6.2 Specifications

The following specifications are minimum acceptable requirements.

1. Delivery Model

- a. Cloud
- b. SaaS
- c. Knowledge Base
- d. Service Desk
- e. Subscription

2. Product Features

- a. Can add attributes (Free College, JMG, TRiO, Student Athlete, etc.)
- b. Can support automated alerts when a student misses a milestone (ex: low grade on a required course, multiple absences, etc.)
- c. Clear and easy to use dashboards
- d. Contains the early alert system
- e. Easy advising notes that are shared with entire success team
- f. Easy query access
- g. Has student photo ID images
- h. Has triaging of cases with support team

3. Student Engagement

- a. Ad hoc student surveys/Quick polls
- b. Appointment scheduling
- c. Includes ways to provide kudos and positive feedback
- d. Mail merge style group communication tools (to integrate name, program, etc.)
- e. Student portals with highlighted “To Do List” items
- f. Texting reminders

4. Integrations

- a. Able to easily view financial/student account holds (with details)
- b. Access to student documents such as SAP/academic plans
- c. Alerts are received in a timely fashion on a dashboard or via email
- d. Integrates with attendance reporting
- e. Jenazbar and Anthology integration (both ways)
- f. Real-time data

- g. Tracks New Student Orientation completion (Comevo) & one-on-one onboarding meetings
- h. Outlook integration
- i. Zoom integration
- j. Teams integration

7.0 Contractor's Insurance

The Contractor shall maintain throughout the term of the agreement general liability insurance to insure against all claims of bodily injury or death, and property damage, arising out of work performed under this agreement. Such insurance shall provide coverage in an amount not less than \$1,000,000 per occurrence and shall list KVCC as an added insured Contractor shall also maintain worker's compensation insurance in amounts required by state law.

8.0 Interpretation of Contract Documents

No oral interpretation will be provided to any bidder as to the meaning of the specifications or other contract documents. Every request for such interpretation shall be made in writing at least three (3) or more days before the proposal due date and submitted to:

Brianne Pushor, Dean of Facilities & Operations
Comprehensive Retention Solution
Kennebec Valley Community College
92 Western Avenue Fairfield,
ME 04937

or via email at bpushor@kvcc.me.edu

Any interpretation made to a bidder will be issued in the form of an addendum to the contract/bid documents which, if issued, shall be sent as promptly as practicable to all persons to whom the specifications have been issued. All such addenda shall become part of the contract/bid documents.

9.0 Bid Review and Evaluation

The College reserves the right to reject all proposals, to waive any informalities and technicalities, and to solicit and re-advertise for new proposals, or to abandon the project in its entirety. The College reserves the right to make the award to that proposer who, in the opinion of the College, will be in the best interest of and/or the most advantageous to the College.

1. Evaluation Method (update as needed)
 - a. Technical ability to meet the outlined specifications
 - b. Specification match and variations
 - c. Added value features of proposal
 - d. Past performance and references
 - e. Cost of base proposal
 - f. Rates for additional labor and equipment
 - g. Price of additional services

10.0 Preparation of Bids

KVCC seeks the proposal that meets the specifications noted in this RFP. KVCC will review all proposals. The bidder shall include with the proposal any terms and conditions specific to their proposal. Each valid proposal shall include:

- The contractor's name(s)
- Contact information (Address, phone, Fax, Email)
- Company quote with detailed specifications and pricing
- Company specific terms and conditions

11.0 Withdrawal of Bids

All proposals must be valid for at least thirty (30) days after the proposal due date, after which time proposals shall expire unless the proposer had been notified and agrees to an extension.

KVCC reserves the right to modify or withdraw this invitation, to reject any or all proposals, and to terminate any subsequent negotiations at any time. KVCC also reserves the right to choose the proposal that best meets the needs of its facility and training programs.

12.0 Taxation and Compliance

Maine Community College System d/b/a Kennebec Valley Community College is an educational institution organized under the laws of the State of Maine and so its purchase of goods is exempt from state, federal, and local sales and use taxes. The successful bidder agrees to comply with all applicable federal, state and local statutes, laws, codes, rules, regulations, ordinances and orders in the performance of the Contract.

13.0 Prohibited Terms and Conditions

NOTICE TO VENDORS AND BIDDERS: STANDARD TERMS AND CONDITIONS APPLICABLE TO ALL MCCS CONTRACTS

The following standard contracting terms and conditions are incorporated and shall become a part of any final contract that will be awarded by any college or other operating unit of the Maine Community College System (collectively "MCCS"). These terms and conditions derive from the public nature and limited resources of the MCCS. **MCCS DOES NOT AGREE TO:**

1. Provide any defense, hold harmless or indemnity;
2. Waive any statutory or constitutional immunity;
3. Apply the law of a state other than Maine;
4. Procure types or amounts of insurance beyond those MCCS already maintains or waive any rights of subrogation;
5. Add any entity as an additional insured to MCCS policies of insurance;
6. Pay attorneys' fees; costs, including collection costs; expenses or liquidated damages;
7. Promise confidentiality in a manner contrary to Maine's Freedom of Access Act;
8. Permit an entity to change unilaterally any term or condition once the contract is signed;
9. Automatic renewals for term(s) greater than month-to-month;

10. Limitations on MCCA's recovery of lawful damages incurred as a result of breach of the contract;
11. Limitation of the time period under which claims can be made or actions brought arising from the contract;
12. Vendor's terms prevailing over MCCA's standard terms and conditions, including addenda; and
13. Unilateral modifications to the contract by the vendor.

BY SUBMITTING A RESPONSE TO A REQUEST FOR PROPOSAL, BID OR OTHER OFFER TO DO BUSINESS WITH MCCA, YOUR ENTITY UNDERSTANDS AND AGREES THAT:

1. The above standard terms and conditions are thereby incorporated into any agreement entered into between MCCA and your entity; that such terms and condition shall control in the event of any conflict with such agreement; and that your entity will not propose or demand any contrary terms;
2. The above standard terms and conditions will govern the interpretation of such agreement notwithstanding the expression of any other term and/or condition to the contrary;
3. Your entity will not propose to any college or other operating unit of the MCCA any contractual documents of any kind that are not in at least 11-point black font on a white background and completely contained in one Word or PDF document, and that any references to terms and conditions, privacy policies or any other conditions referenced outside of the contract will not apply; and
4. Your entity will identify at the time of submission which, if any, portion or your submitted materials are entitled to "trade secret" exemption from disclosure under Maine's Freedom of Access Act; that failure to so identify will authorize MCCA to conclude that no portions are so exempt; and that your entity will defend, indemnify and hold harmless MCCA in any and all legal actions that seek to compel MCCA to disclose under Maine's Freedom of Access Act some or all of your submitted materials and/or contract, if any, executed between MCCA and your entity.