

Request for Proposal

ENTERPRISE RESOURCE PLANNING SYSTEM
FOR
RIO GRANDE COMMUNITY COLLEGE AND
THE UNIVERSITY OF RIO GRANDE

RFP #: 022001

Due Date: July 15, 2020

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BACKGROUND

DESCRIPTION OF RIO GRANDE COMMUNITY COLLEGE AND UNIVERSITY OF RIO GRANDE.

The University of Rio Grande (URG), established in 1876, is an independent four-year, comprehensive university that offers programs ranging from certificates through the master's degree level. In the past, many of its graduates entered the teaching profession. Today, many are preparing for business and public service careers, as well as for the teaching profession.

During its history, the University of Rio Grande (pronounced Rye-oh) has been at times a denominational college, a two-year college, a self-help student work college, and a four-year liberal arts college. Rio Grande Community College (RGCC), established in 1974, offers a wide range of services, including career programs, associate degree transfer programs, and continuing education programs.

The Community College reinforces the University's philosophy and history of making meaningful, affordable education and services available to all who can benefit. The University of Rio Grande and Rio Grande Community College represent a unique marriage between public and private education, between career and liberal arts education, and between younger and older students. The same staff, faculty, and facilities support both the private University and the Community College programs. Students in the Community College programs have the opportunity to enroll in liberal arts courses and programs. Students in liberal arts programs have an opportunity to experience career education courses and programs.

Through a contract between URG and RGCC, Ohio residents in their first two years of college work can take advantage of public community college tuition rates to earn associate degrees in arts or career education. Students have the option of continuing toward a baccalaureate degree at the University of Rio Grande or transferring to another institution to complete a four-year degree. The University also offers a Master of Education Degree in Classroom Teaching with a concentration in Intervention Specialist, Educational Leadership for Principal's License, Athletic Coaching Leadership, and Integrated Arts.

The University's contemporary 190-acre campus is located in Rio Grande, Ohio, nestled in the beautiful rolling hills of the Southeastern region of the state offering students the safety associated with a small town. The Rio Grande campus is an oasis of learning, innovation, and technology in the region. The institution's strengths lie in a faculty of teacher/scholars who are dedicated to both the academic and humanistic growth of every student; programs that are academically challenging and numerous opportunities for extracurricular involvement. As America's unique private/public institution of higher education, Rio Grande's mission is to provide learners the opportunity to attain a high-quality, high-value education. Our personalized, learner-centered environment promotes successful lives, careers, and responsible citizenship.

PROJECT VISION

To select and deploy the appropriate tools that will:

- Allow ubiquitous access for Rio Grande Community College and the University of Rio Grande students to pursue higher learning and have access to services from anywhere at anytime
- Strengthen the organizations' processes and recognize efficiencies when possible to maximize the investment in technology
- Create an environment that is reliable, accessible and sustainable through major disasters and emergencies
- Provide systems that are friendly to users, and can take advantage of emerging technologies that may arise in the future

PROJECT SCOPE

Rio Grande Community College and the University of Rio Grande are looking to move from its existing legacy environment which includes modules for:

- Student Information
- Financial Information
- Human Resources
- Financial Aid

Additionally, the institution utilizes Blackbaud's Raiser's Edge for its fundraising, BlackBoard for its learning management system, as well as Paycor for its automated HR functions. A decision shall be made as to whether Paycor or Raiser's Edge will be replaced. Any system selected must be tightly integrated (two-way) with BlackBoard requiring minimal effort from the technology staff to maintain.

The new system should:

- Include a **single database** that is fully integrated with vendor's modules including Student, Finance, Financial Aid, and Human Resources.
- Additionally, the system should provide for ease of reporting, have multiple mobile access features (fully web-enabled) and be ADA Compliant
- Provide a **proven** platform to allow for easy integration with third-party systems
- Address the need for Ohio State Reporting and demonstrate successful deployment of those reports as well as national reports (IPEDS, etc.)
- Have fully interactive integration with Blackboard, requiring little to no intervention from the information technology department

Information regarding individual departments processes and procedures shall be provided to vendors that indicate and intend to propose a solution for this Request for Proposal. Contact Dr. Barbara Brown-Faulconer for access to this information.

THE SELECTION PROCESS

The Rio Grande Community College/University of Rio Grande Selection team will review the proposals submitted. Those vendors that meet the minimum requirements and are deemed to be viable options shall be invited to continue in the process.

Strong consideration will be based upon the ability to demonstrate that the product can meet the institutional requirements and provide the options desired. The institution will also weight the vendor's flexibility/creativity in pricing and services.

The timeline outlined below will be followed as closely as possible, given the ability for staff and visitors to be on campus. If necessary, arrangements shall be made for remote discussions and demonstrations.

Request for Proposal Posted	June 26, 2020
Prebid Conference*	June 30, 2020
Proposals due to Rio Grande Community College	July 15, 2020
Invitation to Demonstrate	July 28, 2020
On-Campus Demonstrations	August 3-7, 2020
Selection/Negotiation	August 10-31, 2020
Contract Execution	September 16, 2020

Vendors interested in responding to this Request for Proposal must utilize all forms identified herein, as well as follow the directions closely. The respondent may be disqualified if adherence to the process is not followed. Any proposal received after the required time and date specified for receipt shall be considered late and non-responsive.

RGCC has the discretion to select a vendor and to reject responses that are not in the best interest of RGCC, or to cancel this RFP. RGCC may waive minor defects and/or request clarifications in the responses that do not materially deviate from the specifications or otherwise create an unfair competitive advantage. Any response, revision or amendment to a response received after the date and time specified or improperly marked or submitted may be disqualified.

RGCC reserves the right to negotiate any and all terms associated with this RFP, including price. It is entirely within the discretion of RGCC to permit negotiations. A vendor must not submit a response assuming that there will be an opportunity to negotiate any aspect of the response. RGCC is free to limit the negotiations to particular aspects of any response.

Vendors should not base their pricing on the assumption of long-term financing by RGCC that extends beyond the current biennium, which ends June 30, 2021.

The contract will be awarded to the vendor that offers the best value, based on a combination of qualifications and price. The contract may not necessarily be awarded to the lowest price proposal.

Work Location

All work performed under a contract awarded pursuant to this RFP will be conducted at the vendor location. The vendor shall not be reimbursed for travel, lodging or any other expenses incurred in the performance of the work under the contract.

All work performed under the resulting contract must be performed within the territory of the United States. All services provided by the selected contractor must not be performed outside of the United States without RGCC's written permission provided in advance. RGCC data must not be stored, accessed from or transmitted to outside of the United States without RGCC's written permission provided in advance.

Once the selected vendor reports to RGCC, all work will be conducted in accordance with RGCC policies, procedures, coding standards, and best practices as instructed by RGCC.

RGCC is subject to the requirements of the Ohio Public Records Act, located at Ohio Revised Code Section 149.43. Accordingly, vendors must understand that information and other materials submitted in response to this RFP or in connection with any contract as a result of this RFP may be subject to disclosure as a public record. Accordingly, responses should not include any confidential or trade secret information.

During the term of any contract resulting from this RFP, the vendor shall be engaged by RGCC solely on an independent contractor basis, and the vendor shall therefore be responsible for all the vendor's business expenses, including, but not limited to, employees' wages and salaries, insurance of every type and description, and all business and personal taxes, including income and Social Security taxes and contributions for Workers' Compensation and Unemployment Compensation coverage, if any.

ORDER OF PROPOSAL PRESENTATION

The proposal should be submitted with the following information clearly marked and identified. Each proposal should have a table of contents with the segments identified. The price proposal must be submitted in a separate spreadsheet but referenced in the proposal.

GENERAL VENDOR INFORMATION

Each vendor must respond to the items listed below for full consideration.

TRANSMITTAL/COVER LETTER

The Transmittal/Cover Letter should be signed by an officer of the vendor company submitting the proposal and returned with the proposal.

EXECUTIVE SUMMARY

This part of the response to the RFP should be limited to a brief narrative highlighting the Vendor's proposal. The summary should contain as little technical jargon as possible and should be oriented toward non-technical personnel. The Executive Summary should not include cost quotations.

BRIEF HISTORY AND DESCRIPTION OF COMPANY

Describe your company, including but not limited to, its years in business, general markets served, number of clients using your software for Higher Education administration, and company mission.

COMPANY SIZE AND ORGANIZATION

Please provide details on the leadership of your company in all key areas. Include an organizational chart showing the line of authority including, individual names, and titles. Please provide the number of employees and a departmental breakdown of your company. Include general information about the higher education experience of the company's leadership and its key staff who would be involved.

FINANCIAL STABILITY

Please include the most recent information demonstrating your financial performance, including any relevant information as to the ongoing financial stability of your company. Specific information should include the size of the company, the number of additional products or services that your company supports as well as business age, etc.

COMPLETE CUSTOMER LIST

Provide a **complete list** of all current clients utilizing the software product you are proposing.

ABILITY TO ENHANCE THE ORGANIZATION

Please describe in detail how your solution will enhance and improve RGCC's institutional performance in the following areas:

CONSTITUENT SATISFACTION

The solution should be easy for administrative staff and the academic community to learn and use. Please describe how the proposed solution supports constituent satisfaction through each of the following:

- Intuitive, friendly interface
- Online self-service
- Communications management
- Mobile capability

DECISION SUPPORT/INSTITUTIONAL INTELLIGENCE

The ideal solution will deliver not only exceptionally simple methods of data queries, but data that can be used to inform business decisions. Please describe your functionality to accommodate these needs:

- Executive Dashboards with Key Metrics and Performance Indicators to foster proactive monitoring of RGCC's operations and initiatives
- Enterprise Reporting and Analytics
- State of Ohio Reporting

In this section, please provide a link for the team to review the standard reports provided in the delivery.

STUDENT SUCCESS

We are interested in the ability to enhance student success at RGCC. Please provide a high-level discussion of the functionality for and impact of your solution(s) on the following:

- Retention Management
- Academic Planning and Advising
- Interface with BlackBoard

OPERATIONAL EFFICIENCY

RGCC desires to achieve maximum operating efficiency. Please describe how your company and solution accommodate the following:

- Fully integrated, guaranteeing data integrity and real-time updates among all administrative offices and learning support data
- Workflow
- Flexibility to support University of Rio Grande and RGCC's unique and changing needs
- Reliable security that is easy to administer
- Flexibility for RGCC to use a creative approach such as outside hosting services, state supported hosting services, on site servers and flexible managed services

IMPLEMENTATION AND TRAINING

Please provide a sample implementation project plan for RGCC if the following functionality is purchased:

- Student Services/Experience
- Finance
- Financial Aid
- Human Resources/Payroll
- Portal
- Admissions
- Registration/Advising
- Retention
- Disaster Recovery

Additionally, provide a detailed description of your implementation methodology, tools, and expectations from users and the vendor during implementation, and a recommended timeline for a Fall and January start date.

SUPPORT

Understanding the size and complexity of RGCC, please provide an IT organizational chart and skills required to maintain your product. (For example, one DBA with MS Sequel expertise, etc.). Additionally, provide a list of all required software that is not included in your proposal. Also include best practices in supporting your software.

OTHER REQUIREMENTS

Please provide a full list of the modules provided by your organization and the functionality included in each module. For example, if your product provides a Student module, please state what is included in that module – Recruitment, Registration, Degree Audit, etc.

In your response, please indicate whether the module is required functionality to meet RGCC's goals and vision. If the module is optional, or can be phased in at a later date, please indicate that as well.

TECHNICAL CONSIDERATIONS

There are a number of technical considerations to consider as part of this project. Please provide a full description of the following items.

SOFTWARE SUPPORT

Please provide a detailed description of how your company defines:

- SAAS Solution
- Hosted Solution
- Managed Service Solution
- On-premise Solution and whether this is an option using your software
 - Discuss if there is an option for the institution to utilize a private cloud solution with your software
- Describe in detail your cloud solution and its capabilities and services, if different from the hosted solution

NETWORK AND HARDWARE

Please provide detailed information regarding system hardware and server requirements for the proposed solution, as organized below:

- Define server requirements and provide specifications (including recommended operating systems, Web server software, etc.) to support all products included in this proposal.
- Define the minimum desktop workstation hardware and software requirements mandated by the proposed solution (e.g., Microsoft Office, Office 365, etc.).
- Describe the database clustering and replication, load balancing and disaster recovery requirements and capabilities of the system.
- Provide a detailed hardware architecture diagram.
- Provide a typical cost estimate for an in-house data center.

HOSTING

Please provide detailed information regarding system hosting options for the proposed solution, as organized below:

- Define service levels and describe fully the hosted environment
- Outline and provide documentation regarding the services to be performed if system is hosted and the ability to bring the service back in house
- Outline and provide documentation on its Disaster Recovery procedure
- Provide investment information in **Addendum A**

IT STAFFING REQUIREMENTS

Identify Information Technology support staff required to maintain the solution. List number of FTEs by job function and skill level required to perform required duties.

PRODUCT PHILOSOPHY AND VIABILITY

Provide information regarding the long-term viability of the products that comprise your proposed solution. Please address the following aspects of product strength:

- Commitments to research & development
- Functionality enhancements and product direction
- Compatibility with industry standard changes

- Ability to integrate to third party solutions
- A complete list of partners with whom you work, and the services/products provided

IMPLEMENTATION & TRAINING

Please describe your implementation methodology and the amount of time it would take to successfully implement your software solution for RGCC. Describe the process by addressing (at minimum) the following items:

- Guidance of the implementation process (i.e. required project management)
- Training (technical staff, office staff, where provided, etc.).
- Assistance with data conversion which also includes field mapping and data transfer
- Assistance with installation of software and hardware.
- Hotline assistance (hours available, normal response time after initial call made, support communication capabilities [telephone, fax, Internet] remote diagnostic capabilities, billing for assisting, etc.).
- Account management philosophy and team structure
- Describe services and support available after completion of implementation should a managed service or hosting option not be selected
- Describe your process, frequency and any fees incurred by clients in your delivery of product updates and enhancements.
- Describe the user communities available for your higher education clients. Include as reference the name of at least one client officer of the main User Group for the proposed solution.

ONGOING SUPPORT & SERVICE

Vendor is asked to provide a detailed description of its services and ongoing support of the proposed software. Cost information should be listed on **Addendum A** spreadsheet. Include at a minimum, the following information:

- Ongoing maintenance support
- Ongoing support for Federal reporting
- Ongoing support for State of Ohio Higher Education System reporting and

requirements

- Technical support
- Help desk
- Automated customer support
- Web-based support
- Training and Education Services
- Consulting Services
- Remote system administration

ADDITIONAL INFORMATION

Additional information is requested that is unique to URG/RGCC. Please provide a brief response to each of the following. Please also note if the process/function would require a customization that would require maintenance.

1. As your organization understands the University of Rio Grande and Rio Grande Community College, describe how you would propose to set up two separate organizations under one identification number and be able to report both combined and separately.
2. RGCC would like to have one primary student application for admission to the institution and then utilize that information to populate other required applications to special programs, housing, etc. Please describe how your system can accomplish this.
3. Describe whether the Admissions office can automate correspondence to students about additional missing documents, or to concurrent high school students, etc.
4. Can your system automate the process of transcribing new students? Currently all transcripts from other institutions are manually entered.
5. Can your system handle multiple advisors? If so, how many?
6. Can your system handle multiple advisors to be able to advise ALL students regardless of their majors?
7. Can your system handle multiple Active Majors and Active Degrees at the same time?
8. Describe how your system performs degree audits.
9. Please state whether your system can identify multiple criteria to satisfy requirements and whether it will allow the student to perform a “what if” scenario if a change in major is needed or desired.

10. Please describe how your system handles interdepartmental charges.
11. Discuss whether workflow is included with your software and the flexibility for power users to alter the workflow.
12. Is payment from a third-party payer (for student fees/tuition) processed in real time?
13. The institution needs to be able to pay an invoice from multiple accounts. Is that a feature of your system?
14. Does your system provide an Operational Data Store as part of its base package?
15. Does your system accommodate VA checking so that the appropriate courses are paid?
16. Please describe how your system rolls a balance forward.
17. Will your system accommodate and provide a Financial Responsibility agreement with an electronic signature from students? How are the signed agreements tracked?
18. Does your system have the ability to pull real-time reports? Can you pull YOY comparison reports?
19. How does your system load test scores, i.e: ACT, SAT, PCAT, GRE, GMAT, TOEFL?
20. Please provide information regarding the process of merging duplicate ID's.
21. Will your system allow an electronic transcript request?
22. Describe whether the Admissions office can automate correspondence to students about additional missing documents, or to concurrent high school students, etc.
23. We would like to have one primary student application to the University and then utilize that information to populate other required applications to special programs, housing, etc. Please describe how your system can accomplish this.
24. Does your system include a contact management system for Admissions? Does this identify priority leads and track communications in and out?
25. RGCC does a lot of manual coding. For example, if a student applies that lives in WV in a certain county it is a manual code or a CCP student or an international student. The codes are important because they tie to the billing. Therefore, when an application comes in it must be checked manually to make sure all codes are good and of course to make sure it did not create a duplicate ID.
26. The reports we pull must be sorted manually based on what we are looking for. Each week we pull who has applied for summer, who is accepted, but next week when we pull we start from scratch. Same for fall...
27. Is the student able to track their process through the enrollment funnel?

28. Does your system allow students to register for campus events, i.e. Open House, Orientations, etc.?
29. Would we be able to track Admission Representatives progress toward goal?
30. How does your system process National Student Clearinghouse upload file?
31. Please describe how your system tracks recruits.
32. How are Catalogs handled and how can catalogs be available on the website? Additionally, what is the process for changing a catalog and tracking under what catalog a student is able to graduate?
33. We currently use Signal Vine for texting. Will your system integrate with that platform or does your system include a texting option? If there are there limitations, please note that in your response.
34. Please describe how your system tracks recruits through the enrollment funnel.
35. Please describe how your system ties employees with dependents for insurance and other purposes.
36. Does your system have the ability to pull real-time reports? Can you pull YOY comparison reports?
37. Please describe the options for time keeping for employees
38. How does your system track Work/Study funding?
39. Does your system include an applicant tracking system and e-onboarding process for new hires that integrates with the Human Resources Information System (HRIS)?
40. Does the system include an automated workflow and approval process for new employee positions from the requisition to hiring stages?
41. Can the HRIS share information with external employee benefit vendors and background check agencies.
42. Is the system capable of tracking ACA (healthcare) compliance and eligibility as well as producing annual 1095 tax forms?
43. Is the system capable of conducting online benefit open enrollments using employee self-service?
44. Is the employee time and attendance system capable of permitting/restricting individual employees from clocking in/out remotely?
45. Provide detailed information related to Identity Management & Authentication Requirements
46. Discuss your integrations With Microsoft Active Directory / Microsoft 365
47. Is there a workflow/process to assist IT and other departments in onboarding new users with regard to such things as: New User Account Notification, Telephony and general onboarding?

48. Please discuss the process for account deactivations and account purging
49. Provide an overview of user roles and security group management
50. Does your product contain Multi-factor Authentication and Password Reset Management?
51. Please discuss how your product integrates BlackBoard Learning Management System and Bi-Directional Flows of Grade & Attendance Information.
52. Does your system Integrations with Food Service Management Systems (CBORD) or Campus Security Systems for Door Access?
53. Provide a description of your Data Analytics and Business Intelligence (Including LMS Queries and BI Reporting for Department of Education Audits of Learner Engagement)
54. Do you provide a One Card Systems and ID Cards for Non-Employees & Non-Students (Fitness Center)? If not, do one of your partners provide that kind of service?
55. Are there ways to provide Help Desk assistance, Chatbots, AI assistance for First Tier Users/Questions and After Hours

REFERENCES

Include a list of all clients utilizing the system you are proposing. Provide a list of at least five fully implemented clients utilizing the system, their location, and contact information.

INVESTMENT SUMMARY

Please utilize the attached spreadsheet to provide some of the following cost information for acquiring and implementing your system. If software modules may be purchased separately, list each along with the cost. Differences in Vendors' proposed estimated costs will be taken into consideration provided sufficient detail is provided regarding what is included in the estimate.

SOFTWARE LICENSE COST

List each individual software module in your proposed solution and the price for that module. Include any required third-party components, such as credit card processing, etc., that are part of your solution. Include pricing for server software or database licensing in this section.

SERVER SOFTWARE ESTIMATE

Provide an estimate of the licensing costs for operating system software and database management software required for your solution. The estimate should be based on the

vendor's estimate of the number and type of servers required for an institution that has similar needs to RGCC. RGCC does maintain a Microsoft Campus Agreement and is eligible for academic pricing from most vendors. For licensing that is based on number of processor cores licensed, indicate the number of cores being licensed. This estimate is for comparison purposes only and should be based on a single instance (no redundancy) configuration that would provide good performance.

IMPLEMENTATION AND TRAINING

Provide costs for the initial implementation and training. This section should contain a full description of all the services required for a successful implementation of your proposed solution.

DATA CONVERSION COST ESTIMATE

Base conversion costs on the assumption the institution will want to maintain the current level of detail on student and financial records.

MISCELLANEOUS/OTHER COSTS

Identify and provide pricing for other costs the institution will be likely to encounter if the proposed solution is adopted.

TEN YEAR MAINTENANCE COSTS

On the spreadsheet, provide a schedule of software maintenance costs of the vendor and third-party software required for the Vendor's proposal. Provide the date first year maintenance costs become due. This date should be relative to the "go-live" date. Pricing must include ongoing updates and support for Ohio requirements.

OTHER COSTS

We anticipate that there may be additional costs for things like API's and the like. ALL other costs should be provided. In addition the vendor should address any cost overruns (services or added software) from its past five implementations, and provide information related to the nature of the overruns.