

**REQUEST FOR PROPOSAL****INBOUND AND OUTBOUND CONTACT CENTER SERVICES****Specification & Contract Number Q00828****Submission Deadline  
for Proposals:**

December 15, 2015 at 2:00 p.m., CST

**Pre-Proposal Meeting  
(Non-Mandatory):**November 12, 2015 at 3:00 CST  
Building A, Room A-315BC**Deadline for any questions  
Regarding this project:**

November 17, 2015

**Number of Copies:**Submit (5) Hard Copies of Proposals  
One marked "**Original**"  
(2) Copies of the Pricing (Separate Sealed & Marked Envelope)  
One additional copy of the Proposal & Pricing on a CD or flash drive**PLEASE MARK THE  
RETURN ENVELOPES:**

1. Inbound and Outbound Contact Center Services
2. December 15, 2015 at 2:00 p.m. Local Time
3. Q00828

**RETURN PROPOSALS TO:**Harper College Purchasing Department  
"A" Building, Room A217  
1200 W. Algonquin Road  
Palatine, IL. 60067**ISSUED BY:** *Jewell Jackson*  
*Purchasing Manager****PROPOSALS SUBMITTED BY FACSIMILE OR E-MAIL WILL NOT BE ACCEPTED***

## LEGAL NOTICE

### REQUEST FOR PROPOSAL (RFP) #Q00828 INBOUND AND OUTBOUND CONTACT CENTER SERVICES

Harper College will accept Proposals for Inbound and Outbound Contact Center Services, Q00828 until 2:00 P.M. CST on December 15, 2015, 2015.

Proposals shall be submitted to: Harper College Purchasing Department  
"A" Building, Room A217  
1200 W. Algonquin Road  
Palatine, IL. 60067-7398

The scope of work includes providing inbound contact center services for the One Stop Center, Admissions, Registration, Financial Aid, Student Accounting/Payment, Testing, IT Student Service Desk, and other departments; and outbound calling campaigns throughout the year.

Interested parties may contact the Purchasing Department for the Request for Proposals documents. Questions regarding this request for proposal should be addressed to [purchasing@harpercollege.edu](mailto:purchasing@harpercollege.edu). The last day to submit questions is November 17, 2015.

There will be a non-mandatory pre-proposal conference on November 12, 2015 at 3:00 p.m. CST in Building A, Room A-315BC at Harper College, 1200 W. Algonquin Road, Palatine, IL 60067-7398.

Offers may not be withdrawn for a period of 90 days after closing date without the consent of the Board of Trustees.

Any responses submitted unsealed, unsigned, fax transmissions or received subsequent to the aforementioned date and time, may be disqualified and returned to the submitter.

Harper College reserves the right to reject all Proposals or parts thereof, to waive any irregularities or informalities in the Request for Proposals (RFP) procedures and to award the contract in a manner best serving the interest of the College.

Jewell Jackson  
Manager of Purchasing

## REQUEST FOR PROPOSALS (RFP)

### GENERAL PROCESSING AND SELECTION PROCEDURES

The following procedures are generally used in the selection of vendors to provide professional services:

1. The Evaluation Committee is formed to evaluate the RFP responses.
2. The committee prepares a project description, criteria for selection and requirements for the specific contract. A Request for Proposals package is mailed to interested parties and a legal notice of the intent to contract for services is published.
3. The committee receives written RFP responses. The RFP responses should include a resume of the firm, references from past and present clients, similar experience, the names and background of project personnel, a narrative or work plan describing their approach to the specific project, completed Attachment A and Attachment B, a project task schedule (as applicable), and any other submittals requested within the document.
4. The committee reviews and evaluates the RFPs based on the established selection criteria and a comparison of all RFP responses submitted. The committee will request a demonstration with one or more Respondents to clarify and/or expand on the response. In accordance with the requirements of the RFPs, the College may negotiate terms, conditions and fees with the successful Respondent.
5. The committee selects the RFP response which, based on the ability to meet the criteria, appears to be the most advantageous selection for the College, and subsequently recommends contract award to the Executive Vice President.
6. Harper College reserves the right to reject all Proposals or parts thereof, to waive any irregularities or informalities in the Request for Proposals (RFP) procedures and to award the contract in a manner best serving the interest of the College.
7. The contract is presented for approval to the College Board of Trustees.

## GENERAL INFORMATION

### REQUEST FOR PROPOSALS (RFPs)

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#### A. REQUEST FOR PROPOSALS

##### A.01 General:

###### A.01.1 Definition:

Request for Proposals (RFP) is a method of procurement permitting discussions with responsible Respondents and revisions to responses prior to award of a contract. Proposals will be opened and evaluated in private. Award will be based on the criteria set forth herein.

###### A.01.2 Familiarity with Conditions:

Respondents are advised to become familiar with all conditions, instructions and specifications governing this RFP. Once the award has been made, failure to have read all the conditions, instructions and specifications of this Request for Proposals, and any subsequent contract, shall not be cause to alter the original contract or request additional compensation.

##### A.02 Discussion of Proposals:

A.02.1 All Respondents are advised that in the event of receipt of an adequate number of RFPs, which in the opinion of the Selection Committee requires no clarification and/or supplementary information, such RFPs responses may be evaluated without discussion. Hence, Proposals should be initially submitted on the most complete and favorable terms which Respondents are capable of offering to the College.

A.02.2 The Selection Committee may conduct discussions with any Respondent who submits acceptable or potentially acceptable Proposals. Respondents shall be accorded fair and equal treatment with respect to any opportunity for discussion and revision of Qualification responses. During the course of such discussions, the Selection Committee shall not disclose any information derived from one Qualification response to any other Respondent. The Selection Committee reserves the right to request the Respondent to provide additional information during this process. Neither the Selection Committee nor any other member of Harper's staff will conduct debriefings regarding the RFP process.

A.02.3 During discussions, the Respondent shall be prepared to cover the following topics:

A.02.3.1 The specific services to be provided;

A.02.3.2 Proposals of the Respondent, including work on similar projects, experience of personnel, etc;

A.02.3.3 The working relationship to be established between the College and the Respondent, including, but not limited to, what each party should expect from the other.

- A.03 Negotiations:  
Harper College reserves the right to negotiate specifications, terms and conditions which may be necessary or appropriate to the accomplishment of the purpose of this RFP. The College may require the RFP and the Respondent's entire Qualification response be made an integral part of the resulting contract. This implies that all responses, supplemental information, and other submissions provided by the Respondent during discussions or negotiations will be held by Harper College as contractually binding on the successful Respondent.
- A.04 Notice of Unacceptable Responses:  
When the Selection Committee determines a firm's RFP response to be unacceptable, such Respondent shall not be afforded an additional opportunity to supplement its RFP Response.
- A.05 Confidentiality:  
The Purchasing Department shall examine the Proposals to determine the validity of any written requests for nondisclosure of trade secrets and other proprietary data identified. After award of the contract, all responses, documents, and materials submitted by the Respondent pertaining to this RFP will be considered public information and will be made available for inspection, unless otherwise determined by the Purchasing Department. All data, documentation and innovations developed as a result of these contractual services shall become the property of the College. Based upon the public nature of these RFPs, a Respondent must inform the College, in writing, of the exact materials in the offer which cannot be made a part of the public record in accordance with the Illinois Freedom of Information Act.
- A.06 Proposed Timeline:
- |  |                                  |
|--|----------------------------------|
| RFP Issued.....                                    | October 29, 2015                 |
| Pre-Proposal Meeting.....                          | November 12, 2015                |
| Last Day to submit questions for a response.....   | November 17, 2015                |
| Final Addendum Issued .....                        | November 23, 2015                |
| RFP Deadline .....                                 | December 15, 2015                |
| Interviews and Vendor Demonstrations.....          | wk of January 25, 2016           |
| Approval by Harper College Board of Trustees ..... | March, 2016                      |
| Implementation Completed.....                      | Outbound Call Center April, 2016 |
| Implementation Completed.....                      | Fourth Quarter, 2016             |

## **B. TERMS AND CONDITIONS**

- B.01 Authority:  
This Request for Proposals is issued pursuant to applicable provisions of Harper College's Purchasing Policy.
- B.02 Errors in Proposals:  
Respondents are cautioned to verify their RFP response prior to submission. Negligence on the part of the Respondent in preparing the RFP response confers no right for withdrawal or modification of the RFP response.

- B.03 Reserved Rights:  
Harper College reserves the right at any time and for any reason to cancel this Request for Proposals process or any portion thereof, to reject any or all submittals, or to accept alternate submittals. The College reserves the right to waive any immaterial defect in any RFP response. Unless otherwise specified by the Respondent, the College has ninety (90) days to accept. The College may seek clarification from a Respondent at any time and failure to respond promptly is cause for rejection. The College may require submission of best and final offers.
- B.04 Incurred Costs:  
Harper College will not be liable in any way for any costs incurred by Respondents in replying to this RFP.
- B.05 Award:  
Award shall be made by the Harper College Board of Trustees to the responsible Respondent whose Proposals are determined to be the most advantageous to the College, taking into consideration price and the evaluation criteria set forth herein below. Harper College reserves the right to accept the RFP response as a whole or for any component thereof if it appears to be in the best interest of the College. While it is the intent of the College to award a contract to one Vendor, the College reserves the right to award a contract to an outbound contact center and a separate contract to an inbound contact center.
- B.06 Evaluation Considerations:  
Evaluation Criteria are shown below. The Selection Committee shall consider the following when judging the ability of Respondents to meet the requirements of this Request for Proposals.
- B.06.1 Compliance with Request for Proposals [Mandatory]. This refers to the adherence to all conditions and requirements of the Request for Proposals.
- B.06.2 Quality of Response.
- B.06.2.1 Clearly demonstrated understanding of the work to be performed.
- B.06.2.2 Completeness and reasonableness of the Respondent's plan/Proposals for accomplishing the tasks.
- B.06.2.3 Level of creativity demonstrated by the Respondent's proposed methodologies for meeting the requirements of this Request for Proposals.
- B.06.3 Product/Services to be Provided. This refers to the exact type and nature of the Respondent's proposed services and how they accomplish the objectives of the project, as well as the ability to rapidly respond to the College's needs, as defined in the Evaluation Criteria set forth herein.
- B.06.4 Schedule. This refers to the Respondent's proposed delivery schedule. The schedule shall be a critical element of this contract.

B.06.5 Qualifications and Experience. Respondent's capability in all respects to perform fully the contract requirements, and the tenacity, perseverance, experience, integrity, and reliability which will assure good faith performance, as well as satisfactory reference verification. These criteria include:

B.06.5.1 The experience of the firm and its record on engagements of a similar nature, including the ability to serve in a similar capacity for other Colleges or organizations.

B.06.5.2 Personnel to be assigned to the project, and their education, capabilities, qualifications and experience with similar projects; and

B.06.5.4 Other areas addressed in the *Statement of Work* herein.

B.06.6 Costs (Price). This refers to the proposed contract fee. (Please note that price is only one factor for consideration of award). **Pricing will be submitted within a separate sealed envelope so marked. Price breakdown needs to include all ancillary charges and staffing required to complete a project of this nature.**

B.06.7 Acceptability of Proposals:

The Offer shall be evaluated solely in accordance with the criteria set forth herein. The Proposals shall be categorized as follows:

A. Acceptable;

B. Potentially Acceptable; that is reasonably susceptible of being made acceptable; or

C. Unacceptable.

B.07 Budget:

B.07.1 When requested, Respondent shall propose a not-to-exceed amount for complete execution of this project as detailed in the Specifications or Statement of Work herein.

B.07.2 If proposing costs which may include alternate programs or services not covered in the base bid pricing, the Respondent, when offering such alternative services must provide a detailed explanation of additional optional services to be offered.

B.08 Contract Term:

The term of the agreement shall be two years with options to renew for two additional one-year periods.

B.09 Taxes:

The College is exempt from paying Illinois Use Tax, Illinois Retailers Occupation Tax, Federal Excise Tax, and Municipal Retailer's Occupation Tax. The College's Tax Exemption Letter will be provided upon award of a contract.

B.10 Hold Harmless Clause:  
The Respondent agrees to indemnify, save harmless and defend Harper College, its agents, servants, and employees, and each of them against and hold it and them harmless from any and all lawsuits, claims, demands, liabilities, losses and expenses, including court costs and attorney's fees, for or on account of any injury to any person, or any death at any time resulting from such injury, or any damage to property, which may arise or which may be alleged to have arisen out of or in connection with the work covered by this contract. The foregoing indemnity shall apply except if such injury, death or damage is caused directly by the negligent conduct of Harper College, its agents, servants, or employees or any other person indemnified hereunder.

B.11 Insurance Requirements:  
Respondents shall maintain for the duration of this contract and any extensions thereof insurance issued by a company or companies qualified to do business in the State of Illinois, as enumerated in Harper College's insurance requirements. **Please state your professional liability coverage if applicable.**

Upon notice of acceptance of proposal, the successful bidder shall, within ten (10) calendar days of said notice, furnish to the College a certificate of insurance evidencing coverage by the types of insurance in the amounts specified below. Such coverage shall be placed with a responsible company acceptable to the College, licensed to do business in the State of Illinois, and with a minimum insurance rating of A: VII as found in the current edition of A M Best's Key Rating Guide. Each policy shall bear an endorsement precluding the cancellation or reduction of said policies without providing Harper College at least thirty (30) days prior notice thereof in writing. All required insurance shall be maintained by the contractor in full force and effect until such time as the subject equipment has been approved and accepted by the College.

Minimum Insurance Requirements:

General Liability	General Aggregate	\$2,000,000
	Products-Comp/Op Agg	2,000,000
	Personal Injury	1,000,000
	Each Occurrence	1,000,000
Excess Liability	Each Occurrence	1,000,000
	Aggregate	1,000,000
Automobile Liability	Bodily injury (each acc)	1,000,000
	Property damage (each acc)	1,000,000
Worker's Compensation	Statutory Limits	
	Each accident	500,000
	Disease-Policy limit	500,000
	Disease-Each employee	500,000

Contractor shall cause each subcontractor employed by contractor to purchase and maintain insurance of the type specified above. When requested by the College, contractor shall furnish copies of certificates of insurance evidencing coverage for each subcontractor. The College shall be named as an additional insured for general liability.



- B.12 Meetings:  
Respondent may be required to meet with various College and outside officials as required, throughout the project.
- B.13 Equal Employment Opportunity:  
Respondent shall comply with the Illinois Human Rights Act, 775 ILCS 5/1-101 et seq., as amended, and any rules and regulations promulgated in accordance therewith, including, but not limited to the Equal Employment Opportunity Clause, Illinois Administrative Code, Title 44, Part 750 (Appendix A), which is incorporated herein by reference. Furthermore, the Respondent shall comply with the Public Works Employment Discrimination Act, 775 ILCS 10/0.01 et seq., as amended. Furthermore, the Respondent will comply with Executive Order 11246 of September 1965, entitled "Equal Opportunity," as amended by Executive Order 11375 of October 13, 1967, and as supplemented by the Department of labor regulations (41 CFR chapter 60). Furthermore, the Respondent shall comply with Public Act 98-107 which requires nearly any party that contracts with a community college to post employment of vacancies with the state's job board IllinoisJobLink.com. Additionally, the Respondent shall comply with the Harper College Fair Employment Ordinance.
- B.14 Responsibility & Default:  
B.14.1 The awarded Respondent shall be required to assume responsibility for all items listed in this Request for Proposals. The successful Respondent shall be considered the sole point of contact for purposes of this contract.  
  
B.14.2 Time is of the essence and shall be considered in awarding this contract. If delivery of acceptable items or rendering of services is not completed by the time promised, the College reserves the right, without liability, in addition to its other rights and remedies, to terminate the contract by written notice effective when received by the Respondent, as to stated items not yet shipped or services not yet rendered and to purchase substitute items or services elsewhere in such a manner as the Purchasing Department may deem appropriate, and charge the Respondent with any or all losses incurred. The College shall be entitled to recover its attorney's fees and expenses in any successful action by the College to enforce this contract.
- B.15 Payments:  
B.15.1 The Respondent shall furnish the College with itemized invoices as required as determined through negotiations with the Selection Committee.  
  
B.15.2 All payments to be made in accordance with applicable provisions of the "Local Government Prompt Payment Act." 50 ILCS 505/1, et seq.  
  
*B.15.3 Payments for inbound contact center services shall be invoiced and paid on a monthly basis. Payments for outbound calling campaigns shall be paid in accordance with the "Local Government Prompt Payment Act".*
- B.16 Respondent Responsibilities:  
The selected Respondent will be required to assume responsibility for all services offered in this Request for Proposals. The College will consider the selected Respondent to be the sole point of contact with regard to contractual matters, including payment of any and all charges resulting from the contract. Sub-contracts will be permitted only upon specific, written permission of the College.

- B.17 Interpretation or Correction of Request for Proposals:  
B.17.1 Respondents shall promptly notify the Purchasing Department of any ambiguity, inconsistency or error, which they may discover upon examination of the Request for Proposals. Requests for interpretation of specifications may be made in writing, and directed to the Purchasing Department. All such requests must be delivered in a timely fashion.
- B.17.2 Interpretations, corrections and changes to the Request for Proposals will be made by addendum. Interpretations, corrections or changes made in any other manner will not be binding.
- B.18 Law Governing:  
Any contract resulting from this RFP shall be governed by and construed according to the laws of the State of Illinois, without regard to conflict of law principles.
- B.19 Compliance with Laws:  
The Respondent shall at all times observe and comply with all laws, ordinances and regulations of the federal, state, local and College policy, which may in any manner affect the contract.
- B.20 Termination for Lack of Funding:  
The College reserves the right to terminate the whole or any part of this contract, upon written notice to the Respondent in the event that sufficient funds to complete the contract are not appropriated by the Harper Board of Trustees; provided that in the event of such termination, the Respondent shall be paid promptly for all services rendered by the Respondent through the effective date of termination.
- B.21 Addenda:  
B.21.1 Addenda are written instruments issued by the Purchasing Department prior to the date of receipt of Proposals, which modify or interpret the RFP by addition, deletions, clarifications or corrections.
- B.21.2 Prior to the receipt of Proposals, addenda shall be distributed to all who are known to have received a complete RFP if required.
- B.21.3 After receipt of Proposals, any addenda shall be distributed only to Respondents who submitted Proposals and those Respondents shall be permitted to submit new or amended Proposals as detailed within the addenda.
- B.21.4 Each Respondent shall ascertain, prior to submitting a Proposal that all addenda issued have been received and, by submission of a Proposal, such act shall be taken to mean that such Respondent has received all addenda and that the Respondent is familiar with the terms thereof and understands fully the contents of the addenda.
- B.21.5 Respondents shall acknowledge receipt and understanding of the addenda in their response.

- B.22 Regulatory Compliance:  
When applicable Respondent represents and warrants that the goods and services furnished hereunder (including all labels, packages and container for said goods) comply with all applicable standards, rules, and regulations as applicable including the Occupational Safety and Health Act as amended with respect to design, construction, manufacture or use for their intended purpose of said goods or services. Respondent shall furnish applicable "Material Safety Data Sheets" in compliance with the Illinois Toxic Substances Disclosure Act, and shall otherwise comply with the requirements of said act for materials and supplies covered by the act.
- B.23 Guarantees and Warranties:  
All guarantees and warranties required shall be furnished by the Respondent and shall be delivered to the Purchasing Department before final voucher on the contract is issued.
- B.24 Right to Protest  
Any bidder wishing to file a protest regarding the RFP process may do so by giving written notice to the Manager of Purchasing within seven calendar days of the closing time and date. This notice should include the title of the requirement, the closing date and the nature of the protest. Any disputes concerning a question of fact under this R which is not disposed of by agreement shall be decided by the College. The decision of the College for the determination of such appeals shall be final and conclusive.

**C. PROPOSALS (RFP Response)-FORM AND CONTENT**

- C.01 Submission of Proposals:
- C.01.1 To be considered, Proposals must be delivered directly to the Harper College Purchasing Department on or before the date and time specified in the Request for Proposals. Delivery methods are solely the responsibility of the respondent.
- C.01.2 Each Respondent shall submit the number of Proposals as enumerated on the cover page herein, one of which shall be the original.
- C.01.3 Interested parties should send a statement acknowledging receipt of the RFP and intent on submitting a proposal to [purchasing@harpercollege.edu](mailto:purchasing@harpercollege.edu).
- C.01.4 Proposals (RFP Response) may be submitted in a sealed envelope, addressed as follows:

William Rainey Harper College  
Purchasing Department  
1200 W. Algonquin Road  
Palatine, Illinois 60067

Late Proposals (RFP Responses) are grounds for rejection at the owner's discretion.

- C.02 Form of Proposals:  
The Proposals form included with this RFP shall be completed in full and signed by an officer, partner or principal with authority to execute contracts.

- C.03 Proposals of Respondents (Statement of References):
- C.03.1 Complete the enclosed "References" form. Provide references of higher educational organizations who have utilized similar services. A minimum of three references are required.
  - C.03.2 Provide background information on your firm, including, but not limited to, the age of the business, the number of employees and other data that will permit the College to determine the capability of the Respondent to meet all contractual requirements.
  - C.03.3 List the abilities, qualifications, licenses and experience of the persons who would be assigned to the engagement and their experience on similar contracts. Please include how long each person has worked for your company.
  - C.03.4 Describe your involvement in engagements of similar size and scope, providing references where appropriate. Also provide a complete listing of higher education clients.
  - C.03.5 Provide a complete listing of personnel to be assigned to the contract, including a personnel utilization breakdown of the work specified. Include detail by task and personnel if possible.
  - C.03.6 Provide a listing of all sub-contractors/third parties who will be utilized in the execution of this project. Respondents shall provide the same information for each Sub-Respondent that is provided for the Respondents, as detailed in Sections C.03.1 through C.03.5 above.
  - C.03.7 Identify the names of any and all persons and entities associated with the Respondents who may pose a potential conflict of interest with any activity of this specific project. Please provide details and reasons for any such conflict. (Respondents are subject to disqualification on the basis of any potential for conflict of interest as determined by the College.)
- C.04 Items to be Submitted:
- C.04.1 References and Qualifications: See Section C.03.
  - C.04.2 Completed Attachment A and Attachment B
  - C.04.3 Narrative Response:  
The Narrative Response shall include:
    - C.04.2.1 Work Overview: State in succinct terms your understanding of the proposed project.

- C.04.2.2 Work Plan: Describe in narrative and/or outline form your detailed work plan which indicates your firm's methodology for execution of this contract including a summary of the methodology to be used to perform the work specified, and a synopsis and review of other areas or considerations not addressed in the Statement of Work herein, which the Respondents believes to be essential to the effective execution of the project. Include a communication schedule stating the frequency and type (email or phone) of communication.
- C.04.2.3 **Pricing will be submitted within a separate sealed envelope so marked.**
- C.04.2.4 Terms and Conditions: List any terms and conditions which may apply to this contract that are not included in this RFP. Provide a copy of your standard Service Level Agreements.
- C.04.2.5 Implementation Schedule: Provide a complete schedule for implementation of the project including all significant milestones and deliverables.
- C.04.2.6 Additional Information and Comments: Include any other information which may be requested in the "Statement of Work" herein, or which you believe to be pertinent to the College's requirements.

## C.05 CHANGES and INVOICING

### C.05.1 Changes in Scope

Unless otherwise agreed by the Board of Trustees in the original contract for professional services, any change in scope of services that increase the agreed contract price for professional services and/or for costs to be expended by the professional in an amount in excess of \$25,000 must be approved by the Board of Trustees. Any change in the scope of services that increase the agreed contract price for professional services and/or for costs to be expended by the professional in the amount of \$25,000 or less, may be approved by the College President or his designee.

### C.05.2 Invoicing Requirements

Unless otherwise agreed by the Board of Trustees in the original contract for professional services, all invoices for professional services rendered must be itemized by the name of the individual doing the work, the date of the work, the time expended by the individual broken down into 10ths of an hour, with a description of the work. In addition, all costs must be itemized with a description of the purpose for which the cost was incurred.

Unless otherwise agreed by the Board of Trustees in the original contract for professional services, fee and cost invoices must be provided to the College on a monthly basis.

Invoices shall be itemized demonstrating the work performed and include supporting documentation/reporting demonstrating that service level requirements are being met.

C.05.3 Termination for Default

The College reserves the right to terminate the whole or any part of this contract, upon written notice to the bidder, in the event of default by the bidder. Default is defined as failure by the bidder to perform any provisions of this contract or failure to make sufficient progress so as to endanger performance of this contract in accordance with its terms. In the event of default and termination, the College may procure, upon such terms and in a manner as the Purchasing Department may deem appropriate, supplies or services similar to those so terminated. The bidder shall be liable for any excess cost for such similar supplies or services unless acceptable evidence is submitted to the Purchasing Department that failure to perform the contract was due to causes beyond the control and without the fault or negligence of the bidder.

C.05.4 Termination for Convenience

The College may terminate this contract at any time upon a written notice to the bidder, should it be determined that these services are no longer required, or if sufficient funds are not available to cover the estimated requirement, or for any other reason in the College's sole and exclusive discretion. Payment for work performed prior to the effective date of termination shall be based upon an estimate of the services actually performed, and shall be mutually agreed upon by the College and the bidder. Such payment so made to the bidder shall be in full settlement for services rendered under this contract.

C.05.5 Conflict of Interest

*It shall be a breach of ethical standards for any employee of the College to participate directly or indirectly in procurement when the employee knows that:*

- The employee has financial interest pertaining to the procurement.
- A business or organization in which the employee has a financial interest pertaining to the procurement is involved in the procurement.
- Any other person, business, or organization with which the employee is negotiating or has an arrangement concerning prospective employment is involved in the procurement.

*Employees who violate this standard will be subject to discipline in accordance with applicable State, County and local codes. Upon discovery of an actual or potential conflict of interest, an employee shall promptly disqualify themselves and withdraw from further participation in the transaction involved.*

## STATEMENT OF WORK

### COLLEGE BACKGROUND

William Rainey Harper College is one of forty-nine (49) community colleges in the State of Illinois that make up the Illinois Community College System. Harper College's credit full-time equivalent (FTE) including Continuing Education vocational courses for FY14 was 21,116 students.

Harper is a comprehensive community college which offers transfer curriculum, occupational training, adult enrichment classes, and a variety of other community services. The College offers certificates and associate degrees in a wide range of program areas.

The College district is located in the northwest suburbs of Chicago. The 200-acre campus is located in Palatine, with extension facilities at the Learning and Career Center in Prospect Heights and the Harper Professional Center in Schaumburg. Further information about Harper College can be found on its website.

### PROJECT BACKGROUND

In order to improve the accessibility to information and services for students, Harper College is seeking the following services:

- 1) Inbound Contact Center Services for the One Stop Center, Admissions, Registration, Financial Aid, Student Accounting/Payment, Testing and other departments based on an estimated annual volume of 36,500 calls between the following hours:
  - After hours from 7 pm to 8 am Monday through Thursday
  - Fridays from 4:30 pm to Mondays at 8 am
  - Holidays and breaks
- 2) Inbound Contact Center Services for the Information Technology Student Service Desk based on an estimated annual volume of 8,500 calls between the following hours:
  - After hours from 9 pm to 8 am Monday through Thursday
  - Fridays from 4:30 pm to Mondays at 8 am
  - Holidays and breaks

Note: Currently the College does not have the ability to count inbound chat and e-mail volumes for Items 1 & 2 above.

- 3) Outbound Contact Center Services for student engagement campaigns throughout the year to targeted and segmented populations to increase enrollment, retention and completion as well as gather business intelligence on students enrollment patterns and stop-out behaviors to influence future communication efforts. Activities for these campaigns should include the ability to execute the following:
- Campaign sizes up to 8,000 unique student records four to six times per year
  - Outreach activities to include phone, email and text engagements as well as inbound returned calls as part of campaign activities
  - Development of timelines with Harper staff to ensure appropriate timing of campaigns and design of appropriate scripts and training based on campaign outcomes
  - Daily reports during campaigns to include results, student feedback as well as escalations and follow-ups needed by Harper staff
  - Ability to conduct campaigns are not dependent on access to Harper student systems
  - A summary of each campaign at conclusion with an analysis, including outcomes of campaign per defined goals

**END OF SECTION**



## Attachment A

### Services Available

**NOTE:** Compliance to this section represents a significant portion of the evaluation. When indicated a yes or no response shall be provided in the Available Column. Provide additional comments as necessary. For each question listed complete the following:

#	Service or Question	Available (Yes/No)	Comments
1	Ability to . . . .	<b>❶</b>	<b>❷</b>

❶ Indicate *whether* the service is available to Harper

❷ Provide any detailed explanation.

	Service or Question	Available (Yes/No)	Comments (Attach sheet if needed)
	<b>Facility and Agents</b>		
1.	Location of contact center(s)		
2.	What is your employee screening processing, e.g., background security check? Explain.		
3.	Does your company allow home-based contact center staff?	Y <input type="checkbox"/> N <input type="checkbox"/>	
4.	If so, how are home-based agents monitored for data security purposes?	Y <input type="checkbox"/> N <input type="checkbox"/>	
5.	How are home-based agents secured to the internet and your applications?	Y <input type="checkbox"/> N <input type="checkbox"/>	
	<b>Inbound/Outbound Request Channels</b>		
6.	Which types of channels do you provide:		
7.	Phone – Inbound Contact Center	Y <input type="checkbox"/> N <input type="checkbox"/>	
8.	Phone – Outbound Contact Center Services	Y <input type="checkbox"/> N <input type="checkbox"/>	
9.	Student portal	Y <input type="checkbox"/> N <input type="checkbox"/>	
10.	Web forms	Y <input type="checkbox"/> N <input type="checkbox"/>	
11.	Live chat	Y <input type="checkbox"/> N <input type="checkbox"/>	
12.	Self-help trackers	Y <input type="checkbox"/> N <input type="checkbox"/>	
13.	Other	Y <input type="checkbox"/> N <input type="checkbox"/>	
14.	Which channels are compatible (i.e., responsive design) with mobile devices, tablets, etc.?		
15.	Describe the caller's experience. How many touch points does the caller encounter before talking to an agent?		

	Service or Question	Available (Yes/No)	Comments (Attach sheet if needed)
	<b>Contact/Request Management</b>		
16.	Are requests managed by a contact management/ticketing system?	Y <input type="checkbox"/> N <input type="checkbox"/>	
17.	Do you own the contact management system? If not, explain.	Y <input type="checkbox"/> N <input type="checkbox"/>	
18.	Do you host the contact management system? If not, explain.	Y <input type="checkbox"/> N <input type="checkbox"/>	
19.	Will Harper have access to the contact management system? Describe.	Y <input type="checkbox"/> N <input type="checkbox"/>	
20.	Will Harper have access to extract contact data? Explain.	Y <input type="checkbox"/> N <input type="checkbox"/>	
	<b>Bi-lingual Service</b>		
21.	Do you provide bi-lingual agents? Describe.	Y <input type="checkbox"/> N <input type="checkbox"/>	
	<b>Workforce Management</b>		
22.	Do you forecast the number of customer contacts for all channels in order to staff accordingly, e.g., first several weeks of classes? Explain.	Y <input type="checkbox"/> N <input type="checkbox"/>	
23.	Do you provide staff training? Describe.	Y <input type="checkbox"/> N <input type="checkbox"/>	
24.	Do you provide staff coaching? Describe.	Y <input type="checkbox"/> N <input type="checkbox"/>	
25.	Do you evaluate staff's knowledge? Describe.	Y <input type="checkbox"/> N <input type="checkbox"/>	
26.	What is your agent attrition rate?		
	<b>Regulatory Knowledge and Compliance</b>		
27.	Does the system store information that is subject to FERPA, HIPPA or any other federal, state or local compliance requirements? If so, please document all required compliance efforts and certifications.	Y <input type="checkbox"/> N <input type="checkbox"/>	

	Service or Question	Available (Yes/No)	Comments (Attach sheet if needed)
	<b>Customer Service</b>		
28.	Do you have a customer service philosophy? If yes, what is it, how is it implemented, and how do you measure success in maintaining this philosophy.	Y <input type="checkbox"/> N <input type="checkbox"/>	
29.	Do you have a maximum contact volume that can be handled at any one time? Describe.	Y <input type="checkbox"/> N <input type="checkbox"/>	
30.	Do you have a maximum telephone line capacity for incoming contacts (blockage)? Explain.	Y <input type="checkbox"/> N <input type="checkbox"/>	
31.	Do you have a contact escalation procedure? Describe.	Y <input type="checkbox"/> N <input type="checkbox"/>	
	<b>Quality Assurance</b>		
32.	Have you been awarded any contact center awards? Which one(s)? When?	Y <input type="checkbox"/> N <input type="checkbox"/>	
33.	Do you have quality standards? Describe. Please provide your quality standards document.	Y <input type="checkbox"/> N <input type="checkbox"/>	
34.	Do you have an ongoing quality review and improvement process? Describe.	Y <input type="checkbox"/> N <input type="checkbox"/>	
35.	Do you provide Customer Service training? Describe.	Y <input type="checkbox"/> N <input type="checkbox"/>	
36.	Do you listen to/observe contacts?	Y <input type="checkbox"/> N <input type="checkbox"/>	
37.	Do you evaluate each agent's knowledge and competency? Explain.	Y <input type="checkbox"/> N <input type="checkbox"/>	
38.	Do you know your error/rework rate? What is it?	Y <input type="checkbox"/> N <input type="checkbox"/>	
39.	Do you monitor adherence to procedures?	Y <input type="checkbox"/> N <input type="checkbox"/>	
40.	Do you record contact calls?	Y <input type="checkbox"/> N <input type="checkbox"/>	
41.	Will Harper have access to call recordings?	Y <input type="checkbox"/> N <input type="checkbox"/>	
42.	Do you use customer surveys? Explain.	Y <input type="checkbox"/> N <input type="checkbox"/>	
43.	Can you provide examples of customer praise and complaints?	Y <input type="checkbox"/> N <input type="checkbox"/>	

	Service or Question	Available (Yes/No)	Comments (Attach sheet if needed)
44.	When a mistake is discovered on a student's record by an agent will it be communicated to Harper? Describe the process.	Y <input type="checkbox"/> N <input type="checkbox"/>	
	<b>Service Level Agreements</b>		
	<b>Inbound Contact Center</b>		
45.	Please describe your ability to meet the service levels for the following:		
46.	Average time to respond to contact—20 seconds	Y <input type="checkbox"/> N <input type="checkbox"/>	
47.	Call abandon rate—5%	Y <input type="checkbox"/> N <input type="checkbox"/>	
48.	Internal resolution rate (level 1)—90%	Y <input type="checkbox"/> N <input type="checkbox"/>	
49.	Student satisfaction rate—90%	Y <input type="checkbox"/> N <input type="checkbox"/>	
50.	Longest delay in queue--30 seconds	Y <input type="checkbox"/> N <input type="checkbox"/>	
51.	What is the SLA violation credit amount? Explain.		
52.	Describe how you resolve/prevent service level issues such as customers getting busy signals and disconnects.		
	<b>Outbound Contact Center—</b> (Ability to respond to SLAs for return calls from outbound campaigns and connection rates for each campaign)		
53.	Connection rate to students- (Phone)--35%	Y <input type="checkbox"/> N <input type="checkbox"/>	
54.	Connection rate to students--35% email	Y <input type="checkbox"/> N <input type="checkbox"/>	
55.	Average time to respond to contact--20 seconds	Y <input type="checkbox"/> N <input type="checkbox"/>	
56.	Call abandon rate--5%	Y <input type="checkbox"/> N <input type="checkbox"/>	
57.	Student satisfaction rate--90%	Y <input type="checkbox"/> N <input type="checkbox"/>	
58.	Internal resolution rate (level 1)--90%	Y <input type="checkbox"/> N <input type="checkbox"/>	
59.	Longest delay in queue--30 seconds	Y <input type="checkbox"/> N <input type="checkbox"/>	

	Service or Question	Available (Yes/No)	Comments (Attach sheet if needed)
60.	What is the SLA violation credit amount? Explain.		
	<b>Implementation</b>		
61.	Describe your implementation process including cost controls.		
	<b>Knowledge Development and Management</b>		
62.	Describe the process for integration of Harper knowledge for service topics into the contact center knowledge base.		
63.	Describe the process for ongoing updates to the contact center knowledge base.		
	<b>Management Reporting</b>		
64.	Will management reports be provided to Harper? Describe. Include the frequency of the reports.	Y <input type="checkbox"/> N <input type="checkbox"/>	
65.	Explain the delivery method of the reports, e.g., Web, Email.		
66.	Will Harper have "real time" access for monitoring SLA performance metrics? Describe.	Y <input type="checkbox"/> N <input type="checkbox"/>	
67.	Describe your approach in assessing operational effectiveness		
	<b>Daily Operations</b>		
68.	Describe how the daily handoff between Harper and the contact center will occur.		
69.	Describe how the contact center will forward unresolved contacts to Harper.		
	<b>Value Added Services</b>		
70.	Provide a list of any additional services or benefits, not otherwise identified in this RFP, that the contact center would propose to provide to Harper.		

## Attachment B

### Technical and Security Systems Evaluation Questions

Please respond to the applicable questions:

	Service	Available (Yes/No)	Comments (Attach sheet if needed)
	<b>ERP System Compatibility</b>		
1.	Harper College uses Ellucian's Banner Student Information System. What is your recommended approach regarding agent access to Banner or application integration? Provide technical requirements, if necessary, for integrating with Harper's Banner System.		
2.	Do you provide Banner system training to agents? Describe.	Y <input type="checkbox"/> N <input type="checkbox"/>	
	<b>CRM Applications</b>		
3.	Does your system integrate with any CRM/ERM applications, and, if so, which ones? What are the technical requirements for integration?	Y <input type="checkbox"/> N <input type="checkbox"/>	
	<b>Data Center</b>		
4.	How many ISP's serve your data centers? i.e. Do you have redundant data connections?	Y <input type="checkbox"/> N <input type="checkbox"/>	
	<b>Student Access</b>		
5.	Will students need to access your system? Will that access require authentication? If so, what options do you support for authentication, SSO, and user provisioning? (LDAP, AD, CAS, OATH, SAML, Shibboleth, proprietary API, etc.).	Y <input type="checkbox"/> N <input type="checkbox"/>	

	Service	Available (Yes/No)	Comments (Attach sheet if needed)
	<b>Business Continuity (Standards and compliance/backup recovery)</b>		
6.	Does the your system store student or public personally identifiable information (PII) and/or information that is subject to FERPA, HIPAA, or any other federal, state or local compliance requirements? If so, please document all required compliance efforts and certifications.	Y <input type="checkbox"/> N <input type="checkbox"/>	
7.	Indicate contracted uptime SLA and SLA violation credit amounts and process around your routine maintenance schedule.		
8.	Does your business have a plan in place to respond to major outages or disaster(s); and ensure continuity of operations? If so describe. If so, describe. And, what is the customer notification process?	Y <input type="checkbox"/> N <input type="checkbox"/>	
9.	In the event of an outage, describe your SLA initial response time.		
10.	Do you have a plan for scheduled and unscheduled maintenance and any other required mechanical support of contact center? If so, describe.	Y <input type="checkbox"/> N <input type="checkbox"/>	
11.	Describe backup/recovery methodology including: <ul style="list-style-type: none"> <li>• Frequency</li> <li>• Type (i.e., increment, differential, cold, hot, full, etc.)</li> <li>• Retention policy</li> <li>• Time to recover</li> <li>• Recovery point in time (i.e., 5 minutes, 10 minutes, etc.) in the event of data loss.</li> </ul>		

	Service	Available (Yes/No)	Comments (Attach sheet if needed)
	<b>Data Breach Procedures</b>		
12.	Do you have a plan in place to address breaches? In the event of a data breach, describe your notification/escalation procedure.	Y <input type="checkbox"/> N <input type="checkbox"/>	
	<b>Security</b>		
13.	Demonstrate that security measures are in place to ensure safety and confidentiality of student data including both paper and electronic.		
14.	Are security events logged? (e.g. log-on, log-off, timeout, switching privileges, repeated authentication attempts, attempts to use unauthorized privileges, application software, modification, changes to user privileges, read/update of confidential data.)	Y <input type="checkbox"/> N <input type="checkbox"/>	
15.	What methodologies/processes do you use for security testing your products, systems, and network?		
	<b>Quality Control</b>		
16.	What methodologies/processes do you use for security testing your products, systems, network?		
	<b>Vendor Helpdesk/Support</b>		
17.	What is the average turnaround time to 1) acknowledge receipt of a ticket, 2) complete a ticket with your Helpdesk, 3) to resolve issues presented that are caused by a problem with your product?		
	<b>Client Browser</b>		
18.	What client browsers do you support (i.e., IE 11, Chrome, etc.)?		
	<b>Termination of Service</b>		
19.	Describe post subscription data retrieval and data disposal processes.		



PROPOSAL PAGE

INBOUND AND OUTBOUND CONTACT CENTER SERVICES

Specification & Contract Number: Q00828

1. Inbound Contact Center Services for the One Stop Center, Admissions, Registration, Financial Aid, Student Accounting/Payment, Testing and other departments

Implementation	\$ _____
Licensing	\$ _____
Annual Fees	\$ _____
Data Integration Fees to Banner	\$ _____
List All other Ancillary Charges:	\$ _____
_____	\$ _____
_____	\$ _____

2. Inbound Contact Center Services for the Information Technology Student Service Desk

Implementation	\$ _____
Licensing	\$ _____
Annual Fees	\$ _____
Data Integration Fees to Banner	\$ _____
All other Ancillary Charges	\$ _____
_____	\$ _____
_____	\$ _____

3) Outbound Call Campaigns

For the purpose of pricing make assumptions based on the following:

- Harper College has a strategic goal of increasing adult student enrollment and retention. An outbound calling campaign to move students to complete the registration and payment processes during their first year to second year (spring to fall) to increase retention of this population from year 1 to year 2.
- The campaign size equals 8,000 students.
- Connection rate of 35%
- Service Levels based on specifications in this RFP.

Implementation	\$ _____
Per Campaign Fees	\$ _____
List All other Ancillary Charges	\$ _____
_____	\$ _____
_____	\$ _____

Provide two copies of the price proposal in a separately sealed envelope clearly marked on the outside "Call Center Price Proposal" along with the Contractor's name and electronic copies.

**RETURN THIS PAGE ALONG WITH YOUR PROPOSALS**

TO: Harper College  
1200 W. Algonquin Road  
Palatine, IL 60067  
Attn: Purchasing Department

FROM: Organization: \_\_\_\_\_  
Address: \_\_\_\_\_  
City, State, Zip Code: \_\_\_\_\_  
Contact Person: \_\_\_\_\_  
Telephone Number: \_\_\_\_\_  
Facsimile Number: \_\_\_\_\_  
Email: \_\_\_\_\_

**AUTHORIZED NEGOTIATORS:**

Name: \_\_\_\_\_ Phone #: \_\_\_\_\_  
Name: \_\_\_\_\_ Phone #: \_\_\_\_\_

RECEIPT OF ADDENDA: The receipt of the following addenda is hereby acknowledged:

Addendum No. \_\_\_\_\_, Dated \_\_\_\_\_

Addendum No. \_\_\_\_\_, Dated \_\_\_\_\_

In submitting these Proposals, it is understood that Harper College reserves the right to reject any or all Proposals, to accept an alternate Proposals, and to waive any informalities in any Proposals.

In addition to this document, Respondents shall furnish, with the Proposals, all submittals as required herein.

**BUSINESS ORGANIZATION:**

\_\_\_\_ Sole Proprietor: An individual whose signature is affixed.  
\_\_\_\_ Partnership: State full names, titles and addresses of all responsible principals  
And/or partners on attached sheet.  
\_\_\_\_ Corporation: State of Incorporation: \_\_\_\_\_

Please provide your Federal Employer Identification Number (F.E.I.N.): \_\_\_\_\_

Seal (affix seal below if applicable)

(List Name of Officers)

President \_\_\_\_\_  
Vice-President \_\_\_\_\_  
Secretary \_\_\_\_\_  
Treasurer \_\_\_\_\_

Attest:

\_\_\_\_\_  
Signature of Secretary

## REFERENCES FOR HARPER COLLEGE

Per C.03.1 of General Information, list below current references for whom you have performed work similar to that required by this RFP.

Facility: \_\_\_\_\_

Address: \_\_\_\_\_

City, State, Zip Code: \_\_\_\_\_

Telephone Number: \_\_\_\_\_

Contact Person: \_\_\_\_\_

Dates of Service: \_\_\_\_\_

Facility: \_\_\_\_\_

Address: \_\_\_\_\_

City, State, Zip Code: \_\_\_\_\_

Telephone Number: \_\_\_\_\_

Contact Person: \_\_\_\_\_

Dates of Service: \_\_\_\_\_

Facility: \_\_\_\_\_

Address: \_\_\_\_\_

City, State, Zip Code: \_\_\_\_\_

Telephone Number: \_\_\_\_\_

Contact Person: \_\_\_\_\_

Dates of Service: \_\_\_\_\_

Complete this form and submit it with Form of Proposals.

Respondent's Name: \_\_\_\_\_

Signature: \_\_\_\_\_

## CERTIFICATION OF COMPLIANCE

THE UNDERSIGNED HEREBY CERTIFIES AS FOLLOWS:

1. That the undersigned has authority to make this certification on behalf of the bidder.

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Name of Company

2. That the undersigned has read the contents, in regard to disqualification of certain bidders, which are contained on the following pages of the bid documents.
3. That the undersigned knows of his own knowledge that the bidder is not disqualified from bidding under the aforesaid sections.

---

Authorized Signature

---

Type or Print Name

---

Title

SEAL

Instructions: This is to be completely filled out and executed by the Chief Executive Officer or the bidder authorized to submit the certification.

## DISQUALIFICATION OF CERTAIN BIDDERS

### PERSONS AND ENTITIES SUBJECT TO DISQUALIFICATION

No person or business entity shall be awarded a contract or subcontract, for a stated period of time, from the date of conviction or entry of a plea or admission of guilt, if the person or business entity,

- (A) has been convicted of an act committed, within the State of Illinois or any state within the United States, of bribery or attempting to bribe an officer or employee in the State of Illinois, or any state in the United States in that officer's or employee's official capacity;
- (B) has been convicted of an act committed, within the State of Illinois or any state within the United States, of bid rigging or attempting to rig bids as defined in the Sherman Anti-Trust Act and Clayton Act 15 U.S.C.;
- (C) has been convicted of bid rigging or bid rotating, or attempting to rig or rotate bids under the laws of the State of Illinois, or any state in the United States;
- (D) has been convicted of an act committed, within the State of Illinois or any state in the United States, of price-fixing or attempting to fix prices as defined by the Sherman Antitrust Act and Clayton Act 15 U.S.C. Sec. 1 et seq.;
- (E) has been convicted of price-fixing or attempting to fix prices under the laws of the State of Illinois, or any state in the United States;
- (F) has been convicted of defrauding or attempting to defraud any unit of state or local government or school district within the State of Illinois or in any state in the United States;
- (G) has made an admission of guilt of such conduct as set forth in subsection (A) through (F) above which admission is a matter of record, whether or not such person or business entity was subject to prosecution for the offense or offenses admitted to;
- (H) has entered a plea of nolo contendere to charges of bribery, price fixing, bid rigging, bid rotating, or fraud; as set forth in subparagraphs (A) through (F) above.

Business entity, as used herein, means a corporation, partnership, trust, association, unincorporated business or individually owned business.

**HARPER COLLEGE, ILLINOIS  
TAX COMPLIANCE AFFIDAVIT**

\_\_\_\_\_, being first duly sworn,

deposes and says: that he is \_\_\_\_\_  
(Partner, Officer, Owner, Etc.)

of \_\_\_\_\_.  
(Consultant)

The individual or entity making the foregoing Proposals or bid certifies that he is not barred from contracting with Harper College because of any delinquency in the payment of any tax administered by the Department of Revenue unless the individual or entity is contesting such taxes, in accordance with the procedures established by the appropriate revenue act, The individual or entity making the Proposals or bid understands that making a false statement regarding delinquency in taxes is a Class A Misdemeanor and, may have other serious legal consequences.

\_\_\_\_\_  
(Name of Bidder if the Bidder is an Individual)  
(Name of Partner if the Bidder is a Partnership)  
(Name of Officer if the Bidder is a Corporation)

The above statements must be subscribed a sworn to before a notary public.

Subscribed and Sworn to this \_\_\_\_\_ day of \_\_\_\_\_, 20\_\_\_\_

SEAL

Failure to complete and return this form may be considered sufficient reason for rejection of the bid

**HARPER COLLEGE, ILLINOIS  
ANTI-COLLUSION AFFIDAVIT AND CONSULTANT'S CERTIFICATION**

\_\_\_\_\_, being first duly sworn,

deposes and says: that he is \_\_\_\_\_  
(Partner, Officer, Owner, Etc.)

of \_\_\_\_\_.  
(Consultant)

The party making the foregoing Proposals or bid, certifies that such bid is genuine and not collusive, or sham; that said bidder has not colluded, conspired, connived or agreed, directly or indirectly, with any bidder or person, to put in a sham bid or to refrain from bidding, and has not in any manner, directly or indirectly, sought by agreement or collusion, or communication or conference with any person; to fix the bid price element of said bid, or of that of any other bidder, or to secure any advantage against any other bidder or any person interested in the proposed contract.

The undersigned certifies that he is not barred from bidding on this contract as a result of a conviction for the violation of State laws prohibiting bid-rigging or bid-rotating.

\_\_\_\_\_  
(Name of Bidder if the Bidder is an Individual)  
(Name of Partner if the Bidder is a Partnership)  
(Name of Officer if the Bidder is a Corporation)

The above statements must be subscribed and sworn to before a notary public.

Subscribed and Sworn to this \_\_\_\_\_ day of \_\_\_\_\_, 20\_\_\_\_

SEAL

Failure to complete and return this form may be considered sufficient reason for rejection of the bid.

## CONFLICT OF INTEREST FORM

\_\_\_\_\_, hereby certifies that it has conducted an investigation into whether an actual or potential conflict of interest exists between the proposer, its owners and employees, and any official or employee of William Rainey Harper College.

Proposer further certifies that it has disclosed any such actual or potential conflict of interest and acknowledges if Proposer has not disclosed any actual or potential conflict of interest, William Rainey Harper College may disqualify the proposal.

\_\_\_\_\_  
(Name of Proposer if the Proposer is an Individual)  
(Name of Partner if the Proposer is a Partnership)  
(Name of Officer if the Proposer is a Corporation)

The above statements must be subscribed and sworn to before a notary public. Subscribed and Sworn to this \_\_\_\_ day of \_\_\_\_\_, 2015

Notary Public

Failure to complete and return this form may be considered sufficient reason for rejection of the proposal.