



# RFP # 2019-SCH

Holland College  
**Campus Scheduling Solution**

REQUEST FOR PROPOSALS

**Distribution of RFP: January 4th, 2019 (Atlantic Standard Time)**

**Call for Questions: January 21st, 2019**

**Closing Date: January 28th, 2019**

**Evaluations: February 19th, 2019**

**Award: February 25th, 2019**

**Note: Vendors downloading this file and responding are required to register with Holland College in order to receive any amendments/addenda that may be issued regarding this Request for Proposals.**

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## 1. Introduction and Objectives

This Request for Proposals (RFP) solicits proposals from vendors to provide a complete solution for campus scheduling at Holland College. We will be reviewing a number of potential systems and are providing vendors with an opportunity to present their products and propose a system configuration that will match our needs. The Selection Committee will select one system deemed to be the “best fit” for Holland College and leverage its capabilities in our environment. From your response to the RFP and selected presentations (made solely at our request), we will make our recommendations to the Information Technology Policy Committee of Holland College as to which vendor’s product(s) to adopt.

This RFP contains:

- (1) Information about Holland College
- (2) Instructions that will enable qualified vendors to prepare and submit proposals with supporting materials
- (3) Characteristics and requirements for the system to be procured by the College
- (4) Terms and conditions that the successful vendor will be expected to accept.

### 1.1. Project Purpose

Holland College is seeking proposals for a single campus scheduling solution that will best meet our current and future needs. The selected solution will provide easy, and efficient management of schedules for all academic and facilities operations at Holland College.

The selected campus scheduling solution at Holland College must:

- Optimize class schedules based on
  - Student enrollment
  - Human Resources requirements (teaching, support, etc.)
  - Space requirement (including)
    - Room size
    - Technical needs
    - Other needs including accessibility, layout, and amenities
  - Location Requirements (proximity for travel times, etc.)
- Support event bookings and management
- Provide space and resource utilization reports
- Support a mix of centralized and decentralized schedule management

The selected vendor should provide the following as part of their successful bid:

- A scalable, flexible, standards-based environment, which integrates with our existing databases and provides for simple, efficient operation and administration.
- An interface and workflows that are intuitive, fast and visually pleasing to all users. In addition, the interface must be customizable.
- A solid upgrade path
- Excellent and consistent training and support at all levels.

## **1.2. Audience**

The audience for this campus scheduling solution will be primarily faculty and staff in 13 locations across Prince Edward Island. The audience is primarily English speaking - however, there may be need for other language versions in the future.

## **2. About Holland College**

Holland College is the community college in Prince Edward Island (PEI), Canada. It was founded in 1969 and today features 65 programs in a wide variety of fields including aerospace, business, culinary, health, law enforcement, marine, tourism, trades and technology, and sport and recreation. Approximately 2400 full time students attend Holland College (about 3000 FTE's), and a growing percentage of those students are from off-Island. Events management and scheduling, is also an important part of our operations.

### **2.1. Technical Background**

Holland College has approximately 13 different locations across Prince Edward Island, connected by fiber circuits ranging in speed from 10Mb/s to 1Gb/s. Our environment primarily consists of:

- Virtualized Microsoft Server 2012 with ADFS (using VMware 5.0)
- Office 365 for Education A3 email/calendar for all staff and students
- Windows 10 Professional or Mac OS X on all desktops
- Azure Active Directory Premium /LDAP authentication
- Ellucian Colleague SIS (Version 18.0) on Unidata 8.1
- Facilities room data – Microsoft Access database
- Brightspace (D2L) Learning Management System (vendor hosted)

### 3. Terms and Conditions for Responses

#### 3.1. Process Schedule

- RFP distributed to vendors January 4<sup>th</sup>, 2019
- Deadline for RFP questions from vendors January 21<sup>st</sup>, 2019
- RFP Closes January 28<sup>th</sup>, 2019
- Vendor demonstrations/presentations February 4<sup>th</sup> -18<sup>th</sup>, 2019
- Selection of vendor/contract negotiation February 25<sup>th</sup>, 2019

#### 3.2. Response Requirement and Stipulations

For your product to be considered a viable candidate for this project, we require written response to this RFP in the form of a proposal and if short-listed, a demonstration and/or a site visit. Detailed descriptions of both are found below.

#### 3.3. Preparation of Proposals

##### 3.3.1. Number of Copies and Contact Information

Please submit your proposal, plus all supporting documentation as (8) eight original copies and (2) two USB thumb drives containing PDF copies to:

Anne Farrell Purchasing Officer  
Room 326, Montgomery Hall, Holland College  
305 Kent Street  
Charlottetown, PE  
902-566-9634  
[afarrell@hollandcollege.com](mailto:afarrell@hollandcollege.com)

##### 3.3.2. Proposals should be prepared using the instructions and guidelines that follow:

- Proposals submitted by telephone or email will not be accepted.
- Any additional follow-up information should be sent in the same manner and format as the original information.
- All proposals should be accompanied by basic company and contact information as well as reference information.
- Forms to hold this information are included in Appendix A and Appendix B.

- 3.3.3. Proposals are to be submitted in a sealed envelope/box bearing the name and address of the vendor and clearly marked on the outside:

**Vendor Name**

**RRP# 2019-SCH Holland College Campus Scheduling Solution  
Room 326, Montgomery Hall, Holland College**

- 3.3.4. **Closing date: January 28<sup>th</sup>, 2019 at 3:00 p.m. AST** - Late responses, and responses submitted by facsimile (fax), or solely by other electronic means will not be accepted. It is the vendor's responsibility to ensure that proposals are received by the designated contact by the date and time indicated herein. No allowances will be made for any proposal that is misdirected, in transit at the closing date and time, or otherwise not in the designated contact's possession at the closing date and time. Late submissions will be returned to the vendor unopened.
- 3.3.5. Proposals will **not** be opened in Public.
- 3.3.6. Vendors are advised to submit a complete offer as their proposal. Any waiver, clarification or negotiation will not be considered as an opportunity for vendors to correct errors in their proposal submission.
- 3.3.7. A vendor may submit more than one proposal, but each must satisfy the mandatory requirements of this RFP. Alternate proposals may be used to present different system configurations, alternate hardware components, or system enhancements not presented in a vendor's initial proposal. All alternative proposals must be separately packaged and clearly identified.
- 3.3.8. Please contact Anne Farrell (as above) with any and all questions about the RFP on or before January 21<sup>st</sup>, 2019. If responses to questions materially affect the RFP specifications, all vendors will receive copies of the questions and responses without identification of the source of the question.
- 3.3.9. Only written responses from Holland College will be considered valid.
- 3.3.10. Holland College realizes there may be features of a solution or added value items that are easily offered by a vendor that were not specifically requested in the RFP. Vendors are invited to identify items which they deem to add significant value to Holland College and are offered as their proposed solution, even though a correlating requirement was not specifically identified or stated in the proposal. Vendors must outline their added value component in Section 7 of this RFP. Holland College reserves the right, in its sole discretion, to utilize all, part, or none, of those attributes proposed in the benefit analysis portion of this competition. Amounts proven to be inflated in value will be "automatically" discarded from consideration.
- 3.3.11. In preparing proposals, bidders should assume that the College has no previous knowledge of their products or capabilities despite any current or past work completed for the College. Bidders submitting proposals in

response to this RFP should confine their contacts to the College representatives listed in the RFP regardless of any previous contact with individual College departments.

- 3.3.12. Descriptions of products and services must be clearly written in plain language and presented in sufficient detail to permit effective evaluation by the College.
- 3.3.12.1. Emphasis should be placed on clear, complete presentation of factual information.
- 3.3.12.2. A vendor response must be divided into five distinct sections:
- Requirements (Section 4)
  - Product details (Section 5)
  - Vendor details (Section 6)
  - Vendor proposal (Section 7)
  - Financial consideration (Section 7.7 – broken out separately).
- 3.3.13. All sections of the proposal should be prepared and submitted in a clear and informative manner.
- 3.3.14. The first page of the proposal must be clearly labeled with the following information: vendor's name, the name of a contact person within the vendor's organization, the vendor's mailing address, telephone number, fax number, and email address.
- 3.3.15. The proposal must include a table of contents that indicates the proposal's organization and identifies the page locations of major sections.
- 3.3.16. Technical specification sheets, product brochures, and similar printed materials, where provided, should be included in an appendix, rather than the main proposal.
- 3.3.17. All proposals submitted in response to this RFP become the property of the College. Proposals will not be returned.
- 3.3.18. Proprietary or confidential information should be clearly identified in each proposal. When handling copies of proposals that contain proprietary or confidential information, the College will make all reasonable efforts to maintain such copies in confidence and will release them only to persons involved in the evaluation effort.
- 3.3.19. The primary vendor will be responsible for carrying out all aspects of the bid. If parts of the bid are subcontracted, the primary vendor will be responsible to the College for all aspects of the project and results. Holland College reserves the right to approve all proposed sub-contractors. The primary vendor will act as the single contact point for the College.

### **3.4. Demos / Site Visits**

The purpose of a Demo and/or a site visit is to provide an opportunity for the vendor to demonstrate their product and to observe the physical facilities in which the system will be installed and will operate.

- 3.4.1. Demos and/or Site visits may be arranged on an invitational basis for selected vendors only. The invitation will be extended after the proposal submission deadline.
- 3.4.2. Demos and/or Site visits are by appointment only. They must be arranged in advance.
- 3.4.3. Site visits will be limited to one visit. The vendor representatives must cover the following areas of expertise: sales, functionality, technology, and service/support. Attendance by management and/or other staff is optional.
- 3.4.4. The demos and/or site visit will provide a forum for demonstrating the vendor's product and for questions about system specifications and other matters contained within this RFP. The demonstration must be conducted using the specific products included in the vendor's final proposal and focus on those functions outlined in this RFP.
- 3.4.5. Answers and interpretations given at the site visit will be recorded and considered authoritative.
- 3.4.6. The site visit will be limited to not more than two (2) days.
- 3.4.7. The College is not responsible for costs incurred by vendors in connection with site visits, or any other activities associated with the preparation and submission of proposals solicited by this RFP.
- 3.4.8. If this RFP is amended, the College will notify each registered vendor in writing.

### **3.5. Most Advantageous Offer**

- 3.5.1. In order to obtain the most advantageous offer for Holland College we reserve the right at our sole discretion:
  - To waive irregularities and/or minor non-compliance by any Vendor with the requirements of this RFP;
  - To request clarification and/or further information from one or more vendors after the closing date and time, without incurring any obligation to offer the same opportunity to all vendors; and
  - To enter into negotiation with one or more vendors without being obligated to negotiate with or offer the same opportunity to all or any other vendors.

### **3.6. Non-exclusivity**

- 3.6.1. The terms of this RFP and subsequent agreement (if any) do not preclude Holland College and/or their employees from availing themselves of services from individuals or companies other than the successful vendor. The RFP, and any subsequent agreement, does not give the successful vendor or vendors any measure of exclusivity.

### **3.7. Other Instructions**

- 3.7.1. Proposals shall be originally signed by an individual authorized to make contractual commitments on behalf of the vendor. If the vendor is an incorporated company, the corporate seal of the vendor shall be affixed or a certified true copy of a resolution of the corporation naming the person(s) in question as authorized to sign agreements on behalf of the corporation shall be attached to the proposal.

Vendors, who are sole proprietorship or partners, shall sign their proposal in such a way as to irrevocably bind the vendor in an authorized manner.

- 3.7.2. Holland College is under no obligation to award any contract in whole or part and we reserve the right in our sole discretion to cancel this RFP process at any time before or after closing without providing reasons for such cancellation.
- 3.7.3. Any agreement resulting from this RFP shall be between Holland College and the successful vendor. It is valid only if accompanied by a Holland College Purchase order. The agreement between the parties shall inure to the benefit of and be binding upon them and their successors, executors and administrators.
- 3.7.4. The level of discount from list pricing that Holland College will receive from the successful vendor as a result of this RFP (on both software and services), shall be extended to the University of Prince Edward Island for a period of 1 year from the signing of an agreement with Holland College. The vendor and the University of Prince Edward Island would negotiate separate terms and conditions.
- 3.7.5. The vendor acknowledges a review of Bill C-45 and agrees to indemnify Holland College from any negligence on the part of the vendor in carrying out its obligations under any agreement resulting from this RFP.
- 3.7.6. In the event that a vendor is supplying a product that is all or partially sourced from other parties, the vendor guarantees that it is an authorized reseller of the product.
- 3.7.7. If any of the products constitute an infringement of patent and its use is enjoined, the successful vendor shall, at the vendor's own expense, procure for Holland College, the right to continue using the product, replace or modify

the product so it becomes non-infringing and meets the requirements of Holland College or pay Holland College for loss of use of the product.

- 3.7.8. The successful vendor (if any) shall warrant its product and/or services for a period of not less than one (1) year from completion, installation or supply against all defects and deficiencies in programming and installation. The successful vendor (if any) shall also promptly remedy or replace any defect or deficiency, in the product as solely determined by Holland College, upon notice from Holland College, and at no cost to Holland College. Should the successful vendor (if any) fail to remedy any defect or deficiency promptly within a reasonable time after notice to do so, Holland College may remedy the defect or deficiency, at the successful vendor's cost.
- 3.7.9. The laws of the Province of Prince Edward Island, Canada shall apply to this RFP and any contract formed as a result of this RFP and the Courts of Prince Edward Island shall have exclusive jurisdiction over any contract formed as a result of this RFP.
- 3.7.10. Proposals shall be irrevocable for ninety (90) days following the close of the RFP.

### **3.8. Insurance and Indemnity**

- 3.8.1. Prior to the commencement of any work, the successful Vendor shall provide proof satisfactory to Holland College that the Vendor has valid Commercial General Liability Insurance showing the Insurer's Name and address, the amounts and the effective dates of the insurance, which shall not be less than \$2,000,000.00 for bodily injury and property damage inclusive limits including Employers Liability and Broad Form Property Damage or such greater amounts as elsewhere provided in the agreement.

In addition, the successful Vendor shall provide proof satisfactory to Holland College that the Vendor has valid Automobile Liability Insurance (covering use of owned, non-owned or hired vehicles) showing the Insurer's Name and address, the amounts and the effective dates of the insurance, which shall not be less than \$2,000,000.00 for bodily injury and property damage inclusive limits.

Failure for any reason to furnish this proof shall be a breach of agreement, allowing Holland College to terminate the agreement. Holland College may require the Vendor to have Holland College added as an Additional Insured to the Commercial General Liability policy and require the Vendor to furnish a certificate of insurance with a 30 day notice of cancellation or alteration to the Holland College.

- 3.8.2. The successful vendor agrees to indemnify and save harmless, Holland College, their Board of Directors, agents, servants and employees, from and against all loss or expense by reason of the liability imposed by law upon Holland College, their Board of Directors, agents, servants and employees,

for damage because of bodily injury, including death, at any time resulting from, or sustained by any person or persons, or on account of damage to property, including loss of use thereof, arising out of or in consequence of the performance of this contract.

## 4. Requirements

Holland College has identified requirements of a Campus Scheduling Solution. They are presented for the information of vendors in the following sub-sections.

### 4.1. Functionality Requirements

Holland College has identified the following functional requirements of a campus scheduling solution. Vendors, in their proposals, should identify if functionality is or is not included in their system.

- 4.1.1. Where the RFP specifies that the campus scheduling solution must have a particular characteristic or capability as listed in the Requirements column of the table in 4.1.3 below, the vendor must state explicitly that the system has that characteristic or capability.
- 4.1.2. In cases where the characteristic or capability is broadly defined, vendors must identify which specific characteristic or capability (listed in italics) is provided in their solution and which specific characteristic or capability (listed in italics) may be available as an optional module/purchase.
- 4.1.3. **For the purposes of this RFP, the following definitions are used:**
  - A **course** is a module of instruction that has been approved by Holland College and is listed on the College's website. *(i.e.) BUSI-1000 is a course.*
  - A **section** is the offering of an academic course as well as all of the attributes defined and associated with that course. *(i.e.) BUSI-1000-0904 offered during the 18-19 Academic Year taught by "Jane Smith" is a section. A section may include lectures, labs, online, offsite instruction, etc. and these sections may either be mandatory or optional (electives).*
  - A **campus** is a location which contains one or more buildings. Holland College has 13 campuses across Prince Edward Island.
  - An **event** is an activity that requires a campus room(s) or outdoor space(s) where the event's activities can be held during a specified period of time. *(i.e.)* Examples of private events include external organizations renting room space to conduct meetings. Events may occur once or may be held repeatedly based upon either a standard (e.g. every Monday from 6:00 – 7:00 pm.) or an arbitrary schedule.
  - An **academic year** runs August 1 to July 31. While the College operates in semesters, these are not identified on the SIS.

- **Exam groups** are periods of time on specific dates when final exams are offered during or end of the semester.
- **Roomshare** - is scheduling the same room to be shared by two or more sections simultaneously. (i.e.) BUSI-1000-0904 and BUSI-1010-0904 would both be scheduled to be held in Room 134W of the Charlottetown Centre on Mon., Wed., and Fri. from 10:00 -11:00 a.m. during the 1819 Academic Year.
- **Attribute** - is a descriptor of an object or resource defined in the scheduling software. (i.e.) an attribute can describe facilities, services, human resources, sections, as well as any other object or resource defined in the scheduling system.

4.1.4. Holland College campus scheduling solution requirements are listed in the table below:

| Indicate if functionality is (I) included or (N/A) not available |  |   |          |
|--|--|---|----------|
| * (I)<br>* (N/A)   |  | MANDATORY FUNCTIONALITY   | COMMENTS |
|  |  | Must be a single, integrated campus scheduling solution for academic timetabling, facilities and event scheduling   |          |
|  |  | Schedule management can be centralized, decentralized, or a mix of the two – as needed.   |          |
|  |  | Published calendar must be Web Accessible and Mobile friendly (responsive design)   |          |
|  |  | Ability to create a workable master schedule based on availability or resources (human, space, etc.) at multiple campus locations (any or all)  |          |
|  |  | Ability to define mandatory fields when defining resources or soliciting input from users   |          |
|  |  | Must support workflow with automated communications, alerts, and escalation   |          |
|  |  | Must be able to roll over core data from year to year   |          |
|  |  | Must be able to run “what if” scenarios for various possibilities   |          |
|  |  | Must be able to automatically register students into sections based on defined rules  |          |
|  |  | Must be able to create workable individual student schedules  |          |
|  |  | Ability to automatically assign rooms to sections that are conducted during overlapping academic years. (i.e.) Holland College offers multiple programs the start in one Academic Year but end in another, example: Police Science Cadet begins in January and ends in September. |          |
|  |  | Must support multiple rooms, each with their own schedule, all associated within a given section  |          |

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|  |  | (i.e.) Tuesdays from 9-10 is a lecture in room 134W, Thursdays from 1-4 is a lab in room 236W.   |  |
|  |  | Must support the scheduling of two or more sections to a single room during the same period of time.<br>(i.e.) Assign Room 236W in the Charlottetown building to both the sections, BUSI-1000-0904 and ENGL-1000-0904 on Mondays, Wednesday, and Fridays from 9:00 – 10:00 a.m. in the same academic year. Essentially teaching to a larger, combined class. |  |
|  |  | Ability to override a schedule to accommodate unforeseen circumstances and communicate the changes to the affected stakeholders.   |  |
|  |  | Must synchronize real-time with Office 365 for Education A3 calendar for resource booking  |  |
|  |  | Must allow bookings to be completed in either Office 365 calendar or in Campus Scheduling software, without duplication.   |  |
|  |  | Must support email notifications using Office 365 for Education A3 email   |  |

| Indicate if functionality is (I) <b>included</b> - an (O) <b>optional module</b> - or (N/A) <b>not available</b> |  |  |          |
|--|--|--|----------|
| * (I)<br>* (O)<br>* (N/A)  |  | DESIRED FUNCTIONALITY  | COMMENTS |
|  |  | Ability to prompt users with reminders, or to request additional information about any possible requirements for the course.<br>(i.e.) When assigning a room for a specific section, the system would prompt a user about special class requirements such as the need for audio-visual equipment or special room setup.            |          |
|  |  | Ability to assign room ownership to a particular College department versus an individual?  |          |
|  |  | Ability to drill down and see the details of the booking or request in a published calendar.   |          |
|  |  | Ability to correlate room <b>booking</b> utilization with building automation systems' occupancy sensor data ( <b>actual</b> utilization). <ul style="list-style-type: none"> <li>The ability to provide this correlation as part of the tender will be a consideration. We may consider a custom development solution.</li> </ul> |          |
|  |  | Allow specific sections to be assigned to rooms before performing the automatic assignment of rooms to the remaining classes?  |          |
|  |  | Automatically assign rooms to a specific set of sections first   |          |

|  |  |  |  |
|--|--|--|--|
|  |  |  |  |
|  |  | Allow a user to set a priority attribute for each section and have the system use this priority attribute to determine the order in which rooms are automatically assigned to sections   |  |
|  |  | When a section is cancelled, assigned rooms and human resources <b>automatically</b> revert to the "available" status for other sections   |  |
|  |  | Archive data about room assignments for each academic year   |  |
|  |  | Ability for instructor to request several possible rooms for the section, and set the relative priority of his/her preferences for each room   |  |
|  |  | Ability for instructor or authorized staff member, when requesting a room for a section, to indicate which time periods and room attributes which are "required", as well as which are "preferred"   |  |
|  |  | Ability for the room schedulers to automatically assign rooms to sections in a series of several stages based on section, space, or human resources attributes/limitations.  |  |
|  |  | Ability to automatically populate course calendars in Brightspace (D2L) Learning Management System   |  |
|  |  | Ability to define how "blackout dates" are handled within a schedule<br><i>(i.e.) Either skip class or reschedule class on designated holidays</i>   |  |
|  |  | Ability for graphical calendar containing complete section details, to be published for individual staff, students, or Departments and accessible either directly from Brightspace (D2L), or in a format that can be imported into Brightspace (D2L) |  |
|  |  | Single Sign-On with Azure AD Premium   |  |
|  |  | User account management using Active Directory users and groups  |  |
|  |  | Supports cloud hosting in Azure or AWS   |  |

## **4.2. Installation Requirements**

- 4.2.1. The vendor solution must support operation in a virtual environment (VMware or Hyper-V)
- 4.2.2. For non-premise solutions, the vendor must either provide a hosted solution, or support virtual operations hosted with 3<sup>rd</sup> party cloud providers such as Azure and AWS
- 4.2.3. On-Premise Solution
  - 4.2.3.1. Holland College will provide the virtual server(s), operating system, and database, as specified by the vendor.
  - 4.2.3.2. Holland College will ensure each server is fully operational and configured as specified by the vendor.
  - 4.2.3.3. The vendor may choose to configure the operating system, database and application (remotely or onsite), or they can provide complete configuration details to Holland College technical staff, who will configure the operating system, database and application as directed.
  - 4.2.3.4. The vendor will be responsible for working with Holland College to verify the complete installation, configuration and security of the campus scheduling solution. This will include the installation of the latest patches and updates for the vendor's software as well as configuration of the application and database security.
  - 4.2.3.5. Holland College will provide access to the necessary databases and servers to facilitate integration with the campus scheduling solution.
  - 4.2.3.6. The vendor will also ensure that the campus scheduling solution is installed and configured to be securely accessible from all areas of the College, as well as externally.
- 4.2.4. Hosted or cloud-based solution
  - 4.2.4.1. Unless indicated otherwise, it is assumed that vendor-hosted solutions would have no installation requirements for Holland College
  - 4.2.4.2. Unless indicated otherwise, it is assumed that a vendor solution hosted in a 3<sup>rd</sup> party cloud infrastructure (such as Azure or AWS), would have the same installation requirements as installing on a virtual server environment located on premise, at Holland College.

## **4.3. Configuration Requirements**

- 4.3.1. The vendor will be responsible to set up the integration with administrative systems for seamless, secure operation of the campus scheduling software.
- 4.3.2. The vendor will ensure that the following is configured and operational:
  - 4.3.2.1. Automatic user account creation and provisioning

- 4.3.2.2. Master schedule creation and publishing
- 4.3.2.3. Individual student schedule creation and publishing
- 4.3.2.4. Printing
- 4.3.2.5. Events booking and calendar publishing
- 4.3.2.6. Workflow, communications and escalation
- 4.3.2.7. Reporting
- 4.3.3. The vendor will clearly detail what software and/or services are required to automatically create/delete/modify **campus schedules**, based on information changes in Ellucian Colleague and/or the Facilities database.
- 4.3.4. The vendor will clearly detail what software and/or services are required to automatically create/delete/modify **staff or student user accounts**, based on user information changes in Ellucian Colleague.
- 4.3.5. The vendor shall configure the campus scheduling software to integrate seamlessly with the College’s current email and calendaring systems.
- 4.3.6. The vendor shall ensure configure calendar accessibility from within Brightspace (D2L) Learning Management environment if possible

**4.4. Training Requirements**

- 4.4.1. The vendor will provide a “knowledge transfer” to Holland College technical staff during the installation and implementation of the campus scheduling solution.
- 4.4.2. The vendor will provide a complete training solution for College staff on the features and functionality of the campus scheduling solution. The minimum limit to any included training will be 8 people, and that shall be included in the overall training costs.

|   | <b>TRAINING TOPICS to be included:</b>   | <b>Delivery Method</b>      | <b>Duration</b> |
|---|--|-----------------------------|-----------------|
|   | <ul style="list-style-type: none"> <li>• This is a minimum list of topics</li> <li>• Indicate whether the training will be delivered onsite / online / or both ..</li> </ul> | (Onsite – Online – or Both) |                 |
| 1 | Administering the system (user account creation, roles/permissions, workflow setup, etc.)  |                             |                 |
| 2 | Data entry/preparation and validation  |                             |                 |
| 3 | Produce a master timetable and verify its integrity  |                             |                 |

|    |   |  |  |
|----|---|--|--|
| 4  | End user training for faculty, administrative staff             |  |  |
| 5  | Event setup and management                                      |  |  |
| 6  | Creation of queries and reports (ad hoc & custom)               |  |  |
| 7  | Application integration training                                |  |  |
| 8  | Web portal management training                                  |  |  |
| 9  | Calendar and Email integration and management training          |  |  |
| 10 | Other<br>(indicate if vendor has additional offerings included) |  |  |

#### **4.5. Vendor Support Requirements**

- 4.5.1. The vendor must provide a single point of accountability for all support issues.
- 4.5.2. The vendor must provide at a minimum – access to 8 X 5 toll-free helpdesk support with an escalation process to ensure critical issues are responded to within one business day. The vendor must clearly identify any limitations to this support solution.

### **5. Product Details**

It is requested that each solution proposed by each vendor include all of the following distinct and recognizable sections and address specific questions contained herein. We request that the questions be answered in addition to addressing functional requirements in section 4.5.

#### **5.1. Technical Section**

- 5.1.1. The technical section must provide complete descriptions of all hardware, software, and services required. The vendor must clearly detail the following:
  - 5.1.1.1. Minimum server requirements [including if separate database, application and web servers are required]
    - 5.1.1.1.1. Hardware (including disk space)
    - 5.1.1.1.2. Operating System (specify edition)
  - 5.1.1.2. Recommended server requirements (both physical and virtual)
    - 5.1.1.2.1. Hardware (including disk space)
    - 5.1.1.2.2. Operating System (specify edition)

- 5.1.1.3. Server Operating Systems(s) supported
  - 5.1.1.4. Minimum workstation hardware and operating system requirements
  - 5.1.1.5. Recommended workstation hardware and operating system requirements
  - 5.1.1.6. Minimum client bandwidth requirements
  - 5.1.1.7. Recommended client bandwidth requirements
  - 5.1.1.8. Workstation operating system(s) supported
  - 5.1.1.9. Database requirements (include CALs required)
  - 5.1.1.10. Web servers supported
  - 5.1.1.11. Browser(s) supported
  - 5.1.1.12. Mobile device platforms supported
  - 5.1.1.13. Licensing terms – include any restrictions to the number of servers, CPUs, or geographic locations on which the software may be installed (including disaster recovery servers). Limitations to the number of concurrent users, or total user accounts must also be clearly described.
- 5.1.2. Provide an overview of how the following typically is achieved with the campus scheduling solution:
- 5.1.2.1. Automated user account management (creation, provisioning, expiry and removal)
  - 5.1.2.2. User authentication – preferably using single sign on (SSO)
  - 5.1.2.3. Integration with Ellucian Colleague user accounts, import, expiry, removal
  - 5.1.2.4. Integration with Ellucian Colleague course shells
  - 5.1.2.5. Integration with Ellucian Colleague course roster, import, expiry, removal
  - 5.1.2.6. Microsoft Azure Active Directory Premium/LDAP user account authentication (if possible)
  - 5.1.2.7. Integration with Office 365 for Education A3 calendar and email for resource booking and notifications (all staff and students)
  - 5.1.2.8. Data archival and retrieval

- 5.1.3. Describe the security features/options provided for the following areas:
  - 5.1.3.1. User authentication
  - 5.1.3.2. Technical Administration
  - 5.1.3.3. Scheduling Administration
  - 5.1.3.4. File transfer
  - 5.1.3.5. Database access
  - 5.1.3.6. Database backups
  - 5.1.3.7. File access
  - 5.1.3.8. Encryption
  - 5.1.3.9. Logging
  - 5.1.3.10. Auditing
  - 5.1.3.11. Data archiving and retrieval
- 5.1.4. The vendor must describe the scalability of the scheduling solution and identify any limitations which may impact future growth:
  - 5.1.4.1. Increased student numbers (up to a maximum of 50%)
  - 5.1.4.2. Increased course section numbers (up to a maximum of 50%)
  - 5.1.4.3. Increased space to manage (up to a maximum of 50%)
  - 5.1.4.4. What makes your system superior to other platforms in terms of technology platform?
- 5.1.5. Please address the following questions regarding upgrades in a vendor-hosted environment:
  - 5.1.5.1. What is your company policy on mandatory upgrades? Do you offer retrospective version support? If so, for how long?
  - 5.1.5.2. Describe the number and characteristics of upgrades in the past 5 years.
  - 5.1.5.3. Describe the amount and level of training that is provided for upgrades.
- 5.1.6. The vendor must provide details on the available vendor-hosted options (if available). Include in your description details on the following:
  - 5.1.6.1. An overview of the hosting models/options available with key differentiators clearly identified
  - 5.1.6.2. Benefits and drawbacks Holland College staff and students could expect to experience should we move to a hosted solution

- 5.1.6.3. Integration considerations in moving to a hosted solution versus an on premise solution
- 5.1.6.4. Administration considerations in moving to a vendor-hosted solution versus a self-hosted solution
- 5.1.6.5. Data archiving and retrieval considerations in moving to a vendor-hosted solution versus a self-hosted solution
- 5.1.6.6. Provide any data sheets or specification documents related to your hosting environment. Note equipment, systems and back-up procedures that will ensure the security and integrity of our data.
- 5.1.7. Please provide details on the terms of the license agreement. Indicate how the number of administrators, faculty, current students and graduated students (from previous years) affect the license count – and ultimately the pricing.
  - 5.1.7.1. Self-hosted model
  - 5.1.7.2. Vendor-hosted model

## **5.2. Functional Section**

The functional section must provide complete descriptions of all functionalities listed in this RFP to be provided by the vendor. Attach any relevant marketing materials and data sheets if applicable. The vendor is requested to answer the following questions and to organize this section of their proposal in the following subsections:

### **5.2.1. Campus Scheduling Solution Overview**

5.2.1.1. Provide an overview of your campus scheduling solution including:

- 5.2.1.1.1. The typical operations involved in creating a master schedule
- 5.2.1.1.2. Request and approval models (for space and academic scheduling)
- 5.2.1.1.3. Individual Student scheduling capabilities
- 5.2.1.1.4. Transition tasks from year to year
- 5.2.1.1.5. Events scheduling (with customers both internal and external to Holland College)

5.2.1.2. Describe the difference between the configuration and customization options with your system.

## 5.2.2. Communication

- 5.2.2.1. Describe how the system interacts with Office 365 for Education A3 email to provide automated responses, notifications, and workflow status to both customers and administrators.
- 5.2.2.2. Describe how the system communicates to everyone affected when there are changes to the schedule and space bookings
- 5.2.2.3. Can the system alert affected stakeholders when changes to room attributes or section attributes occur after a schedule has been published? *(i.e. total number of computers in a lab are decreased in the system)*

## 5.2.3. Administration

- 5.2.3.1. Describe the administrative tools included in the system for managing users, schedules, reports, archives, auditing, and performance of the system. Are these tools integrated or separate? Is there an administrative dashboard?
- 5.2.3.2. Describe how the system creates and manages external customer accounts which do not exist in the Ellucian (Colleague) system ... *(i.e.) an example would be persons or groups from outside of Holland College who book space for events*

## 5.2.4. Reporting

- 5.2.4.1. Describe the reporting capabilities of the system – including:

- Included ad hoc reporting tools
- Types of reports available (built in – custom – ad hoc – etc.)
- Report format options
- Automated report options (including publishing and email)
- Report management and security options
- Data import/export capabilities
- Support for external ad hoc reporting tools such as Entrinsik Informer

- 5.2.4.2. Can a user employ the system to perform a what-if scenario analysis to see the impact on utilization if particular sections are offered in a new format?

*(i.e.) Could the system produce a report that shows how room assignments would change if particular sections were held once-a-week on a Friday for three hours per session rather than 3 times a week on Monday, Wednesday and Fridays for 50 minutes per session?*

5.2.4.3. Please indicate if the following reports are available – either as built-in/canned reports or as custom reports that need to be created.

| <b>REPORT AVAILABILITY</b>   |   |  |                 |
|--|---|--|-----------------|
| <b>Y - Yes</b> means available as a built-in/canned report <b>C - Custom</b> means yes, but you have to create them yourself |   |  |                 |
| <b>Y - Yes<br/>N - No<br/>C - Custom</b>   |   | <b>Can the system produce reports that shows:</b>  | <b>COMMENTS</b> |
|  | 1 | The percentage of a specified set of rooms which are being used for sections during a specified period of time?  |                 |
|  | 2 | All the users of the system and their associated roles?  |                 |
|  | 3 | The list of sections where the number of instruction hours approved for the course do not match the number of hours of room time requested for the section. (not including breaks and holidays in the time)  |                 |
|  | 4 | The list of conflicts in any given scenario  |                 |
|  | 5 | The listing of assigned course sections per instructor - individually, by program, by department, and College wide.  |                 |
|  | 6 | The percentage of sections taught by a specific department or instructor/faculty within a specified time frame?<br><i>(i.e) could the system generate a report that shows the percentage of English sections taught in an academic year between 10:00 a.m. – 3:00 p.m. on Monday – Friday?</i>                               |                 |
|  | 7 | “Impossible Requests” ... a list of impossible room requests which the scheduling software cannot accommodate due to: a) non-standard start times and end times, b) non-standard time blocks (durations), c) requested number of room seats is 0, too high or too low or d) no such room is available in the room inventory? |                 |
|  | 8 | “Requested Contact Hours” - a list of sections for an academic year or specific date range for which the number of requested hours per week does NOT equal the set number of hours for the section   |                 |
|  | 9 | Search and report on available rooms based on specific room attributes and timeframes  |                 |

#### 5.2.5. Mobile Device support

- 5.2.5.1. Describe the experience one can expect when accessing the system via a mobile device (Android or iOS) – both as an administrative user of the system and an end user viewing published calendars

### **6. Vendor Details**

Provide information on vendor details and capabilities. Identify any limitations which may apply:

#### **6.1. Company Section**

- 6.1.1. The company section must provide a brief company history and provide clear evidence that it has the experience and resources appropriate to this effort.
- 6.1.2. The vendor must describe the organization and staffing for its corporate headquarters, divisions, and operating units.
- 6.1.3. The vendor must describe its core product and service lines.
- 6.1.4. The vendor must describe what differentiates their organization from their competitors.
- 6.1.5. The vendor must list any awards or industry recognition your company has received, especially as related to the delivery of enterprise scheduling solutions.
- 6.1.6. The vendor must provide references for three installed systems that are similar in scope and components to the system proposed. Each reference must include the name and address of the organization in which the system is installed, a brief description of the system, and the name and telephone number of a contact person at the installed site. Installed systems in other universities or colleges in Canada are of greatest interest.
- 6.1.7. The College reserves the right to request or contact additional or different references from the vendor's customer list.

#### **6.2. Project Management**

- 6.2.1. The vendor must describe its approach to system implementation and project management.

#### **6.3. Support**

- 6.3.1. The vendor must describe the types and levels of support which are available including:

- 6.3.1.1. Toll free technical support (telephone, online, knowledgebase, etc.)
- 6.3.1.2. Online knowledgebase
- 6.3.1.3. Real-time chat
- 6.3.1.4. Remote desktop assistance
- 6.3.1.5. Upgrade planning/implementation
- 6.3.1.6. Guaranteed levels of service

## **6.4. Training**

- 6.4.1. The vendor must describe the types and levels of support which are available including:
  - 6.4.1.1. Classroom training at the vendor's location
  - 6.4.1.2. Onsite classroom training
  - 6.4.1.3. On-line training (synchronous and asynchronous)
  - 6.4.1.4. Books/Self-study kits
  - 6.4.1.5. Customized training solutions

## **7. Vendor Proposal**

For the categories below, the vendor solution should include complete details on what the vendor is providing in their solution to Holland College. The solution should be based on the requirements defined in Section 4 above and should also include complete details on recommended products or services that are identified as being optional or value added. If available, Holland College would like the vendor to include a hosted option in their solution.

Vendors are responsible for ensuring that any proposed solution will be made fully operational and perform at acceptable speeds in the current Holland College environment. If any modifications are required to the Holland College environment, they must be clearly stated by the vendor. Vendors should contact Holland College for details of our IT infrastructure and resources. See section 3.2 for contact information.

### **7.1. Software**

- 7.1.1. Modules included
- 7.1.2. Optional modules

## **7.2. Project Management**

7.2.1. The vendor should submit a proposed project management plan which outlines the major tasks as well as the estimated timelines and total resource requirements for each of those major tasks - including (but not limited to):

- Project Preparation and Planning
- Installation
- Configuration
- Data Integration
- Development and Testing
- Training
- Acceptance testing

7.2.2. The vendor must indicate key personnel (by name, title, and qualifications) who will be responsible for specific tasks defined in its proposal.

7.2.3. The vendor must identify all subcontractors who will work on this project and their specific responsibilities.

7.2.4. The vendor must specify the reporting procedures to be associated with completion of specific tasks or milestones.

7.2.5. The vendor must identify the human resources which Holland College must dedicate to the project implementation

7.2.6. A vendor may present concerns that it believes will adversely impact system implementation or operation. Evaluation of a vendor's proposal will not be negatively influenced by presentation of such concerns. We encourage such interaction.

7.2.7. Any requests to delete or change specific requirements must be fully explained in the project management section.

## **7.3. Implementation**

7.3.1. Implementation must begin no more than 30 days after the contract has been awarded.

## **7.4. Training**

7.4.1. The vendor will provide training for the various stakeholder groups (Academic, Facilities, Events Management, Technical) so they are aware of the solution's capabilities/potential, and so they know how to use and manage

the solution as it relates to them, on a go-forward basis. It is assumed each stakeholder group will receive training pertaining to their operations.

- 7.4.2. **Holland College may want to exceed the minimum of 8 people attending any one training session. The vendor must identify any additional costs and/or limitations in these instances.**
- 7.4.3. The vendor will include optional introductory and advanced training offerings – both onsite and online.
- 7.4.4. The vendor will provide detailed costs for training and will identify any additional costs Holland College can expect which are not included in the training proposal (i.e. travel, accommodations, etc.)

## **7.5. Support**

- 7.5.1. Must provide toll-free telephone support with minimum of 8X5 coverage during normal business hours.
- 7.5.2. Must include escalation process and timelines for problem resolution
- 7.5.3. The vendor will provide details for optional support service levels which may be available.

## **7.6. Professional Services**

- 7.6.1. The vendor will identify optional professional services which are available to Holland College on an hourly and per diem basis, should they be needed.
- 7.6.2. The vendor will identify any terms or limitations associated with their optional professional services (*i.e.* *minimum amounts, block purchase options, etc.*)

## **7.7. Financial Consideration Section**

- 7.7.1. Costs and pricing options for the vendor solution components and services described in the sections below, must be completely enumerated and individual prices identified for a 1 year, 3 year, and a 5 year contract. As well, include a cost **summary (including all applicable taxes)** as per Schedule C of this RFP:
  - Section **7.1** (Software)
  - Section **7.2.1** (Project Management)
  - Section **7.4** (Training)
  - Section **7.5** (Support)
  - Section **7.6** (Professional Services)

- 7.7.1.1. 1 Year contract
- 7.7.1.2. 3 year contract
- 7.7.1.3. 5 year contract
  
- 7.7.2. All prices must be quoted F.O.B. destination.
- 7.7.3. The agreement to the successful vendor(s) (if any) shall include the terms of this RFP, together with those terms of vendor's proposal, which are not inconsistent with the Holland College documents, and which have been specifically accepted by Holland College.
- 7.7.4. The vendor must supply a sample copy of a maintenance and support contract - for information purposes only. Holland College will not be bound by the terms of this sample contract and reserves the right to negotiate its own with the vendor.
- 7.7.5. The vendor must indicate escalation factors for maintenance costs.
- 7.7.6. In addition, please address the following questions:
  - 7.7.6.1. What are the ongoing human resource requirements Holland College can typically expect in order to operate and manage the campus scheduling software once it is up and running?
  - 7.7.6.2. Which items are optional and/or can be added at a later date?
  - 7.7.6.3. What costs can the customer control?
  - 7.7.6.4. Are there any suggestions you can make to reduce the overall cost?
  - 7.7.6.5. Identify any multi-year, volume or other discounts available.
  - 7.7.6.6. How do you bill for your services (monthly, quarterly, annually, etc.)?
  - 7.7.6.7. How are bills itemized? What level of cost detail do you provide?
  - 7.7.6.8. Are there any back-end costs after completing the contract? Describe.
- 7.7.7. Please outline the maximum percentage annual increase in the cost of your product (including maintenance costs) over the duration of the contract.

## **7.8. Value Added Section**

- 7.8.1. Any funds or product, provided to the benefit of Holland College which are not identified as a mandatory submission requirement in this RFP document. Value-Added Benefits are related to a particular purchase or purchase/service Contract without directly affecting the price(s) of product(s) listed in the submitted Proposal to this RFP. Examples of Value-Added Benefits include but are not limited to:

- support the product education within Holland College; (i.e access to online training, vendor workshops on PEI, live webinars, etc.)
- participation in regional/national vendor conferences
- Regularly scheduled product feature updates and roadmap presentations

Unless indicated otherwise, vendors shall propose Value-Added Benefits in absolute terms expressed in Canadian dollars relative to the Annual Base of Business as defined upon award of a Contract.

## **7.9. Holland College provided products and services**

7.9.1. The vendor must identify the following products and services that required for the vendor solution which are to be provided by Holland College.

7.9.1.1. Hardware

7.9.1.2. Software

7.9.1.3. Human Resources

7.9.1.4. Other

## **8. Evaluation of Proposals**

8.1.1. All proposals will be initially evaluated for completeness and functionalities outlined in this RFP.

8.1.2. The College will base its evaluation on information presented in each bidder's proposal, the demonstration given during the site visit, and reference checks.

8.1.3. All proposals will be evaluated for compliance with technical specifications and other requirements presented in this RFP.

8.1.4. Financial consideration sections in all proposals will be evaluated for completeness and mathematical accuracy. In the event of mathematical errors in extension of prices or other ambiguities, unit prices shall govern over total proposal prices and words shall govern over numbers.

8.1.5. Minor problems of completeness or compliance will be called to the attention of vendors for discussion and correction.

8.1.6. Substantial deviations from specifications or other requirements of this RFP will result in disqualification of the proposal.

8.1.7. Vendors' references will be contacted during the evaluation process.

- 8.1.8. Lowest cost will not be the principal consideration in the selection of the successful vendor. Detailed evaluation of vendor proposals will involve a determination of the most favorable combination of functionality, cost, technical, management, and support elements for proposals that are in conformity with this RFP. The selection of the winning bid will be based upon what the evaluators believe to be the “best value” to the College.
- 8.1.9. The successful vendor’s proposal, in addition to the terms and conditions of this RFP, will be incorporated into the contract. Any false or misleading statements found in the proposal will be grounds for disqualification or contract termination.
- 8.1.10. The College will contract with only one vendor, to be known as the prime contractor.
- 8.1.11. The prime contractor is solely responsible for contractual performance, including delivery, installation, implementation, maintenance, and other activities relating to hardware, software, or services specified in the proposal, including components and services provided by subcontractors.
- 8.1.12. In the case of joint ventures between two or more vendors, one vendor must be designated the prime contractor for contractual purposes.
- 8.1.13. The successful vendor must deliver system components as soon as possible after the formal award and letter of intent and within a time period that is appropriate to the requirement in section 7.2 (Project Management).
- 8.1.14. The campus scheduling solution must be fully operational for the activities specified in this RFP no more than 120 days following contract award. Fully operational means that all appropriate College personnel have been trained in the system usage and are fully prepared to open the system for business. Holland College reserves the right to extend these dates at its own discretion.
- 8.1.15. Unsuccessful vendors will be notified in writing following the completion of the contract award.

**Appendix A: Vendor Information**

|                         |  |
|-------------------------|--|
| Company Name            |  |
| Business Address        |  |
|                         |  |
|                         |  |
| Contact Person Name     |  |
| Contact Person Position |  |
| Phone                   |  |
| Fax                     |  |
| Email Address           |  |
| Business Hours          |  |
| Authorization Signature |  |
| Date                    |  |

**Appendix B: References**

|                             | Reference 1 | Reference 2 | Reference 3 |
|-----------------------------|-------------|-------------|-------------|
| Company Name                |             |             |             |
| Address                     |             |             |             |
| Contact Person and Position |             |             |             |
| Phone                       |             |             |             |
| Fax                         |             |             |             |
| Email                       |             |             |             |

## Appendix C: Pricing Summary

|                        | <b>SUMMARY of TOTAL COSTS</b> |                       |                       |
|------------------------|-------------------------------|-----------------------|-----------------------|
|                        | <b>1 Yr. Contract</b>         | <b>3 Yr. Contract</b> | <b>5 Yr. Contract</b> |
| <b>INCLUDED COSTS:</b> |                               |                       |                       |
| Software               |                               |                       |                       |
| Project Implementation |                               |                       |                       |
| Training               |                               |                       |                       |
| Maintenance/Support    |                               |                       |                       |
| Professional Services  |                               |                       |                       |
|                        |                               |                       |                       |
| <b>Subtotal</b>        |                               |                       |                       |
|                        |                               |                       |                       |
| <b>OPTIONAL COSTS:</b> |                               |                       |                       |
| Software               |                               |                       |                       |
| Project Implementation |                               |                       |                       |
| Training               |                               |                       |                       |
| Maintenance Support    |                               |                       |                       |
| Professional Services  |                               |                       |                       |
|                        |                               |                       |                       |
| <b>Subtotal</b>        |                               |                       |                       |