



**Request for Proposal**  
**#COSC-040610**  
**Virtual Classroom/LMS**  
**Integration**

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The Board for State Academic Awards/Charter Oak State College (COSC) is seeking quotations for virtual classroom/teleconference and voice-recording solutions for integration into our learning management system (LMS) environment. This is a Request for Quotation **ONLY**, and is **NOT** an authorization to begin or provide any services.

**SBE/MBE/WBE Preference**

This Request for Quotation does **NOT** have Set-Aside restrictions. However, preference **WILL BE GIVEN** to companies who participate in the Set-Aside program for Connecticut **SBE/MBE/WBE** businesses currently registered with the State of Connecticut Supplier Diversity Program. A Copy of your current certification **MUST** accompany your response to this Request for Quotation if you claim Set-Aside privileges.

**CHARTER OAK STATE COLLEGE OVERVIEW**

Charter Oak State College was founded in 1973 by the Connecticut General Assembly to serve those individuals who seek to complete a college degree, but cannot or do not choose to complete a college degree program through conventional means, often because of family, job or financial considerations.

Recognizing that learning takes place in many forms, Charter Oak State College provides its adult students with a flexible and convenient approach to higher education. Charter Oak State College has **no** campus and offers no on-ground instruction. The College draws its online teaching faculty from regionally accredited colleges and universities and from experts in business and industry. Currently, Charter Oak State College has over 150 instructors teaching over 250 online courses. The College provides online support services to its more than 2,000 enrolled students, including library, tutoring, book store, advising, and registration. There are currently over 10,000 Charter Oak State College Alumni.

In addition to offering its own courses, Charter Oak State College grants credit for courses from regionally accredited institutions, as well as through standardized testing and tests developed by the College, portfolio assessment, acceptance of credit recommendations from the American Council on Education and PONSI, and institutional assessments of credentials and certificates. Over the years, the College has offered increasingly more online courses, and most students use this approach to complete their degree.

Charter Oak State College awards four degrees: the Associate in Arts, the Associate in Science, the Bachelor of Arts and the Bachelor of Science. These degree programs enable students to meet career and personal goals. The content of the bachelor's degree programs is structured to provide the foundations needed for advanced study since a large number of Charter Oak State College alumni continue their education in graduate school. Students have a choice of over 40 subject area concentrations (e.g. business administration, health care administration, literature) or they may design their own liberal studies or individualized studies concentration where they combine two subject areas to form a cohesive plan of study. The concentrations are a minimum of 36 credits.

## **Scope of Services:**

Charter Oak State College, the online public college of the State of Connecticut, is seeking a virtual classroom/teleconference recording solution and a voice-recording solution for integration into our learning management system (LMS), which is currently Blackboard Academic Suite v 7.3 and is expected to be upgraded to Blackboard Learn 9.x during 2010. The availability of both a robust virtual classroom environment and a simple, easy-to-use voice-recording tool within our LMS will offer our faculty and students new, dynamic, and seamless opportunities to participate, interact, and collaborate in our online courses. Beyond integration with the LMS, the virtual classroom/teleconference solution should also stand alone and enable the college administration to offer student support services, admissions counseling, and faculty and staff training opportunities via webinars and web conferencing, both live and archived (recorded).

Charter Oak is a 100% distance education institution and leverages the power of technology to shorten the physical distance between the institution and its students. Charter Oak wishes to engage with supplier(s) on the strategic planning and deployment of a virtual classroom/teleconference recording solution into a largely asynchronous environment determining the fit or GAP that can be filled by tool(s) that are provided in the proposal.

We are seeking proposals to address the following requirements:

1. A solution for synchronous web conferencing and virtual collaboration that integrates directly into Blackboard; and
2. A solution for an asynchronous voice recording and playback tool that integrates directly and seamlessly into Blackboard; and
3. Technical support provided by the supplier for selected solution(s) for end-user faculty, students, staff, and Charter Oak's Tier 1 help desk staff;
4. Administrator and end-user training on selected solution(s) for college staff, plus training documentation to be provided for end-user faculty, students, and staff; and ability to provide strategic planning to develop key strategic initiatives, measureable outcomes, and collaboration applications for above bid tool(s).

## **Usage**

Charter Oak expects to "grow its usage" within the product over a three year period. Below is the estimate of courses projected to leverage this tool. On average, Charter Oak subscribes sixteen (16) students per section of each course. Where appropriate, suppliers can leverage this information to provide sliding scale pricing to reduce the initial costs of the tool:

	<b>2011</b>	<b>2012</b>	<b>2013</b>
<b>Courses</b>	<b>20</b>	<b>50</b>	<b>100</b>

## **Requirements**

Charter Oak is aware that certain tools price more competitively with a hosted solution versus an ASP-delivered solution. Depending on the solution(s) recommended, Charter Oak requests that suppliers provide the following information:

### **FOR LICENSING SOLUTIONS**

This requirement is comprised of the following components. The selected provider will provide:

1. Hardware Requirements and proposed network configuration.
2. License requirements and pricing.
3. Availability and hours of end-user Technical Support for students, faculty and staff.
4. Storage provision.
5. Availability and ability to provide implementation and training Services – onsite and/or remotely.\*

6. Estimate of hours and rate cost of consultants for proposed engagement.
7. CMS/LMS integration with Blackboard, Moodle, Angel, and/or Sakai.
8. Designated Implementation Consultant and Account Manager.
9. All product upgrades and enhancements during license period (i.e. Maintenance Costs).

**FOR ASP SOLUTIONS:**

This requirement is comprised of the following components. The selected provider will provide:

1. Availability and hours of end-user Technical Support for students, faculty and staff.
2. Storage provision.
3. Availability and ability to provide implementation and training Services – onsite and/or remotely.\*
4. Estimate of hours and rate cost of consultants for proposed engagement.
5. CMS/LMS integration with Blackboard, Moodle, Angel, and/or Sakai.
6. Designated Implementation Consultant and Account Manager.
7. All product upgrades and enhancements during license period.

*\*The BSAA will not pay for supplier travel expenses or per-diem expenses. Suppliers should reflect any costs for these travel services in their hourly consulting rate.*

**Additional Information which must be included in your response**

Bidders must address each of the following items to be considered. In addition, the supplier shall reply to the questions in the Matrix section.

**I. Executive summary:**

Bidders should provide an executive summary of not more than three (3) pages indicating why your company should be chosen.

**II. System requirements and characteristics:**

1. Specify all supported web browsers, including release numbers. Specify any features not implemented by a supported browser.
2. Specify software/plugins/add-ons required by client machines in order to utilize the solutions.
3. Describe minimum and optimum Windows and Macintosh workstation requirements, plus other OSs, including mobile platforms.
4. Describe the system integration with Blackboard Academic Suite 7.3, Blackboard Learn 9.x, other relevant LMSs such as Moodle, Sakai, and Angel.
5. Explain how the solutions meet or exceed accessibility requirements specified by the Americans with Disabilities Act (ADA) sections 504 and 508 for use with adaptive technologies, as well as accessibility and usability guidelines established by the W3C and WAI. Demonstrate how users with visual, aural, and cognitive disabilities experience the system. How do the solutions behave with assistive technologies such as screen readers?
6. Explain how the virtual classroom/teleconference solution handles audio and video for participants on both high and low bandwidth connections. Does the virtual classroom solution offer both VOIP and telephone simulcast options?
7. Where is the archived output stored? Does it count against the course storage quota on the LMS server?
8. Archives of virtual classroom sessions are in what format? Describe their portability and adaptability to mobile devices.
9. Specify the format of all outputted files (virtual classroom archives, downloadable audio files, etc.) and discuss their portability. Also, explain how your company protects the intellectual property of our students' work and the privacy of their information?
10. Specify how your company tests and delivers upgrades, including the change cycle schedule, and methods of handling bugs and evaluating client input and requests.

11. Do the systems include a reporting tool for staff or administrators?  
 12. Does the virtual classroom system provide user and group-based roles/security?

### III. Matrix

In addition to the project requirements listed above, bidders must complete the following matrix:

<b>In the virtual classroom solution, are the following features/abilities available (check Yes or No)?</b>	<b>Yes</b>	<b>No</b>
Presenter can set up his/her own classroom session and control its availability?		
Classroom can be: <ul style="list-style-type: none"> <li>• Open to anyone with URL?</li> <li>• Restricted by key/password?</li> <li>• Restricted to only enrolled students/specified users?</li> </ul>		
Presenter can push preloaded content? (PowerPoint, Excel, video, etc.)		
Whiteboard can annotate content with highlighting, pen writing, cursors, shapes, text, symbols, and mathematical/scientific/statistical notation?		
Whiteboard can be exported?		
Whiteboard overlay can annotate pre-loaded content?		
Whiteboard overlay can annotate live screen share?		
Presenter can share screen, desktop, and specific application(s)?		
Presenter can share screen control with participants?		
Presenter can mute all or individual participants' audio lines?		
Text chat feature is available?		
Text chat feature can be disabled in a room?		
Participants have response tools such as participant status, emoticons, etc.?		
Presenter can have webcam video presence?		
Participants can have webcam video presence?		
Does the virtual classroom have a lobby or waiting room feature?		
Enabling or disabling of chosen features is possible at both system level (by admin) and presenter level?		
The presenter can share her screen and still see participant roster and chat at the same time?		
Seamless support of low and high bandwidth connections?		

<b>In the virtual classroom solution, are the following features/abilities available (check Yes or No)?</b>	<b>Yes</b>	<b>No</b>
Guest (non-enrolled-student) access is possible for virtual classrooms that stand alone (i.e. aren't integrated into a Blackboard course)?		

#### **IV. Pricing:**

##### FOR LICENSING SOLUTIONS

1. License requirements and pricing.
2. Technical Support for students, faculty and staff.
3. Estimate of hours and rate cost of consultants for proposed engagement.
4. CMS/LMS integration with Blackboard, Moodle, Angel, and/or Sakai (if applicable).
5. All product upgrades and enhancements during license period (i.e. Maintenance Costs).

##### FOR ASP SOLUTIONS:

1. Technical Support for students, faculty and staff.
2. Storage costs.
3. Estimate of hours and rate cost of consultants for proposed engagement.
4. CMS/LMS integration with Blackboard, Moodle, Angel, and/or Sakai (if applicable).
5. All product upgrades and enhancements during license period.

##### FOR EITHER SOLUTION:

6. Implementation and training Services – onsite and remote.\*
7. Strategic Consulting engagement proposal and rate information.

*\*The BSAA will not pay for supplier travel expenses or per-diem expenses. Suppliers should reflect any costs for these travel services in their hourly consulting rate.*

#### **Evaluation Criteria**

Suppliers may respond to a single aspect of the request or all parts of the request. Multiple supplier awards may be made to support a solution provided by multiple tools.

Proposals will be evaluated by a committee. Major criteria for selection will be:

1. Responsiveness to the request for proposal;
2. Demonstration of proposed solutions' **ease of use** and **suitability** to the diverse needs of faculty, students, and staff, esp. faculty and students, all of whom teach and learn remotely from a wide variety of computing environments;
3. Appropriate experience that demonstrates the ability to properly serve the needs of the college's faculty, students, staff, tech support, and IT administrators;
4. Competitiveness of pricing;
5. Appropriateness of system and technology infrastructure used in the delivery of services to faculty and students;
6. Ability to meet the required timeframes; and
7. References as outlined below.

The college evaluating team expects to evaluate proposals beginning April 22, 2010, and will select the winner (s) based on the proposals submitted. Proposal discussions may be conducted with individual bidders solely to clarify understanding of the RFP requirements or the bidder's response. Responsible qualified

proposals shall be accorded fair and equal treatment with respect to any opportunity for discussion and revision of proposals. The evaluation team will select the top ranking proposal(s) and may enter into negotiations with one or more of the bidders.

BSAA reserves the option to purchase additional hardware, software, or services from the entire supplier product line, whether currently known/identified or as yet unknown/undeveloped (which then becomes available during the contract period), within the three-year period beginning from the date this contract is awarded. Supplier must agree to extend said discount structure accordingly for the duration of the entire three-year period. Should more attractive cost reduction schedules become available, supplier agrees to provide such lower cost opportunities to ensure the BSAA is receiving the absolute most attractive cost-effective opportunities for these products and services.

### **Supplier Information:**

Please provide the following:

- The Name and location of your company
- The location of the office that will be serving the BSAA
- A brief general description of your business, including the primary line of business
- The number of years your company has been in business
- Is your company a subsidiary of another corporation? If so, what is the name of the parent company?
- The number of personnel employed by your company
- The availability of the staff offered in your proposal
- Proof of Eligibility of State of Connecticut Small Business or Minority Business Enterprise, where applicable
- Client Base

### **Company References:**

The bid must include specific reference information regarding **three** (3) higher education clients to which you provide solutions and services in ways relevant to the work proposed. Each reference must include:

- Institution name and location
- Nature of organization's online education offerings
- Starting date of service
- Relevant volume statistics
- Contact name, title, telephone number, and email
- The references must be relevant to services performed in the last 36 months.

### **Pending Litigation**

All bidders must disclose any pending litigation or debarment involving the bidding firm related to duties to be performed within this RFP. Disclosure will be a factor considered when evaluating bidders, but failure to disclose will cause rejection of your bid.

### **Additional Terms**

**Payment:** All payments made by the State of Connecticut to the Contractor will be made, after the service has been performed, and upon receipt of the Contractors' invoice, on a monthly basis. Terms of the contract and any purchase order issued under said contract will be **Net 45 days**. Prices must remain firm from date of award through the entire contract period.

## **Proposal Submission Requirements**

Describe how you or your firm proposes to provide the necessary services. Please respond to each item identified.

Note: a supplier must not subcontract any portion of this RFP without the express written approval of COSC.

One (1) original and four (4) copies of your proposal shall be submitted prior to 2:00 pm E.S.T. on **April 23, 2010** and should be sent to the attention of:

Purchasing Manager  
**Re: COSC-040610**  
Charter Oak State College  
% 85 Alumni Road  
Newington, CT 06111-1802

Please Note: Faxed, E-Mailed or late responses will be automatically rejected. Adjustments or corrections will not be allowed after the bid is submitted.

## **General Instructions to Suppliers**

Suppliers who are furnished a copy of this RFP are requested to submit a receipt acknowledgement as soon as possible, to ensure timely receipt of potential corrections or cancellations. Those not intending to make a proposal are asked to submit a negative reply.

RFP responses must be in sealed envelopes upon which a clear indication has been made of the RFP reference title, as well as the date and time the bid is due. The supplier's name and address must appear on the envelope.

Supplier must answer all the questions and supply all required materials to be considered. Any proposal submitted must include termination procedures, if either the contractor or BSAA determine that termination becomes necessary for reasons including but not limited to failure to perform.

The State of Connecticut is exempt from the payment of excise, transportation, and sales taxes imposed by the Federal government and/or the State of Connecticut. Such taxes must not be included in prices.

An authorized official must sign the proposal. The proposal must also provide the name, title, address and telephone number for individuals with authority to negotiate and contractually bind the company or individuals. Please provide the name and number of the person to contact for the purpose of clarifying the contract.

## **Rights Reserved to BSAA**

BSAA reserves the right to award in part, reject any and all proposals in whole or in part, award to multiple contractors, to waive technical defects, irregularities and omissions if, in its judgment, the best interest of BSAA is served. BSAA reserves the right to negotiate with any bidder prior to awarding a contract, and to negotiate with any contractor during the life of any subsequent contract.

## **Contract Cancellation**

The BSAA reserves the right to cancel the contract for any reason beneficial to the BSAA upon thirty (30) days written notice to the Contractor.

## **STATEMENT OF CONTRACT CONDITIONS**

Any prospective contractors must be willing to adhere to the following conditions and must positively state them in the Proposal:

1. Acceptance or Rejection by the State—The State reserves the right to accept or reject any or all Proposals submitted for consideration.
2. Conformance with Statutes—Any contract awarded as a result of this RFP must be in full conformance with statutory requirements of the State of Connecticut and the Federal Government.
3. Ownership of Proposals—All Proposals in response to this RFP are to be the sole property of the State, and subject to the provisions of Section 1-19 of the Connecticut General Statutes (Re: Freedom of Information).
4. Ownership of Subsequent Products—Any product, whether acceptable or unacceptable, developed under a contract awarded as a result of this RFP is to be the sole property of the State unless stated otherwise in the RFP or contract.
5. Timing and Sequence—Timing and sequence of events resulting from this RFP will ultimately be determined by the State.
6. Stability of Proposed Prices—Any price offerings from suppliers must be valid for a period of 120 days from the due date of supplier Proposals.
7. Negotiations of RFP—Any negotiations made between a supplier and the agency or employee must be formalized by a written agreement.
8. Amending or Canceling Requests—The State reserves the right to amend or cancel this RFP, prior to the due date and time, or at any time, if it is in the best interests of the agency and the State.
9. Rejection for Default or Misrepresentation—the State reserves the right to reject the Proposal of any supplier, which is in default of any prior contract or for misrepresentation subsequent to a hearing before the agency.
10. State's Clerical Errors in Awards—The State reserves the right to correct inaccurate awards resulting from its clerical errors.
11. Rejection of Qualified Proposals—Proposals are subject to rejection in whole or in part if they limit or modify any of the terms and conditions and/or specifications of the RFP.
12. Supplier Presentation of Supporting Evidence—A supplier, if requested, must be prepared to present evidence of experience, ability, service facilities, and financial standing necessary to satisfactorily meet the requirements set forth or implied in the Proposal.



## **POLICY STATEMENT**

The State Board for Academic Awards recognizes its responsibility to the principles of affirmative action and equal opportunity and is committed to ensuring that these principles are carried out by Charter Oak State College and the Connecticut Distance Learning Consortium with conviction and effort. The Board also recognizes that the purpose of this commitment to affirmative action is to overcome the present effects of past discrimination. A detailed results-oriented program must be implemented to combat such discrimination and achieve affirmative action.

The Board for State Academic Awards is the governing board for Charter Oak State College and the Connecticut Distance Learning Consortium and, as such, is a constituent unit of the state system of public higher education.

As Executive Director for the Board for State Academic Awards, I pledge this affirmative action and equal employment opportunity program as an immediate and necessary agency objective. I am fully committed to the successful implementation of the program's objectives, provisions and procedures. Annual evaluations for managerial staff will include assessments of responsibilities to these provisions. This plan and future ones shall evidence my commitment to achieve the goals and timetables as identified.

There are major differences between Equal Employment Opportunity and Affirmative Action:

Equal Employment Opportunity means showing neutrality with regard to race, color, sex, national origin, religion, marital status, ancestry, age, disability, mental retardation, present or past history of mental disorder or criminal record of employees or applicants (a/k/a protected groups) in an employment context or decision;

In contrast, Affirmative Action is necessary because it helps guarantee the full and fair employment participation of protected classes by requiring the agency to go above and beyond normal employment practices in order to correct any imbalance in the work force.

This Policy Statement is based on the spirit and letter of state and federal anti-discrimination laws, regulations and executive orders. Enclosed is an attachment of these laws, which mandate and regulate our plan and program.

In accordance with the attached legal requirements, every agency staff member will share in the responsibility to implement this policy in all aspects of the employment process, including recruitment, selection, compensation, assignment, promotion and up-grading, training, transfer, discipline, termination, layoff and recall, and all other terms, conditions and privileges of employment. The Affirmative Action Officer will monitor all activities undertaken in these areas and shall take reasonable action in relation to problems disclosed, such as to make recommendations for policies and procedures which will eliminate actual or potential problems, establish goals and timetables which recognize the race, sex or national origin of employees and applicants for employment.

All members of the Board and staff shall ensure that no person shall be excluded from participation in, denied benefits of, or otherwise be discriminated against under any program because of his/her race, color, sex, national origin, religion, age, handicap, civil union, or marital status. Additionally, we will not knowingly use the services of, patronize, nor otherwise deal with any business, contractor or agency that engages in acts of unlawful discrimination. We are committed to recognizing the hiring difficulties experienced by the physically disabled and by older persons. Program goals and timetables will be established to overcome the present effects of past discrimination, if any, to achieve the full and fair utilization of physically disabled and older persons in the work force.

Sexual harassment, another form of sex discrimination, will not be tolerated in any work place overseen by the Board for State Academic Awards, Charter Oak State College, and the Connecticut Distance Learning Consortium. Sexual harassment is a violation of Section 703 of Title VII of the Civil Rights Act and Section 46a-60(8) of the Connecticut General Statutes. Unwelcome sexual advances, requests for sexual favors and other verbal or physical conduct constitute sexual harassment, when (1) submission to such conduct is made either explicitly or implicitly a term or condition of any individual's employment, (2) submission to or rejection of such conduct by an individual, or (3) such conduct has the purpose or effect of substantially interfering with an individual's work performance or creating an intimidating, hostile or offensive working environment. Sexual harassment shall constitute grounds for disciplinary action.

Clifford Williams, Chief Financial & Administrative Officer, shall serve as the agency's Affirmative Action Officer and have the responsibility for development and implementation of the agency's Affirmative Action Plan. He is located at 55 Paul J. Manafort Drive, New Britain, CT 06053, and may be reached at (860) 832-3898.



Ed Klonoski  
Executive Director, Board for State Academic Awards, and  
President, Charter Oak State College

### **Affirmative Action Requirements**

The Board for State Academic Awards (BSAA) is committed to Equal Opportunity and Affirmative Action and will not knowingly do business with any bidders, contractors, subcontractors or suppliers of materials who engage in acts of unlawful discrimination. Hence, in accordance with Administrative Regulations Sections 46a-68-35 "Affirmative Action By State Government" and 4-114a-1 through 4-114a-18 "Contract Compliance" as administered by the Commission on Human Rights and Opportunities (CHRO), the BSAA encourages bidders, contractors, subcontractors, and suppliers of materials to develop and implement Affirmative Action Plans.

Further, contractors with 50 or more employees are expected to have or develop a written Affirmative Action Plan addressing identified underutilization of minorities and women. Contractors with fewer than 50 employees are expected, at a minimum, to develop a written Affirmative Action Policy Statement.

In accordance with CHRO Regulations concerning contract compliance procedures for state agencies, this Packet was prepared to assist all bidders for contractual services to comply with legally mandated application procedures. All bidders must read and complete the appended forms where appropriate.

The appended forms are the following:

1. Affirmative Action Policy Statement of the Board for State Academic Awards (BSAA);
2. Notification to Bidders; and
3. Bidder Contract Compliance Monitoring Report

Submit the completed forms along with your proposal or bid to the person or office identified in the request for proposal.

Affirmative Action Office  
(860) 832-3898

**COMMISSION ON HUMAN RIGHTS AND OPPORTUNITIES  
CONTRACT COMPLIANCE REGULATIONS**

**NOTIFICATION TO BIDDERS**

The contract to be awarded is subject to contract compliance requirements mandated by Sections 4a-60 and 4a-60a of the Connecticut General Statutes; and, when the awarding agency is the State, Sections 46a-71(d) and 46a-81i(d) of the Connecticut General Statutes. There are Contract Compliance Regulations codified at Section 46a-68j-21 through 43 of the Regulations of Connecticut State Agencies, which establish a procedure for awarding all contracts covered by Sections 4a-60 and 46a-71(d) of the Connecticut General Statutes.

According to Section 46a-68j-30(9) of the Contract Compliance Regulations, every agency awarding a contract subject to the contract compliance requirements has an obligation to “aggressively solicit the participation of legitimate minority business enterprises as bidders, contractors, subcontractors and suppliers of materials.” “Minority business enterprise” is defined in Section 4a-60 of the Connecticut General Statutes as a business wherein fifty-one percent or more of the capital stock, or assets belong to a person or persons: “(1) Who are active in daily affairs of the enterprise; (2) who have the power to direct the management and policies of the enterprise; and (3) who are members of a minority, as such term is defined in subsection (a) of Section 32-9n.” “Minority” groups are defined in Section 32-9n of the Connecticut General Statutes as “(1) Black Americans . . . (2) Hispanic Americans . . . (3) persons who have origins in the Iberian Peninsula . . . (4) Women . . . (5) Asian Pacific Americans and Pacific Islanders; (6) American Indians . . .” An individual with a disability is also a minority business enterprise as provided by Section 4a-60g of the Connecticut General Statutes. The above definitions apply to the contract compliance requirements by virtue of Section 46a-68j-21(11) of the Contract Compliance Regulations.

The awarding agency will consider the following factors when reviewing the bidder’s qualifications under the contract compliance requirements:

- (a) the bidder’s success in implementing an affirmative action plan;
- (b) the bidder’s success in developing an apprenticeship program complying with Sections 46a-68-1 to 46a-68-17 of the Administrative Regulations of Connecticut State Agencies, inclusive;
- (c) the bidder’s promise to develop and implement a successful affirmative action plan;
- (d) the bidder’s submission of employment statistics contained in the “Employment Information Form”, indicating that the composition of its workforce is at or near parity when compared to the racial and sexual composition of the workforce in the relevant labor market area; and
- (e) the bidder’s promise to set aside a portion of the contract for legitimate minority business enterprises. See Section 46a-68j-30(10)(E) of the Contract Compliance Regulations.

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**INSTRUCTIONS AND OTHER INFORMATION**

The following BIDDER CONTRACT COMPLIANCE MONITORING REPORT must be completed in full, signed, and submitted with the bid for this contract. The contract awarding agency and the Commission on Human Rights and Opportunities will use the information contained thereon to determine the bidders’ compliance to Sections 4a-60 and 4a-60a CONN. GEN. STAT., and Sections 46a-68j-23 of the Regulations of Connecticut State Agencies regarding equal employment opportunity, and the bidders’ good faith efforts to include minority business enterprises as subcontractors and suppliers for the work of the contract.

**1) Definition of Small Contractor**

Section 4a-60g CONN. GEN. STAT. defines a small contractor as a company that has been doing business under the same management and control and has maintained its principal place of business in Connecticut for a one year period immediately prior to its application for certification under this section, had gross revenues not exceeding ten million dollars in the most recently completed fiscal year, and at least fifty-one percent of the ownership of which is held by a person or persons who are active in the daily affairs of the company, and have the power to direct the management and policies of the company, except that a nonprofit corporation shall be construed to be a small contractor if such nonprofit corporation meets the requirements of subparagraphs (A) and (B) of subdivision 4a-60g CONN. GEN. STAT.

<p><b>MANAGEMENT:</b> Managers plan, organize, direct, and control the major functions of an organization through subordinates who are at the managerial or supervisory level. They make policy decisions and set objectives for the company or departments. They are not usually directly involved in production or providing services. Examples include top executives, public relations managers, managers of operations specialties (such as financial, human resources, or purchasing managers), and construction and engineering managers.</p> <p><b>BUSINESS AND FINANCIAL OPERATIONS:</b> These occupations include managers and professionals who work with the financial aspects of the business. These occupations include accountants and auditors, purchasing agents, management analysts, labor relations specialists, and budget, credit, and financial analysts.</p> <p><b>COMPUTER SPECIALISTS:</b> Professionals responsible for the computer operations within a company are grouped in this category. Examples of job titles in this category include computer programmers, software engineers, database administrators, computer scientists, systems analysts, and computer support specialists</p> <p><b>ARCHITECTURE AND ENGINEERING:</b> Occupations related to architecture, surveying, engineering, and drafting are included in this category. Some of the job titles in this category include electrical and electronic engineers, surveyors, architects, drafters, mechanical engineers, materials engineers, mapping technicians, and civil engineers.</p> <p><b>OFFICE AND ADMINISTRATIVE SUPPORT:</b> All clerical-type work is included in this category. These jobs involve the preparing, transcribing, and preserving of written communications and records; collecting accounts; gathering and distributing information; operating office machines and electronic data processing equipment; and distributing mail. Job titles listed in this category include telephone operators, payroll clerks, bill and account collectors, customer service representatives, files clerks, dispatchers, shipping clerks, secretaries and administrative assistants, computer operators, mail clerks, and stock clerks.</p>	<p><b>BUILDING AND GROUNDS CLEANING AND MAINTENANCE:</b> This category includes occupations involving landscaping, housekeeping, and janitorial services. Job titles found in this category include supervisors of landscaping or housekeeping, janitors, maids, grounds maintenance workers, and pest control workers.</p> <p><b>CONSTRUCTION AND EXTRACTION:</b> This category includes construction trades and related occupations. Job titles found in this category include boilermakers, masons (all types), carpenters, construction laborers, electricians, plumbers (and related trades), roofers, sheet metal workers, elevator installers, hazardous materials removal workers, paperhangers, and painters. Paving, surfacing, and tamping equipment operators; drywall and ceiling tile installers; and carpet, floor and tile installers and finishers are also included in this category. First line supervisors, foremen, and helpers in these trades are also grouped in this category.</p> <p><b>INSTALLATION, MAINTENANCE AND REPAIR:</b> Occupations involving the installation, maintenance, and repair of equipment are included in this group. Examples of job titles found here are heating, ac, and refrigeration mechanics and installers; telecommunication line installers and repairers; heavy vehicle and mobile equipment service technicians and mechanics; small engine mechanics; security and fire alarm systems installers; electric/electronic repair, industrial, utility and transportation equipment; millwrights; riggers; and manufactured building and mobile home installers. First line supervisors, foremen, and helpers for these jobs are also included in the category.</p> <p><b>MATERIAL MOVING WORKERS:</b> The job titles included in this group are Crane and tower operators; dredge, excavating, and lading machine operators; hoist and winch operators; industrial truck and tractor operators; cleaners of vehicles and equipment; laborers and freight, stock, and material movers, hand; machine feeders and offbearers; packers and packagers, hand; pumping station operators; refuse and recyclable material collectors; and miscellaneous material moving workers.</p>
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3) Definition of Racial and Ethnic Terms (as used in Part IV Bidder Employment Information)

<p><u>White</u> (not of Hispanic Origin) - All persons having origins in any of the original peoples of Europe, North Africa, or the Middle East.</p> <p><u>Black</u> (not of Hispanic Origin) - All persons having origins in any of the Black racial groups of Africa.</p> <p><u>Hispanic</u>- All persons of Mexican, Puerto Rican, Cuban, Central or South American, or other Spanish culture or origin, regardless of race.</p>	<p><u>Asian or Pacific Islander</u>- All persons having origins in any of the original peoples of the Far East, Southeast Asia, the Indian subcontinent, or the Pacific Islands. This area includes China, India, Japan, Korea, the Philippine Islands, and Samoa.</p> <p><u>American Indian or Alaskan Native</u>- All persons having origins in any of the original peoples of North America, and who maintain cultural identification through tribal affiliation or community recognition.</p>
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# BIDDER CONTRACT COMPLIANCE MONITORING REPORT

## PART I - Bidder Information

(Page 3)

Company Name Street Address City & State Chief Executive	Bidder Federal Employer Identification Number _____ Or Social Security Number _____
Major Business Activity (brief description)	Bidder Identification (response optional/definitions on page 1)  -Bidder is a small contractor. Yes__ No__ -Bidder is a minority business enterprise Yes__ No__ (If yes, check ownership category) Black__ Hispanic__ Asian American__ American Indian/Alaskan Native__ Iberian Peninsula__ Individual(s) with a Physical Disability__ Female__
Bidder Parent Company (If any)	- Bidder is certified as above by State of CT Yes__ No__
Other Locations in Ct. (If any)	- DAS Certification Number _____

## PART II - Bidder Nondiscrimination Policies and Procedures

1. Does your company have a written Affirmative Action/Equal Employment Opportunity statement posted on company bulletin boards? Yes__ No__	7. Do all of your company contracts and purchase orders contain non-discrimination statements as required by Sections 4a-60 & 4a-60a Conn. Gen. Stat.? Yes__ No__
2. Does your company have the state-mandated sexual harassment prevention in the workplace policy posted on company bulletin boards? Yes__ No__	8. Do you, upon request, provide reasonable accommodation to employees, or applicants for employment, who have physical or mental disability? Yes__ No__
3. Do you notify all recruitment sources in writing of your company's Affirmative Action/Equal Employment Opportunity employment policy? Yes__ No__	9. Does your company have a mandatory retirement age for all employees? Yes__ No__
4. Do your company advertisements contain a written statement that you are an Affirmative Action/Equal Opportunity Employer? Yes__ No__	10. If your company has 50 or more employees, have you provided at least two (2) hours of sexual harassment training to all of your supervisors? Yes__ No__ NA__
5. Do you notify the Ct. State Employment Service of all employment openings with your company? Yes__ No__	11. If your company has apprenticeship programs, do they meet the Affirmative Action/Equal Employment Opportunity requirements of the apprenticeship standards of the Ct. Dept. of Labor? Yes__ No__ NA__
6. Does your company have a collective bargaining agreement with workers? Yes__ No__ 6a. If yes, do the collective bargaining agreements contain non-discrimination clauses covering all workers? Yes__ No__  6b. Have you notified each union in writing of your commitments under the nondiscrimination requirements of contracts with the state of Ct? Yes__ No__	12. Does your company have a written affirmative action Plan? Yes__ No__ If no, please explain.  13. Is there a person in your company who is responsible for equal employment opportunity? Yes__ No__ If yes, give name and phone number. _____ _____

## Part III - Bidder Subcontracting Practices

1. Will the work of this contract include subcontractors or suppliers? Yes__ No__  1a. If yes, please list all subcontractors and suppliers and report if they are a small contractor and/or a minority business enterprise. (defined on page 1 / use additional sheet if necessary)          1b. Will the work of this contract require additional subcontractors or suppliers other than those identified in 1a. above?	Yes__ No__
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PLEASE COMPLETE NEXT PAGE

**PART IV - Bidder Employment Information**

Date:

(Page 4)

JOB CATEGORY	OVERALL TOTALS	WHITE (not of Hispanic origin)		BLACK (not of Hispanic origin)		HISPANIC		ASIAN or PACIFIC ISLANDER		AMERICAN INDIAN or ALASKAN NATIVE	
		Male	Female	Male	Female	Male	Female	Male	Female	male	female
Management											
Business & Financial Ops											
Computer Specialists											
Architecture/Engineering											
Office & Admin Support											
Bldg/ Grounds Cleaning/Maintenance											
Construction & Extraction											
Installation , Maintenance & Repair											
Material Moving Workers											
TOTALS ABOVE											
Total One Year Ago											
FORMAL ON THE JOB TRAINEES (ENTER FIGURES FOR THE SAME CATEGORIES AS ARE SHOWN ABOVE)											
Apprentices											
Trainees											

**PART V - Bidder Hiring and Recruitment Practices**

1. Which of the following recruitment sources are used by you? (Check yes or no, and report percent used)				2. Check (X) any of the below listed requirements that you use as a hiring qualification (X)		3. Describe below any other practices or actions that you take which show that you hire, train, and promote employees without discrimination	
SOURCE	YES	NO	% of applicants provided by source				
State Employment Service				Work Experience			
Private Employment Agencies				Ability to Speak or Write English			
Schools and Colleges				Written Tests			
Newspaper Advertisement				High School Diploma			
Walk Ins				College Degree			
Present Employees				Union Membership			
Labor Organizations				Personal Recommendation			
Minority/Community Organizations				Height or Weight			
Others (please identify)				Car Ownership			
				Arrest Record			
				Wage Garnishments			

Certifications (Read this form and check your statements on it CAREFULLY before signing). I certify that the statements made by me on this BIDDER CONTRACT COMPLIANCE MONITORING REPORT are complete and true to the best of my knowledge and belief, and are made in good faith. I understand that if I knowingly make any misstatements of facts, I am subject to be declared in non-compliance with Section 4a-60, 4a-60a, and related sections of the CONN. GEN. STAT.

(Signature)	(Title)	(Date Signed)	(Telephone)
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## **Campaign Contribution Restrictions**

For all State Contracts as defined in P.A. 07-1 having a value in a calendar year of \$50,000 or more or a combination or series of such agreements or contracts having a value of \$100,000 or more, the authorized signatory to this Agreement expressly acknowledges receipt of the State Elections Enforcement Commission notice advising state contractors of state contribution and solicitation prohibitions, and will inform its principals of the contents of the notice. See the following: – SEEC Form 11.

### **SEEC FORM 11**

#### **NOTICE TO EXECUTIVE BRANCH STATE CONTRACTORS AND PROSPECTIVE STATE CONTRACTORS OF CAMPAIGN CONTRIBUTION AND SOLICITATION BAN**

This notice is provided under the authority of Connecticut General Statutes 9-612(g)(2), as amended by P.A. 07-1, and is for the purpose of informing state contractors and prospective state contractors of the following law (italicized words are defined below):

##### **Campaign Contribution and Solicitation Ban**

No *state contractor, prospective state contractor, principal of a state contractor or principal of a prospective state contractor*, with regard to a *state contract or state contract solicitation* with or from a state agency in the executive branch or a quasi-public agency or a holder, or principal of a holder of a valid prequalification certificate, shall make a contribution to, or *solicit* contributions on behalf of (i) an exploratory committee or candidate committee established by a candidate for nomination or election to the office of Governor, Lieutenant Governor, Attorney General, State Comptroller, Secretary of the State or State Treasurer, (ii) a political committee authorized to make contributions or expenditures to or for the benefit of such candidates, or (iii) a party committee;

In addition, no holder or principal of a holder of a valid prequalification certificate, shall make a contribution to, or solicit contributions on behalf of (i) an exploratory committee or candidate committee established by a candidate for nomination or election to the office of State senator or State representative, (ii) a political committee authorized to make contributions or expenditures to or for the benefit of such candidates, or (iii) a party committee.

##### **Duty to Inform**

State contractors and prospective state contractors are required to inform their principals of the above prohibitions, as applicable, and the possible penalties and other consequences of any violation thereof.

##### **Penalties for Violations**

Contributions or solicitations of contributions made in violation of the above prohibitions may result in the following civil and criminal penalties:

Civil penalties--\$2000 or twice the amount of the prohibited contribution, whichever is greater, against a principal or a contractor. Any state contractor or prospective state contractor which fails to make reasonable efforts to comply with the provisions requiring notice to its principals of these prohibitions and the possible consequences of their violations may also be subject to civil penalties of \$2000 or twice the amount of the prohibited contributions made by their principals.

Criminal penalties—Any knowing and willful violation of the prohibition is a Class D felony, which may subject the violator to imprisonment of not more than 5 years, or \$5000 in fines, or both.

##### **Contract Consequences**

Contributions made or solicited in violation of the above prohibitions may result, in the case of a state contractor, in the contract being voided.

Contributions made or solicited in violation of the above prohibitions, in the case of a prospective state contractor, shall result in the contract described in the state contract solicitation not being awarded to the prospective state contractor, unless the State Elections Enforcement Commission determines that mitigating circumstances exist concerning such violation.

The State will not award any other state contract to anyone found in violation of the above prohibitions for a period of one year after the election for which such contribution is made or solicited, unless the State Elections Enforcement Commission determines that mitigating circumstances exist concerning such violation.

Additional information and the entire text of P.A 07-1 may be found on the website of the State Elections Enforcement Commission, [www.ct.gov/seec](http://www.ct.gov/seec). Click on the link to "State Contractor Contribution Ban."

##### **Definitions:**

"State contractor" means a person, business entity or nonprofit organization that enters into a state contract. Such person, business entity or nonprofit organization shall be deemed to be a state contractor until December thirty-first of the year in which such contract terminates. "State contractor" does not include a municipality or any other political subdivision of the state, including any entities or associations duly created by the municipality or political subdivision exclusively amongst themselves to further any purpose authorized by statute or charter, or an employee in the executive or legislative branch of state government or a quasi-public agency, whether in the classified or unclassified service and full or part-time, and only in such person's capacity as a state or quasi-public agency employee.

"Prospective state contractor" means a person, business entity or nonprofit organization that (i) submits a response to a state contract solicitation by the state, a state agency or a quasi-public agency, or a proposal in response to a request for proposals by the state, a state agency or a quasi-public agency, until the contract has been entered into, or (ii) holds a valid prequalification certificate issued by the Commissioner of Administrative Services under section 4a-100. "Prospective state contractor" does not include a municipality or any other political subdivision of the state, including any entities or associations duly created by the municipality or political subdivision exclusively amongst themselves to further any purpose authorized by statute or charter, or an employee in the executive or legislative branch of state government or a quasi-public agency, whether in the classified or unclassified service and full or part-time, and only in such person's capacity as a state or quasi-public agency employee.

"Principal of a state contractor or prospective state contractor" means (i) any individual who is a member of the board of directors of, or has an ownership interest of five per cent or more in, a state contractor or prospective state contractor, which is a business entity, except for an individual who is a member of the board of directors of a nonprofit organization, (ii) an individual who is employed by a state contractor or prospective state contractor, which is a business entity, as president, treasurer or executive vice president, (iii) an individual who is the chief executive officer of a state contractor or prospective state contractor, which is not a business entity, or if a state contractor or prospective state contractor has no such officer, then the officer who duly possesses comparable powers and duties, (iv) an officer or an employee of any state contractor or prospective state contractor who has *managerial or discretionary responsibilities with respect to a state contract*, (v) the spouse or a *dependent child* who is eighteen years of age or older of an individual described in this subparagraph, or (vi) a political committee established or controlled by an individual described in this subparagraph or the business entity or nonprofit organization that is the state contractor or prospective state contractor.

"State contract" means an agreement or contract with the state or any state agency or any quasi-public agency, let through a procurement process or otherwise, having a value of fifty thousand dollars or more, or a combination or series of such agreements or contracts having a value of one

hundred thousand dollars or more in a calendar year, for (i) the rendition of services, (ii) the furnishing of any goods, material, supplies, equipment or any items of any kind, (iii) the construction, alteration or repair of any public building or public work, (iv) the acquisition, sale or lease of any land or building, (v) a licensing arrangement, or (vi) a grant, loan or loan guarantee. "State contract" does not include any agreement or contract with the state, any state agency or any quasi-public agency that is exclusively federally funded, an education loan or a loan to an individual for other than commercial purposes.

"State contract solicitation" means a request by a state agency or quasi-public agency, in whatever form issued, including, but not limited to, an invitation to bid, request for proposals, request for information or request for quotes, inviting bids, quotes or other types of submittals, through a competitive procurement process or another process authorized by law waiving competitive procurement.

"Managerial or discretionary responsibilities with respect to a state contract" means having direct, extensive and substantive responsibilities with respect to the negotiation of the state contract and not peripheral, clerical or ministerial responsibilities.

"Dependent child" means a child residing in an individual's household who may legally be claimed as a dependent on the federal income tax of such individual.

"Solicit" means (A) requesting that a contribution be made, (B) participating in any fund-raising activities for a candidate committee, exploratory committee, political committee or party committee, including, but not limited to, forwarding tickets to potential contributors, receiving contributions for transmission to any such committee or bundling contributions, (C) serving as chairperson, treasurer or deputy treasurer of any such committee, or (D) establishing a political committee for the sole purpose of soliciting or receiving contributions for any committee. Solicit does not include: (i) making a contribution that is otherwise permitted by Chapter 155 of the Connecticut General Statutes; (ii) informing any person of a position taken by a candidate for public office or a public official, (iii) notifying the person of any activities of, or contact information for, any candidate for public office; or (iv) serving as a member in any party committee or as an officer of such committee that is not otherwise prohibited in this section.

#### **Conn. Gen. Stat. Sec. 4-252(e).**

Conn. Gen. Stat. § 4-252 (the "Statute") requires that the Invitation to Bid, of which these Terms and Conditions are a part, include a notice of the supplier certification requirements described in the Statute. Accordingly, pursuant to the Statute, suppliers are notified as follows:

(a) The terms "gift," "quasi-public agency," "state agency," "large state contract," "principals and key personnel" and "participated substantially" as used in this section shall have the meanings set forth in the Statute.

(b) No state agency or quasi-public agency shall execute a large state contract unless the state agency or quasi-public agency obtains the written certifications described in this section. Each such certification shall be sworn as true to the best knowledge and belief of the person signing the certification, subject to the penalties of false statement.

(c) The official of the person, firm or corporation awarded the contract, who is authorized to execute the contract, shall certify on such forms as the State shall provide:

(1) That no gifts were made between the date that the state agency or quasi-public agency began planning the project, services, procurement, lease or licensing arrangement covered by the contract and the date of execution of the contract, by (A) such person, firm, corporation, (B) any principals and key personnel of the person, firm or corporation, who participated substantially in preparing the bid or proposal or the negotiation of the contract, or (C) any agent of such person, firm, corporation or principals and key personnel, who participated substantially in preparing the bid or proposal or the negotiation of the contract, to (i) any public official or state employee of the state agency or quasi-public agency soliciting bids or proposals for the contract, who participated substantially in the preparation of the bid solicitation or request for proposals for the contract or the negotiation or award of the contract, or (ii) any public official or state employee of any other state agency, who has supervisory or appointing authority over such state agency or quasi-public agency;

(2) That no such principals and key personnel of the person, firm or corporation, or agent of such person, firm or corporation or principals and key personnel, knows of any action by the person, firm or corporation to circumvent such prohibition on gifts by providing for any other principals and key personnel, official, employee or agent of the person, firm or corporation to provide a gift to any such public official or state employee; and

(3) That the person, firm or corporation made the bid or proposal without fraud or collusion with any person.

(d) Any bidder or proposer that does not make the certifications required under subsection (c) of this section shall be disqualified and the state agency or quasi-public agency shall award the contract to the next highest ranked proposer or the next lowest responsible qualified bidder or seek new bids or proposals.

(e) The date that the state agency or quasi-public agency began planning the project, services procurement, lease or licensing arrangement to be covered by the contract is April 2, 2007.

#### **Executive Orders**

The Contract resulting from this RFP may be subject to the provisions of Executive Order No. 7C of Governor M. Jodi Rell, promulgated July 13, 2006, concerning contracting reforms, Executive Order No. 14 of Governor M. Jodi Rell, promulgated April 17<sup>th</sup>, 2006, concerning procurement of cleaning products and services, Executive Order No. Sixteen of Governor John G. Rowland promulgated August 4, 1999, concerning violence in the workplace, Executive Order No. Seventeen of Governor Thomas J. Meskill, promulgated February 15, 1973, concerning the listing of employment openings and Executive Order No. Three of Governor Thomas J. Meskill, promulgated June 16, 1971, concerning labor employment practices, all of which are incorporated into and are made a part of the Contract as if they had been fully set forth in it. At the Contractor's request, the Client Agency shall provide a copy of these orders to the Contractor.



**RETURN THIS FORM IMMEDIATELY!**

Acknowledgment: Receipt of Request-For-Quotation Documents

Bid Number: Request for Proposal **COSC 040610**

Project Title: **Virtual Classroom/LMS Integration**

Please take a moment to acknowledge receipt of the attached RFQ documents. Your compliance with this request will help us to maintain proper follow-up procedures while ensuring that all recipients have the opportunity to submit a proposal.

Date Issued: April 6, 2010                      Date received?            /            /

Do you plan to submit a proposal?    Yes    No

Print or type the following information:

<u>Company name:</u>	
<u>Street Address:</u>	
<u>City, State, Zip:</u>	
<u>Contact Name:</u>	
<u>Phone:</u>	
<u>Fax:</u>	
<u>Received via:</u>	DAS Contracting Portal Posting

**Note: Faxed acknowledgments are requested! FAX (860)666-5828**

**ATTN: COSC-040610 Virtual Classroom/LMS Integration**

**A cover sheet is NOT necessary.**

**IMPORTANT: DO NOT FAX BIDS.**

**BIDS MUST BE SUBMITTED IN A SEALED PACKAGE**