

MISSOURI WESTERN STATE UNIVERSITY

REQUEST FOR PROPOSAL 20-051

FOR

WEB BASED REPORTING SOLUTION

Submission Deadline: October 28, 2019, 2:00 p.m. Central Time

Questions and/or requests for clarification of this RFP should be submitted via email to the Purchasing Manager, Kelly Sloan at purchase@missouriwestern.edu. All questions and/or clarifications can be sent at any time regarding this RFP to the Purchasing Department until 12:00 pm on October 18, 2019. Questions received after this date may not be answered. Please reference the RFP# on all correspondence. Answers to the submitted questions will be emailed to each vendor as an addendum to this solicitation. It is the responsibility of all interested parties to read this information and return it as part of the RFP confirming receipt.

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**BACKGROUND**

Missouri Western State University (MWSU) seeks to obtain a web-based reporting, data analytics, and business intelligence solution. The selected product will be used by numerous departments across campus, and should include sufficient licensing for developers and users. Some data may wish to be published to the University’s website, and that data will be made available to an unlimited number of consumers. Detailed information regarding MWSU may be found at <http://www.missouriwestern.edu/>about/

**SCOPE OF WORK**

The Scope of Work shall include but may not be limited to:

* Supply and installation of the solution as per the requirements of this RFP.
* Customization and/or configuration of the proposed solution.
* Integration with the existing MWSU IT infrastructure and implementation of the required business and technical processes.
* Provide connectivity to MWSU’s Banner database (hosted by Ellucian Cloud Services) and any identified external reporting databases.
* Training and hand-over by the solution provider.

Solution provider may propose additional Work pages with itemized pricing if deemed appropriate as per RFP response.

Bidders are responsible for understanding the scope of this RFP and complying with the requirements herein. Bidder must provide accurate responses to the requirements. References to external documents or websites will not be considered; all materials must be included with the bid response. Failure to comply with any of the requirements of this RFP may cause the rejection of the bidder proposal.

**Bidder Instructions**

* Proposals may not be accepted if the RFP number is not on the outside of the envelope.
* Proposal must be prepared in accordance with Submission Material (described below). Those proposals, which are not in compliance, may be deemed non-responsive.
* The last day for questions regarding this RFP is 12:00 p.m. Central Time, October 18, 2019. These questions should be submitted to purchase@misssouriwestern.edu.
* RFP should be submitted no later than October 28, 2019 2:00 p.m. Central Time to:

Missouri Western State University

Purchasing, Popplewell Hall 221

4525 Downs Drive

St. Joseph, MO 64507

**Submission Materials**

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 Request for Proposals Bid Number (RFP20-051) shall also be clearly marked on the outside of the envelope or package. The following items should be mailed to MWSU by October 28, 2019 by 2:00pm Central Time.

* Invitation to Bid Page: Complete the required vendor contact information for RFP20-051.
* Beginning on page four (4) review the Technical Requirements to ensure your software will be compliant with MWSU’s needs. Provide detailed responses to each point addressed until page 7 to include Company Profile.
* Pricing: Include page eight (8) pricing page to provide a brief overview of your proposal pricing. Specifications found on page four (4), under the Proposal Term & Pricing Ceiling section.
* Addendum: Include any addendums for verification of receipt.
* Include one (1) original plus two (2) copies of all proposal submission materials for a total of three (3) hard copy documents. Also, include one (1) non-returnable flash drive with your entire proposal.

**Proposal Term & PRICE CEILING**

MWSU is seeking a multi-year contract for full implementation beginning on January 1, 2020 running for three and a half (3.5) years until June 30, 2023. Request for pricing of a prorated term of January 1, 2020 to June 30, 2020 to align with our fiscal year (July 1 to June 30) is requested (See pricing sheet beginning on page 10).

Upon mutual agreement by the vendor and MWSU, the contract may be renewed by MWSU for an additional two (2) years (ending June 30, 2025) following the initial three and a half (3.5) year contract period.

**TECHNICAL REQUIREMENTS**

This section outlines the requirements of the solution MWSU intends to implement to satisfy the reporting requirements of the University.

The solution should be able to render both preconfigured and user-customized visual displays of data and trends into digital dashboards. The solution must be able to aggregate data from the following sources including but not limited to: data warehouses, Oracle databases, SQL Server databases, MS Access databases, and Excel and flat files.

The solution should not require a pre-defined cube structure. As management and analysts request new reports across different aspects of the business, they must be able to quickly and easily collate the information without needing to go to IT for support.

Users should experience near zero wait time as the solution performs the calculations needed to deliver the aggregations users request.

The solution should integrate and standardize data from the disparate data sources into an easy-to-understand interactive visual display. The application is highly configurable and flexible to support numerous graphical representations that can be navigated by non-technical end users.

Dashboards should be available on all mobile devices without the need for additional development. The preference is for HTML 5 format, without the need to install specific software on mobile devices and should have the same analytics capabilities as the desktop version.

The solution must contain internal role based security controls for user access to data through the tool. Authentication for the solution must support a Single Sign-On model; MWSU prefers the SAML protocol to support Single Sign-On.

The solution must satisfy the following list of requirements. If the solution cannot fully satisfy a particular requirement, the bidder must include a narrative statement explaining why the solution is not wholly in compliance. Otherwise, the provider will be expected to be in compliance with the requirement for the lifetime of any awarded contract.

|  |  |
| --- | --- |
| No. | Requirement |
| **Capabilities** |
| 1 | Ability to expose any database dimensions as interactive filters for dynamic queries. |
| 2 | Ability to search across entire solution from a single search interface. |
| 3 | Ability to drill down/up/across data without a pre-defined drill path |
| 4 | Ability to do data-analysis across all of the presented data. |
| 5 | Ability to combine multiple/different graphs, charts, pivot/cross tables, and other visualization objects with custom drill downs. |
| 6 | Ability to conduct comparative analysis across different charts within the same dashboard. |
| 7 | Ability to perform custom calculations. |
| 8 | Analytical features such as ranking, filtering, sorting, group by, etc. |
| 9 | Ability to connect to and visualize different data sources such as databases, Access, Excel, and flat files. |
| 10 | Ability for selections to be applied automatically across multiple pages/tabs. |
| 11 | Ability to memorize, organize, and revisit previous visualization/analysis scenarios, including filtering criteria and associated underlying data. |
| 12 | Ability for different users to share and interact on common dashboards by adding comments/notes/etc. |
| 13 | Ability to use conditional formatting to set data alerts which highlight data exceptions. |
| 14 | Ability to take a snapshot of data in time for future reference. |
| 15 | Ability to interact with the data at the metadata level without having to comprehend the complexities of the underlying data or database. |
| 16 | Flexible formatting and presentation layout options to allow for user friendly interfaces. |
| 17 | Support for mobile deployment with no additional coding required; i.e. a responsive interface. |
| 18 | The end-user experience interacting with the solution should be quick, with refresh rates not exceeding 5 seconds. |
| 19 | Solution designers (power users) must be able to rapidly design and deploy complex data dashboards and analysis capabilities. |
| 20 | Ability to create and schedule reports and their distribution. |
| 21 | Ability to export reports in different formats (PDF, XLS, HTML, etc.) |
| 22 | Ability to create libraries of dimensions and measures allowing self-service within consistently managed parameters. |
| **Data Management, Security, & Governance** |
| 23 | Ability to blend independent sets of data to different charts within a single dashboard. |
| 24 | Ability to join data between data attributes automatically. |
| 25 | Should support multiple join types (INNER, OUTER, LEFT, RIGHT, etc.) |
| 26 | Ability to create access rights groups and provide access at different privilege levels. |
| 27 | Provide a single solution that can support the ability to connect data, perform ETL functionality, and provide the presentation layer. |
| 28 | Audit trail capability on specific activities and/or objects. |
| 29 | Data queries generated as a result of user interaction with the solution must not affect existing performance of the transactional database from which data are retrieved. |
| 30 | Ability to schedule dependent tasks that can be driven by a data event or manually. |
| **Extensibility** |
| 31 | Open API to build custom extensions for integration into existing web-based applications. |
| 32 | Ability to add external/new charts to the solution. |

**RESOURCE REQUIREMENTS**

The Bidder shall provide a detailed requirements list for hardware and software if solution is to be installed on premise and hosted by MWSU’s private cloud (VMWare). The Bidder shall provide requirements for the construction of a VPN from the solution host to Ellucian Cloud Services for secure access to Banner data if hosted off-premise (cloud-based).

**IMPLEMENTATION PLAN**

The Bidder must provide a high-level project plan that shows the main milestones of the project along with the project management methodology that will be used to ensure a successful project that will fulfill the purpose of this RFP.

**TRAINING**

The Bidder must provide details regarding the training process for both identified developers and users of the solution. The Bidder should provide details for what is included in the baseline solution, and also what additional options there are for training both existing and future users.

**COMPANY PROFILE**

The Bidder must provide information regarding their company background and what local presence (if any) exists. The Bidder must also provide a minimum of three references from the Higher Education community (preferably also located in Missouri), which include contact name, email, and phone number.

**rfp TIMELINE**

RFP Issued October 11, 2019

Deadline for Submission of Questions October 18, 2019

RFP Open Date October 28, 2019

Zoom Presentations by Finalists (if requested by committee) November 4-20, 2019

Selection Committee Recommendation No later than December 4, 2019

Contract Awarded after Board approval December 19, 2019

**Evaluation and Selection**

For vendors who meet the minimum qualifications their proposals shall be evaluated by the Selection Review Committee.

Responses to this RFP will be evaluated upon the features and functionality stated in the proposal and the related costs as well as the responses provided. The evaluation process of proposed solutions will be managed to identify the solution that best meets the objectives of this RFP and serves the MWSU’s objectives with the best value.

Factors that will be considered during the assessment and decision process include:

1. Demonstration of the solution
2. Information from references provided by prior and current customers of the vendors
3. Cost (including maintenance and other recurring costs)
4. Experience and Reliability
5. Proposed Method of Performance and the presented implementation plan
6. Response and compliance to the requirements of RFP

**On campus or ZOOM interviews**Finalists may be interviewed on campus or via Zoom (1 hour limit for presentation), allowing vendors to present a summary of their qualifications and proposals.

 **web based reporting solution**

**PRICING PAGE**

Please include information regarding your pricing structure for the initial set-up including the first six (6) months. Include pricing for subsequent years as well as optional two additional years (if renewed).

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

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

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

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

Additional cost for data integrations $\_\_\_\_\_\_\_\_\_\_\_

All other costs detailed by line item that pertain to the successful implementation and

ongoing use of the solution. (These costs should include, but not be limited to, $\_\_\_\_\_\_\_\_\_\_\_\_

any third party software costs that are required to make your solution functional)

Additional cost for Single Sign-On (SSO) software $\_\_\_\_\_\_\_\_\_\_\_\_

**TOTAL COST FOR INITIAL IMPLEMENTATION/SUPPORT JANUARY 1 – JUNE 30, 2020 $\_\_\_\_\_\_\_\_\_\_\_\_**

Include maintenance/support/hosting costs with estimated increases:

Year 1 pricing (7-1-20 to 6-30-21) $\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Year 2 pricing (7-1-21 to 6-30-22) $\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Year 3 pricing (7-1-22 to 6-30-23) $\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Optional Year 4 (if renewed) (7-1-23 to 6-30-24) $\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Optional Year 5 (if renewed) (7-1-24 to 6-30-25) $\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**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.

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

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