

REQUEST FOR PROPOSALS (RFP) - RESTRICTED

STUDENT INFORMATION SYSTEM (SIS) REPLACEMENT PROJECT

INTRODUCTION

H. Lavity Stoutt Community College (HLSCC) invites suitably qualified vendors to submit proposals for the provision of a cloud-based Student Information System (SIS) to replace the existing SONIS platform.

This RFP seeks a solution that enhances operational efficiency, integrates seamlessly with existing systems, and supports the College's vision to provide a student-centred, data-driven, and technologically integrated educational environment.

This RFP is issued for open tender and all interested vendors who meet the stated eligibility requirements are encouraged to apply.

BACKGROUND AND OBJECTIVES

HLSCC is a premier tertiary institution serving the Virgin Islands and the wider Caribbean. The College is committed to excellence, accountability, and innovation in higher education delivery. HLSCC currently uses Jenzabar SONIS for student records, registration, and billing. However, the system no longer meets institutional needs for scalability, analytics, or integration with modern tools.

Project Objectives

The new SIS must:

- Modernise and streamline student information management across the academic license cycle.
- Integrate with Blackboard LMS, Element451 CRM, and Financial Edge NXT.
- Support cloud deployment with strong cybersecurity and data compliance frameworks.
- Improve efficiency in admissions, registration, advising, billing, and reporting.
- Provide configurable workflows and self-service options for students, faculty, and staff.

SCOPE OF WORK:

Vendors must propose a comprehensive, enterprise-level SIS solution that includes:

Core Functional Areas

- **Admissions and Enrolment** – Online applications, document tracking, and decision workflows for credit and non-credit offerings.

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- **Student Records and Registration** – Academic history, degree audit, scheduling, grading, and single learner records (credit/non-credit).
- **Advising and Degree Planning** – Curriculum management and student success tracking.
- **Billing and Financials** – Tuition and tuition discounts, payment plans, refunds, third-party billing.
- **Faculty and Student Self-Service** – Web portals and mobile access.
- **Analytics and Reporting** – Data visualisation, compliance reporting, Power BI or equivalent.
- **System Administration** – Roles, permissions, and data security.

Implementation Services

- Data migration from SONIS (20+ years of student records).
- Training for administrative and academic staff.
- Project management and implementation support.
- Post-go-live technical and functional support.

TECHNICAL REQUIREMENTS

Hosting and Infrastructure

1. Cloud-based (SaaS) deployment.
2. High availability (99.9% uptime or greater).
3. Compliance with ISO 27001, SOC 2, GDPR, and FedRAMP standards.

Integration Requirements

The SIS must integrate seamlessly with:

- Blackboard LMS (for course management and grades)
- Element451 CRM (for recruitment and communications)
- Financial Edge NXT (for general ledger and financial management)
- Microsoft 365 environment (for authentication, collaboration, and analytics).

Security and Data Breach

- Role-based access control and multi-factor authentication.
- Data encryption in transit and at rest.
- Nightly and incremental backups; disaster recovery within 24 hours (RTO/RPO).

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VENDOR ELIGIBILITY

This Request for Proposals (RFP) is issued as a **Restricted Tender** in accordance with the Public Procurement Act, 2021 and applicable Regulations.

Accordingly, **only vendors who meet the eligibility requirements set out below are permitted to submit proposals.**

Submission of a proposal constitutes confirmation that the vendor meets, and will continue to meet, the following eligibility requirements throughout the procurement and contract period.

1. Eligible vendors must be a legally registered business entity in good standing under the laws of the jurisdiction in which they operate.
2. Possess the legal capacity to enter into a binding contract with the H. Lavity Stoutt Community College.
3. Proven experience delivering goods and/or services of a **similar nature, scope, and complexity** to those required under this RFP.
4. Adequate technical expertise, personnel, equipment, and organisational capacity to perform the contract effectively.

HLSQC reserves the right to:

- Verify all information submitted by vendors,
- Disqualify any vendor it deems not to meet the eligibility requirements, and
- Reject any proposal where eligibility requirements are not satisfied, without incurring any liability.

SUBMISSION REQUIREMENTS

Vendors are expected to structure responses as follows:

1. **Executive Summary**
2. **Company Profile and Higher Education Experience**
3. **Solution Overview** (modules, deployment model, licensing)
4. **Implementation Plan** (timeline, staffing, training)
5. **Security and Compliance Measures**
6. **Integration Strategy**
7. **Client References** (at least three current higher education clients)
8. **Cost Proposal** (five-year total, including implementation, training, support)
9. **Service-Level Agreement (SLA)**

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All proposals must be valid for **sixty (60) days** from the date of submission.

SUBMISSION DEADLINE

All tenders shall be submitted no later than **Friday, 20 February 2026 at 4:00 p.m. (Atlantic Standard Time)**.

Submissions must be submitted electronically to: **procurement@hlscc.edu.vg**.
(Subject line: "RFP - HLSCC Student Information System"

CLARIFICATIONS

All questions or requests for clarification must be submitted in writing no later than **one calendar week before the submission date**.

Enquiries should be directed to:

HLSCC Main Admin Office

Email attention procurement@hlscc.edu.vg

Responses to all queries will be circulated to all registered tenderers.

CONTRACTUAL AND LEGAL REQUIREMENTS

The selected vendor will enter a **five-year contract** with renewal options. The agreement must include:

- **Data ownership and exit provisions** ensuring HLSCC retains full rights to its data.
- **Escrow or source-code access** in the event of vendor insolvency.
- **Change management and performance guarantees.**
- **Transition and termination assistance.**

EVALUATION CRITERIA

Proposals will be evaluated on the following criteria:

Vendor Financial Stability & Continuity	25%
Implementation Risk & Migration Support	20%
Functional Fit (Core SIS Capabilities)	20%
Integration & Compatibility	15%
Analytics, Reporting & Scalability	10%
Total Cost of Ownership (5 Years)	10%

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The College reserves the right to accept or reject any or all tenders and is not bound to select the lowest price.

ADDITIONAL INFORMATION

The College may, at its discretion, issue addenda or clarifications prior to the tender closing date.

Tenderers are responsible for ensuring they have received all issued documents before submitting their proposal.