

Mount Wachusett Community College

Request for Proposal (RFP) 27-01
for **Accommodation Management Software**

Released: September 1, 2026

Responses Due By: September 23, 2026

Deliver to:

Mount Wachusett Community College

Attn: Matthew Ogonowski, Buyer

444 Green St.

Gardner, MA 01440

Needed Service

Mount Wachusett Community College (MWCC) seeks to procure a comprehensive, cloud-based accommodation management software solution to support Student Accessibility Services (SAS) in the administration and implementation of disability accommodations for students. The solution should streamline accommodation request and approval workflows, facilitate secure communication among students, faculty, and staff, support documentation management, accommodated testing scheduling, and provide accurate reporting capabilities to inform institutional planning and compliance. The selected solution will improve operational efficiency, enhance the user experience for all stakeholders, and support the College's commitment to providing equitable access to educational opportunities while maintaining compliance with applicable federal and state accessibility and disability regulations.

Institutional Calendar and Contract Considerations

MWCC operates on an academic calendar in which some employees are under collective bargaining agreements and are not on contract during the summer months. The proposal should show how assessment administration, engagement activities, and other participation dependent phases of the survey target audience will be scheduled in a manner that maximizes overall participation. MWCC will not consider proposals that exclude or structurally disadvantage faculty participation.

Scope of Work

The selected vendor will provide a cloud-based accommodation management software solution and associated implementation services that support the operational needs of the Mount Wachusett Community College Student Accessibility Services office. The scope of work shall include, but is not limited to, the following:

- Provide a secure, web-based accommodation management system for students, faculty, and Student Accessibility Services staff, along with collaborating offices like Testing Services and Library Services.
- Configure and implement the software to meet the College's accommodation management workflows and business processes.
- Integrate with the existing Student Information System, Banner, to synchronize student demographic, enrollment, course, and faculty information.
- Support the online submission, review, approval, renewal, and management of accommodation requests.
- Provide secure electronic storage and management of disability documentation and student records in compliance with applicable Massachusetts recordkeeping, privacy, and data security requirements.
- Automate the generation, distribution, and tracking of accommodation letters to faculty each semester.

- Support the scheduling, management, and administration of testing accommodations, including exam scheduling and communication with students and faculty.
- Provide student, faculty, and staff portals with role-based access and secure authentication.
- Facilitate secure communication and notifications among Accessibility Services staff, students, and faculty.
- Provide reporting and dashboard capabilities to monitor accommodation usage, testing activity, student engagement, communications and case notes, and other operational metrics.
- Maintain compliance with applicable federal and state regulations, including the Americans with Disabilities Act (ADA), Section 504 of the Rehabilitation Act, and applicable data privacy and security requirements.
- Provide implementation planning, system configuration, data migration from our existing accommodation management system, and training for Student Accessibility Services staff.
- Provide ongoing technical support, software maintenance, regular updates, and customer service throughout the contract term.
- Ensure the solution is accessible and conforms to current WCAG standards and supports assistive technologies used by students, faculty, and staff.

Estimated Project Timeline

Phase 1: Project Initiation and Discovery (January 2027)

Following contract execution, the selected contractor will work with MWCC to establish the project, define implementation goals, and develop a detailed implementation plan. This phase ensures that both the contractor and MWCC have a shared understanding of project expectations before system configuration begins.

This phase will include:

- Conducting a project kickoff meeting.
- Identifying project managers and key stakeholders.
- Developing a detailed implementation plan, including milestones, deliverables, communication expectations, and risk management.
- Reviewing MWCC's current accommodation processes and workflows.
- Mapping existing business processes to the new software while identifying opportunities to improve efficiency and adopt best practices.
- Identifying required system integrations, including Banner, the Learning Management System (LMS), Single Sign-On (SSO), Microsoft 365, and other approved campus systems.
- Reviewing existing accommodation records and developing a data migration plan.

Phase 2: System Configuration and Workflow Development (February–March 2027)

During this phase, the contractor will configure the core components of the accommodation management system needed to support Student Accessibility Services (SAS). The initial implementation should prioritize the features that will allow MWCC to begin managing accommodations electronically as soon as possible.

Priority should be given to:

- Student application and self-identification
- Secure documentation upload and storage
- Case management
- Student and faculty portals
- Accommodation workflows
- Accommodation letter generation and delivery
- Core reporting and data tracking

This phase will also include:

- Configuring user roles and permissions.
- Creating communication templates and automated notifications.
- Configuring approved system integrations required for the initial launch.
- Reviewing the configured system with MWCC before data migration begins.

Phase 3: Data Migration and System Integrations (March–April 2027)

During this phase, the contractor will migrate MWCC's data into the new system and complete the integrations required to support the initial launch.

This phase will include:

- Developing and carrying out the data migration plan.
- Migrating approved student records, accommodation history, documentation, case notes, and other agreed-upon data.
- Validating migrated data for accuracy and completeness.
- Implementing and testing integrations with Banner, the Learning Management System (LMS), Single Sign-On (SSO), Microsoft 365, and other approved systems.
- Verifying user authentication, permissions, and data synchronization.
- Resolving migration or integration issues before system testing begins.

Phase 4: System Testing, Training, and User Acceptance (April–May/June 2027)

During this phase, the contractor and MWCC will work together to test the core system, validate workflows, and prepare users for implementation. Student Accessibility Services (SAS), Information Technology, and other designated stakeholders will participate in User Acceptance Testing (UAT) while receiving training on the new system.

This phase will include:

- Testing core system functionality, workflows, and integrations.
- Validating migrated data, user roles, permissions, security settings, and accessibility features.
- Conducting User Acceptance Testing (UAT).
- Resolving issues identified during testing.
- Delivering role-based training for SAS staff, Information Technology, system administrators, and other designated users.
- Providing faculty training materials, student user guides, and system documentation.
- Reviewing final implementation readiness before go-live.

Phase 5: Production Deployment (Go-Live) (Try for a Soft Launch May/June 2027)

Following successful testing and training, the contractor will deploy the core accommodation management system to the production environment.

The initial production launch should prioritize:

- Student applications and self-identification
- Documentation upload
- Case management
- Student and faculty portals

- Accommodation letter generation and delivery
- Core reporting and data tracking

If feasible, MWCC intends to begin using the system to process and issue accommodation letters for the Summer 2027 semester. If implementation timing does not allow, the contractor shall ensure the system is fully operational for the Fall 2027 semester.

This phase will include:

- Deploying the core system to production.
- Verifying system functionality, security, and integration.
- Confirming migrated data is accurate and complete.
- Providing go-live support for Student Accessibility Services (SAS), Information Technology, and other designated users.
- Resolving issues identified during the initial launch.

Phase 6: Post-Implementation Support and Project Closeout (July–August 2027)

Following the initial production launch, the contractor will continue implementing additional software modules while providing ongoing support for the core system. Priority should be given to modules that enhance student services and operational efficiency, with Testing Center management identified as the next highest implementation priority.

Additional modules may include, but are not limited to:

- Testing Center management
- Appointment scheduling
- Alternative format requests
- Note-taking services
- Interpreter and CART request management
- Assistive technology and equipment loans
- Additional reporting and analytics
- Other purchased modules

This phase will also include:

- Providing post-implementation support and system optimization.
- Resolving outstanding issues and configuration requests.
- Monitoring system performance and integration.
- Transferring system knowledge to designated MWCC administrators.
- Reviewing implementation outcomes and identifying opportunities for future enhancements.
- Transitioning MWCC to the vendor's ongoing customer support and account management process.

Proposal Requirements and Evaluation Criteria

Proposals will be reviewed against the following authoritative criteria:

Category	Description	Weight
1. Functional Requirements	Degree to which the proposed solution meets the College's functional needs, including accommodation request management, accommodation letter generation, testing accommodation management, documentation management, data reporting, communications, and case management.	15 points
2. System Integration (IT)	Ability to integrate with Ellucian Banner and other existing platforms (Microsoft, Gmail, Blackboard), security features, role-based access, accessibility (ADA and WCAG compliance), usability, and reliability.	15 points
3. Implementation and Training	Quality of the implementation plan, data migration approach (ability to securely transfer confidential records from existing software), project management, customer service, and timeline. Staff training, and onboarding process for SAS staff, student, and faculty. Support with build out of the portals and dashboard to meet SAS needs.	15 points
4. Vendor	Experience serving higher education institutions, particularly community colleges and Student Accessibility Services offices. References, organizational stability, and demonstrated expertise in accommodation management. At least one reference should be from another community college whenever possible.	10 points

5. Support (IT)	Ongoing customer support, software updates, service level commitments, documentation, and responsiveness to MWCC's changing student population and demographics. Technical support for students and faculty, in addition to SAS staff. Collaboration with MWCC's IT department.	20 points
6. Cost	Total cost of ownership, including implementation, data migration, licensing, training, ongoing maintenance, optional services, and recurring fees.	25 points
TOTAL		100 points

SUBMISSION REQUIREMENTS

This **RFP document** is available on [COMMBUYS](#) and the [MWCC Procurement website](#). COMMBUYS serves as the **electronic marketplace** for the Commonwealth of Massachusetts. The RFP is posted on COMMBUYS **for advertising purposes only**, and all questions should be directed to **MWCC** as outlined below.

Important Notes for Proposers:

- Proposers are **solely responsible** for obtaining any **addenda or modifications** to this RFP through COMMBUYS.
- Any data, materials, or documentation submitted to **Mount Wachusett Community College (MWCC)** in response to this RFP will become **MWCC's property** and may be publicly disclosed under the **Massachusetts Public Records Act**.
- Respondents must sign the **Authorized Respondent's Signature and Acceptance Form**, certifying that they:
 1. **Acknowledge and understand** the procedures for handling submitted materials (**Attachment A**).
 2. **Agree to be bound** by these procedures.
 3. **Accept that MWCC is not liable** for any disclosure of submitted materials.

MWCC Rights & Disclaimers:

- This RFP **does not** commit MWCC to:
 - o Approve a **Statement of Work (SOW)**
 - o Pay for any costs incurred in preparing a proposal
 - o Procure or contract for services
- MWCC reserves the right to:
 - o Accept or reject **any or all** proposals
 - o Negotiate with **qualified vendors**
 - o Cancel the RFP, in whole or in part, if deemed in the **best interest of MWCC or the Commonwealth**

Schedule of RFP Events

Action:	Due Date / Time (EST)
MWCC issues RFP	September 1, 2026 4:00 PM EST
Proposer Questions Due	September 9, 2026
MWCC will Respond to Questions by	September 16, 2026
RFP Responses Due	September 23, 2026, at 12:00 PM EST
Proposal Review and Evaluation	Late September/October 2026
Vendor Demonstrations and Stakeholder Evaluation	December 2026
Final Vendor Selection and Contract Negotiation	December 2026
Anticipated Contract Execution	January 2027
Anticipated Full Implementation of Priority System Selections	August 2027

Proposer Questions

All questions and requests for clarification must be submitted via **email** to **Matthew Ogonowski, Buyer** at mogonowski@mwcc.mass.edu, following the **Schedule of RFP Events** listed above.

- Emails should include a **request for a read receipt** to confirm delivery.
- MWCC reserves the right to determine, **at its sole discretion**, the appropriate and adequate responses to all comments, questions, and requests for clarification.

Proposal Submission

Proposals must be submitted via US Mail, UPS, FedEx or hand delivered to Matthew Ogonowski, Buyer, according to the Schedule of RFP Events listed above.

Responders must submit three (3) original hard copy proposals, including all completed forms. **Price and non-price proposals must be submitted in separate envelopes.**

Responses to the RFP must be clearly marked and submitted to:

Mount Wachusett Community College
Matthew Ogonowski, Buyer
RFP # 27-01
444 Green Street
Gardner, MA 01440

No proposals will be accepted after 12:00 PM on September 23, 2026. Proposals will not be accepted via email.

Prices quoted must be available for acceptance for at least ninety (90) days after the proposal opening date unless otherwise noted in your proposal.

The College reserves the right to accept the proposal deemed best for the Commonwealth of Massachusetts and the College. The College will award the proposer that offers the most advantageous proposal upon completion of comparison of technical merits and the price of each proposal from a responsive and responsible vendor.

Selection Procedure

A proposal evaluation committee will assess each proposal based on the established criteria and maximum point allocation. Once scoring is complete, price proposals will be reviewed.

The evaluation process is designed to award the contract not necessarily to the lowest-cost respondent, but to the vendor offering the best overall value.

The College reserves the right to request clarifications on information provided in submitted proposals. However, no changes, updates, or additions to proposals will be allowed during any interview or presentation process. Vendors must ensure their proposals clearly and completely present their rates and all requested information at the time of submission.

Contract Award

The College will award the contract to the **responsive and responsible proposer** that offers the greatest value to MWCC, considering both the evaluation criteria and cost. The award will be based on **best value, not necessarily the lowest price**.

The term of this contract will be one (1) year and at the discretion of the College. An option to extend for two (2) one-year contracts may be exercised by MWCC.

After selecting the best value proposal, MWCC reserves the right to negotiate a **best and final offer** before finalizing the contract award.

Upon notification of the award, the respondent with the **apparent best value proposal** must submit the following documents within **ten (10) working days**:

- **Commonwealth of Massachusetts Standard Contract Form**
- **W-9 Form**

Failure to provide these documents by the deadline may result in MWCC deeming the respondent **non-responsive** to the RFP terms, leading to **proposal rejection**. If this occurs, MWCC will review the remaining responsive proposals to determine the next **apparent best value proposal**.

Mount Wachusett Community College
Request for Proposals #27-01
Accommodation Management Software
PROPOSAL COVER PAGE

Bidder's Organization Name:			
Chief Executive – Name / Title:			
Telephone:		Email:	
Headquarters Street Address:			
Headquarters City / State / Zip:			
<i>(Provide information request below if different from above)</i>			
Lead Point of contact for Proposal – Name / Title:			
Telephone:		Email:	
Headquarters Street Address:			
Headquarters City / State / Zip:			

- This proposal and the pricing structure contained herein will remain firm for a period of 180 days from the date and time of the bid opening.
- No personnel currently employed by the College participated, either directly or indirectly, in any activities relating to the preparation of the Vendor's proposal.
- No attempt has been made, or will be made, by the Vendor to induce any other person or firm to submit or not to submit a proposal.
- The above-named organization is the legal entity entering into the resulting contract with the College if they are awarded the contract.
- The undersigned is authorized to enter contractual obligations on behalf of the above-named organization.

To the best of my knowledge, all information provided in the enclosed proposal is complete and accurate at the time of submission.

Name (Print):	Title:
Authorized Signature:	Date:

Mount Wachusett Community College
Request for Proposals #27-01
Accommodation Management Software

QUALIFICATIONS AND EXPERIENCE FORM

Vendor's Organization Name:	
<i>Present a brief statement of qualifications and operational expertise. Describe the history of the Vendor's organization, especially regarding skills pertinent to the specific work required by the RFP and any special or unique characteristics of the organization which would make it especially qualified to perform the required work activities.</i> <i>Provide a description of services provided within the past five years which reflect experience and expertise needed in performing the functions described in the "Bid Specifications" portion of the RFP.</i>	

Mount Wachusett Community College**Request for Proposals #27-01****Accommodation Management Software****CERTIFICATE OF COMPLIANCE
WITH STATE TAX LAW AND UNEMPLOYMENT COMPENSATION
CONTRIBUTION REQUIREMENTS**

Vendor's Organization Name:	
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Pursuant to M.G.L. Chapter 62C, S 49A, and MGL Ch.151A, Section 19A,

I _____, authorized
signatory for
Name & Title

_____, whose
principal place of business is located at

_____, do
hereby certify under penalties of perjury that the above business has filed all state tax returns
and paid all taxes as required by law and has complied with all state laws pertaining to
contributions to the unemployment compensation fund and to payments in lieu of contributions.

The Business Organization Social Security Number or Federal Identification Number is

Signed under the penalties of perjury this _____ day of _____.

Name (Print):	Title:
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Authorized Signature:	Date:

Mount Wachusett Community College**Request for Proposals #27-01
Accommodation Management Software****Certification of Non-Collusion**

Vendor's Organization Name:	
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The undersigned certifies under penalties of perjury that this Bid or Proposal has been made and submitted in good faith and without collusion or fraud with any other person. As used in this certification, the word "person" shall mean any natural person, business, partnership, corporation, union, committee, club, or other organization, entity, or group of individuals.

Name (Print):	Title:
Authorized Signature:	Date:

Mount Wachusett Community College
Request for Proposals #27-01
Accommodation Management Software
Vendor Authorized Signature Verification Form

Vendor's Organization Name:	
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Individuals: Individuals have two options to verify signature authorization:

1. Official Sample of Signature. Signature verification may be accomplished by submitting a copy of a driver's license, passport, social security card, business ID or other official form or identification containing the authorized signatory's signature, OR
2. Notarization. In the alternative, the Bidder can have their signature notarized in the space below.

Corporations: Corporations have two options to verify signature authorization.

1. Authorization and Clerk Certification: The Corporate Clerk may certify in the space below that they have witnessed the authorized signatory's signature (made in the Clerk's presence) AND that the signatory is authorized to execute contracts and other documents and legally bind the corporation. (NOTE: Clerks may not self-certify if they act as Clerk and as an authorized signatory. Alternative documentation should be submitted); OR
2. Authorization and Official Sample of Signature or Notarization (Complete both "a." and "b." below)
 - a. Authorization: The Bidder may attach a copy of a board of directors vote stating that each signatory is authorized to execute contracts and other documents and legally bind the corporation AND
 - b. Official Sample of Signature or Notarization (Select one option)
 - Official Sample of Signature. Attach a copy of a driver's license, passport, social security card, business ID or other official form or identification containing an example of the authorized signatory's signature OR
 - Notarization. Have each of the signatory's signature notarized (made in a notary's presence) below.

Partnership or Other Entities

1. Authorization. Attach documentation for each signatory of authorization to execute contracts and other documents and legally bind the partnership or other entity AND
2. Official Sample of Signature or Notarization: (Select one option)
 - a. Official Sample of Signature Attach a copy of a driver's license, passport, social security card, business ID or other official form or identification containing the authorized signatory's signature; OR
 - b. Notarization Have their signature notarized in the space below.

THIS SECTION IS FOR NOTARIZATION OR CORPORATE CLERK CERTIFICATION

PRINT SIGNATORY'S FULL LEGAL NAME: _____

SIGNATURE: (as it will appear on documents) _____

(NOTARY) I, _____ as a notary public certify under the pains and penalties of perjury that I witnessed the signature of the aforementioned signatory on behalf of the Bidder

and the individual's identity was verified, on this date: _____, 20 _____. My commission expires on: _____

OR

(CORPORATE CLERK) I, _____ as corporate clerk of the Bidder/Vendor certify under the pains and penalties of perjury that I witnessed the signature of the aforementioned signatory and the signatory is authorized to execute contracts and other instruments and legally bind the Bidder/Vendor. This date: _____, 20 _____.

AFFIX CORPORATE SEAL OR NOTARY SEAL HERE:

Mount Wachusett Community College**Request for Proposals #27-01
Accommodation Management Software****Business Reference Form**

Three separate business references are required from customers with whom there is a standing business relationship of two years or greater in duration. References will be checked.

Vendor's Organization Name:	
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REFERENCE 1	
Reference: Address: Description and dates of services provided:	Contact: Telephone: Email: Fax:
REFERENCE 2	
Reference: Address: Description and dates of services provided:	Contact: Telephone: Email: Fax:
REFERENCE 3	
Reference: Address:	Contact: Telephone: Email: Fax:

Description and dates of services provided:

Mount Wachusett Community College
Request for Proposals #27-01
Accommodation Management Software

Certification Regarding Debarment, Suspension, Ineligibility and Voluntary Exclusion
Lower Tier Covered Transactions
(Executive Orders 12549 and 12689)

As required by 2 CFR 200 Section 200.326 : For all contracts the non-Federal entity (MWCC) shall obtain from the vendor a certification that neither the vendor nor any of its principal employees are listed on the General Services Administration's List of Parties Excluded from Federal Procurement or Non-procurement Programs.

Instructions for Certification

1. By signing and submitting this proposal, the prospective lower tier participant is providing the certification set out below.
2. The certification in this clause is a material representation of fact upon which reliance was placed when this transaction was entered into. If it is later determined that the prospective lower tier participant knowingly rendered an erroneous certification, in addition to other remedies available to the Federal Government, the department or agency with which this transaction originated may pursue available remedies, including suspension and/or debarment.
3. The prospective lower tier participant shall provide immediate written notice to the person to which this proposal is submitted if at any time the prospective lower tier participant learns that its certification was erroneous when submitted or has become erroneous by reason of changed circumstances.
4. The terms "covered transaction," "debarred," "suspended," "ineligible," "lower tier covered transaction," "participant," "person," "primary covered transaction," "principal," "proposal," and "voluntarily excluded," as used in this clause, have the meanings set out in the Definitions and Coverage sections of rules implementing Executive Order 12549. You may contact the person to which this proposal is submitted for assistance in obtaining a copy of those regulations.
5. The prospective lower tier participant agrees by submitting this proposal that, should the proposed covered transaction be entered into, it shall not knowingly enter into any lower tier covered transaction with a person who is debarred, suspended, declared ineligible, or voluntarily excluded from participation in this covered transaction, unless authorized by the department or agency with which this transaction originated.
6. The prospective lower tier participant further agrees by submitting this proposal that it will include the clause titled. Certification Regarding Debarment, Suspension, Ineligibility, and Voluntary Exclusion-Lower Tier Covered Transactions, without modification, in all lower tier covered transactions and in all solicitations for lower tier covered transactions.
7. A participant in a covered transaction may rely upon a certification of a prospective participant in a lower tier covered transaction that it is not debarred, suspended, ineligible, or voluntarily excluded from the covered transaction, unless it knows that the certification is erroneous. A participant may decide the method and frequency by which it determines the eligibility of its principals. Each participant may but is not required to, check the Non-procurement List.

8. Nothing contained in the foregoing shall be construed to require establishment of a system of records in order to render in good faith the certification required by this clause. The knowledge and information of a participant is not required to exceed that which is normally possessed by a prudent person in the ordinary course of business dealings.

9. Except for transactions authorized under paragraph 5 of these instructions, if a participant in a covered transaction knowingly enters into a lower tier covered transaction with a person who is suspended, debarred, ineligible, or voluntarily excluded from participation in this transaction, in addition to other remedies available to the Federal Government, the department or agency with which this transaction originated may pursue available remedies, including suspension and/or debarment.

Certification

(1) The prospective lower tier participant certifies, by submission of this proposal, that neither it nor its principals are presently debarred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded from participation in this transaction by any Federal department or agency.

(2) Where the prospective lower tier participant is unable to certify to any of the statements in this certification, such prospective participant shall attach an explanation to this proposal.

Vendor's Organization Name:	
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Name (Print):	Title:
Authorized Signature:	Date: