**BID SPECIFICATION SHEET FOR RFP16-048**

**Course Catalog Management Software Solution**

**Background:**

Detailed information regarding Missouri Western State University may be found at <http://www.missouriwestern.edu/about/>. Our undergraduate course catalog may be viewed at <http://www.missouriwestern.edu/catalog>.

**Scope of Work:**

In collaboration with Missouri Western State University and the Office of the Registrar, the vendor will provide a hosted service for managing and streamlining the university graduate and undergraduate catalog processes and publishing online versions of each. The vendor will implement the hosted service by installing the software, training the Missouri Western users and technical staff, configuring the software based upon Missouri Western requirements, establishing a test environment for system testing prior to going live in a production environment, developing all interfaces between the Missouri Western Hosted Services solution located in Ashburn, NC and the vendor’s hosted software solution, transferring data from the Banner system to the hosted software solution(if required), cutting over the test system to a live production system, and closing out the implementation phase and beginning the maintenance/support phase of the project. Missouri Western currently uses the Ellucian (SungardHE) Banner ERP system with the Luminus Portal, Student, Finance, Human Resources and Financial Aid modules using Oracle databases in an Ellucian Hosted Services Environment supported by Application Managed Services from Ellucian.

Missouri Western requests that the vendor provide software to support course catalog management and reporting capabilities in a hosted services environment.

MWSU prefers that implementation be completed by summer of 2016.

MWSU has an employee count of approximately 750-800 individuals consisting of full- and part-time faculty, exempt and non-exempt staff and have a current FTE equal to 4157.

**Software Requirements:**

*1. Describe the features of your software solution.*

*2. Describe how the proposed system utilizes photos, charts, and other images.*

*3. Describe the catalog workflow management functionality. Describe how changes are made, tracked, and approved.*

*4. Describe the search features.*

*5. Describe the security features.*

*6. Describe the features of your Single Sign-On solution.*

*7. Describe the screen-reader capability of your software solution with regard to desktop and mobile devices.*

*8. Describe the capability of your software solution to exchange data with the Ellucian Banner software system.*

*9. Describe the online publishing, PDF, and print options.*

*10. Describe the compliancy with regard to ADA requirements.*

**Data Management & Reporting**

Describe in general terms how the data within your system is managed and what provisions are available for reporting data out of the system.

**Record Imports/Exports**

Describe the processes and capabilities your system provides for importing and exporting data with external systems such as the Banner system or other information repositories.

**IT/System Requirements and Interface**

1. Must be a vendor hosted service solution. Vendor should describe the type of environment that will host the software, i.e., hardware, operating system, physical computer room, computer backup, power backup, disaster recovery solution, backup/alternative computing site. Indicate the physical location (city/state) of the host computer.

2. Describe the data backup options (tape/disk/etc.) and the options available for selecting the frequency of backups.

3. Describe the sign on process with regard to using our Luminis Portal system and how Single Sign On (SSO) will be incorporated for logging into the hosted solution. Identify any additional software required to support SSO.

4. If applicable, describe the data encryption and security measures used while transporting data from Banner to your hosted service and from your hosted service to Banner.

5. If applicable, list and describe all data interface options available for transporting data between the Banner system and the hosted service system. Describe any and all additional work that must be performed by Missouri Western staff or by vendor staff in order to make any of the interface options fully functional with the Missouri Western Banner environment. Describe frequency of data pushes from Banner to vendor (every 5 minutes, 1 hour intervals, 1 day intervals). Describe frequency of data imports from vendor system to the Banner system.

6. Describe additional add-ons (if any) that are necessary to run the web based software, e.g. installation of Active X, Java, or Flash components.

7. Describe the Disaster Recovery/Business Continuity features of your proposal.

8. Describe the Network Infrastructure and associated security measures, monitoring, and auto notification of system failures.

9. Describe the Internet bandwidth connection size and redundancy provisions.

10. Describe compatibility features with Windows, Mac, mobile devices, etc.

**Warranties, Software Maintenance, Training, Data Breach Liability**

Describe all warranties, software maintenance and training that will accompany the software. Describe your means and methods of protecting Personally Identifiable Information (PII) that may be stored on your system. Describe vendor’s liability coverage in the event of a data breach that exposes confidential, protected, or personally identifiable information.

**Installation, Timeframe, Help Desk, and Documentation**

Describe all installation process options and data conversion options and provide a typical installation time schedule. Describe the process in which functional users or administrators receive ongoing support once the implementation process has been completed; software updates, new releases, patches, etc.

Describe the documentation that is used to support your software solution and how it is available to our technical and user personnel.

**Programming and Preparatory Work Load**

* MWSU prefers to have little or no additional programming requirements beyond the vendor’s hosted software solution.
* Provider should state how often their software solution is upgraded. How are upgrades and patches implemented? What responsibility does the MWSU technical staff have with regard to patch/upgrade implementations?
* Provider should detail the process of customizing the applications.
* Provider should detail the cost per software module with any applicable discounts if multiple software packages are selected; in addition to multi-year contract rates.
* Provider should detail how much preparation time is typically needed prior to implementing the course catalog software solution.

**Bid Response Requirements**

All bid responses must include a point-by-point response to each of the sections above. Response may be described in detail under requested section or on a separate page. Failure to respond to all sections may be grounds for rejection of the bid. Missouri Western reserves the right to request additional information and /or presentations, if clarification is needed. This request does not obligate Missouri Western to complete the proposed project and Missouri Western reserves the right to cancel this solicitation if it is considered to be in its best interest. Missouri Western may use this contract in part or in its entirety.

Respondent shall submit an **original document, plus** **two (2) copies for a total of three (3) hard copy documents.** ELECTRONIC AND/OR FAXED COPIES WILL NOT BE ACCEPTED. Responses must be signed and sealed in mailing envelopes with the Respondent’s name and address clearly written on the outside. The Invitation for Bid Number **(RFP16-048)** shall also be clearly marked on the outside of the envelope or package. The completed Invitation for Bid Proposals and Bid Specification Sheet shall be incorporated into the Respondent’s response and both shall be signed in ink by an authorized officer of the company. Proposals are to be mailed or hand delivered to Missouri Western State University, Purchasing Department, Room 221, 4525 Downs Drive, St. Joseph MO 64507, prior to 2:00 p.m. CST, Thursday, December17, 2015.

**QUESTIONS AND CLARIFICATIONS**

Questions and/or requests for clarification should be submitted via email to the Purchasing Manager, Kelly Sloan at [purchase@missouriwestern.edu](mailto:purchase@missouriwestern.edu). All questions and/or clarifications can be sent at any time regarding this RFP to the Purchasing Department until the end of business on Monday, December 14, 2015. Questions received after this date may not be answered. Any and all communication with respect to this solicitation shall be made to Kelly Sloan, Purchasing Manager, as the Missouri Western State University Contact Person, in writing via email. No Respondent shall attempt to communicate with the Missouri Western State University Board of Governors, Administration, staff or other university employees during the competitive procurement and evaluation processes. Any Respondent found to be in violation of the communication expectations of MWSU will be subject to disqualification.

**EVALUATION PROCESS**

After determining that the bid response satisfies the mandatory requirements stated in the Invitation for Bid, the comparative assessment of the relative benefits and deficiencies of the bid response in relationship to the published evaluation criteria shall be made by using subjective judgment. The award of this contract shall be based on the best response received in accordance with the evaluation criteria stated below:

* Cost
* Functionality/Effectiveness
* Experience and Reliability
* Proposed Method of Performance
* Compliance Training Materials



**BID SPECIFICATION PROPOSAL SHEET FOR RFP16-048**

**COURSE CATALOG MANAGEMENT SOFTWARE**

Complete all of the following fields to be considered for this bid.

Company Name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Address of Home Office: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Location of hosted service computing facility: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Initial purchase cost of the software $\_\_\_\_\_\_\_\_\_\_\_

Initial purchase cost of maintenance and support $\_\_\_\_\_\_\_\_\_\_\_

Initial cost of hosted service: $\_\_\_\_\_\_\_\_\_\_\_

Cost of training: $\_\_\_\_\_\_\_\_\_\_\_

Cost of implementation of software: $\_\_\_\_\_\_\_\_\_\_\_

Banner Interface (if applicable): $\_\_\_\_\_\_\_\_\_\_\_

All other costs detailed by line item that pertain to the successful implementation and ongoing use of your hosted application service. (These costs should include, but not be limited to, any third party software costs that are required to make your solution functional): $\_\_\_\_\_\_\_\_\_\_\_

**TOTAL COST FOR INITIAL ACQUISITION AND SET-UP** $**\_\_\_\_\_\_\_\_\_\_\_**

The University shall have the sole option to renew the Course Catalog Management Services and Support

Agreements in one (1) year increments for a maximum of three (3) years.

Total cost of maintenance/support/hosting with estimated proposed increases **Year 2**: $\_\_\_\_\_\_\_\_\_\_\_

Total cost of maintenance/support/hosting with estimated proposed increases **Year 3**: $\_\_\_\_\_\_\_\_\_\_\_

References:

Each bidder must provide 3 references of other colleges/universities of similar size that use Banner in conjunction with the hosted services solution provided by vendor. Telephone/e-mail contact information must be provided.

CONDITIONS OF BID AND SALE:

The vendor must comply with all Federal, State and Local regulations and laws.

Proposals received after the deadline will not be accepted or considered.

Missouri Western State University reserves the right to reject any and all proposals received in response to this RFP and to waive any minor irregularity or informality.

Pricing must be FOB Missouri Western State University

Authorized Signature\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_Date\_\_\_\_\_\_\_\_\_