**GLEN OAKS COMMUNITY COLLEGE**
**REQUEST FOR PROPOSAL**

# Glen Oaks Community College
# Applicant Tracking System (ATS)

**Issue Date: Thursday, November 5, 2026**
**Proposals Due Date: Tuesday, December 1, 2026, 4pm EST**


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**FROM THE TIME THIS RFP IS ISSUED UNTIL AWARD NOTIFICATION IS MADE, ALL CONTACT WITH GOCC REGARDING THIS RFP MUST BE MADE THROUGH THE GOCC RFP COORDINATOR. NO OTHER PERSON/GOCC EMPLOYEE IS EMPOWERED TO MAKE BINDING STATEMENTS REGARDING THIS RFP. VIOLATION OF THIS PROVISION MAY LEAD TO DISQUALIFICATION FROM THE BIDDING PROCESS AT GOCC'S DISCRETION.**

## 1. INTRODUCTION AND BACKGROUND

### 1.1 About Glen Oaks Community College

Glen Oaks Community College is a public community college serving students in south-central Michigan. The College offers programs designed to help students transfer to universities, launch careers, or build new skills for today's workforce. Glen Oaks is committed to providing accessible, high-quality education and maintaining an inclusive, diverse campus community.

### 1.2 Purpose of this RFP

Glen Oaks Community College is seeking proposals from qualified vendors to provide a comprehensive Applicant Tracking System (ATS) to modernize and streamline our recruitment and hiring processes. This RFP outlines our requirements, evaluation criteria, and the process for vendor selection.

### 2. RFP Timeline

| Activity | Date |
|---|---|
| **RFP Issued** | Thursday, November 5, 2026 |
| **Deadline for Firm Questions** | Thursday, November 12, 2026 |
| **Answers to Questions Issued** | Monday, November 16, 2026 |
| **Proposal Submission Deadline** | Tuesday, December 1, 2026, 4pm EST |
| **Evaluation Committee Review** | December 3, 2026 – December 4, 2026 |
| **Vendor Demonstrations (if requested)** | December 2026 |
| **Reference Checks** | December 2026 |
| **Contract Negotiation** | December 2026 – January 2027 |
| **Board Approval (if required)** | January 2027 – February 2027 |
| **Anticipated Implementation Kickoff** | April 2027 |

Glen Oaks Community College reserves the right to modify this schedule at any time. Any changes to the procurement schedule will be communicated through a written addendum issued by the College.

## 3. GENERAL TERMS AND CONDITIONS

By submitting a response to this RFP, Bidder agrees to the following terms and conditions:

1. **Proposal Due Date.** Proposals must be sealed and received either by mail, personal delivery, or email on Tuesday, December 1, 2026, at 4:00pm EST. For email submissions, the timestamp of receipt by GOCC's email server shall control. Proposals received after the specified time will not be considered. Proposals shall be plainly marked on the outside of the envelope/box or in the email subject line with "**Glen Oaks Community College – Applicant Tracking System"** and with the name of the vendor submitting the proposal. Failure to properly mark proposals may result in the proposal not being identified or opened in a timely manner but shall not alone be grounds for rejection if the proposal is otherwise timely received. It is the sole responsibility of the Bidder to assure that its proposal is received by GOCC prior to the time specified. Proposals should be sent to:

   Glen Oaks Community College
   Attn: Kate Kuhnke
   62249 Shimmel Road
   Centreville, MI 49032

   Or via email at kkuhnke@glenoaks.edu

2. **Bidder Questions or Clarifications**. If any Bidder contemplating submitting a proposal is in doubt as to the true meaning of any part of this RFP, it may submit to GOCC a written request for an interpretation thereof. No oral explanation or instruction of any kind or nature whatsoever given before the award of a contract to a vendor shall be binding. Only written responses issued by GOCC through the RFP Coordinator shall modify or clarify this RFP. All inquiries regarding this proposal must be written and should be submitted to:

   Glen Oaks Community College
   Attn: Kate Kuhnke
   62249 Shimmel Road
   Centreville, MI 49032

   Or via email at kkuhnke@glenoaks.edu

3. **Proposal Amendments.** GOCC reserves the right to amend this RFP. Any changes or addenda to this RFP will be communicated in writing to all Bidders who have received the RFP within three (3) business days of the amendment. If any amendment materially affects the scope of work, technical requirements, or evaluation criteria, GOCC will extend the proposal due date by a reasonable period to allow bidders adequate time to respond to such changes.

4. **Proposal Rejection.** GOCC reserves the right to reject any Bidder's response for any reason. GOCC is under no obligation to award any Bidder the business and may elect to reject all responses and pursue actions outside of this RFP process.

5. **Bidder Expenses.** Bidder is solely responsible for any expenses incurred by it for proposal preparation and submission. This includes attendance at personal interviews or other meetings.

6. **Instruction and Format Requirements.** All proposals must adhere to the instruction and format requirements outlined in this RFP and in all written supplements and amendments (such as summary of Questions and Answers) issued by GOCC. Minor deviations from format requirements that do not affect the substance of the proposal or the College's ability to evaluate it may be waived at GOCC's discretion. Material deviations may result in rejection of the proposal.

7. **Criteria for Award Consideration.** Proposals will be evaluated based on the following weighted criteria totaling 100 points:

    - RFP / Specification adherence (e.g., elements, attributes, appearances) 10 pts
    - Cost (e.g., initial cost, project life-cycle cost) 15 pts
    - Completeness, thoroughness, and detail of response as reflected by the proposal's coverage of all elements in the product and work requested 20 pts
    - Qualifications and experience of company 15 pts
    - Qualifications and experience of the project team 15 pts
    - Proposed project implementation schedule 20 pts
    - References for comparable projects 5 pts

8. **Selection Process.** The selection process will be performed by a selection committee appointed by Glen Oaks Community College. This committee will evaluate the proposals according to the criteria specified in this RFP and make a recommendation. Final award authority rests with the GOCC Board of Trustees or its designee in accordance with GOCC policies and applicable law.

9. **Contract Awarded and Pricing Structure**. Proposals must include a detailed cost breakdown for all services to be provided, including but not limited to: implementation, annual subscription, user licensing, training, integration costs, data migration, optional modules, anticipated future price increases, and five-year total cost. Bidders shall provide a lump sum total price and itemized pricing for each major component. Bidders must clearly identify all assumptions underlying their pricing, including any limitations or exclusions.

10. **Duration of Offer.** All proposal responses must remain valid and irrevocable for a minimum of one hundred eighty (180) calendar days from the proposal due date, unless extended by mutual written agreement between Glen Oaks Community College and the bidder. Bidders may not withdraw or modify their proposals during this period except as permitted by GOCC in writing.

11. **Review Final Contract Documents.** If GOCC awards this project to a Bidder, this RFP and the selected Bidder's proposal, including all appendices or at-

tachments, will become part of the final contract, except to the extent that specific terms are modified by the executed contract documents. In the event of any conflict or inconsistency between or among the RFP, the proposal, and the executed contract, the executed contract shall control, followed by the RFP, and then the proposal.

12. **Freedom of Information Act.** The content of all proposals, correspondence, addenda, memoranda, working papers and other medium which discloses any aspect of the RFP process shall be considered public information when the award decision is announced. This includes all proposals received in response to this RFP, both the selected proposal(s) and the proposal(s) not selected, and the information in those proposals that a Bidder may consider proprietary in nature. Therefore, GOCC makes no representation it can or will maintain the confidentiality of such information. The act of submitting a proposal to GOCC shall be construed as understanding and acceptance of this public information disclosure requirement.

## 4.PROJECT OVERVIEW AND OBJECTIVES

### 4.1 Project Goals

Glen Oaks Community College seeks to implement an Applicant Tracking System that will:

1. **Eliminate manual processes** currently required to collect, organize, and distribute application materials
2. **Standardize data collection** to ensure complete and consistent information from all applicants
3. **Promote equity and fair hiring practices** through structured processes and comprehensive analytics
4. **Provide demographic analytics** to assess applicant pool composition and identify potential bias in selection processes
5. **Facilitate committee collaboration** with tools for shared review, evaluation, and decision-making
6. **Improve efficiency** for our 2-person HR team managing 15-45 positions annually
7. **Ensure compliance** with federal and state employment regulations
8. **Integrate seamlessly** with existing systems (Ellucian Colleague and Softdocs Etrieve)
9. **Provide accurate and accessible applicants and hiring data** to support institutional reporting, regulatory compliance, IPEDS reporting and data-informed decision-making

### 4.2 Key Pain Points to Address

The selected ATS must specifically address the following challenges:

- **Manual distribution burden**: Currently, HR staff must manually download application materials from email and organize them into folders for distribution to hiring committees
- **Inconsistent applicant data**: Relying solely on resumes results in incomplete or inconsistent information (e.g., vague employment dates, missing contact information)
- **Lack of demographic analytics**: No current ability to track demographic composition of applicant pools or analyze selection patterns for potential bias
- **Limited committee collaboration tools**: No centralized platform for hiring committees to review, evaluate, and discuss candidates
- **Compliance tracking gaps**: Difficulty maintaining audit trails and ensuring consistent, equitable evaluation processes

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## 5. CURRENT ENVIRONMENT

### 5.1 Current Hiring Process

- Applications (resume and cover letter) are received via email
- HR staff manually download and organize materials into folders
- Folders are shared with hiring committees via email or shared drives
- Approximately 15-45 positions are filled annually
- Hiring committees composed of a mix of faculty, staff, and administrators (5-person total)
- No structured applicant data collection beyond resume content
- No demographic data collection or analytics

### 5.2 Current Technology Environment

**Human Resources Information System:**

- Ellucian Colleague (HR module) (Managed cloud, transitioning to SaaS)

**Document Management:**

- Softdocs Etrieve for electronic filing of personnel records

**Other Relevant Systems:**

- Website: www.glenoaks.edu
- Zoom, Gmail and Google Calendar for communications/scheduling interviews

### 5.3 Hiring Volume and Position Types

**Annual Hiring Volume:** 15-45 positions annually

**Position Categories:**

- Full-time faculty
- Adjunct/part-time faculty
- Administrative staff
- Support staff
- Student workers (if applicable)

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## 6. SCOPE OF WORK

The selected vendor will provide a comprehensive Applicant Tracking System solution including:

### 6.1 System Delivery

- Cloud-based or hosted ATS solution
- Applicant-facing career portal and application interface
- Administrative interface for HR staff
- Hiring manager and committee member interface
- Talent or applicant pool from which to pull applications for Adjunct Instructors
- Mobile-responsive design for all user types
- Accessibility compliance

### 6.2 Implementation Services

- System configuration and customization
- Integration with Ellucian Colleague HRIS
- Integration with SoftDocs Etrieve (if feasible)
- Website integration for job posting display
- Implementation of templates for job postings and applicant communication
- User acceptance testing support
- Go-live support

### 6.3 Training Services

- HR administrator training (system configuration, reporting, workflow management)
- Hiring manager training (posting positions, reviewing candidates)
- Committee member training (accessing portal, evaluating candidates)
- Training materials and documentation
- Ongoing training options for new users

### 6.4 Ongoing Support and Maintenance

- Technical support services
- System updates and enhancements

- Security patches and maintenance
- Performance monitoring
- Backup and disaster recovery

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## 7. TECHNICAL REQUIREMENTS

Vendors shall respond to each requirement contained in the Technical Requirements, Functional Requirements, Integration Requirements, and Implementation Requirements sections using the response tables provided in this RFP. Responses shall address each individual requirement in sufficient detail to allow Glen Oaks Community College to evaluate the proposed solution.

For each requirement, vendors shall indicate one of the following:

- Compliant – The functionality is provided as described without modification.
- Compliant with Configuration – The functionality is available through standard system configuration without custom development.
- Compliant with Customization – The functionality can be provided through custom development or a third-party solution. Vendors shall describe the customization required, identify any additional costs, implementation impacts, and ongoing maintenance considerations.
- Not Compliant – The functionality is not available. Vendors should identify any planned future enhancements, if applicable.

Narrative responses should be concise but sufficiently detailed to demonstrate how the proposed solution satisfies the College's requirements. Marketing brochures or references to external documentation are not an acceptable substitute for responding directly to each requirement, although supplemental documentation may be included as an appendix.

Failure to respond to a requirement may be interpreted as the functionality not being available and may negatively impact the evaluation of the proposal.

### 7.1 System Architecture

| Requirement | Vendor Response |
|---|---|
| **Cloud-based/SaaS delivery model** | |
| **99.5% or greater uptime guarantee** | |
| **Redundant data centers** | |
| **Automatic system backups (frequency: ___)** | |
| **Disaster recovery plan with RTO/RPO specifications** | |
| **Geographic data residency: Primary and backup data centers located in the United States** | |

### 7.2 Security and Data Protection

| Requirement | Vendor Response |
|---|---|
| Data encryption in transit (TLS 1.2 minimum (TLS 1.3 preferred)) | |
| Data encryption at rest (Industry-standard encryption for all customer data at rest (AES-256 or equivalent)) | |
| SOC 2 Type II certification (provide documentation) | |
| Multi-factor authentication option<br><br>MFA for administrators required.<br>MFA for all users | |
| Role-based access controls | |
| Audit logging of all user actions | |
| Data privacy compliance (FERPA, state laws) | |
| Regular security assessments and penetration testing | |
| Data ownership and portability guarantees | |
| Breach notification SLA | |
| SBOM availability<br>third-party dependency management<br>vulnerability disclosure program | |
| What iAM options are available?<br><br>OpenID Connect (OIDC)<br>SCIM 2.0 provisioning<br>Just-in-Time (JIT) provisioning<br>Group synchronization<br>Azure Entra ID compatibility<br>Google Workspace compatibility | |

### 7.3 Performance and Scalability

| Requirement | Vendor Response |
|---|---|

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|---|---|
| **Support for concurrent users (minimum 50)** | |
| **Page load time under 3 seconds** | |
| **Scalability to accommodate growth in hiring volume** | |
| **Mobile device compatibility (iOS and Android)** | |
| **Browser compatibility (Chrome, Firefox, Safari, Edge)** | |

### 7.4 Accessibility

| Requirement | Vendor Response |
|---|---|
| **WCAG 2.2 AA compliance (provide Current VPAT 2.5)** | |
| **Screen reader compatibility** | |
| **Keyboard navigation support** | |
| **ADA compliance for applicant-facing interfaces** | |

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## 8. FUNCTIONAL REQUIREMENTS

### 8.1 CRITICAL PRIORITY: Automated Application Collection and Distribution

| Requirement | Vendor Response |
|---|---|
| **Structured Application Forms** | |
| **Customizable application form builder** | |
| **Required field validation (cannot submit incomplete applications)** | |
| **Conditional logic (show/hide fields based on responses)** | |
| **Date field formatting (exact dates required, not just years)** | |
| **Dropdown menus for standardized responses** | |
| **Multiple document upload capability (resume, cover** | |

| | |
|---|---|
| **letter, transcripts, etc.)** | |
| **Document type specification and validation** | |
| **Application completeness indicators for HR review** | |
| **Automated Distribution** | |
| **Automatic routing to hiring committees based on position/department** | |
| **Customizable workflow by position type** | |
| **Email notifications when new applications arrive** | |
| **Bulk download options for committee members** | |
| **Individual application download (PDF format)** | |
| **Version control to ensure consistency** | |
| **Application status tracking visible to HR** | |

**8.2 CRITICAL PRIORITY: EEO Compliance Analytics**

| Requirement | Vendor Response |
|---|---|
| **EEO Data Collection** | |
| **Voluntary self-identification separate from application** | |
| **Standard EEO categories (race/ethnicity, gender, veteran status, disability)** | |
| **Confidential storage separate from hiring committee access** | |
| **Demographic Analytics** | |
| **Applicant pool demographic composition reports** | |
| **Stage-by-stage demographic breakdowns (applied, screened, interviewed, hired)** | |
| **Adverse impact analysis tools (4/5ths rule calculations)** | |
| **Comparison reports across positions, departments,** | |

| | |
|---|---|
| **or time periods** | |
| **Customizable demographic reports** | |
| **Data export for IPEDS reporting** | |
| **Visual dashboards for diversity metrics** | |
| **Blind Review Options** | |
| **Ability to hide applicant names during initial screening** | |
| **Ability to hide demographic information from hiring committees** | |
| **Configurable by position or hiring stage** | |
| **Compliance Tools** | |
| **Standardized evaluation forms/rubrics** | |
| **Audit trail of all hiring decisions and actions** | |
| **Disposition reason tracking** | |
| **OFCCP compliance features** | |
| **Veteran preference tracking** | |
| **Record retention policy enforcement** | |

**8.3 CRITICAL PRIORITY: Committee Collaboration Tools**

| Requirement | Vendor Response |
|---|---|
| **Shared candidate review portal** | |
| **Configurable permission levels by role** | |
| **Individual rating/scoring system with customizable criteria** | |
| **Aggregated scoring displays** | |
| **Comment and feedback threads on each candidate** | |
| **Side-by-side candidate comparison views** | |

| | |
|---|---|
| **Interview scheduling tools** | |
| **Calendar integration for committee availability** | |
| **Voting/consensus tools for final selection** | |
| **Email notifications for committee tasks and deadlines** | |
| **Mobile access for committee members** | |
| **Audit trail of all committee member actions** | |

**8.4 CRITICAL PRIORITY: Applicant Pre-Screening and Minimum Qualification Filtering**

| Requirement | Vendor Response |
|---|---|
| **Knockout Questions** | |
| **Ability to Create knockout/disqualifying questions** | |
| **Automatic disqualification based on responses** | |
| **Customizable knockout questions by position** | |
| **Multiple knockout criteria per position (e.g. degree AND license)** | |
| **Automatic notification to disqualified applicants** | |

**8.5 CRITICAL PRIORITY: Data Standardization and Completeness**

| Requirement | Vendor Response |
|---|---|
| **Required field enforcement (cannot submit without completion)** | |
| **Date range validation (start/end dates for employment, education)** | |
| **Contact information validation (email format, phone format)** | |
| **Employment history with exact dates and complete information** | |
| **Education history with degrees, institutions, and** | |

| | |
|---|---|
| **dates** | |
| **Supplemental question builder for position-specific requirements** | |
| **Character limits and formatting guidance for text fields** | |
| **Resume parsing to auto-populate fields (optional but preferred)** | |
| **Duplicate applicant detection** | |

**8.6 Job Posting and Requisition Management**

| Requirement | Vendor Response |
|---|---|
| **Job posting template library** | |
| **Customizable job posting forms** | |
| **Approval workflow for new positions** | |
| **Integration with college website for job display** | |
| **One-click posting to external job boards (Indeed, HigherEdJobs, Chronicle, etc.)** | |
| **Job board cost tracking** | |
| **Posting expiration and renewal management** | |
| **Internal vs. external posting options** | |
| **Job posting analytics (views, applications per posting)** | |

**8.7 Candidate Management**

| Requirement | Vendor Response |
|---|---|
| **Candidate search and filtering** | |
| **Bulk candidate actions (move stage, send emails, etc.)** | |
| **Candidate status tracking and pipeline visualization** | |
| **Candidate communication history** | |

| | |
|---|---|
| **Notes and tags on candidate profiles** | |
| **Candidate pool/talent community for future opportunities** | |
| **Reapplication tracking** | |

### 8.8 Communication and Workflow Automation

| Requirement | Vendor Response |
|---|---|
| **Automated acknowledgment emails to applicants** | |
| **Status update notifications (application received, under review, etc.)** | |
| **Customizable email templates** | |
| **Scheduled/triggered email campaigns** | |
| **Reminder notifications to committee members** | |
| **Deadline tracking and alerts** | |
| **SMS notification option (optional)** | |
| **Bulk email capability** | |

### 8.9 Reporting and Analytics

| Requirement | Vendor Response |
|---|---|
| **Pre-built standard reports** | |
| **Custom report builder** | |
| **Real-time dashboards** | |
| **Time-to-fill metrics** | |
| **Source of hire tracking** | |
| **Applicant funnel/pipeline reports** | |
| **Hiring manager activity reports** | |
| **Data export options (Excel, CSV, PDF)** | |

| | |
|---|---|
| **Scheduled/automated report delivery** | |

### 8.10 User Experience

| Requirement | Vendor Response |
|---|---|
| **Intuitive, user-friendly interface** | |
| **Minimal clicks to complete common tasks** | |
| **Applicant application save-and-resume functionality** | |
| **Applicant portal for status checking** | |
| **Mobile-optimized application process** | |
| **Application completion time estimate** | |
| **Progress indicators during application** | |

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## 9. INTEGRATION REQUIREMENTS

### 9.1 CRITICAL: Ellucian Colleague Integration

As part of its proposal, the Vendor shall provide documentation demonstrating its experience integrating with Ellucian Colleague and describing the proposed integration approach. At a minimum, the proposal shall include:

- A detailed integration architecture diagram illustrating how the proposed solution interfaces with Ellucian Colleague and any other required systems.
- Data mapping documentation identifying the data elements to be exchanged between the Applicant Tracking System and Ellucian Colleague, including the direction and frequency of data transfers.
- A case study describing a successful implementation of the proposed solution integrated with Ellucian Colleague at a higher education institution.
- At least two (2) client references from a higher education institution, preferably community colleges, currently using the proposed solution with an Ellucian Colleague integration. The reference shall include the institution name, primary contact, title, email address, telephone number, and a brief description of the integration.

| Requirement | Vendor Response |
|---|---|
| **Integration Capability** | |

| | |
|---|---|
| **Existing integration with Ellucian Colleague HR module** | |
| **Number of current Colleague integrations in production** | |
| **Certified Ellucian partner status (if applicable)** | |
| **Compatible Colleague versions** | |
| **Data Synchronization** | |
| **Bidirectional data sync capability** | |
| **Position requisition import from Colleague to ATS** | |
| **New hire data export from ATS to Colleague** | |
| **Data fields included in integration (specify)** | |
| **Real-time vs. batch synchronization** | |
| **Synchronization frequency options** | |
| **Error handling and notification** | |
| **Implementation and Maintenance** | |
| **Integration setup process and timeline** | |
| **Responsibility for integration maintenance (vendor vs. institution)** | |
| **Integration update process when Colleague is upgraded** | |
| **API documentation availability** | |
| **Integration testing and validation process** | |
| **Ongoing integration support** | |

### 9.2 SoftDocs Etrieve Integration

The Vendor shall describe its proposed integration with Etrieve, including the method used to transfer documents, security controls, automation capabilities, and any implementation or licensing requirements. If the proposed solution does not support a native integration, the Vendor shall describe the recommended alternative approach and identify any limitations or additional costs.

| Requirement | Vendor Response |
|---|---|
| **Existing integration with SoftDocs Etrieve** | |
| **Document export capability to Etrieve** | |
| **Automated filing into personnel file folders** | |
| **Metadata transfer for document indexing** | |
| **File format compatibility (PDF generation)** | |
| **Configurable file naming conventions** | |
| **Integration setup and maintenance** | |

### 9.3 Other Integration Requirements

The Vendor shall describe the proposed integration with each required system, including the integration method, data exchanged, security controls, automation capabilities, and any implementation or licensing requirements. The Vendor shall identify any limitations, dependencies, third-party software, or ongoing maintenance responsibilities associated with the integration. If a native integration is not available, the Vendor shall describe the recommended alternative approach and identify any additional costs or manual processes required.

| Requirement | Vendor Response |
|---|---|
| **Website integration for job posting display on glenoaks.edu (Modern Campus)** | |
| **Gmail email system integration** | |
| **Calendar integration for interview scheduling** | |
| **SAML Single Sign-On (SSO) capability** | |
| **Background check vendor integration options (Current Vendor Pre-Trax)** | |
| **API availability for future custom integrations** | |
| **Webhook support for real-time event notifications** | |

## 10. VENDOR QUALIFICATIONS

Glen Oaks Community College is seeking a long-term technology partner. The information requested in this section will assist the College in evaluating each Vendor's experience,

organizational capabilities, customer support model, and demonstrated success implementing enterprise applicant tracking solutions for higher education institutions.

### 10.1 Company Background

Provide the following information about your company:

1. Company name, headquarters location, and year established
2. Number of employees
3. Number of years providing ATS solutions
4. Company ownership structure (publicly traded, privately held, etc.)
5. Financial stability indicators
6. Product roadmap and planned enhancements for next 12-24 months
7. Any recent or planned mergers, acquisitions, or significant organizational changes

### 10.2 Higher Education Experience

1. Total number of higher education clients
2. Number of community college clients
3. Number of clients with similar size/hiring volume to Glen Oaks
4. Experience with academic hiring cycles (faculty, adjunct, staff)
5. Understanding of union environments (if applicable)
6. IPEDS reporting support capabilities

**Provide a minimum of three (3) client references for organizations currently using the proposed solution. At least two references should be higher education institutions, with preference given to community colleges using Ellucian Colleague.:**

- Institution name and location
- Contact name, title, email, and phone
- Number of years using the system
- Modules implemented
- Brief implementation description

### 10.3 Technical Expertise

1. Development team size and structure
2. Quality assurance and testing processes
3. Security certifications and compliance (SOC 2, ISO, etc.)
4. System update and release schedule
5. Average system uptime over past 12 months
6. Incident response and resolution processes

### 10.4 Client Retention and Satisfaction

1. Client retention rate (percentage of clients renewing annually)
2. Average client tenure
3. Client satisfaction scores or survey results
4. User community or peer networking opportunities
5. Annual user conference or training events

## 11. IMPLEMENTATION AND SUPPORT

Provide a brief overview of the Vendor's implementation methodology, including the major phases of implementation and the anticipated implementation timeline for an institution similar in size and complexity to Glen Oaks Community College.

Identify the proposed implementation team, including the Project Manager and key personnel who would be assigned to the project. Include a brief summary of each individual's role and relevant experience.

Describe the Vendor's standard customer support model, including support hours, available support channels, and escalation procedures.

Provide a summary of the training options available for system administrators, hiring managers, Human Resources staff, and end users.

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## 12. PROPOSAL REQUIREMENTS

To facilitate a consistent and comprehensive evaluation, Vendors shall submit a complete proposal containing the information outlined below. Proposals should be organized in the order presented and provide sufficient detail to demonstrate the Vendor's ability to meet the requirements of this Request for Proposal (RFP).

### 12.1. Executive Summary

Provide a brief overview of the proposed solution, including the Vendor's understanding of the College's objectives, the primary features of the proposed Applicant Tracking System, and the key benefits the solution will provide to Glen Oaks Community College.

### 12.2. Vendor Qualifications

Provide the information requested in the Vendor Qualifications section, including company background, higher education experience, organizational qualifications, client references, and customer support capabilities.

### 12.3. Functional and Technical Requirements

Complete all Technical, Functional, Security, Integration, Reporting, Accessibility, and Implementation Requirements using the response tables provided in this RFP. Responses should clearly identify how the proposed solution meets each requirement and include any applicable comments, limitations, assumptions, or additional licensing requirements.

### 12.4. Pricing Proposal

Provide a detailed pricing proposal that includes, at a minimum:

- Software licensing or subscription fees
- Implementation services
- Data migration
- Integration services
- Training
- Professional services
- Optional modules or services
- Annual maintenance or subscription renewals
- Any one-time or recurring fees
- Five-year total cost of ownership

Identify any assumptions, exclusions, or optional pricing not included in the base proposal.

### 12.5. Implementation Overview

Provide a high-level overview of the proposed implementation methodology, anticipated implementation timeline, and major implementation milestones for an institution similar in size and complexity to Glen Oaks Community College.

### 12.6. Required Documentation

Include all documentation requested throughout this RFP, including, where applicable:

- Integration architecture documentation
- Data mapping documentation
- Case studies
- Client references
- Supplemental product literature or technical documentation

### 12.7. Exceptions to the RFP

If the Vendor is unable to comply with any requirement contained in this RFP, the Vendor shall clearly identify the exception, provide the reason for the exception, and propose an alternative solution, if applicable.

Failure to identify an exception may be interpreted as the Vendor's acceptance of the corresponding requirement.

### 12.8. Contract Information

To facilitate the evaluation process, Vendors shall provide a copy of their standard Software as a Service (SaaS) Agreement, Master Services Agreement (MSA), or other standard contract template, if available.

Vendors should identify any standard contractual provisions that may require discussion during contract negotiations, including, but not limited to:

- Licensing and subscription terms
- Service Level Agreements (SLAs)
- Data ownership and data retention
- Information security and privacy provisions
- Implementation and support services
- Contract renewal and termination provisions

Submission of a standard agreement is for informational purposes only and will not be considered acceptance by Glen Oaks Community College. Final contract terms and conditions will be negotiated with the selected Vendor and are subject to review and approval by the College.

### 12.9. Required Forms and Certifications

Complete and submit all required RFP forms, certifications, and acknowledgments identified in this RFP.

## 13. Proposal Format

To ensure a uniform review process and obtain the maximum degree of compatibility, it is required that proposals be organized in the manner specified below:

1. **Title Page.**
   Provide a cover page that includes:

- Name of the RFP
- Vendor name
- Corporate address
- Primary contact name and title
- Telephone number
- Email address
- Website
- Date of proposal submission
- The Proposal Certification Form included in this RFP shall be completed and submitted with the proposal.

2. **Executive Summary.** Provide a brief executive summary describing the proposed solution, the Vendor's understanding of the College's objectives, and the key features and benefits of the proposed Applicant Tracking System. The Executive Summary should also identify the primary contact person for the proposal and any additional contacts authorized to respond to questions during the evaluation process. Limit this section to three (3) pages.

3. **Vendor Qualifications.** Provide the information requested in the Vendor Qualifications section of this RFP, including company background, organizational structure, financial stability, higher education experience, client references, staffing resources, customer support model, and any other requested qualifications.

4. **Implementation Overview.** Provide a high-level overview of the Vendor's implementation methodology, estimated implementation timeline, major implementation milestones, proposed implementation team, training approach, and customer support model. Detailed implementation planning will be discussed during Vendor demonstrations and contract negotiations.

5. **Pricing Proposal.** Provide a complete pricing proposal that includes all costs associated with the proposed solution, including:

- Software licensing or subscription fees
- Implementation services
- Data migration
- Integration services
- Training
- Professional services
- Optional modules or services
- Annual maintenance or subscription renewals
- Any one-time or recurring fees
- Five-year total cost of ownership
- Clearly identify any assumptions, exclusions, or optional pricing.

6. **Proposal Exceptions.** If the Vendor is unable to comply with any requirement contained in this RFP, the Vendor shall identify each exception in a separate section entitled **"Exceptions to the RFP."** Each exception shall reference the applicable RFP section, describe the nature of the exception, explain the reason for the exception, and identify any proposed alternative solution. Exceptions identified only within other sections of the proposal may not be considered. Failure to identify an exception may be interpreted as the Vendor's acceptance of the corresponding requirement.

7. **Standard Contract Information.** Provide a copy of the Vendor's standard Software as a Service (SaaS) Agreement, Master Services Agreement (MSA), or similar contract template, if available. Vendors should identify any standard contractual provisions that may require discussion during contract negotiations, including licensing, service levels, data ownership, information security, implementation services, and contract renewal or termination provisions. Submission of standard contract documents is for informational purposes only and does not constitute acceptance by Glen Oaks Community College. Final contract terms and conditions will be negotiated with the selected Vendor.

Vendors selected as finalists may be invited to participate in product demonstrations and interviews. Demonstrations will provide Vendors an opportunity to showcase the proposed solution using scenarios provided by Glen Oaks Community College and to discuss implementation, training, customer support, and other topics identified by the evaluation committee.

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**Glen Oaks Community College is an equal opportunity employer committed to creating a diverse and inclusive workplace. We encourage applications from candidates of all backgrounds.**

# Glen Oaks Community College
# Applicant Tracking System

## PROPOSER'S CERTIFICATION

***IMPORTANT: This form must be returned with the bid proposal form***

The undersigned certifies that he/she has carefully examined the Request for Proposal, Instructions, Terms and Conditions, Scope of Services, forms and all other documents accompanying this proposal.

The undersigned offers and agrees to furnish the services specified in the Request for Proposal at the prices or rates quoted in the proposal. The undersigned agrees that the proposal will remain firm for a period of one hundred eighty (180) days to allow Glen Oaks Community College adequate time to evaluate the proposals.

The undersigned certifies that this bid/proposal is made without prior understanding, agreement, connection, discussion, communication, or collusion with any other person, firm, or corporation submitting a bid/proposal for the same services; that no officer, employee, or agent of Glen Oaks Community College has any financial interest in this proposal or any relationship with the undersigned that could create a conflict of interest; that the undersigned has no agreement or understanding with any other bidder/proposer regarding this RFP; and that the undersigned executed this certification with full knowledge and understanding of the matters contained herein and was duly authorized to do so. The undersigned acknowledges that any violation of this certification may result in disqualification of the proposal, termination of any resulting contract, and potential civil and criminal penalties under Michigan law.

The undersigned certifies under penalty of perjury that all information contained in this proposal and all accompanying documents is true, accurate, and complete to the best of his/her knowledge and belief, and that the undersigned has no knowledge of any material fact that has been omitted. The undersigned further certifies that he/she is duly authorized to submit this proposal on behalf of the Provider/contractor and that the Provider/contractor is ready, willing and able to perform if awarded this bid/proposal.

| | |
|---|---|
| **Name of Business** | **Date** |
| **Address** | **Authorized Signature** |
| **City and State** **Zip Code** | **Name (Typed or Printed)** |
| **Phone Number** | **Undersigned Title** |
| **E-Mail Address** | **Company URL** |

**NOTE: Changes to this RFP may be issued in the form of an addendum at any time prior to the due date and time for submitting proposals. The RFP Coordinator maintains a mailing list of all vendors that were provided copies of this solicitation (via vendor pickup, mail, fax or email). The RFP Coordinator will send the addendum to any vendor who directly received a copy of the RFP from the RFP Coordinator. Any vendor who did not directly receive a copy of the RFP from GOCC is encouraged to visit GOCC's web site regularly to learn of any changes to the solicitation and contact the RFP Coordinator to have their name added to the mailing list.**

## Schedule B

# GLEN OAKS COMMUNITY COLLEGE
# REQUEST FOR PROPOSAL

## Glen Oaks Community College
## Applicant Tracking System

### LIST OF REFERENCES OF RELATED PROJECTS

***IMPORTANT: This form must be returned with the bid proposal form.***

**The Provider must furnish at least three (3) references from persons who can attest to the quality of similar prior work performed.**

1. **Institution Name:** _____

   **Street Address:** _____

   **City/State/Zip Code:** _____

   **Contact Person:** _____

   **Telephone No.:** _____

   **E-Mail Address:** _____

2. **Institution Name:** _____

   **Street Address:** _____

   **City/State/Zip Code:** _____

   **Contact Person:** _____

   **Telephone No.:** _____

   **E-Mail Address:** _____

3. **Institution Name:** _____

   **Street Address:** _____

**City/State/Zip Code:** _____

**Contact Person:** _____

**Telephone No.:** _____

**E-Mail Address:** _____

# Glen Oaks Community College

## APPLICANT TRACKING SYSTEM VENDOR CERTIFICATION

The undersigned certifies, to the best of his or her knowledge and belief, that:

1. The Vendor is authorized to conduct business in the State of Michigan and possesses all licenses, registrations, certifications, and authorizations necessary to provide the products and services described in this Request for Proposal.
2. Neither the Vendor nor any of its principals is currently suspended, debarred, declared ineligible, or otherwise prohibited from contracting with any federal, state, or local governmental entity.
3. The Vendor has disclosed any pending litigation, investigations, regulatory actions, or other legal matters that could materially affect its ability to perform the services described in this RFP. If none exist, indicate "None."

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4. The Vendor certifies that the proposed solution and services will be provided in compliance with all applicable federal, state, and local laws, regulations, and industry standards, including those related to employment practices, nondiscrimination, accessibility, privacy, and information security.
5. The Vendor certifies that all information contained in its proposal is true, accurate, and complete to the best of its knowledge and that any exceptions to the requirements of this RFP have been clearly identified within the proposal.
6. The Vendor acknowledges that submission of a proposal does not create a contractual relationship with Glen Oaks Community College and that final contract terms and conditions will be negotiated with the selected Vendor.

The undersigned certifies that he or she is authorized to execute this certification on behalf of the Vendor.

**Vendor Name:** _____

**Authorized Representative (Printed Name):** _____

**Title:** _____

**Signature:** _____

**Date:** _____