

Request for Proposals

Academic Advising Redesign Implementation
Detroit Drives Degrees Community College
Collaborative (D3C3)

Prepared: April 2024

Table of Contents

1.0	Schedule of Events	3
2.0	General Information	3
2.1	Purpose	3
2.2	Background	4
2.3	Contract Term	5
2.4	Method of Payment	5
2.5	Written Inquiries.....	5
3.0	Technical Specifications	5
3.1	Scope of Work.....	5
3.2	Project Management	6
3.3	Small Minority Businesses, Women’s Business Enterprises, and Labor Surplus Area Firms.....	6
4.0	Vendor Information	6
4.1	Mandatory Requirements	6
4.2	Vendor Organization	6
4.3	Key Staff Qualifications	6
4.4	References	6
4.5	Diversity	6
5.0	Proposal Response Format	6
5.1	General	6
5.2	Technical Response	7
5.3	Cost Proposal	7
6.0	Method of Evaluation and Award	7
6.1	Evaluation Criteria	7
6.2	Discussions and Best and Final Offers	7

1.0 Schedule of Events

1.1	RFP Release Date	April 29, 2024
1.2	Deadline for Receipt of Written Inquiries	May 6, 2024
1.3	Written Responses Distributed	May 10, 2024
1.4	Proposal Due Date	May 17, 2023
1.5	Evaluation Period	May 17-June 14, 2024
1.6	Anticipated Contract Award	June 14, 2024

2.0 General Information

2.1 Purpose

The Detroit Regional Chamber Foundation, Detroit Drives Degrees (D3), and the [Detroit Drives Degrees Community College Collaborative](#) (D3C3) is seeking proposals to help facilitate implementation of academic advising systems change at its eight (8) community college partners.

Through their work in the Student Success Cluster, each individual college has identified unique goals for improving their academic advising services on their respective campuses, such as revised advisor responsibilities, advising appointment expectations, advising/student data management, advisor communication strategy, etc. The next step is to utilize the data we have learned from developing our personalized student success play books to move beyond aspiration and into implementation, which is the impetus for this Request for Proposals (RFP).

The ideal proposal will be inclusive of the following goals:

- Promote leadership development through one-on-one coaching sessions with key college and advising leaders. The emphasis will be on leaning into change management skills and cultivating the assurance necessary to advocate for academic advising change in their unique campus environments.
- Identify and employ campus-specific best practices in cultivating stakeholder buy-in, anticipating and navigating institutional resistance, and optimizing areas of strength.
- Prioritize engagement and inclusion of academic advisors, counselors, coaches, and other front-line staff in redesign implementation, roll out, as well as related ongoing staff training.
- Lift up best practices in academic advising, the value of academic advising as a profession, technology/data in academic advising, as well as advising's potential as a catalyst for student success and equity.

- Partner with colleges and D3C3 leadership to set ambitious but attainable metrics for success.
- Locate and assist in coordinating methods to integrate this work into respective college vision/mission statements and strategic plans. The focus is to ensure sustainability and longevity of academic advising redesign.
- Highlight opportunities for colleges to leverage the learning community inherent to Student Success Cluster work through collective reflection on lessons learned in our respective campus implementation.
- Embed diversity, equity, and inclusion (DEI) principles in development of academic advising leaders, staff, and subsequently in improving student success outcomes.

In evaluating proposals, reviewers will prioritize agencies that can deploy a team of 3-4 experts (coaches) to work closely/pair with assigned colleges. Each college will have a different point of departure, and coaches must be ready to “meet them where they are.” Coaches will serve as accountability and thought partners to college leaders, meeting regularly with them and other key stakeholders on their respective campuses throughout this implementation phase. As appropriate, coaches are also expected to aid in developing agendas for pre-existing monthly virtual Student Success Cluster meetings.

Special consideration will be provided to entities with demonstrated experience in the higher education landscape of Southeast Michigan, community colleges, command of academic advising best practices, success in navigating unionized campus environments, and with a diverse team of experts who are representative of the students we serve.

2.2 Background

The Detroit Drives Degrees Community College Collaborative (D3C3) is a cross-sector collective impact initiative that elevates the role of community colleges in working toward regional talent pipeline transformation in southeast Michigan. D3C3 is committed to equitable systems change, with the goal of reducing the regional equity gap by half and bolstering the regional college-to-career pipeline while driving progress towards the educational attainment goal of 60x30.

D3C3 follows a collaborative methodology as its primary process to facilitate change and progress. Colleges in D3C3 received grant funding from the Ralph C. Wilson, Jr. Foundation and the Ballmer Group to 1) implement a variety of college-specific strategies aligned towards common goals, and 2) participate in D3C3 clusters. Organized into three clusters (Student Success, K12 Alignment, and Sector-based Pathways/Mobility), D3C3 cultivates a common agenda and set of initial regional strategies to strengthen southeast Michigan’s education and talent ecosystem. The work of the individual colleges and clusters are further aggregated into the development of recommendations and insights for regional and state policy and practice.

The Student Success Cluster work centers on updating, creating, and/or redesigning systems to maximize credit attainment, credential completion, and positive employment outcomes. To this end, our goal is to establish college-specific standards of care, redesign college advising systems, and expand access to needs-based mental health and wellness

supports. College have demonstrated progress in crafting their standards of care as well as formulating academic redesign and are ready to move into the implementation phase.

Technical assistance providers in this space have included CivicLab and the National Institute for Student Success (NISS). In addition to Detroit Drives Degrees (D3), the Michigan College Access Network (MCAN) and the Michigan Community College Association (MCCA) presently provide leadership and cluster facilitation support.

For more on D3C3, visit our website: www.detroitchamber.com/education-talent/detroit-drives-degrees/d3c3/.

2.3 Contract Term

The contract resulting from this RFP will commence in June 2024 and will end upon completion of the project October 2025.

2.4 Method of Payment

Specific deliverables. All invoices for payment should be submitted to:

Amber Neher
Detroit Regional Chamber Foundation
777 Woodward Ave, Ste 800
Detroit, MI 482226

OR

aneher@detroitchamber.com

2.5 Written Inquiries

Written inquiries can also be sent via e-mail to aneher@detroitchamber.com by the date specified in section 1.3. All written inquiries and their responses will be made available to all bidders upon their request.

3.0 Technical Specifications

3.1 Scope of Work

3.1.1. Technical assistance in implementation of academic advising redesign at 8 partner community colleges.

- Deploy a team of 3-4 experts (coaches) to serve as accountability and thought partners to college leaders
- Meet regularly with college leaders and other key stakeholders on their respective campuses (i.e. monthly) throughout this implementation phase
- Attend and aid in co-developing agendas for monthly virtual Student Success Cluster meetings.
- Align with the goals outlined in 2.1.

3.2 Project Management

Describe how the bidder will monitor timetables and deliverables or measurable standards for completion specified in the RFP.

3.3 Small Minority Businesses, Women's Business Enterprises, and Labor Surplus Area Firms

When economically feasible, the Foundation is open to dividing total requirements from this RFP into smaller tasks or quantities to permit maximum participation by small and minority businesses, and women's business enterprises.

4.0 Vendor Information

4.1 Mandatory Requirements

The bidder must be a Chamber member in good standing or be willing to join the Chamber upon receiving notice of project award. The bidder must also comply with all stated clauses in the master RFP.

4.2 Vendor Organization

Describe your organizational structure and explain how your organization qualifies to be responsive to the requirements of this RFP.

4.3 Key Staff Qualification and Experience

Describe the qualifications and experience providing similar services or goods as required in this RFP for key staff who will be assigned to this project including the percentage of their time allocated to the project.

4.4 References

The bidder shall provide a minimum of three trade references including the names of persons who may be contacted, position of person, addresses, and phone numbers where similar products or services similar in scope to the requirements of the RFP have been provided.

4.5 Diversity

The Detroit Regional Chamber Foundation is interested in proposals from diverse suppliers, including small businesses and those owned by minorities, women, veterans, and other underrepresented groups. The bidder shall self-identify if they qualify as a diverse business.

5.0 Proposal Response Format

5.1 General

One (1) electronic and/or one (1) hard copy of the proposal must be submitted by the due date listed in section 1.4 to the email and/or address from section 2.4 above. The proposal must be submitted in the following fashion. If the proposal is not submitted in the required format, the proposal will not be considered.

5.2 Technical Response

Proposals must respond to the RFP requirements in sections 3.0 and 4.0 of the RFP requirements by restating the number and text of the requirements in sequence and writing the response immediately after the requirement statement.

5.3 Cost Proposal

This should contain all costs that would be billed to the Detroit Regional Chamber Foundation. If the method of payment in section 2.4 of the RFP is upon specific deliverables, detail out the costs for each item within the scope of work from section 3.1 of your technical response.

6.0 Method of Evaluation and Award

6.1 Evaluation Criteria

The staff within the Detroit Regional Chamber Foundation's Education and Talent division will serve as the final evaluation team to review and select the proposal as recommended by Detroit Regional Chamber Foundation staff. The criteria listed below will be used to evaluate proposals for the purpose of ranking them in relative position based on how fully each proposal meets the requirements of this RFP.

Evaluation Criteria	Points
4.1 Mandatory Requirements	Pass or Fail
3.0 Technical Specifications	40
4.0 Vendor Information	20
4.5 Diversity	5
5.3 Cost Proposal	35
Maximum Total Points	100

6.2 Discussions and Best and Final Offers

The Detroit Regional Chamber Foundation may, at its sole option, either accept an initial proposal by award of a contract or enter into discussions with bidder(s) whose proposals are deemed to be reasonably susceptible of being considered for award. After discussions are concluded a bidder may be allowed to submit a "best and final offer."