REQUEST FOR PROPROSAL (RFP)
#2017-02-24

SUPPORT SERVICES FOR DEVELOPMENT OF CANADIAN POST-SECONDARY DATA EXCHANGE MODEL

Issued: February 8, 2017
Due Date: February 24, 2017

(private and confidential)

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SECTION 1: INTRODUCTION

(ARUCC) (http://www.arucc.ca/en/) has established a task force to champion the engagement of Canadian institutions in the implementation of the Groningen Declaration by fostering an ethos, culture and network that removes impediments for data portability, and provides the foundation for student mobility. These benefits will be realized throughout the various educational jurisdictions across Canada by fostering provincial models and/or pan-Canadian model of data exchange that serves Canada and the world. Additional detail regarding this initiative can be found at the following website: http://www.arucc.ca/en/resources/task-force-groningen.html

SECTION 2: PURPOSE AND SCOPE OF THE REQUEST FOR PROPOSAL

2.1 Purpose

The Association of Registrars of the Universities and Colleges of Canada (ARUCC) is inviting the submission of information from qualified service providers to assist ARUCC in the creation of an RFI designed to support the development of a Canadian post-secondary data exchange model. ARUCC also seeks support for data gathering and analysis required to build a business case for this initiative.

Upon completion of this RFP, ARUCC would like to have a documented plan for moving forward. This plan will include:

1. A Request for Information (RFI) that can be distributed nationally and internationally to provide advice to ARUCC as to how Canada can move forward with the development of a Canadian education data exchange model functioning on a national and an international level.
2. A detailed summary of existing electronic data exchange networks for education-related information in Canada that can serve as a backgrounder to the RFI and to help contextualize requirements.
3. Recommendations on a governance structure with which to oversee the project.
4. An estimated budget / comprehensive pricing that would be required to implement the system, identified current work process implications and a proposed timeline for completion of required work.
5. Insight and recommendations as to system-readiness in Canada to move forward on this project.

2.2 Scope

With ARUCC taking the lead, a service provider will assist with the creation of a governance model, including a national joint steering committee to provide oversight to the project, with appropriate representation, such as postsecondary institutions, provincial data-sharing hubs, CanPESC, PCCAT, CUCCIO and / or other organizations as may be necessary.

Additionally, this service provider will provide support to:
1. Work with stakeholders and ARUCC members across Canada to determine system needs.
2. Mine existing survey results and other research to further inform the project.
3. Use system requirements (collected as part of this RFP, in support of the creation of the RFI) to build a business case to support the initiative.
4. Provide leadership in overseeing the RFI process and subsequent evaluation of submissions.

2.3   ***Additional Terms***
1. ARUCC will take the lead to refine requirements needed to develop a Request for Information (RFI) leading to the procurement of required support services to complete this initiative. ARUCC does not guarantee that a Request for Information will be released for this project.
2. The RFP does not constitute an offer by ARUCC.
3. ARUCC will consider responses from those parties who wish to propose a service solution provided that party has experience in implementing and supporting such a solution.
4. ARUCC also encourages responses that address all or only part of the desired objectives or scope as has been described.
5. ARUCC may seek a clarification or confirmation from any one or more Proponents, and may give any Proponent an opportunity to correct its Proposal or to cure, regardless of severity, any non-conformity, non-compliance, irregularity or error relative to its Proposal (except for lateness of submission). ARUCC may at any time elect to request re-submissions, and may undertake the entire process over again, in the same or an altered format, and with the same or different participants.
6. ARUCC is entitled to negotiate with one or more Proponents without being required to negotiate with the other Proponents.
7. ARUCC shall be entitled to accept any Proposal which in the ARUCC's opinion offers best overall value or is the most advantageous for ARUCC and directly award to that Proponent
8. ARUCC is not liable for costs incurred by any party in replying to this RFP.
9. ARUCC reserves the right to accept any Proposal that the ARUCC considers to be most beneficial and advantageous to ARUCC and reserves the right to reject any or all Proposals.

SECTION 3 – SUBMITTING A RESPONSE

3.1   ***Submission Requirements***

Interested parties are requested to answer the questions contained in this RFP (refer to SECTION 4), as well as provide any supplemental information to support their submission, no later than February 24, 2017 at 4:00 pm EST. Information should be provided to:

> Greg McPherson
> ARUCC
> Tel: 403-541-0911
> Email: info@arucc.ca

It is the responsibility of each Proponent to ensure that its information is received at the specified location above prior to the closing time deadline. Any information not delivered as stated above will not be accepted and shall be returned to the sender with no further consideration given.

Should a party, who was sent this document, decide not to submit information, they are asked to advise the designated ARUCC contact of their decision in writing.

Parties will be permitted to withdraw their information unopened after it has been delivered, if such a request is received by the designated ARUCC contact in writing prior to the time specified for the opening of information.

3.2 Document Requirements

Documents must be submitted electronically to ARUCC as per section 3.1 with a subject heading of: RFP SUPPORT SERVICES FOR DEVELOPMENT OF CANADIAN POST-SECONDARY DATA EXCHANGE MODEL # 2017-02-24. Subsequent information adjustments will also not be considered.

Documents must be prepared in accordance with the conditions outlined in the enclosed RFP. Failure to comply may result, at the sole discretion of ARUCC, in disqualification of the information.

3.3 Communication

Questions pertaining to this RFP must be submitted in writing no later than seventy-two (72) hours (excluding weekends) prior to the closing time and date. Questions on the instructions and general conditions should be directed to:

> Charmaine Hack
> President, ARUCC
> Registrar, Ryerson University
> 350 Victoria Street
> Toronto, ON
> M5B 2K3

Each party will be responsible for seeking clarification from ARUCC of any question, matter or requirement which the party considers to be unclear, ambiguous or inconsistent. If ARUCC considers a question to be relevant to all parties, ARUCC will provide both the question and written answer in the form of an addendum. ARUCC reserves the right to reject any information that fails to identify addenda issued against this RFP.

Upon receipt of RFP documents, Proponents shall confirm receipt and provide e-mail contact information to the above contact. This confirmation will facilitate forwarding of any additional information or amendments.

SECTION 4 – PROPONENT RESPONSE

4.1 General Questions

Please provide the following information:

1. Introduce the organization (i.e. parent, age, size, number of customers, office, number of employees, etc). Please include ownership structure. Please include the CVs of the primary individuals who will be working on the project.
2. Identify contact name(s), telephone(s) and email address(es) for questions concerning the RFP response, as well as the products and services offered.
3. List any relevant web sites for the organization and its products / services.
4. Describe relevant product(s), services strategy, as well as markets served. Highlight any experience in the higher education sector.
5. Identify major customers that utilize related products and services. Please identify specific the products / services being utilized and highlight examples of situations where project difficulties were encountered and how these were resolved.
6. Include the contact information for up to two references from similar consultation projects in higher education. Please ensure to describe the nature of the project with these references.

7. Based on the information provided in the Introduction section, provide a brief summary of the planned approach and potential solution(s). Provide estimated cost and hours (approximate) associated with scope as defined. Provide a high level project schedule to identify dates for key deliverables.
8. Please briefly describe any tools, systems or other mechanisms (current or planned), that could add value to proposed solution(s).

SECTION 5 – EVALUATION

5.1   Evaluation

All Proposals will be evaluated for their completeness and suitability with respect to the Purpose and Scope (Section 2) of ARUCC by a committee composed of the ARUCC Executive. On the basis of the information received, ARUCC will evaluate the Proposals applying the following:

1. Knowledge of the Higher Education landscape in Canada
2. Previous experience with similar types of projects
3. Thoroughness of response
4. Timeline submission
5. Fee submission

Price is not the sole criteria for award and ARUCC reserves the right to differentiate among Proponents based on the relative strengths, merits and gradings applying non-financial criteria as described herein.