Request for Proposal #1920-01

for

ERP System for Southwest Wisconsin Technical College

Date Due: Oct 4, 2019 on or before 12:00PM EST

SUBMIT TO:
rfp1920-01@swtc.edu

REQUEST FOR PROPOSAL

for

Southwest Wisconsin Technical College
ERP System
RFP #1920-01

Proposal due date: October 4, 2019

Southwest Tech, 1800 Bronson Boulevard, Fennimore, Wisconsin will be accepting sealed proposals via email only on or before 12:00 p.m. EST on Friday, October 4, 2019 for ERP System.

Specifications will be available on Thursday, August 22nd, 2019 on the College website at https://www.swtc.edu/about/current-bids-rfps, or by emailing rfp1920-01@swtc.edu.

Donald L. Tuescher
Secretary of the Southwest Wisconsin Technical College District Board

Contents

1: Key Information Summary

Title of RFP:	ERP System for Southwest Wisconsin Technical College, RFP #1920-01:
RFP Issue Date:	August 22, 2019
Purpose:	Southwest Wisconsin Technical College wishes to acquire and implement an integrated enterprise resource planning (ERP) environment encompassing all the necessary functionality of an integrated Student Information System (SIS), Financial Information System (FIS), Human Resources & Human Capital Management System (HRIS) and Advancement and Alumni Information System (AAIS).
Procurement Method:	Invited competitive sealed proposals.
Contract Term:	The College anticipates awarding the contract in the last quarter of 2019 and engaging in an 18 to 24-month implementation schedule, with staggered go-live dates, and an ongoing relationship with the selected vendor(s) for maintenance and support.
Issuing Office:	CampusWorks, Inc on behalf of Southwest Wisconsin Technical College
Issuing Office Point of Contact:	Julie Falconer CampusWorks Inc. rfp1920-01@swtc.edu
Deadline for Receipt of Proposals:	October 4, 2019 on or before 12:00 p.m. EST Time
Proposal Received at:	rfp1920-01@swtc.edu

The college will not consider or examine late responses. Amended responses will not be considered unless they are received on or before the above date and time. The official copy must contain the complete response and related materials.

The college reserves the right to reject any or all proposals or any part thereof.

This RFP and all of the material contained herein are confidential and the intellectual property of the Southwest Wisconsin Technical College.

2: About Southwest Wisconsin Technical College and their Expectations

2.1: Background Information

Southwest Wisconsin Technical College (Southwest Tech) (SWTC) (College) is a municipal corporation of the State of Wisconsin primarily engaged in higher and adult education. Southwest Tech is located in southwest Wisconsin, encompassing a geographical region of 3,800 square miles (80 miles east to west and 100 miles north to south). The district includes most of Crawford, Grant, Iowa, Lafayette, and Richland counties and part of Dane, Green, Sauk, and Vernon counties. Thirty public K-12 school districts comprise the Southwest Tech district. In 2018, the College served 7,679 students which computes to 1,354 full-time equivalents (FTEs). Additional information on Southwest Tech can be found on the College website at https://www.swtc.edu.

Vision Statement

Southwest Tech will be a preferred provider of education, source of talent, and place of employment in the region. We at the College change lives by providing opportunities for success.

Mission Statement

Southwest Tech provides education and training opportunities responsive to students, employers, and communities.

College Purposes

- Provide apprenticeship, certificate, technical diploma, and associate degree programs that respond to District workforce needs and prepare students for family-sustaining jobs and career advancement.
- Provide customized training, retraining, and technical assistance to businesses and other organizations.
- Collaborate with schools to provide K-12 students opportunities to explore college and career options as well as to enhance their preparation for postsecondary education.
- Provide career pathways and transfer opportunities that enable graduates to continue their education.
- Provide continuing education opportunities to enhance the occupational knowledge and skills of District workers and residents.
- Provide Adult Basic Education, GED/HSED, bridge, and other programs that help unskilled or low-skilled individuals prepare for work, postsecondary education, or career advancement.
- Provide education and services which address barriers created by stereotyping and discriminating and assist minorities, women and the handicapped or disadvantaged to participate in the work force and the full range of technical college programs and activities.
- Provide community services and avocational or self-enrichment activities.

College Values

- **Learning**. We make high-quality, affordable education accessible to our diverse population. We help students develop the knowledge, skills, and attitudes needed for workforce success.
- **Integrity**. We promote a cohesive culture that is based on professionalism, fairness, trust, and respect. We work as a team to maintain a healthy environment of open communication, transparency, and dedication to the mission of Southwest Tech.
- **Accountability**. We hold ourselves and our teams responsible for achieving academic and fiscal College goals as established by the District Board.

- **Partnerships**. We work together to set and attain goals that support our strategic directions. We collaborate internally with students and staff and externally with businesses, donors, alumni, retirees, and the community to identify needs and provide services that impact lives.
- **Innovation**. We foster creativity and student success while exceeding industry needs. We leverage our rural perspective and progressive entrepreneurial spirit by utilizing emerging technologies that incorporate trend-setting techniques and strategies.
- **Continuous Improvement**. We attract forward-thinking team members. We support and promote their personal and professional development in order to produce high-quality, relevant programs and services, essential to our growth and sustainability as a college.

Nondiscrimination/Affirmative Action
Southwest Tech does not discriminate on the basis of race, color, national origin, sex, disability or age in employment, admissions or its programs or activities. Southwest Tech offers degrees, diplomas, apprenticeships and certificates in agribusiness, business, graphics, home economics, industrial, and health. Admissions criteria vary by program and are available by calling our Admissions Office at 608.822.2354. The following person has been designated to coordinate Title IX of the Education Amendments of 1972 and Section 504 of the Rehabilitation Act of 1973 and to handle inquiries regarding the College's nondiscrimination policies: Equal Opportunity Officer, Southwest Wisconsin Technical College, 1800 Bronson Boulevard, Fennimore, WI, 53809. Call 608.822.2315 / 608.822.2072 (TTY).

Definition of College or Southwest Tech
The term "College" or "Southwest Tech" or "SWTC" as used throughout this document shall mean Southwest Wisconsin Technical College.

Definition of supplier, vendor, proposer, offeror, applicant, agency, contractor, and bidder
Although supplier, vendor, bidder, offeror, applicant, agency, contractor, and proposer may have separate meanings, for this RFP they are used interchangeably to represent any individual or entity seeking to or already doing business with Southwest Tech who, based on an assessment of that individual or entities has financial, technical, and/or business capability, is qualified to fulfill the requirements.

2.2: Purpose of Proposal

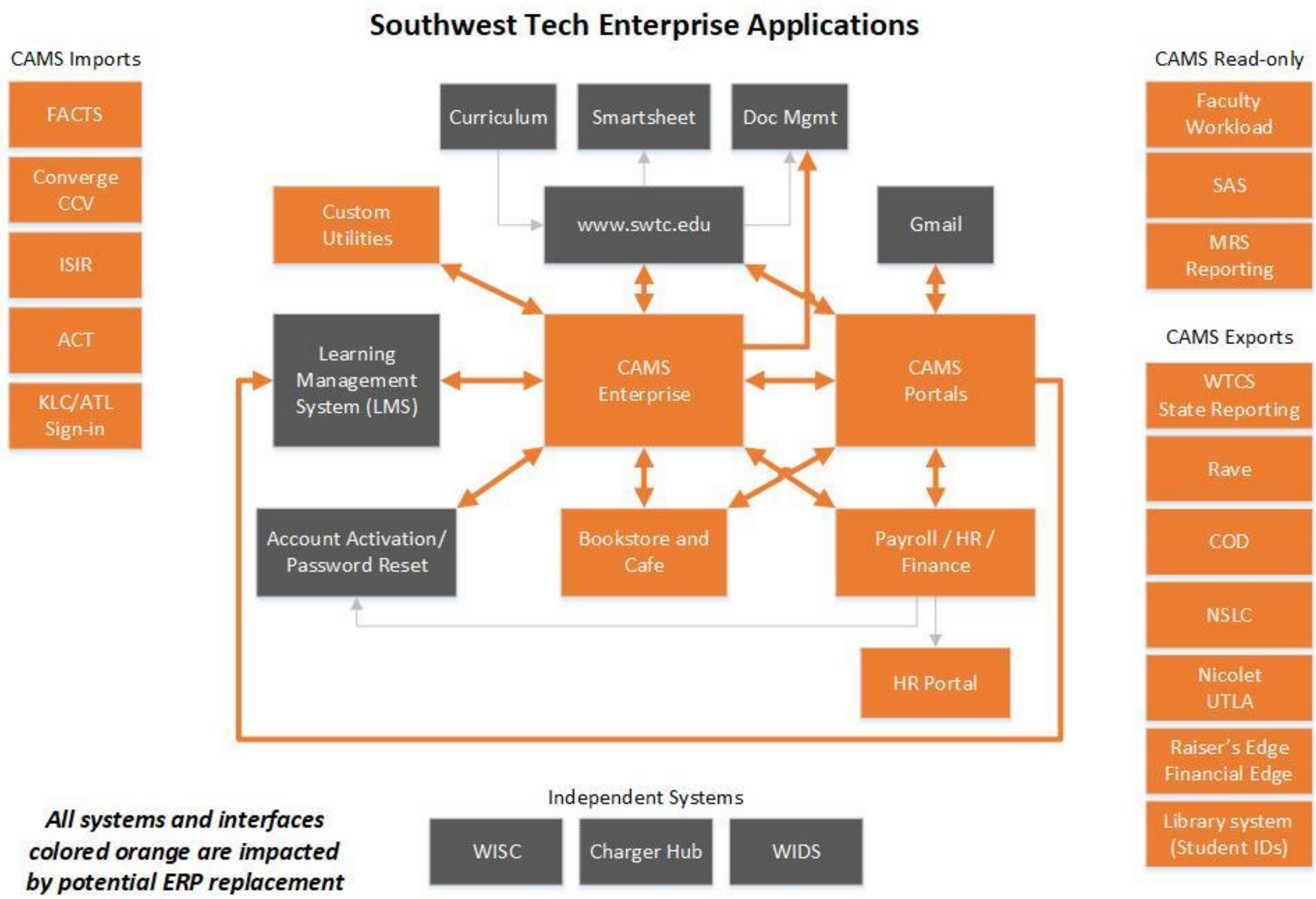
The College is seeking a shared "next generation" enterprise resource planning (ERP) solution to serve the college's business operations, manage academic programs, and provide a world-class student experience. The College is seeking a total solution that provides a state-of-the-art integrated approach to the core administrative Student Information System (SIS), Financial Information System (FIS), Human Resource Information System (HRIS) and Advancement and Alumni Information System (AAIS). The College recognizes that its requirements may not be best met by a single ERP, but by an "ecosystem" of applications that meet specific functional needs (recruiting, registration, payment, housing, residence life, health and public safety, advancement, etc.) and share common data elements through bi-directional, real-time data flows, eliminating the demand for third-party systems that are not seamlessly integrated into the ecosystem.

The College is seeking an intuitive, modern user interface that provides the ease of use and browser and device-agnostic access that the College community would expect from a major commercial website (e.g., Google or Amazon). The desired solution will have integrated reporting and analytics, leading to informed decision-making throughout the College.

The purpose of this Request for Proposal (RFP) is to invite qualified vendors to submit proposals for the solution(s) described above. While creative future-looking proposals are encouraged, the new system must provide the tools needed to be responsive to increasing demands for accountability by accreditation, funding agencies, and regulatory compliance. An established vendor operating within the higher education community must lead the proposed software solution. The implementation of the chosen software systems must also fit within budget limits established by the College.

2.3: Current Systems Configurations

The College's current ERP environment is based on a highly customized, multi-vendor ERP (CAMS Enterprise, Microsoft Dynamics GP, Raiser's Edge/Financial Edge), with surrounding third-party applications. The diagram below provides a general overview of the current ERP systems environment.



2.4: ERP Strategic Approach and Desired ERP Solution

Southwest Tech is very focused on improving their effective use of technology to fully enable and support their operations today, as well as their aspirations for the future.

The College has undergone significant preparation to this point to prepare the community to enter this selection process with open eyes toward the future, and not just focused on the challenges of the current ERP ecosystem today. The College has established the guiding principles starting with a current system assessment, followed by process review and reimagining across the entire student, staff, administration and advancement life cycles. The College leadership and teams have been exposed to best practices aligned to the goals and aspirations of the organization and are ready to see the holistic vendor solutions that can best meet the goals of the organization.

A fundamental requirement of any solution will be ease of use for students, faculty and staff—the solution needs to be available anytime, from any device, using an intuitive interface. Additionally, it is essential that solutions enable well-aligned processes to streamline administrative efforts, freeing up faculty and staff to focus on activities that promote student success.

The changing higher education landscape, along with new and emerging technologies, may dictate an approach and solution that is different than the single-vendor ERP. The market may be moving from a single vendor "ERP suite" to an administrative system environment "ecosystem," in which the solution is comprised of many vendors, products, and outsourced business processes.

While Southwest Tech understands that a total solution might not be fully developed at this time, vendors should consider what they can provide today and how this model would be fully developed in the near future, specifically addressing the following:

- What is acceptable and preferred relating to on-premises, cloud, mobile and analytical applications?
- What integration capabilities and level of integration does your solution provide?

2.5: Expected Total Users

The College has approximately 250 staff and faculty, and approximately 7,500 students. Depending on the functionality, inclusive of self-service features, the college expects as many as 50 users at one time with students registering and staff submitting and approving at the same time. These numbers can change as the college grows, and as the system more fully supports the enablement of the college operations and informed decision making.

2.6: Technology Platform(s)

SWTC desires (as much as possible) a cloud-centric approach to application hosting and delivery. It is expected that delivery of the solution above may require a mix of cloud services, infrastructure hosting, and application service providers (ASP). The overarching goal is a total solution that is seamless, and operates as a secure, single solution with the ability to configure the software appropriately to meet Southwest Tech's needs. The technology platforms proposed must:

- Be secure, stable, and scalable with robust features and functionality.
- Provide intuitive and efficient user experiences for all constituent groups.
- Provide users with a real-time, device-agnostic experience from anywhere.
- Be web-accessible via any device and any browser, ADA compliant, and preferably responsively designed.
- Include powerful, flexible, web-accessible reporting, dashboards and decision support capabilities across all areas of campus.
- Be user-friendly; easy to use, maintain, and administer; and capable of providing quality training and user documentation for software maintenance and administration.
- Provide bi-lateral integration capabilities with other third-party software, flexibility, data integrity, audit trails, and controls (flexibility to extract and import data into/from third-party systems).
- Provide support for best practices and self-service features for all constituents.
- Be highly configurable to the institution's needs.
- Have the ability to use effective dating and active/inactive type flags.
- Have user definable workflow capability.

- Provide at a minimum Live and Test environment (Live, Test and Development environments preferred).
- Have the ability to generate log files that can be disseminated (may not be applicable in a cloud-based system).
- Have an Application Programming Interface (API), providing access to a robust set of functions and procedures allowing the creation of applications that access the features and data of the ERP.

2.7: Data Conversion

- The College's current ERP environment is based on a highly customized, multi-vendor ERP (CAMS Enterprise, Microsoft Dynamics GP, Raiser's Edge/Financial Edge), with surrounding third-party applications. We anticipate the data conversion from the existing systems to the new ERP ecosystem to be a significant undertaking.
- Please specify how you will go about estimating the time and effort necessary to move the data into your proposed solution. Also describe how you will work in partnership with the SWTC Data Team to ensure data governance standards established by the College are being followed.

3: Terms of RFP

3.1: Project Timetable

The ERP System RFP responses are due on or before 12 p.m. EST on Friday, October 4, 2019. A public opening of the proposals will be held at 12:00 p.m. EST in conference room 490 on the Fennimore campus located at 1800 Bronson Boulevard, Fennimore, Wisconsin. Late proposals will not be accepted.

SWTC has established the following timeline in relation to the ERP System RFP. Please note that dates are subject to change. Vendors will be notified via email of any changes in the timeframe.

Project Milestone	Date
Request for Proposal issued	8/22/2019
Acknowledgement/Intent to propose • Notify Julie Falconer at rfp1920-01@swtc.edu on or before August 30, 2019 by Noon EST Time.	8/30/2019
Vendors may submit preferred demonstration dates using **Appendix B Discovery and Demonstration Date Preference Form.** Must be submitted by **Sep 27, 2019 on or before 12:00PM EST** by email to rfp1920-01@swtc.edu.	8/30-9/27/2019
Vendor briefing via phone **required** • Proposals will not be accepted from vendors who do not participate in the vendor briefing. • Conference call information will be provided when vendor's intent to bid email is received.	9/4/2019
Vendor questions submit by email to rfp1920-01@swtc.edu	8/22-9/5/2019
Vendors provided responses to all questions via addendum	9/10/2019
RFP responses due Oct 4, 2019 on or before 12:00PM EST	10/4/2019
Vendors notified if selected for demonstrations	10/16/2019
Optional Discovery visits with vendor - Each vendor given 1/2 day - Scheduled in advance on select dates in the range	10/21/2019- 10/25/2019
Vendor demonstrations (2 days each)	11/4-5/2019 11/6-7/2019 11/11-12/2019
Best & final pricing from finalist vendors	12/2/2019
Final review of vendor offerings & vendor recommendation	12/9/2019
Recommendation Presented to Board of Trustees	12/19/2019
Final Negotiations and Contract awarded	12/27/2019

Questions regarding RFP #1920-01 should be emailed to rfp1819-02@swtc.edu by **Thursday, September 5, 2019 by 11:00 AM EST**. Responses to all questions received will be returned to all vendors. Do not call College staff. All questions must be submitted via email. Vendor names, where mentioned, will be omitted.

During the time period from the date of release of this RFP, and until the College has notified all proposers of its decision, all contact with any other employees of the College concerning this RFP is prohibited. Failure to adhere to this provision may be cause for disqualification of a Proposer's submission.

3.2: General Information Regarding Submissions

3.2.1 General

Addenda issued during the time of bidding shall become a part of the RFP documents. Respondents shall acknowledge receipt of such addendum in the appropriate space provided on the Proposal Submission Form. Failure to examine any and all documents will in no way relieve the successful Respondent from the necessity of performing any work that may be required to complete the work in accordance with this RFP.

The College shall not incur any liability for any costs incurred by the Respondent in submitting a proposal in response to this RFP.

Southwest Tech is an Equal Opportunity Employer and Educator operating under an Affirmative Action Plan.

3.2.2 Errors and Omissions in Proposal

Failure by the College to object to an error, omission, or deviation in the proposal will in no way modify the RFP or excuse the vendor from full compliance with the specifications of the RFP or any contract(s) awarded pursuant to the RFP.

3.2.3 Amendment of Proposals

Proposals may be amended by the College in response to a need for further clarification, specifications, and/or requirement changes, new opening date, etc. Copies of the amendment(s) will be sent to prospective Proposers and must be signed and returned by the Proposer as specified in the amendment. Proposals may only be amended, after receipt by the College, by submitting a later-dated proposal that specifically states that it is amending an earlier proposal. No proposal shall be amended after the opening date unless requested by the College.

3.2.4 Acceptance/Rejection

The College reserves the right to accept or reject any or all proposals, to waive any technicality in any proposal submitted, and to accept any part of a proposal deemed to best serve the interests and needs of the College. Proposals may be held by the College for a period not to exceed one hundred twenty (120) days from the date of the opening of proposals for the purpose of reviewing the proposals and investigating the qualifications of the contractors, prior to the awarding of the contract.

3.2.5 Deviations from Proposal Specifications

Any deviations from proposal item specifications must be clearly documented on an attachment sheet to this proposal form and indicated as "Exceptions to Specifications". The College reserves the right to determine if any noted deviations or qualifying statements indicated in a proposal are in the best interest of the College, and reserves the option to reject any proposal(s), all proposals, or a portion of a proposal(s), on that basis. The failure to identify exceptions or proposed changes with a full explanation will constitute acceptance by the Proposer of the solicitation as proposed by the College.

3.2.6 Withdrawals

Proposals may be withdrawn by written request received from Proposer or an authorized representative thereof prior to the time fixed for opening of proposals, without prejudice to the right of the Proposer to file a new proposal. Withdrawn proposals will be returned unopened. Negligence on the part of the Proposer in preparing their proposal confers no right for withdrawal of the proposal after it has been opened.

No proposal may be withdrawn for a period of one hundred twenty (120) days after the date set for the opening thereof. Proposed fees must be valid for this one hundred twenty (120) day period.

3.2.7 Lack of Competition

The College reserves the right to reject all proposals received and resubmit the RFP if it feels an adequate level of competition was not obtained, or if specifications/terms did not allow for a sufficient level of competing proposals to be received, or if desired specifications, features, or standards were not, in the opinion of the College, acceptable.

3.2.8 Subject to Board Approval

An award by the College under this RFP is subject to the approval of the College Board of Trustees. Based on the evaluation of proposals, the College Selection Committee will recommend a Respondent to the Board. A preliminary award notification will be sent after the proposal evaluation and final selection process, but the final award notification will not take place until after Board approval. Approval of the recommended Respondent cannot take place until the December 19, 2019 District Board meeting. A final award letter and/or Purchase Order will be issued after this date.

3.3: Steering Committee/Project Team

A Steering Committee/Project Team of executives, administrators, staff, and technologists has been involved in the RFP development. The Steering Committee will evaluate the submitted responses and recommend an ERP solution to the college leadership to confirm with the Board of Trustees. The project team has been engaged since the start of the process reimagine and redesign efforts and the ERP RFP process, and will continue throughout the implementation of the next ERP system for Southwest Tech.

3.4: Scoring of Responses

Southwest Tech has gone to great lengths to articulate scenarios that best illustrate the needs of the college across the student, staff, and leadership life cycles. This includes scenarios by functional area as well as reporting and data analytics by area and as an organization, along with the technical environment and standards of the college community. The scenarios are designed to illustrate the proposed solution's ability to break down data and inherent processing silos often experienced in traditional ERP systems. They are written to describe the cross functionality of the lifecycle of faculty, staff and students throughout their entire experience with the College. As such, these scenarios provide the vendor an opportunity to illustrate forward thinking and the ways in which the proposed solution can assist the College in operating in an efficient manner using best practices that may help the institution significantly reduce the amount of manual processing that occurs today.

The College will score vendor solutions with the focus on how the vendor solution best meets the full needs of the College, functionally and technically. The initial scoring of the responses is anticipated to identify the three most aligned proposed solutions for the College community to effectively review all three against the scenarios and requirements the College has identified throughout this RFP.

3.4.1 Complete response

A complete response to all required items must be submitted by the scheduled due date and time.

3.4.2 Selection criteria

The three proposers with the highest combination of points as calculated from the selection criteria worksheet will be invited to demonstrate their proposed solution to the College (see 3.7 Onsite Product Demonstrations for more details). The award will be based on a combination of the written proposal and the demonstrations.

3.4.3 Evaluation Criteria and Scoring

The College Selection Committee will evaluate and rank the written RFP responses that best meet Southwest Tech's needs based on the following criteria and weighting.

Stability & Experience	10%
Functionality	35%
Technology	15%
Implementation Services	20%
Customer Service	10%
Cost	10%

3.5: Terms and Conditions

3.5.1 Contract Terms

The term of this contract shall be for the length of the engagement, not to exceed five (5) years. The College retains the right to exercise up to two (2) extensions of twelve months each. This RFP and the Proposer's response will become part of the contract with the College. The Supplier's pricing proposal form shall include all associated costs. The College reserves the right to add or delete items in this RFP based upon need at the time of purchase. The successful Supplier will be required to assume responsibility and liability for all services and actions provided by Supplier employees. The successful Supplier shall be the sole point of contact with regard to all contractual matters. Third parties or intermediaries are not acceptable. The contract survives acquisition by a Third Party.

3.5.2 Uniform Commercial Code

Contract terms will be the provisions of the Uniform Commercial Code (UCC) for the State of Wisconsin, and the College is entitled to all rights and remedies of contract as afforded under the provisions of the UCC for the State of Wisconsin, not barring any and all state and federal contract provisions that would also apply and pertain to the College contract of this dollar magnitude and nature.

3.5.3 Binding Offer

Proposals shall be signed and dated by an engagement partner authorized to bind the Proposer in legal matters. A proposal submitted in response to this RFP shall constitute a binding offer. Acknowledgement of this condition is indicated on the "Proposal Submission Form" by the signature of the Proposer or an officer of the Proposer legally authorized to execute contractual obligations. By submitting a proposal, the Proposer affirms its acceptance of the terms and conditions of this RFP, including its attachments and exhibits, without exception, deletion or qualification, and without making its offer contingent.

3.5.4 Qualifications of Respondents

The College reserves the right to reject the RFP process if the evidence submitted by, or investigation of, the Respondent fails to satisfy the College that the Respondent is responsible and qualified to carry out the obligations of the Contract and to complete the work contemplated therein. Before the award of a Contract can be approved, the College shall be satisfied that the Respondent involved meets the following requirements.

1. Has completed one or more projects of at least 50% of the size or value of the description of work being proposed herein and that the type of work completed is similar to that being proposed.
2. Has the financial and organizational capacity and technical competence necessary to do the work properly and expeditiously.

3. Has a record of satisfactorily completing past projects. Criteria which will be considered in determining satisfactory completion of projects by Respondent will include:
    a. Completed contracts in accordance with specifications.
    b. Diligently pursued execution of the work and completed contracts according to the established time schedule unless extensions were granted.
    c. Fulfilled guarantee requirements of the contract documents.
4. Is licensed to do business in the State of Wisconsin.
5. Is **not** presently on an ineligible list maintained by the Department of Administration, or by any other State or the Federal Government, for noncompliance with Equal Employment Opportunities and Affirmative Action requirements.
6. Is not presently on a debarment list maintained by the Department of Workforce Development for noncompliance with wage rate requirements.

3.5.5 Best and Final Offer

The Best and Final Offer (BAFO) presents an optional step in the Request for Proposal (RFP) selection process and is not part of the contract negotiation process.

1. The BAFO process may be used when
    a. No single response addresses all the specifications.
    b. The cost submitted by all proposers is too high.
    c. The scores of two or more proposers are very close after the evaluation process.
    d. All proposers submitted responses that are unclear or deficient in one or more areas.
2. Procedures for the use of the BAFO process shall be detailed in the Administrative Regulations and shall be compliant with Wisconsin Technical College System (WTCS) regulations.

3.5.6 Content of Proposal

All attachments, additional pages, addenda, or explanations supplied by the Proposer with this proposal shall be considered as part of the proposal response.

3.5.7 Disclosure of Contract Failures, Litigations

Disclose any alleged significant prior or ongoing contract failures, contract breaches, any civil or criminal litigation or investigation pending within the last three (3) years which involves your firm and all subcontractors involved in the project. List any contracts in which your firm and any subcontractor have been found guilty or liable, or which may affect the performance of the services to be rendered herein.

3.5.8 Debarment & Suspension Certification

The Respondent certifies by signing the *Proposal Submission Form* that neither it nor its principals are presently debarred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded from participation in this transaction by any federal or state department or Respondent.

3.5.9 Cancellation Clause

The College may, without cause, terminate the Contract by giving thirty days written notice of such termination to the awarded Respondent. In the event of such termination, the College shall reimburse the services performed and reasonable expenses actually incurred by the Respondent in relation to the work prior to the Respondent's receipt of such notice of termination. The awarded Respondent shall provide the College at least thirty days prior written notice of termination.

3.5.10 Compliance with Laws

In connection with the furnishing of supplies or performance of work under the contract, the Proposer agrees to comply with the Fair Labor Standard Act, Equal Opportunity Employment Act, and all other applicable Federal and State laws, regulations, and executive orders to the extent that the same may be applicable and further agrees to insert the foregoing provision in all subcontracts awarded hereunder.

3.5.11 Non-discrimination

In connection with the performance of work under this RFP, the Proposer agrees not to discriminate against any employee or applicant for employment because of age, race, religion, color, marital status, sexual orientation, sex, disability, national origin or ancestry.

3.5.12 Independent Contractor Status

Proposer agrees that it is an independent contractor with respect to the services provided pursuant to this proposal. Nothing in this proposal will be construed to create the relationship of employer and employee between the parties.

3.5.13 Force Majeure

In the event that either party is unable to perform its obligations under this Agreement as a result of a force majeure, neither party shall be liable to the other for direct or consequential damages resulting from lack of performance. “Force Majeure” shall mean fire, earthquake, flood, act of God, strikes, work stoppages, or other labor disturbances, riots or civil commotions, litigation, war or other act of any foreign nation, power of government, or governmental agency or authority, or any other cause like or unlike any cause above mentioned which is beyond the control of either party.

3.5.14 Delays in Proposer’s Performance

If at any time during the performance of the Contract, except in the case of “force majeure”, the Proposer should encounter conditions impeding timely delivery and performance of the Services, the Proposer shall promptly notify the College of the fact of the delay, its likely duration and its cause(s). As soon as practicable after receipt of the Proposer's notice, the College shall evaluate the situation and may at its discretion extend the Proposer's time for performance, with or without liquidated damages, or make alternative arrangements with other providers in which Proposer is responsible for actual costs incurred.

3.5.15 Cost of Proposal Preparation

The College is not liable for any costs incurred in replying to this proposal. Any costs incurred in preparing or submitting proposals are the Proposers’ sole responsibility. Proposers will not be reimbursed for these costs.

3.5.16 Applicable Law

The resulting contract shall be governed under the laws of the State of Wisconsin. The Vendor shall at all times comply with and observe all Federal and State laws, Local laws, ordinances, and regulations which are in effect during the period of this contract and which in any manner affect the work or its conduct.

3.5.17 Liability

All proposals become the property of the College and are considered public records (not confidential) per Wisconsin Open Records law.

3.5.18 Public Inspection of Proposals

To maintain the integrity of the competitive proposal process, proposals received from Vendors will **not** be made available to other competing Vendors or to individuals or firms outside of the College proposal evaluation team until an award decision has been made or when practicable prior to the actual award.

3.5.19 Other Considerations

Factors which include, but are not limited to, quantity involved, time of completion, purpose for which required, competency and financial capacity of vendor, ability to render satisfactory service and past performance will be considered in determining status as a responsible vendor. The College reserves the right to request additional information as may reasonably be required to make this determination and to further investigate the qualifications of the Respondent as deemed appropriate.

3.5.20 Covenant against Gratuities

Proposer warrants by signing its proposal that no gratuities, in the form of entertainment, gifts, or otherwise, were offered by the Proposer or any agent, director, or representative of the Proposer, to any officer, official, agent, or employee of the College with a view toward securing award of or securing favorable treatment with respect to any determinations concerning the performance of any resulting contract. For breach or violation, the College will have the right to terminate any resulting contract in whole or in part. The right and remedies provided in this provision shall not be exclusive and are in addition to any other rights and remedies provided by law or under the resulting contract.

3.5.21 Non-Appropriation

If funds are at any time not forthcoming or are insufficient to support continuation in any fiscal year succeeding the first fiscal year, this Contract will be terminated automatically. The College has the right to terminate this Contract at no additional cost and with no penalty whatsoever. The Contractor may not recover anticipatory profits or costs incurred after termination.

3.5.22 Wisconsin Open Records Law

Respondents to this RFP are advised that all documents received by the College in connection with this RFP, including submissions, contracts, if any, and all other submitted attachments, will become the exclusive property of the College.

Furthermore, to the extent permitted by law, it is the intention of the College to withhold the contents of the solicitations, contracts, if any, and any other submitted documents, from public view until such times as the competitive or bargaining reasons no longer require non-disclosure in the opinion of the College. At that time, all submissions, and any resulting contracts thereof, and all other submitted documents in connection to this RFP, will be available for review in accordance with Wisconsin Open Records Law.

Pursuant to Wisconsin State Statutes Section 19.36(5), protection from disclosure may apply to those pages in each submittal, as defined in Wisconsin Statutes Section 134.90(1) (c), and which are marked as TRADE SECRET, CONFIDENTIAL, or PROPRIETARY by the RFP Respondent or other submitting party. The Respondent shall mark each page separately; and any non-confidential data shall begin on the subsequent page. Marking all or nearly all, of the submission as TRADE SECRET, CONFIDENTIAL, OR PROPRIETARY may result in the rejection of the submission. In this regard, the College may reject any submission it cannot fairly evaluate without the information marked proprietary.

The College will not advise as the nature of the content of the documents marked as entitled to this protection of non-disclosure, or as to the definition of trade secret, confidential, or proprietary information. The Respondent or other submitting party will be solely responsible for all such determinations made by it, and for clearly and prominently marking each and every page or sheet of materials with TRADE SECRET, CONFIDENTIAL, or PROPRIETARY as it determines to be appropriate.

The College will endeavor to advise the RFP Respondent of any requests for the disclosure of the material so marked with TRADE SECRET, CONFIDENTIAL, or PROPRIETARY, and give the Respondent or other submitting party the opportunity to seek a court order to protect such materials from disclosure. If a party other than the Proposer submitted the requested materials, the Proposer Respondent shall be solely responsible for notifying the submitting party of the requests. The College sole responsibility is to notify the Proposer of the request for disclosure, and the College shall not be liable for any damages resulting out of such disclosure, whether such disclosure is deemed required by law, by an order of the court or administrative agency, or occurs through inadvertence, mistake, negligence on the part of the College or its officers, employees, consultants, or subcontractors.

3.5.23 Contractual Terms and Conditions

1. **Contractual Relationship** - The proposer agrees that it is an independent contractor with respect to the services provided pursuant to this agreement. Nothing in this agreement shall be considered to create the relationship of employer and employee between parties.
2. **Auditor Access** - All parties contracting with the College shall, upon request, provide access to and furnish the College auditors with requested information, records and reports, regarding any services provided to the College and the status thereof.
3. **Acceptance of Terms and Conditions** - Submission of a proposal shall constitute acknowledgement and acceptance of all terms and conditions contained in this RFP. Any Agreement or Contract resulting from the acceptance of a proposal shall incorporate the needs expressed in this proposal and be on forms either supplied by or approved by the College. The College reserve the right to reject or modify any Agreement that does not conform to the RFP and or any of the requirements for Agreements and Contracts. Any changes in an RFP response will be considered a counteroffer and may be cause for rejection of the entire RFP response.
4. **Right to Negotiate Contract Terms** - The College reserves the right to negotiate the terms of the contract(s), with the selected Proposer(s) prior to entering into a contract(s). If contract negotiations cannot be concluded within thirty (30) calendar days successfully with the highest scoring Proposer, the College may negotiate a contract with the next highest scoring Proposer.

5. **Rights, Copyrights, Ownership -** All conceptual work and images created for this project by the selected vendor shall belong exclusively to Southwest Wisconsin Technical College.
6. **Contract Documents -** Proposer shall include in their submission all binding contract documents you expect the College to consider being included as part of the final contract.
7. **Cancellation Clause -** The College may, without cause, terminate the contract(s) or a project under the contract(s) by giving written notice of such termination to the awarded firm. In the event of such termination the College shall reimburse the firm for services performed and reasonable expenses actually incurred by the firm in relation to the terminated project prior to the firm's receipt of such notice of termination.
8. **Taxes** - The College is a governmental entity exempt from sales taxes pursuant to Wisconsin Statutes, Section 77.54(9a).
9. **Confidentiality** - No reports, information, or data given to or prepared by the proposer under the Contract shall be made available to any individual or organization by the proposer without the prior written approval of the College. All data, drafts, analyses, and related documentation accumulated during the course of the service provided shall become the property of the College unless otherwise stated in writing between the parties.
10. **Insurance** - An insurance certificate, which meets the College requirements, shall be provided to the College at the time the selected proposer enters into contract with the College. The College shall be named as additional insured with respect to general liability coverage. Should any insurance policy be canceled before the expiration date of the contract, the issuing company must provide ten days written notice to the College. A company licensed to do business in the state of Wisconsin or signed by an agent licensed by the state of Wisconsin must issue the insurance certificate. Failure to submit an insurance certificate can make the contract voidable at the College's discretion. The following minimum insurance coverages need to be in effect:
11. **General and professional liability** - General liability as well as liability coverage for damages arising out of negligent acts, errors, or omissions of the proposer in the conduct of their performance. Limit of liability not less than $1,000,000 each occurrence/claim and $3,000,000 aggregate.
12. **Indemnification and Defense of Suits** - The successful proposer agrees to indemnify, hold harmless, and defend the College, its officers, agents, and employees from any and all liability, including claims, demands, damages, actions, or causes of action, together with any and all losses, costs, or expense, including attorney fees, where such liability is founded upon or grows out of the acts, errors, or omissions of the successful proposer, its employees, agents, or subcontractors.
13. **Payment Terms** – not applicable.
14. **Other Provisions and Publicity Releases** – Proposer agrees **not** to refer to award of this contract in commercial advertising in such a manner that states or implies that the products or services provided are endorsed or preferred by the College. The following documents make up the body of documents forming the contract agreement between the College and the vendor:
    - Contract signed by all parties,
    - Proposer's response and,
    - Copy of Southwest Tech's RFP #1920-01 as a "reference document" concerning purpose and intent for contract.

3.6: No Contact During Procurement Process

All communications initiated by such person, firm, or entity regarding this solicitation, if same are authorized and permitted by the terms and conditions of this solicitation, shall be directed to:

Julie Falconer
Senior Optimization Executive and Program Manager

CampusWorks Inc.
rfp1920-01@swtc.edu

3.7: Onsite Product Demonstrations
The College anticipates selecting three vendors from the RFP submissions with product offerings that best meet the College needs to demonstrate to the College community. The demonstrations are expected to follow the scenarios outlined throughout this RFP, to fully demonstrate the proposed solution's ability to meet the desired outcomes and experiences of Southwest Tech.

Vendors are welcome to submit their demonstration date preferences by completing the table in Appendix B and emailing it to Julie Falconer at rfp1920-01@swtc.edu. **Vendors may submit this form immediately and separately from the RFP response.** See above for date when all vendors will be notified if they have been selected to demonstrate and what date they have been assigned. Demonstrations will occur at Southwest Tech, 1800 Bronson Boulevard, Fennimore, Wisconsin. Date preferences are being gathered as input, but vendors cannot presume their preferred demonstration date will be available.

3.8: Revisions to the RFP
The College reserves the right to add, change, or delete any part of this document during the RFP process. Any such additions, modifications, or deletions to the original RFP will result in an addendum, which will become an integral part of the RFP. Any clarifications or interpretations will be given to all vendors in addendum form, and such addenda will be included as part of the proposal documents. Vendors shall acknowledge receipt of addenda in writing. Only written interpretations or corrections by means of an addendum shall be binding. Failure to examine any and all documents will in no way relieve the successful bidder from the necessity of performing any work that may be required to complete the work in accordance with this RFP. The vendor shall not rely upon information given by any other method.

3.9: Good Faith
Each vendor is required to deal with the College in good faith with respect to the submission of their proposal and the performance of any contract awarded upon acceptance of that proposal.

The materials contained in this RFP are confidential and the intellectual property of the College. Vendors shall not discuss or communicate, directly or indirectly, with any other vendor or their agents or representatives about the preparation of the proposals. Each vendor attests that its participation in the RFP process is conducted without any collusion or fraud. If a breach of this requirement is discovered at any time, the College reserves the right to disqualify the vendor or terminate any ensuing contract. Any and all vendors participating in such discussions or communications, in breach of its obligations herein, shall be responsible for all costs and damages whatsoever that the College may incur as a result, and the College may ban such vendors from competing for contracts where such breach has resulted in an impairment of the relationship between the College and such vendors.

3.10: Conflict of Interest
Each vendor shall be considered to have warranted that it has not employed or retained any person, other than a bona fide employee, to solicit or secure the proposed contract; and that it has not paid or agreed to pay any person, other than a bona fide employee, any fee, commission, percentage, gift or other consideration contingent upon or resulting from the award of that proposed contract, or as an inducement to be awarded that contract. Without prejudice to any of its other rights, the College reserves the right to annul any contract or other arrangement entered into with a vendor where there is a breach of this warranty.

In order to protect the integrity of the procurement process, the College may reject a bid if the vendor or its employees had access to information related to the RFP solicitation that was not available to other vendors and that would, in the College's opinion, give the vendor an unfair advantage.

3.11: Confidentiality

During the RFP process, the vendor may have access to private or confidential data maintained by the College. No private or confidential data collected, maintained, or used in the course of this RFP process shall be disseminated by the vendor except as authorized by the College either during the period of the RFP process or thereafter. The vendor must agree to return any or all data furnished by the College promptly at the request of the College. Upon the end of the RFP process, the vendor will not use any of such data or any material derived from the data for any purpose and, where so instructed by the College, will destroy or render it unreadable.

All information shall be handled by the vendor in accordance with the Family Educational Rights and Privacy Act (FERPA) of 1974, Federal Health Care Financial Administration as defined in the Health Insurance Portability and Accountability Act (HIPAA) of 1996, and any other federal and state privacy laws applicable to the handling of faculty, staff, and student information.

Vendors should clearly identify those portions of their proposals that they deem to be confidential, proprietary information or trade secrets and provide any justification why the College should not disclose such materials, upon request. Vendors must clearly identify each and every section that is deemed to be confidential, proprietary or a trade secret—it is **not** sufficient to preface the proposal with a proprietary statement or to use a page header or footer that arbitrarily marks all pages as confidential. Any individual section of the proposal that is not labeled as confidential with an accompanying statement concerning the rationale for its claimed confidentiality shall be considered public information.

3.12: Staffing

The vendor shall warrant that all persons assigned by it to the performance of any contract resulting from this proposal shall be employees of the vendor, fully qualified to perform the work required. The vendor shall include a similar provision in any contract with any subcontractor selected to perform work under that contract. Failure of the vendor to provide qualified staffing as required by the RFP specifications may result in termination of that contract and/or damages.

3.13: Subcontractors

The College will accept proposals that include third-party involvement only if the vendor submitting the proposal agrees to take complete responsibility for all actions of such subcontractors. Vendors must state whether subcontractors are or are not being used, and if they are being used, must list them. The College reserves the right to approve or reject any and all subcontractors that the vendor proposes. Any subcontractors engaged after award of the contract must be pre-approved, in writing, by the College.

All contractors submitting proposals shall not have the right or power to assign, subcontract, or transfer interest in the contract incorporating these specifications for performance of the terms and conditions hereof without the written consent of the College, which shall not be unreasonably withheld.

3.14: Insurance

The successful vendor will be required to procure and maintain, at the vendor's expense, during the period of agreement, the insurance described in the following subparagraphs. Insurance must be with a company or companies qualified to do business in Wisconsin, acceptable to the College and written on the standard approved comprehensive General Liability Policy form. The vendor must furnish a certificate showing that such insurance is in effect prior to the signing of the contract award. The vendor must provide insurance coverage and furnish certificates of insurance to the College and its member institutions, on the following risks and in the following minimum limits prior to execution of an agreement:

- Commercial general liability insurance with limits not less than $2 million per occurrence involving bodily injury and property damage.
- Comprehensive automobile liability insurance in an amount not less than $1 million per occurrence for bodily injury and property damage combined, to cover all owned, non-owned, and hired vehicles.
- Workers' Compensation coverage is mandated by Wisconsin statute. The minimum coverage limits must be met or exceeded.
- Blanket crime and employee dishonesty, with limits not less than $1 million per loss.
- Commercial cyber liability insurance with limits not less than $2 million per occurrence.
- Errors and Omissions insurance with limits not less than $2 million per occurrence.
- Umbrella liability coverage of at least $1 million must be in place and acknowledged within the contract language.

All liability insurance policies will name the Southwest Wisconsin Technical College as additional insured by endorsement with respect to claims, demands, suits, judgments, costs, charges and expenses arising out of, or in connection with, any loss, damage or injury resulting from the negligence or other fault of the vendor, its agent, representatives or employees. Certificates of such insurance to be provided by vendor shall be in terms acceptable to the College and shall contain a provision that coverage afforded under the policies will not be cancelled or materially changed until no less than 30 days' prior written notice has been given to the College. The College will not accept a limitation of liability.

The vendor shall indemnify the Southwest Wisconsin Technical College against any and all claims for injury to, or death of, any person; for loss or damage to any property; and for infringement of any copyright or patent occurring in connection with, or in any way incidental to, or arising out of the occupancy, use, service, operations, or performance of work under this contract.

The College shall not be precluded from receiving the benefits of any insurance the vendor may carry which provides for indemnification for any loss or damage to property in the vendor's custody and control, where such loss or destruction is to the College's property. The vendor shall do nothing to prejudice the College's right to recover against third parties for any loss, destruction, or damage to the College's property.

3.15: Data Ownership

All records or data input into the proposed systems remain the property of the College, without any transfer or reservation of ownership or other rights to the vendor.

3.16: PCI Compliance

The College requires that the successful vendor shall at all times maintain compliance with the most current Payment Card Industry Data Security Standards (PCI DSS). As evidence of compliance, the vendor will provide when requested, a current Attestation of Compliance. The vendor acknowledges responsibility for the security of cardholder data, to the extent that they could impact the security of the customer's cardholder data, as defined within PCI DSS. The vendor acknowledges and agrees that cardholder data may only be used for completing the contracted services as described in the full text of this document, or as required by the PCI DSS, or as required by applicable law.

In the event of a breach or intrusion or otherwise unauthorized access to cardholder data stored at or for the vendor, the vendor shall immediately notify the College Solicitor to allow the proper PCI DSS compliant breach notification process to commence. The vendor shall provide appropriate payment card companies, acquiring financial institutions and their respective designees access to the vendor's facilities and all pertinent records to conduct a review of the vendor's compliance with the PCI DSS requirements.

In the event of a breach or intrusion the vendor acknowledges any/all costs related to breach or intrusion or unauthorized access to cardholder data entrusted to the vendor deemed to be the fault of the vendor shall be the liability of the vendor. The successful vendor agrees to assume responsibility for informing all such individuals in accordance with applicable law and to indemnify and hold harmless Southwest Tech and its officers and employees from and against any claims, damages or other harm related to such breach. **Please attest to these PCI requirements.**

3.17: Proposal Acceptance

All prices, costs, terms and conditions in the proposal shall remain fixed for 120 days after the closing date for receipt of the proposal or the best and final offers are submitted. This period may be extended by written mutual agreement between the vendor and the College.

3.18: RFP Included in Contract

This RFP, its appendices, and any addenda, the vendor response and any amendments or exhibits, and the letter of award for the successful vendor shall be incorporated into the written contract, which shall compose the complete understanding of the parties. Each vendor responding to this RFP will be held to have read, thoroughly examined and understood this document and its Appendices. Failure of the vendor to read, thoroughly examine and understand the RFP will not excuse any failure to comply with the requirements of the RFP or any resulting contract, nor shall such failure be a basis for claiming additional compensation.

3.19: Reserved Rights

The College reserves the right to accept or reject any and/or all proposals, to waive irregularities and technicalities and to request resubmission. There is no obligation on the part of the College to award the contract to the lowest proposer. The College reserves the right to award the contract to the proposer submitting the proposal with resulting agreements most advantageous and in the best interest of the College.

Also, the members of the College reserve the right to make such investigation as it deems necessary to determine the ability of any proposer to perform the work or service requested. Information deemed necessary to make this determination shall be provided by the proposer. Such information may include but shall not be limited to current financial statements by an independent CPA, verification of availability of personnel and past performance records.

Any member of the College reserves the right to discontinue negotiations with any selected Proposer.

The College reserves the right, without prior notice, to supplement, amend or otherwise modify this RFP.

All proposals (other than portions thereof subject to patent or copyright protection) become the property of the College and will not be returned, and the College reserves the right to utilize all such information contained in the Proposal without further cost to the College.

The College, its respective staff, representatives and any of their consultants or attorneys will not be liable for any claims for damages resulting from the solicitation, collection, review or evaluation of responses to this RFP.

3.20: Confidential Information

If any proposal contains technical, financial, or other confidential information that the Proposer believes is exempt from disclosure, the Proposer must clearly label the specific portions sought to be kept confidential and specify on what the exemption is based. The College, at its sole discretion and subject to applicable law will determine whether such exemption applies. The College has sole discretion to make such determination regarding the disclosure of information, and by responding to this RFP, Proposers waive any challenge to the College decisions in this regard. Marking all or substantially all responses as being confidential may result in the Proposer being deemed non-responsive.

Notwithstanding the foregoing, Proposers recognize and agree that the College, its staff, and its Consultants will not be responsible or liable in any way for any losses that the Proposer may suffer from the disclosure of information or materials to third parties.

4: Technical and Functional Requirements

4.1: Provision of a Comprehensive ERP Solution

SWTC is seeking a single vendor to provide a comprehensive solution. The requirements in this section identify key functionality that Southwest Tech is looking for in its ERP solution.

- It is understood that no solution will provide all the described functionality. The College is looking for the solution (or combination of solutions) that best meets the most requirements for the broadest range of stakeholders.
- The functionality described is a summary of the most significant requirements for each functional process area identified. It is expected that a robust, comprehensive solution will also provide the standard functionality that is expected of any leading solution.

The functional and technical scenarios and questions are designed to provide the College's Steering Committee with the most realistic, scenario-based answers your firm can provide. The College is looking for a system that is intuitive and user-friendly. It is imperative for the proposal evaluators to understand if your system has the requested capabilities and more importantly, how users will be able to access the data, achieve the level of efficiency capable in the proposed system and the amount of effort required to operate the system. Please note, vendors must respond to the scenarios provided in addition to the specific functional questions listed. ***<u>Respond only with functionality that is currently available</u>***. You may indicate that functionality currently not available to be demonstrated will be available in a future release of the product. If future release, include timing of that release and probability of timing to be accurate.

Explain how the proposed solution can support the processes/functional areas listed below. (If the solution has not yet been released, please define **when** it will be commercially available for production use.) If any of the following requirements are not provided in your company's solution, the proposal **is required** to include <u>most or all</u> those gap module functionalities by subcontract with third-party partner vendors; please describe that subcontract partnership, the partner organization, and how the solutions will be integrated.

- Student Information System (including customer relationship management (CRM) across student life cycle of recruiting, admissions, advising, course catalog, class schedule, student records, enrollment, grading/transcripts, and bursar/student accounts)
- Financial Aid
- Financial Management (including budgeting, general accounting, procurement, grants, gifts, endowment management, accounts payable, accounts receivable, and cash management)
- Human Capital Management (including recruiting, employee records, position and workforce management, benefits administration, payroll, salary administration and modeling, and staff, faculty and student worker onboarding)
- Facilities and Housing
- Advancement and Alumni Information System
- Reporting and Analytics

Your proposed solution is **required** to be a fully integrated comprehensive system that addresses most or all of these process areas. The College reserves the right to consider selecting portions of one proposal that address most of these process areas and augmenting it with portions of other proposals (i.e., from other firm's proposals) that the College determines optimally address the functional gaps in the primary proposal.

4.1.1: Mandatory Requirements

1. Any communications by a vendor from the time of release of the RFP through the awarding of the contract must be directed to Julie Falconer at rfp1920-01@swtc.edu, unless otherwise explicitly stated. Failure to comply with this requirement may cause vendor to be eliminated from consideration.
2. Vendors must respond fully to be considered. Any other responses will be deemed non-responsive and vendors will be eliminated from consideration. Marketing collateral will not be considered a response.
3. Full costs must be included in Appendix A.

4.1.2: General System Questions

1. Please identify the current and/or planned features that distinguish the proposed solution from its competitors.
2. Please describe how you engage customers in the ongoing development of your solutions? Detail the current features of the solutions and provide a product roadmap for those planned but not yet available.
3. Provide customer satisfaction ratings from higher education clients, and appropriate data for the last five years.
4. What is the on-time delivery percentage for solutions on your product roadmap for the last five years?
5. Describe how the proposed solution will be able to conform, ongoing, to Federal and state regulations and policies and their related changes.
6. What is the average size of the higher education institutions that have deployed the proposed solution in the last three years? How many customers are like SWTC and are live on the proposed solution? Please provide a list of the institutions.
7. How is user access managed?
    a. Is access provided by general access to a module (Accounting, Student, HR, etc.) or is it screen, role or function specific?
    b. Can read and/or write access be granted to a user? If so, how is that achieved?
    c. What level of staff expertise is necessary to grant access?
    d. What are your recommendations for how user access is established?
8. What change management approaches and strategies are used to assist SWTC in the adoption and full use of the proposed solution?
9. Are all functions, both back office functions and self-service features, designed for use on any size screen?

4.1.3: Document Management/Document Imaging

Southwest Tech currently uses the Laserfiche Rio document imaging solution. It is a robust platform with workflow, forms, API, and many other features.

Please describe the proposed solution’s document management and imaging strategy in detail. If document management and imaging is not an inherent tool within the system, please list the preferred vendors that the proposed solution integrates directly with. If there are additional costs for this inherent tool, please provide those costs in Appendix A (as described in section 8.5) under third-party licenses (as described in Section 6).

4.1.4: Self-Service Functionality Questions

SWTC wants to offer a rich self-service environment for students, faculty, and staff.

1. Describe the self-service experience for ***students*** throughout their lifecycles, from initial point of contact to alumni.
2. Describe the self-service experience for ***employees*** throughout their lifecycles, from recruiting to retirement.
3. Describe the self-service experience for ***decision makers across the College*** to have the information they need readily available to manage operations and make informed decisions.
4. Describe the self-service experience for ***faculty*** throughout the course lifecycle, from course offering assignment and textbook requisition through final grade submission.

4.1.5: Cloud-Based/Hosted Solution

The College is interested in a cloud-based/hosted and/or software as a service (SaaS) ERP solution. The production, testing, development, and other available environments should exist in the same environment.

Please describe the cloud-based/hosted options your solution offers. Please provide:

1. The experience your organization and teams have in providing cloud solutions in non-profit higher education organizations.
2. A brief, high-level description and related hosting partnerships, if any.
3. Cloud storage and backup management, including specifications of where SWTC data will reside (i.e., which state), how that will be guaranteed, and who will have access to the data
4. Change management process for upgrades and updates
5. Schedules for backups, upgrades, and maintenance
6. Key services that are included and location(s) from where services are provided
7. Proposed service levels and metrics (including measurement calculations)
8. Disaster recovery/business continuity plans and capabilities
9. Mechanisms for separating client data and access in shared service environments (shared infrastructure, shared application (i.e., SaaS), etc.
10. Management/synchronization process for multiple environments (e.g., production, testing, training, staging, etc.)
11. How the service provides ongoing access to the ERP site, even when the College infrastructure may be down and non-responsive, including any duplication of credentials or other process used to ensure constituent access when other sites may be inaccessible
12. Please detail guarantees offered in good faith and in place, in the event that either party decides to terminate the relationship.
13. Where is the solution hosted?

Provide full costs in Appendix A (as described in Section 6).

4.1.6: On Premise Requirements

The College is looking for a system that has minimal, if any, onsite hosting requirements. The proposed system should be hosted externally, i.e. be cloud-based, or be a “software as a service” (SaaS) solution for the production and non-production (i.e., development, testing, training, etc.) environments.

Please describe the on premise requirements of the proposed solution in order to meet the full requirements and functionality stated in this RFP. For each on premise requirement, provide:

1. Brief, high-level description
2. Key requirements that are needed

3. Management/synchronization process for updating on premise and cloud-based portions of the proposed solution

Provide full costs in Appendix A (as described in Section 6).

4.2: Student Information System Scenarios and Questions

SWTC needs an integrated student information system to support a seamless user experience for students, faculty, and staff. The ideal solution will enable students to identify and engage in opportunities at SWTC while ensuring that all activities are appropriately recognized on each student's record of information. All processes should center on a student life cycle rather than an administrative life cycle.

More than 2,000 students choose SWTC each year and become the talent needed for the southwest Wisconsin area businesses and community to grow and prosper. Higher education is moving toward integrating non-credit training and more traditional degree programming into a "one-student" approach to enhance the overall student experience. Additionally, common delivery models such as semesters and terms, programs, courses, and degrees, must be prepared to adapt to changes in the educational industry.

Non-credit educational experiences are a critical component of the College's offerings and do not fit neatly into for-credit solutions. As answers to the following scenarios are prepared, be sure to address traditional and workforce students today, and the students of tomorrow.

4.2.1: Recruitment and Admissions

Students are recruited through a variety of College activities. There is a need for multiple types of admissions applications providing the ability to identify the type of student being admitted, including degree seeking, non-credit, and high school dual enrollment. SWTC also needs multiple applications and workflows to support a detailed, robust recruiting strategy, as well as permitting a streamlined and effective admissions process. Communications and applications must be processed in an efficient manner that also supports proactive follow up by Recruitment and Admissions staff and program faculty.

Additionally, SWTC desires a system that will support recruiting and admissions processes for continuing education that will seamlessly integrate all students into an ERP system. As answers to the following scenarios are prepared, address both the curriculum (credit-based) and continuing education (non-credit) students.

1. Describe how the proposed solution illustrates the student's entire lifecycle with the College. For example, a current student may also be an applicant for another program and may have received a degree previously, so they are also an alumnus. They may also have been a driver's education student in high school. Explain how the system addresses students with multiple roles, such as a student who is also a staff member, and high school students applying to enter their first collegiate year.
2. How does the system perform duplicate checking at any data entry point, particularly for person or organization names, addresses, and phone numbers? Detail how outdated applicant or application records are managed through an archive and/or purge process. Describe the proposed solution's process for identifying, preventing, deactivating, merging/unmerging, archiving and purging duplicate prospect and person records and applications across the system. Describe how, or if, unconverted prospective student or applicant records are purged or deactivated from the proposed solution.

3. Data management and analytics are essential for establishing key enrollment indicators (student and institutional attributes), analyzing student enrollment behavior, evaluating enrollment initiatives (recruitment and retention), and developing enrollment forecasting models. They are critical for the development, implementation and success of Strategic Enrollment Management (SEM) plans and other strategic/operational plans. Explain how the proposed solution would assist with this process.

4.2.1.1: Recruitment and Admissions Communication

1. How does the proposed solution support the ability to communicate with students across a variety of platforms and allow students to create a personal hierarchy of communication methods (email, voice mail, text, app notification, etc.) to ensure notifications are being received by the student? Describe the options available in the proposed solution to meet this requirement.
2. Describe how the proposed solution allows students to manage their communication preferences, recognizing which communications should be stopped and which communications should continue (i.e., stop recruitment communications, but continue registration communications), depending on the status of the individual at the institution (prospective student, applicant, incoming new student, and current students).
3. What functionality is available to design communication tracks to assist with assigning and managing required items needed according to business rules, using CRM functionality with full document formatting, uploading, and attaching capabilities? What are the steps to setup various communication tracks to ensure continual communication with prospective students? How would the proposed solution provide updates to the pre-applicant status, based on who initiated the contact and responses to communications from the institution?
4. How are communications with students logged in the proposed solution?
5. Describe how the proposed solution informs students of missing information, next steps, the status of their admissions application, any updates, and generally where they are in the admissions/enrollment process, including the need for outstanding documentation and/or proof of required licensure/certification. How are applicants notified of their missing materials and how can they upload required documentation as needed?

4.2.1.2: Recruitment and Admissions Setup

Describe how the proposed solution meets the requirements by responding to the following:

1. Describe the tasks that are typically available and performed in the proposed solution to prepare for a new recruitment cycle.
2. Students need multiple pathways for admission (open entry programs, selective admission programs, non-credit programming, etc.). Describe the functionality in the proposed solution to setup the required application(s), including configurability and dynamic/conditional response capabilities.

4.2.1.3: Prospective Students/Inquiry Management and Recruiting Events

Below are the steps required to create and manage prospect and inquiry records and assist with recruiting and communicating with prospective students, as well as a summary of tasks for planning and executing recruiting events.

Describe how the proposed solution meets the following requirements:

1. Describe the ability to identify and manage different stages of the pre-applicant process (i.e., "prospective student" – name obtained through external sources; "inquiry" - individual initiated contact or responded to prospective student communication) and how SWTC can set up business rules to communicate with and support these pre-applicants.
2. Describe the proposed solution's ability to automate updating the pre-applicant record to an applicant record as soon as Admissions makes the "admitted" decision in the system.
3. Describe any tools, such as an admissions checklist, that could be used by prospective students and staff to monitor completion of admissions steps.
4. Describe in detail the ability of students and their family members to schedule appointments and respond to event invitations in the system. Does functionality exist for the ability to schedule/register, change/modify, and cancel attendance in events or enrollment steps (testing, orientation/registration session, etc.)? Describe how the proposed solution will be able to assist the recruiting staff with tracking the student's attendance at events.

4.2.1.4: Admissions

1. Can the proposed solution provide web-based portal access for students and other parties, such as parents and spouses, who have been given proxy access to the student's application? Describe the steps needed for parties other than the student to gain access for purposes of viewing missing requirements and follow up on submitted applications.
2. Describe the capability of a Recruitment and Admissions Portal with:
    - Dashboard/timeline for Recruitment/Admissions staff to view status and progress by applicant and by groups.
    - Dashboard/timeline for applicant to view and track events, admission progress, outstanding items, and any rubric scores (dynamic update as new information is received) used in program evaluation of selective or restricted entry programs.
    - Residence and Scholarship applications presented in an Applicant portal upon student's acceptance?
3. Describe how the proposed solution can provide the ability to evaluate and determine admissions status based on business rules, including delivered functionality for application ranking for selective or restricted entry programs, with ability to create/maintain a scoring rubric for defined criteria.
4. How would the proposed solution make it possible to route incoming applications to Admissions or other offices (selection committee members for restricted programs, dual credit liaison, etc.) for review and decision as needed?
5. Does the solution have the ability to monitor applications started but not submitted, to prompt an applicant to complete and submit the application? Explain the process in the proposed solution for students to complete their applications. Is access to the portal required?

4.2.1.5: Application and Requirements Management

Below is a summary of steps to create and manage applicant and application records, and to upload electronic application files. Describe how the proposed solution meets the requirements by responding to the following:

1. Describe how the proposed solution would support defining admission requirements and required documentation at general admission and program-specific levels with the ability to automatically update application status as items are completed and generate workflow queues for review of completed applications.

2. Explain how the proposed solution manages application fees, including charging appropriate application fees based on user-defined business rules, the administration of application fee waivers and refunds through automated workflows and approvals, or suspending application fees for designated periods.
3. Describe how the proposed solution will support the ability to review and process applications in an efficient manner by:
   - uploading scanned transcripts into the system.
   - managing required admission materials through rules-based processing.
   - managing enrollment of new or returning applicants through business rules.
   - requiring and recording receipt of enrollment deposits.
   - managing new student enrollment without the addition and removal of holds or restrictions.
4. Is the proposed solution able to flag incoming transcripts, test scores or other documents such as application fee waiver requests with no associated application? Is a notification sent to the Admissions office and/or student with this information? Is the individual identified when they complete the corresponding application for the documents they previously sent in?
5. Describe how the proposed solution maintains a transfer course library, where equivalent courses between SWTC and external courses are managed.
6. Does the proposed solution provide the ability to route incoming applications to admissions or other offices (evaluators for restricted programs) for review and decision?
7. Explain the functionality within the proposed solution to manage the admission process for visiting students (students from another higher education institutions enrolling for a limited number of courses with the intention to transfer the SWTC courses back to their home institution), including assessing/recording evidence of completion for prerequisite satisfaction prior to enrollment.

4.2.1.6: Program Admission

Below is a summary of tasks needed to reach an admission decision:

1. Program admission processes will vary depending on the program. Describe steps in the proposed solution to manage program admissions for these types of situations.
2. Describe the functionality included in the proposed solution that would assist with ranking for restricted entry programs, with ability to create/maintain a scoring rubric for defined criteria. Describe how the proposed solution would handle scoring and ranking of applications to restricted programs, including before/after deadline submission of applications and any specific rules set up based on the program.
3. Students need the ability to accept or decline their admissions offer for a restricted program. If declining, student must acknowledge that they are completely removing themselves from the application process. Alternatively, they could also accept the offer to be placed on the waiting list, which may be ranked according to score. Describe how the proposed solution would handle this requirement.
4. SWTC has a distributed admissions model for its selective/restricted entry programs. Describe how the proposed solution supports a multi-tiered admission process where the Admissions Office facilitates the application process, including issuance of offer of admission letters, while program-specific selection committees actually make the admission decisions.

4.2.2: Academic Records and Registration

Students track their progress toward their academic goals in many ways, and these processes are likely to evolve and change as new higher education approaches develop, such as competency-based programs, alternative credentials (institutional honors and departmental/major honors, badges, certificates, etc.), and new curriculum structures. SWTC needs a solution that can support the College's current needs while allowing the institution flexibility to adapt in the future.

Many of the requirements that follow crossover with those in the Continuing Education area. Address both traditional and continuing education students with answers to the following requirements:

1. Describe how the proposed solution will meet these critical future needs:

- Ability to automatically generate and assign student identification number, including performing duplicate checking to prevent assigning a new student number for an existing student.
- Ability for system to allow users to create and assign groups and cohorts as needed.
- Ability for student to view their academic records.
- Ability for system to automatically assign preventative holds by individual student or group and to display a warning to staff members or student when attempting to perform a process restricted by the hold, such as enrollment verification or registration, until the hold is released or overridden.
- Ability to utilize automated, electronic resources throughout business processes, including:
    - Dynamic e-forms that allow students to: request suppression of directory information, update demographic information, request proxy access, make a registration change, request a change of academic program/major/minor/calendar year, apply for an appeal to academic standing, request review for academic forgiveness, request any credential (such as an unofficial or official transcript, or enrollment verification), request credential completion evaluation or degree verification. The student should be able to access the e-forms through the student portal and on mobile devices and the system should route the e-form through workflow to the appropriate approval sources. The system should have the ability to file e-forms with students' records.
    - An automatic upload interface into document imaging for student information changes.
    - An automated electronic workflow for approval and appeal processes, updates to student network accounts after a name change, checking for missing final grades, review for grade relief, or change to student's program/major/minor.
    - Robust student portal, including status dashboards which track and easily identify areas of concern and interest relating to registration, academic record transactions, degree progression, and the overall student experience.

4.2.2.1: Student Information

Ensuring student information is accurate is crucial to relevant and timely communication and action. The questions below help to ensure student information is current, accessible and properly managed.

Describe how the proposed solution meets the requirements by responding to the following:

1. SWTC would like the system to display all program/major/minor and anticipated graduation date on the student portal and have the student confirm this information prior to registering each term. How will the system notify appropriate staff of relevant student information changes such as name change for students who are currently enrolled (including preferred name)?
2. Explain how the system maintains effective dating of changes to preserve history of information, or to future-date a change such as addresses. How does it determine the last date

of attendance for a student, to enforce re-entry application or gap student information update forms?

4.2.2.2: Records Requests and Authorization

Below are the requirements to ensure students can request official transcripts, enrollment verification, or degree verification.

Describe how the proposed solution meets the requirements by responding to the following:

1. Describe how the system will produce individual or combined institutional transcripts (academic, continuing/community education, co-curricular). Does it include the capability to send and receive electronic transcripts from all sources and to print transcripts on demand?
2. Explain how the students will request proxy authorization for a third party to view information or make payments on student accounts. Does the system have the capability to allow a proxy person to access information via a third party portal, when authorized, and to monitor and notify student when proxy timeline is near expiration?

4.2.2.3: Grading, Grade Relief and Academic Progress

Below are the requirements for mid-term and final grading, and grade changes, as well as calculations regarding academic standing. The institution awards grades for each curriculum-based course and for some non-credit courses as well, which are entered by faculty into the LMS, and flow via integration into the ERP.

Describe how the proposed solution meets the requirements by responding to the following:

1. How does the proposed solution meet the need to maintain unique grade schemes for different purposes (academic, continuing/community education)?
2. Describe the proposed solution's ability to identify and monitor benchmarks of student risk and success. How does the system notify students and advisors of potential risk situations needing intervention?
3. How does the system accomplish identifying and using applicable elective courses with the highest grades for program completion when the student has completed more courses than required for the program?
4. Explain how the proposed solution evaluates academic standing and honors and assigns the appropriate status or recognition. How does the system re-determine satisfactory academic progress upon receipt of a grade change? Describe how the system calculates program status for a student enrolled in more than one degree program concurrently.

4.2.2.4: Degree Audit

Degree audit allows students and advisors to create a student educational plan and track a student's progress toward completion of that plan.

Describe how the proposed solution meets the requirements by responding to the following:

1. Describe how the proposed solution would support viewing audits for a specific student, program or year term. How would a student request a “what if” program evaluation on a calendar year later than the calendar in which they are currently enrolled, or in programs other than their current program?
2. How would the degree audit function support the need to mark student courses as used within a degree to prevent re-use in another program, and, identify students seeking a second degree and configure degree audit for second degree/program appropriately?
3. How does the proposed solution address the need for date-ranging to control: programs, requirements, courses, course equivalencies, grades?
4. Explain how SWTC could use degree audit to conduct a future demand analysis from student audits and job-queue tables (course demand, GPA, graduation).

4.2.2.5: Registration, Course Withdrawal and Cancellation

Describe how the proposed solution meets the requirements by responding to the following:

1. How does the proposed solution identify a student does not meet a prerequisite for a future course(s), upon grading of that prerequisite, allow staff to define a timeline (such as 48 hours) for student to remedy the insufficient prerequisite, and automatically deregister students after expiration of the deadline to remedy the missing prerequisite?
2. Describe how the student can easily register for multiple courses, including a mix of credit and non-credit courses, in one transaction and automatically calculate/recalculate tuition and fee assessment changes, based on all transactions.
3. Explain how the system calculates unique withdrawal periods, based on course type and/or student type, such as the unique withdrawal periods for late start/compressed schedule classes.

4.2.2.6: Waitlist Management

Describe how the proposed solution meets the requirements by responding to the following:

1. How would students assign themselves to one or more waitlisted sections of the same course, identify their preferred waitlisted section of a course, and remove themselves from waitlists at any time with automatic notification to students, in priority order, when a seat becomes available?
2. Explain how staff would configure a deadline (such as 48 hours) for a student to respond and authorize registration in available seat, with timeline compensating for overnight and weekend times.
3. How could staff use reporting to find unduplicated headcount for waitlists of multiple offerings of the same course for operational decision making and future course capacity planning?

4.2.3: Financial Assistance

SWTC seeks a Financial Aid packaging and verification solution with individualized counseling and Federal reporting.

1. Describe the system for managing financial aid for veterans. Does the proposed solution provide an interface to Veterans Affairs? Can the proposed solution capture all data elements required by and received from VA (length of service, eligible benefit programs, etc.)?

2. Explain any dashboard functionality provided by the proposed solution. Explain how the following processes would be achieved:
    a. Tracking financial aid/veterans' benefits application progress, missing items, financial aid checklist/shopping sheet, accept/reject awards or authorize awards
    b. Identify students who have financial aid awarded, but have not enrolled.
    c. Display award, disbursement and transmittal data.
    d. Information to students on future disbursement dates for planning/budgeting
3. Ensuring students have adequate financial resources is key to their retention and ultimately success in college. Describe how the potential solution could coordinate with Recruitment/Admissions to assist in recruiting and assisting new students complete an application for financial aid.

4.2.3.1: Financial Aid Management

1. Detail how ISIR data is loaded into the proposed solution, how corrections are made, and how response files get processed. How are errors communicated and notifications managed? How are corrections managed?
2. Explain how the proposed solution supports efficient automation, processing and verification of documents requested from students. Describe any third-party solutions available or required. Describe any integrations with external verification services.
3. Describe the options available to students for submitting requested documents (including any self-service/portal options).
4. Detail how a student's financial aid package can be calculated in the proposed solution and how that information is provided/displayed to the student.
5. Describe the process that must be undertaken to submit student records to the Common Origination and Disbursement (COD) system for Pell Grant and Direct Loan awards, and how that process is performed (include both the origination of those awards and the disbursement record transmissions).
6. Detail how a financial aid award (or batch of awards, if possible) can be deemed "ready to disburse". Is the proposed solution capable of performing verification checks (based on pre-defined criteria) prior to awarding and disbursing financial aid to ensure accuracy and eligibility?
7. Describe how the proposed solution determines which academic programs are eligible for Title IV aid, how the appropriate courses are counted towards eligibility, and how the system treats repeated courses during the awarding and disbursement process.
8. Describe how the proposed solution manages award eligibility for students enrolled in multiple, overlapping terms. How does it assure annual award maximums are monitored and capped? Describe the reporting available to support this, and the notifications to the students regarding which courses are eligible or not.
9. How does the proposed solution differentiate between institutional/foundation aid, and scholarships for awarding and reporting? Is the scholarship fund/award management history (total endowment, current balance, current encumbrance) available for viewing or printing?
10. Describe how alerts (or other mechanisms) in the proposed solution notify the Financial Aid Office that the student accounts office received scholarships and/or other third-party payments. How are outside scholarships incorporated into the student's 1098T?
11. Describe how alerts (or other mechanisms) in the proposed solution monitor student progress to know when a student is a nearing a maximum time frame and cannot finish program within remaining credits. How is that information communicated?
12. Can the proposed solution be used for financial aid (Pell and scholarships) for career credit (non-credit) students?
    a. Define how the College can report data regarding employees who are also recipients of Financial Aid?

4.2.3.2: Financial Aid Auto-Packaging

Strategies must be translated into auto-packaging, both in batch and by individual student. Award amounts, aid types, and conditions (such as enrollment, verification, order and priority of awarding, etc.) must also be communicated.

1. Does the proposed solution provide any delivered auto-packaging tools such as Pell charts? Explain the level of detail in which auto-packaging can be set up (e.g., by class level, by award type, by award code, by global criteria, etc.).
2. Detail how a basic auto-packaging process can be set up to award full time students by completed number of credits for Federal Pell Grants, Supplemental Educational Opportunity Grants (award amounts of $600 for Pell Grant Eligible students with an expected family contribution (EFC) of $0 with priority given on a first come, first serve basis), Federal Direct Subsidized Stafford Loans (awarded by need and class level), Federal Direct Unsubsidized Stafford Loans (based on class level), and scholarships with an estimated cost of attendance for a fall/spring academic year of $15,000. Department of Education "Subsidized Usage Limit Applies" (SULA) calculations must be available and usable during packaging process to prevent over-awarding subsidized loans.
3. Explain the new year set up process, including when and how any federal regulatory updates are provided. Provide the month that ISIR information could first be loaded into the proposed solution.
4. Describe how the proposed solution separates the processes of financial aid authorization/transmittal and Business Office disbursement.

4.2.3.3: Financial aid disbursements, withdrawals, and Return of Title IV calculations

Ensuring appropriate disbursements are made and using best practices to ensure financial aid and student accounts staff initiate the process correctly are critical for financial aid.

1. Describe the processes used to disburse financial aid to students. How does the proposed solution ensure disbursements are correct? How does the solution verify attendance in class prior to making disbursements? What process is in place to notify staff if disbursements are incorrect?
2. Describe the various options (credit card, debit card, ACH, etc.) available in the proposed solution for disbursing financial aid. How is this related to the refund method?
3. Describe the process by which Federal Direct Loan Notification statements (required by federal regulation) are produced and sent to the student.
4. Describe how Parent PLUS loan funds are disbursed and refunded to the appropriate party, if excess funds exist.
5. Detail how financial aid staff are notified about a student's official or unofficial withdrawal from the institution. Does this happen by a workflow type process?
6. Detail how the proposed solution supports the Return of Title IV calculation, adjusts aid, posts withdrawal disbursements or required return of funds from the student. How is this monitored and reported?
7. Describe the priority and eligibility of award dollars. How can the College apply institutional funds for other purposes (housing, child-care, etc.) to help students go to school full-time?
8. Students applying for financial aid must be monitored for satisfactory academic progress (SAP). The SAP process should run on all students who received financial aid for the term automatically, without needing to select students. Describe how the proposed solution assists in monitoring SAP, and the automated rules in place to ensure the academic progress requirements are met. Are results available on a report and/or dashboard?

9. Describe the ability of the proposed solution to distribute and report labor costs with full integration and reconciliation of data between the payroll, finance and student systems. Does the solution monitor federal work study caps and labor distribution? Can the system prevent student work during class time and College closure days (holidays, etc.)?

4.2.3.4: Financial aid reporting

Describe how the proposed solution will assist the Financial Aid office with the following end-of-month processes and reports:

- Review federal program data
- Compare YTD individual FA disbursements to COD disbursements
- Certify EOM reconciliation by electronic signature on workflow, and routes to Business Office for reconciliation to funds received
- Review student records with discrepancies
- Workflow to balance disbursements to sources
- Compare YTD individual Financial Aid disbursements to awards granted by State
- Compares YTD individual Financial Aid disbursements to Scholarship/Foundation awards
- Review potential adjustments for COD for refunds to State, Scholarship or Foundation

4.2.4: Curriculum and Scheduling

Curriculum and scheduling are the overarching processes comprised of the development of courses and programs, including the framework for recommending and approving new courses, requirements and sequence for both credit and non-credit. Program planning is designed to assure students can complete their program in an acceptable timeframe. This framework allows creation of schedules, faculty assignments, and section offerings for a defined time period (usually an academic year).

Describe how the proposed solution meets the requirements by responding to the following:

1. How does the proposed solution support Continuing Education offerings?
2. Describe the proposed solution’s ability to support unique functionality (e.g., combined credit and non-credit enrollment, CEUs with the option of credit).
3. Describe the proposed solution’s ability to support fluid start and end boundaries on courses and programs, where any day could be the start day (such as competency-based learning, continuously delivered courses).

4.2.4.1: Curriculum Management

Curriculum management encompasses the many administrative processes and procedures involved in developing and maintaining accurate, up-to-date curricular offerings. These processes include the development of courses or programs for credit and non-credit.

Describe how the proposed solution meets the requirements by responding to the following:

1. Describe how the proposed solution would meet the needs for a program-course development portal, separate from the technical programming development environment or live production environment, to manage and track program and course developments and changes, and easily

communicate to stakeholders through workflow. All stakeholders should be able to see what proposals are in progress and what offerings are being approved, implemented or closed. Describe how the proposed solution could support program and course modeling. Once a program or course is developed and approved, the new or updated program and/or course should be uploaded directly into the production environment. Describe how the proposed solution will address this.

2. Describe how the proposed solution supports the ability to establish and predict program sequencing/curriculum tracks to prevent schedule conflicts for courses required in the same program, including flagging courses offered only annually or during a specific semester.

4.2.4.2: Scheduling

Describe how the proposed solution meets the requirements by answering the following questions:

1. Describe how the proposed solution schedules classes and classrooms, optimizing room scheduling to ensure the best possible use of general classroom space while reserving special classrooms (such as labs) for their intended purposes. Detail how the solution would meet the need to include multiple locations with varying schedules for a course section (e.g. lecture, lab, field site) and record room attributes for optimizing room assignments. What types of attributes are included in the proposed solution?
2. The setup required to schedule courses in an academic semester includes assignment of faculty to courses, confirmation/update of locations and campuses where courses can be scheduled, facilities management confirmation and updates to availability of locations, as well as updating room attributes, if needed. Describe the steps within the proposed solution to setup the system in preparation for course scheduling each semester/session/year.
3. Informational messages/notes are needed at the course and/or section level that are displayed to the student when they register. Examples include needing a motorcycle license for a motorcycle safety course, or testing required on certain dates, etc. Explain how the proposed solution will support this requirement.
4. Describe how the proposed solution would differentiate between credit and non-credit courses when a student views their course list or schedule.
5. Describe how the proposed solution could support a development environment for schedule modeling separate from the production environment. The development environment should have the ability to: hold multiple academic terms and years for future planning, copy the schedule from past like-terms or create new, include scheduled exam time in course timetable, create an automated ideal schedule and use workflow for approval processing. Once the schedule is created and approved, the new or updated schedule should be uploaded directly into the production environment.
6. Alternatively, if the proposed solution does not provide a development environment, describe in detail how future modeling, planning and development can occur without risk to currently active schedules and courses, and is only released when all planning and approvals are secured.
7. Cross-listing courses potentially involves two or more different courses with different pre-requisites in the same room, with the same instructor at the same time, involving both credit and non-credit courses. Alternatively, it could include the same course at the same time but in different locations (using telepresence or video, for example). Explain the steps involved to setup a cross-listed course section and how room reservations for multiple locations could be handled. Does the proposed solution have the ability to support cross-listed courses scheduled in the same room at the same time? Is it possible to adjust seat limits in cross-listed courses based on rules established by the institution? For cross-listed or partnered courses, a single waitlist is preferred. Explain the functionality in the proposed solution that would allow this setup.

8. De-conflicting schedules is a manual and time-consuming process. How does the proposed solution support the ability to notify the scheduler of any scheduling conflicts in room or instructional assignments? Does the solution have the ability to create business rules to prevent, identify and resolve scheduling errors? How would the system support moving a section with registered students to an alternate day/time without having to deregister and reregister students? How would the proposed solution enable running what-if scenarios for section changes to assess the impact on student schedules and identify conflicts, by student, when a section is moved to another time? How would the system notify students and faculty when section information changes or the section is cancelled?
9. Describe how the proposed solution would calculate and support different add/drop/withdrawal dates by course section, within a single term. Can the system support automatically populating the census date for course sections based on start date and scheduled meeting times?

4.2.4.3: Faculty Assignment and Workload

At SWTC, instructional and non-instructional assignments are made through departmental recommendation.

1. Describe how the proposed solution will provide the ability to maintain and display faculty credential information for accreditation purposes, and ensure a faculty member is in active status, with the ability to override status for assignment as needed/authorized.
2. Explain how the proposed solution will support establishing system parameters to dynamically calculate workload.

4.2.5: Advising and Student Success

4.2.5.1: Student Advising and Academic Planning

Describe how the proposed solution meets the requirements by addressing the following requirements:

1. Describe how student proxy waiver information is maintained to be readily available in order for staff to seamlessly assist students and their approved proxies.
2. How does the proposed solution support advisor assignment for individuals or groups of students? Does it provide a dashboard to assist advisors in monitoring their advisees, especially high-risk students?
3. Describe how the proposed solution would support collection of data on the types and number of contacts made with a student, to compile data from any service provided or activity/event attended by the student. How are notes managed for internal private notes and external notes, public to authorized users and students? Describe how the solution could provide 'quick notes' to enter comments using functionality like drop down menus for comments common in advising all students. How does the advisor access notes on one screen, without having to open each entry? How would an advisor query and export notes to reports?
4. Describe how students and advisors could create academic plans and run "what-if" scenarios (part-time/full-time, day/evening, adding a minor, etc.), to display impact (financial aid, athletic eligibility, scholarship/award eligibility, etc.) based on proposed changes to plan.
5. Describe the system's ability to inform student and advisor, using alerts or notifications, when students deviate from their academic plans, or of completion/nearing completion of various certificates or degrees.
6. SWTC fosters a culture of diversity and inclusion. How does the proposed solution provide staff the ability to define and manage identity-based attributes, beyond those required for state or federal reporting?

4.2.5.2: Assessment and Course Placement

Results from assessments should be entered on a student's record for future reference and for monitoring achievements and student success. Assessment for placement purposes should be performed prior to registration to inform the student of the suggested level of study. Students wishing to begin study at a level higher than indicated should seek instructor permission to enroll in desired courses.

1. Describe how the proposed solution supports the ability to analyze placement results against student achievement to determine validity of placement/assessment processes and override the need for assessment for an area (math, foreign language, etc.), based on transcript review prior to formal transcript evaluation/transfer credit award.
2. How would the solution 'sunset', or mark as expired, assessment results for individuals, based on the date the assessment was completed, disallowing use of the results for placement purposes?

4.2.5.3: Student Appointments

Please address the following requirements, describing how the proposed solution would address them, and if any functionality would require the support of a third-party system:

1. Advising needs the functionality of an appointment scheduling system that integrates with their Outlook calendars to place student appointments appropriately on staff calendars. Ideally this function would have the ability to select a reason for the appointment and have the system identify the appropriate amount of time for the appointment (15 min, 30 min, hour).
2. How would the system restrict students to scheduling only with their assigned advisors, or, disallow electronic scheduling for students who are persistent no-shows (e.g., three strikes) with messaging to guide students to come to the Advising office in person? How does the system support transferring a student appointment to another advisor or set restrictions on time of day allowed for appointments? Does the proposed solution allow prospective students to also schedule appointments through the prospective student portal?
3. Advisors should be able to send automatic appointment notifications/reminders to student through text or email. Describe the system's ability to configure automated communications based on the type of appointment requested by the student, and to provide appropriate information/links to forms that would be needed for the appointment within the communication.

4.2.5.4: Disability Services, Tutoring and Academic Skills

The College identifies students receiving approved accommodations through student self-registration with Disability Services.

Describe how the proposed solution meets the requirements by answering the following questions:

1. How would the proposed solution enable students to electronically request accommodations and submit supporting disability documentation?
2. Would the system have the ability to coordinate an intake meeting, and upon final accommodations approval, send automated and/or customized emails for notification purposes?
3. How does the system provide and secure access to accommodation information to designated faculty/staff on a student-by-student basis? Is a report of current accommodations approved for students registered in the instructor's classes, with the permission of the students, available to faculty on their portal? How is student information provided or restricted for peer (student) tutors?

4.2.5.5: Student Alert, Students of Concern, Counseling and Student Conduct

Describe how the proposed solution meets the requirements by answering the following questions:

1. Describe the functionality included in the proposed solution for administrators to refer a student through a workflow process designed to alert others about potential issues with a student, including academic early alert to faculty, and behavioral issues to threat assessment and behavioral intervention teams. How would the proposed solution identify when students have accessed multiple services (ex: three or more offices) and provide immediate alerts/notifications, when student has met defined thresholds? Describe how this information can be secured for only those administrators, staff and faculty with a need to know. List any preferred third-party partners, as appropriate.
2. Student Conduct strengthens personal responsibility and accountability through investigation and resolution of alleged violations of College policies. Describe how the system maintains information on student misconduct. Is conduct information included on transcripts with expiration dates? Does the proposed system provide the ability to upload documentation of reported incidents to case files, including recordings, photos and written statements?

4.2.6: Continuing Education

Continuing Education is the umbrella of non-credit offerings the College delivers or may deliver in the future. CE staff may be any faculty, staff or administrator engaged in the development and delivery of non-credit offerings.

The future implementation of an integrated ERP with a robust non-credit/continuing education module will enable SWTC to leverage data from current offerings and provide increased access to other educational opportunities to its graduates and to the community at large. There is significant overlap with curriculum, scheduling, academic records and registration processes to ensure that both academic and continuing/community education areas are considered during implementation. Adopting similar processes for similar tasks also helps to promote the concept of “one student” for SWTC, regardless of how a student first becomes known to the College.

SWTC is looking for a system that will provide an enhanced experience for both traditional curriculum students, and for continuing and community education students, and one that will seamlessly integrate all students into a single ERP system.

Describe how the proposed solution meets the requirements by answering the following questions:

1. Describe any unique functionality within the proposed solution specific to continuing/community/non-credit education.
2. How would the proposed solution support simultaneous registration and payment for continuing education and other offerings for visiting students and others, where no admission approval is required?
3. SWTC would like to develop a unified marketing effort which encompasses all offerings of the Continuing Education areas of the College, to attract entire families as well as individuals and businesses to the offerings and services of the College. Describe the CRM functionality of the proposed solution to manage client, sales and contract information, in addition to student contact information, including the ability to opt out of communications. How could the system capture students on course waitlists to market future offerings?

4.2.6.2: Course Development and Scheduling

Describe how the proposed solution meets the requirements by answering the following questions:

1. How will the proposed solution provide the ability to create and maintain degree audits/program plans for a collection of non-credit courses leading to a certificate/certification?
2. How will the proposed solution provide the ability to designate whether a course or offering should appear on a non-credit transcript, such as professional development courses versus day camps or fitness classes?
3. Scheduling of non-credit and community interest courses can be challenging due to variable start and end times for offerings. Provide a description for the required setup steps, including how to manage external/offsite locations, parking, room scheduling, physical address, contact person, payment, catering/setup needs, etc.
4. Does the proposed solution provide the ability to offer a course with both credit and non-credit students in the same section? Explain.

4.2.6.3: Registration/Waitlist/Grading

Enrollment processes should permit SWTC students to register for non-credit courses at the same time they register for credit/academic courses. Many of these processes are cross-listed with the registration procedures found in Academic Records and Registration.

Describe how the proposed solution meets the requirements by answering the following questions:

1. Describe the registration system and how it would differ from the traditional credit/academic registration experience. How does management of waitlists, holds, grading and overrides differ?
2. It may be necessary for students who are not required to apply to SWTC to provide additional information upon registration for a non-credit offering to ensure delivery of future communications. Students enrolled in some non-credit offerings can register for these courses with minimal information provided (name, address, birthdate, etc. to identify them uniquely). Describe the steps that students would need to follow for this type of registration.
3. How will a CE student register and pay for courses or offerings online, without completing the credit/degree program application process? Do they have the ability to establish payment plans for non-credit program instruction when registration is completed for the entire year?
4. CE students may be required to pay for courses at the time of registration, unless payment for the course is sponsored by a third-party entity. Describe the process in the proposed solution. How will this need be properly executed if a student is also enrolled in traditional credit courses, when immediate payment is not required?
5. Ability to automatically generate and assign CE student a student identification number, including performing duplicate checking to prevent assigning a new student number for an existing student.
6. Describe the process to monitor and record attendance of students enrolled in classes, as required for certification or professional development courses.
7. Faculty must validate and approve total hours of students' attendance, which is then validated against the section contact hours. Any variances must be approved. Some courses will require reporting in 15-minute or 30-minute intervals, and others just record attendance for the class. Explain how the proposed system would manage these attendance requirements.
8. CE staff may perform outreach to CE students to inform them of available support services, or a faculty/staff member could refer a student to appropriate services for assistance. Following any assistance rendered, the system will prompt the student and service providers for feedback. Describe the process in the proposed solution to meet these requirements.

4.2.6.4: Certificate Creation and Submission

1. Explain the process within the proposed solution to provide individual or combined institutional transcripts (academic, continuing/community education, co-curricular), as requested. Describe the steps that students would use to request these documents.
2. What steps are required to produce an unofficial transcript? Can a student decide whether to include just credit or non-credit and select what information to include on their official or unofficial transcript. How are course types/classifications setup to allow this to occur easily?
3. Describe how the proposed solution manages multiple certificate templates used to create certificates in the format required by a client or professional body, including the ability to apply logos and print in paper or electronic format. Can the certificates be recreated? What security controls are available for this action?

4.2.6: Wisconsin State Reporting

The Wisconsin Technical College System uses a highly defined structure for collecting and reporting the required data to the System Office on a consistent basis among Wisconsin Technical College districts. Detailed user guides are available, and it is highly recommended that proposers review the manuals before responding to this requirement.

Describe the proposed solution's ability to support the WTCS reporting requirements listed below. Would any portion of this requirement necessitate customization of the proposed solution, or a third-party application integration?

1. The *Client Reporting System* contains information about persons served through grants financed by state administered funds and students enrolled in WTCS courses. For all purposes relative to this reporting system, the term "grant" includes projects, project activities, and grant activities. At the end of each fiscal year, districts must submit grant activity records for each client to the System Office for validation. This client data will be used for state and federal reporting, data analysis, budget planning, and other activities at the state level. The information in this data system is also critical to the districts for their planning and budget purposes.

   https://mywtcs.wtcsystem.edu/data-systems-grp/data-system-manuals/client-reporting-system

2. The *Contract Reporting System* contains demographic and course information for all activities engaged in by WTCS districts. The demographic information allows the system office to analyze contract characteristics for a variety of purposes, including evaluation of system mission performance, performance of oversight responsibilities, and generation of public relations materials. The course information fulfills the purposes listed above as well as providing information necessary for computing contract cost.

   https://mywtcs.wtcsystem.edu/data-systems-grp/data-system-manuals/contract-reporting-system

3. The *Course Approval System* contains information for each potential course offered at the College. One record for each course must be submitted to the System Office for approval. The approved courses are used by the System Office to validate the course numbers in Client Reporting.

   https://mywtcs.wtcsystem.edu/data-systems-grp/data-system-manuals/course-approval-system

4. The *Program Curriculum System* insures that the course composition of a program curriculum meets certain standards. Many types of courses must be in a curriculum to be approvable. Also a program curriculum can only be approved if all the courses in the curriculum are approved.

   https://mywtcs.wtcsystem.edu/data-systems-grp/data-system-manuals/course-approval-system

4.3: Financial System Scenarios and Questions

Southwest Tech currently keeps all records in a financial and payroll information system utilizing Microsoft Dynamics GP. The Finance unit is responsible for tuition planning, preparation of the annual SWTC budget, development of internal allocation policies and training, all SWTC financial reporting and reporting campus operating policy adherence. Unit staff provide financial analysis for compensation adjustments, administration of system-wide accounting and payroll systems, preparation of annual system-wide and institution-specific financial statements, administration of SWTC banking and cash management relationships, system-wide tax reporting, and oversight of internal control procedures. In the responses to this section, please articulate how the College can effectively leverage the proposed solution for budget management, asset management, and reporting at the department and college level as required.

Describe how the proposed solution meets the requirements by answering the following questions:

1. The ability to track and automate delegated approval authority (i.e., dollar threshold approval rights based on a role within the organization)?
2. The ability to retain and organize past financial transactions and historical information to properly respond to legislative audits or other official requests for information?
3. The ability to control security access to various levels of the Chart of Accounts, coordinated with reporting access, workflow access, and institutional controls?
4. The ability to provide streamlined financial operations, efficiencies, and the ability for staff to enter data for multiple departments?

4.3.1: General Ledger/Chart of Accounts

Describe how the proposed solution meets the requirements by answering the following questions:

1. The ability to support a CoA that provides institutional depth and flexibility and complies with federal and state requirements?
2. The ability to convert current CoA structure to a new CoA structure, including migration of historical data?
3. The ability to support internal controls surrounding modifying CoA segments, including administrative changes (responsible parties, title) and changes that would impact financial reporting (cost center/fund/appropriation relationships)?
4. The ability to support effective dating (or similar concept) for transactions (i.e., to ensure proper dating/correct fiscal year of transactions for accrual and financial reporting purposes)?
5. The ability to post routine journal entries with minimal data entry?
6. The ability to automatically post journal entries from Excel/CSV uploads?
7. The ability for journal entries to post to the general ledger in real-time?
8. The ability to record an audit trail of journal entries?
9. The ability for supporting documentation to be attached to journal entries?
10. The ability to post transactions (charges, invoices, cash receipts, purchase requisitions, purchase orders, and payments) to the general ledger in real-time?
11. The ability to interface with various third-party ancillary systems to identify and clear transactions like pending credit card transactions?

12. The ability to calculate current budget balance by month, quarter, term, fiscal year, calendar year, and custom date ranges?
13. The ability to interface with local banks to obtain bank account transactions?
14. The ability to reconcile and verify general ledger accounts across applications, including the student information system (i.e., financial aid, Pell, direct loans), human resources, and payroll?

4.3.1.1: Monthly and Year-End Financial Operations

Describe how the proposed solution meets the requirements by answering the following questions:

1. The ability to support period-end adjustments and any related reversing entries required in future fiscal periods?
2. The ability to generate financial and operational reports and related analyses by department, division, or other organizational units?
3. The ability to perform automated account analyses that can be used to identify potential abnormal transactions?
4. The ability to use task management functionality, such as the ability to set up “checklists” for fiscal year closes and assign due dates, task owners, and reporting on outstanding tasks?
5. The ability to support the monthly/periodic closing and the annual closing process for each of the following items:
    a. Ensuring transactions are not posted accidentally in the wrong period?
    b. Using backdating functionality can adjust prior periods?
    c. Including monthly or quarterly “soft closes,” or reconciliations and account analyses that might assist in identifying potential issues early?
    d. Using the users’ rights and roles to allow or not allow posting transactions after closing an accounting period?

4.3.2: Budget Development Scenarios

Describe how the proposed solution meets the requirements by answering the following questions:

1. The ability to support an interactive budget development process, involving organizational units from departments to College leadership.
2. The ability to support various budgeting methodologies (i.e., line-item percent and flat amount increases, zero-based, performance-based, etc.)?
3. The ability to perform budget modeling, including as-desired, if-then scenarios, and rolling the budget year-over-year for ease of planning?
4. The ability to have multiple areas providing input into the budget development process, segregated into the individual areas, but with the ability to view the various layers and have them roll-up for a final budget?
5. The ability to designate budget transactions as “recurring” and “one-time,” so adjustments to a base budget can be identified separately from one-time adjustments?
6. The ability for institutions to input high-level budgets (for example, by fund) before detailed operational budgets are input?
7. The ability to support long-term financial forecasting?

4.3.2.1: Personnel Budgeting

Describe how the proposed solution meets the requirements by answering the following questions:

1. The ability for budget managers and leaders to perform real-time analytics for budget versus actual compensation expenditures?
2. The ability to identify variances in compensation by pay period, individual, college, department and division?

3. The ability to support the institutions' needs to project encumbrances for employee compensation based on employment agreements and how these estimates can be posted and reflected as encumbrances for future periods?
4. The ability to budget for faculty who work 9-months but are paid over 12 months?
5. The ability for the institutions to project budget encumbrances for employee compensation of all employees for one or more years?
6. The ability to generate reports of existing positions (vacant and filled) by various attributes such as employee type, organizational chart graphics, and organizational unit?
7. The ability to enable supervisors, departments, and all areas across the College to plan compensation increases and decreases with and without minimum and maximum levels established?
8. The ability to provide salary and benefit compensation projections by position based on the effective date of any action and aligned with the funding source, including when positions funded by multiple sources?
9. The ability to manage labor distribution and salary allocations among different cost centers?

4.3.3: Cost and Funds Allocation and Interfund Transactions

Describe how the proposed solution meets the requirements by answering the following questions:

1. The ability to allocate costs and funds between multiple departments and across SWTC in routine and non-routine situations (i.e., utility bills)?
2. The ability to settle due-to/due-from transactions between different bank accounts?
3. The ability to automate transferring funds between multiple departments, with one department entering, and confirming transfer information and the other approving it?
4. The ability to allocate expense and funds among multiple departments, when one, or more, departments does not approve the allocation?

4.3.4: Procurement/Sourcing

4.3.4.1: Purchasing

Describe how the proposed solution meets the requirements by answering the following questions:

1. The ability to support how expenditures are budgeted, requisitioned, approved, and how individual departmental budgets are updated, as well as updating the financial records?
2. The ability for users to review the progress of a procurement/payment transaction?
3. The ability to handle automating a three-way match (matching PO, invoice, and receiving document)?
4. The ability to handle the requisition process and creation of PO?
5. The ability for all parties included in the requisition workflow (i.e., the originator can see where a requisition or purchase order is in the approval or purchasing workflow) to see real-time status?
6. The ability to support additional approvals, such as for technology or grant purchases, or approvals for budget transfer and journal entries, based on defined criteria?
7. The ability to stop procurement processing when there are insufficient funds to cover purchase requisitions until funds transfer and funding is available in the account?
8. The ability to issue and monitor purchase orders to make multiple purchases over a period (i.e., "blanket POs").
9. The ability to directly notify purchasers and all affected stakeholders of completed vendor update or new vendor setup?
10. The ability to designate, by line-item, items received on an invoice?
11. The ability to automatically approve payment based on a three-way match?

4.3.4.2: Sourcing

Describe how the proposed solution meets the requirements by answering the following questions:

1. The ability to identify and execute purchases that require either a Request for Proposals (RFP) or Bids for providing goods and services? Explain?
2. The ability to create and maintain solicitation documents such as Request for Proposal, Request for Bid, Request for Information, and Intent to Negotiate?
3. The ability to support bidding policies (e.g., quotes, bids, or sealed bidding process) partially based on total annual spend with a vendor, as well as system purchasing policies?

4.3.4.3: Purchasing Cards

Describe how the proposed solution meets the requirements by answering the following questions:

1. The ability to support purchasing card transactions while allowing the institutions to remain current on the committed funds of any authorized cardholder?
2. The ability to monitor purchasing card policy, such as transaction limits, MCC codes, and monthly spend limits?
3. The ability to integrate with the web-based employee portal and mobile devices to enable capture of receipts and proactive notifications of transactions?
4. The ability for purchases made with purchasing cards to flow through the proposed solution from request to payment, and then to the purchasing card provider?
5. The ability for cardholders to upload supporting documents?
6. The ability to support a workflow/request for a new purchasing card and any updates to an existing cardholder?
7. The ability for cardholders to code transactions to a cost center/account that is not the default, including splitting transactions between cost centers/accounts?
8. The ability to manage purchasing cards set up as “ghost cards” in the same manner as traditional purchasing cards?
9. The ability to interface directly with purchasing card providers?

4.3.5: Accounts Payable

Describe how the proposed solution meets the requirements by answering the following questions:

1. The ability of the proposed solution to provide electronic payment to vendors after receiving an invoice for a service?
2. The ability to support various types of payment methods (e.g., check, direct deposit, ACH, wire transfer, electronic funds transfer, etc.)?
3. The ability to seamlessly integrate with receivable processes to collect payments from vendors and recover overpayments?
4. The ability to process AP refunds?
5. The ability for a universal payment process across AP payments, financial aid overages, student payroll, and student/vendor refunds? Explain any differences.
6. The ability to support transactions and an audit trail when a payment is reversed or canceled? Explain and describe the transactions.
7. The ability for line item rejection on an invoice?
8. The ability to receive electronic invoices?
9. The ability to automate payment terms, discount options, withholding rules, and other criteria used to process payments?
10. The ability to process payments to student employees, financial aid students, employees, and individuals that may receive infrequent/one-time payments?

11. The ability to support the issuance of paper checks?
12. The ability for vendors, students, and employees to update direct deposit/ACH bank info.
13. The ability to process credit memos?
14. The ability to support imprest cash (frequently called petty cash), used by SWTC to make initial payments from local bank accounts that will be reimbursed later from state treasury funds, via the due-to/due-from and interfund accrual process?

4.3.6: Fixed Assets and Inventory

Describe how the proposed solution meets the requirements by answering the following questions:

1. The ability to handle recording fixed assets (if applicable)?
2. The ability to maintain detailed property records for all fixed assets including the owner, location, identification codes, commodity classification, acquisition data, supplier information, maintenance data, make, model, serial number, disposition data, asset value, and asset useful life?
3. The ability to identify purchased items that will enter into inventory?
4. The ability to save associated source documents to each asset record, including original purchasing documents, invoices, appraisals, gift notices, and others?
5. The ability to calculate depreciation on a monthly, quarterly, or annual basis, and then post that expense automatically to the GL?
6. The ability to calculate composite and straight-line depreciation?
7. The ability to track non-capitalized assets (i.e., portable assets, sensitive equipment)?
8. The ability to maintain detailed property records for all building and land assets, including date of conveyance, purchase or sale price, improvement details (square footage, number of floors), acreage, property interests conveyed (easements, etc.), and leasehold information (as landlord and as a tenant)?

4.3.7: Contracts

Describe how the proposed solution meets the requirements by answering the following questions:

1. The ability to handle contract creation and management?
2. The ability to support the use of contract templates?
3. The ability to create a contract record based on a signed contract?
4. The ability to invoice, track and receipt funds for an income contract?

4.3.8: Student Accounts and Accounts Receivable

Describe how the proposed solution meets the requirements by answering the following questions:

1. The ability to ensure appropriate tuition rates calculate for courses?
2. The ability to record course attributes that would identify courses as contract course, continuing education course, online course, OER (open-ed resource), etc.?
3. The ability to schedule courses that are not dependent or tied to academic semesters?
4. The ability to support the student billing process for credit and non-credit courses, from annual set up of tuition tables through tying courses/course sections to the appropriate charges, adding required fees, applying course material charges, waivers, and generating/distributing notifications of balances due or invoices for balances due? The ability for students to pay for credit or non-credit, as payment may be due at different times?
5. The ability to direct students from registration to a payment page when registration is complete where they can indicate how they intend to pay for college?
6. The ability to support students designating which course should be dropped in cases where the student is registered for multiple courses and is not able to pay their full bill, as opposed to a random selection, or a “last registered course is first dropped” methodology?

7. The ability to identify who owes money on a student’s account to ensure registration holds are applied appropriately?
8. The ability to create electronic invoices and account statements on demand and through automated processes?
9. The ability for institutions to display/present billing statements to students (e.g., email a PDF of the bill, email a link to view the bill in real time, allow students to access the bill via the portal, self-service or mobile device, mail a paper bill, etc.)?
10. The ability for students to authorize the use of credit balances to pay for future and non-term charges?
11. The ability to support progress billing (partial payments made during the contract term)?
12. The ability to accept online tuition payments?
13. The ability to produce without manual manipulation accurate 1098T forms per current IRS guidelines?

4.3.8.1: Funds Applied

Describe how the proposed solution meets the requirements by answering the following questions:

1. The ability for award set up to include payment priority, GL coding, refundable flag, and other user-defined attributes?
2. The ability to manage payments related to student accounts and financial aid consortium agreements?
3. The ability to calculate overages or refunds on student accounts?
4. The ability to automate refunds based on a refund schedule with tiers of refunds applied based on percentage of the course that has been completed?
5. The ability to use business rules to designate funds/awards as refundable or not?
6. The ability to show the student the real-time financial impact of changes to their registration, such as dropping and adding classes?
7. The ability to support both a standardized process so waivers would act like other funds applied activity?
8. The ability for Financial Aid to consider all possible outside sources of funding, no matter where they originated, to determine financial aid eligibility?
9. The ability for staff to see the same system view as students/parents/customers for communication and resolution of questions related to accounts and payments?
10. The ability to handle funds for third-party accounts? Explain, and detail the process for applying funds, including the setup of funds rules, running/scheduling activity, handling credit transactions, applying funds, posting the transaction to student accounts, and creating overage payments or receivables.

4.3.8.2: Account Management - Collections/Deferrals/Loans

Describe how the proposed solution meets the requirements by answering the following questions:

1. The ability to create and manage payment plans, including the addition of interest on past-due accounts for credit and non-credit?
2. The ability for students to manage their account, including adding/changing payment methods, assigning proxy payers, etc.?
3. The ability to report and monitor past-due accounts and collecting bad debt?
4. The ability to define certain types of holds and limit payment processing based on the type of hold (i.e., a student with an NSF hold couldn’t pay with a check)?
5. The ability to remove a collection hold once the balance is paid or a write-off is completed, or when suspending collection efforts system-wide based on bankruptcy notification or status?

6. The ability to generate bad debt and past-due reporting on outstanding amounts and amounts collected, by debtor type (student, vendor, etc.)?

4.3.9: Reporting for Financial Services

Describe how the proposed solution meets the requirements by answering the following questions:

1. The ability to generate financial reports representing different, and combined, organizational units (i.e., department, college, institution, several institutions combined based on revenue bond activity, SWTC, etc.)?
2. The ability to generate reporting on purchasing activity and purchasing card cardholder activity that would capture information necessary to manage institutional purchasing activities better?
3. The ability to generate monthly and annual balance sheets, income statements, cash flow statements, and financial statements for SWTC?
4. The ability to generate variance reports that compare financial aid authorized, disbursed, and amounts that are posted to student accounts (by types of aid)?
5. The ability for delivered reports for Accounts Payable, and a process to capture AP on subsequent receipts or any other methods? Explain and describe the functionality.

4.4: Auxiliary Services and Housing

4.4.1: Auxiliary Services

Describe how the proposed solution meets the requirements by answering the following questions:

1. The ability to integrate students' bookstore "account" with the ERP students' account receivable, including how much can be charged, what supplies are purchased, etc.?
2. The ability to administer staff and student parking, including issuing permits and billing?
3. The ability to support the parking ticket needs of the institutions to issue citations and document required information?
4. The ability to accept credit card payments, stored value cards, and cash at various POS sites throughout campus?
5. The ability to integrate with a variety of external POS systems in use throughout the College, as well as with payment providers, at the transaction level? The ability to register and record sales through auxiliary activities?
6. The ability to correlate student registration and auxiliary service activities in managing consumable inventory, such as book orders?
7. The ability to integrate the POS system with the finance system? Explain and provide any preferred third-party systems with which the system integrates.

4.4.2: Housing Management

The Southwest Tech Foundation offers apartment-style student housing for up to 196 students each school year. Student Housing is available with a nine-month (school year) lease. There are a variety of apartment styles, each with different amenities to meet students' needs. If a student is interested in living on-campus, they complete a Student Housing Request online. As on-campus housing is limited and available on a first-come, first-serve basis, housing requests should be submitted as soon as the student is accepted to Southwest Tech. Leases are approved pending the outcome of a background check and housing availability.

1. Detail how the proposed solution determines a student's eligibility for housing.
2. Describe the workflow for processing student applications used in the proposed solution.
3. Describe the roommate matching process used in the proposed solution.
4. Describe how the proposed solution would provide the ability for potential residents to designate during the application process the hierarchy of room and roommate preference criteria when determining the priority used to perform room and roommate matching.

5. Explain how the proposed solution would send alerts to Residence Life staff when a student drops below established enrollment requirement for the term or for the session.
6. How would the proposed solution support the ability for residents, commuters and casual guests to manage meal plans (view balance, add funds) through the portal, without interaction with Residence Life or Finance staff? Is the proposed solution able to automatically allocate meal plan funds to a student card, for availability when card is activated?

4.5: Human Resources and Payroll

Human Resources and Payroll are strategic business partners providing institutional expertise that maximizes our institutions' most critical and costly resource—our employees—and provides direct employee services within a human capital management framework. The College will need to provide an interactive employee portal that supports the employee throughout their employment lifecycle from applicant to retiree. As you respond to this section, please articulate how the College can effectively leverage the proposed solution for streamlined human resource and payroll operations, providing employees with high-quality self-service features.

4.5.1: Position Control

There will be many individuals who have multiple roles within an organization. For example, someone may be both an employee and a student of an institution. Many individuals have multiple roles within a single organization, including grant-funded and other supplemental roles to assist in overall operations.

1. Describe how the proposed solution can be leveraged by human resources and overall operations. Include how individuals with multiple positions, titles and funding will be supported and how their compensation and benefits would be appropriately allocated across the positions and/or funding sources.
2. Identify the workflow capabilities related to requesting positions to hiring an individual including the integration with finance to ensure the position has the required funds are budgeted and available.
3. Identify the supervisor and manager functionality provided in the proposed solution to assist the supervisor and managers in managing their employee populations effectively.
4. Describe how the proposed functionality can assist the College in managing organizational charts and mapping lines of reporting between supervisors and employees; describe how the functionality allows for effective restructuring of positions into new positions or reallocating them under new lines of authority.
5. Describe how the proposed solution allows for the storage of job descriptions, required skills, qualifications, and competencies necessary to perform the specific position.
6. Describe how the College can predicate ERP access based on positions and roles rather than individual persons. For example, will the ERP allow for someone's access to change when they are moved from one position in administration to another position in student success.

4.5.2: Compensation

In aligning employee compensation, the College may leverage salary/compensation plans, grade ranges and steps for jobs and positions. In the annual budget review this information is used to create scenarios or models for future year budget planning, as well a salary increases across the board.

1. Describe how the proposed solution will support the College in managing the compensation and modeling compensation scenarios for planning and budgeting purposes.
2. Describe how the proposed solution will handle across the board salary increases as a mass upload.

4.5.3: Employee and Contractor Information

There are many needs to track employees, adjuncts, temporary workers, students and contractor information including volunteers to ensure the organization has appropriate information on everyone who will interact with the students and greater community. The individuals may be volunteering and be involved in multiple activities and they may be local or from across the globe. Some will be paid for their efforts while others are volunteering their time to the organization. At times there are also individuals hired from agencies to augment regular employees.

1. Describe how the proposed solution will assist in managing these vast varieties of employees and individuals involved in the overall operations of the organization.
2. Address how individuals who have had various employments with the organization are handled including multiple service dates, such as hire date, date in position, tenure date, faculty status and related date, and seniority date.
3. Describe how the College can report on individuals who are re-hired by the College and how the Human Resources team would be able to query and report on this information by past employee type, current employee type, and/or years or dates of hire.
4. Describe how the HR team would be able to help report to retirement vendors, for example, lapsed time between an individual's date of termination from their last position at the College and their date of hire for their most current position.
5. Describe how foreign citizens and the related credentials are supported; how volunteers, their clearances, and the activities they are involved in can be tracked; how union contracts are incorporated; how third-party agency employees can be effectively tracked and integrated with Accounts Payable for payment to the vendor;
6. Describe how employee and faculty degree attainment and the granting institution, degree date and transcription received can be tracked including certificates as well as degrees.
7. Identify how the proposed solution will support identifying the essential employees who must work during suspended operations such as severe weather closing.
8. Describe the manager and supervisor self-service features provided.
9. Describe how retirees who still receive benefits and are contributing to the cost of the benefit reimbursement payments are handled.

4.5.4: Recruiting and hiring

Recruiting and hiring is a function crucial to the College's overall strategic direction. The College wants to ensure that it can manage information for recruits and applicants strategically and continue developing strong applicant pools for its positions.

1. Describe how the innovations and tools the system uses to leverage social media and mobile technology to reach passive job seekers and connect them with institutional job opportunities. We seek a seamless experience that carries our prospective employees throughout the process of the hiring, onboarding and new employee transition. In your response, please address how the proposed solution will support various types of hires (such as executive/leadership, faculty, staff/administrators, adjunct faculty, short-term contingent and student workers) as well as the overall process of connecting requisitions for staffing to budgeted staffing plans, approval workflow, posting a position, identifying valid candidates, and supporting the hiring committees, confidential third party references, Human Resources, and diversity/inclusion needs across each individual organization.
2. Describe how the proposed solution will assist in recruiting and applicant tracking throughout the recruiting process including integration with third-party job boards and the online application process. Describe the communications functionality and how the solution supports hiring committees and managers as well as affirmative action initiatives including the self-service features available.

Include in your description how visa status and employment authorization is incorporated in the process.

3. Describe the applicant experience provided with the proposed solution including how applicants apply, submit material, review their application status, and schedule, view and confirm interview schedules. Describe how an applicant could produce a profile within the applicant process and be alerted to new positions that have been posted.
4. Describe how a qualified candidate may apply to more than one job using your system and how the system ensures that there is minimal to no duplication of applicants. Describe how internal and external candidates are identified and any features the solution provides for managing succession planning, suggesting and promoting internal applicants that meet the posted vacancy's needs.
5. Describe the Human Resource office, hiring committee and administrator experience provided with the proposed solution and how the solution supports managing diversity and affirmative action across applicant pools and throughout the hiring process. Identify how required information and steps such as background checks can be effectively managed including integration with third party providers for background checks. For the hiring manager, describe how the solution supports initiating requisitions for new hires and adjustments for existing employees including the approval workflow process and tracking monthly and annual approvals by FTE, department and variance from budget. Describe how the hiring committee can schedule and track the interviews for applicants.
6. Describe the capability in the proposed solution to monitor and track recruiting expenses including advertising, interview costs, relocation costs, signing bonus and employee referral bonus that are issued only after the candidate has been employed for a specified amount of time. Secondly, as Human Resources extends an offer which is accepted by the candidate, describe how the information about the individual gathered throughout the recruiting process is transferred to the employee record and linked to the position record for hiring including the pay, start date and connect the new hire to the onboarding process.
7. Describe how the solution will assist in identifying former applicants or employees who should not be considered for hiring in the future.
8. Describe whether there are any self-service components for hiring committees to be able to track and view lists of applicants, view lists of applicants who were not selected for interviews, view finalists, enter interview notes, see applicant documents, and make recommendations for hire through the proposed solution. Describe how the solutions will assist in notifying the applicants who were not selected that the posting has closed.

4.5.5: Onboarding

Onboarding is an area where efficiencies are needed to ensure that newly hired employees receive the information, access, and tools they need in a timely manner to perform their roles and responsibilities. This includes providing electronic credentials for required enterprise systems, establishing access to systems and physical locations, and adding the individual to the appropriate information and online communities.

1. Describe how the proposed solution will onboard employees efficiently and effectively including the self-service features to allow new employees to submit and upload required information, including emergency contacts, required documentation such as passports, set up their tax withholdings and select benefits (if eligible) and access any orientation training or information required. Include in the response how uploaded documentation is accessible by HR and other departments including images, photos, driver's licenses and other employee documents including how they are secured to only appropriate individual for access.
2. Describe how the proposed solution makes onboarding easy and accessible for new hires to the College including the use of checklists, reminder emails, and training certifications by the HR department.

3. Describe how the proposed solution provides automated workflows for employee access to the ERP system, e-mail setup, and active directory registrations based on the activation of effective dates and certain conditions (e.g., documentation received and approved).
4. Describe how the proposed solution will handle non-employees (DOC and transcripted credit) through workflows to gain applicable access to e-mail, facilities, etc.
5. Describe how the proposed solution will support different types employees utilizing the onboarding process (faculty, admin, non-employee, students, adjunct employees).
6. Describe how the proposed solution will handle automatic employee communication on the next steps during the onboarding process or if documentation is still needed.

4.5.6: Contract processing

Contract processing for employees can require significant effort if the ERP system's functionality does not accommodate it—this includes contracting for courses (adjuncts) and other one-time services as well as for non-instructional activities. Faculty load, overload, and adjunct contracting details are all part of the student information system and may change as students register or add/drop courses or as assignments shift during the academic period.

1. Describe how your proposed solution will address these needs, including contract initiation, workflow of approvals, including the employee's acceptance, production, communication, and signing with electronic signatures as desired. Your response should detail the complete process, including all communications and any self-service features that can be leveraged.
2. Describe how the solution will support defining and tracking category and contract type; durations, statuses, rank and tenure status and date; conditions for each appointment and the appointment date. Include the effect of union contracts on the process.
3. Describe how the solution will assist in streamlining the contract renewals and non-renewals process and automate notifications as appropriate to HR and supervisors. Describe how the solution will accommodate individuals with more than one contracted position, for example, positions funded partially by a grant.
4. For faculty contracts, describe how the proposed solution will support tracking of instructional and non-instructional workloads and the compensation for a faculty member based on the schedule and/or course type and information in the ERP system, including a review of the number of students in a course section when compensation is impacted by student head count for a section. How can the solution allow overrides for special projects outside regular classroom teaching? Describe the automation provided from the ERP to the HR and Payroll system as well as the checks and balances to ensure compensation calculated by the information in the ERP is approved prior to authorizing the payments.
5. All organizations hire individuals on a short-term basis as either an employee or a contractor. The short-term hire might also fulfill a short-term immediate need within a department. Describe how the proposed solution would support this type of contracting including how the supervisor initiates the request to hire including the salary for employees or the contracted payments for a contractor, through the approval process and to the individual signing and accepting the contract offered. Identify any features and functionality provided in the solution to assist in interactively assessing and determining contractor versus employee contractual agreements.
6. One area that is of concern to the College is appropriately being able to halt HR and payroll procedures for adjunct faculty who may terminate their employment with the College in the middle of a class/course session (both credit and non-credit). HR must be able to terminate the employee in the proposed solution, payroll must be able to stop any future payments on the contract, and the academic affairs team must be able to take the faculty load and reassign it to another faculty member that includes the remaining balance of pay that is prorated to the time between the date of termination and

the last day of the course. Describe how the proposed solution would allow for faculty loads to be reallocated to other faculty members in the middle of a term and ensure that all associated earnings and the remaining balance on the contract are reallocated, that a new contract with the remaining balance is sent to the replacement faculty member, and that any payment conditions are not violated by the new contract on the faculty member's existing pay.

7. Please also describe how the proposed solution would allow for a contract or stipend for a faculty member to be docked. Describe how the academic affairs and payroll offices can implement negative stipends or reduction in a faculty member's stipend.
8. Describe how the proposed solution can automatically upload contract payroll information into the employees' job record, which would be effective dated to begin paying the first payroll after the course begins as well as terminates after the course ends.

4.5.7: Benefit management

Benefit management is an area that the College wishes to use more effectively.

1. Describe the various benefit functionality provided (health, life, prescription, long and short-term disability, leave, flexible spending, etc.) and the ability to manage multiple plans by benefit to choose from, particularly the various retirement plans that are managed by the College. Describe how the system tracks and calculates benefit rates, premium limits and coverage provided, how it gives decision support to the employees during enrollment and then feeds the choices and changes to the insurance and administration companies via electronic feeds on the one hand and sets up the specific deduction codes for payroll on the other hand. Include in the response the functionality provided to support multi-state and international benefit requirements.
2. Describe the self-service features provided for employees to review, enroll and manage their individual benefits including the opportunity to upload required information (proof of divorce for example) and the confirmations employees receive when benefit changes are made.
3. In addition to the above, describe how the proposed solution meets the ability to:
    - Track employee tuition reimbursements. Ensure ability by employees to see that tuition reimbursements have been paid and keeps a history of the details of classes that were taken and the grade achieved.
    - Track self-insured healthcare plans and payments based on a percentage of employee gross income, integrating it with the payroll system.
    - Manage benefits for domestic partners and related employees.
    - Support unemployment compliance with all 50 state's requirements including monthly and annual reports for self-insurance in Wisconsin.
    - Support worker's compensation, including notification generation compliant with requirements for all states and supporting self-insured worker's comp monthly and annual reporting in Wisconsin.
    - Track worker's compensation leaves, sabbaticals and short and long-term disability leaves.
    - Initiate FMLA leave requests and track FMLA eligibility and limits by employee and feed appropriate payment needs to payroll.
    - Calculate and record all breaks in service, such as leave without pay and extended FMLA.
    - Track all benefits by subgroups such as employee type or department.
    - Record and process retroactive benefits.
    - Enter future dates for the effective date of benefits and allow reporting on past, current and future dates.
    - Provide the ability to manage 401(k), 403(b), and 457 savings plans, limits, and age catch-up rules and allowances.

- Manage sick/vacation/medical leave/personal time/comp time pool and tracking of contributions and uses of the pool.
- Support rolling forward remaining and allowable leave at year-end (The College allows vacation leave in excess of 10 days to be carried-over to the new fiscal year until August 31 of the new fiscal year; afterward, this surplus of 10 days expires. The College additionally allows 10 vacation days to be carried over into the new fiscal year and expires on the last day of the new fiscal year.)
- Track post-retirement benefit eligibility for active employees.
- Define criteria to generate reports on benefits costs at the institutional level and individual department levels.
- Track ongoing benefits for retired employees including method of payment.
- Track employee dependents and beneficiary's information and supporting documentation and provide follow-up to employees to re-certify dependent information (e.g., dependent graduated from college).

4.5.8: Performance management and succession planning

Performance management and succession planning is an area that Southwest Tech has given particular attention as part of its strategic plan. Organizations need information on existing employees' skills, training, degrees, certificates and overall professional aspirations to analyze their current workforce and identify opportunities for advancement, professional development, and overall succession planning. In addition, organizations need a mechanism for linking employee skill sets with departmental objectives and institutional goals.

1. Describe how your proposed solution would support performance management and succession planning efforts that provides critical planning and talent management tools, creates development opportunities for employees and addresses future challenges of the organization. Specifically describe how the College would use the proposed solution to generate skills gap analyses and ensure that it has the requisite talent to move the institution forward.
2. Describe how the proposed solution will provide a comprehensive system of staff management for individuals, departments, divisions and the overall organization to create staff development plans and the related expenses. As compensation adjustments are determined, describe how the proposed solution supports applying current and retroactive compensation changes, department changes (re-organization for example), manager reassignments (new manager for example) and other job-related changes and how these changes affect budgets.
3. Describe the manager self-service features that allow managers to manage employee compensation such as salary change requests, review history, update job descriptions and request compensation and title changes.
4. In the area of performance management describe specifically how the proposed solution will support the organization with a mobile friendly, web-based performance management platform that will:
    - Allow institutions to design performance tools and deploy them electronically through workflows to various contributors and approvers tracking real time completion rates.
    - Provide a mechanism for assigning tasks and reminders to end users to support the performance management program.
    - Track key performance indicators by individual, department and institution and provide a mechanism to link this data to longitudinal reporting.
    - Track performance evaluations and allow managers and employees to complete and route their reviews, retaining confidentiality.
    - Link performance management and compensation planning.

- Track performance reviews, professional development improvement plans, and the professional development of an employee, which may have several different timelines (30 days, 60 days, and 1 year)
- Provide a learning management module that will allow end users to assign, complete and track courses (mandatory and voluntary) and enter external continuing education activities (conference attendance, seminars, certifications).
- Allow end users to access their performance history and documents through their employee portal.

5. For the Human Resource area, describe how the proposed solution will assist with:
   - The ability to define criteria to generate reports for service awards.
   - Managing grievances, corrective action plans, subject matters, and schedules electronically and support corrective action through an interactive tool.
6. In the case of employee separation from an organization, describe how the proposed solution will support this process from the initiation by the supervisor (involuntary) or employee (voluntary) through the completed separation of the employee from the organization. Describe how managers and supervisors can initiate a separation process, including separation checklists, notification, and communication with their employees and HR. Describe the off-boarding functionality of the proposed solution including the employee self-service features with any checklists, notifications, electronic documents (COBRA notices). Describe how other offices are notified such as IT and Facilities to take appropriate action at the appropriate time of the separation. Describe how payroll will be notified in a timely manner to ensure a correct final pay check.
7. Describe the functionality provided to support early retirement actions including identifying eligibility based on criteria and tracking retirement package offers and acceptance by employees.

4.5.9: Self-Service for all employees

Self-service is key for employee relations by allowing employees to access and update their information at their own convenience via web-based, mobile self-service for employees. At its most basic level self-service should enable employees to update and review key personal information, such as benefits, deductions, paychecks, and direct deposit from any device with internet connectivity and see their total compensation and benefit summaries. Our desired system will be a constant companion to employees throughout their lifecycle by providing a web-based, mobile solution that will serve as their one-stop shop for professional development, pay and job-related functions, and benefits.

1. Describe how your proposed solution supports employee self-service and detail what functionality employees can expect. Please provide any employee feedback you have received regarding the proposed solution's ease of use and intuitiveness.

2. Describe how the proposed solution enables employees to:
   - Manage multi-state W-4 forms and receive paychecks and W-2 information via web-based employee mobile self-service
   - Manage employee information including:
     - Dependent and beneficiary information.
     - Race and ethnicity, veteran's status, voluntary self-disclosure of disability in compliance with federal regulations.
     - Home address, mailing addresses, contact information, and emergency contact information.
     - Marital status and domestic partnership information.
     - Uploading required documents such as W-4 forms, I-9 forms.
     - Reporting life events and submitting required documents.

    - Preferred name and pronoun (in additional to legal name).
  - View what-if scenarios to understand the impact of changing their benefits or withholding information prior to confirming the changes.

3. Describe how the proposed solution enables managers and supervisors via a web-based application to:
   - Manage employee attendance with real time access to leave balances, requests and approve leave requests for all employees in the department prior to the employee taking.
   - Initiate a change of employee work location.
   - Process requests for resignations.
   - Request employee terminations.
   - Request employee promotions and demotions.
   - Request a salary change for an employee or group.
   - Review and approve salary change requests based on business rules.
   - Submit training requests for direct reports.
   - Review training information for direct reports.
   - Complete performance reviews for direct reports.
   - Approve self-evaluations for direct reports.
   - Make requests for payroll deduction (e.g., donations to the Foundation, savings account benefit with local credit union)
   - Review and see pay advices online
   - Review faculty, staff and student worker compensation.

4.5.10: Reporting and analysis.

1. Describe the proposed solution's reporting and analysis capabilities to enable data-driven decisions and strategies. Include detail on the operational and strategic reporting features provided with the solution.
2. Describe how the proposed solution will support the ability to:
   - Access real-time drillable data analysis of human capital data from a mobile device.
   - Allow for the production of CSV, TXT, PDF or other files for reporting and compliance for state and private retirement programs (e.g., SERS, PSERS)
   - Create ad hoc reports by managers and administrators. Please detail the ease by which ad hoc reporting writing capabilities are provided for managers and administrators.
   - Define criteria to generate benefits reports that include data merged from outside sources.
   - Support automated integrated IPEDS, ACA, and Affirmation Action reporting. Please detail how the required interdepartmental data that must be provided for IPEDS is collected.
   - Generate faculty workload (including override) reports
   - Create and display organizational charts with drill-down and zoom-out capabilities.
   - Budget and plan salary increases and decreases, with and without minimum and maximum levels.
   - Calculate eligibility and proration for compensation, benefits, seniority, awards, etc.
   - Store and maintain current and historical personal data
   - Generate full-time teaching equivalent staff counts.
   - Workforce analytics capabilities assisting the organizations identify and analyze the following:

- Predictable activities that could influence workforce performance and improvement. As examples please provide sample copy and detail how reports would be produced for the following scenarios:
  - To predict when 70% of the workforce will be over the age of 62.
  - To project areas of staffing shortage and identify the skills needed in the projected workforce needs.
- Correlating HR data to key institutional performance indicators.
- Information and analysis for multi-year workforce planning.
- Longitudinal compensation of total and average gross wages by department, division and institution per fiscal quarter.
- Individual compensation and the full-time equivalencies for all employees.

4.5.11: Payroll Scenarios

Payroll is conducted in-house and must support employees as well as student workers. Pay types consist of salary, hourly (where time is tracked and approved for payroll processing and shift differentials), overtime, compensatory time, stipends, and on-call activities, including student financial aid.

1. Describe how the proposed solution will streamline payroll operations for all employee pay types while providing easy online access for employees to monitor their payroll information and for supervisors to review and approve payroll transaction for their direct reports. Describe how employees with multiple concurrent jobs and appointments (e.g., credit and non-credit instruction) across departments and cost centers are processed with all associated compensation and benefit costs being distributed to the various cost centers appropriately and how potential overtime can be attributed to the 'right' job. The response should detail the self-service features available to employees and supervisors as well as any communications and automated notifications that assist in ensuring payroll transactions are reviewed and approved in a timely manner.
2. Describe how the proposed solution assist the organization in remaining compliant including the following:
   - Federal and state regulations and updates regarding compliance requirements.
   - Any monitoring tools that concern defined contribution plans.
   - Fair Labor Standards Act (FLSA) rules and rates.
   - Calculating and reporting disposable income including adjusting disposable income based on garnishments.
   - Calculating and appropriately reporting imputed income for life insurance.
   - The ability to process and report accurately payroll taxes for employees living in all of the 50 states plus U.S. territories for residents and non-resident aliens alike taking into account possible treaties to be applied to foreign national's payroll deductions.
   - Ability to create adjustments to pay checks during the payroll process and create manual checks when needed.
   - Ability to create W-2, W-2c and W-3 documents.
   - Ability to produce audit reports such as terminations, hires, benefit changes, labor distribution changes, comparison of last pay date to current pay date net totals, to insure an accurate payroll.
3. Describe the actual payroll process front to back including time tracking and approval processing.

4.5.11.1: Adjunct, overload payments, and overtime payments are key operational activities for any higher education organization.

1. Describe how your proposed solution will streamline the payment process for adjunct and overload assignments to ensure accurate and timely payments, and detail how it will fully integrate into the organization's payroll processing. This will include aggregating payments and related taxes and benefits to individuals across hourly, salary, and overload payments; aggregating adjunct payments across different courses and divisions within an organization; ensuring all adjunct and overload payments are properly approved prior to payment; and ensuring all compensation and benefits are distributed to the corresponding cost center.
2. Describe how the proposed solution handles faculty course substitutions and appropriately adjust adjunct or related overload pay.
3. Describe how the proposed solution provides the ability to calculate pay based on instructional rates by credit hours, contract hours, assigned workload, enrollment, and flat rates.
4. Describe how the proposed solution would allow the payroll department to dock pay or provide a negative stipend when an adjunct faculty member does not attend a class that they were required to teach in their contract.
5. In considering non-exempt employees, describe how the proposed solution will support flex time and calculating overtime based on employee classification and various units of time (weekly and daily). First, the system must be able to differentiate the overtime pay rate for employees who work between 37.5 to 40 hours and a different pay rate for overtime work performed above 40 hours in a work week. The system also must take in consideration a blended rate of overtime pay when the employee has more than one job. Comp time is also an option for hourly employees in lieu of overtime. Comp time is credited at a 1.5-hour rate.
6. Describe the time entry functionality for hourly workers and calculate total hourly pay. Describe how the system manages exception reporting on timecards and whether there is an associated approval process (e.g., a staff member forgets to enter hours for a day in the pay period).
7. Describe how the faculty (full-time and adjunct) can electronically sign their contracts through the system each semester. Which notifies payroll that they are cleared for payment.

4.5.11.2: Student payroll requires tracking work-study funds, including limits and any changes, to ensure students are not paid beyond the approved limits. Additionally, student workers may be funded by work-study funds (which may be related to employment at the organization or an organization within the community that meets work-study funding requirements), institutional funds, grant funding or some combination thereof.

1. Describe how the proposed solution will support various student employment scenarios, including when a student is funded by both work-study and institutional funds in one pay period, and fully integrate student employment payroll, including effectively processing when appropriate the student FICA exemption rules (including tracking a student's status for FICA taxability).
2. Describe how the proposed solution will process federal work-study earnings over to financial aid to ensure the amount paid is credited to the students' financial aid package.

4.5.11.3: Affordable Healthcare Act (ACA) has created enormous work in higher education to track numerous part-time roles—from student employees to adjunct faculty to continuing education instructors and everyone in between—and ensure compliance.

1. Describe how your proposed solution supports various employee types and ensures that organizations are effectively monitoring and reporting for ACA requirements be sure to address the following:
   - Does the proposed solution provide the ability to manage and track data on part-time staff and adjunct faculty to determine insurance eligibility? Does the proposed solution automatically

provide the multiplier for adjunct faculty (i.e., that for every hour taught they are credited with 2.25 hours)?

- Does the proposed solution enable the College to forecast when an adjunct faculty member might be reaching their ACA maximum threshold of 30 hours weekly to determine whether faculty members can be assigned additional classes?
- Does the proposed solution support ACA requirements, regulations, and reporting with minimal manual manipulation?
- Does the proposed solution support the ACA's electronic submission requirements and creation of the 1094 and 1095 forms?

4.5.11.4: Self-service and ease of use are key to an ERP system's ability to increase employee efficiency.

1. In reflecting on the scenarios and questions above, describe how your proposed solution supports employee, supervisor, manager and leadership web-based self-service. Please also describe how employees would be able to see pay advices and how the College and employees can differentiate between pay advices that should be printed and pay advices that should be provided electronically.

4.5.11.5: Reporting and analysis

Describe the proposed solution's reporting and analysis capabilities to enable data-driven decisions and strategies. Include detail on the operational and strategic reporting features provided with the solution. Describe how the proposed solution will support the ability to:

1. Distribute and report labor costs with full integration and reconciliation of data between the general ledger and student systems.
2. Separately allocate employee salaries and benefits to the appropriate chart of accounts.
3. Distribute benefits charges to multiple accounts on the basis of user-specified rules.
4. Create annual, quarterly, and periodic payroll reports for Wisconsin, other states, and federal payroll requirements.
5. Perform year-end processing, including the issuing of W-2 forms in paper and electronically via self-service.
6. Generate time and effort reports for federal grant reporting and tracking compliance with Office of Management and Budget (OMB) requirements.
7. Define criteria to generate and electronically transmit required reports.
8. Accommodate international names, addresses and characters for payroll (i.e., checks, W-2s, 1042s, and 1099s).
9. Employee cost reporting by course and program.
10. Monthly payroll reports with year-to-date totals included.

4.6: Advancement

4.6.1: Alumni Relations

The Southwest Tech Foundation maintains an active and robust relationship with its alumni. A key part to initiating the alumni relations process is ensuring that the Foundation has appropriate student records. The Foundation would need to have a system that allows it to seamlessly transfer or convert student records into alumni records through data definitions managed by the College and Foundation. The proposed solution would need to be able to give Foundation the ability to access, query, and export alumni records with the following information from their student records: program of study, scholarship recipient status, legacy status (child of an alumnus), clubs/activities, athletics team membership, co-curricular transcript data, academic standing, enrollment at other institutions, current student status (if enrolled at SWTC again after initially graduating), high school name and date of graduation, on-campus student-employment, and on-campus housing/residence status. Please describe how the Foundation staff would be able to access, query, and export this information as they may need it.

Access to extensive current and historical data is key to leveraging those relationships. Please describe how your proposed system would ensure that an alumna or parent, who has multiple residences, is included in the invitation mailing for an event planned nearby. How will the alumna's profile be prepared for the college president, who will be attending the event? Will it include all the alumna's family and business relationships, their volunteer association with the college's career services initiatives through their company, their most recent honor as their city's Chamber of Commerce Citizen of the Year, and a photo of the award presentation along with their giving history (current year and lifetime)? Will it also include the same information for the alumna's parent(s) who also attended the College?

Describe how the proposed system would store multiple contact data elements (residence/seasonal/employment addresses, email addresses, phone numbers). Describe how the proposed system would allow for the creation and linking of relationships and how these relationships can be linked with other areas of the ERP system such as the student information system, human resources, purchasing vendors, and receivables customers (e.g., customers paying for custom corporate trainings). Describe how the proposed system would allow for the maintenance of alumni education records from the College as well as from other institutions (e.g., alumni earns associate degree from one institution, but earns a bachelor's and master's degree from two other institutions).

Ensuring that alumni can update their information in an easy and efficient process is an important component of any alumni relations program. Southwest Tech's alumni program would require an online form that would allow for alumni and/or donor information to be updated through the website, approved and reviewed by the Foundation staff in an electronic format, and then seamlessly added to the alumni and donor database. This would also allow, when new information is updated, the system to archive or mark previous information as inactive for retrieval if needed by the Foundation staff. Describe how your proposed solution would be able to support this process and enable an easy online process for alumni.

4.6.2: Volunteer and Board Management

Southwest Tech has between 400-500 active members on the College's various advisory committees. These committees provide input and advice about the structuring of existing and new academic programs at the College. Southwest Tech needs to be able to identify and code prospective board members for these advisory boards. Many times, prospects for advisory board members come from the College's faculty or other outside community members. The College's various academic divisions must gather biographical information from prospects and notify the President's Office of proposed committee members. The Colleges needs to record when an advisory board member has attended their first meeting, which would then initiate an approval workflow from the President's office and a communication from the President welcoming the new advisory committee member. The proposed system must be able to differentiate between an advisory committee member who is a guest (they have been invited to their first meeting, but have not attended) to an active advisory committee member (they have attended their first meeting and agreed to serve on the Committee). The proposed solution must also be able to record attendance of members, record their service/tenure on the committee, and be able to manage several memberships to different committees (e.g., one member belongs to the Nursing advisory committee and the Cancer Information Management advisory committee). Please describe how the proposed solution would be able to accommodate such a process and similar processes for volunteers and board members.

4.6.3: Major and Planned Gift Prospect Management

Tracking and managing prospects who might consider a major or planned gift to the College Foundation remains a central part of the fundraising program at The Southwest Tech Foundation. Describe how your proposed solution would support Foundation staff in documenting strategies for cultivation and solicitation, set meetings and tasks for future review, record meetings on staff calendars, record contact reports with prospects, and manage multiple proposals for one individual or foundation. Describe how the proposed solution would allow for the tracking and movement of key milestones in the major gift fundraising cycle from identification to cultivation to solicitation to stewardship. Describe how each individual fundraiser, through prospect management, can see the specific donors and prospects that are assigned to them and ensure that appropriate follow-up actions are being taken with the prospect.

Please also describe whether the proposed solution would also allow for the tracking of letters of intent (e.g., donor-advised funds), gifts, pledges, and planned gift documentation and whether such a solution would allow for the ability for donors and staff to electronically sign documents. The College would require something that would allow them to assemble and craft donor agreements and send them to donors after the president has electronically signed the gift agreement or documentation. The donor would be able to electronically sign the document and have it automatically returned to the College and loaded in the database after approval. Additionally, describe how the proposed system would also allow for the attachment for proposals and follow-up document; for example, the College wants to track a proposal to a local foundation, track the grant award letter from the foundation, and the stewardship reports that are required for follow-up. The College also wants to ensure that it does not seek gifts or funds from the local foundation while it currently has a grant being funded.

The Foundation also needs to be able to automatically calculate major giving capacity scores based on the presence of specific data within the system such as the value of real estate, the location of real estate, the presence of mortgage data, securities, private company valuation and percentage of private company ownership, and directorship on family and public foundations. This information primarily comes from wealth screening vendors. Describe how the proposed solution would allow the College Foundation to import wealth data and major gift capacity scores and/or automatically calculate capacity scores.

Additionally, the prospect research team needs to be able to take this information and structure it in a dashboard with clickable lists that help prioritize prospects from those who show the most promise (high priority prospects based on engagement, major giving capacity, and major giving inclination) from those who show the least promise of making a major gift. The College Foundation needs to be able to take these lists of prospects and know who is assigned, who is unassigned, and who should be prioritized next for assignment. Please describe how the proposed solution would support the research and management team's efforts in building these research lists and managing these processes.

4.6.4: Corporate and Foundation Relations

The College regularly receives grants from foundations, corporations and public institutions. Some grants are referred to as "grants" because the donor is an organization, but these grants are simply outright gifts with no more detail associated to them than a gift from an individual. Other grants have reporting requirements associated with them. It is these reporting requirements and cross-functional connections that comprise one focus of the College Foundation's needs.

Grant seeking is a continuing activity of the College Foundation. The College Foundation relations office would like to record funding priorities, Foundation board meeting dates, funding restrictions, and whether a foundation requires an invitation to submit a proposal. In addition, some existing funders require a "cooling" period before SWTC can return to the foundation for another gift. For example, a foundation may require SWTC to wait for three years from the time of the Foundation's last gift to return for another grant. Describe how the proposed solution would allow the College Foundation team to track this information and be able to query and report on this data to determine that it has qualified opportunities for future projects.

Once proposals have been developed, the College Foundation needs to be able to track proposals that it has submitted, when any private foundation boards meet to discuss the grant's status, and scans of the paper proposal with any required/associated signatures. Describe how the proposed solution would ensure that the College Foundation can track this information. How would the proposed solution allow for reporting on such proposals?

Then, assuming the success of the grant proposal, the cycle continues with the allocation of the funding and population of the reporting schedule with an automatic tickler feature. This feature would need to be integrated with the College's email and calendar client. Describe how your proposed solution would help ensure appropriate stewardship reporting and how this reporting might integrate with a user's calendar to ensure deadlines are not missed.

Please also describe, as part of this section, whether or not the proposed solution can accommodate federal and state grants. These grants typically have different requirements such as time and effort reporting, reporting on different fiscal years based on the grantor, and outcomes and performance reporting. Describe whether the proposed solution can accommodate governmental grants management, in addition to private philanthropy, or whether the proposed solution would accommodate such management in a different area than the advancement area.

4.6.5: Donor Relations and Stewardship

Donor relations and stewardship require a system with communication functionality that automatically produces receipts, contribution acknowledgements and pledge reminders. While most systems possess this basic functionality, the Foundation seeks a solution that can produce tax receipts and acknowledgements that allow the Foundation to differentiate between donors who may wish to opt-in to a paperless environment where they receive receipts and acknowledgements online, while allowing those who wish to receive mail receipts and acknowledgements as they wish. Such a process reflects a best practice of meeting donors in the channels where they are most comfortable. Once a gift has been received either online, via phone, or through the mail, the Foundation needs a system that will automatically send electronic receipts and acknowledgements when they are needed. Additionally, if its confirmed that a receipt did not make its intended delivery, the Foundation would need a way to integrate the receipt in its mail queue for sending out hard copy acknowledgements and receipts. Describe how a proposed solution can support such a process.

The Foundation also needs a system that can produce pledge reminders in a delivered process based on current contribution data and according to a programmed schedule. The schedule may be different from the pledge payment installment schedule and should be customizable based on donor preferences; for example, if a donor wants to be reminded in April for their June payment on a pledge, the proposed solution should be able to accommodate sending pledge reminders in April. To achieve the greatest impact, the system should also be able to produce reminders in various formats, such as emails, letters, emails, postcards etc.

Specifically, the Foundation would look to distribute annual fund pledge reminders on a monthly basis: an email pledge reminder on a bi-monthly basis for constituents with an email address and a mail pledge reminder on a bi-monthly basis for all constituents. Meanwhile, major gift pledges would receive a much less frequent pledge reminder schedule. Describe how you would be able to support the Foundation's processes in developing and distributing pledge reminders to donors.

Stewardship of corporate, foundation, planned, and major gift donors is essential to the Foundation at Southwest Tech. Frequently, stewarding the College's largest donors requires attention and careful effort to ensure that the passions of donor are truly being fulfilled and recognized. The College needs a proposed solution that will allow it develop stewardship plans for donors and monitor them closely. Whenever a commitment is received for a major or planned gifts (including grants), the Foundation will assign tasks, owners and deadlines as part of the stewardship plan. Task owners, whether they are within the Foundation or a faculty/staff member, will be notified and reminded when a task is due. The Foundation will continue to monitor tasks that are due on a regular basis and need a proposed solution to manage this effort. Describe how the proposed solution can support the Foundation in managing stewardship for donors, especially with the ability to ensure that there is accountability and timeliness with owners, tasks, and deadlines. Describe how the solution ensures that there is efficient management and how the proposed solution fosters communication among faculty and staff across the College.

The Southwest Tech Foundation will continue to have capital and/or campaign projects in the future that will feature naming opportunities at varying levels. The proposed solution would need to be able to capture all available naming opportunities and then assign them to a specific donor with the location of the naming opportunity, the value of the naming opportunity, an ability to connect confirming documentation of the opportunity, and the name that the donor would like to have recognized on a plaque or other signage associated with the opportunity. Please detail how your solution would handle unassigned naming opportunities and how the College would be able to assign specific opportunities to donors. How would the proposed solution allow for opportunities to be put on "hold" when a proposal has been issued to a donor and the College is waiting to hear that the donor has accepted a proposal? How would the proposed solution allow for the release of the naming opportunity? How would the proposed solution allow for reporting on the naming opportunities with specific statuses such as confirmed, on hold, and unassigned?

One of the most important processes to the Foundation as well as to the Finance and Financial Aid areas of the College includes scholarship awarding, selection, and donor reporting. The Foundation is also responsible for producing an annual stewardship report for donors about designated funds, which is based on data from across business areas. The reports must include cumulative contributions to the fund, investment returns, and distribution amounts captured by the finance area, and recipients of those funds from various areas across the college, e.g., financial aid, endowed professorships, internships. Please detail how your proposed solution would allow the Advancement office to create individual donor reports that would feature the market value, corpus, additional gifts and anticipated distribution for students. It must also be able to list the names, majors, and hometowns of students who have received the scholarship. The proposed solution must allow for the creation of exception and verification reporting; for example, it must be able to allow the Foundation to print and monitor students who have changed majors that do not fit the current scholarship, students who do not meet GPA requirements, students who have withdrawn or not attended any classes before the drop/add period. The proposed solution must also be able to allow the Foundation to make selections of students and allow those selections to be transmitted from the Foundation to the Financial Aid office's award batch. The Financial Aid office should be able to commit the batch of student recipients as it determines. Verifying eligible students and committing the batch will allow the Accounting office to distribute funds to the student's record, which the system must be able to support as well. Describe how your proposed solution would be able to support this process in an effortless and efficient way. Describe how you would use automated workflows to support these kinds of process flows. Describe how this process would allow for donors to receive automated emails from the Foundation with updated scholarship reports.

Additionally, the proposed solution must also be able to adequately merge and generate gift acknowledgement letters for gifts to the Foundation. Describe how the proposed solution would ensure that donors are being addressed as they wish through specific kinds of addressee fields (e.g., informally, formally, by title) and that their address is correct such as ensuring that letters are being sent to seasonal addresses in the winter and primary residences in the summer. Describe how the proposed solution would allow for acknowledgement letters to differ based on different criteria and characteristics such as gift threshold amounts, types of donors, types of funds received, and gifts toward certain campaigns/appeals. Describe how the proposed system would also allow for the Foundation staff to be alerted to certain types of mailing codes and solicitation codes that would ensure some letters were not sent out (e.g., donor-advised fund explicitly instructs that tax letters are not to be sent to the donor directly).

Finally, the Foundation must also develop honor rolls of donors and donor walls that require accurate listings of names and the ability to separate donors who wish to remain anonymous. Describe how the proposed solution would allow for the Foundation to accurately list the names of donors and to ensure that their total giving is represented as part of a campaign or overall, including matching gifts and recognition/soft credits. Describe how the proposed solution would allow the Foundation to ensure the use of nicknames or informal names in the recognition process and the ability to standardize forms of address.

4.6.6: Marketing and Communications

Marketing and communications areas have become increasingly more important in higher education as the pressure to compete and grow enrollment increases and as institutions look to raise more dollars and resources to support innovative practices. The Southwest Tech marketing and communications teams require project management to help manage campaigns for several constituencies across the college and to ensure momentum in the office. Southwest Tech, specially, needs a project management solution that would allow requesters from across the college submit tickets or requests for marketing and communications projects. The College needs a system that will allow users to create a creative brief form, that allows such forms to be duplicated for submission again, and that allows dynamic and flexible forms that allow or require users to fill certain fields based on the selection of previous field (e.g., user selects they need a TV commercial done and a set of fields appear that asks about TV commercials specifically). The College requires a system that allows such forms to be submitted and kick off a project management process that includes assigning a project/campaign owner, assigns tasks to staff members who may not be designated as owners of the project, and for them to receive automatic notifications that they have been assigned tasks. The College needs a system that would allow it to assign tasks and create dependent tasks (e.g., in order to complete the "Send Flyer to Printers" task, we have to ensure the following dependent tasks are completed: design flyer, get approval of flyer from requester, proofread flyer, etc.). The College would also need a system that would allow it to integrate with an email client such as Outlook or Gmail that would ensure that tasks such as communicating to requesters are completed and that the project management system would code the task as "Waiting for Information from Requester" whenever an email is sent; more generally, the ability to code when marketing and communications teams are waiting for responses from constituents external to the office is key. Finally, the project management system would also be able to allow the team to upload metrics and results from marketing and communications projects to share with requesters and resolve or close the project. Describe how the proposed solution would be able to manage this kind of effort. Please also describe, if the proposed solution does not have the capability, whether the solution partners with other third-party vendors or have integrations with other vendors who might be able to support this kind of process.

Another key component for the communications and marketing team is the ability to rely on a network of people for their expertise, especially in moments where there is very little turnaround time. The College would require the ability, ideally during the HR onboarding process, to receive data and updates from faculty and staff about their expertise, skills, and board memberships. This data would need to be updated periodically, potentially during performance management reviews and processes, and then updated in the ERP. Additionally, the PR office would also need similar information for alumni as part of a speakers bureau. Describe how the proposed solution would be able to support the public relations team in ensuring that they would be able to have alumni and staff/faculty be able to provide updates to their skills and expertise and that there would be a central repository for the PR team to reference when they are looking for experts for press interviews or they receive media inquiries and must respond.

4.6.7: Events

Event management is another important activity for the College foundation. Whether your proposed solution provides ‘in-system’ event management functionality or integrates with a third-party tool, all required elements must be easily accessible and capable of orchestrating complex events while aligning services, participants, and attendees. Please describe how your proposed solution could manage the production of invitations for a golf outing that is being held for the local community.

Please describe how your proposed solution (which may be your product’s built-in functionality or a proposed third party) could manage the production of invitations for a golf outing. The golf outing will have different constituents such as previous attendees to the event (for whom there is an address), members of the Board of Trustees, donors who have made gifts to athletics or scholarships, alumni who were former members of a sports team, and the family members of alumni who were former sports team members. The proposed solution must be able to merge these lists together and allow the event management staff to select specific constituents or individuals to either include or exclude on the list. In addition, Southwest Tech has many alumni who have married each other and graduated in the same year, the proposed solution must provide a “house-holding” feature that allows for only one invitation to be sent per couple rather than create duplication of records and subsequent letters.

The system must accommodate registration, tracking and payment for each of the activities offered during the event—corporate sponsorships, foursomes’ payments, gifts/contributions—as well as food preferences for the dinner. The College Foundation would also like to create a chart of all foursomes that should be grouped together as well as a seating chart of guests for the dinner and presentation of awards. The College Foundation would also like to track payments and associate them with attendees (e.g., differentiating attendees who paid for themselves versus attendees who attended on behalf of a corporate sponsor). Describe how the proposed solution would allow the Foundation to accept event registration payments and/or gifts/donations. Describe how the Foundation might also be able to use functionality to send emails to guests to confirm mail-in registrations, post attendee lists on the website, and integrate the event registration with social media advertising and marketing opportunities.

Part of the registration process would be ensuring that the Foundation’s events could be displayed and available on a public calendar. Describe how the proposed solution would allow the Foundation to create events in a way that allows them to publish it on a calendar with other college events or, alternatively, how it could also allow for events to remain private. Describe how your proposed solution would allow for the College to manage online registration forms and whether these forms and processes would be separate from the rest of the College's events management functionality or integrated into a comprehensive event management functionality.

4.6.8: Online Giving

Online giving continues to become an increasingly important aspect of the donor experience for many colleges and universities. Describe how your proposed solution would be able to support the online giving experience for the College's donors. Describe whether the proposed solution would be able to integrate with the College's existing website and how the Foundation would be able to develop online giving pages that include payment processing for credit cards and direct debit (including one-time gifts, pledges, and recurring gift options). Please also describe how the proposed solution would also help ensure the distribution of e-mail messages and e-mail marketing for alumni and donors that can be integrated with online giving webpages and calls to action for gifts. Describe how the proposed solution provides an easy, user-friendly, and intuitive interface to ensure e-mail marketing and online giving page creation is efficient and compelling for the Foundation's donors.

4.6.9: Gifts Processing and Recording

No advancement activity is more important than accurately recording contributions. Each contribution creates a link among the donor and the donor's details, the amount of the contribution, the fund(s)/designation(s) where the dollars are to be deposited, the payment method and numerous other data points. The College Foundation's staff produces the greatest number of reports based on these records.

On a standard day, the Foundation manages a wide array of activities. Their most common tasks are processing groups of transactions, such as outright gifts, pledges and pledge payments. They need to 'batch' transactions by contribution type, payment method or some other transaction component. They also need flexibility when assigning a date to the groups, which may require backdating or adjusting gifts. Please detail how your proposed solution produces batch transactions that can be split by user-defined criteria. Please also describe how the proposed system would allow for the Foundation to post gifts to the College's financial system, whether it is a third-party system or part of an integrated ERP system. Describe whether the proposed solution would also allow for the Foundation to enter pledges and have them posted to a general ledger as well as pledge payments that, when posted to the general ledger, will reduce the total amount of pledges outstanding from the Foundation's contributions receivable on its balance sheet.

Additionally, describe how your proposed solution would enable the Foundation to receive recurring gifts such as ACH/direct debit and credit card gifts that can be charged on a regular basis in an automated fashion and populated in the gift batch for review and posting to the College's financial system. Describe whether the proposed system would enable the Foundation office or donors to customize a funds withdrawal schedule and would also allow for donors to suspend, terminate, or change recurring gift transactions.

Equally important to the Foundation office is the ability to manage employee gifts, many of whom choose to make gifts through payroll deduction. The Foundation would like to be able to host a payroll deduction form online, transmit form data to the HR/payroll office, and ensure that deductions can be reviewed by the payroll office and processed automatically. Additionally, the Foundation would also want to record payroll deductions (similarly to recurring gifts) with a payroll deduction schedule that would allow coordination between the HR and payroll office and the Foundation office. The solution would need to be able to terminate and suspend payroll deductions that would be initiated in the Foundation office and which carries over to the HR/payroll department so that deductions from checks can be stopped immediately and restarted at a future date. The proposed solution would need to be able to send an email confirming with the employee donor that they want to reinstate their donations again at the scheduled time that they specified. Finally, if an employee donor were to terminate (or be terminated) employment with the College, the system would need to communicate automatically with voluntary separations and ask if they would like to consider giving in a different way. Describe how your proposed solution could support this process. Detail how you would ensure that the Foundation and HR/payroll offices could work seamlessly without manual and duplicate effort to ensure that employees experience an easy process for giving.

The ability to make demographic changes to donor records without ‘breaking out’ of the process is critical to the Foundation’s efficiency. For many of the transactions processed, the Foundation needs to accommodate the donor’s wishes for dividing the contribution between or among multiple funds (split gifts) and/or directing it to one or more commemorations. The Foundation may also need to categorize the transaction as a donor advised fund (DAF), as being associated to a specific solicitor, as qualifying for a corporate match, as being associated to a specific appeal, and as having one or more soft credit donors populated or another variable that is requested by donors or required by the individual college’s procedures. Please detail how your proposed solution can help process these types of transactions efficiently.

The Foundation must often adjust existing transactions, a process that must be both efficient and viewable through an audit trail. The Foundation must also integrate its gift processing with the Accounting department’s general ledger. Please describe how your proposed solution would allow the Foundation to process multi-year pledge payments and process associated payments with pledges over several years and ensure that the gift and pledge is appropriately written to the general ledger as both a receivable and an asset. Describe how you would ensure that cash received would be deducted against the receivable and appropriately appear on the Foundation’s balance sheet.

An equally important aspect of gifts processing is ensuring that donors’ wishes are respected and heard. Donors will often have checks written from their businesses or personal foundations but wish to be individually recognized or have their spouse individually recognized for the gift. Describe how your solution supports soft credits or recognition credits for the donor. Describe how the proposed solution would also ensure that the College Foundation can keep either gifts or donor’s identities anonymous (or both). Describe how the Foundation would be able to ensure that it respects donor’s wishes not to be solicited by email, phone, or mail. Additionally, describe how a donor would be able to ensure that a gift is made in honor or memory of a loved one; describe how the proposed solution would allow for the College to send tribute cards to the person honored or to the family of the person remembered and describe how the proposed solution would allow for efficient tribute reporting of people who have given as a tribute to a specific person. This would include being able to mark records/gifts that have already been reported and the ability to report on those gifts that have not been marked as having been reported to the donor.

4.6.10: Annual Giving/Annual Fund

Phone-a-thons are a major activity that support the College’s annual fund. Southwest Tech has especially been able to increase its donor pool with annual giving from 200-300 donors to more than 1,000 donors in a short period of time. Whether conducted in-house or by an outside vendor, accurate prospect data is essential for this initiative to be effective and efficient. Currently, the phone-a-thon is campus-based, which requires a solution that allows callers to enter data in support PCI-compliant credit card data entry via a separate software tool and be limited by security measures that can be tiered based on the level of training a caller may receive. In the ideal system, there must also be an approval workflow that allows calling program leaders to review changes to demographic and gift data that can be reviewed and approved before being released and written to the gift and biographical sections of a new proposed solution. Conversely, the calling program would need to be able to see recent giving data from a donor to effectively steward the donor. The calling program must be able to track campaigns, appeals, and funds, and handle split (A/B) testing for specific appeals. The system must also be able to manage and handle biographical and demographic data updates from prospects such as updated phone numbers, email addresses, additional degrees, employment, and family information. The system must also be able to suppress prospective donors who do not wish to be called, deceased, or have certain restrictions. Each morning during phone-a-thon, leadership must be able to see dashboards that show the progress of the previous evening's calls, including pledges received, dollars raised, and number of upgrades from previous year's giving. The proposed solution should be able to handle automated workflows such as sending an email from a specific caller to a donor after a call has been completed that includes custom and conditional content based on the donor's demographics and the identity of the caller. Please detail how your solution can support this process or how a third-party solution would be able to support this. If it is a third-party vendor, describe how your solution integrates with this third-party vendor.

4.6.11: Reporting

Any system's reporting functionality is expected to include delivered reports with system-defined, minimally modifiable report components and ad hoc reports that can be produced from an embedded reporting solution or linked tool.

Please detail the proposed solutions delivered reporting functionality and how that functionality will effectively and efficiently support offices. Does the proposed solution:

a. Have the capability to display fundraising data in a dashboard? Do those dashboards include functionality to display progress against goals and/or moves along a continuum? If yes, please describe how the individual user can create the dashboard(s) and how they are displayed.
b. Enable reporting across business areas (e.g., Foundation staff can access Business Office data and/or Financial Aid Office data)? If yes, please describe how these types of reports would be created and maintained.
c. Has the ability to report by population segments within the reporting tool provided (e.g., LYBNTS, SYBNTS, new donors)? Please detail.
d. Has the ability to generate gifts received and pledge reports that detail cash and pledges that have been received during the fiscal year?
e. Has the ability to report on and differentiate payments from prior year pledges compared to payments made on current year pledges?
f. Ensure cash flow reporting on pledges over multiple years?
g. Have the ability to report on the prospect management pipeline and help the Foundation assess the strength of its pipeline?
h. Have the ability to monitor past actions and future actions and integrate with email and calendar client to provide reminder emails or appear on the calendar?
i. Have the ability to develop batch reports, control validation reports for administrative changes to records, and reconciliation reports for gifts processing?
j. Has the ability to report on fund performance, campaign performance, or appeal performance based on gift types, donor types, fund types, and other data points?

k. Have the ability to download constituent and donor data into customized profile through either a PDF, word, or excel document?
l. Have the ability to provide gift-to-general ledger exception reporting when attempting to reconcile gifts to the general ledger?
m. Has the ability to provide phone-a-thon caller statistics such as labor reports, wages and hours, return on investment, and gift reporting such as gifts received, credit cards, considerations/may give responses, declines?
n. Have the ability to monitor complete versus incomplete scholarship applications, including demographic reports on students?
o. Has the ability to express how many scholarships were offered, including the dollar amount offered and the dollar amount accepted?
p. Allow for the ability to create profit and loss statements for events based on attendees and revenue received by ticket/income type (i.e. sponsorships, tickets, etc.)?
q. Has the ability to capture and report on the Foundation's investment allocation and unitization on a quarterly basis?

4.7: Informed Decision Making

A major goal of Southwest Tech is to improve the effectiveness, efficiency, and availability of information required to manage operations, reporting to accrediting and regulatory agencies, and institutional research (IR) support. Currently, the College struggles with obtaining information from the many non-integrated applications and systems and spends a great deal of time manually combining data across systems in order to generate reports and compile decision support information. To determine how the proposed solution would address these needs, please describe how the solution would address the scenarios and questions listed below.

4.7.1: Reporting, dashboards and business analytics.

1. Does the proposed solution have the capability to provide delivered reports to support regulatory reporting (e.g., IPEDS, FISAP, Cleary Act, financial statements, accreditation)? Please list all regulatory reports delivered with the proposed solution.
2. Describe how the proposed solution can provide required state reporting, federal reporting, and professional reporting.
3. Does the proposed solution allow for reporting institutional effectiveness and built-in course assessment? If not, what third-party solutions integrate to fulfill assessment needs of the college?
4. Does the proposed solution provide reporting tools to produce needed reports for departmental reporting, and reporting against the strategic objectives of the College?
5. Does the proposed solution have query tools that can be used by end users for ad hoc reports? If yes, please describe how they are accessed and controlled and what information is available. What type of end-user support is provided for reporting?
6. Please detail the proposed solution's various "canned" reports that are available to users. Also, please describe if those reports are openly accessible or how access to those reports is handled. Are users able to modify canned reports and save them for their own future use? If yes, please explain.
7. What types of security and access set-ups exist in the proposed solution for reporting (e.g., role-based security, field-level security, application level security)?
8. Please describe the proposed solution's reporting structure and what level of knowledge/experience users should have in order to produce reports.
9. Does the proposed solution report from live data or in a data warehouse type environment? If a data warehouse is utilized, does data have to be mapped in order for users to be able to produce reports? If yes, please describe the process and provide any additional costs related to data mapping.

10. Please describe how the proposed solution will allow to freeze/snapshot data for the purposed of census and other external regulatory reporting.
11. Does the proposed solution provide the functionality to create customized dashboards for end users to monitor enrollment fluctuations, admission numbers, and financial changes?
12. Please explain how the proposed solution limits access to highly sensitive data. How does field level security cascade from the ERP to the reporting tool?
13. Does the proposed solution have an end user group of other higher education institutional research and effectiveness professionals to provide support?

4.7.2: Decision support tools.

1. Does the proposed solution have tools for uploading and downloading data, such as spreadsheets and PDFs?
2. Does the proposed solution have the capability to schedule reports (daily, weekly, monthly) and deliver those reports via email, shared drive, holding file, or some other means? If yes, can users create and schedule those reports or would a member of the administrative systems team be required to create and schedule? Can reports be created from an underlying template or are they scheduled as individual jobs?
3. Does the proposed solution have tools for creating interactive forms to allow users to queue data (into staging tables for review) as well as direct transactions into the system?
4. Does the proposed solution connect data definitions to specific variables and data fields? Can end-users access those definitions in the system to help end-users understand selected data fields when writing an ad-hoc report? Please explain how end-users understand how data is being extracted from the system and how users can access help when writing reports.
5. Does the proposed solution have the capability to conduct system audits at the record and table level that can be selectively turned on (e.g., enrollment, grade changes, who placed and removed holds on students, all financial aid data, assignment changes affecting salary, changes to the vendor files)?

Note: It may be possible the proposed solution has native support (not requiring a business intelligence tool) for some of the information needs listed in the scenarios; if so, please note how this enhanced functionality would support the need.

4.7.3: Informed decision-making scenarios.

The Vice President of Academic Affairs needs to know about the financial cost of various programs of study. The College would like to be able to pull enrollment information with degree outcomes, faculty load, and faculty costs into a single report/model that can be used to track current activities and predict future performance. Keep in mind this information might need to include data across fiscal years, estimate indirect costs such as space/utilities, and must also access data from outside the student system, including HR, Budget, Recruiting, etc.

1. Describe how the proposed solution would be able to integrate the various data flows and provide the decision support information required.

One area of significant concern for each academic department is the ability to plan accordingly for the future needs of its students in order to effectively tie student academic plans to the future academic needs of the College, in terms of necessary courses and sections by term and/or academic year.

2. Please detail the proposed solution’s ability to take data from students’ academic plans and extrapolate it forward to assist the Academic Affairs divisions in planning their course offerings moving forward.

Deans, program directors, and department chairs would like to know the number of newly admitted and registered students in a future semester.

3. Please describe how administrators can access real-time admission and registration numbers for their programs to help predict course demand while monitoring the class schedule for the current as well as future semesters.

Continuing Education and Workforce Development must have the ability to monitor profit and loss for a course when factoring in the cost of an instructor, class materials, etc. and the enrollment needed to minimally break even.

4. Please detail how any course can be analyzed to determine if the course should be taught based on financial viability.

The Director of Campus Security and members of the Student Success staff need to have an accurate, up-to-date listing of students along with their contact information in an easy-to-access, online query/report with photos.

5. How would the proposed solution address this need? And how would the information be shared yet protected from unauthorized access?

Many staff members need to perform ad hoc reporting in order to meet specific data requests. Many of these requests require multiple reports and often additional IT and Institutional Research support. The information is typically loaded into Excel spreadsheets to provide the final report; thus, there is a request for a simple "drop and drag" reporting tool to support this type of ad hoc reporting.

6. Please describe how the proposed solution could simplify ad hoc reporting, the tools and interfaces the solution employs, and, in general, how the proposed solution supports ad hoc reporting.

Southwest Tech applies for and receive grants for a variety of purposes. Currently, the application process, grants tracking, and grant management is predominately a manual process across several different functional offices and applications. The College is seeking an integrated grant tracking and management process in which information flows from the point of application development through grant awarding and management of grant funds.

7. Please describe how the proposed solution would address this need. Please detail how the information would flow from each step in the grant lifecycle and the type of reporting and analytical capabilities the solution would provide.

The College Effectiveness (Institutional Research) Department at the College is interested in studying why academically talented students of color may choose to leave the College before completing their programs of study. To conduct this research, information from across the entire college environment must be considered, including Academic Affairs, Student Services, Finance, and Admissions. Currently, much of this information resides in independent, non-integrated applications. Thus, IR is limited to the data that can be requested from the functional departments within the time these departments can allocate to collecting said data, which significantly hinders the ability to conduct effective research.

8. Please describe how the proposed solution would enhance the ability to conduct institutional research and analysis. Describe the tools and integrations that would be available to compile the types of data needed to support ongoing analysis for strategic decision making.

Prior to a semester, low enrollment class sections are analyzed to determine whether the class should be cancelled.

9. Please describe how the proposed solution can extract and provide an analysis from multiple data sources including faculty salary, tuition/fees charged to students in the class, and anticipated graduating students in the class. When the class is cancelled will it appear in D2L-Brightspace in real-time as cancelled?

4.8: Implementation and Implementation Partners

The College reserves the right to issue a separate solicitation for system integration (SI) services or negotiate SI services with the awarded proposer(s). Please identify all implementation service providers for your proposed solution (i.e. applications/modules) and indicate if they are certified to provide services in the state of Wisconsin. For each service provider, please include:

- A general description of your relationship to the service provider and its history.
- Any formal certifications you have provided to the service provider.
- Contact information.
- Service provider's formal qualifications.
- Summary of the service provider's capabilities.
- Descriptions of the SI service provider's recent higher education engagements.
- Three client references who leveraged the SI service provider to implement the proposed solution.

4.8.1: Implementation partners

1. Please describe how your company will be a partner with the College throughout the implementation process (from planning through go live)?
2. Will your Company or a Partner provide the implementation services for the proposed solution? If a Partner, will the College be provided more than one Partner to select for the implementation?
3. How will your Company and/or your Partners work with the College to derive the most efficient and effective business processes, leveraging the work the College has done to identify redesigned business processes for the best student experience and operational efficiency of the College and not just move current business processes into a new system? Will this change the typical implementation approach and if yes please describe how?
4. How will your Company and/or your Partners ensure there is sufficient post go live assistance built into the implementation plan to ensure the College is not only live but stable and self-sufficient to run the day to day operations of the College? Specify how much post go live assistance is included in the implementation.
5. How will your Company ensure the College is able to effectively leverage new solutions that are released during the implementation process, to allow the College to be on the latest solution, as appropriate, to meet their organization needs?
6. Please describe the typical implementation process.

    1. **<u>Implementation services.</u>** Please describe in detail the implementation services your company/partner provides. Explicitly address whether or not you propose to provide the following:
        a. Project management
        b. Subject matter expert (SME)/functional and technical training
        c. Business process analysis and redesign including incorporating process redesign work already completed
        d. Software design and configuration
        e. Data cleansing, conversion, and migration
        f. Testing and quality assurance
        g. End user training

h. Implementation and go live assistance/support
i. Post-implementation support

Provide an overview of your methodologies, tools, templates, resources, and organization as they apply to the above services. In describing your organization's services, explicitly explain how you ensure the quality of your services and how you maintain competitive pricing.

Southwest Tech reserves the right to negotiate a mutually agreeable contract with the top-ranked proposer for either performing implementation services or subcontracting with the implementation partner the College evaluates and selects.

4.8.2: Implementation Scenarios

1. Considering the College as a whole, how does your company propose that Southwest Tech plan and orchestrate the implementation and transition to a new ERP environment?

2. The College will convert administrative data and all appropriate student data during the migration to a new ERP system. Is data conversion and migration included with the implementation? If there is a separate cost for data conversion/migration and data cleaning, please provide these costs in Appendix A- Projected Five-Year Cost of Ownership.

    a. Does your company provide a data conversion and migration tool? If not, what conversion/migration services does your company provide or recommend?
    b. For information that is not converted, what tools and services does your organization provide to assist the College in maintaining historical information that is not migrated?

3. Please describe your recommended approach for converting data from Southwest Tech's existing ERP system into the proposed solution.

4. Is converting data from the third-party systems that have been used included in your proposal? If not, please identify the cost, based on the institutions' current ERP environment, in Appendix A.

5. Is converting data from document imagining and storage with key (ID and Name) to the provided imaging solution included? If yes, identify what must be provided by the College. If not, please identify the cost in Appendix A.

6. Specify the number of IT and functional staff and other Southwest Tech support personnel that will be needed to maintain and properly support and maintain the system during and after implementation.

    a. Please detail what level of access the college staff will have during the implementation and after the implementation to the Dev, Test and Production environments.

7. Describe your proposed project planning activities and timeline(s) and the benefits Southwest Tech gains from following this described approach.

8. Provide an estimated implementation schedule graphically showing the general tasks and major milestones, including realistic dates for each of the modules/systems proposed.

9. How would your company work with Southwest Tech to develop a realistic implementation schedule based on Southwest Tech's priorities and success criteria?

    a. What project management techniques would be employed to guarantee the timely delivery of these efforts?

10. Describe your communications and change management strategy including what tools and techniques are deployed to manage the changes throughout the life of the implementation.

11. Describe how your company will work with the College to facilitate them through the change management process. Will your company work in partnership with the institutions to review and update current business processes to determine what the best practice should be? Please describe how your company has worked with other institutions throughout this process.

12. Identify integration concerns and detail the risk mitigation strategies to be employed for handling mid-deployment and temporary interfaces back to the College's current ERP systems.

13. What tools will Southwest Tech receive to assist them during implementation? Please explain.

14. Describe the activities required to assist users in defining business rules, operational parameters, application system code tables, and any other decisions necessary to implement the proposed solution in the most efficient way possible according to the College's requirements.

    a. Does this include a review of the various modules prior to confirming design specifications?

15. Describe your recommended user and system testing methods for the initial system implementation.

16. Explain how data is archived, recovered, and accessed. Provide recommendations for data archiving that will maintain proposed system availability, performance, and scalability requirements.

    a. What tools are used to recover data?

17. Please list and describe the tools available to support batch processing job streams, including notifications of failures or interruptions and provisions for job rollback and restart.

18. Please describe operations and monitoring tools incorporated in the proposed solution.

4.8.3: Training and Documentation

Ensuring employees have the appropriate training available before, during and after the implementation is necessary for success. SWTC wants to understand the vendor's implementation and roll-out training strategy and plan for long-term and on-going training, beyond the initial ERP implementation.

Describe how the proposed solution meets the requirements by answering the following questions:

1. Provide a detailed description of training services that will be available. Describe the approach and proposed plan including itemizing training for all technical and business domain roles.
2. Describe any limitations and constraints to the training proposed.
3. Describe your planned approach to various training methods including train the trainer, face to face, remote synchronized, virtual, and self-paced. Document the percentage of planned face to face

synchronized training for both the implementation and the rollout. Provide examples of training plans.

4. What documentation is provided? Provide a list and include example training materials and user manuals.
5. Describe the process for documentation updates when the proposed solution(s) are changed or enhanced? What does the client receive? What is the lead time for documentation/training material changes and release to clients?
6. Describe the proposed services for ongoing client training when the proposed solution(s) are changed or enhanced? What does the client receive? What is the lead time for on-going training and the availability to clients?
7. Provide an overview of the methodologies, tools, templates, resources, and organization for the client and end user training.

4.9: Support Scenarios and Questions

4.9.1: Emergency Preparedness Plans

Please describe in detail the contingency plans that are in place in the event of a fire or other natural disaster. Will the College's data be backed up in another physical location (i.e. other state)? Is there a secured emergency power source in the event of such a disaster? Also, please list the number of different internet paths that are in place.

4.9.2: Proposer's Location and Service Center/Technical Support

Provide your company's office locations and the number of managers, supervisors, seniors, and other professional staff employed at these offices. Explain the technical support available and the escalation process when issues arise.

4.9.3: Product Service, Maintenance and Support Capabilities

1. Provide an overview of your organizations' approach to product services, maintenance and support for the College including variances between support levels the College may consider. How often are new product releases made available and what is the process for clients to incorporate into their production environments? Include self-service support and how the College will gain the support to best utilize the proposed solution to the maximum capacity.
2. Provide the best practices based on client success for the College to consider to maximum the benefits and return on investment in the proposed solution.
3. Provide an overview of your organizations' resources, skills, organization structure, processes, and experience for application support services. Distinguish between general capabilities and those that apply specifically to the products/modules included in your proposed solution.
4. Describe how you provide support to, and interact with, your own hosting organization and/or with third-party subcontract hosting services.
5. Include onsite response and problem resolution times. You may provide a business model that is utilized in providing support services; this may include documentation that provides steps in quality control and assurance methods.

4.9.4: Product Support Service Plans

Describe your proposed maintenance and support plan coverage and the various service level commitments and options available to the College. Detail how services are provided in a cloud-based scenario. What services would be provided to the College and what services by 3rd party providers? Who is eligible to initiate support calls? Confirm your ability to respond to all service calls within 2 hours. State the location of all support service center(s) in the United States. Indicate the numbers and types of trained application software personnel to be utilized to support the College.

4.9.5: After Hours/Emergency Service Requirements

Departments need to operate beyond regular business hours (8 a.m. – 8 p.m. local time). Describe how your solution will provide continuous service that will be available to the College, including emergency support calls. An emergency support call is defined as service or troubleshooting repair that must be completed outside of normal business hours or that requires a response time of less than 2 hours.

Provide full costs in Appendix A (as described in section 6).

4.9.6: Continuing Support, Upgrades and Training Programs

1. Specify the nature of the proposed post-purchase support to be provided for the College. The following items should be fully explained for problem reporting and resolution procedures, including
    - Required reporting method
    - Response time requirement
    - Hours of operation
    - Hotline support, include toll-free access; hours of operation
    - Computer online support
    - Error Corrections
    - Frequency and delivery method of future upgrades and product enhancements
    - Documentation updates
    - Training and continuing education - online and classroom and cost of it
    - User Communities
2. Please detail how your company informs their partner institutions about planned system downtime, service availability, and maintenance windows? Also, please provide a historical representation since 2017 and 2018 of planned system maintenance, upgrades and downtime.
3. Please describe how upgrades/enhancements are provided and adopted by clients into their production environments, fully leveraging the new features and functionality? How often are new features made available and what is the process of client evaluation, alignment and adoption? What change management strategies and approaches are employed in delivering new features and functionality?

4.9.7: Customer Product Support and Technology Tools

SWTC constituents and staff access systems and applications with a broad variety of client technologies, and it is important to meet the technology and usability needs of constituents.

Describe how the proposed solution meets the requirements by answering the following questions:

1. Describe customer service and support services for SWTC, including problem reporting and resolution procedures for each of the following:
    a. Required problem reporting method?
    b. Response time requirement?
    c. Hours of operation?

d. Hotline support, include toll-free access and hours of operation?
e. Computer online support?
f. Error Corrections?
g. Frequency and delivery method of future upgrades and product enhancements?
h. Communication on updates and product enhancements?
i. Documentation updates?

2. The ability to escalate issues? Explain the approach and process?
3. The ability to log issues and actions?
4. The ability for application delivery for *each product* proposed with the following:
    a. Accessible through a web browser?
    b. Requires no client software installation on desktops?
    c. Functionality is available via a mobile app?

4.9.8: Support Services

Once SWTC is live with the new ERP system, there is still a need for support services. Describe how the proposed solution meets the requirements by answering the following questions:

1. What support is provided for the IT staff?
2. Is support provided in a phased deployment? Describe the proposed approach for SWTC.
3. Provide a recommended internal support model?
4. Provide a detailed description of the ongoing customer service and support services available as part of its ongoing maintenance agreement.
5. Provide a description of the proposed Service Level Agreement.
6. Describe your escalation approach – what is the process, how are issues and actions logged, what notification or reporting mechanism are included?

5: Infrastructure/Security/Compliance Requirements

5.1: Technology Platform(s)

SWTC is looking for a solution that is intuitive and user-friendly; therefore, it is imperative to understand the amount of effort required to operate the system.

The College desires a cloud-centric approach to application hosting and delivery. It is expected that delivery of the solution would be in the cloud, with needed extensions through APIs for integration with other solutions and/or pre-built integrations are provided as part of the solution. The overarching goal is a total solution that is seamless and operates as a secure, single solution with the ability to configure the software appropriately to meet the College's specific needs, knowing the College has gone through an entire process review and is looking to fully leverage a new ERP environment without customizations with the advanced feature and functionality in the next generation systems. Below are the requirements for the technology platform. Describe how the proposed solution meets the requirements by answering the following questions. The technology platforms proposed must:

1. Meet all local, state and federal compliance requirements necessary for Southwest Tech including integrating to the WTCS State Grant program (WTCS) through a secure file transfer process.
2. Support the reporting requirements for the Wisconsin Technical College System (WTCS) for student data.
3. Provide Southwest Tech ongoing access to upgrades and new functionality for the proposed solution.
4. Provide secure, stable and scalable solution with robust features and functionality including compliance for FERPA, GLBA, and HIPPA.
5. Provide compliance, ongoing, with ADA and WCAG.
6. Include powerful, flexible, web-accessible reporting, dashboards and decision support capabilities.
7. Provide an ideal user experience for students, faculty, staff and administrators, that is an intuitive and efficient user experience for all constituent groups, including web accessibility via any device and any browser, preferably responsively designed.
8. Be user-friendly, easy to use, maintain and administer and capable of providing quality training and user documentation for software maintenance and administration.
9. Provide powerful operational and strategic reporting and dashboards to effectively manage and react to the operations and the longer-term strategic alignment of the organization with decision support information supported by flexible, web-accessible reporting, dashboards and decision support capabilities.
10. Provide bi-lateral integration capabilities with other third-party software, flexibility, data integrity, audit trails and controls. Have the flexibility to extract and import data into/from 3rd party systems.
11. Provide support for best practices and self-service features for all constituents including supporting a single sign on experience across the Southwest Tech enterprise environment for all constituents.
12. Provide users with a real-time, device-agnostic experience from anywhere.
13. Be configurable to the institution's needs.
14. Have the ability to use effective dating and active/inactive type flags.
15. Have user definable workflow capability.
16. Provides the necessary audit trails and tracking built in with the ability to generate log files that can be disseminated.
17. Have the ability to support a minimum of a Production, Testing, Training, Development, and Sandbox (functional development) environments?
18. The ability to manage and synchronize multiple environments (e.g., production, testing, training, development, etc.)?
19. The ability to migrate data and configurations between the different environments?

5.2: Technical Scenarios

The College is looking for a technological system that is intuitive and user-friendly; therefore, it is imperative for the Steering Committee to understand if the system has the requested capabilities and more importantly, how users will be able to access the data, achieve the level of efficiency capable in the system and the amount of effort required to operate the system. Please describe and diagram the architecture of your proposed solution:

- Explain the proposed solution's data architecture/structure.
- The College requires the ERP system to provide a highly available architecture that guarantees a measurable minimum downtime. Please provide your company's average uptime across all clients. Describe, in detail, how your solution achieves this requirement. Include the specific architectural design and decisions that enable this level of overall availability.
    - If proposing an on-premises solution, what network, storage, and environmental (power and cooling) requirements must be in place to achieve this goal? Provide specific hardware performance and software requirements.
    - If proposing a cloud-based solution, describe the methods by which your solution achieves these goals. If you distribute workloads and replicate data across multiple regions or multiple providers, how do you maintain data integrity? How do you ensure that data remains protected (secure) while in transit and while at rest in multiple regions?
- How is user access managed? Is access provided by general access to a module (Accounting, Student, HR, etc.) or is it screen, role or function specific? How easy is it to grant universal access to specific users? Can read and/or write access be granted to a user? If so, how is that achieved? What level of staff expertise is necessary to grant access? What are the recommendations for how user access is established?
- Please describe the methods by which access permissions can be periodically reviewed by administrators to determine who has access to what.
- At what point during the student's admittance process can portal and/or self-service credentials be established (e.g. At point of application? At point of registration? Or at some other point?) Also, please detail how credentials are created and the password strategy.
- How are new student credentials created and disseminated to the student (e.g. LDAP, Active Directory, G-suite, etc.)?
- Please describe how the integration with Active Directory (AD) is created and maintained. Include the ability to use AD roles to populate the solution's roles, the ability for AD to act as an authorization/authentication provider, etc.
- What expectation of consistency do you have of the system in order to integrate the AD for the ERP?
- Please describe any single sign-on capabilities and detail how they are established, maintained and managed in the overall environment and how they integrate with Active Directory. Which identity authentication and federation protocols does the solution support?
- Using a single instance of the ERP solution will allow SWTC to collect and store information on each individual, regardless of their association with SWTC. As individuals move between being students and being employees, the software solution will need to maintain a single record and record the different statuses for that individual over time. This status should then control how each individual interacts with the software solution – for example, students can change their address online, but this information must be validated for employees.

Another benefit crucial for SWTC is the integrated nature of a modern ERP system. When making a change to one area, that change should reflect in other parts of the proposed solution without intervention, uploads or downloads.

Describe how the proposed solution meets the requirements by providing the ability to manage the various relationships that individuals will have over their lifetime of interactions with SWTC? Explain the fields available to track this information.

- What identity management solutions does the proposed solution integrate with? Are there preferred partners for identity management solutions?
- Digital Signatures are the use of an electronic signature method to sign documents versus handwritten signatures. Does the proposed solution include digital signature capabilities? Explain.

5.3: Licensing/Subscription Expectations

The College has the following expectations related to the software licensing:

- The College expects to be billed on a subscription basis only for those modules that are successfully implemented, tested and operational, and for the respective pro-rated portion of the annual subscription fee of the contract.
- The subscription fee will have no increase, regardless of the number or extent of upgrades/enhancements or increases in utilization, for the first five years.
- The College's access and use of the subscribed solutions will survive any sale or transfer of the vendor's ownership rights.
- Should the contract with the selected vendor cease, the College owns its data and will not be subject to further payment to copy, download, or access its data and/or move it to another system.

5.4: Ethical Considerations of Cloud/Hosting Environments

The use of cloud computing and hosting services requires a trust relationship with the provider, so it is imperative that due diligence and risk assessment are accomplished. The College is the steward of information about students and their parent's financial, personal, and medical data. Vendors are restricted from data mining.

Please describe the confidentiality provisions that are provided in the proposed agreement. Do these provisions meet the required needs of the guidelines listed below? Please provide information that shows how that compliance is achieved.

- FERPA
- HIPAA
- Health Information Technology for Economic and Clinical Health Act (HITECH Act)
- Gramm-Leach-Bliley Act
- USA PATRIOT Act
- Electronic Communications Privacy Act
- Who carries the liability in the case of a security breach, and who bears responsibility for corrective actions? Are there proactive tools or alerts available?
- Describe who has access to the College's data.

5.5: Service Level Agreement (SLA)

The vendor must provide Service Level Agreements that clearly describe the services provided, guarantees, warranties, limitations, liabilities, and responsibilities and rights of each party. It should also clearly outline who is contacted at the client in the event of a breach. Describe how the proposed solution meets the requirements by answering the following questions:

1. The ability to support various levels of SLA's for *each product* proposed? Explain and provide a sample SLA.
2. The ability to add additional SLA levels at an additional cost? Explain. *Provide a cost estimate for additional support levels*.
3. The ability to define the roles and responsibilities between the vendor and SWTC?
4. The ability to measure and record performance and availability metrics?
5. The ability to ensure the continued availability of cloud services and hosting environments, and minimize the lack of access that creates significant business interruption?
6. Provide the following information on SLA's:
    a. Have other customers experienced an interruption in service, if so, for how long?
    b. Are services continuously available, even around scheduled service downtimes?
    c. Are uptime warranties included in the SLA?
    d. Do significant processing times affect user access and usability?
7. The ability to understand the potential options available for SLA's, including the following:
    a. Limitations of service included in the SLA?
    b. Disclaimer of liability for third-party action?
    c. Remedy limitations, including total damages capped?
    d. Exclusionary clauses?
    e. What occurs if the SLA's are not met?
8. The ability to support the proposed maintenance and support plan coverage and the various service level commitments and options available, based on the following:
    a. Who is eligible to initiate support calls?
    b. Respond time to service calls within 2 hours?
9. Numbers and types of trained application software personnel

5.5.1: SWTC Data Security and Encryption

The College must comply with federal and/or provincial guidelines regarding the access and encryption of data, including personally identifiable information and more.

1. Describe the proposed solution's security strategy and encryption methods. Also indicate how security is ensured in both the on-campus and mobile environments, and where data is encrypted (at rest, in transit).
2. Describe the functionality available in the proposed solution to assign and manage user access. Describe the proposed solution's ability to distinguish between roles and groups and delineate the capabilities/usage of each. Describe the proxy functionality – describe how proxy waivers are captured and access is granted to others, for instance for parents of students under age 18.
3. Detail the proposed solutions capabilities to log user administration requests. Are all user administration requests logged, and what form are they logged in (XML documents, DB, log files)? Is action history viewable for the affected user?
4. Describe the logging capabilities of the proposed solution, indicating the level of end-user interactions that are logged (i.e. logins, access attempts, etc.).
5. Describe how the proposed solution complies with federal and/or state regulations regarding data privacy and security of records. Can the system enforce stricter authentication requirements for sensitive transactions? Does the system limit views of specific fields, including PII?
6. Please detail the proposed solution's ability to provide 2-factor authentication.
7. Describe how confidential information is kept secure in a cloud/hosting environment.

8. Provide more information on how the proposed solution handles the following security needs:
    a. Who has access to the College data and what are their backgrounds?
    b. Where the data center is physically located? What safeguards exist to prevent the data center from unauthorized access?
    c. What provisions are available to ensure that no data is lost or falls into the wrong hands?
    d. How are applicable regulatory rules enforced in the proposed solution?
    e. Is illegal or inappropriate activity investigated? How does this occur?
    f. How are new vulnerabilities that may affect the confidentiality of customer data, or the integrity and availability of their services shared with the customer?
9. Describe the company policies on data handling/management and access control?
10. What happens to data when it is deleted? What happens to hardware when it is replaced?
11. Access to any system with SWTC data must be confined to the appropriate individuals. Users can authorize others to serve as their representative (delegation of authority), such as managers who take leave and delegate authority of managerial transactions to another person. Additionally, users can authorize others to access their information (proxy), such as parents or workforce students authorizing third-party employers. Describe how the appropriate access for delegation of authority or proxy authorization is implemented, granted, and logged.

5.5.2: Performance

The continued availability of cloud services and hosting environments is of critical importance, and the lack of access can cause significant business interruption.

1. Describe how the following needs are met:
    a. Multiple power feeds from separate sources
    b. Multiple communication links from diverse suppliers
2. Describe the measures in place to alleviate hacking risks?
3. Have any service-level credits been paid in the past six months? Why?
4. Have other customers experienced an interruption in service? If so, for how long?
5. Are service continuously available, even around scheduled service downtimes?
6. In the event of data loss, how quickly are data restores performed?
7. What are the contingency plans in the event of a natural disaster?
8. Are uptime warranties included in the SLA?
9. What is the disaster recovery plan for the production system? In the event of an incident, what recovery time does is guaranteed? How often is the recovery plan tested?
10. Are there any restrictions or performance limitation in usage during significant processing times, year-end close process, payroll runs, Financial Aid batch awarding – does it affect user access and usability?
11. The ability for application delivery for *each product* proposed with the following:
    a. Accessible through a web browser?
    b. Requires no client software installation on desktops?
    c. Functionality is available via a mobile app?

5.5.3: Limitations of Service

What limitations of service will the SLAs include? Describe how the following items handled:

- Unilateral right to limit, suspend, or terminate the service
- Disclaimer of liability for third-party action
- Remedy limitations, including total damages capped

- Exclusionary clauses

5.5.4: Data Segregation

1. What procedures are in place to ensure that other organizations do not have access to customer data, even if both organizations are hosted on the same server?
2. How frequently is the server monitored to confirm that data is properly segregated?

5.5.5: Third-Party Litigation

1. How are legal requests for information handled?
2. Is the customer notified if a subpoena, or search warrant is issued?
3. Will the provider seek a protective order to prevent and/or limit disclosure of college data?
4. How are litigation holds enforced? Will data be segregated and retained?
5. How are e-discovery requests handled?
6. Which party bears the costs associated with processing data for discovery purposes?

5.6: Security

Information security measures are designed to protect the confidentiality, integrity, and availability of data. As institutional investments in technology and reliance on systems has grown, so have the needs for reliable structures and measures to ensure success and minimize failure. SWTC has multiple types of data in its current ERP solution, some of which is highly restrictive and must be kept secure. Mitigating the security threat to this data is a crucial function for the proposed solution architecture.

Adding to the complexity is the SWTC structure with a variety of roles and needs for data. Ensuring compliance with federal, provincial and SWTC policies and mandates, such as HIPPA and FERPA add to the complexity, as does managing the identity of all constituents, typically in multiple roles. The requirements below relate to processes and tools to protect SWTC information that will be in the ERP.

Describe how the proposed solution meets the requirements by answering the following questions:

1. Are background checks conducted on employees and any third parties/subcontractor employees that will have access to SWTC data regularly?
2. Vendor has provided an encryption key management plan, i.e. key storage, methods, vendor access, logical storage, etc.? Explain.
3. The vendor has network perimeter security controls in place – e.g., firewalls, proxies, IDS/IPS, DDoS protection, etc.?
4. The proposed solution(s) has the functionality to obfuscate data in test and development environments?

5.7: Business Exit Strategy

An exit strategy defines each party’s obligations in the event of a termination of services. Describe how the proposed solution meets the requirements by answering the following questions:

1. Please describe in detail the process by which an institution would notify the vendor of their desire to cease using the proposed solution. What guarantees are made to the institution? What support timeframes are guaranteed?
2. How long after termination of service will college data be returned, and in what form?
3. Can college data be seamlessly transferred to an alternate supplier, if needed? How is the data extracted, what form is it stored in?

4. Will the provider aid in transferring data to a new provider or back to a self-managed platform and in what format? Are tools provided to the institution to extract data needed in a new conversion?
5. Is a backup copy of college data maintained post-termination in perpetuity, or is all college data destroyed? What is the time frame for destruction?
6. How is college data disposed of at the end of the relationship?
7. What happens to college data if the provider goes out of business?
8. For encrypted data, how is data decrypted when it is returned?
9. Please confirm that the company has conducted an adequate due diligence of all related service providers. Is a copy of that agreement available for review? What is the support strategy/guarantee if any of the vendor partners exits its business?
10. Please describe in detail how the College will be serviced in the event of a bankruptcy, foreclosure, merger, buyout or other type of business cessation process by the vendor. Will there be a legal guarantee provided to the College in the event that the vendor ceases to conduct business and/or sunsets the ERP? If so, please detail that guarantee.

5.8: Cloud-Based Scenario

SWTC seeks to implement a cloud-based and/or software-as-a-service (SaaS) ERP solution. The production, testing, development, and other environments should also exist in the cloud. The College is looking for a system that has minimal, if any, onsite hosting requirements. This item is a highly preferred requirement, and a component of the proposal scoring will reflect this.

SWTC may consider application architectures other than cloud-native, provided that the functionality is web-based and that the vendor delivers the solution as Software as a Service via vendor provided and managed application hosting services.

Describe how the proposed solution meets the cloud/hosting requirements by answering the following questions.

Please describe the cloud options your firm is offering (e.g., SaaS, co-location, application hosting, managed hosting, etc.), and provide the following information:

1. Overall solution technical approach and strategy for the proposed solution to support the College’s deployment goals.
2. Brief, high-level description, including overall system architecture, underlying database information, data relationship map, and data dictionary.
3. Key services that are included
4. Proposed service levels and metrics (including measurement calculations). Is this a Tier 3 or Tier 4 data center?
5. Location(s) from where services are provided, and the opportunity to for the College to visit the facility on an annual basis, as desired
6. Specifications of where college data will reside (i.e., which state), how that will be guaranteed, and who will have access to the data
7. Disaster recovery/business continuity plans, testing and capabilities
8. Mechanisms for separating client data and access in shared service environments (shared infrastructure, shared application (i.e., SaaS), etc.)
9. Management/synchronization process for multiple sites (e.g., production, testing, training, staging, sandbox, etc.)
10. Schedules for backups, upgrades, etc. for options that include regularly scheduled services

   a. How often is the data backed up?
   b. What data is backed up and how?
   c. Where is the backup system located?
   d. How long are backups kept?
   e. How long to restore data if requested? Is data restored into Test or Production environment?
   f. Can the provider provide a single piece of data or will it require a complete restore?
   g. Does the provider conduct regular backup and recovery tests?
   h. Can the College receive a regular or periodic backup copy of data? What format? Are there additional costs?
   i. Explain the recovery time objective (RTO) and recovery point objective (RPO) for data and system functionality and application recovery (provide the RTO and RPO).
11. Most recent independent third-party security audit and findings, with a printed report provided on an annual basis.
12. Description of the data encryption services offered
13. Please detail guarantees offered in good faith and in place in the event that either party decides to terminate the relationship.
14. Commitment to updates for federal and state requirements.
15. What tools or utilities are available to run background or batch jobs overnight/weekends?
16. Hosting provider, as appropriate
   a. How long has the provider been in business?
   b. How many customers?
   c. How many employees?
   d. Is the provider profitable?
   e. Is the provider privately owned or held by a venture group?
17. Hosting facility staff, as appropriate – are confidentiality agreements and background checks completed on company employees?
18. Does the proposed solution require any on premise components? If so, please describe and define on premise technology expectations and requirements.

Provide full costs in Appendix A (as described in section 6).

5.9: Integrations and Application Programming Interfaces

SWTC maintains an ERP that is the system of record for student related data. Access to up-to-date information and functionality in real time or near real time, except for some batch processes, is necessary to ensure that core data is maintained in the ERP as the system of record.

The requirements below will review the technical abilities and integration strategy available within the proposed solution. Describe, in detail, the delivered integration methods, the delivered integration tools, and the third-party and other data interface and exchange methods provided by the software. Include other interface and exchange methods the product may support. Keep in mind, the College prefers open integration standards.

Describe how the proposed solution meets the requirements by answering the following questions:

1. Describe the integration architecture/framework of the proposed solution.
2. The ability to support modern API’s?
3. The ability to populate data into warehouses? Explain.

4. The ability to provide both bulk and incremental access to ERP data?
5. The ability to deploy and test API's in Test/QA and development environments?
6. Describe how security for API's is set up. Is role-based security supported? Do the security settings from the core product transfer over to the API's, or are they configured independently?
7. Provide general details around custom integrations. Include general costs and protocol or method.
8. Describe how the solution can be integrated with the College's other enterprise systems in a way that is **sustainable, agile** and keeps pace with changing standards. Please also describe your technical roadmap as it pertains to integration with other systems. **Please provide, as an appendix, code samples that demonstrate the solution's integration capabilities.**
9. Describe how the solution will integrate with SWTC's known third party systems and any third-party system in the proposed solution.
10. Detail the solution's security model for custom integration. If implementing web services, what authentication/authorization standards are used (OASIS/SAML, ws-security, custom, etc.)?
11. Explain your system's ability to operate with ReST web service calls. Can your solution take an asynchronous messaging feed, including the ability to respond to a reply-to queue (request/response pattern)?
    a. What capabilities does your solution have for processing integration files by these file transfer methods: FTP, SFTP, SCP? Please describe data input method.
    b. Do each of these methods use a common data representation for input (e.g., xml) or does input format vary by method?
    c. Please provide code samples as in 1. above.
12. The ability for each product proposed to meet the following requirements related to the experience with and use of API's and interfaces:
    a. Support for REST API's with JSON or XML data format?
    b. User documentation and sample implementations?
    c. API logs and audits all API calls?
    d. Requires authentication (e.g., AuthN, AuthZ, role based)? Describe type(s) authentication available for use.
    e. Requires authorization? Describe type(s) authorization available for use.
    f. Push data to SWTC system in response to various triggering events?
    g. Send event notifications as structured JSON or XML data to customer applications via HTTPS?
    h. Support real time or near real time integrations? Explain which API's provide this.
    i. Support bi-directional integrations? Explain which API's provide this.
13. What level of skill is required by SWTC staff to create and maintain an integration or interface?
14. Does the proposed solution provide APIs to access underlying data? Can all IT users create bi-directional interfaces themselves? What is the list of delivered API's?
15. Are both API's and web services available?
16. What ETL tools and capabilities are available to access underlying data?
17. Please describe any integration for the third-party systems listed below currently used by SWTC.

Schoology (LMS)	Financial Institutions	EdExpress / EdConnect
Microsoft Azure AD	Internal Revenue Service	US Bank Merchant
National Student Clearinghouse		

18. SWTC is open to replacing the third-party applications listed below if the functionality is included in the proposed solution. If the proposed solution does not include such functionality, please provide an overview whether the proposed solution integrates (bilateral data flow) with the listed systems. If there are additional costs associated with providing this integration, please detail those costs in

Attachment A (as described in section 8.5). Is this integration provided by the company, or would it be the responsibility of the College?

Raiser's Edge/Financial Edge	Nebraska Book (WinPrism)	NelNet Business Solutions (Student Payment Plan)
Document Imaging (Laserfiche)	Digital Dining	Payment Processors

a. If the College decides on its own (i.e. the College would create the integration path) to pursue integration with any or all third-party software; please indicate which tools the proposed solution provides to achieve that integration and what level of skill will be required by college staff to create and maintain such an integration.
b. Explain if the ability to integrate with the proposed solution can only be provided by the vendor, or if it would be proprietary to the vendor's specific API tool. Also indicate if the integration is not able to be provided by the vendor and would be the responsibility of the College.
c. What types of integration with ID card systems is the proposed solution compatible with and what, if any, integration is provided?

5.10: Tools

Below are the requirements for technology tools to help run the key business functions. Describe how the proposed solution meets the requirements by answering the following questions.

1. Describe operations and monitoring tools incorporated in the proposed solution. Specify both proprietary tools and recommended third-party tools incorporated in the production environment.
2. Does the proposed solution have the capability to schedule reports and deliver those reports via email, shared drive, holding file, or some other means? If yes, can users create and schedule those reports or would a member of the administrative team be required to create and schedule? Can reports be created off an underlying template or are they scheduled as individual jobs?
3. Describe in detail the proposed solution's tools for creating interactive forms to allow users to queue data (into staging tables for review) as well as enabling direct transactions into the system.
4. Describe in detail the proposed solution's capabilities to conduct system audits at the record, table, and field levels. Can the audit process be selectively turned on (e.g. enrollment, grade changes, who placed and removed holds on students, all financial aid data, assignment changes affecting salary, changes to the vendor files, etc.)? Who sets up or removes the data table? Who has access to audit data and how is it accessed?
5. How does the proposed solution support faculty, staff or students asking to have their personal information not shown in public directories (directory holds)?
6. Does the proposed solution provide user-defined tables and fields for all modules within the system and easily integrate those tables and fields into all user experiences and reporting? Can the user-defined tables and fields be updated in batch mode? How many user-defined tables and fields are available? Detail the types of user-defined fields available (e.g. test, numeric, date, etc.).
7. Explain how data is archived, recovered, and accessed. Provide recommendations for data archiving that will maintain proposed system availability, performance, and scalability requirements. What tools are used to recover data?
8. Please describe operations and monitoring tools incorporated in the proposed solution. Specify both proprietary tools and recommended third-party tools that could be incorporated in the production environment.
9. Describe your method for tracking web session activities. What, if any, third party tracking tools does the solution support (e.g. Google Analytics)?

10. Please list and describe the tools available in the proposed solution to support batch processing job streams, including notifications of failures or interruptions and provisions for job rollback and restart. For any business processes that are required to use batch processing, describe the tools for creating and managing batch processes, and controls to override, modify, stop, restart, and rollback batch processes.
11. Please detail the proposed solution's ability to schedule batch processing and scripting of tasks.
12. Please detail the proposed solution's ability to schedule the export and secure transfer of data.
13. Please provide a detailed response regarding which pieces, if not the entire system, are ADA compliant and what type of accommodations exist? Please provide V-PAT documentation. This must include both self-service and the administrative access of the system.
14. Please detail how the portal can interact with the institution's external website?
15. Please detail the institution's ability to customize the look and feel of the portal through CSS or other mechanisms
16. Please detail the proposed solution's search functionality.
17. Are there any other tools made available by your solution that the College should be made aware?

6: Requirements for Proposal Response

This section delineates requirements for engaging with Southwest Tech personnel and preparing and submitting a proposal response.

6.1: General Instructions

Vendor personnel may not make contact with or visitation to Southwest Tech or college personnel unless specifically invited by the College or CampusWorks. Effective August 22, 2019, contact and questions about this RFP or the College must be channeled through CampusWorks. Please direct queries to:

> Julie Falconer
> CampusWorks Inc.
> rfp1920-01@swtc.edu

Any oral information received from any Southwest Tech staff member or member of the Steering Committee will not alter or change this RFP.

By responding to this RFP, the proposer acknowledges that he/she has read and understands the information contained in this RFP and its attachments and has taken the contents into account in the preparation of the proposal costs as well as alternate proposal prices. The submission of a response shall be *prima facie* evidence that the vendor has full knowledge of the scope, nature, quality of work to be performed, the detailed requirements of the project, and the conditions under which the work is to be performed.

RFP Proposals must be sent electronically to: Julie Falconer, rfp1920-01@swtc.edu

RFP Proposals not submitted in the format as instructed by this RFP may not be accepted. Addendums to your proposal, once filed, may be submitted electronically prior to the deadline.

Receipt of RFP Proposals/ Late RFP Proposals: It is the sole responsibility of the vendors to ensure timely delivery of the RFP proposal.

RFP's Proposals received after the date and time specified shall be considered LATE and shall not be considered for award.

Accuracy of Proposals / Withdrawal of Proposals prior to RFP Opening: Proposals will represent a true and correct statement and shall contain no cause for claim of omission or error.

The cost for developing the proposals shall be absorbed by the vendor. Southwest Tech considers all terms and conditions to be accepted unconditionally by the vendor unless written exceptions are made to specific clauses. Such exceptions may; however, be used as a basis for rejection of the proposal. Failure of a vendor to follow the instructions of the RFP may result in rejection of the vendor's proposal.

6.2: Submission Instructions

Electronic submission ONLY sent to:
Julie Falconer, rfp1920-01@swtc.edu

Southwest Tech must receive electronic submission, on or before 12 p.m. EST on October 4, 2019.

Withdrawal of bid proposals will be accepted until the bid proposal submission time and date stated above. No bid proposals may be withdrawn after the deadline. Proposals shall be irrevocable for 120 days following the proposal due date. Proposals will be assumed to be competitive, subject to due diligence and negotiations.

Omissions, evasions, alterations, additions, or irregularities of any kind may constitute sufficient cause for rejection of a proposal without further consideration. Southwest Tech is not liable for interpretations and misinterpretations or other errors or omissions made by the vendor in responding to this RFP.

6.3: Questions About the RFP

Vendors should review the proposal prior to the vendor briefing. Vendor questions will be captured and addressed, as much as possible, during that session. Questions that cannot be addressed in that session will be submitted and answered in writing to all vendors according to the timeline in section 3.1.

6.4: Vendor Presentation and Demo

The College will require a demonstration of the proposed solution's capabilities via two-day in-person oral and visual presentations for all semi-finalists. Demonstrations may be recorded for evaluation purposes only.

6.5: Required Format

The proposal should be submitted electronically in either Microsoft Word or Adobe PDF format, arranged in the following prescribed order. The proposal **should not reference costs** except in Appendix A.

Section 1 – Cover Letter: Briefly explain why your solution and company are the best fit to meet the College's needs as specified in this RFP. The letter shall also acknowledge any addenda to the RFP that were received, and communicate any exceptions to the RFP. The letter shall contain the title of the solicitation, the vendor's name, federal tax identification, and address. It shall be signed by an individual who is authorized to bind the firm to all statements, including the services and prices contained in the proposal.

Section 2 – Executive Summary: Please provide an executive summary that is three pages or less.

Section 3 – Company Information: Please provide an overview and history of your company, including at least the following information:

a. **Name:** Provide the company legal name, address, and telephone number.
b. **Legal structure:** Describe the legal structure of your company.
c. **Leadership:** Provide details about your company's leadership in all key areas. Include an organizational chart showing the line of authority, including individual names and titles.
d. **Staffing:** Provide details about your company's staffing, including employee retention rates by job category.
e. **History:** Explain your corporate history, length of time in higher education, and the number and type of higher education clients you serve.
f. **Mission:** Describe your corporate mission, vision and long-term strategic initiatives.
g. **Strategy:** Explain your product strategy and roadmap for the next release
h. **Plans:** List and describe any major development plans and initiatives for the next three years related to the scope of this RFP, including strategy for the next two releases.
i. **Other products:** List and describe other products, beyond those listed in this proposal that may benefit the College and its community.
j. **Lawsuits:** List and describe all current and/or pending lawsuits.

k. **Awards:** List and describe recent awards or acknowledgements your company has received.
l. **Comparable:** Describe your company's history of working with organizations similar in size and complexity to the College.
m. **Fit:** Explain what makes your company uniquely qualified to fulfill the College's needs.

Section 4 – Client References: Provide at least five (5) client references that match the College's profile as closely as possible (see the Section 2: About Southwest Tech) and have licensed the proposed solution in a comparable environment. For each client reference provide, at a minimum, the client name, a contact name, title, address, e-mail address, phone number, institutional enrollment, list of software licensed, implementation status and hardware and database environments. Also, provide information on clients who have either cancelled or discontinued use of any part of the vendor's system or maintenance agreement within the past five years. Finally, if bidding a SaaS/IaaS option, please provide contact information for comparable clients using your hosted solution.

Section 5 – Proposed Staffing: Describe the staff who will be assigned to work with the College throughout the implementation process and beyond. Include information about the corporate organization, experience, and skills related to your track record, reputation, and past client performance that indicates your capability to successfully implement the proposed systems services. Provide examples of similar major projects that demonstrate experience, qualifications, innovative solutions and skill sets that enabled you to perform the necessary tasks.

Provide an organizational chart to facilitate the identification of key individuals that will be assigned to the application solution and any proposed subcontractors for the college. Include professional resumes for proposed staff and subcontractors identified in the organization chart. Identify the proposed project manager, hosting service manager, primary support personnel, and other key resources that the college will be relying upon.

Section 6 – Proposed Project Plan and Schedule: Provide a detailed discussion of the recommended plan for implementation of the software systems being proposed, fully explaining how you plan to implement the proposed system within the context of other systems currently in use and considering the need to integrate and/or interface with these systems so as not to disrupt the colleges' day-to-day operations. The preliminary written project plan should clearly articulate project management methodology and contain clearly marked milestones and deliverables for all phases of the project. The plan shall describe how and when each implementation stage will be accomplished, timeframes for training and meetings, data conversion techniques and expectations, testing and live cutover, and status reports and issue resolution.

Section 7 – License Conditions: Specify the terms and conditions for using the licensed software proposed in response to this RFP. Include the license documents for all software, installation, and maintenance services.

Section 8 – Statement of Work/ Technical Details: As requested in Section 4: Technical and Functional Requirements, please respond to each scenario and delineate the scope and detailed descriptions of all work the vendor will perform to fulfill the contract.

Section 9 – Implementation and Training Services: Provide a detailed description of all implementation and training services included with the system. Include example training materials and user manuals.

Section 10 – Customer Service and Support: Provide a detailed description of the ongoing customer service and support services that will be provided to the College as part of its ongoing maintenance agreement.

Section 11 – Service Level Agreement: Provide a detailed description of the proposed Service Level Agreement that the College would enter into.

Section 12 –Vendor Viability and Vision: Provide an overview of your organization, your partner organizations (if you are using subcontractor partners to provide any of the requested functionality) and proposed applications that include the following information:

a. Your organization's financial viability.
b. If you are a finalist for this procurement, will your company's audited financial statements be available for review by the College?
c. Your current rating by Moody's and S&P.
d. Understanding of the higher education industry and ability and commitment to meet its evolving needs. Please provide corporate profile details about your company's experience in this market niche, such as year founded, how many years providing technological systems for higher education, total number and type of employees, etc.?
e. Describe your company's involvement in, and commitment to, the higher education industry in Wisconsin, the United States, and globally.
f. Does your company implement new strategies and technologies without making current application software obsolete? Please explain.
g. Are your research and development activities focused on meeting emerging client requirements? If so, what is the process used to determine priorities for new developments and system enhancements for higher education specifically?
h. What is the number of your new clients who purchased a full system or major portion of a full system in 2019? 2018? 2017? How many clients are fully operational on the version of the system you are proposing? How many are still in some phase of the implementation process?
i. Stability and viability of the proposed applications/products/services.
j. Provide the following information regarding the ownership of your firm to eliminate any potential conflict of interest:
    1) If sole proprietorship – owner's name
    2) If partnership – owners' or partners' names
    3) If corporation – president and chief executive officer, senior officers, and major shareholders
    4) Provide confirmation that no College board member or employee is also an employee of the proposing organization.
k. Provide documentation of your organization's structure, describing the various business units, subsidiaries, etc.
l. Provide an overview of your product portfolio.
    1) Describe the functional and technical evolution of your proposed current release version/solution over the past 3-5 years. Include the initial roadmap plans and identify the outcomes, including general availability dates in comparison to the initial plan. Also, identify additional improvements implemented that were beyond the roadmap.
    2) Provide a roadmap of your proposed solution's planned evolution for the next 2-3 years. Describe your processes for developing/evolving your product roadmap.
    3) Are there active user groups dedicated to your solutions? Please provide information regarding user groups, indicating their meeting locations, size of the group(s), and frequency of their meetings and communications. Are user groups affiliated with your

company or do they operate independently? Does your company sponsor user group meetings? Do they allow outside, third-party vendors to participate in the meetings even if at a cost, or are outside vendors, who may not have partnership deals with your company, prohibited from participating?

4) How do you evaluate and adjust your services based on client input and needs?
5) Are you continually developing new implementation methodologies to meet client demands? Please provide examples.
6) How do you use advances in technology to improve the efficiency and effectiveness of your service and support staff? Please provide examples.
7) How do you make sure your service and support staff are dedicated to developing long-term relationships with each client?

Section 13 – Pricing:

Complete Appendix A—Estimated Five-Year Cost of Ownership

- Complete and submit as an Excel spreadsheet and accompanying Word document (labeled "Attachment A – Costs") for text responses. Additional rows may be added to the Excel sheet.

7: Evaluation and Selection Process

7.1: Proposal Evaluation

Proposals should address all sections of this RFP with sufficient detail to allow the Steering Committee to evaluate the proposal. Evaluation criteria will focus on the following factors, among others:

- **Functionality** as documented in the RFP response and observed via demonstration and experience.
- **Technology** as documented in in the RFP response and observed via demonstration and experience.
- **Total cost of ownership** over a five-year period, including anticipated internal costs.
- The quality and quantity of **professional services** and support offered by the vendor during implementation and beyond.
- The vendor's long-term **financial viability** and stability.
- The vendor's **corporate strategy**, including mission, vision, growth, and product roadmap.
- **References** from other higher education institutions for which the vendor has provided similar products and services.

The College reserves the right to verify the information received in any proposal submitted in response to this RFP. If the information cannot be verified, the College reserves the right to downgrade its evaluation of the proposal. If a vendor knowingly and willfully submits false performance or other data, the College reserves the right to reject that proposal. If it is determined that a contract was awarded as a result of false statements or other data submitted in response to this RFP, the College reserves the right to terminate that contract immediately and seek damages.

7.2: Proposal Selection

The College reserves the right to:

- Reject any and all proposals with impunity.
- Withdraw or reissue this RFP prior to the awarding of a contract or extend the time for proposal submittal by the issuance of an addendum.
- Remedy any technical errors in this RFP.
- Revise this RFP (see "Revisions to the RFP" under "General Information").
- Waive all technicalities, irregularities and deviations from this RFP.
- Request any additional information and clarification from the bidding vendors.
- Disseminate information received from the vendor to others whom the committee deems, in its sole discretion, to have an interest in the proposal, but in no event shall the Steering Committee be liable for any breach of confidentiality.
- Decide whether a proposal does or does not substantially comply with the requirements of this RFP.
- Act as sole and final judge as to which proposal, if any, is the best overall.
- Negotiate with all potentially qualified vendors in an effort to serve its best interests.
- Award a contract to the bidder whose proposal is considered to be in the best interest of the College.
- Award a contract without discussion or negotiation if it determines that such an award will result in fair and reasonable pricing and would be the most advantageous to the College.
- Reject the proposal of any bidder who refuses to enter into a contract after it has been awarded.

This RFP does not obligate the College to accept any proposal, negotiate with any vendor or award a contract in response to this RFP.

Appendix A: Estimated Five-Year Costs

Below is a sample cost document. Please complete and submit the provided Excel spreadsheet.

Vendor Name:

	YEAR 1 COSTS	YEAR 2 COSTS	YEAR 3 COSTS	YEAR 4 COSTS	YEAR 5 COSTS	TOTAL 5 YEARS	NOTES/COMMENTS
Bids							
If priced as a whole system:							
Subscription Fee							
If priced by module(s):							
Admissions							
CRM							
Registration/Student Records							
Student Life/Services							
Academic and Behavioral Alert							
Housing							
Finance (AP/AR)							
Student Accounts							
Budgeting							
Payroll							
Human Resources							
Class and Room Scheduling							
Reporting							
Dashboard							
Subtotal	-	-	-	-	-	-	

Implementation Services		
Total hours proposed		All implementation hours, including the hours detailed below
% of onsite hours		
% of remote hours		
Average hourly rate for services		
Average hourly rate for services + billable travel time		
Estimated travel expenses		
Highlights of Key Services Hours Proposed		These may not add to full number of implementation hours above
Project management hours		
Integration hours		
Conversion hours		
Training days		
Data warehouse/BI implementation hours		

Appendix B: Demonstration Date Preference Form

Discovery and Demonstration Date Preferences Form

Vendor Name:	
Discovery Dates Vendors selected to demonstrate their products are given an *optional* half-day onsite discovery with ERP Steering Committee members.	**Please rank the dates to the left as to your preference below** 1=Preferred, 2=Second Choice, 3= Third Choice
Monday, October 21	
Tuesday, October 22	
Wednesday, October 23 (starting at 1pm CST)	
Friday, October 25	
Demonstration Dates	**Please rank the dates to the left as to your preference below** 1=Preferred, 2=Second Choice, 3= Third Choice
November 4 and 5	
November 6 and 7	
November 11 and 12	