Request for Proposal

ENTERPRISE RESOURCE PLANNING
SYSTEM
FOR
LAC COURTES OREILLES OJIBWE COLLEGE

Due Date: JULY 28, 2021
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BACKGROUND

DESCRIPTION OF LAC COURTES OREILLES OJIBWE COLLEGE

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 LCOOC team will review the proposals submitted within one week of the deadline. Those institutions 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 weigh the vendors 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  
Prebid Conference  
Proposals due  
Optional Invitation to Demonstrate  
Optional Demonstrations  
Selection/Negotiation  
Contract Execution

June 25, 2021  
July 7, 2021*  
July 28, 2021  
July 30, 2021  
August 9, 2021  
August 15, 2021  
September 1, 2021

*
Barbara Brown, Ph.D. is inviting you to a scheduled Zoom meeting.

**Join Brown, Hendrix & Associates Zoom Meeting**

Phone one-tap: US: +13462487799,,7652633763# or +12532158782,,7652633763#
Meeting URL: https://brownhendrix.zoom.us/j/7652633763

**Join by Telephone**

For higher quality, dial a number based on your current location.
Dial:
US: +1 346 248 7799 or +1 253 215 8782 or +1 408 638 0968 or +1 669 900 6833 or +1 301 715 8592 or +1 312 626 6799 or +1 646 876 9923 or 888 475 4499 (Toll Free) or 877 853 5257 (Toll Free)
Meeting ID: 765 263 3763

International numbers

**Skype for Business (Lync)**

https://brownhendrix.zoom.us/skype/7652633763

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.

The response shall be kept under 50 pages in length, including pricing proposal. Additional information may be requested by LCOOC.

Documents should be sent in electronic format to:

**Dr. Barbara Brown-Faulconer**
Barbara@BrownHendrix.com

**PROJECT VISION**

To select and deploy the appropriate tools that will:
• Allow ubiquitous access for Lac Courtes Oreilles Ojibwe College 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

All inquiries should be directed to Dr. Barbara Brown-Faulconer, Barbara@BrownHendrix.com, 405.214.8019. Vendors shall not contact the College staff directly.

PROJECT SCOPE

Lac Courtes Oreilles Ojibwe College is looking to move from its existing legacy environment which includes modules for:

• Student Information
• Financial Information
• Human Resources
• Financial Aid

The new system should:

• Include a single database that is fully integrated with vendor’s modules including Student, Finance, Financial Aid, and Human Resources (same database).
• Be able to be provide in a SaaS environment or third-party hosting vendor
• 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 federal reporting (IPEDS, etc.) as well as ad-hoc reporting
• Be able to address the special needs of tribal colleges
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 (attached) 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.

CUSTOMER LIST

Provide a list of all current clients that are like LCOOC utilizing the software product you are proposing.

ABILITY TO ENHANCE THE ORGANIZATION

Please describe in detail how your solution will enhance and improve 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

STUDENT SUCCESS

We are interested in the ability to enhance student success at LCOOC. 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
OPERATIONAL EFFICIENCY

LCO 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 and LCOOC’s unique and changing needs
- Reliable security that is easy to administer
- Flexibility for LCOOC 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 LCOOC if the following functionality is purchased:

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

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.

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 LCOOC’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 several 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
- Describe your cloud solution and its capabilities and services, if different from the hosted solution

**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 LCOOC. 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 solution. Cost information should be listed on Addendum A spreadsheet. Include at a minimum, the following information:

- Ongoing maintenance support
- Ongoing support for Federal reporting
- 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 LCOOC. 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.

**REFERENCES**

Include a list of appropriate 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 LCOOC. LCOOC 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 contact 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.

**FIVE-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.