COLLEGE OF DUPAGE
REGULAR BOARD MEETING

BOARD APPROVAL

1. SUBJECT
Web Re-Design for College of DuPage

2. REASON FOR CONSIDERATION
A purchase exceeding the statutory limit of $25,000 must be approved by the Board of Trustees.

3. BACKGROUND INFORMATION
The current version of the College's website was launched in January of 2012. Since then the site has become outdated visually and it is not mobile friendly. In the last few years the percentage of visitors who view our site on mobile devices has continued to grow and will soon pass the number of visitors who view the site on desktop computers.

Additionally, as we move toward incorporating Pathways, we will need to support the initiative with communication and content on the website.

In a survey of our students, faculty and staff completed in the spring of 2017, to which 1,728 students responded, results pointed to additional areas that could use improvement: navigation, search, calendar, use of jargon and content.

Because of the size of this project and the lean size of our web team, an outside firm is needed to complete our re-design. The selected vendor will: conduct additional research with prospective students, collect input from College leadership and constituency groups, conduct additional research as necessary; present to the re-design advisory committee regarding research and proposed strategy; based on an approved strategy, create information architecture, wireframes, conduct user testing and present to the committee two options for visual design. Upon approval of the design and architecture, final HTML files will be handed over to Omni Update [our content management partner] for implementation in the OU Campus content management system. The content management system is the software system used to create, manage and host our website. The selected firm will consult with the College and Omni Update during the implementation process.

Costs from Omni Update for implementation will be presented to the Board of Trustees separately once those costs are determined.
A legal notice for a Request for Proposal was published on December 22, 2017 in the Daily Herald; the invitation was also posted to the College of DuPage Purchasing website and distributed to in-district Chambers of Commerce. Eight (8) vendors were directly solicited. Seventy-four (74) vendors downloaded the RFP documents. A public opening was held on January 23, 2018 at 11:00 a.m. in the College of DuPage Purchasing Department Conference Room (BIC 1B03A). The following individuals were in attendance: Jacoby Radford (COD Purchasing Manager/Recorder), Susan Castellanos (COD Buyer/Facilitator), John Gandor (COD Manager, Fixed Assets and Facilities/Construction Accountant/Agent of the Board), and Laurie Jorgensen (COD Director, Marketing & Creative Services). Seven (7) proposals were received. Three (3) women/minority owned businesses submitted proposals.

Two (2) proposals were rejected. One (1) of the proposals arrived after the time due and was therefore returned to the company. The second proposal did not contain a complete proposal response and was rejected as non-responsive to the proposal submission requirements. The Respondent failed to notarize the signature page in accordance with the RFP requirements nor acknowledge the issued addenda. The two proposal rejected were:

- Barkley REI
- RDW Group, Inc.dba iFactory

The following proposals were evaluated:

- Beacon Technology Company
- Stamats Inc.
- Converge Consulting
- Fastspot
- VisionPoint Media, Inc.

The submitted proposals were assessed by an evaluation committee consisting of eight (8) employees:

- Laurie Jorgensen - Director, Marketing & Creative Services.
- Wendy Parks - Director, Public Relations & Communications
- Lou Demas - Coordinator, Web Design
- Pat Moriarty - Web Developer & Designer
- Amy Calhoun - Coordinator, Marketing
- Jen Duda - Public Info/Web Specialist
- Melissa Fanella – CE Program Development Manager
- Kerri Doherty - Admissions & Outreach
The committee assessed the proposals based upon criteria set forth in the RFP:

- Company qualification, experience and background
- Ability to meet the goals and objectives of the project
- Work Process
- General Requirements
- Pricing fees

The evaluation committee's assessments of the proposing firms are quantified below:

**Web Re-Design for College of DuPage**

<table>
<thead>
<tr>
<th>Name</th>
<th>Score</th>
<th>Wtd. Score</th>
<th>Score</th>
<th>Wtd. Score</th>
<th>Score</th>
<th>Wtd. Score</th>
<th>Score</th>
<th>Wtd. Score</th>
<th>Total Score</th>
<th>Total Wtd. Score</th>
<th>Rank</th>
</tr>
</thead>
<tbody>
<tr>
<td>Beacon Technology</td>
<td>8.44</td>
<td>2.53</td>
<td>7.75</td>
<td>1.55</td>
<td>7.50</td>
<td>0.75</td>
<td>8.00</td>
<td>1.60</td>
<td>7.94</td>
<td>1.59</td>
<td>39.63</td>
</tr>
<tr>
<td>Converge Consulting</td>
<td>7.13</td>
<td>2.14</td>
<td>4.63</td>
<td>0.93</td>
<td>7.13</td>
<td>0.71</td>
<td>8.31</td>
<td>1.66</td>
<td>7.38</td>
<td>1.48</td>
<td>34.56</td>
</tr>
<tr>
<td>Fastspot</td>
<td>7.25</td>
<td>2.18</td>
<td>7.50</td>
<td>1.50</td>
<td>7.94</td>
<td>0.79</td>
<td>7.38</td>
<td>1.48</td>
<td>8.16</td>
<td>1.63</td>
<td>38.22</td>
</tr>
<tr>
<td>StramITS</td>
<td>9.13</td>
<td>2.74</td>
<td>8.81</td>
<td>1.76</td>
<td>8.88</td>
<td>0.89</td>
<td>9.13</td>
<td>1.83</td>
<td>8.63</td>
<td>1.73</td>
<td>44.56</td>
</tr>
<tr>
<td>VisionPoint Media, Inc.</td>
<td>9.50</td>
<td>2.85</td>
<td>8.50</td>
<td>1.70</td>
<td>9.13</td>
<td>0.91</td>
<td>9.13</td>
<td>1.83</td>
<td>9.44</td>
<td>1.89</td>
<td>45.69</td>
</tr>
</tbody>
</table>

Based on the above evaluation the RFP committee met via phone and internet with the three top scoring respondents. Based on the RFP responses and the interviews with the finalists, the RFP committee recommends Vision Point Media as the partner for the Website Redesign. Key contributing factors to the Vision Point score include:

- The quality of the designs they have created. Unlike some firms evaluated, they don’t have a set style. They create a unique site for each school they have worked with.
- They have deep experience working with community colleges so Vision Point understands the College’s unique strengths and challenges.
It was clear from their RFP response and in the interview that they have a significant partnership with Omni Update our content management partner, clearly understand the OU Campus platform and have created dozens of sites within the platform.

Their RFP was clear and detailed regarding how they would meet our objectives and their work plan was thorough and well thought out.

Vision Point is a women/minority owned business.

The time and cost for the redesign of the website will be spread over two fiscal years. In the first year, FY18, $200,000 will be expended, and in FY19 $55,000 will be needed to complete the project.

### Budget Status

<table>
<thead>
<tr>
<th>GL Account</th>
<th>FY2017 Prior Year Spend</th>
<th>FY2018 Annual Budget</th>
<th>YTD Spend</th>
<th>Available Balance</th>
</tr>
</thead>
<tbody>
<tr>
<td>01-90-00825-5309001</td>
<td>$ 126,004</td>
<td>$ 423,550</td>
<td>$ 96,103</td>
<td>$ 327,447</td>
</tr>
</tbody>
</table>

*Marketing & Creative Services : Other Contractual Services Exp*

<table>
<thead>
<tr>
<th>FY2018 Request</th>
<th>FY2019 Request</th>
<th>Total Request</th>
</tr>
</thead>
<tbody>
<tr>
<td>$ 200,000</td>
<td>55,000</td>
<td>$ 255,000</td>
</tr>
</tbody>
</table>

*YTD Spend equals actuals plus committed as of 01/31/2018.*

This contract supports Goal #5 of the Strategic Long Range Plan: Cooperating and collaborating with all stakeholders in order to advance mutual interests, and specifically aligns with Strategic Objectives 5.3: Identify and implement optimal methods of communicating with and engaging all College stakeholders. 5.5: Modernize College of DuPage’s website and other interfaces to improve functionality, information accessibility and user friendliness.

This purchase complies with State Statute, Board Policy and Administrative Procedures.

### 4. RECOMMENDATION

That the Board of Trustees awards design services for the College’s Website Redesign project to Vision Point Media, Inc., 3210 Fairhill Drive, STE 150 Raleigh, NC 27612-at a total cost not to exceed $255,000.

Staff Contact: Laurie Jorgensen, Director, Marketing & Creative Services
BOARD APPROVAL

SIGNATURE PAGE FOR
WEB RE-DESIGN FOR COLLEGE OF DUPAGE

ITEM(S) ON REQUEST

That the Board of Trustees awards design services for the College's Website Redesign project to Vision Point Media, Inc., 3210 Fairhill Drive, STE 150 Raleigh, NC 27612 at a total cost not to exceed $255,000.

[Signature]
BOARD CHAIR

2/15/18
DATE

[Signature]
BOARD SECRETARY

2/15/18
DATE
2018-R0009 WEB RE-DESIGN FOR COLLEGE OF DUPAGE

ADDENDUM # 2

January 16, 2018

This addendum is being issued to update the specifications and provide additional information.

This information becomes part of the Bid/RFP Documents upon receipt. Please review and incorporate into your Bid/Proposal accordingly.

For which Proposals are scheduled to be received on January 23, 2018 no later than 11:00 a.m., Central Time.

Proposals will be received by the College of DuPage, District 502, at the office of the Purchasing Manager, Berg Instructional Center (BIC) Building, Room 1B03, 425 Fawell Blvd., Glen Ellyn, IL 60137.

The signed Addendum acknowledgment is required to be returned with your Proposal no later than the due date set forth for this Request for Proposal (RFP).

Below are questions, responses, and clarifications to this RFP:

Questions:

(This is to clarify questions #21 and #42 of Addendum #1.)

Who is responsible for the back end integration of the HTML templates into OU? Can you confirm that this RFP is ONLY for the Design through HTML templates for hand off to OU?

Response:

The chosen vendor will be responsible for all design and creation of HTML pages. This RFP is for design only.

OU will create page templates from HTML designs and integrate them into the OU Campus CMS. The College has a direct contract with OU.

Design vendor must be prepared to answer questions from OU and provide any support to OU regarding and issues that may surface during the implementation of the design.
2018- R0009 WEB RE-DESIGN FOR COLLEGE OF DUPAGE

ADDENDUM # 2

January 16, 2018

This signed Addendum is required to be returned with your Proposal no later than the due date set forth for this RFP. If you have already submitted your Proposal, please submit this signed form via email to purchasing@cod.edu.

You can submit this completed addendum to the Purchasing Office by one of the means below:

All issued addenda must be signed and returned to the College as per the instructions in the addenda or proposal will not be accepted.

ACKNOWLEDGMENT
You can submit this completed addendum to the Purchasing Office by one of the means below:

1. If you have not yet submitted your proposal, please sign this addendum and include with your sealed proposal.
2. If you have already submitted your proposal, please sign and return to the Purchasing office via email at purchasing@cod.edu no later than the scheduled due date deadline. We will make sure it accompanies your proposal.

You also have the option of withdrawing your proposal, if necessary.

ACKNOWLEDGEMENT:

I HAVE RECEIVED THIS ADDENDUM #________

Company Name: 
Address: 
Authorized 
Signature: 
This addendum is being issued to update the specifications and provide additional information.

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Below are clarifications to this RFP:

<table>
<thead>
<tr>
<th>Question</th>
<th>Response</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Whether companies from Outside USA can apply for this? (like, from India or Canada)</td>
<td>Companies must have at least one office in the United States to facilitate communication, time change and travel issues.</td>
</tr>
<tr>
<td>2. Whether we need to come over there for meetings?</td>
<td>Yes, vendors will need to visit the College in person for periodic meetings.</td>
</tr>
<tr>
<td>3. Can we perform the tasks (related to RFP) outside USA? (like, from India or Canada)</td>
<td>Any work performed outside the United States must be disclosed in detail as part of the proposal.</td>
</tr>
<tr>
<td>4. Can we submit the proposals via email?</td>
<td>No. The Proposals must be delivered in a sealed envelope by the deadline to the College of DuPage per Section 2.4 of the RFP.</td>
</tr>
<tr>
<td>5. Any Data migration required from existing to new web site?</td>
<td>Yes. The current website must be moved into the new design.</td>
</tr>
<tr>
<td>6. Do we need to register in the state of Illinois to eligible for this Bid?</td>
<td>Respondent must be in “Good Standing” with the Secretary of State of Illinois or the Secretary of State of which their business is registered. Respondent shall provide a copy of their current (active) Certificate of Good Standing with the Proposal.</td>
</tr>
<tr>
<td>Question</td>
<td>Response</td>
</tr>
<tr>
<td>------------------------------------------------------------------------</td>
<td>-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------</td>
</tr>
<tr>
<td>7. Is the Students survey response could be your final requirement? Or do you have any final analysis report on the survey?</td>
<td>Raw data from the student survey will be available to the chosen partner.</td>
</tr>
<tr>
<td>8. How can we get information on “OU Campus Content Management System”?</td>
<td>Contact OmniUpdate directly <a href="https://omniupdate.com">https://omniupdate.com</a></td>
</tr>
<tr>
<td>9. How Ellucian’s Recruit system and current web site passing information?</td>
<td>Currently there is no information shared between the systems. It is simply HTML links to the Ellucian pages.</td>
</tr>
<tr>
<td>10. Section 508 standard revised recently and the revised version will effect from Jan 18th 2018. Do you want the web site will follow the revised one or older one?</td>
<td>The new site must follow the new regulations.</td>
</tr>
<tr>
<td>12. What is the plan of hosting the web site like physical servers or Cloud?</td>
<td>The site is hosted on servers that are on campus. This will not change.</td>
</tr>
<tr>
<td>13. Do you want to store all videos, photography and other documents in cloud or physical servers?</td>
<td>Videos are hosted through our YouTube channel, however all other materials are hosted on COD servers.</td>
</tr>
<tr>
<td>14. What is your back up plan for storing events?</td>
<td>We archive pages like this within OmniUpdate</td>
</tr>
<tr>
<td>15. Branding / Logo - Please confirm that this RFP does not require any branding or logo design</td>
<td>No branding or logo design is involved in this project.</td>
</tr>
<tr>
<td>16. Section 3.4.1 Exhibit A: You have provided a lot of information on the current students and faculty/staff based on the survey feedback that you received in 2017 – Do you still want vendors to do additional research on these audiences to confirm findings and/or gather additional information?</td>
<td>The College wants vendors to help us gather information on prospective students. The completed research involved current students.</td>
</tr>
<tr>
<td>17. Section 3.4.1 Research – Please provide clarification on “assist with a survey of prospective students …” – Will the vendor be doing the survey and analyzing results or COD? Are you just looking for the vendors input and suggestions? Some clarification/explanation of your expectations for the research would be appreciated as well as access to guidance counselors or other avenues for contacting perspective students.</td>
<td>The College wants to vendor to lead the prospective student research for us. An online survey would be sufficient provided that we received enough response to make the survey statistically valid. Focus groups could be a solution as well.</td>
</tr>
<tr>
<td>18. Section 3.5.13 Project Goals – Can you please provide a complete list of subdomains that will need to be included within this project? Also, please highlight sites (such as innovationdupage.org) that will need their own branding and template designs. Please also indicate whether or not these subsides are in OU or will need to be migrated.</td>
<td>Only the domain cod.edu is included in this project. We mention subdomains only because a template to address the need for subdomains will need to be created. This project does not include the redesign of any of our subdomains. All of our subdomains reside in or are being moved to OmniUpdate. All site data is included on pages 14-15, Section 3.3 of the RFP, including page count.</td>
</tr>
<tr>
<td>Question:</td>
<td>Response:</td>
</tr>
<tr>
<td>---</td>
<td>---</td>
</tr>
<tr>
<td>19. Content Creation – Please confirm that any new content will be created and provided by COD</td>
<td>Content will be developed by the College</td>
</tr>
<tr>
<td>20. Content Migration – Please confirm your expectations on migrating existing and new content into the new site – Will that be COD responsibility or the vendor</td>
<td>The College will handle the content migration.</td>
</tr>
<tr>
<td>21. Template Design and Integration – please confirm that your expectation is that the selected vendor will create design templates and integrate them into OU themselves? Or will COD be providing any level of development support, i.e. Vendor provides designs through HTML and COD does the OU integration</td>
<td>The chosen vendor will develop all templates and integrate them into OU. COD will not provide support in this area.</td>
</tr>
<tr>
<td>22. Section 3.4.3 Student Information Systems (Ellucian Recruit &amp; Portal) – to confirm, this will be a link out to Ellucian or are you looking for a more involved integration? Please explain.</td>
<td>The new design will determine what level of functionality is needed. Currently there exist only links from cod.edu to Ellucian.</td>
</tr>
<tr>
<td>23. Can you please provide a complete list of OU modules currently utilized by COD?</td>
<td>OU Search Course Catalog (Website) Faculty Directory (Website) Emergency Alerts OU Calendar (Bedework) Campus Map (NuCloud)</td>
</tr>
<tr>
<td>24. Section 3.4.4 ADA Compliance – Does COD currently use any 3rd party Accessibility Tools?</td>
<td>The College currently subscribe to SiteImprove to help monitor our compliance.</td>
</tr>
<tr>
<td>25. How is Site Improve currently used?</td>
<td>The College use SiteImprove to monitor overall Web Governance and 508 compliance</td>
</tr>
<tr>
<td>26. Please confirm the following template requirements. Please make any necessary edits, additions or subtractions.</td>
<td>Please confirm the following template requirements. Please make any necessary edits, additions or subtractions.</td>
</tr>
<tr>
<td>a. Homepage</td>
<td>a. Homepage (<a href="http://www.cod.edu">http://www.cod.edu</a>)</td>
</tr>
<tr>
<td>b. Landing Page</td>
<td>b. Landing Page (New)</td>
</tr>
<tr>
<td>c. Calendar</td>
<td>Calendar (<a href="http://oucalendar.cod.edu/cal/main/showEventList.rdo">http://oucalendar.cod.edu/cal/main/showEventList.rdo</a>)</td>
</tr>
<tr>
<td>d. Program Page</td>
<td>c. Program Page (New)</td>
</tr>
<tr>
<td>Question:</td>
<td>Response:</td>
</tr>
<tr>
<td>-------------------------------------------------------------------------</td>
<td>-----------------------------------------------------------------------------------------------------</td>
</tr>
<tr>
<td></td>
<td>Additional</td>
</tr>
<tr>
<td></td>
<td>Conference Template (<a href="http://www.cod.edu/aic">http://www.cod.edu/aic</a>)</td>
</tr>
<tr>
<td></td>
<td>Microsite capabilities (<a href="http://www.cod.edu/slea/">http://www.cod.edu/slea/</a>)</td>
</tr>
<tr>
<td></td>
<td>Current General Template Variations</td>
</tr>
<tr>
<td></td>
<td>Standard Interior – Navigation left, body area and SPIF area on right (<a href="http://www.cod.edu/about/index.aspx">http://www.cod.edu/about/index.aspx</a>)</td>
</tr>
<tr>
<td></td>
<td>Standard Wide – Navigation left, No SPIF area (<a href="http://www.cod.edu/news-events/social_media.aspx">http://www.cod.edu/news-events/social_media.aspx</a>)</td>
</tr>
<tr>
<td></td>
<td>Full Width – No Navigation. Body area stretches across page (<a href="http://www.cod.edu/about/maps_and_directions/campus_tour.aspx">http://www.cod.edu/about/maps_and_directions/campus_tour.aspx</a>)</td>
</tr>
<tr>
<td></td>
<td>Gateway Pages (<a href="http://www.cod.edu/gateways/current_students.aspx">http://www.cod.edu/gateways/current_students.aspx</a>)</td>
</tr>
<tr>
<td>27. Project Budget – Please provide budget available for this project</td>
<td>The College has authorized a budget for this project in FY 2018. The College reserves the right to negotiate prices, terms, and conditions with the selected Respondent.</td>
</tr>
<tr>
<td>28. Target is 2/15/2018. That would indicate that the project would not start until sometime after mid-Feb (probably in March). That would mean 5 months or less for a vendor to complete the project. That seems very aggressive given the scope of services. Please provide background on proposed August date and whether there is flexibility in your dates and/or scope?</td>
<td>There is some flexibility in the completion date, but not more than 30 additional days.</td>
</tr>
<tr>
<td>29. Section 3.4 – General Requirements; Section 3.5 – Key Performance Indicators) Following the launch of your website in August 2018, do you have target goals for your KPIs during the three-month evaluation?</td>
<td>KPIs will be determined with the chosen vendor as part of the design process.</td>
</tr>
<tr>
<td>30. Section 3.4 – 1 For the prospective student survey, are you requesting for an informal survey with a list of students provided by COD, or a formal survey with incentives and a specific sampling size?</td>
<td>See Question 18.</td>
</tr>
<tr>
<td>31. Section 3.4 – 2 What OU Campus modules do you have installed?</td>
<td>See Question 24.</td>
</tr>
<tr>
<td>Question:</td>
<td>Response:</td>
</tr>
<tr>
<td>-----------</td>
<td>-----------</td>
</tr>
<tr>
<td>32. Section 3.4 – 4 Should the vendor submit a separate cost proposal for Illinois Community College Board accessibility compliance? We ask because the Illinois Community College Board requests a <em>continuous evaluation and improvement</em> of the website. We assume this to be done after the website is launched and will require us to periodically audit and remediate your live website. This is outside the scope of a website <em>redesign</em> project, and we treat is as a separate content audit service with annual reports (despite an outdated 2007 deadline).</td>
<td>The College expects that the design will comply with all ICCB requirements at the time of launch. Any changes to the ICCB guidelines after launch will be addressed by the College staff.</td>
</tr>
<tr>
<td>33. Section 3.5 – 3 What is your current calendar system?</td>
<td>BedeWork</td>
</tr>
<tr>
<td>34. Section 3.5 – 4a Will you require new content to be created alongside the pathways for the academic programs?</td>
<td>Content will be created by the College.</td>
</tr>
<tr>
<td>35. Section 3.5 – 5 What is your current search engine? Please describe some of the main issues you are experiencing.</td>
<td>The College currently utilizes the OmniUpdate search function and our results are improving. Issues are documented in the research survey.</td>
</tr>
<tr>
<td>36. Section 3.5 – 10, Do you currently have a form application and a CRM?</td>
<td>All forms are currently run within OmniUpdate. The College’s CRM is Ellucian Recruit.</td>
</tr>
<tr>
<td>37. Why are you doing this project at this time (enrollment needs, “it’s time for an update”, etc.)?</td>
<td>As stated in our RFP, the site is not responsive.</td>
</tr>
<tr>
<td>38. What are the most important three outcomes you hope to see for the college from this work if done right?</td>
<td>The site will be responsive, navigation is improved so students will be able to find information easily and the site accurately reflects the myriad opportunities available to students here at COD.</td>
</tr>
<tr>
<td>39. What is your budget?</td>
<td>See Question 27.</td>
</tr>
<tr>
<td>40. Is there a current contract?</td>
<td>No.</td>
</tr>
<tr>
<td>41. How do you define the 20% BEP requirement?</td>
<td>The 20% requirement is the aspiration goal requirement established by the State of Illinois.</td>
</tr>
<tr>
<td>42. We have extensive experience with OU Campus and a great working partnership with OmniUpdate. When we work with OU, we partner together, with our team completing the strategy, design, and HTML, and their team completing the technical implementation. Are you open to this approach? Assuming a joint proposal is acceptable, would you be willing to enter into two separate agreements for the services?</td>
<td>The chosen partner is completely responsible for the redesign of the new website. Technical implementation from HTML to OU templates will be handled under a separate contract between the College and OmniUpdate.</td>
</tr>
<tr>
<td>43. Is there a budget for a separate calendar software license? Is it an absolute requirement that the calendar is hosted on premise?</td>
<td>The College would be open to separate fees for a separate calendar solution depending on cost and if the solution met our needs. No the calendar would not have to be hosted on site as long as it works well with our hosted OU Campus CMA.</td>
</tr>
<tr>
<td>44. Is COD interested in a best-of-breed site search solution that carries separate</td>
<td>No, the College is not willing to move from OU Campus. This is not negotiable.</td>
</tr>
<tr>
<td><strong>Question:</strong></td>
<td><strong>Response:</strong></td>
</tr>
<tr>
<td>---------------</td>
<td>---------------</td>
</tr>
<tr>
<td>software license cost? Would this tool need to be hosted on campus?</td>
<td></td>
</tr>
<tr>
<td>45. Are you willing and able to provide the members of the COD project team? If not by name, at least by roles or skills?</td>
<td>The members of the team will be disclosed to the chosen partner.</td>
</tr>
<tr>
<td>46. In section 3.4 General Requirements, can you describe what you mean by 'initial redesign' for the August 2018 deadline? Are there specific pages or sections that need to be launched by this date?</td>
<td>The overall design must be complete in August. Based on analytics and feedback, we may decide to adjust the design over the next several months.</td>
</tr>
<tr>
<td>47. Are the sections beyond the initial launch included in the scope of work?</td>
<td>No additional sections, but the College will ask for input from the chosen partner based on post-launch data for additional changes.</td>
</tr>
<tr>
<td>48. Do you want the vendor to include a quote for analyzing the visitor data?</td>
<td>Yes.</td>
</tr>
<tr>
<td>49. Do you anticipate additional vendor services following the August launch of the website?</td>
<td>See response to Question 2.</td>
</tr>
<tr>
<td>50. In section 3.6 Work Process, ‘training for marketing web team’ is included. Does this need to include training beyond OU Campus CMS training?</td>
<td>The College is familiar with OU Campus and doesn’t require any additional training there. The College would be looking for training on any new systems or functionality that we may decide to include. For example, if we decide to employ a new calendar product we would need to be trained.</td>
</tr>
<tr>
<td>51. Usability testing’ is also mentioned. Do you have guidelines or expectations for usability testing?</td>
<td>The chosen responded should include their recommendation for testing procedures and the costs in the Proposal. The College looks to our vendor partner as the expert as to what type of testing we should do.</td>
</tr>
<tr>
<td>52. Do you have data sources (faculty profiles, course descriptions, calendars, etc.) that will need to be incorporated into OU Campus?</td>
<td>Yes, a complete list of data sources will be provided to the selected responded.</td>
</tr>
<tr>
<td>53. Are there any points where you’d like to automatically pull in information from a third-party tool and supplement with content that OU Campus editors could change?</td>
<td>To be determined during the process of the redesign.</td>
</tr>
<tr>
<td>54. How many microsites will need to be managed in OU Campus?</td>
<td>The College currently has six (6) microsites but that will most likely grow over time.</td>
</tr>
</tbody>
</table>
This signed Addendum is required to be returned with your Proposal no later than the due date set forth for this RFP. If you have already submitted your Proposal, please submit this signed form via email to purchasing@cod.edu.

You can submit this completed addendum to the Purchasing Office by one of the means below:

All issued addenda must be signed and returned to the College as per the instructions in the addenda or proposal will not be accepted.

ACKNOWLEDGMENT
You can submit this completed addendum to the Purchasing Office by one of the means below:

1. If you have not yet submitted your proposal, please sign this addendum and include with your sealed proposal.
2. If you have already submitted your proposal, please sign and return to the Purchasing office via email at purchasing@cod.edu no later than the scheduled due date deadline. We will make sure it accompanies your proposal.

You also have the option of withdrawing your proposal, if necessary.

ACKNOWLEDGEMENT:
I HAVE RECEIVED THIS ADDENDUM #________
RESPONDENT: _____________________

COMMUNITY COLLEGE DISTRICT NO. 502

REQUEST FOR PROPOSAL

WEB RE-DESIGN FOR COLLEGE OF DUPAGE

RFP NUMBER: 2018-R0009

PROPOSALS DUE: Tuesday, January 23, 2018 at 11:00 a.m. Central Time

In the event of College closure due to inclement weather, RFP deadline will be extended to the next business day at the same time.

SEND RESPONSES TO: COLLEGE OF DUPAGE
PURCHASING DEPARTMENT
BIC BUILDING, ROOM 1B03
425 FAWELL BLVD.
GLEN ELLYN, ILLINOIS 60137

ISSUED BY THE COLLEGE OF DUPAGE PURCHASING DEPARTMENT
REQUEST FOR PROPOSAL

Proposals for Web Re-Design for College of DuPage, RFP Number 2018-R0009, will be received by the College of DuPage, District 502, at the office of the Purchasing Manager, Berg Instructional Center (BIC) Building, Room 1B03, 425 Fawell Blvd., Glen Ellyn, IL 60137, until 11:00 a.m. Central Time, Tuesday, January 23, 2018, at which time the respondents names will be read publicly.

In the event of office closure due to inclement weather, RFP deadline will be extended to the next business day at the same time.

Any response received after the date and time stated above will be returned unopened. College of DuPage shall not be responsible for responses that are not received at the specific office location indicated above by the stated deadline. It is solely the Respondent’s responsibility to ensure that adequate time is allowed for timely and accurate delivery.

No response shall be withdrawn for a period of ninety (90) days after the advertised close date without the consent of the College.
LEGAL NOTICE

RFP NOTICE

No. 2018-R0009

The College of DuPage is accepting Proposals for Web Re-Design for College of DuPage. The RFP documents may be downloaded from the Purchasing Website at: www.cod.edu/about/purchasing/requests/ by clicking on the link for this RFP and following the instructions.

Responses are due to the Purchasing Department no later than 11:00 a.m. Central Time, Tuesday, January 23, 2018 at which time the Respondents names will be read publicly.

College of DuPage Board of Trustees Reserves the right to reject any and all responses. This invitation is issued in the name of the Board of Trustees of College of DuPage, Community College District 502, Glen Ellyn, Illinois.
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RFP SUBMISSION CHECKLIST

Things to Remember When Submitting a Proposal to the College of DuPage

1. Read the entire document. In your review, note critical items such as: blackout period, required goods and services; submittal dates, submission requirements, etc.

2. Note the contact information provided. The Purchasing Office at purchasing@cod.edu is the single point of contact for this RFP and is the only contact with whom you are allowed to communicate regarding this RFP. This person is an excellent source of information for any questions you may have.

3. Take advantage of the “question and answer” period. Submit your questions to the Purchasing Department by the deadline noted in the RFP and view the answers given in the formal addenda issued for this RFP. All addenda issued for an RFP will be emailed to each company that downloaded the RFP documents from the College website, and will include all questions asked and answered concerning the RFP. Please ensure when downloading the RFP documents, you use a valid email address.

4. Do not alter, add to, or delete and part of the RFP documents without prior approval. Please refer to the section titled Exceptions for instruction on how to request a deviation to the original RFP.

5. Ensure all addenda are signed. Before submitting your response, check the College Purchasing website at http://www.cod.edu/about/purchasing/requests/index.aspx to see whether any addenda were issued for this RFP. If so, you must submit a signed copy of the addenda along with your Proposal response.

6. Review and read the RFP document again to make sure you have addressed all requirements. Your original response and the requested electronic copy must be identical and be complete. The copies are provided to an Evaluation Committee members and will be used to score your response. Proposals will not be accepted if Sections 5, 6, 7, and 8, are not completed. (Please note there are two (2) signature lines in Section 8 that must be signed.)

7. Submit your response on time. Note the date and time listed on the front page of the RFP and be sure to submit all required items on time. Late responses will not be accepted and will be returned, unopened. Ensure the envelope/box(es) containing your proposal is appropriately labeled. Please allow adequate time for delivery to the Purchasing Department.

8. Important dates to know:
   - RFP Publication Date – 12/22/2017
   - Questions Due – 01/05/2018 by 11:00 a.m. Central Time
   - Proposals Due – 01/23/18 at 11:00 a.m. Central Time
   - Target Board Approval Date – 02/15/2018
1.0 GENERAL INFORMATION

1.1. DEFINITIONS

A. RESPONDENT shall mean the individual or business entity submitting Proposal to supply any or all of
the services or goods required by the Contract Documents.

B. RESPONSE shall mean the RFP Documents as completed by the Respondent which constitutes the
Respondent's proposal.

C. CONTRACT shall mean the agreement between the College and Contractor as set forth in the resulting
Contract Documents and as awarded by the College of DuPage Board of Trustees.

D. CONTRACTOR shall mean the individual or business entity submitting a response and to whom the
College of DuPage Board of Trustees awards the resulting Contract.

E. COLLEGE shall mean the College of DuPage, Community College District No. 502, a body politic and
corporate of the State of Illinois.

F. PURCHASING MANAGER shall mean the Purchasing Manager of the College of DuPage.

G. SPECIFICATIONS shall mean the description of the required services, Contract Goods, equipment,
personnel, volume and use statistics and all requirements for the scope of work set forth in the Contract
Documents.

1.2. REGULATIONS

The Contractor, or Subcontractor, warrants that they are familiar with and they shall comply with all Federal,
State, and Local Laws, statutes, ordinances, rules and regulations and the orders and decrees of any courts
or administrative bodies or tribunals in any manner affecting the performance of the resulting Contract,
including, without limitation, Workmen’s Compensation Laws, minimum salary and wage statutes and
regulations, laws with respect to permits and licenses and fees in connection therewith, laws regarding
maximum working hours and regulations with respect to use of explosives. No plea of misunderstanding or
ignorance thereof will be considered. Whenever required, the Contractor, or Subcontractor, shall furnish
the college with satisfactory proof of compliance with said Federal, State and Local Laws, statutes,
ordinances, rules, regulations, orders, and decrees.

1.3. COMPLIANCE WITH LAWS - PUBLIC CONTRACTS

This project will result in a competitive contract, subject to laws and ordinances governing public contracts.
The winning Respondent(s) shall at all times observe and comply with all laws, ordinances, regulations and
codes of the Federal, State and other local government agencies which may in any manner affect the
preparation of the response or the performance of the resulting Contract. If the winning Respondent(s)
oberves that any of the Contract documents are at variance therewith, it shall promptly notify the
Purchasing Manager in writing and necessary changes shall be effected by appropriate modification.

1.4. PROPOSAL MODIFICATIONS

Unless indicated, it is understood that Proposals are in strict accordance with specification requirements.
Proposals shall be deemed final, conclusive, and irrevocable. No Proposal shall be subject to correction or
amendment for any error or miscalculation. Proposal prices shall include cost of materials as specified, any
applicable discounts and shipping.

1.5. AWARD OF CONTRACT

The award of the contract will be made within ninety (90) calendar days after the opening of proposals to
one or more Respondent’s based on recommendation by an Evaluation Committee and pre-determined
evaluation criteria and weighting, and is subject to Board of Trustee approval. The successful
Respondent(s) will be notified by electronic mail that their Proposal has been accepted and that they have been awarded the contract. Notification will also be posted on the College’s Purchasing website at http://www.cod.edu/about/purchasing/. Failure to execute performance as per accepted Proposal may result in legal action by the College of DuPage to recover damages.

If a contract is not awarded within ninety (90) days after the opening of proposals, a Respondent may file a written request with the Purchasing Manager on the withdrawal of their Proposal and the Purchasing Manager will permit such withdrawal.

1.6. COMPETENCY OF RESPONDENT

No response will be accepted from or Contract awarded to a Respondent that is in arrears or is in default to the College upon any debt or Contract, or that is a defaulter, as surety or otherwise upon any obligation to said College, or has failed to perform faithfully any previous contract with the College.

1.7. WITHDRAWAL OF PROPOSALS

Respondents may withdraw their responses at any time prior to the time specified in the legal advertisement as the date and hour set for the RFP Opening. However, no Respondent shall withdraw, cancel or modify its response for a period of ninety (90) calendar days after said advertised RFP Opening.

1.8. ACCEPTANCE OF PROPOSALS

The Purchasing Manager shall notify the successful Respondent(s), in writing, of the award of the Contract by the College within ninety (90) days from the Proposal Opening date. Upon receipt of the Notice of Award, the Contractor shall promptly secure, execute and deliver to the Purchasing Manager any documents required herein.

1.9. PAYMENT REMITTANCE

All College vendors are required to receive payment from the College via an Automated Clearing House (ACH) transfer. Instructions to register for ACH payments will be sent, upon request, to successful Respondents. Failure to comply with the ACH requirements may result in termination of the contract or purchase order. College ACH transfers typically occur the third week of each month. Invoices must be received at least 3 weeks prior to each ACH payment release. You are strongly encouraged to set up your account upon notice of award to avoid a delayed payment.

1.10. TAX EXEMPTION

College of DuPage District #502 is exempt from Federal, State and Municipal taxes. Exemption certificates will be furnished upon request.

1.11. CASH BILLING DISCOUNTS

Cash billing or percentage discounts for payment will not be considered in evaluating Proposals.

1.12. EQUAL EMPLOYMENT OPPORTUNITY

In the hiring of employees for the performance of work under the resulting Contract and any subcontract thereunder, no Contractor or Subcontractor shall, by reason of race, color, sex, religion, national origin, ancestry, age, marital status, disability, unfavorable military discharge or sexual orientation discriminate against any citizen of the United States, in the employment of Labor or workers, who are qualified and available to perform work to which the employment is related. Neither shall any Contractor or Subcontractor, or any person on behalf of either, discriminate against or intimidate any employee hired for the performance of work under this Contract on account of race, color, sex, religion, national origin, ancestry, age, marital status, disability, unfavorable military discharge or sexual orientation.
1.13. HOLD HARMLESS CLAUSE

Contractor shall indemnify, hold harmless and defend the College of DuPage, its officers, agents, servants, and employees, from and against any and all claims, lawsuits, demands, liabilities, and losses whatsoever occurring or resulting to any and all persons, firms or corporations furnishing or supplying work, services, materials, or supplies in connection with the performance of this agreement, and from any and all claims, liabilities, and losses occurring or resulting to any person, firm, or corporation for damage, injury, or death arising out of or connected with contractor’s performance of this agreement, unless such claims, liabilities, or losses arise out of the sole negligence or willful misconduct of the College of DuPage.

“Contractors performance” includes Contractor’s action or inaction and the action or inaction of Contractor’s officers, employees, agents and Subcontractors.

1.14. LIABILITY INSURANCE

The Respondent shall not commence work under this contract until all insurance required herein is obtained and approved by the Owner. Nor shall the Respondent allow any subcontractor to commence work until all similar insurance required of the subcontractor has been so obtained.

The Respondent shall furnish the College of DuPage with a Certificate of Insurance, with College of DuPage, its trustees, officers, agents, employees, and any other parties designated by COD named as an additional insured for Commercial General and Automobile Liability, showing the minimum coverage indicated below. Insurance companies must have a Best Rating of at least A VI and otherwise be acceptable to the College. Worker’s compensation insurance shall include a waiver of subrogation in favor of the College of DuPage. The College will also be shown as the certificate holder. Further, the Certificate of Insurance shall state that coverage provided is primary to any other coverage available to College of DuPage. An endorsement page showing coverage must accompany the certificate of insurance. The foregoing certificate shall contain a provision that coverage afforded under the policies will not be cancelled or non-renewed until at least sixty (60) days prior written notice has been given to College of DuPage.

<table>
<thead>
<tr>
<th>TYPE OF INSURANCE</th>
<th>MINIMUM INSURANCE COVERAGE</th>
</tr>
</thead>
<tbody>
<tr>
<td>Commercial General Liability including:</td>
<td></td>
</tr>
<tr>
<td>1. Premises – Operations</td>
<td>$1,000,000 / $2,000,000</td>
</tr>
<tr>
<td>2. Explosion, Underground and Collapse Hazard</td>
<td></td>
</tr>
<tr>
<td>3. Products/Completed Operations</td>
<td></td>
</tr>
<tr>
<td>4. Contractual Insurance</td>
<td></td>
</tr>
<tr>
<td>5. Broad Form Property Damage</td>
<td></td>
</tr>
<tr>
<td>6. Independent Contractors</td>
<td></td>
</tr>
<tr>
<td>7. Bodily Injury</td>
<td></td>
</tr>
<tr>
<td>Automobile Liability</td>
<td>$1,000,000 / $2,000,000</td>
</tr>
<tr>
<td>Owned, Non-owned, or Rented</td>
<td></td>
</tr>
<tr>
<td>Workers’ Compensation and Employer’s Liability</td>
<td>As Required by Applicable Laws.</td>
</tr>
<tr>
<td>Professional Liability</td>
<td>If Performance Specifications are Required by the Contract</td>
</tr>
</tbody>
</table>

1.15. BUSINESS ENTERPRISE PROGRAM

The College of DuPage encourages the participation of qualified minorities, females, and persons with disabilities owned businesses in public contracts. It is the practice of the College to ensure full and equitable economic opportunities to persons and businesses that compete for business with the College of DuPage, including minorities, females, and persons with disabilities owned business enterprises. The College is committed to the economic development of disadvantaged business enterprises and the award of contracts.
to businesses owned by minorities, females, and persons with disabilities for services to the extent provided by the Business Enterprise for Minorities, Females and Persons with Disabilities Act ("Act"), 30 ILCS 575.

This solicitation contains a goal of 20% to include businesses owned and controlled by minorities, females and persons with disabilities in the procurement and contracting/subcontracting processes.

END OF SECTION
2.0 INSTRUCTIONS TO RESPONDENTS

2.1. OUTSIDE DOCUMENT DISCLAIMER

The College of DuPage cannot warrant, represent, or guarantee the accuracy or completeness of documents which have not been obtained directly from the College. If you have obtained these documents from a third party source, the College is not responsible for any loss or damage including, but not limited to, time, money, or goodwill arising from errors, inaccuracies or omissions in any third party documents.

To obtain official documents, please visit: https://www.cod.edu/about/purchasing/requests/index.aspx. Click on the link for this project, and follow the prompts to enter your information onto our vendor list and download the original documents. This will ensure your contact information is registered on our vendor list, and we can send you any addenda that may be issued. This website is the only official website for prospective Respondents to obtain digital copies of RFP documents. It is the responsibility of each prospective Respondent to verify the completeness of their printed RFP documents before submitting a response and accompanying executed addenda acknowledgement, and other required forms.

2.2. BLACKOUT PERIOD

Under no circumstances are respondents to contact or discuss this Invitation to Bid, or any of the information contained herein or about this project in general, with any College of DuPage trustee, employee, vendor, contractor or subcontractor, other than using the methods outlined in this RFP. Respondents are strictly forbidden from visiting the College’s locations or approaching any College trustee, employee, vendor, contractor or subcontractor for any information related to this Invitation to Bid or this project without the direct knowledge and authorization in writing in advance from the Purchasing Manager or Buyer. Violation of these provisions may subject the respondent to immediate disqualification.

Initial understanding of this requirement: _____________________

2.3. REQUESTS FOR INFORMATION/CLARIFICATION

If any firm submitting a response for this project is in doubt as to the true meaning of the specifications or other documents or any part thereof, Respondent shall request clarification from the Purchasing Department. Questions must be submitted in writing and be directed via email to the Purchasing Department at purchasing@cod.edu no later than Thursday, January 4, 2018 at 11:00 a.m. Central Time. Questions for which answers are provided will be communicated to all registered recipients of RFP documents via addendum.

2.4. PROPOSAL SUBMISSION

All Respondents must submit one (1) “ORIGINAL” copy of the completed RFP, one (1) Duplicate copy of the completed RFP, and eight (8) USB flash drives containing all documents, in a sealed envelope.

A. Proposals must be delivered by the date and hour of the RFP deadline as shown in the legal advertisement to the following address:

Purchasing Manager
Attn: 2018-R0009
College of DuPage
425 Fawell Blvd
BIC Building - Room 1B03
Glen Ellyn, Illinois 60137

The original documents must be clearly marked as “ORIGINAL”, and must bear the original signature of an authorized corporate agent on all documents requiring a signature. Respondent must enclose all documents in sealed envelopes or boxes.
B. The sealed envelope and/or boxes submitted by the Respondent shall carry the following information on the face of the envelope:

Proposal Enclosed
Respondent’s Name, Address, Contact Person
2018-R0009 - Request for Proposals (RFP) for Web Re-Design for College of DuPage
Due: Tuesday, January 23, 2018 at 11:00a.m.

Unless otherwise stated, all blank spaces on the forms shall be fully completed. Respondent bears all responsibility for error or omissions in their submission.

2.5. EXCEPTIONS

If any Respondent intends to take any deviations or exceptions from the Specifications or other RFP Documents, Respondent shall submit to the Buyer a written request for a deviation or exception. If the Purchasing Manager considers such deviation or exception acceptable, the Buyer shall issue an Addendum setting forth such deviation or exception from the Specifications or other which shall be applicable to all Respondents submitting a response.

If no Addendum is issued by the Buyer, then such deviation or exception shall be deemed rejected. The College may reject any response containing deviations or exceptions not previously accepted through a written Addendum.

A copy of such Addendum will be e-mailed or delivered to each Respondent receiving a set of such RFP Documents. Respondent shall acknowledge receipt of each Addendum issued in the space provided on the RFP form or via a signed addendum. Failure to acknowledge receipt of addenda will result in disqualification of the Proposal.

All requests for deviations or exceptions must be sent in writing to purchasing@cod.edu at least five (5) days prior to the date and time set forth as the RFP Due Date. The College shall not be responsible for nor bound by any oral instructions, interpretations, or explanations issued by the College or any of its representatives.

Initial understanding of this requirement: ______________________________________

2.6. ERROR IN PROPOSAL

Where a Respondent claims to have made a mistake, such mistake must be called to the attention of the Purchasing Manager within twenty-four (24) hours after the opening of responses. Within forty-eight (48) hours of the advertised RFP deadline, Respondent shall submit to the College’s designated contracting officer original documentary evidence and a detailed explanation of how the mistake was made. Failure to conform to this requirement precludes the Respondent from withdrawing its response based upon a mistake. If such notice, proof and explanations have been tendered, and the contracting officer is convinced that a bona fide mistake has been made, the contracting officer may recommend to the Board of Trustees that the Respondent be allowed to withdraw its response and recommend that the contract be awarded to the next responsible, responsive Respondent. If the Board determines by majority vote, that the Respondent has made a bona fide error, no award will be made upon such response.

2.7. NOTICES

All communications and notices between the College and Respondents regarding the RFP Documents shall be in writing and hand delivered or delivered via United States mail, postage prepaid, or via email. Notices to the Respondents shall be addressed to the name and address or email address provided by the Respondents; notices to the Purchasing Manager shall be addressed to Purchasing Department, College of DuPage, BIC Building - Room 1B03, 425 Fawell Blvd., Glen Ellyn, Illinois 60137, or purchasing@cod.edu.

2.8. CONFIDENTIALITY
The Purchasing Department shall examine the responses to determine the validity of any written requests for nondisclosure of trade secrets and other proprietary data identified. After award of the contract, all responses, documents, and materials submitted by the Respondent pertaining to this RFP will be considered public information and will be made available for inspection, unless otherwise determined by the Purchasing Department. All data, documentation and innovations developed as a result of these contractual services shall become the property of the College. Based upon the public nature of these RFPs, a Respondent must inform the College, in writing, of the exact materials in the offer which cannot be made a part of the public record in accordance with the Illinois Freedom of Information Act. It is not acceptable for a proposal to be marked “proprietary” in its entirety.

2.9. RESPONDENT WARRANTIES

The submission of a Proposal shall constitute a warranty that: (i) Respondent has carefully and thoroughly reviewed the RFP Documents and has found them complete and free from ambiguities and sufficient to describe the Contract work; (ii) Respondent and all workmen and/or employees it intends to use in the performance of this Contract are skilled and experienced in the type of work or services called for by the RFP Documents; and (iii) neither the Respondent nor any of its employees, agents, suppliers or subcontractors have relied on any verbal representations from the College, or any of the College's employees, agents, or consultants, in preparing the Proposal.

2.10. CONSIDERATION OF RESPONSES

The College reserves the right to reject or accept any or all Proposals, to extend the response period, to waive technicalities in the RFP Documents and/or to direct that the project be abandoned or re-issued prior to award of the Contract.

The Respondent acknowledges the right of the College to reject any or all Proposals and to waive any informality or irregularity in any Proposal received. In addition, the Respondent recognizes the right of the College to reject a Proposal if the Respondent failed to submit the data required by the Request for Proposal documents, or if the Proposal is in any way incomplete or irregular.

END OF SECTION
3.0 SCOPE OF SERVICE - WEB RE-DESIGN

3.1. BACKGROUND

College of DuPage, one of the largest single-campus community Colleges in the country with approximately 26,000 students, is accepting proposals to redesign its primary website.

This project will include research and design and implementation from concept to completion, requiring a firm that can handle all site planning, interface design and production. The chosen partner must have experience with the Omni Update OU Campus Content Management System. On completion of site, COD will assume full responsibility for website content maintenance and administration.

3.2. ABOUT COLLEGE OF DUPAGE

College of DuPage is the second-largest provider of higher education in Illinois and is the largest single-campus community college in the nation outside of California. Located just west of Chicago in the Village of Glen Ellyn, College of DuPage is one of the nation’s most comprehensive community colleges, with more than 26,000 students attending per term at its main campus and four regional centers in the Illinois communities of Addison, Carol Stream, Naperville and Westmont.

COD provides an educational experience for nearly 25 percent of all high school graduates in Community College District 502, comprising the majority of DuPage and parts of Cook and Will Counties.

COD is home to the Suburban Law Enforcement Academy, which has trained nearly 20,000 officers from 1,190 agencies; the McAninch Arts Center which has hosted more than 1.5 million patrons; and the largest public library in DuPage County, which sees more than 750,000 visits per year. COD offers a Career Services Center to all residents of District 502, and its public radio station, WDCB 90.0FM touches 200,000 listeners weekly as the Chicago region’s only jazz station.

The College of DuPage website can be found at cod.edu. A detailed College of DuPage Fact Book can be downloaded at: http://www.cod.edu/about/research/

3.3. WEBSITE PURPOSE

The primary purpose of cod.edu is: to provide a vehicle to persuade prospective students that College of DuPage is the right place to achieve their academic goals.

The primary audiences for the site are
1. Traditional aged students aged 16-22 years old
2. Non-traditional students older than 22
3. Non-credit continuing education students of all ages
4. High school students seeking early enrollment or dual credit programs

Secondary purposes include:
1. Provide an easily navigable link to resources for current students to register for classes, access their email and find information about academics and student life
2. Inform the community about the impact of the College on the community as well as programs and services available
3. Inform local businesses about educational services available.
4. Recruit potential employees
5. Provide a means for friends of the College to make a gift

Current state of the website
The existing COD website (www.cod.edu) was launched in January of 2012. The site is not responsive, but many pages have mobile versions that must be manually maintained in tandem with the main desktop page. Currently, cod.edu is not a responsive site.
The current site comprises about 8,000 individual pages. See analytics below for more technical data about our site.

**Date Range: December 1, 2016 to November 30, 2017**

**Google Analytics**
- Sessions: 6,725,163
- Total Users: 2,161,434
- Page Views: 15,312,968

**Website Visitors**
- Returning Visitor: 69.04% (4,643,369)
- New Visitor: 30.96% (2,081,794)

**Browser Type**
- Chrome: 49.80% (3,348,926)
- Safari: 24.98% (1,679,897)
- Internet Explorer: 10.39% (698,927)
- Firefox: 9.17% (616,845)
- Edge: 4.18% (281,063)

**Devices**
- Desktop: 71.93% (4,837,713)
- Mobile: 24.38% (1,639,768)
- Tablet: 3.68% (247,682)

**Mobile Devices**
- Apple iPhone: 56.98% (1,075,415)
- Apple iPad: 9.74% (183,747)
- Not Set: 2.12% (40,036)
- Samsung SM-G930T Galaxy S7: 0.91% (17,108)
- Samsung SM-G935T Galaxy S7 Edge: 0.87% (16,411)
- Samsung SM-G930V Galaxy S7: 0.83% (15,624)
- Microsoft Windows RT Tablet Windows RT Tablet: 0.75% (14,114)
- Samsung SM-G920V Galaxy S6: 0.73% (13,739)
- Microsoft Xbox One: 0.72% (13,555)
- Samsung SM-G930P Galaxy S7: 0.65% (12,282)

**Mobile Devices Branding**
- Apple: 67.41% (1,272,264)
- Samsung: 18.82% (355,254)
- LG: 3.70% (69,824)
- Not Set: 2.12% (40,036)
- Microsoft: 1.97% (37,125)
- Motorola: 1.41% (26,657)
- Google: 0.87% (16,342)
- ZTE: 0.73% (13,771)
- HTC: 0.62% (11,774)
- Amazon: 0.45% (8,571)

**Operating Systems**
- Windows: 56.93% (3,828,350)
- iOS: 18.92% (1,272,272)
- Macintosh: 13.98% (940,230)
- Android: 8.33% (560,174)
- Chrome OS: 1.45% (97,694)
Operating System (Mobile)
- iOS: 67.08% (1,261,209)
- Android: 29.80% (560,247)
- Windows: 3.03% (56,942)
- Windows Phone: 0.07% (1,224)
- BlackBerry: 0.02% (296)

Top 10 Pages
1. College of DuPage - Home
2. College of DuPage - Student Email Tips
3. College of DuPage - Search COD
4. College of DuPage - Programs of Study
5. College of DuPage - Registration - Register for Classes
6. College of DuPage - About COD
7. College of DuPage - Faculty & Staff
8. College of DuPage - Current Students
10. College of DuPage Course Catalog

3.4. GENERAL REQUIREMENTS:

The goal is to get an initial redesign launched in August of 2018 and then evaluate and adjust as the College analyzes the visitor data over the next three months. Following are the general requirements of the project, please describe your experience with each requirement and give specific examples of projects where you have utilized that experience.

1. **Research**
   During the last academic year, the College conducted an online survey of current students, faculty and staff about the website. 1728 current students responded to the survey. A summary of survey is available in Exhibit A. The full raw results will be available the chosen partner upon awarding of the contract.

   The College would like the chosen partner to assist with a survey of prospective students to ensure our survey results reflect the thoughts of the incoming students. Please describe how you would get input from our prospective students.

2. **Content Management System**
   COD uses Omni Update’s OU Campus Content Management System. The College recently renewed our contract and will not change CMS. The system is hosted locally on COD web servers. Include in your description your familiarity with the OU proprietary search functionality. Prior experience with OU Campus is strongly preferred.

3. **Student Information Systems**
   COD uses Ellucian’s Recruit system to manage student applications and the new website will link to it. Additionally, Ellucian’s portal (for students and employees) should be linked from the website. Describe your familiarity designing linkages between OU Campus and Ellucian systems.

4. **ADA Compliance**
   The site should be developed to meet all Federally-mandated access requirements adopted by the Federal Access Board under section 508. This includes following web accessibility guidelines per Illinois Community College Board (ICCB): http://cita.disability.uiuc.edu/othresource/docs/iccb-web-access_files/outline/index.html

5. **Exit Conference**
   At the exit conference a set of working papers outlining all technologies used in the new design, contracts, and contact information for COD staff to address any issues going forward,
3.5. PROJECT GOALS AND OBJECTIVES:

To make cod.edu an engaging source for information about the College that reflects the vast resources and opportunities available to our students. It should tell authentic and true stories about the success and diversity of our student body, our alumni and our staff. It must also align with our vision to be the primary college district residents choose for high quality education.

The new website needs to be Section 508 compliant as well as meet or exceed current web standards. It needs to adhere to best practices in the industry regarding content, design, and development, and ultimately provide a positive digital experience.

Describe your ability to meet the goals and objective of the web redesign project. The following is a list of the project objectives:

1. The new site must be responsive so that the content is clearly viewed regardless of the device used to view the content.
2. Redesign the home page to reflect a contemporary vision of the College that includes more opportunity to tell stories of our students and alumni as well as highlight news stories and programs.
3. The calendar should be refreshed; the College is looking for solutions that provide a stable platform that makes the hundreds of events on campus easy to find. Any proposed changes to the calendaring system should also document any items (server, storage, software, etc.) that would be needed on premise.
4. The academic program pages need to be redesigned:
   a. to reflect the information the College will need to share as it adopts a version of AACC Guided Pathways.
   b. to incorporate Career coach information on each program page
5. Improve the search functions on the site
6. Modify the main navigation to help students better locate needed information
7. The new site needs to incorporate more video, photography, social media and blogging features for students, staff and faculty.
8. News and social media should appear throughout the site
9. A template for advertising landing pages is needed to easily facilitate the tracking of new initiatives
10. Easy to utilize forms for collecting lead information
11. A new design should include faculty pages that allow faculty to promote their expertise and share information about themselves and their classes.
12. Event pages need to be easy to use. A current event page is: http://www.cod.edu/conferences/inservice/index.aspx
13. The College also need to address a solution for microsites such as innovationdupage.org that have different branding but will be managed through the OU CMS

Key Performance Indicators
If the project goals and objectives are successful, it will be reflected by:
- Increase web engagement and traffic
- Increase student enrollment
- Increase college campus visit requests
- Increase overall student engagement
- Increase community participation

COD resources available for the project:
- Writer(s) for content development
- Migration of the content form the old site
• Access to the COD Extensis Portfolio photography library
• Access to site analytics through Google and Site Improve
• Multimedia team support for any new video needed

3.6. WORK PROCESS

Describe the process you will follow to achieve the most effective results for COD. Provide a narrative describing the project methodology and other important aspects of the redesign process. Please include a high-level list and/or brief description of project phases or tasks and deliverables. Define any assumptions or constraints based on your understanding of our requirements. This must give us an idea of what to expect for the project workflow including but not limited to research, design, development, content, and testing and evaluation. Include:

1. Firm’s Approach and Methodology
2. Development process
3. Timeline
4. Search engine optimization
5. Migration and Implementation
6. Initial evaluation and implementation of analytics
7. Training for Marketing web team
8. QA and performance testing. Including browser testing for MS Explorer/Edge, Firefox, Safari and Chrome
9. Usability Testing
10. Launch
11. Exit Conference after Project completion
12. Other elements of your work process that are important for us to know in evaluating your company’s suitability for this project.

3.7. COMPANY QUALIFICATIONS, EXPERIENCE AND BACKGROUND

The ideal partner is:
• collaborative, creative, candid, flexible, and unflappable
• creative; able to deliver solutions that uniquely express the value the College delivers to our students
• able to engage leaders at all levels of our organization
• persuasive; able to communicate ideas, concepts, and recommendations in ways that resonate with communications and non-communications professionals; as well as with champions and skeptics
• experienced in working with institutions of higher education; large non-profit organizations; and/or service organizations

END OF SECTION
4.0 PROPOSAL SUBMISSION

4.1. PROPOSAL CONTENT AND FORMAT

Provide the following in your proposal. All Respondents shall submit one (1) original of the completed RFP, one (1) duplicate copy of the completed RFP, and eight (8) USB flash drive containing a copy of the complete RFP, in a sealed envelope and shall deliver them to Purchasing Manager, Attn: 2018-R0009, College of DuPage, BIC Building - Room 1B03, 425 Fawell Blvd., Glen Ellyn, Illinois 60137 by the date and hour of the RFP deadline as shown in the legal advertisement.

The sections should be tabbed or clearly labeled in the order shown below:

Section 1: Transmittal Letter and Required Forms

a. Transmittal Letter - signed by an individual authorized to legally bind the Respondent.
   • Statement referencing all addenda (If no addenda have been received, a statement to that effect should be included.).
   • Statement that summarizes any deviations or exceptions to the RFP requirements and includes a detailed justification for the deviation or exception.

b. Complete - Documentation needing initialing per Section 2.0

c. Complete - Section 6.0 Certifications

d. Complete - Section 7.0 Signature Page

e. Complete - Section 8.0 Conflict of Interest Disclosure and Non-Collusion Form

Section 2: Qualifications

a. General information
   • Name of company, primary contact person, address, email address, and telephone and fax number of the firm.
   • Brief overview of your organization, including general information about your firm, including the size of the organization, location of offices, years in business, number and position titles of staff, and qualities which differentiate your company from your competitors

b. Provide a brief statement of qualifications/executive summary including an understanding of the College’s intent and objectives and how your proposed plan will achieve those objectives as listed in Sections 3.4 and 3.5 (General Requirements and Project Goals).

Section 3: Requirements

Respondent must provide detailed general description of the techniques, approaches and methods to be used in completing the services. Include detailed information about your company and what differentiates you from your competition.

a. Specific Expertise and Examples
   Describe your general capabilities, and what separates you from others in your industry. Be sure to provide examples of your prior work that illustrates these capabilities.

b. Experience Working with Community Colleges or Other Higher Education Institutions
   Provide examples of projects similar to ours that you have completed in the past, and describe specific lessons learned from working with on these projects that you will bring to our project.

c. Creative Philosophy
   It is expected that the selected Vendor highly regards creativity in all that they do whether it’s visual design or coding or project managing. Therefore, the College would like to understand what inspires your team as they engage in the creative process. Tell us why you do what you do. This response can include your mission and vision statements or values. The ideal response will either elaborate on what is already stated on your agency website or give us new insight into your thought process.
d. Organizational Structure and Capacity
List your separate in-house departments and the approximate number of personnel in each. Give an approximate number of projects typically being worked on by each department at a given point in time as well.

e. Proposed Project Personnel
Provide a list of the principal personnel that would lead your development team for our project, along with a short bio for each listing their qualifications and experience. Please indicate if any personnel working on the project are not permanent employees of the company. No portion of the work shall be subcontract to a third-party vendor without the prior written consent of College of DuPage.

Section 4: References and Professional Recognition

Provide a list of three clients, preferably in higher education, that you have completed similar projects for in the past. Two can be current clients, but at least one should be a former client who no longer does business with your company. Be sure to include a contact name and full contact information for each. Include a list of awards your company or any projects completed by your company have won in the past, including the name of the award, the presenting organization and the year of presentation.

Section 5: Pricing

Provide a detailed explanation of the schedule of costs. The proposal must include:

a. Project Cost: All aspects of the project including but not limited to:
   - Discovery
   - Concepting
   - Wire Framing
   - Navigation
   - Design and Site Structure
   - Training and Usability Testing. Include the number of revisions included at each stage

b. Travel: any and all billable travel for the duration of the project as well as any incidental expenses

c. Other Services: Describe other web-related services that you provide and the pricing structure for those services

The College reserves the right to negotiate prices, terms, and conditions with selected Respondent.

Section 6: Business Enterprise Program

The College of DuPage encourages the participation of qualified minorities, females, and persons with disabilities owned businesses in public contracts and commits to the economic development of disadvantaged business enterprises and the award of contracts to businesses owned by minorities, females, and persons with disabilities for services to the extent provided by the Business Enterprise for Minorities, Females and Persons with Disabilities Act ("Act"), 30 ILCS 575.

This solicitation contains an aspirational goal of 20% to include businesses owned and controlled by minorities, females and persons with disabilities in the procurement and contracting/subcontracting processes.

Respondent must describe its plan for BEP participation and commitment to achieving meaningful technical and financial goals. Respondent must complete and submit the forms that are attached to this RFP in Section 5 to evidence Respondent's proposed BEP participation in some aspect of the contract.
4.2. EVALUATION AND SELECTION PROCESS

The College will appoint an Evaluation Committee whose responsibility will be to review and evaluate proposal responses to this RFP. The evaluation will be based upon the information provided in the proposal, additional information requested by the College for clarification, information obtained from references and oral presentations (if requested).

The evaluation of responsive proposals will be completed by the evaluation team, which will determine the ranking of proposals. Proposals will be evaluated strictly in accordance with the requirements set forth in this solicitation, including any addenda that are issued. The College will award the contract to the responsible Respondent whose proposal is determined to be the most advantageous to the College, in accordance with the criteria set forth in this RFP.

The evaluation of proposals will include consideration of responses to the list of information outlined in Section 4.1. Respondents must address all criteria in their response. Any deviations or exceptions to the specifications or requirements must be described and justified in a transmittal letter. Failure to list such exceptions or deviations in the transmittal letter may be considered sufficient reason to reject the proposal.

The relative importance of the criteria is defined below:

1. General Requirements
2. Ability to meet the goals and objectives of the project
3. Work Process
4. Pricing
5. Company qualification, experience and background

4.3. SELECTION OF AWARD

A. Basis

The award of the contract will be based on highest ranked qualified Respondent whose offer, conforming to the conditions and requirements of the RFP, is determined to provide the best-value to the College according to the evaluation criteria set forth in this document.

Notwithstanding the above, this RFP does not commit the College to award a contract from this solicitation. The College reserves the right to reject any or all offers and to waive formalities and minor irregularities in the proposal received.

B. Selection Process

The award of the contract will be after the Evaluation Committee submits their Recommendation of Award of the selected Respondent for approval by the College of DuPage Board of Trustees. The successful Respondent will be notified by electronic mail that their Proposal has been accepted and that they have been awarded the contract after the approval by the College of DuPage Board of Trustees. Notification will also be posted on the College’s Purchasing website at http://www.cod.edu/about/purchasing/. Failure to execute performance as per accepted Proposal may result in legal action by the College of DuPage to recover damages.

END OF SECTION
The Business Enterprise for Minorities, Females and Persons with Disabilities Act (BEP) establishes a goal for community colleges contracting with businesses that have been certified as owned and controlled by persons who are minorities (MBE), female (FBE/ also referred to as WBE), or persons with disabilities (PDBE) (collectively, BEP certified vendor(s)). 30 ILCS 575

**Contract Goal to be Achieved by Vendor:** This solicitation includes a specific BEP participation goal of 20% based on the availability of BEP certified vendors to perform or provide the anticipated services and/or supplies required by this solicitation.

**The BEP participation goal is applicable to all bids or offers.** In addition to the award criteria established for this solicitation, the College will award this contract to a Vendor that meets the goal or demonstrates good faith efforts to meet the goal. This goal is applicable to change orders and allowances within the scope of work provided by the BEP certified vendors. If Vendor is an MBE and FBE certified vendor, the entire goal is met and no subcontracting with a BEP certified vendors is required; however, **Vendor must submit a Utilization Plan indicating that the goal will be met by self-performance.**

Following are guidelines for Vendor’s completion of the Utilization Plan. The Utilization Plan must demonstrate that Vendor has either: (1) met the entire contract goal; or (2) made good faith efforts towards meeting the goal.

At the time of bid or offer, Vendor, or Vendor’s proposed Subcontractor, must be certified with the Illinois Department of Central Management Services as a BEP certified vendor.

Failure to complete a Utilization Plan or provide Good Faith Effort documentation shall render the bid or offer non-responsive; and subject to rejection and/or disqualification in the College’s sole discretion.

1. If applicable where there is more than one prime vendor, the Utilization Plan should include an executed Joint Venture Agreement specifying the terms and conditions of the relationship between the parties and their relationship and responsibilities to the contract. The Joint Venture Agreement must clearly evidence that the BEP certified vendor will be responsible for a clearly defined portion of the work and that its responsibilities, risks, profits and contributions of capital, and personnel are proportionate to its ownership percentage. It must include specific details related to the parties’ contributions of capital, personnel, and equipment and share of the costs of insurance and other items; the scopes to be performed by the BEP certified vendor under its supervision; and the commitment of management, supervisory personnel, and operative personnel employed by the BEP certified vendor to be dedicated to the performance of the contract. Established Joint Venture Agreements will only be credited toward BEP goal achievements for specific work performed by the BEP certified vendor. **Each party to the Joint Venture Agreement must execute the bid or offer prior to submission of the bid or offer to the College.**

2. An agreement between a vendor and a BEP certified vendor in which a BEP certified vendor promises not to provide subcontracting or pricing quotations to other vendors is prohibited. The College may
request additional information to demonstrate compliance. Vendor agrees to cooperate promptly with the College in submitting to interviews, allowing entry to places of business, providing further documentation, and to soliciting the cooperation of a proposed BEP certified vendor. Failure to cooperate by Vendor and BEP certified vendor may render the bidder or offeror non-responsive or not responsible. The contract will not be awarded to Vendor unless Vendor’s Utilization Plan is approved by the College.

3. **BEP Certified Vendor Locator References:** Vendor may consult CMS’ BEP Vendor Directory at www.sell2.illinois.gov/cms/business, as well as the directories of other certifying agencies, but firms must be certified with CMS as BEP certified vendors at the time of bid or offer.

4. **Vendor Assurance:** Vendor shall not discriminate on the basis of race, color, national origin, sexual orientation or sex in the performance of this contract. Failure by Vendor to carry out these requirements is a material breach of this contract, which may result in the termination of this contract or such other remedy, as the College deems appropriate. This assurance must be included in each subcontract that Vendor signs with a subcontractor or supplier.

5. **Calculating BEP Certified Vendor Participation:** The Utilization Plan documents work anticipated to be performed, or goods/equipment provided by all BEP certified vendors and paid for upon satisfactory completion/delivery. Only the value of payments made for the work actually performed by BEP certified vendors, by subcontractors or suppliers to such vendors, is counted toward the contract goal. Applicable guidelines for counting payments attributable to contract goals are summarized below:

5.1 The value of the work actually performed or goods/equipment provided by the BEP certified vendor shall be counted towards the goal. The entire amount of that portion of the contract that is performed by the BEP certified vendor, including supplies purchased or equipment leased by the BEP certified vendor shall be counted, except supplies purchased and equipment rented from the Prime Vendor submitting this bid or offer.

5.2 A vendor shall count the portion of the total dollar value of the BEP contract equal to the distinct, clearly defined portion of the work of the contract that the BEP certified vendor performs toward the goal. A vendor shall also count the dollar value of work subcontracted to other BEP certified vendor. Work performed by the non-BEP certified party shall not be counted toward the goal. **Work that a BEP certified vendor subcontracts to a non-BEP certified vendor will not count towards the goal.**

5.3 A Vendor shall count toward the goal 100% of its expenditures for materials and supplies required under the contract and obtained from a BEP certified vendor manufacturer, BEP certified regular dealer, or BEP certified supplier. A Vendor shall count toward the goal the following expenditures to BEP certified vendors that are not manufacturers, regular dealers, or suppliers:

5.3.1 The fees or commissions charged for providing a bona fide service, such as professional, technical, consultant or managerial services and assistance in the procurement of essential personnel, facilities, equipment, materials or supplies required for performance of the contract, provided that the fee or commission is determined by College to be reasonable and not excessive as compared with fees customarily allowed for similar services.
5.3.2 The fees charged for delivery of materials and supplies required by the contract (but not the cost of the materials and supplies themselves) when the hauler, trucker, or delivery service is not also the manufacturer or a supplier of the materials and supplies being procured, provided that the fee is determined by the College to be reasonable and not excessive as compared with fees customarily allowed for similar services. The BEP certified vendor’s trucking firm must be responsible for the management and supervision of the entire trucking operation for which it is responsible on the contract, and must itself own and operate at least one fully licensed, insured and operational truck used on the contract.

5.3.3 The fees or commissions charged for providing any bonds or insurance specifically required for the performance of the contract, provided that the fee or commission is determined by the College to be reasonable and not excessive as compared with fees customarily allowed for similar services.

5.4 BEP certified vendors who are performing on contract as second tier subcontractors may be counted in meeting the established BEP goal for this contract as long as the Prime Vendor can provide documentation indicating the utilization of these vendors.

5.5 A Vendor shall count towards the goal only expenditures to firms that perform a commercially useful function in the work of the contract.

5.5.1 A firm is considered to perform a commercially useful function when it is responsible for execution of a distinct element of the work of a contract and carries out its responsibilities by actually performing, managing, and supervising the work involved. The BEP certified vendor must also be responsible, with respect to materials or supplies used on the contract, for negotiating price, determining quality and quantity, ordering the materials or supplies, and installing the materials (where applicable) and paying for the material or supplies. To determine whether a firm is performing a commercially useful function, the College shall evaluate the amount of work subcontracted, whether the amount the firm is to be paid under the contract is commensurate with the work it is actually performing and the credit claimed for its performance of the work, industry practices, and other relevant factors.

5.5.2 A BEP certified vendor does not perform a commercially useful function if its role is limited to that of an extra participant in a transaction or contract through which funds are passed through in order to obtain BEP certified vendor participation. In determining whether a BEP certified vendor is such an extra participant, the College shall examine similar transactions, particularly those in which BEP certified vendors do not participate, and industry practices.

5.6 A Vendor shall not count towards the goal expenditures that are not direct, necessary and related to the work of the contract. Only the amount of services or goods that are directly attributable to the performance of the contract shall be counted. Ineligible expenditures include general office overhead or other Vendor support activities.
6. **Good Faith Effort Procedures**: Vendor must submit Utilization Plans, subcontract documents, and/or Letters of Intent that meet or exceed the published goal. If Vendor cannot meet the stated goal, Vendor must document and explain within the Utilization Plan the good faith efforts it undertook to meet the goal. Utilization Plans are due at the time of and must be enclosed and sealed with the bid or offer submission. Copies of subcontract documents and/or Letters of Intent shall be due upon request.

7. **Contract Compliance**: Compliance with this section is an essential part of the contract. The following administrative procedures and remedies govern Vendor’s compliance with the contractual obligations established by the Utilization Plan. **After approval of the Plan and award of the contract, the Utilization Plan becomes part of the contract.** If Vendor did not succeed in obtaining BEP certified vendor participation to achieve the goal and the Utilization Plan was approved and contract awarded based upon a determination of good faith, the total dollar value of BEP certified vendor work calculated in the approved Utilization Plan as a percentage of the awarded contract value shall become the contract goal.

   7.1. The Utilization Plan may not be amended after contract execution without the College’s prior written approval.

   7.2. **Vendor may not make changes to its contractual BEP certified vendor commitments or substitute BEP certified vendors without the prior written approval of the College.** Unauthorized changes or substitutions, including performing the work designated for a BEP certified vendor with Vendor’s own forces, shall be a violation of the utilization plan and a breach of the contract, and shall be cause to terminate the contract, and/or seek other contract remedies or sanctions.

   7.3. If it becomes necessary to substitute a BEP certified vendor or otherwise change the Utilization Plan, Vendor must notify the College in writing of the request to substitute a BEP certified vendor or otherwise change the Utilization Plan. The request must state specific reasons for the substitution or change. The College shall notify the Council or its delegate of the request to substitute a BEP certified vendor or change the Utilization Plan. The College reserves the right to approve or deny a request for substitution or other change in the Utilization Plan.

   7.4. Where Vendor has established the basis for the substitution to the College’s satisfaction, it must make good faith efforts to meet the contract goal by substituting a BEP certified vendor. Documentation of a replacement BEP certified vendor, or of good faith efforts to replace the BEP certified vendor, must meet the requirements of the initial Utilization Plan. If the goal cannot be reached and good faith efforts have been made, Vendor may substitute with a non-BEP certified vendor or Vendor may perform the work.

   7.5. If a Vendor plans to hire a subcontractor for any scope of work that was not previously disclosed in the Utilization Plan, Vendor must obtain the approval of the College to modify the Utilization Plan and must make good faith efforts to ensure that BEP certified vendors have a fair opportunity to submit a bid or offer on the new scope of work.

   7.6. A new BEP certified vendor agreement must be executed and submitted to the College within five business days of Vendor’s receipt of the College’s approval for the substitution or other change.
7.7. Vendor shall maintain a record of all relevant data with respect to the utilization of BEP certified vendors, including but without limitation, payroll records, invoices, canceled checks and books of account for a period of at least three years after the completion of the contract. Full access to these records shall be granted by Vendor upon 48 hours written demand by the College to any duly authorized representative thereof, or to any municipal, state or federal authorities. The College shall have the right to obtain from Vendor any additional data reasonably related or necessary to verify any representations by Vendor. After the performance of the final item of work or delivery of material by the BEP certified vendor and final payment to the BEP certified vendor by Vendor, but not later than 30 calendar days after such payment, Vendor shall submit a statement confirming the final payment and the total payments made to the BEP certified vendor under the contract.

7.8. The College will periodically review Vendor’s compliance with these provisions and the terms of its contract. Without limitation, Vendor’s failure to comply with these provisions or its contractual commitments as contained in the Utilization Plan, failure to cooperate in providing information regarding its compliance with these provisions or its Utilization Plan, or provision of false or misleading information or statements concerning compliance, certification status or eligibility of the BEP certified vendor, good faith efforts or any other material fact or representation shall constitute a material breach of this contract and entitle the College to declare a default, terminate the contract, or exercise those remedies provided for in the contract or at law or in equity.

7.9. The College reserves the right to withhold payment to Vendor to enforce these provisions and Vendor’s contractual commitments. Final payment shall not be made pursuant to the contract until Vendor submits sufficient documentation demonstrating compliance with its Utilization Plan.
UTILIZATION PLAN

The Utilization Plan and Letter of Intent must be sealed and submitted with Proposal.

________________________________________ (Vendor) submits the following Utilization Plan as part of our bid or offer in accordance with the requirements of the BEP Program Status and Participation section of the solicitation for Web Re-Design for College of DuPage, RFP Number 2018-B0009. We understand that all subcontractors must be certified with the CMS BEP Program at the time of submission of all bids and offers. **We understand that compliance with this section is an essential part of this contract and that the Utilization Plan will become a part of the contract, if awarded.**

Vendor submits the following statement:

- [ ] Vendor is a BEP certified firm and plans to fully meet the goal through self-performance.
- [ ] Vendor has identified BEP certified subcontractor(s) to fully meet the established goal and submits the attached executed Letter(s) of Intent; or
- [ ] Vendor has made good faith efforts towards meeting the entire goal as indicated on the attached Utilization Plan, or a portion of the goal, and hereby requests a waiver (complete checklist below).

Vendor’s person responsible for compliance with this BEP goal:

Name: ___________________________ Title: ___________________________

Telephone: ________________________ Email: __________________________
DEMONSTRATION OF GOOD FAITH EFFORTS TO ACHIEVE GOAL AND REQUEST FOR WAIVER

If the BEP participation goal was not achieved, the vendor must provide documented evidence of good faith efforts to achieve the goal.

Below is a checklist of actions that will be used to evaluate a Vendor’s Demonstration of Good Faith Efforts and Request for Waiver. Please check the actions which you completed. If any other efforts were made to obtain BEP participation in addition to the items listed below, attach a detailed description of such efforts. The College reserves the right to review and audit the results of the vendor’s efforts as described below.

☐ Utilize the Sell2Illinois website: www2.illinois.gov/cms/business to identify BEP certified vendors within the respective commodity/service codes denoted above and at a minimum email all listed vendors and solicit quotes from all vendors who express an interest via follow-up emails or telephone calls.

☐ Solicit through all reasonable and available means (e.g., attendance at a vendor conference, advertising and/or written notices) the interest of BEP certified vendors that have the capability to perform the work of the contract. Vendor must solicit this interest within sufficient time to allow the BEP certified vendors to respond to the solicitation. Vendor must determine with certainty if the BEP certified vendors are interested by taking appropriate steps to follow up initial solicitations and encourage them to submit a bid or proposal. Vendor must provide interested BEP certified vendors with adequate information about the plans, specifications, and requirements of the contract in a timely manner to assist them in responding promptly to the solicitation.

☐ Select portions of the work to be performed by BEP certified vendors in order to increase the likelihood that the goal will be achieved. This includes, where appropriate, breaking out contract work items into economically feasible units to facilitate BEP certified vendor participation, even when Vendor might otherwise prefer to perform these work items with its own forces.

☐ Make a portion of the work available to BEP certified vendors and selecting those portions of the work or material needs consistent with their availability, so as to facilitate BEP certified vendor participation.

☐ Negotiate in good faith with interested BEP certified vendors. Evidence of such negotiation must include the names, addresses, email addresses, and telephone numbers of BEP certified vendors that were considered and an explanation as to why an agreement could not be reached.

☐ Thoroughly investigate the capabilities of BEP certified vendors and not reject them as unqualified without sound reasons.

☐ Make efforts to assist interested BEP certified vendors in obtaining lines of credit or insurance as required by the College.

☐ Make efforts to assist interested BEP certified vendors in obtaining necessary equipment, supplies, materials, or related assistance or services.
6.0 CERTIFICATIONS

IMPORTANT: All Respondents are required to complete this form. Completed form must be returned with response by the RFP deadline. Failure to return this completed form may result in disqualification of response.

THE UNDERSIGNED IS CAUTIONED TO CAREFULLY READ THESE CERTIFICATIONS PRIOR TO SIGNING THE SIGNATURE PAGE. SIGNING THE SIGNATURE PAGE SHALL CONSTITUTE A WARRANTY BY THE UNDERSIGNED THAT ALL THE STATEMENTS, CERTIFICATIONS AND INFORMATION SET FORTH WITHIN THESE CERTIFICATIONS ARE TRUE, COMPLETE AND CORRECT AS OF THE DATE THE SIGNATURE PAGE IS SIGNED. THE UNDERSIGNED IS NOTIFIED THAT IF THE COLLEGE LEARNS THAT ANY OF THE FOLLOWING CERTIFICATIONS WERE FALSELY MADE, THAT ANY CONTRACT ENTERED INTO WITH THE UNDERSIGNED SHALL BE SUBJECT TO TERMINATION.

A. Prevailing Wage Act. To the extent required by law, Contractor shall not pay less than the prevailing wage as established pursuant to an Act Regulating the Wages of Laborers, Mechanics, and Other Workman employed under Contract for Public Workers 820 ILCS 130/1 et seq. Our company certifies that it is eligible for bidding on public contracts and has complied with section 11a of the Prevailing Wage Act, 820 ILCS 130.01-12. Yes______ No_____

B. Human Rights Act. To the extent required by law, Contractor shall abide by the Illinois Human Rights Act, 775 ILCS 10/0.01 et seq.

C. Drug Free Workplace. To the extent required by law, Contractor shall abide with the requirements of the Drug Free Workplace Act 30 ILCS 580.1 et seq.

D. Sexual Harassment Policy. Contractor represents by the signing of this agreement that it has a written sexual harassment policy that is in accordance with 775, ILCS 5/2-105 (A) (4).

E. Non-debarment. By executing this agreement Contractor certifies that it has not been debarred from public contracts in the State of Illinois for violating either 33E-3 or 33E-4 of the Public Contracts Act, 720 ILCS 5/33E-1 et seq. (If Applicable)

F. Fair Employment Practice: Contractor is in compliance with all State and Federal laws regarding Fair Employment Practice as well as all rules and regulations. Yes _______ No________


Yes _______ No _______

H. When required by law, the Respondent and all Respondent’s Subcontractors must participate in applicable apprenticeship and training programs approved by and registered with the United States Department of Labor’s Bureau of Apprenticeship and Training as required by Illinois Public Act 093-0642.

ADVICE

A. MINORITY/WOMAN-OWNED, DISADVANTAGED BUSINESS? YES_____ NO_____. If yes, please attach copy of certification and advise certification number and expiration date below:

Name of Certifying Entity: ____________________________

Certification #: ____________________________ Expiration Date: ________________

B. STATE NEGOTIATED COOPERATIVE AGREEMENT: YES _____ NO _______ Contract No. ___________

Signature
Respondent/Company Official: ____________________________ Date: ________________
7.0 SIGNATURE PAGE

IMPORTANT: All Respondents are required to complete and sign this form. Completed form must be returned with proposal by the RFP deadline. Failure to return this completed form may result in disqualification of proposal.

Check One:
☐ SOLE PROPRIETOR ☐ PARTNERSHIP (and/or JOINT VENTURE) ☐ LIMITED LIABILITY COMPANY

☐ CORPORATION

The undersigned acknowledges receipt of a full set of RFP Documents and Addenda Numbers _________________ (None unless indicated here). All issued addenda must be signed and returned to the College as per the instructions in the addenda or response will not be accepted.

The undersigned makes the foregoing response to RFP subject to all of the terms and conditions of the RFP Documents. The undersigned certifies that all of the foregoing statements of the Vendor Certifications are true and correct. The undersigned warrants that all of the facts and information submitted by the undersigned in connection with this response are true and correct.

BUSINESS NAME: _____________________________________________________________________________

BUSINESS ADDRESS: __________________________________________________________________________

BUSINESS TELEPHONE: ______________________  FAX NUMBER: ______________________

EMAIL ADDRESS: _________________________  CELLULAR TELEPHONE NUMBER: _________________________

FEIN/SSN: _____________________________

AUTHORIZED SIGNATURE: ___________________________________

PRINT NAME: ____________________________TITLE: _______________________________DATE: __________

Subscribed to and sworn before me this    day of       , 2018.

My commission expires: ________________

______________________________ Notary Public Signature       Notary Seal

* Attach hereto a partnership resolution or other document authorizing the individual signing this Signature Page to so sign on behalf of the Partnership.

** If the LLC is not registered in the State of Illinois, a copy of a current Certificate of Good Standing from the state of incorporation must be submitted with this Signature Page.

*** Attach either a certified copy of the by-laws, articles, resolution or other authorization demonstrating such persons to sign the Signature Page on behalf of the LLC.

**** If the corporation is not registered in the State of Illinois, a copy of the Certificate of Good Standing from the state of incorporation must be submitted with this Signature Page.

***** In the event that this Signature Page is signed by any persons other than the President and Secretary, attach either a certified copy of the corporate by-laws, a resolution or other authorization by the corporation, authorizing such persons to sign the Signature Page on behalf of the corporation.
8.0 CONFLICT OF INTEREST DISCLOSURE AND NON-COLLUSION FORM

IMPORTANT: All Respondents are required to complete and sign this form. Completed form must be returned with proposal by the RFP deadline. Failure to return this completed form may result in disqualification of proposal.

RFP #: ____________________________    DATE: _______________________

CONFLICT OF INTEREST DISCLOSURE

College of DuPage (COD) reserves the right, at its sole discretion, to reject any and all responses, revise the submission timeline as described in the solicitation, and to discontinue at any time the submission process as described in the solicitation. College of DuPage is requiring that any and all relationships with the College, its Administrators, Trustees, Committee members, COD Foundation Trustees, or any other Employee of the College be disclosed in writing as a part of any response submitted. Contact with any employee of the College of DuPage during the pre-award period, except as noted in the RFP documents, is strictly forbidden and is considered sufficient grounds for dismissal from the RFP process.

VENDOR CONFLICT OF INTEREST DISCLOSURE

Define the relationship with any College of DuPage Administrator, Trustee, Employee, COD Foundation Board member, Committee member, or their immediate family member, with which your company or any of its owners, officers, Trustees, employees, or their immediate family, does business or is likely to do business with, or for which there is an opportunity to influence a related College decision; include the name and relationship to any immediate family member.

________________________

Vendor certifies that there is no known conflict of interest with any COD Administrator, Employee, Trustee, Committee member, or COD Foundation Trustee, or their immediate family.

Vendor Printed Name: _______________________    Title:_________________________________
Signature: _____________________________________      Date:   ____________________

NON-COLLUSION STATEMENT

The undersigned affirms that he/she is duly authorized to execute a contract and that this company, corporation, firm, partnership or individual has not prepared this response in collusion with any other Respondent, and that the contents of said response have not been communicated by the undersigned nor by any employee or agent to any other person engaged in this type of business prior to the official opening of this response.

Owners/Principal(s)
Company Name: ______________________________        Name(s)/Title(s): ________________________
Vendor Address: ______________________________ City , State, Zip:  _____________________ ___
Phone Number: ______________________________   Fax Number:  ____________________________
Email Address: ______________________________

Signature
Respondent/Company Official: ______________________________Date: ______________________

30
FY 2017 Web Survey Results
Respondents

• Current Students 1728 responded
  – 609 Male
  – 1119 Female
• Faculty and Staff
• Prospective Students
Age of Current Students

- 19-24: 976
- 25-30: 239
- 31-40: 202
- 41-50: 162
- 51+: 145
Student Status

- Current Full-Time: 873
- Current Part-Time: 793
- Not Yet a Student: 55
How often do you visit cod.edu?

- Every day: 246
- Several times a week: 144
- About once a week: 143
- Several times a month: 132
- About once a month: 248
- Less than once a month: 510
What is the most frequent reason you visit the website? (Choose your top 3)

- To find contact information: 358
- A link to myACCESS, Blackboard, or my email: 1087
- To find information about registering for...: 598
- To find information about admissions: 168
- To find information about policies: 69
- For news about COD: 194
- To view the Calendar/find event information: 462
- To get program information: 629

Q28
How do you most often access the website?

- Laptop: 722
- Desktop computer: 383
- Phone: 240
- Tablet: 57
- Other: 11

Q34
Other Responses*

- Chromebook (2)
- All of the above
- Laptop and Phone
- Laptop, Table and Phone

*Some of these responses were as few as 1 mention
What method do you use most frequently to connect to the website?

- Wired connection (modem or Ethernet connection): 205
- WiFi (wireless local area network): 1107
- Cellular Data Network (connection through a mobile phone service provider): 95
- Other: 6
How much time do you usually spend on the website?

- More than 30 minutes: 87
- 20-30 minutes: 83
- 10-20 minutes: 356
- 5-10 minutes: 596
- Less than 5 minutes: 295

(Q36)
Where do you spend the most time on the website?

- About COD pages (maps, history, ...) 46
- Admissions (how to apply, visit days, etc.) 23
- Academics (academic calendar, transfer...) 173
- Registration (registration dates, forms, ...) 352
- Programs (information about specific...) 240
- Financial Aid (tuition, scholarships, ...) 130
- Calendar/events (campus events) 73
- Student Life/Athletics (clubs, sports, ...) 24
- The Catalog (the academic catalog) 99
- COD News (News stories about the college) 17
- Current Student Gateway (at the top of...) 107
- Other 128
Other Responses*

• Easy link to Blackboard, myAccess and email.
• Almost all of these
• Link to Library site
• Career information
• To get phone numbers
• My program packet information
• Veteran Services

*Some of these responses were as few as 1 mention
The last time you visited the website, was it easy to find the information you needed or to complete your task?

- Yes: 1271 (89.51%)
- No: 149 (10.49%)
If no, what were you unable to locate/complete and why?

- myAccess (29)
- Navigation (28)
- N/A Nothing (27)
- Search (23)
- Content (17)
- Calendar (8)
- Directory (5)

- User Interface (2)
- Language/Jargon (1)
- Access/Downtime (1)
- Other (9)
Q31 Comments

“I wanted to see what the final exam schedule was, but it wasn't on the main page. I had to search it up on student portal. It would make more sense to put it on the main COD page since finals are coming up and it would be a good reminder for students.”

“I did have to send an email to find where to apply to graduate.”

“The search functionality on cod.edu is awful. It has no perceivable concept of a context search or relevance sorting, it just barfs up most places (not all) my search term appears on the website. I can almost never find what I am looking for.”

“Wasn't able to find where a specific club meets. I tried contacting the teacher in charge through email but I do not recall getting a response.”

“I wanted to find the main campus computer lab's hours. It wasn't easy to find.”

“The bookstore website. I typed bookstore in the search and did not get the correct results for the bookstore informational page. I received much better results by typing in College of DuPage Bookstore in Google.”

“Information about Continuing Ed programs are scattered throughout the website and the search function never pulls what I'm looking for.”

“Typically I have to google the COD academic calendar - I wouldn't be able to tell you off-hand where it's located on the website. The Blackboard and myACCESS links, on the other hand, are quite easy to find (if you know where they are) and are easy to access. To be honest, most of the time I only use cod.edu to get a quick link to Blackboard or myACCESS because I use them for my classess and registration purposes - otherwise the only thing I ever look up is the academic calendar for work scheduling purposes.”
How much time did it take to find your answer?

- A lot more than I expected: 4.21%
- More than I expected: 11.28%
- About what I expected: 53.46%
- Less than I expected: 19.56%
- A lot less than I expected: 11.49%
How do you look for information on the website? (Check all that apply)

- Browse and click until I find what I want: 873
- Use the search box: 809
- Use the "Ask a question" box: 122
- Use the chat feature to ask a question: 38
- Go to Google and search there instead: 304
- Give up and look for contact information: 74
- Other: 25

Q33
Other Responses*

- I know where to go (3)
- All of the above
- I search in Google "COD _____ phone number" and it comes up with the cod.edu website link for that #
- Ask a professor
- Search box is a complete joke…

*14 Responses, some of these answers were as few as 1 mention
Compared to websites you visit regularly, please rate the following on the scale provided:

- The site projects a professional image.
  - Strongly Disagree: 0%
  - Disagree: 8%
  - Undecided: 10%
  - Agree: 86%
  - Strongly Agree: 32%
  - % = agree and strongly agree: 85.32%

- The website influenced my decision to attend COD.
  - Strongly Disagree: 0%
  - Disagree: 10%
  - Undecided: 33%
  - Agree: 86%
  - Strongly Agree: 16%
  - % = agree and strongly agree: 32.62%

- The website is a good representation of the College of DuPage.
  - Strongly Disagree: 0%
  - Disagree: 8%
  - Undecided: 10%
  - Agree: 87%
  - Strongly Agree: 33%
  - % = agree and strongly agree: 86.89%

- The appearance/design is appealing.
  - Strongly Disagree: 0%
  - Disagree: 8%
  - Undecided: 10%
  - Agree: 85%
  - Strongly Agree: 32%
  - % = agree and strongly agree: 79.25%
Compared to websites you visit regularly, please rate the following on the scale provided:

1. The navigation/menu makes sense to me.
   - Strongly Disagree: 0%
   - Disagree: 0%
   - Undecided: 0%
   - Agree: 74.45%
   - Strongly Agree: 25.55%

2. The information/content is comprehensive.
   - Strongly Disagree: 0%
   - Disagree: 0%
   - Undecided: 0%
   - Agree: 83.33%
   - Strongly Agree: 16.67%

3. The information/content is accurate.
   - Strongly Disagree: 0%
   - Disagree: 0%
   - Undecided: 0%
   - Agree: 85.30%
   - Strongly Agree: 14.70%

4. The site is easy to use.
   - Strongly Disagree: 0%
   - Disagree: 0%
   - Undecided: 0%
   - Agree: 76.99%
   - Strongly Agree: 23.01%

Q37
Compared to websites you visit regularly, please rate the following on the scale provided:

- It takes little time for the website to load into my browser.
  - Strongly Agree: 86.08%
  - Agree: 63.15%
  - Undecided: 18.64%
  - Disagree: 63.54%
  - Strongly Disagree: 63.54%

- I use the chat functionality.
  - Strongly Agree: 86.08%
  - Agree: 63.15%
  - Undecided: 18.64%
  - Disagree: 63.54%
  - Strongly Disagree: 63.54%

- The search feature works well.
  - Strongly Agree: 86.08%
  - Agree: 63.15%
  - Undecided: 18.64%
  - Disagree: 63.54%
  - Strongly Disagree: 63.54%

- I trust the accuracy of the information on the website.
  - Strongly Agree: 86.08%
  - Agree: 63.15%
  - Undecided: 18.64%
  - Disagree: 63.54%
  - Strongly Disagree: 63.54%
Compared to websites you visit regularly, please rate the following on the scale provided.

- Files and documents download quickly: 81.40%
- Graphics and colors are appropriate: 89.85%
- Font type and size makes it easy to read: 88.08%
- The website elements display properly: 90.23%
- The website links work properly: 87.27%
What specific improvements in navigation, ease of use, or information would you suggest?

- N/A Nothing (226)
- User Interface (96)
- Navigation (67)
- Search (66)
- Content (49)
- Unknown (23)
- myAcces (22)
- Mobile (10)

- Calendar (8)
- Library (7)
- Language Jargon (6)
- Access (5)
- Directory (4)
- Chat (3)
- BlackBoard (1)
“I would like to easily access a calendar for finals, days off, etc. that affect the whole school, not just one course.”

“I don't find that chat feature helpful. Every time I have used it, I feel as if I could have found the information just as fast. When I use the service I am looking for a direct answer to something - instead I am often times given a phone number or another area to search. When using the chatting service people want quick and reliable answers.”

“The information for the CNA, ADN, and 3+1 nursing programs was not easy to find and kind of had to navigate a labyrinth to get to it.”

Website needs to be better compatible for mobile usage.

Q38-Comments

“A lot of the information is outdated. It instructs you to contact the school for more information and when you do so, the school refers you back to the website. This can be extremely frustrating.”

“You have to search pretty deeply through other categories to find anything about counseling, accommodations, or support of students with mental health/physical health problems or disabilities. I think it's very important for those things to be visible and easily accessible from the moment you enter the website. It'll make a lot of people feel represented and welcome, as well as make it easier and more likely for students to take advantage of those services when needed (thus helping the students and increasing likelihood of student retention).”

“More refined search”
If you could change one thing about the website, what would it be and why?

- User Interface (192)
- N/A Nothing (170)
- Navigation (56)
- Content (52)
- Search (38)
- myACCESS (29)
- Other (24)
- Mobile (16)
- Calendar (11)
- Access/Speed (7)
- Library (5)
- Directory (3)
- Blackboard (2)
- Chat (1)
- Language/Jargon (1)
“making sure the different programs update their info constantly”

“Scheduling counselor appointments was easier and the automated aspect was developed out more.”

‘Pages sometimes have an overwhelming amount of text. Maybe the use of boarders and bold fonts could be increased, which would then increase legibility.”

“Sometimes I think that the home page is a bit too busy. It's just an opinion, though…”

“The search function. I seem to get a lot of unrelated things”

“Modernize it, make it less busy”

“it is pretty user friendly to current students but not as easy to use for people looking at the website that are not students (potential students). Information is not as easily accessible that you would want as a potential student.”

“Make the myaccess and blackboard links easier to find at a glance because I'm usually listening to an instructor explain where to find an assignment and what to do with it while I'm trying to find and log in to blackboard.”

“I would design the web thinking on people that do not know nothing about collage.”

“There are too many links on one page and mobile site should include links to blackboard, myaccess, and email.”
Which features could you not live without?

- Student Links email/blackboard/myACCESS (193)
- Nothing/Don’t Know (86)
- Search (85)
- Content (74)
- Blackboard (68)
- myACCESS (57)
- Other (26)

- Calendar (19)
- User Interface (7)
- Chat (5)
- Directory (5)
- Email (2)
- Apply Button (1)
- COD ID (1)
- Student Portal (1)
Which features *could* you live without?

- Nothing/IDK (251)
- Content (57)
- Chat (47)
- Other (46)
- News (27)
- User Interface (13)
- Student Portal (12)
- Search (8)
- Navigation (7)

- Calendar (5)
- COD Email address (4)
- Blackboard (3)
- Ask a Question (3)
- Student Links (2)
- Access/speed (2)
- Link to Library (2)
- myACCESS (2)
- Social Media Links (2)

Q41-Comments
What content would you like to see on our website that we currently do not offer?

- Nothing/ IDK (238)
- Content (174)
- Calendar (19)
- User Interface (12)
- Directory (10)
- Faculty information (9)
- News (8)
- Chat (4)
- Other (3)

- Blackboard (2)
- Email (2)
- Navigation (2)
- Mobile (1)
- Better Library (1)
Detail on Desired Content

• I'm not sure if you already have it, but a calendar that looks like a calendar with events happening around campus, like blood drives or a 5K. Or a place on the website where students can advertise something, like a bake sale for their specific program.
• I would like to see a syllabus for a course I am signing up for. It could be the previous semester's syllabus.
• I don't see a lot of information on clubs. Making the content and information more available would be beneficial.
• Somewhere for students to post things like study groups for certain subjects or exams and roommate listings.
• Resources that we did not anticipate: What would a tutoring session look like with COD? What does it look like to take a certain class? Interviewing the professor in charge of a class I am.
• Possibly include more tips for transferring, about to take.
What functions would you like to see on our website that we currently do not offer?

- Nothing/NA/IDK (302)
- Content (50)
- Chat (16)
- myACCESS (11)
- Navigation (11)
- Search (8)
- Other (8)
- Mobile (6)
- Faculty Information (4)
- Blackboard (4)
- Student Links (3)
- Library Links (3)
- Directory (3)
- Calendar (3)
- Social Media (3)
- Access/Speed (2)
- User Interface (2)
- FAQ Page (1)
- Email (1)
- News (1)
Preliminary Findings

- Better **Search** & Navigation
- Full **Mobile** solution for the entire site
- Accurate & consistency **Content**
- Improved **Calendar**
- New **Look**
Next Steps

• Student Focus Groups to drill down into some of the data.
• Evaluate comments for consideration
• Begin the RFQ/RFP for a firm to help us with the new design.
IT WEB AND MOBILE SERVICES
Did you know about the Chap App?

No: 50.46% (872)  
Yes: 49.54% (856)
I find this app easy to use.

The app performs like I expect it to.

I found the app to be visually appealing.

I can quickly access what I need with this app.

The Chap App

Strongly Agree
Agree
Undecided
Disagree
Strongly Disagree
Do you regularly use Blackboard?

- Yes: 93.31%, 1577 users
- No: 6.69%, 113 users
I find Blackboard intuitive and easy to use.

Using Blackboard fits my learning style.

I would like more of my instructors to use Blackboard.

Blackboard is available when I need to use it.
Did you know about the Chap App?

- Yes: 49.54% (856)
- No: 50.46% (872)
Did you know about the Chap App?

- Yes: 44.42% (677)
- No: 55.58% (847)
Were you aware there is a Student Portal?

- Yes: 62.56% (1026)
- No: 37.44% (614)
I regularly use the student portal.

I am able to find what I need in the portal.

I found the student portal to be visually appealing.

I found the general information on the student portal to be of value.

I found the information pertaining to me and my academic pursuits to be of value.

**Student Portal**

![Bar Chart](image)

- **Strongly Agree**
- **Agree**
- **Undecided**
- **Disagree**
- **Strongly Disagree**
Do you use myACCESS?

- Yes: 97.43% (1553 responses)
- No: 2.57% (41 responses)
I find MyACCESS easy to use.

I find the information I need in MyACCESS.

MyACCESS is available when I need to use it.
Faculty & Staff Survey (400)

- 51+: 210
- 41-50: 90
- 31-40: 56
- 25-30: 31
- 19-24: 9
How often do you visit cod.edu?

- Every day: Highest frequency
- Several times a week
- About once a week
- Several times a month
- About once a month
- Less than once a month: Least frequency
What is the most frequent reason you visit the website? (Choose your top 3)

- To find contact information: 114
- A link to myACCESS, Blackboard, or my...: 171
- To find information about registering...: 48
- To find information about admissions: 24
- To find information about policies: 86
- For news about COD: 92
- To view the Calendar/find event...: 131
- To get program information: 158
Where do you spend the most time on the website?

- Current Student Gateway (at the top of the website): 2
- COD News (News stories about the college): 23
- The Catalog (the academic catalog): 11
- Student Life/Athletics (clubs, sports, orientation): 3
- Calendar/events (campus events): 19
- Financial Aid (tuition, scholarships, financial aid): 6
- Programs (information about specific academic programs): 66
- Registration (registration dates, forms, class registration): 22
- Academics (academic calendar, transfer, etc.): 44
- Admissions (how to apply, visit days, etc.): 3
- About COD pages (maps, history, accreditation): 30
- Other: 71
The last time you visited the website, was it easy to find the information you needed or to complete your task?

- Yes: 208
- No: 98
How much time did it take to find your answer?

- A lot more than I expected: 32
- More than I expected: 75
- About what I expected: 162
- Less than I expected: 19
- A lot less than I expected: 11
How do you look for information on the website? (Check all that apply)

- Browse and click until I find what I want (163)
- Use the search box (233)
- Use the "Ask a question" box (20)
- Go to Google and search there instead (52)
- Give up and look for contact information (40)
- Other (13)
How do you most often access the website?

- Desktop computer: 233
- Laptop: 66
- Tablet: 5
- Phone: 1
- Other: 1

Total: 318
How much time do you usually spend on the website?

- Less than 5 minutes: 72
- 5-10 minutes: 104
- 10-20 minutes: 39
- 20-30 minutes: 20
- More than 30 minutes: 71
Compared to websites you visit regularly, please rate the following on the scale provided:

- **The site projects a professional image.**
  - Strongly Disagree: 7
  - Disagree: 26
  - Undecided: 58
  - Agree: 48
  - Strongly Agree: 164

- **The website influenced my decision to attend COD.**
  - Strongly Disagree: 9
  - Disagree: 5
  - Undecided: 51
  - Agree: 51
  - Strongly Agree: 149

- **The website is a good representation of the College of DuPage.**
  - Strongly Disagree: 15
  - Disagree: 35
  - Undecided: 66
  - Agree: 55
  - Strongly Agree: 133

- **The appearance/design is appealing.**
  - Strongly Disagree: 22
  - Disagree: 48
  - Undecided: 72
  - Agree: 33
  - Strongly Agree: 131

Q37
Compared to websites you visit regularly, please rate the following on the scale provided:

- The site is easy to use.
- The information/content is comprehensive.
- The information/content is accurate.
- The navigation/menu makes sense to me.

The scale ranges from 0 to 150, with categories for Strongly Disagree, Disagree, Undecided, Agree, and Strongly Agree.
Compared to websites you visit regularly, please rate the following on the scale provided.

- **It takes little time for the website to load into my browser.**
  - Strongly Disagree
  - Disagree
  - Undecided
  - Agree
  - Strongly Agree

- **I use the chat functionality.**
  - Strongly Disagree
  - Disagree
  - Undecided
  - Agree
  - Strongly Agree

- **The search feature works well.**
  - Strongly Disagree
  - Disagree
  - Undecided
  - Agree
  - Strongly Agree

- **I trust the accuracy of the information on the website.**
  - Strongly Disagree
  - Disagree
  - Undecided
  - Agree
  - Strongly Agree
Compared to websites you visit regularly, please rate the following on the scale provided:

- Files and documents download quickly.
- Graphics and colors are appropriate.
- Font type and size makes it easy to read.
- The website elements display properly.
- The website links work properly.

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