



Purchasing Department  
4400 University Drive, Mailstop 3C5  
Fairfax, VA 22030  
Voice: 703.993.2580 | Fax: 703.993.2589  
<http://fiscal.gmu.edu/purchasing/>



## REQUEST FOR PROPOSALS GMU-1547-19

**ISSUE DATE:** April 11, 2019

**TITLE:** Data Management System for Student Support and Advocacy Center (SSAC)

**PRIMARY PROCUREMENT OFFICER:** Katherine Sirotin, Assistant Director, [ksirotin@gmu.edu](mailto:ksirotin@gmu.edu)  
**SECONDARY PROCUREMENT OFFICER:** Michele Rogers, Senior Buyer, [mroger19@gmu.edu](mailto:mroger19@gmu.edu)

**QUESTIONS/INQUIRIES:** E-mail all inquiries to both Procurement Officers listed above, no later than 4:00 PM EST on April 19, 2019. Please **include the RFP number, GMU-1547-19, in all email communications** or your question/email may be overlooked, sent to spam, etc. and your questions will not be answered. All **questions must be submitted in writing via email**. Responses to questions will be posted on the [Mason Purchasing Website](#) by 5:00 PM EST on May 7, 2019.

**PROPOSAL DUE DATE AND TIME:** May 21, 2019 @ 2:00 PM EST. Hand deliver or mail proposals directly to the address above. Electronic (e-mailed) or faxed submissions will not be accepted. A public opening will not be held. Late proposals will not be accepted.

**Note:** A return envelope is not being provided. It is the responsibility of the Offeror to ensure the proposal is submitted in a sealed envelope, box, container, etc. that clearly identifies the contents as a proposal submission in response to this Request for Proposal. See Section X Paragraph C herein. If delivering proposals by hand, deliver to the Purchasing Department located in Suite 4200 of Alan and Sally Merten Hall (Merten Hall), Fairfax Campus. [Campus Map](#). Office hours are 8:30AM to 5:00PM.

**In Compliance With This Request For Proposal And To All The Conditions Imposed Therein And Hereby Incorporated By Reference, The Undersigned Offers And Agrees To Furnish The Goods/Services In Accordance With The Attached Signed Proposal Or As Mutually Agreed Upon By Subsequent Negotiations.**

Name and Address of Firm:

Legal Name: Campus Kaizen LLC

DBA: \_\_\_\_\_

201 Lackawanna Avenue

Scranton, PA 18503

FEI/FIN No. 83-1448701

Fax No. NA

Email: info@campuskaizen.com

SWaM Certified: Yes: \_\_\_\_\_ No: X (See Section VII. SWaM CERTIFICATION for complete details).

SWaM Certification Number: \_\_\_\_\_

Date: 4/22/19

By: \_\_\_\_\_

Signature

Name: Jason Sensi

Title: President

Telephone No. 570-677-5155

This public body does not discriminate against faith-based organizations in accordance with the *Governing Rules*, § 36 or against a Bidder/Offeror because of race, religion, color, sex, national origin, age, disability, or any other prohibited by state law relating to discrimination in employment.

**ATTACHMENT A**  
**VENDOR DATA SHEET**  
**TO BE COMPLETED BY OFFEROR**

1. **QUALIFICATION OF OFFEROR:** The Offeror certifies that they have the capability and capacity in all respects to fully satisfy all of the contractual requirements.

2. **YEARS IN BUSINESS:** Indicate the length of time in business providing this type of service:

Type of Business: Software Developer. 5 Years 6 Months

3. **BUSINESS STATUS:**

A. Type of organization (circle one):

Individual  
Sole Proprietor

Partnership  
Government

☒ Corporation  
Other (explain)

B. Category (circle one):

☒ Manufacturer/Producer  
Service Establishment  
Other (explain)

Mfg.'s Agent  
Distributor

Retailer  
Wholesaler

C. Status: If your classification is certified by the Virginia Department of Small Business and Supplier Diversity (SBSD), provide your certification number \_\_\_\_\_. For certification assistance, please visit <http://www.sbsd.virginia.gov/>. (Please check all applicable classifications. Must be certified with **VIRGINIA SBSBD** to qualify)

\_\_\_\_ (MB) MINORITY OWNED. "Minority-owned business" means a business that is at least 51% owned by one or more minority individuals who are U.S. citizens or legal resident aliens, or in the case of a corporation, partnership, or limited liability company or other entity, at least 51% of the equity ownership interest in the corporation, partnership, or limited liability company or other entity is owned by one or more minority individuals who are U.S. citizens or legal resident aliens, and both the management and daily business operations are controlled by one or more minority individuals.

\_\_\_\_ (WB) WOMAN OWNED. "Women-owned business" means a business that is at least 51% owned by one or more women who are U.S. citizens or legal resident aliens, or in the case of a corporation, partnership, or limited liability company or other entity, at least 51% of the equity ownership interest is owned by one or more women who are citizens of the United States or legal resident aliens, and both the management and daily business operations are controlled by one or more women.

\_\_\_\_ (SB) SMALL BUSINESS: "Small business" means a business that is at least 51% independently owned and controlled by one or more individuals who are U.S. citizens or legal resident aliens, and together with affiliates, has 250 or fewer employees, or average annual gross receipts of \$10 million or less averaged over the \_\_\_\_\_ previous three years. One or more of these individual owners shall control both the management and daily business operations of the small business.

\_\_\_\_ LARGE BUSINESS

I certify the accuracy of this information.

Signed: 

Title: President

Printed Name: Jason Sensi

Date: 4/22/19



**COMMITTED TO  
CONTINUOUS CAMPUS IMPROVEMENT**

**Response to RFP:**

**GMU-1547-19**

**George Mason University**



改善

**kai-zen**

*/ˈkīzən/ noun good change*

## Statement of Confidentiality

This Request for Proposal (RFP) Response contains confidential and proprietary information that is the property of Campus Kaizen, LLC, which is provided for the sole purpose of permitting the recipient to respond to the RFP. Information contains trade secrets that are not to be disclosed by receiver. A summary of confidential information is below, and it is requested that this information not be disclosed outside of the RFP consideration process. Should RFP responses be released, this information identified must be redacted.

All confidential responses will be first designated by red text that states “**This underlined response and associated images are Confidential as outlined in ‘Statement of Confidentiality’ and are not to be disclosed outside of the RFP consideration committee.**” and confidential response text will be subsequently **bold underlined**. All bold underlined text and associated images with said text responses are also to be considered confidential.

### Summary of Confidential Content

- Section A. Specifications: Mandatory Requirements
  - Paragraph a.vi (Pages 8 - 9) **REDACTED FOR THIS VERSION**
  - Paragraph a.ix (Pages 10 - 11) **REDACTED FOR THIS VERSION**
  - Paragraph a.xi (Pages 11 - 12) **REDACTED FOR THIS VERSION**
  - Paragraph a.xiii (Page 13) **REDACTED FOR THIS VERSION**

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April 25, 2019

Student Support and Advocacy Center (SSAC)  
4400 University Drive  
Fairfax, VA 22030

Members of GMU's Student Support and Advocacy Center,

On behalf of Campus Kaizen, I would like to thank you for the opportunity to participate in the purchase process to provide the staff and students of your institution with a case and data management system. When it comes to selecting a service provider, there are multiple items to consider in addition to the financial impact to your institution. Today's students are more fiscally and environmentally aware of their decisions than previous generations and expect the same from their institutions. As a partner to over 100 colleges and universities, Campus Kaizen is committed to providing products and services that not only contribute to the overall student satisfaction level, but also maximize the return on investment to the institution, support student retention and minimize or eliminate the need for a paper-driven process.

At the heart of Campus Kaizen is Guardian Case Management. This product was designed by some of the brightest minds in higher education conduct and case management, and users of all existing software options. Guardian is the combination of many features loved by conduct and case management professionals in other products, with Guardian-only wish-list and usability features as the cherry on top, to make Guardian the most customizable, flexible case management software available. Guardian was designed to fit your campus' unique business processes, instead of forcing your teams to change their daily tasks to fit a rigid software.

Complementing our growing list of products is our world-class implementation services, technical support and client-relations philosophy. Once the institution becomes a client, it can expect to be treated not only as a business partner, but also as a member of our extended family. I encourage you to speak with references, as they will be able to fully articulate the kind of relationship we have with our family in higher education.

Best regards,

Jay Sensi  
President  
Campus Kaizen

## Executive Summary

A brief overview of Campus Kaizen – **Campus Kaizen LLC** was created and founded by Jay Sensi after success of his initial product My College Roomie. Jay Sensi is a Lean Six Sigma Master Blackbelt who spent his career in Continuous and Process Improvement for corporations such as Lockheed Martin, Burger King and Flowserve prior to venturing into Higher Education Software Development. Jay uses his expertise in Process Improvement to develop software that is both user friendly and value-added for its users. Campus Kaizen brings Continuous Improvement expertise to the higher education industry to provide value-added products.

When we founded Campus Kaizen, Inc., we were determined to create a new model for college software providers. We formed an entrepreneurially driven firm owned and run by its partners. We operate Campus Kaizen using the “Voice of the Customer” approach – meaning that our clients and partners design our new products and determine new features to be added to existing products. No one understands the needs of the users like our clients, and so they have first-hand involvement in the evolution of our products to ensure their changing needs are continually met.

After nearly 6 years, our vision remains to be a firm with the best-in-class capability, sector knowledge, and breadth of services which fully address the needs of our clients across the country and overseas. Although My College Roomie remains our flagship product, the list of applications we offer has expanded to include case and conduct management, and continuous improvement “Kaizen” events on campus. The senior-level attention that we provide our clients across this broad spectrum sets us apart from our competitors.

In terms of our strategic approach, our goal with every prospective client is to help identify the best fit for the university’s business objectives. While many vendors are quick to say yes, which usually results in an overpromise/under-deliver outcome, Campus Kaizen seeks to fully understand the full scope of the project and deliver a strong ROI for the university that can connect various offices, create efficiencies and ultimately impact student satisfaction and retention. At the end of the day, the goal is to achieve a 360° fit with all of our prospective clients. The most important feature of our software is that the “functional” users are expected to be the primary caretakers of the application. IT staff will have significant involvement during implementation as it relates to portal authentication, data integration and database management (if locally hosted), but that will dissipate as the project nears completion.

We are extremely proud of the commitment and dedication that each Campus Kaizen employee brings to every client and/or partner relationship that we forge. We work hard but play too, and we look forward to those occasions when we can get together with clients and partners in more social settings, such as during the numerous higher education conferences that we attend each year.

Whether it is at an on-site demo, or during one of our industry conferences, we look forward to the opportunity to meet with you and demonstrate why teaming with Campus Kaizen is the best way for you to achieve your goals and help you reach your peak.

## Scope of Proposal & Specifications

George Mason University is seeking proposals from one or more responsive and responsible proposer(s) for a cloud-hosted solution to house and manage student case data. The product must securely maintain records, automate communication with database users, streamline communication with students, and organize and report on individual and aggregate data for the Student Support and Advocacy Center (SSAC), Office of Student Conduct, Office of Academic Integrity, Housing and Residence Life, and the Campus Assessment and Intervention Team.

**All responses to this RFP will be highlighted by bold text. As part of our responses, we will make references to the following products & features by their shorthand descriptions:**

- **Guardian – Guardian Case and Conduct Management Software**
- **MCR – My College Roomie Roommate Matching Software**
- **KPI – Kaizen Process Improvement Consulting Services**
- **Super Admin – The functional user interface that most university users will use while interacting with any of the aforementioned products.**



## X. Statement of Needs

**STATEMENT OF NEEDS:** The awarded contractor shall provide George Mason University with a behavioral intervention and student conduct management system that will securely automate, organize, and maintain student cases. The system will provide support for a workflow process for the Student Support and Advocacy Center, Office of Student Conduct, Office of Academic Integrity, Housing and Residence Life, and the Campus Assessment and Intervention Team. The University requires a cloud-hosted solution. The vendor will need to provide all personnel and labor, materials, suppliers, equipment, etc. to implement the system and provide training with Mason stakeholders as part of the implementation process.

### A. Specifications:

#### Mandatory Requirements

1. The contractor must provide software that includes and meets or exceeds the mandatory requirements listed below:

##### a. Online Incident Case Management Database

- i. Cost-effective support for approximately 70 users of the system

**Guardian’s offered pricing will be competitive for as many users as the system needs. Pricing will not increase should GMU need to add users beyond 70.**

- ii. Access to at least a seven-year history of incidents that have been input into the system

**Guardian will offer at least a seven-year history of incidents.**

- iii. Ability to fully track, create, edit and manage incidents within the system

**Guardian will allow users to fully track, create, edit and manage incidents of any type within the system, using department or incident specific processes as defined by client.**

- iv. Tools to aid in tracking of at-risk individuals









**Client may use various tools within Guardian to track at-risk individuals. User may “bookmark” specific students of interest, or may also create & customize unlimited data flags based on their needs and business processes. See screenshot for example:**

# Flag Status

Active

Archived

+ Add Flag Status

| Flag Status                      | Action   |
|----------------------------------|--|
| Athletic Scholarship             | <div><div> Modify</div><div> Archive</div></div> |
| Experiencing Clinical Depression | <div><div> Modify</div><div> Archive</div></div> |
| Has Criminal Record              | <div><div> Modify</div><div> Archive</div></div> |
| Under Age                        | <div><div> Modify</div><div> Archive</div></div> |

- v. Real-time, secure notifications of incident status

**Guardian offers real-time, secure notifications of incident creation, status and updates.**

- vi. Meeting management that integrates with Microsoft Outlook and other calendaring systems

### **CONFIDENTIAL INFORMATION - REDACTED FOR THIS VERSION**

- vii. Document storage for supporting materials (i.e. Microsoft files, photos, videos, etc.) related to incidents with a large storage capacity

**Documents can be added, stored, and retrieved by any user with direct access to the case, or the user completing an incident report. When a document is added to a case, it is indexed to the case and is available to be opened, downloaded, shared and searched for.**

**Documents can be added, stored, and retrieved by any user with direct access to the case. When a document is added to a case, it is indexed to the case and is available to be opened, downloaded, shared and searched for.**

**Current file capacity is 2GB**

- viii. Hearing and sanction management, including appeals processing and alternative dispute resolution

**Guardian offers various tools for hearing, sanction and appeals management.**

**Guardian also offers a Student portal that can be used by students to receive sensitive communications and documents that require tracking, viewing sanctions, submitting sanction documents (ie Reflection papers), and filing Appeals.**

- ix. Robust reporting features, including statistics and trend reporting with the ability to export report data to Microsoft Excel and SPSS

**CONFIDENTIAL INFORMATION - REDACTED FOR THIS VERSION**

- x. FERPA, Clery and Title IX compliance

**Guardian complies and will allow client to comply with all FERPA, Clery and Title IX compliance requirements.**

- xi. Behavioral case management for tracking students of concern and threat assessment cases as well as conduct case management for student code of conduct and academic integrity cases

**CONFIDENTIAL INFORMATION - REDACTED FOR THIS VERSION**

- xii. Ability to track all students involved in an incident individually. In other terms, being able to close each student's case individually if other student cases are not ready be closed.

**Guardian allows for the ability to track all students involved in an incident individually or as a group – based on the user or officer's decision. If done individually, all cases are related and can be closed individually.**

- xiii. Capacity to process and manage multiple processes that are functionally different and separate - processes involving conduct, academic integrity, threat assessment, student of concern, interpersonal violence, wellness, and substance use

**CONFIDENTIAL INFORMATION - REDACTED FOR THIS VERSION**

- xiv. Reminder function for process managers and students

**Guardian offers the ability to create and customize reminders for process managers and students, including but not limited to: Expected case close dates, case delegation and assignment, IR creation, sanction due dates, upcoming sanction due date reminders, and sanction overdue reminders.**

- xv. Customizable data fields for each unique process with the flexibility to change processes in the future

**Client and users can create unlimited custom fields. Custom fields can be for people (students, employees, etc), or cases. All custom fields are reportable in Guardian's robust Reporting Engine.**

- xvi. Ability to import data from existing databases

**Guardian will allow client to import data from existing databases.**

- xvii. Ability to sort data by all fields, including student-athlete status, class status, gender, location of incident, alcohol-related/non-alcohol related, recidivism, age, incident status, incident manager, incident type, etc.

**Guardian will allow client to use and sort by all fields mentioned, as well as all standard and custom fields created.**

## b. Comprehensive Student Profile Database

Student profiles must contain vital information related to each case (i.e. name, local/permanent address, phone number, e-mail, picture, gender, student schedules, etc.). The product must be able to import student data from the University Banner system, preferably on a daily basis.

**Guardian features a comprehensive student profile database that includes vital information related to each case (i.e. name, local/permanent address, phone number, e-mail, picture, gender, student schedules, etc.). It will also include all case history, sanction history, and other biodemographic information as imported or creates via custom fields.**

**Guardian was designed with native APIs that allow it to send/receive necessary information to/from any system with the capability to send/receive similar information, making integrations with other campus systems seamless. Guardian also features SFTP Import options and data importers as alternative methods of data transfer for clients unable to establish API integrations. Guardian will be able to receive information from Banner on a daily basis.**

## c. Tiered Content User Access

- i. Platform should provide control over the display and availability of content.

**Guardian allows for full control over display and availability of content and branding.**

- ii. Platform should allow for individual content to be restricted by user rights and/or it should allow for items to be hidden by user rights level and at the process level. The administrator of the software should be able to grant varying permissions to different users (some users having access to all cases and others to limited types of cases).

**Guardian allows for unlimited configuration options for access level and workflow access. Admins can grant permission to specific users for specific case types, and a user's access level may differ by case type. Guardian offers 5 levels of access that can be granted both to the Person and to the Case type.**

**Examples:**

**John Smith is an Admin for Student Conduct only. John can only see cases for Student Conduct.**

**Jane Doe is an Admin for Behavioral Intervention, and a Case Officer for Title IX. Jane can do admin activity for Behavioral Intervention cases, but may only view and process Title IX cases that have been assigned to her.**

- iii. Platform must provide the ability to mark records as private and be able to designate specific individuals who have access.

**Workflow admins and Case Officers can place both Public and Private notes and files to a case, as well as make notes on the student's record. Officers and Admins may determine who has access to view this information based on the content itself.**

#### d. E-mail and Letter Notification

- i. Platform should provide automated, secure e-mail notification to students (i.e. warnings, conduct meeting scheduling, meeting reminders, and sanction progress)

**Guardian users will be able to import, create and manage unlimited communication templates to allow for easy, efficient communication. Templates can be specific to incident or case type, and utilize Meta Tags to automatically populate case or student specific information into communications, including all standard and custom fields.**

**Guardian will also allow for meeting scheduling, reminding and sanction progress.**

- ii. Platform must provide system generated notifications (via e-mail) when new information is added

**Guardian offers system generated notifications (both email and in platform) when new information is added, or when an action on a case happens.**

- iii. Platform should provide for automated letter printing (i.e. conduct meeting scheduling, sanctions progress, referral summary, etc.)

**Guardian offers the ability to generate letters including all necessary content.**

- iv. Platform should maintain an electronic record of all e-mail and printed correspondence

**Every action and correspondence is tracked and timestamped within Guardian, inclusive of an audit trail of changes to data fields.**

#### e. Cloud-Hosted Product

- i. Platform should not require user software installation on desktop computers.

**Guardian is cloud hosted.**

- ii. Platform must provide access to the software on both desktop and mobile devices. Platform must be optimized for mobile devices and touch screens, including both iOS and Android.

**Guardian is accessible on any device and operating system anywhere in the world, so long as user has internet access. Guardian was designed to be fully responsive, for easy usability on smaller screens such as mobile phones or tablets.**

- iii. Platform must allow for multiple on-line referral forms to be filled out by non-users, which would be directly integrated into the database.

**Guardian offers “Guest” user forms that will directly integrate into the database.**

#### f. Security

- i. Contractor will not disclose any network or hardware information without the express written consent of the University.

**Campus Kaizen (parent company of Guardian) agrees to comply with this requirement.**

- ii. Contractor shall follow and adhere to the University's Network and Computer Use Policy when connecting to any University system or network.

**Campus Kaizen (parent company of Guardian) agrees to comply with this requirement.**

- iii. Contractor shall develop, implement, maintain, and use appropriate administrative, technical, and physical security measures to preserve the confidentiality, integrity, and availability of data.

**Campus Kaizen (parent company of Guardian) agrees to comply with this requirement.**

- iv. As applicable, all FERPA, Clery, and Title IX requirements must be met. Contractor must ensure that the data remains confidential. Contractor shall continually work with the University to address and resolve all security issues.

**Campus Kaizen (parent company of Guardian) agrees to comply with this requirement.**

- v. All rights to student data are maintained by the University.

**Campus Kaizen (parent company of Guardian) agrees to comply with this requirement.**

- vi. Contractor will not provide any of the data stored in the product to any sub-contractor or agent without the prior express written permission of the University.

**Campus Kaizen (parent company of Guardian) agrees to comply with this requirement.**

- vii. Upon termination, cancellation, expiration, or other conclusion of the agreement, contractor agrees to return all data to the University unless the University requests that the data be destroyed. Under no circumstance shall the contractor retain a copy of University data following termination of the agreement.

**Campus Kaizen (parent company of Guardian) agrees to comply with this requirement.**

- viii. Core database and servers must be hosted within a secure data center meeting VITA and University guidelines.

**Campus Kaizen (parent company of Guardian) agrees to comply with this requirement.**

- ix. Core database and servers must be backed up daily and off-site disaster recovery backups are required on at least a weekly basis. Data needs to be stored in at least two geographically separate locations.

**Campus Kaizen (parent company of Guardian) agrees to comply with this requirement. Guardian data will be stored in two geographic locations.**

- x. Data transfers must be encrypted by SSL encryption.

**Campus Kaizen (parent company of Guardian) agrees to comply with this requirement.**

- xi. Contractor shall provide a completed Interoperability Security Agreement prior to award.

**Campus Kaizen (parent company of Guardian) agrees to comply with this requirement.**

- xii. Contractor shall provide an audit trail that details access, changes made, the date and time of each change, who made the change, and from what IP address.

**Campus Kaizen (parent company of Guardian) agrees to comply with this requirement.**

- xiii. Physical storage of data must be protected from unauthorized access.

**Campus Kaizen (parent company of Guardian) agrees to comply with this requirement.**

- xiv. Active malware and IDS (Intrusion Detection Software) protection must be in place and actively monitored to prevent exploitation of data.

**Campus Kaizen (parent company of Guardian) agrees to comply with this requirement.**

- xv. All Microsoft Windows based servers must be appropriately protected with Antivirus and Anti-spyware software

**Campus Kaizen (parent company of Guardian) agrees to comply with this requirement.**

- xvi. If a breach of security, confidentiality, or integrity of the data occurs, each party agrees to notify the disclosing party within 24 hours of the occurrence and assist the disclosing party in any subsequent investigation and notification processes.

**Campus Kaizen (parent company of Guardian) agrees to comply with this requirement.**

- xvii. Contractor must maintain a secure processing environment that includes but is not limited to the timely application of patches, fixes, and updates to operating systems and applications.

**Campus Kaizen (parent company of Guardian) agrees to comply with this requirement.**

- xviii. Contractor agrees that any and all data will be stored, processed, and maintained solely on designated target servers in the US only and that no data at any time will be processed on or transferred to any portable or laptop computing device or any portable storage medium, unless that device or storage medium is in use as part of the contractor's designated backup and recovery processes and is encrypted.

**Campus Kaizen (parent company of Guardian) agrees to comply with this requirement.**

- 2. The software system must be available to users 24 hours a day, seven (7) days per week.

**Campus Kaizen (parent company of Guardian) agrees to comply with this requirement.**



3. Contractor shall describe support options offered, including how these coverages will be provided, and all associated costs. Contractor must respond to service calls by telephone within 24 hours. Contractor shall be responsible for trouble-shooting any problems that develop.

**Campus Kaizen (parent company of Guardian) agrees to comply with this requirement.**

4. Contractor shall be responsible for complete installation/implementation of the software.
  1. Installation will not be considered complete until all functions required herein and as defined in submitted documentation are successfully demonstrated to user and technical staff.

**Campus Kaizen (parent company of Guardian) agrees to comply with this requirement.**

2. Contractor must provide any/all additional software necessary, at no cost to the University, to meet performance requirements if the software purchased from contractor does not meet the specifications.

**Campus Kaizen (parent company of Guardian) agrees to comply with this requirement.**

Contractor must provide support assistance to migrate all existing cases, including data/files in multiple formats.

**Campus Kaizen (parent company of Guardian) agrees to comply with this requirement.**

5. Project Management Services
  - a. Contractor shall describe its project management services. These services should include: a timeline and schedule for implementation, resource management; project monitoring; configuration management; quality assurance; test planning; post-implementation support; and documentation.

**Campus Kaizen (parent company of Guardian) agrees to comply with this requirement. CK will provide an implementation schedule and guide.**

**Please refer to Methodology Section for process and timeline.**

- b. Contractor shall provide a project manager for the project, who should be prepared to draft and submit project plans and project status reports, and participate in regular status meetings.

**Campus Kaizen (parent company of Guardian) agrees to comply with this requirement.**

7. Contractor must provide all training required for successful support, administration and operation of the system.
  - a. Contractor must provide comprehensive training within thirty days of implementation on site

or via webinar.

b. Contractor must provide an electronic copy of the user's manual for the software.

**Campus Kaizen (parent company of Guardian) agrees to comply with this requirement.**

8. After negotiations/Best and Final Offer (BAFO) but prior to contract award the contractor must agree to submit their solution/system to Mason's Architectural Review Board (ASRB) for review/approval. See Section XVIII. for additional information about Mason's ASRB and ASRB requirements.

**Campus Kaizen (parent company of Guardian) agrees to comply with this requirement.**

9. As part of the Contract Award the chosen contractor will have to agree to sign and accept Mason's Data Security Addendum (DSA) as part of the Contract Award. See Attachment C for DSA template.

**Campus Kaizen (parent company of Guardian) agrees to comply with this requirement.**

## Methodology

Ease of Implementation, Integration, Level of Support, Comprehensiveness, Ease of Use (Input & Output):

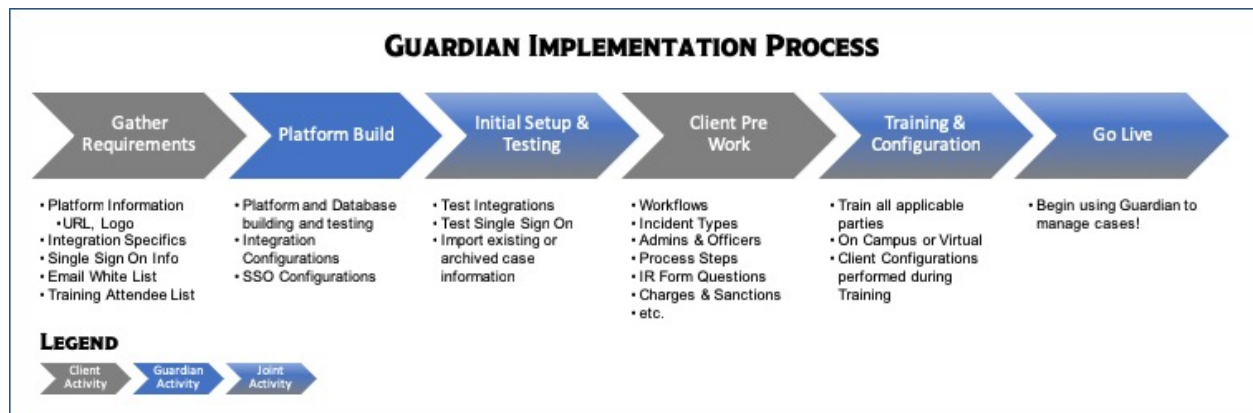
- a. Describe your process for working with Mason to deliver your system/solution/services.
- i. Clearly outline your system/solutions ease of integration, level of support, comprehensiveness, ease of use (input & output).

**Campus Kaizen designs its products to be Easy – Easy to use, Easy to Configure, and Easy to Implement. As such, Guardian will be implemented with a streamlined process designed to eliminate wasteful activity and focus only on value-added activity. Guardian is cloud deployed and configured during training – making implementation simple. Integration specs will be provided that will outline integration options and criteria (3 methods to be decided on by client). Input and Output is as simple as possible, and all data transfer will be performed by the CK team as part of your setup package. The only involvement needed from the client side to go live will be to configure Guardian to their liking.**

- ii. Outline your organization’s knowledge, skills, and expected availability / capacity to deliver services.

**Please refer to Executive Summary**

- iii. Provide a time/manner/schedule for delivery based on a contract start date of 07/01/19 (tentative contract start date for scheduling purposes only – subject to change).



| Step                   | Performed by  | Timeframe | Includes  |
|------------------------|---------------|-----------|---|
| Information Collection | Client        | 3 Weeks   | <ul style="list-style-type: none"> <li>- Defining integration criteria</li> <li>- While labeling options</li> <li>- Define Workflows</li> <li>- Define Admins</li> <li>- Identifying Sub Populations</li> </ul> |
| Platform Configuration | Campus Kaizen | 4 Weeks   | <ul style="list-style-type: none"> <li>- Platform Deployment</li> <li>- Client Customizations</li> <li>- Integration Setup</li> <li>- Single Sign On Configuration</li> </ul>                                   |
| Platform Testing       | Both          | 1 Week    | <ul style="list-style-type: none"> <li>- Test Integrations</li> <li>- Test Single Sign On</li> </ul>  |
| Training               | Both          | 2 Days    | <ul style="list-style-type: none"> <li>- Train Staff on use</li> <li>- Perform bulk of configuration</li> <li>- Prepare for Launch</li> </ul>   |
| Go Live                | Both          | -         |   |

- iv. Provide your management and support plan. Include any key personnel and provide their experience, qualifications, expertise, etc. if applicable.

**In order to ensure that GMU's transition to Guardian receives the attention it deserves, Campus Kaizen commits that it's CEO and & President, Jay Sensi will personally oversee the transition and satisfaction of GMU as a new client. Jay built the company from scratch, and in doing so has personally overseen more than 80 successful client software implementations. GMU will not be passed onto a lower-level implementation person, but will rather receive executive-level attention to ensure the utmost satisfaction.**

## XI. Cost of Services

1. Please provide and break out separately all one-time and recurring costs associated with your offered solution/system. Offerors should provide costs for implementation, support, training, development, and maintenance costs. Your pricing/cost of services quote should include all associated costs for this system/solution/service.

**Campus Kaizen offers the following pricing to George Mason University:**

**One-time Setup Fee (due with Year 1 Annual Support Fee): \$7,500**  
**Annual Support & Maintenance Fee: \$12,000**

**One-time Setup Fee includes Setup and Virtual Training:**

**Setup includes:**

- **Integration of Guardian with Campus systems (ERP, SIS systems)**
- **Single Sign on Configuration**
- **Transfer of Historical data into Guardian**
- **Initial Deployment and Customization of Guardian Platform**
- **White labeling**

**Training includes:**

- **Virtual training for 1-2 days (on campus training is offered as an option, but will be quoted separately if desired by client)**
- **Setup walkthroughs – Majority of initial Setup will be performed during training**

**Payment terms: Option#3- Net 30 Payment Terms. Vendor will enroll in Paymode-X where all payments will be made electronically to the vendor's bank account**

2. If there are any discounts available for volume, multi-year commitments, enterprise wide licensing, etc. please make sure to clearly state those in your proposal.

**GMU will be offered a 5% discount on Annual support Fees in exchange for committing to a 3-year Agreement.**

**GMU will be offered a 10% discount on Annual support Fees in exchange for committing to a 5-year Agreement.**

3. If the vendor requires any reimbursements for travel or other fees/costs associated with training, implementation, etc. those must be clearly stated and outlined in your proposal. All travel reimbursements shall be in accordance with Mason's travel policies and per diem rates (which are derived from the federal GSA per diem rates). Additional information concerning Mason's travel and per diem rates are available here: <https://fiscal.gmu.edu/travel/learn-about-meals-per-diem-rates/>

**Should GMU wish to host on-campus training, this training will be invoiced at a rate of \$1,500 per day of training plus T&E Reimbursement, in accordance with Mason's travel & per diem policy.**

## References

**While Campus Kaizen is not a new company, the Guardian product is. Guardian was designed by using a team of industry subject matter experts from around the country to design the next great campus case management software. Guardian was released for sale and use in Q2 of 2019, and as such, we do not have historical contracts and references for the Guardian product.**

**While we realize that this is not the ideal response for this section, and may result in a low section score, we wanted to take this opportunity to reiterate our commitment to client success. Our other (and oldest) product, My College Roomie, has never had a client discontinue its use. Our 100% Client Retention is a testament to Campus Kaizen's commitment to client success and satisfaction, as well as creating and proving value-added, easy to use software.**

**While Guardian has current clients and users, none of them span for at least one year per GMU's requirements. However, we will choose to list references that can provide insight to the usability and success of Guardian, some of whom were integral members in our subject matter expert team who helped create Guardian. We will also list Campus Kaizen References who can speak to working with our company through use of other products.**

**Guardian may not be one the longest-tenured case management software products, but Campus Kaizen ensures that should GMU choose to put their faith in us, it will not go unrewarded. GMU will not be just a number, but rather a priority in a growing family of satisfied partners.**

## Guardian References



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## Campus Kaizen References



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## Appendix A

Guardian VPAT

Service Level Agreement

Privacy & FERPA Policy



# **GUARDIAN**

## **CASE MANAGEMENT SOFTWARE**

### **Accessibility**

Voluntary Product Accessibility Template (VPAT) outlining §508 accessibility information for Client-Specific Guardian Web Platforms.

VPAT – Updated January 2019

Please note, a Client-Specific Guardian Web Platform will be required to interact with stored content:

Via the Client's Guardian web interface through a modern browser.

Where support below is indicated below as "Supports with exceptions", such a qualification applies to the particular product being evaluated, however, interactions may be accomplished through alternate means such as via the Guardian back-end interface.

For more information, please contact [info@campuskaizen.com](mailto:info@campuskaizen.com).

## **Summary**

| <b>Criteria</b>   | <b>Level of Support</b>         | <b>Remarks and explanations</b> |
|---|---------------------------------|---------------------------------|
| <u>WCAG 2.0 – Web Content Accessibility Guidelines 2.0</u>                          | <b>Supports</b>                 | Level AA                        |
| <u>WAI-ARIA 1.1 – Accessible Rich Internet Applications</u>                         | <b>Supports</b>                 |                                 |
| <u>Section 1194.21 Software Applications and Operating Systems</u>                  | <b>Supports</b>                 |                                 |
| <u>Section 1194.22 Web-based Intranet and Internet Information and Applications</u> | <b>Supports with exceptions</b> |                                 |
| <u>Section 1194.23 Telecommunications Products</u>                                  | <b>Not applicable</b>           |                                 |
| <u>Section 1194.24 Video and Multi-media Products</u>                               | <b>Supports</b>                 |                                 |
| <u>Section 1194.25 Self-Contained, Closed Products</u>                              | <b>Not applicable</b>           |                                 |
| <u>Section 1194.26 Desktop and Portable Computers</u>                               | <b>Not applicable</b>           |                                 |
| <u>Section 1194.31 Functional Performance criterion</u>                             | <b>Supports</b>                 |                                 |
| <u>Section 1194.41 Information, Documentation and Support</u>                       | <b>Supports</b>                 |                                 |

# WCAG 2.0 – Web Content Accessibility Guidelines 2.0

*Applicable product(s): Client-Specific MCR Platform*

| Criteria  | Level of Support | Remarks and explanations |
|---|------------------|--------------------------|
| <p><b>1.1.1 Non-text Content:</b> All non-text content that is presented to the user has a text alternative that serves the equivalent purpose, except for the situations listed below. (Level A)</p> <p><b>Controls, Input:</b> If non-text content is a control or accepts user input, then it has a name that describes its purpose. (Refer to Guideline 4.1 for additional requirements for controls and content that accepts user input.)</p> <p><b>Time-Based Media:</b> If non-text content is time-based media, then text alternatives at least provide descriptive identification of the non-text content. (Refer to Guideline 1.2 for additional requirements for media.)</p> <p><b>Test:</b> If non-text content is a test or exercise that would be invalid if presented in text, then text alternatives at least provide descriptive identification of the non-text content.</p> <p><b>Sensory:</b> If non-text content is primarily intended to create a specific sensory experience, then text alternatives at least provide descriptive identification of the non-text content.</p> <p><b>CAPTCHA:</b> If the purpose of non-text content is to confirm that content is being accessed by a person rather than a computer, then text alternatives that identify and describe the purpose of the non-text content are provided, and alternative forms of CAPTCHA using output modes for different types of sensory perception are provided to accommodate different disabilities.</p> <p><b>Decoration, Formatting, Invisible:</b> If non-text content is pure decoration, is used only for visual formatting, or is not presented to users, then it is implemented in a way that it can be ignored by assistive technology.</p> | Supports         |                          |
| <p><b>1.2.1 Audio-only and Video-only (Prerecorded):</b> For prerecorded audio-only and prerecorded video-only media, the following are true, except when the audio or video is a media alternative for text and is clearly labeled as such: (Level A)</p> <p><b>Prerecorded Audio-only:</b> An alternative for time-based media is provided that presents equivalent information for prerecorded audio-only content.</p> <p><b>Prerecorded Video-only:</b> Either an alternative for time-based media or an audio track is provided that presents equivalent information for prerecorded video-only content.</p>   | Supports         |                          |
| <p><b>1.2.2 Captions (Prerecorded):</b> Captions are provided for all prerecorded audio content in synchronized media, except when the media is a media alternative for text and is clearly labeled as such. (Level A)</p>  | Supports         |                          |
| <p><b>1.2.3 Audio Description or Media Alternative (Prerecorded):</b> An alternative for time-based media or audio description of the prerecorded video content is provided for synchronized media, except when the media is a media alternative for text and is clearly labeled as such. (Level A)</p>   | Supports         |                          |
| <p><b>1.2.4 Captions (Live):</b> Captions are provided for all live audio content in synchronized media. (Level AA)</p>   | Not applicable   |                          |
| <p><b>1.2.5 Audio Description (Prerecorded):</b> Audio description is provided for all prerecorded video content in synchronized media. (Level AA)</p>  | Not applicable   |                          |
| <p><b>1.3.1 Info and Relationships:</b> Information, structure, and relationships conveyed through presentation can be programmatically determined or are available in text. (Level A)</p>  | Supports         |                          |
| <p><b>1.3.2 Meaningful Sequence:</b> When the sequence in which content is presented affects its meaning, a correct reading sequence can be programmatically determined. (Level A)</p>  | Supports         |                          |

| Criteria   | Level of Support | Remarks and explanations |
|--|------------------|--------------------------|
| <p><b>1.3.3 Sensory Characteristics:</b> Instructions provided for understanding and operating content do not rely solely on sensory characteristics of components such as shape, size, visual location, orientation, or sound. (Level A)<br/> <i>Note:</i> For requirements related to color, refer to Guideline 1.4.</p>   | Supports         |                          |
| <p><b>1.4.1 Use of Color:</b> Color is not used as the only visual means of conveying information, indicating an action, prompting a response, or distinguishing a visual element. (Level A)<br/> <i>Note:</i> This success criterion addresses color perception specifically. Other forms of perception are covered in Guideline 1.3 including programmatic access to color and other visual presentation coding.</p>   | Supports         |                          |
| <p><b>1.4.2 Audio Control:</b> If any audio on a Web page plays automatically for more than 3 seconds, either a mechanism is available to pause or stop the audio, or a mechanism is available to control audio volume independently from the overall system volume level. (Level A)<br/> <i>Note:</i> Since any content that does not meet this success criterion can interfere with a user's ability to use the whole page, all content on the Web page (whether or not it is used to meet other success criteria) must meet this success criterion. See Conformance Requirement 5: Non-Interference.</p>  | Not applicable   |                          |
| <p><b>1.4.3 Contrast (Minimum):</b> The visual presentation of text and images of text has a contrast ratio of at least 4.5:1, except for the following: (Level AA)</p> <p><b>Large Text:</b> Large-scale text and images of large-scale text have a contrast ratio of at least 3:1;<br/> <b>Incidental:</b> Text or images of text that are part of an inactive user interface component, that are pure decoration, that are not visible to anyone, or that are part of a picture that contains significant other visual content, have no contrast requirement.<br/> <b>Logotypes:</b> Text that is part of a logo or brand name has no minimum contrast requirement.</p>   | Supports         |                          |
| <p><b>1.4.4 Resize text:</b> Except for captions and images of text, text can be resized without assistive technology up to 200 percent without loss of content or functionality. (Level AA)</p>   | Supports         |                          |
| <p><b>1.4.5 Images of Text:</b> If the technologies being used can achieve the visual presentation, text is used to convey information rather than images of text except for the following: (Level AA)<br/> <b>Customizable:</b> The image of text can be visually customized to the user's requirements;<br/> <b>Essential:</b> A particular presentation of text is essential to the information being conveyed.<br/> <i>Note:</i> Logotypes (text that is part of a logo or brand name) are considered essential.</p>   | Supports         |                          |
| <p><b>2.1.1 Keyboard:</b> All functionality of the content is operable through a keyboard interface without requiring specific timings for individual keystrokes, except where the underlying function requires input that depends on the path of the user's movement and not just the endpoints. (Level A)<br/> <i>Note 1:</i> This exception relates to the underlying function, not the input technique. For example, if using handwriting to enter text, the input technique (handwriting) requires path-dependent input but the underlying function (text input) does not.<br/> <i>Note 2:</i> This does not forbid and should not discourage providing mouse input or other input methods in addition to keyboard operation.</p> | Supports         |                          |
| <p><b>2.1.2 No Keyboard Trap:</b> If keyboard focus can be moved to a component of the page using a keyboard interface, then focus can be moved away from that component using only a keyboard interface, and, if it requires more than</p>  | Supports         |                          |

| Criteria   | Level of Support | Remarks and explanations |
|--|------------------|--------------------------|
| <p>unmodified arrow or tab keys or other standard exit methods, the user is advised of the method for moving focus away. (Level A)</p> <p><i>Note:</i> Since any content that does not meet this success criterion can interfere with a user's ability to use the whole page, all content on the Web page (whether it is used to meet other success criteria or not) must meet this success criterion. See Conformance Requirement 5: Non-Interference.</p>  |                  |                          |
| <p><b>2.2.1 Timing Adjustable:</b> For each time limit that is set by the content, at least one of the following is true: (Level A)</p> <p><b>Turn off:</b> The user is allowed to turn off the time limit before encountering it; or</p> <p><b>Adjust:</b> The user is allowed to adjust the time limit before encountering it over a wide range that is at least ten times the length of the default setting; or</p> <p><b>Extend:</b> The user is warned before time expires and given at least 20 seconds to extend the time limit with a simple action (for example, "press the space bar"), and the user is allowed to extend the time limit at least ten times; or</p> <p><b>Real-time Exception:</b> The time limit is a required part of a real-time event (for example, an auction), and no alternative to the time limit is possible; or</p> <p><b>Essential Exception:</b> The time limit is essential and extending it would invalidate the activity; or</p> <p><b>20 Hour Exception:</b> The time limit is longer than 20 hours.</p> <p><i>Note:</i> This success criterion helps ensure that users can complete tasks without unexpected changes in content or context that are a result of a time limit. This success criterion should be considered in conjunction with Success Criterion 3.2.1, which puts limits on changes of content or context as a result of user action.</p>   | Supports         |                          |
| <p><b>2.2.2 Pause, Stop, Hide:</b> For moving, blinking, scrolling, or auto-updating information, all of the following are true: (Level A)</p> <p><b>Moving, blinking, scrolling:</b> For any moving, blinking or scrolling information that (1) starts automatically, (2) lasts more than five seconds, and (3) is presented in parallel with other content, there is a mechanism for the user to pause, stop, or hide it unless the movement, blinking, or scrolling is part of an activity where it is essential; and</p> <p><b>Auto-updating:</b> For any auto-updating information that (1) starts automatically and (2) is presented in parallel with other content, there is a mechanism for the user to pause, stop, or hide it or to control the frequency of the update unless the auto-updating is part of an activity where it is essential.</p> <p><i>Note 1:</i> For requirements related to flickering or flashing content, refer to Guideline 2.3.</p> <p><i>Note 2:</i> Since any content that does not meet this success criterion can interfere with a user's ability to use the whole page, all content on the Web page (whether it is used to meet other success criteria or not) must meet this success criterion. See Conformance Requirement 5: Non-Interference.</p> <p><i>Note 3:</i> Content that is updated periodically by software or that is streamed to the user agent is not required to preserve or present information that is generated or received between the initiation of the pause and resuming presentation, as this may not be technically possible, and in many situations could be misleading to do so.</p> <p><i>Note 4:</i> An animation that occurs as part of a preload phase or similar situation can be considered essential if interaction cannot occur during that phase for all users and if not indicating progress could confuse users or cause them to think that content was frozen or broken.</p> | Supports         |                          |
| <p><b>2.3.1 Three Flashes or Below Threshold:</b> Web pages do not contain anything that flashes more than three times in any one second period, or the flash is below the general flash and red flash thresholds. (Level A)</p> <p><i>Note:</i> Since any content that does not meet this success criterion can interfere with a user's ability to use the whole page, all content on the Web page</p>  | Supports         |                          |

| Criteria   | Level of Support | Remarks and explanations |
|--|------------------|--------------------------|
| (whether it is used to meet other success criteria or not) must meet this success criterion. See Conformance Requirement 5: Non-Interference.  |                  |                          |
| <b>2.4.1 Bypass Blocks:</b> A mechanism is available to bypass blocks of content that are repeated on multiple Web pages. (Level A)  | Supports         |                          |
| <b>2.4.2 Page Titled:</b> Web pages have titles that describe topic or purpose. (Level A)  | Supports         |                          |
| <b>2.4.3 Focus Order:</b> If a Web page can be navigated sequentially and the navigation sequences affect meaning or operation, focusable components receive focus in an order that preserves meaning and operability. (Level A)   | Supports         |                          |
| <b>2.4.4 Link Purpose (In Context):</b> The purpose of each link can be determined from the link text alone or from the link text together with its programmatically determined link context, except where the purpose of the link would be ambiguous to users in general. (Level A)                                   | Supports         |                          |
| <b>2.4.5 Multiple Ways:</b> More than one way is available to locate a Web page within a set of Web pages except where the Web Page is the result of, or a step in, a process. (Level AA)  | Supports         |                          |
| <b>2.4.6 Headings and Labels:</b> Headings and labels describe topic or purpose. (Level AA)  | Supports         |                          |
| <b>2.4.7 Focus Visible:</b> Any keyboard operable user interface has a mode of operation where the keyboard focus indicator is visible. (Level AA)   | Supports         |                          |
| <b>3.1.1 Language of Page:</b> The default human language of each Web page can be programmatically determined. (Level A)   | Supports         |                          |
| <b>3.1.2 Language of Parts:</b> The human language of each passage or phrase in the content can be programmatically determined except for proper names, technical terms, words of indeterminate language, and words or phrases that have become part of the vernacular of the immediately surrounding text. (Level AA) | Supports         |                          |
| <b>3.2.1 On Focus:</b> When any component receives focus, it does not initiate a change of context. (Level A)  | Supports         |                          |
| <b>3.2.2 On Input:</b> Changing the setting of any user interface component does not automatically cause a change of context unless the user has been advised of the behavior before using the component. (Level A)  | Supports         |                          |
| <b>3.2.3 Consistent Navigation:</b> Navigational mechanisms that are repeated on multiple Web pages within a set of Web pages occur in the same relative order each time they are repeated, unless a change is initiated by the user. (Level AA)   | Supports         |                          |
| <b>3.2.4 Consistent Identification:</b> Components that have the same functionality within a set of Web pages are identified consistently. (Level AA)  | Supports         |                          |
| <b>3.3.1 Error Identification:</b> If an input error is automatically detected, the item that is in error is identified and the error is described to the user in text. (Level A)  | Supports         |                          |
| <b>3.3.2 Labels or Instructions:</b> Labels or instructions are provided when content requires user input. (Level A)   | Supports         |                          |
| <b>3.3.3 Error Suggestion:</b> If an input error is automatically detected and suggestions for correction are known, then the suggestions are provided to the user, unless it would jeopardize the security or purpose of the content. (Level AA)  | Supports         |                          |

| Criteria  | Level of Support | Remarks and explanations |
|---|------------------|--------------------------|
| <p><b>3.3.4 Error Prevention (Legal, Financial, Data):</b> For Web pages that cause legal commitments or financial transactions for the user to occur, that modify or delete user-controllable data in data storage systems, or that submit user test responses, at least one of the following is true: (Level AA)</p> <p><b>Reversible:</b> Submissions are reversible.</p> <p><b>Checked:</b> Data entered by the user is checked for input errors and the user is provided an opportunity to correct them.</p> <p><b>Confirmed:</b> A mechanism is available for reviewing, confirming, and correcting information before finalizing the submission.</p>                           | Supports         |                          |
| <p><b>4.1.1 Parsing:</b> In content implemented using markup languages, elements have complete start and end tags, elements are nested according to their specifications, elements do not contain duplicate attributes, and any IDs are unique, except where the specifications allow these features. (Level A)</p> <p><i>Note:</i> Start and end tags that are missing a critical character in their formation, such as a closing angle bracket or a mismatched attribute value quotation mark are not complete.</p>   | Supports         |                          |
| <p><b>4.1.2 Name, Role, Value:</b> For all user interface components (including but not limited to: form elements, links and components generated by scripts), the name and role can be programmatically determined; states, properties, and values that can be set by the user can be programmatically set; and notification of changes to these items is available to user agents, including assistive technologies. (Level A)</p> <p><i>Note:</i> This success criterion is primarily for Web authors who develop or script their own user interface components. For example, standard HTML controls already meet this success criterion when used according to specification.</p> | Supports         |                          |

## WAI-ARIA 1.1 – Accessible Rich Internet Applications

*Applicable product(s): Client-Specific MCR Platform*

Client-specific Guardian Platforms have been authored with WAI-ARIA 1.1 Authoring Practices and Guidelines to create accessible rich internet applications.

## Section 1194.21 Software Applications and Operating Systems

*Applicable product(s): Client-Specific MCR Platform*

| Criteria   | Level of Support | Remarks and explanations |
|--|------------------|--------------------------|
| (a) When software is designed to run on a system that has a keyboard, product functions shall be executable from a keyboard where the function itself or the result of performing a function can be discerned textually.   | Supports         |                          |
| (b) Applications shall not disrupt or disable activated features of other products that are identified as accessibility features, where those features are developed and documented according to industry standards. Applications also shall not disrupt or disable activated features of any operating system that are identified as accessibility features where the application programming interface for those accessibility features has been documented by the manufacturer of the operating system and is available to the product developer. | Supports         |                          |
| (c) A well-defined on-screen indication of the current focus shall be provided that moves among interactive interface elements as the input focus changes. The focus shall be programmatically exposed so that Assistive Technology can track focus and focus changes.   | Supports         |                          |



| Criteria   | Level of Support | Remarks and explanations  |
|--|------------------|---|
| (d) Sufficient information about a user interface element including the identity, operation and state of the element shall be available to Assistive Technology. When an image represents a program element, the information conveyed by the image must also be available in text. | Supports         |   |
| (e) When bitmap images are used to identify controls, status indicators, or other programmatic elements, the meaning assigned to those images shall be consistent throughout an application's performance.   | Supports         |   |
| (f) Textual information shall be provided through operating system functions for displaying text. The minimum information that shall be made available is text content, text input caret location, and text attributes.  | Supports         |   |
| (g) Applications shall not override user selected contrast and color selections and other individual display attributes.   | Supports         | System wide contrast, font-size and other accessibility preferences are respected throughout the application. |
| (h) When animation is displayed, the information shall be displayable in at least one non-animated presentation mode at the option of the user.  | Not applicable   |   |
| (i) Color coding shall not be used as the only means of conveying information, indicating an action, prompting a response, or distinguishing a visual element.   | Supports         |   |
| (j) When a product permits a user to adjust color and contrast settings, a variety of color selections capable of producing a range of contrast levels shall be provided.  | Not applicable   |   |
| (k) Software shall not use flashing or blinking text, objects, or other elements having a flash or blink frequency greater than 2 Hz and lower than 55 Hz.   | Supports         | Applications have no flashing or blinking elements  |
| (l) When electronic forms are used, the form shall allow people using Assistive Technology to access the information, field elements, and functionality required for completion and submission of the form, including all directions and cues.                                     | Supports         |   |

## Section 1194.22 Web-based Intranet and Internet Information and Applications

*Applicable product(s): Client-Specific MCR Platforms*

| Criteria   | Level of Support         | Remarks and explanations  |
|--|--------------------------|---|
| (a) A text equivalent for every non-text element shall be provided (e.g., via 'alt', 'longdesc', or in element content).                         | Supports with exceptions | All non-text navigation and functional elements are accompanied by text descriptions. Some non-navigation, non-functional visual elements, such as a user's photograph may not be accessible to assistive technology. |
| (b) Equivalent alternatives for any multimedia presentation shall be synchronized with the presentation.   | Supports                 | Multimedia Support presentations are accompanied by text.   |
| (c) Web pages shall be designed so that all information conveyed with color is also available without color, for example from context or markup. | Supports                 |   |

| Criteria   | Level of Support      | Remarks and explanations   |
|--|-----------------------|--|
| (d) Documents shall be organized so they are readable without requiring an associated style sheet.   | <b>Supports</b>       | Guardian uses modern, text-based, semantic web development practices, and does not rely on non-HTML plugins or applets such as Java, ActiveX, or Flash except where otherwise noted for non-essential functionality. |
| (e) Redundant text links shall be provided for each active region of a server-side image map.  | <b>Not applicable</b> | No server-side image maps are used.  |
| (f) Client-side image maps shall be provided instead of server-side image maps except where the regions cannot be defined with an available geometric shape.   | <b>Not applicable</b> | No client-side image maps are used.  |
| (g) Row and column headers shall be identified for data tables.  | <b>Supports</b>       |  |
| (h) Markup shall be used to associate data cells and header cells for data tables that have two or more logical levels of row or column headers.   | <b>Not applicable</b> |  |
| (i) Frames shall be titled with text that facilitates frame identification and navigation  | <b>Not applicable</b> | No frames are used for navigation.   |
| (j) Pages shall be designed to avoid causing the screen to flicker with a frequency greater than 2 Hz and lower than 55 Hz.  | <b>Supports</b>       |  |
| (k) A text-only page, with equivalent information or functionality, shall be provided to make a web site comply with the provisions of this part, when compliance cannot be accomplished in any other way. The content of the text-only page shall be updated whenever the primary page changes. | <b>Not applicable</b> |  |
| (l) When pages utilize scripting languages to display content, or to create interface elements, the information provided by the script shall be identified with functional text that can be read by Assistive Technology.  | <b>Supports</b>       |  |
| (m) When a web page requires that an applet, plug-in or other application be present on the client system to interpret page content, the page must provide a link to a plug-in or applet that complies with 1194.21(a) through (l).  | <b>Not applicable</b> |  |
| (n) When electronic forms are designed to be completed on-line, the form shall allow people using Assistive Technology to access the information, field elements, and functionality required for completion and submission of the form, including all directions and cues.                       | <b>Supports</b>       |  |
| (o) A method shall be provided that permits users to skip repetitive navigation links.   | <b>Supports</b>       |  |
| (p) When a timed response is required, the user shall be alerted and given sufficient time to indicate more time is required.  | <b>Not applicable</b> | No timed responses are required.   |

## Section 1194.23 Telecommunications Products

| Criteria  | Level of Support      | Remarks and explanations |
|---|-----------------------|--------------------------|
| (a) Telecommunications products or systems which provide a function allowing voice communication and which do not themselves provide a TTY functionality shall provide a standard non-acoustic connection point for TTYs. | <b>Not applicable</b> |                          |

| Criteria   | Level of Support      | Remarks and explanations |
|--|-----------------------|--------------------------|
| Microphones shall be capable of being turned on and off to allow the user to intermix speech with TTY use.   |                       |                          |
| (b) Telecommunications products which include voice communication functionality shall support all commonly used cross-manufacturer non-proprietary standard TTY signal protocols.  | <b>Not applicable</b> |                          |
| (c) Voice mail, auto-attendant, and interactive voice response telecommunications systems shall be usable by TTY users with their TTYs.  | <b>Not applicable</b> |                          |
| (d) Voice mail, messaging, auto-attendant, and interactive voice response telecommunications systems that require a response from a user within a time interval, shall give an alert when the time interval is about to run out, and shall provide sufficient time for the user to indicate more time is required.   | <b>Not applicable</b> |                          |
| (e) Where provided, caller identification and similar telecommunications functions shall also be available for users of TTYs, and for users who cannot see displays.   | <b>Not applicable</b> |                          |
| (f) For transmitted voice signals, telecommunications products shall provide a gain adjustable up to a minimum of 20 dB. For incremental volume control, at least one intermediate step of 12 dB of gain shall be provided.  | <b>Not applicable</b> |                          |
| (g) If the telecommunications product allows a user to adjust the receive volume, a function shall be provided to automatically reset the volume to the default level after every use.   | <b>Not applicable</b> |                          |
| (h) Where a telecommunications product delivers output by an audio transducer which is normally held up to the ear, a means for effective magnetic wireless coupling to hearing technologies shall be provided.  | <b>Not applicable</b> |                          |
| (i) Interference to hearing technologies (including hearing aids, cochlear implants, and assistive listening devices) shall be reduced to the lowest possible level that allows a user of hearing technologies to utilize the telecommunications product.  | <b>Not applicable</b> |                          |
| (j) Products that transmit or conduct information or communication, shall pass through cross-manufacturer, non-proprietary, industry-standard codes, translation protocols, formats or other information necessary to provide the information or communication in a usable format. Technologies which use encoding, signal compression, format transformation, or similar techniques shall not remove information needed for access or shall restore it upon delivery. | <b>Not applicable</b> |                          |
| (k)(1) Products which have mechanically operated controls or keys shall comply with the following: Controls and Keys shall be tactilely discernible without activating the controls or keys.   | <b>Not applicable</b> |                          |
| (k)(2) Products which have mechanically operated controls or keys shall comply with the following: Controls and Keys shall be operable with one hand and shall not require tight grasping, pinching, twisting of the wrist. The force required to activate controls and keys shall be 5 lbs. (22.2N) maximum.  | <b>Not applicable</b> |                          |
| (k)(3) Products which have mechanically operated controls or keys shall comply with the following: If key repeat is supported, the delay before repeat shall be adjustable to at least 2 seconds. Key repeat rate shall be adjustable to 2 seconds per character.  | <b>Not applicable</b> |                          |

| Criteria  | Level of Support      | Remarks and explanations |
|---|-----------------------|--------------------------|
| (k)(4) Products which have mechanically operated controls or keys shall comply with the following: The status of all locking or toggle controls or keys shall be visually discernible, and discernible either through touch or sound. | <b>Not applicable</b> |                          |

## Section 1194.24 Video and Multi-media Products

*Applicable product(s): Training videos*

| Criteria   | Level of Support      | Remarks and explanations   |
|--|-----------------------|--|
| (a) All analog television displays 13 inches and larger, and computer equipment that includes analog television receiver or display circuitry, shall be equipped with caption decoder circuitry which appropriately receives, decodes, and displays closed captions from broadcast, cable, videotape, and DVD signals. As soon as practicable, but not later than July 1, 2002, widescreen digital television (DTV) displays measuring at least 7.8 inches vertically, DTV sets with conventional displays measuring at least 13 inches vertically, and stand-alone DTV tuners, whether or not they are marketed with display screens, and computer equipment that includes DTV receiver or display circuitry, shall be equipped with caption decoder circuitry which appropriately receives, decodes, and displays closed captions from broadcast, cable, videotape, and DVD signals. | <b>Not applicable</b> |  |
| (b) Television tuners, including tuner cards for use in computers, shall be equipped with secondary audio program playback circuitry.  | <b>Not applicable</b> |  |
| (c) All training and informational video and multimedia productions which support the agency's mission, regardless of format, that contain speech or other audio information necessary for the comprehension of the content, shall be open or closed captioned.  | <b>Supports</b>       | All Guardian instructional and support videos are accompanied by equivalent text.<br><br>For more information on YouTube's accessibility see <a href="https://support.google.com/youtube/answer/189278">support.google.com/youtube/answer/189278</a> |
| (d) All training and informational video and multimedia productions which support the agency's mission, regardless of format, that contain visual information necessary for the comprehension of the content, shall be audio described.  | <b>Supports</b>       |  |
| (e) Display or presentation of alternate text presentation or audio descriptions shall be user-selectable unless permanent.  | <b>Supports</b>       | Viewers may toggle closed captioning using YouTube's native closed-captioning functionality.   |

## Section 1194.25 Self-Contained, Closed Products

| Criteria   | Level of Support      | Remarks and explanations |
|--|-----------------------|--------------------------|
| (a) Self contained products shall be usable by people with disabilities without requiring an end-user to attach Assistive Technology to the product. Personal headsets for private listening are not Assistive Technology. | <b>Not applicable</b> |                          |
| (b) When a timed response is required, the user shall be alerted and given sufficient time to indicate more time is required.  | <b>Not applicable</b> |                          |

| Criteria  | Level of Support      | Remarks and explanations |
|---|-----------------------|--------------------------|
| (c) Where a product utilizes touch screens or contact-sensitive controls, an input method shall be provided that complies with 1194.23 (k) (1) through (4).   | <b>Not applicable</b> |                          |
| (d) When biometric forms of user identification or control are used, an alternative form of identification or activation, which does not require the user to possess particular biological characteristics, shall also be provided.   | <b>Not applicable</b> |                          |
| (e) When products provide auditory output, the audio signal shall be provided at a standard signal level through an industry standard connector that will allow for private listening. The product must provide the ability to interrupt, pause, and restart the audio at anytime.  | <b>Not applicable</b> |                          |
| (f) When products deliver voice output in a public area, incremental volume control shall be provided with output amplification up to a level of at least 65 dB. Where the ambient noise level of the environment is above 45 dB, a volume gain of at least 20 dB above the ambient level shall be user selectable. A function shall be provided to automatically reset the volume to the default level after every use.  | <b>Not applicable</b> |                          |
| (g) Color coding shall not be used as the only means of conveying information, indicating an action, prompting a response, or distinguishing a visual element.  | <b>Not applicable</b> |                          |
| (h) When a product permits a user to adjust color and contrast settings, a range of color selections capable of producing a variety of contrast levels shall be provided.   | <b>Not applicable</b> |                          |
| (i) Products shall be designed to avoid causing the screen to flicker with a frequency greater than 2 Hz and lower than 55 Hz.  | <b>Not applicable</b> |                          |
| (j)(1) Products which are freestanding, non-portable, and intended to be used in one location and which have operable controls shall comply with the following: The position of any operable control shall be determined with respect to a vertical plane, which is 48 inches in length, centered on the operable control, and at the maximum protrusion of the product within the 48 inch length on products which are freestanding, non-portable, and intended to be used in one location and which have operable controls. | <b>Not applicable</b> |                          |
| (j)(2) Products which are freestanding, non-portable, and intended to be used in one location and which have operable controls shall comply with the following: Where any operable control is 10 inches or less behind the reference plane, the height shall be 54 inches maximum and 15 inches minimum above the floor.  | <b>Not applicable</b> |                          |
| (j)(3) Products which are freestanding, non-portable, and intended to be used in one location and which have operable controls shall comply with the following: Where any operable control is more than 10 inches and not more than 24 inches behind the reference plane, the height shall be 46 inches maximum and 15 inches minimum above the floor.  | <b>Not applicable</b> |                          |
| (j)(4) Products which are freestanding, non-portable, and intended to be used in one location and which have operable controls shall comply with the following: Operable controls shall not be more than 24 inches behind the reference plane.  | <b>Not applicable</b> |                          |

## Section 1194.26 Desktop and Portable Computers

| Criteria  | Level of Support      | Remarks and explanations |
|---|-----------------------|--------------------------|
| (a) All mechanically operated controls and keys shall comply with 1194.23 (k) (1) through (4).  | <b>Not applicable</b> |                          |
| (b) If a product utilizes touchscreens or touch-operated controls, an input method shall be provided that complies with 1194.23 (k) (1) through (4).  | <b>Not applicable</b> |                          |
| (c) When biometric forms of user identification or control are used, an alternative form of identification or activation, which does not require the user to possess particular biological characteristics, shall also be provided. | <b>Not applicable</b> |                          |
| (d) Where provided, at least one of each type of expansion slots, ports and connectors shall comply with publicly available industry standards  | <b>Not applicable</b> |                          |

## Section 1194.31 Functional Performance criterion

| Criteria  | Level of Support      | Remarks and explanations   |
|---|-----------------------|--|
| (a) At least one mode of operation and information retrieval that does not require user vision shall be provided, or support for Assistive Technology used by people who are blind or visually impaired shall be provided.  | <b>Supports</b>       | All account management and platform interaction can be performed with assistive technology.  |
| (b) At least one mode of operation and information retrieval that does not require visual acuity greater than 20/70 shall be provided in audio and enlarged print output working together or independently, or support for Assistive Technology used by people who are visually impaired shall be provided. | <b>Supports</b>       | All Guardian products support the use of assistive technology and provide the ability, through the user's web browser or operating system to increase the font size. |
| (c) At least one mode of operation and information retrieval that does not require user hearing shall be provided, or support for Assistive Technology used by people who are deaf or hard of hearing shall be provided   | <b>Supports</b>       | Products do not use auditory feedback.   |
| (d) Where audio information is important for the use of a product, at least one mode of operation and information retrieval shall be provided in an enhanced auditory fashion, or support for assistive hearing devices shall be provided.  | <b>Not Applicable</b> | Products do not use auditory feedback.   |
| (e) At least one mode of operation and information retrieval that does not require user speech shall be provided, or support for Assistive Technology used by people with disabilities shall be provided.   | <b>Supports</b>       | Products do not support speech input.  |
| (f) At least one mode of operation and information retrieval that does not require fine motor control or simultaneous actions and that is operable with limited reach and strength shall be provided.   | <b>Supports</b>       | No interactions require simultaneous user actions or depend solely on fine motor controls.   |

## Section 1194.41 Information, Documentation and Support

| Criteria  | Level of Support | Remarks and explanations  |
|---|------------------|---|
| (a) Product support documentation provided to end-users shall be made available in alternate formats upon request, at no additional charge  | <b>Supports</b>  | Please contact <a href="mailto:info@campuskaizen.com">info@campuskaizen.com</a> with any such requests. |
| (b) End-users shall have access to a description of the accessibility and compatibility features of products in alternate formats or alternate methods upon request, at no additional charge. | <b>Supports</b>  | Please contact <a href="mailto:info@campuskaizen.com">info@campuskaizen.com</a> with any such requests. |

| Criteria  | Level of Support | Remarks and explanations            |
|---|------------------|-------------------------------------|
| (c) Support services for products shall accommodate the communication needs of end-users with disabilities. | <b>Supports</b>  | Support provided via web and email. |

## Service Level Agreement

The Services will achieve System Availability (as defined below) of at least 99.9% during each calendar year of the Subscription Term.

**“System Availability”** means the number of minutes in a year that the key components of the Services are operational as a percentage of the total number of minutes in such year, excluding downtime resulting from (i) scheduled maintenance, (ii) events of Force Majeure in the Agreement, (iii) malicious attacks on the system, (iv) issues associated with the Customer’s computing devices, local area networks or internet service provider connections, or (v) inability to deliver Services because of acts or omissions of Customer or any User. Campus Kaizen reserves the right to take the Service offline for scheduled maintenance for which Customer has been provided reasonable notice and Campus Kaizen reserves the right to change its maintenance window upon prior notice to Customer.

Goal:

Campus Kaizen’s goal is to achieve 99.9% Service Availability for all customers.

Remedy:

Subject to the two sections below, if the Service Availability of customer’s services is less than 99.9%, Campus Kaizen will issue a credit to customer in accordance with the following schedule, with the credit being calculated on the basis of the yearly service charge for the affected Services:

| Service Availability | Credit Percentages |
|----------------------|--------------------|
| 99.9 to 100%         | 0%                 |
| 98 to 99.9%          | 1%                 |
| 95 to 97.99%         | 5%                 |
| 90 to 94.99%         | 10%                |
| 80 to 89.99%         | 25%                |
| 79.99% or below      | 50%                |

Exceptions

Customer shall not receive any credits under this SLA in connection with any failure or deficiency of Service Availability caused by or associated with:

- a. Circumstances beyond Campus Kaizen’s reasonable control, including, without limitation, acts of any governmental body, war, insurrection, sabotage, armed conflict, embargo, fire, flood, strike or other labor disturbance, unavailability of or interruption or delay in telecommunications or third party services, failure of third party software (including, without limitation, ecommerce software, payment gateways, chat, statistics, servers or free scripts);
- b. Failure of access circuits to the Campus Kaizen Network, unless such failure is caused solely by Campus Kaizen;
- c. Scheduled maintenance and emergency maintenance and upgrades;
- d. DNS issues outside the direct control of Campus Kaizen;
- e. Issues with FTP, POP, IMAP, or SMTP customer access;



- f. False SLA breaches reported as a result of outages or errors of any Campus Kaizen measurement system;
- g. Customer's acts or omissions (or acts or omissions of others engaged or authorized by customer), including, without limitation, custom scripting or coding (e.g., CGI, Perl, HTML, ASP, Drupal, MySQL, etc.), any negligence, willful misconduct, or use of the Services in breach of Campus Kaizen's Terms and Conditions;
- h. E-mail or webmail delivery and transmission;
- i. DNS (Domain Name Server) Propagation;
- j. Outages elsewhere on the Internet that hinder access to your services. Campus Kaizen is not responsible for browser or DNS caching that may make your site appear inaccessible when others can still access it. Campus Kaizen will guarantee only those areas considered under the control of Campus Kaizen: Campus Kaizen server links to the internet, Campus Kaizen routers, and Campus Kaizen servers.

#### Credit Request and Payment Procedure

To receive a credit, the customer must make a request by sending an e-mail message to [support@campuskaizen.com](mailto:support@campuskaizen.com). Each request in connection with this SLA must include the date and times of the unavailability of customer's services and must be received by Campus Kaizen within then (10) business days after the customer's services were not available. If the unavailability is confirmed by Campus Kaizen, credits will be applied to the next support invoice after Campus Kaizen's receipt of the customer's credit request. Credits are not refundable and can be used only towards future billing charges.

Notwithstanding anything to the contrary herein, the total amount credited to customer in a particular year under this SLA shall not exceed the total fee paid by customer for such month/year for the affected Services. Credits are exclusive of any applicable taxes charged to customer or collected by Campus Kaizen and are customer's sole and exclusive remedy with respect to any failure or deficiency in the Customer's Services Availability.

## Privacy & FERPA Policy

In the course of serving its customers, Campus Kaizen acquires, stores and transmits customer communications and information that customers may regard as private or sensitive. Some of this information - such as the customer's name, address, telephone number, and credit card data - is provided to Campus Kaizen by its customers in order to establish service. Other information - such as the customer's account status, choice of services, and customer logs - is created and maintained by Campus Kaizen in the normal course of providing service. In addition, Campus Kaizen may store customers' electronic mail and other communications as a necessary incident to the transmission and delivery of those communications. Lastly, by the sheer nature of the services provided, Campus Kaizen acquires, stores and transmits student data that may be protected by the Family Educational Rights and Privacy Act. The way in which this data is protected is outlined later in this policy.

This Privacy Policy applies only to Campus Kaizen' treatment of data collected online, and does not apply to any Campus Kaizen data collection practices or to the data collection practices of any third parties, Campus Kaizen' customers, or any entities affiliated with Campus Kaizen. Also, please note that use of Campus Kaizen' services constitutes acceptance of this Privacy Policy. Campus Kaizen' policies and procedures for handling customer and student information have been created with the understanding that Internet technologies are still evolving and that Internet business methods are continuing to evolve to meet the needs and opportunities of the changing technologies. As a result, Campus Kaizen' policies and procedures are subject to change. Changes will be disseminated and users agree to be bound by those changes.

## Data Security

Campus Kaizen protects the confidentiality of its customers' information, account information, personal communications and students' information. To secure the information collected online, prevent unauthorized access, maintain data accuracy and ensure only appropriate use of information that is collected from customers, Campus Kaizen has implemented appropriate physical, electronic, and managerial procedures. Further, Campus Kaizen requires that employees keep customer information confidential. Campus Kaizen cautions its customers that no medium of communication, including the Internet, is entirely secure. Accordingly, Campus Kaizen cannot be responsible for loss, corruption or unauthorized acquisition and use of personal information provided to our website, or for any damages resulting from such loss, corruption, unauthorized acquisition or unauthorized use. How is customer information used? Campus Kaizen may share customer information with selected partners, for example, to provide customers with information about products which might be of interest to the customer or to enable the customer to take advantage of special partner programs. Campus Kaizen may also use customer information to provide its customers with system information or information about new or upgraded products.

In the case of a business transaction, including but not limited to, a merger or sale of a portion of Campus Kaizen' assets, customer information will likely be part of the assets transferred. In this event, Campus Kaizen will attempt to notify impacted customers that their information has been transferred.

## Disclosure of Customer/Student Information and Communications

Campus Kaizen will not otherwise disclose its customers' personal and account information nor any student information that is stored on its servers unless Campus Kaizen has reason to believe that disclosing such information is necessary to identify, make contact with, or bring legal action against someone who may be causing harm or interfering with the rights or property of Campus Kaizen, Campus Kaizen' customers, or others, or where Campus Kaizen has a good faith belief that the law requires such disclosure. Campus Kaizen also will not, except for reasons stated below, disclose to third parties the contents of any electronic mail, other electronic communications, or student information that Campus Kaizen stores or transmits for its customers. The circumstances under which Campus Kaizen will disclose such electronic customer communications are when:

1. it is necessary in order to provide service to the customer;
2. it is necessary to protect the legitimate interests of Campus Kaizen and its customers;
3. it is required to cooperate with interception orders, warrants, or other legal process that Adirondack

Solutions determines in its sole discretion to be valid and enforceable; and

4. it is necessary to provide to a law enforcement agency when the contents are inadvertently obtained by

Campus Kaizen and appear to pertain to the commission of a crime.

Campus Kaizen disclaims any intention to censor, edit or engage in ongoing review or surveillance of communications stored on or transmitted through its facilities by customers or others. Campus Kaizen will, however, review, delete or block access to communications that may harm Campus Kaizen, its customers or third parties. The grounds on which Campus Kaizen may take such action include, but are not limited to, actual or potential violations of Campus Kaizen' Acceptable Use Policy.