

Purchase Request #7
Regular Board Meeting December 14, 2021
Consideration of Approval to Contract for Student Portal Services

ADMINISTRATION RECOMMENDATION/REPORT

The administration recommends that the Board of Trustees approve a contract with Ucuroo Inc. to provide student portal services for the College.

BACKGROUND

Among the priorities in the San Jacinto Strategic Plan 2019-2024, is the transformation of our advising systems to a technology-mediated advising model to support a more intensive and personalized case management model. Within the Title V project, the College proposed to optimize use of its existing software assets through streamlined and secure access of a new student portal that customizes the experience according to a user's role: perspective student, enrolled student, faculty, staff, etc. Key features of a portal would link students to personalized support services such as their degree plan, course and program progress, academic support, and wraparound services.

Request for proposals #21-23 was issued on May 21, 2021 to procure student portal services. Three responses were received and evaluated by a team comprised of representatives from numerous departments who will be involved with and utilize these services. The team determined the proposal submitted by Ucuroo Inc. will provide the best value to the College.

IMPACT OF THIS ACTION

A student portal will provide a dashboard that navigates students, faculty, and staff to a landing page with a selection of choices relevant to their degree path, matriculation, and lifecycle status. This new system will allow the user to respond to action items, view academic progress, receive relevant pop-up notifications, advisor resources, etc. Use of the new student portal will streamline the access point to all the existing systems where relevant student, course and records information is maintained.

BUDGET INFORMATION (INCLUDING ANY STAFFING IMPLICATIONS)

The first three-years of the contract will be funded from the Title V Grant. The first-year expense is \$179,238, and the subsequent two years will be \$174,549 and \$183,277 respectively for a total of \$537,064. There are two additional one-year renewals available if the College elects to exercise them utilizing an alternate funding source.

MONITORING AND REPORTING TIMELINE

The contract term will commence on or after December 14, 2021, with renewal options of two one-year terms.

ATTACHMENTS

Attachment 1 - Tabulation

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RESOURCE PERSONNEL

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ATTACHMENT NO. 1

**RFP 21-23 Student Portal
Evaluation Summary**

Criteria	Maximum Value	Ex Libris, Inc.	Ucroo Inc.	Forge Rock
Qualifications				
Section 1 - Understanding of the Project Scope and Ability to Meet Specifications	330.00	270.00	303.00	n/a
Section 2 - Qualifications and Experience of Firm and Personnel	110.00	88.00	99.00	n/a
Section 3 - Customer Service	110.00	89.00	102.00	n/a
Section 4 - Completeness, Clarity, and Quality of Responses to <i>Attachment A - Scope of Work</i> and <i>Attachment B - Specifications</i>	220.00	154.00	189.00	n/a
Interview	770.00	303.00	638.00	n/a
Price	660.00	680.00	414.09	n/a
Total (200 x 11 Evaluators)	2200.00	1584.00	1745.09	0.00

Final Ranking

#	Vendor Name	Total Score
1	Ucroo Inc.	1745.09
2	Ex Libris, Inc	1584.00
3	ForgeRock (non-responsive)	0.00