Florida State College at Jacksonville

Invitation to Negotiate

January 30, 2014
Solicitation Number: # 2014-01

Title: ERP Solutions

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Note: This ITN #2014-01 has a scheduled pre-proposal conference which is described further in section 4.2.

Table of Contents

1.0 Intent and Purpose of ITN

1.1 Evaluation and Purchase of College-wide Administrative System Solution

Florida State College at Jacksonville (College; FSCJ) currently uses the Integrow (i.e. internally referred to as ORION) system which was created and designed for the utilization of 8 member State Colleges within the Florida College System. Due to Florida State College at Jacksonville's growth in its size, systems and processes, the ORION system has reached its maximum capacity of service and support. It is for this reason that the College is soliciting the submittal of ITN #2014-01 proposals to provide the evaluation and purchase of a new College-wide Comprehensive Enterprise Resource Planning (ERP) solution.

The evaluation and selection of this new Comprehensive ERP system will include a detailed review of the integrated ERP system, an evaluation of business processes that rely on the system for all college departments, as well as any other functionality of 3rd party applications.

There are six distinct areas of evaluation requirements for this ITN selection process which include:

- Proposer Viability and Vision
- Services
- Functionality
- Technology and Architecture
- References
- Total Cost

1.2 Invitation to Negotiate (ITN)

The ITN process is a flexible procurement process that is used when highly specialized services are required. Negotiations offer an opportunity for selected finalist respondent(s) to discuss and negotiate their responses with a Negotiation Committee and present and negotiate a "best and final offer" that may lead to a negotiated agreement. The goal of this comprehensive process is for identification of the optimal outcome or the solution that best meets the needs of the College. Only representatives of the participating respondents who are authorized to negotiate and make agreements shall be involved in negotiation.

The ITN process will be conducted in accordance with Florida Statute Section # 287.057(1), Florida Statute # 287.057(1) (c) 4 defines "After negotiations are conducted the agency shall award the contract to the responsible and responsive vendor that the agency determines will provide the best value to the state…"

1.3 Invitation to Negotiate Process Authority

The purchasing ITN process will be conducted in accordance with Florida Statute, State Board of Education Rule Chapter 6A-14.0734, Florida Administrative Code ,the College's District Board of Trustee Rule and College Administrative Procedures(AP.M.).

2.0   Background Information About FSCJ

The College is a publicly supported State college, which serves both Duval and Nassau Counties in the state of Florida. The College provides education opportunities and support to its students at five campus locations and seven centers. The campuses are North Campus, South Campus, Kent Campus, and Downtown Campus. The campuses are located in the north, south, west and downtown areas of Jacksonville respectively.   In addition, there are six centers located in Jacksonville which provide educational and support services to students. The Deerwood Center houses the College's Open Campus for online learning. There is also one academic center in Nassau County.

FSCJ is one of 28 colleges in the Florida College System with 57,000 students attending annually. FSCJ ranks second only to Miami-Dade College within the Florida State College System. The District Board of Trustees of the College consists of nine appointed members that work directly with the College President in all matters pertaining to the governance and operation of the College. The District Board is responsible to the State Board of Education and the State Commissioner of Education.

Through its open door policy, the College provides educational opportunities to all, regardless of sex, race, religion, marital status, age, national origin, handicaps or financial resources. The College provides a variety of degrees and certificates both for-credit and non-credit.   The College offers associates degrees in a wide range of programs and has been accredited to offer bachelor's degrees since 2007. There are also programs designed to prepare students for immediate job entry into career fields. The College proudly serves a large population of veteran students in a variety of programs, and courses are also offered to meet students' personal interests or to upgrade their occupational skills.

The College Mission Statement:

> The mission of Florida State College at Jacksonville is to provide optimal access to high quality, affordable and relevant degree, career and community education to enhance the lives of our students and the economic development of Northeast Florida.

As a political subdivision of the State of Florida, the College is exempt from all Federal Excise Taxes, State Sales Tax, and all Federal and State telecommunication taxes.

For more information on Florida State College at Jacksonville, its students and educational environment, visit its website at www.fscj.edu.

3.0   Proposal Instructions

3.1   Understanding of Process

The Proposer will thoroughly examine and be familiar with the procurement process, terms and conditions as stated in this ITN 2014-01 document. The failure or omission of the Proposer to review this document completely will not relieve the Proposer of any obligations with respect to the possible award of this ITN. Federal, State, County and local laws, ordinance rules, and regulations that in any manner affect the items covered herein will apply. Lack of knowledge by the Proposer will in no way be a cause for relief from any requirement included in this solicitation.

3.2   Statement of Intent to Respond / Requests for Clarifications / Addendums

Proposers are requested to e-mail intent to respond to the ITN Point of Contact specified in section 3.4 of this ITN prior to the deadline defined in section 4.1 of this ITN. Include your company name, contact name, title, phone number and e-mail address.

If your company does not intend to submit to the College a formal ITN #2014-01 proposal please e-mail a brief letter to the ITN Point of Contact specified in Section 3.4 of this ITN describing the rationale / basis of your not submitting a proposal to the College so that the College can consider keeping your firm on the College's bidders lists for future solicitations. Prior to the deadline defined in section 4.1 of this ITN, Proposers will have the opportunity to submit requests for clarifications by e-mail to the ITN Point of Contact specified in section 3.4 of this ITN. It is requested that requests for clarifications include reference to the specific section numbers of the ITN #2014-01 that your questions pertain to.

It is the College's intent after the scheduled non-mandatory pre-ITN conference to review timely submitted requests for clarification and to issue to all known proposers an addendum that would define clarifications / revisions to the ITN specifications as deemed in the Colleges best interest. It is the Proposer's responsibility to confirm with the College that they have received all addendums prior to submission of your proposal and include on your submittal Cover Page a statement specifying the addenda numbers that your company has received and agreed to.

3.3   Format of Submission

3.3.1   Proposal Structure

To support the College's efficient evaluation of your ITN proposal, Proposers should ensure their proposal submission follows the ***structure and numbering*** specified in **Appendix 7 – Proposal Structure** of this solicitation (ITN #2014-01).

3.3.2   Required Content

The proposal must include the information specified in the sub-sections below.

3.3.2.1   Proposal Cover Page

Proposer must completely fill in all information as well as include a manual signature of an officer of your company as requested on the proposal cover page provided as **Appendix 1 – Proposal Cover Page** of this ITN. Use this sheet as the first page of your proposal.

A cover letter may be included after the Cover Page.

3.3.2.2 Terms, Conditions and Contract Language

Proposer must complete and sign the documents included as **Appendix 5 – ITN Terms and Conditions** and Appendix 6 – Contract Language of this ITN.

3.3.2.3 Price Form

Proposer must complete the detailed cost form as specified in Section #5.10 of this ITN and also complete and timely submit the attached Excel price sheets.

3.4 Contact with College Staff

All questions concerning this Invitation to Negotiate shall be directed by e-mail to the ITN Point of Contact:

> Larry Snell, Associate V.P. Purchasing and Auxiliary Services
> 501 W. State Street
> Jacksonville, FL 32202
> E-Mail: lsnell@fscj.edu
> Phone: 904-632-3294.

3.4.1 Cone of Silence

From the time the public advertisement and this ITN is issued until the ITN is awarded and approved by the College's District Board of Trustees, a Proposer shall not contact any other FSCJ personnel or members of FSCJ's District Board of Trustees, or administrative staff either directly or indirectly, to discuss the solicitation or selection process or in an attempt to further their interest in being selected.

The only person that may be contacted by the Proposer for the duration of the ITN process is the ITN Point of Contact specified in Section 3.4 above.

Failure to abide by this Cone of Silence policy is grounds for disqualification from this ITN process and Proposer will not receive further consideration in reference to this ITN.

3.5 Evaluation Criteria and Methodology

The evaluation of each responsive proposal to this ITN will be based on criteria defined herein and total value proposed. The recommendation of award shall be made to responsive and responsible Proposers(s) whose proposal is determined to be the most advantageous to the College, taking into consideration the evaluation criteria described in section 3.5.2 and following the evaluation process described in section 3.5.3.

3.5.1 ERP Selection Committee

It is the College's intent to assign an ERP Selection Committee that will review / evaluate all responsible and responsive proposals timely submitted to the College that meets the minimal requirements defined in section 5.4 of this ITN. The ERP Selection Committee will participate in and evaluate scheduled ERP Finalist Demonstrations in support of developing the College's recommendation to the FSCJ District Board of Trustees.

The ERP Selection Committee will be advised by its Independent ERP Consultant in the various processes and functions defined in this ITN and to be addressed by the proposals.

3.5.2 Evaluation Criteria

Responsive proposals and the scripted demonstrations by the short-listed Proposers will be evaluated based on the criteria and weighting summarized in the table below. These criteria correspond to the requirements specified in sections 5.5, 5.6, 5.7, 5.8, 5.9 and 5.10 of this ITN.

Criteria	Weighting
Proposer Viability and Vision	5%
Services	25%
Functionality	40%
Technology and Architecture	15%
References	5%
Cost *	10%
Total	100%

* Note that while cost is weighted at 10%, the total cost must be within the College's established project total budget (which is not available publicly).

In addition to the above Evaluation Criteria, section 5.4 specifies "Minimal Requirements." These Minimal Requirements – in addition to compliance with the proposal submission requirements specified throughout this solicitation document – will be used to evaluate responsiveness of the proposals.

3.5.3 Evaluation Process

The ITN responses will be evaluated using a multiple step process:

1. Received proposals will be publicly opened at the time specified in section 4.1 of this ITN. Proposers should understand that they will not be able to modify their proposals after they are publicly opened. Further, FSCJ reserves the right to issue Requests for Information (RFIs) or use other means to obtain additional / supplementary information.
2. After the proposals are opened, the Associate V.P. Purchasing and Auxiliary Services and its consultant will conduct an initial review of the proposals to determine their responsiveness to this ITN. Responsiveness will be determined by:

   a. Responses that are fully compliant to all the Minimal Requirements specified in section 5.4 of this ITN.

   b. Compliance with the proposal submission requirements specified throughout this solicitation document.

3. Written proposals that are determined to be responsive will be evaluated by the ERP Selection Committee, which will be advised by the College's independent advisor consultant (Gartner). The evaluation will be based on 5 of the 6 criteria identified in section 3.5.2 of this ITN. Cost will not be part of the initial evaluation of the written proposals. At the end of this process the College intends to select 2 or 3 bidders to proceed to the Scripted Demonstration step of the evaluation process.
4. The short-listed Proposers will be invited to participate in a scripted demonstration process. The ERP Selection Committee and the College's independent advisor (Gartner) will participate in the scripted demonstration process.

a. In parallel with the scripted demonstration process, the College may contact some or all of the references provided by the short-listed Proposers or other references identified by the College.

The ERP Selection Committee, advised by the College's independent advisor (Gartner), will evaluate the solutions proposed against the 6 criteria identified in section 3.5.2 of this ITN, using all information that is available to them. One or more Proposers will be identified as finalists and invited to participate in simultaneous negotiations with a College Negotiation Committee.

3.5.4   Evaluation and Scoring

The College's evaluation process will focus primarily on identifying and evaluating the strengths and weaknesses of the various proposed solutions. The College understands that no solution will meet all of their needs and that there will be a requirement to make trade-offs and determine the relative benefits delivered by each proposed solution.

To achieve the College's objective of selecting the best overall solution, the College's consultant will participate in the process and advise the ERP Selection Committee. The ERP Selection Committee will then discuss the strengths and weaknesses of each proposed solution and the relative benefits of each to the College. Once a certain level of consensus is achieved, the ERP Selection Committee will assign scores to each proposal for each Evaluation Criterion defined in Section #3.5.2. The scores for each criterion will be assigned on a 0 – 5 scale, not using fractions. The table below provides a general guideline for interpreting scores, however, the relative weighting of scores are more important than the absolute scores. As a result, the key guidelines for assigning scores will be:

■ Responsive solutions that offer comparable benefits (as determined by the ERP Selection Committee) for an Evaluation Criterion will be assigned the same score for that Evaluation Criterion.

■ Solutions with benefits for an Evaluation Criterion (as determined by the ERP Selection Committee) that are notably different will be assigned different scores for that Evaluation Criterion.

Score	Interpretation
5	**Significantly exceeds** ITN requirements; achievable; applies best practices; clearly and concisely presented; logically organized; well-integrated
4	**Somewhat exceeds** ITN requirements; achievable; applies best practices; clearly and concisely presented; logically organized; well-integrated
3	**Meets ITN requirements**; achievable; suitable; acceptably presented; organized; integrated
2	**Somewhat less** than meeting ITN requirements; achievable; somewhat suitable; less than acceptably presented; somewhat unorganized; somewhat integrated
1	**Significantly less** than meeting ITN requirements; not fully achievable, suitable or addressed
0	**Not addressed** or failed to answer question(s) appropriately

3.5.5 Determination and Verification of Information Concerning Proposers Qualifications

The College reserves the right to determine whether a Proposer currently has the ability, capacity, and resources necessary to perform in full resulting from this ITN. FSCJ may request submittal of information it deems necessary to evaluate each Proposer's qualifications and capabilities toward delivering the products and services sought hereunder from the Proposers or from other sources. The College may request information from one Proposer, all Proposers, or a sub-set of Proposers depending on the information required and the information available to the College.

The College may consider non-responsive any Proposer's proposal for which such information has been requested but which the Proposer has not provided in a timely manner.

4.0 ITN Schedule and Process

4.1 Timeline

The following schedule is a general guideline for issuance, evaluation, recommendation for award of this ITN and the issuance of resultant contract(s). FSCJ may change the dates of any events listed below. Any changes to this schedule will be defined in an addendum and posted in the College Purchasing Department and will be advertised in State of Florida Vendor Bidding System and the College's Purchasing Website www.fscj.edu/bids.

Event *	Date
Issue ITN	1/31/14
Advertise ITN	02/03/14
Pre-Proposal ITN Conference	9:00AM EST 2/13/14
Last Day to Submit Written Request for Clarification Questions	3:00P.M. EST 2/18/14
Proposals Due / Public ITN Proposal Opening	1:00P.M. EST 2/28/14
Proposal Public Evaluation Session to determine finalist	9:00 am – 4:00 p.m. EST 3/13/14
Finalist Site Visits/ Virtual Site Visits	Between 3/24/14- 4/11/14 Dates and Time TBD
Initial Notification /Invitation Letter is Sent to Top-Ranked Proposer Firms to attend Finalist Demonstrations/Interviews	3/14/14
Scripted Demonstration	During the Weeks of 4/07/14 through 4/28/14
Public Evaluation Meeting of Demonstrations/ Reference Checks	1:00 p.m. – 4 p.m. 5/05/14
Simultaneous Negotiations with the top 2 ranked proposers	8:00am – 5:00 P.M. 5/07/14 8:00 am – 3:00 P.M. 5/08/14
Final Public Evaluation Session	1:00 P.M. – 4 P.M. EST 5/12/14 ATC Room T-116
Planned Posting Date of the ITN #2014-01 ranking of proposers	5/12/14
Planned District Board of Trustees Review / Approval of recommendation to authorize College Administration to negotiate with Board the top ranked proposer(s)	TBD May 27,2014 – June 10, 2014
Planned date to complete negotiation and enter into a satisfactory contract with the top ranked firm(s)	June 2014

* Logistic details of the events specified in this table are provided in the sub-sections below.

**FSCJ intent is to schedule demonstrations during these 3 weeks depending on how many Finalist Proposers are selected for the "short list" of Proposers.

4.2   Pre-Proposal ITN Conference

The College will conduct a pre-proposal meeting at the date and time specified in the table in section 4.1 of this ITN, at the

Administrative Office,
501 West State Street,
Jacksonville, FL 32202
Room 406

Attendance / participation at the pre-proposal meeting is strongly recommended but not required.

Proposers can participate in the schedule pre-proposal conference by either attendance at the meeting or conference call.

To participate by conference call please call 1 855-357-8900 and enter pass code 2161.

The pre-proposal conference is considered part of the ITN process. This will be the only time the College staff and administration with its independent ERP consultant (Gartner) will be available to respond directly to questions regarding these services. At the conclusion of this meeting the Proposers will <u>not</u> be allowed to contact any College staff directly (see section 3.4.1 for additional information).

Questions asked during the pre-proposal conference will be answered either:

- Orally during the conference call.
- Questions asked during the conference that are also followed up in writing to the College's point of contact before the defined deadline may be responded to in the form of a written addendum (as noted in Section #4.3.)

4.3   Questions and Answers

Proposers are to submit in writing by e-mail any requests for clarifications to the ITN Point of Contact as specified in section 3.4 prior to the defined deadline listed in section 4.1 of this ITN.

The e-mail should contain the following information: ITN# 2014-01, company name, address, phone number, e-mail address and specific questions or comments <u>referring to the Specific Section #</u>'s of this ITN the request for clarification pertains to.

The Purchasing Department will determine whether an addendum should be issued as a result of any questions or other matters identified. If issued, the addendum will be incorporated into the Invitation to Negotiate and will become part of the resulting contract. The last date that responses to questions or RFP addendums will be issued is the date specified in section 4.1 of this ITN.

If the Proposer feels that any specifications in this ITN are unreasonable, this should be sent in writing prior to the Pre-Proposal meeting to the ITN Point of Contact as specified in section 3.4 of this ITN, or brought to the College's attention at the Pre-Proposal meeting. The College's oral comments / clarifications made will not be binding upon the college as evaluation will be made upon the <u>written</u> ITN specifications and written addendums issued (if any).

4.4 Proposal Submission, Withdrawal and Modification

4.4.1 Submission of Proposal

Proposers should deliver their ITN #2014-01 proposal submittal to the College prior to the deadline date / time defined in section 4.1 of this ITN unless changed by addendum.

Proposers should submit one original copy of their proposal signed by an officer of your company (please ensure it is in a bound format such as a three ring binder, spiral bound, etc.) as well as one digital pdf copy on a flash / USB drive that includes 100% of the same information contained in your original copy. The proposals should be structured as specified in **Appendix 7 – Proposal Structure. Ensure your proposal is complete and also includes your complete Excel price sheet appendix.**

Exterior of the package / envelope that the proposal is submitted in <u>must</u> include the solicitation number (ITN #2014-01) and its title (Proposal for Administrative System Solution).

Proposals are to be delivered to the following College address / department:

> Attn: Larry Snell, Assoc. VP Purchasing and Auxiliary Services
> Administrative Offices Building
> Florida State College at Jacksonville
> 501 W. State Street
> Jacksonville, FL 32202

Proposals received after the specified time will be returned to the Proposer unopened. The time will be based on the time kept in the Purchasing Department. Delivery of the proposals to the College's mailroom or to any other location other than the Purchasing Department is not considered to meet the requirements for a timely delivery. It is the sole responsibility of the Proposer to assure that the proposal is <u>delivered</u> according to the terms of this section.

Additional copies of proposals shall not be submitted to any other office or department whatsoever at the College.

Proposals will be publicly opened at the date and time specified in section 4.1 of this ITN, in the Colleges Purchasing Department:

> Room #305A
> 501 W State Street
> Jacksonville, FL 32202

4.4.2 Withdrawal of Proposals

Should the Proposer desire to withdraw their proposal, they shall do so in writing. This communication is to be delivered to the following College address / department prior to the scheduled date and time of the proposal public opening as specified in section 4.1 of this ITN:

> Attn: Larry Snell, Assoc. VP Purchasing and Auxiliary Services
> Administrative Offices Building
> Florida State College at Jacksonville
> 501 W. State Street
> Jacksonville, FL 32202

Exterior of the package / envelope that the notice is submitted in <u>must</u> include the solicitation number (ITN #2014-01) and its title (Proposal for Administrative System Solution). The actual notice must include the solicitation number and title, a clear statement that your firm is withdrawing your proposal, and be signed by authorized representative of your firm.

4.4.3   Modification of Proposals

Should a Proposer desire to modify their proposal prior to the public opening date and time (specified in section 4.1 of this ITN), the Proposer **must** do so in writing by submitting an entire new proposal as per section 4.4.1 of this ITN. As with the original submission, the modified submission **must** be received in the Purchasing Department prior to the scheduled date and time of the public proposal opening. Where multiple proposals are received from a Proposer, the last complete proposal submitted before the scheduled deadline will be opened and evaluated.

4.5   Proposal Evaluation

The written proposals will be evaluated in a number of discrete steps as described below. The overall methodology and the evaluation criteria are described in section 3.5 of this ITN. The outcome of the review of the written proposals will be a short list of finalist Proposers that will be invited to participate in scripted demonstrations.

4.5.1   Minimal Requirements

To determine responsible / responsiveness the College Purchasing Department will collaborate with its independent ERP consultant (Gartner) to review timely delivered ITN proposals to verify proposals meet all ITN #2014 -01 defined Minimal Requirements specified in section 5.4 of this ITN.

Responsiveness will be determined by:

1.   Responses that meet all Minimal Requirements specified in section 5.4 of this ITN.
2.   Compliance with the proposal submission requirements specified throughout this solicitation document.

Only responsible / responsive ITN proposals timely delivered will be submitted to the College's ERP Selection Committee that will participate in the evaluation process for their review and evaluation.

4.5.2   Written Proposal Evaluation

The College's ERP Selection Committee (advised by its independent ERP consultant (Gartner)), will read and evaluate the responsive proposals. The evaluation will be based on 5 of the 6 evaluation criteria identified in the table in section 3.5.2 of this ITN.

For the evaluation of the written proposals, the evaluation will not include Cost. Evaluation of Cost will be incorporated after the scripted demonstrations by the short-listed Proposers.

The FSCJ ERP consultant will provide input to the ERP Selection Committee in public sessions at the dates and times specified for the Proposal Evaluation Sessions in section 4.1 of this ITN. These evaluation sessions will each be focused on specific evaluation criteria.

The ERP Selection Committee will conduct a Final Written Proposal Evaluation Session at the date and time specified in section 4.1 of this ITN. The result of this session will be the identification of the short-listed Proposers that will be invited to participate in finalist interviews/scripted demonstrations of their proposed solutions.

Written Proposal Evaluation Sessions and the Final Proposal Evaluation Session will be conducted at: at the FSCJ Administrative Office,

501 West State Street, 4th Floor Board Room.

Jacksonville FL 32202

All Proposers selected to proceed to the Finalist/Interviews/Scripted Demonstration process will be notified of the results of the Written Proposal Evaluation on the date specified in section 4.1 of this ITN.

4.5.3   Scripted Demonstrations

Shortly after short-listed Proposers confirm their readiness to participate in the scripted demonstration process they will be provided with a scripted demonstration package that will include the agenda and the details of the demonstration process. All Proposers invited to participate in the scripted demonstrations will be provided with the scripted demonstration package and an equal time before their scheduled scripted demonstration dates (i.e. the Proposer that demonstrates during the second week will receive the scripted demonstration package one week after the Proposer that demonstrates during the first week).

Note: It is the College's intent to video tape each scripted demonstration to provide the ERP Selection Committee/College employees the opportunity to observe demo session(s) in the event they are not able to attend all demonstration sessions.

The College's ERP Selection Committee and the College's independent ERP consultant (Gartner) will participate in / facilitate the scripted demonstration sessions. The information received in the scripted demonstration process will be used to revise the evaluation and scoring performed in the previous evaluation process step.

The College's Consultant will provide their input to the ERP Selection Committee in public sessions at the dates and times specified for the Demonstration Public Evaluation Sessions in section 4.1 of this ITN. These evaluation sessions will each be focused on specific evaluation criteria.

In addition to the scripted demonstration process, the College may conduct reference checks including but not limited to the reference client organizations provided by the short-listed Proposers.

The ERP Selection Committee will conduct a Final Demonstration Public Evaluation Session at the date and time specified in section 4.1 of this ITN. The information obtained from the scripted demonstrations and the reference checks will be used by the ERP Selection Committee to revise the evaluation and scoring performed in the previous evaluation process step. The result of this session will be the identification of one or more finalist Proposer(s) that will be invited to participate in simultaneous negotiations with FSCJ.

It is intended that the recommendation of finalist Proposer(s) will be submitted to the District Board of Trustees meeting as defined in Section #4.1 to authorize college administration to negotiate and enter into a satisfactory contract with the top-ranked proposer(s).

The final evaluation will be based on all 6 evaluation criteria identified in the table in section 3.5.2 of this ITN.

Demonstrations will be conducted at: The Deerwood Center

9911 Old Baymeadows

Jacksonville, FL 32256

Room G-1709

The Final Proposal Public Evaluation Session will be conducted at: The Advanced Technology Center

401 West State Street

Jacksonville FL 32202

Room T-116

Note: Proposers may be requested to make multiple presentations to the ERP Selection Committee as required and as part of the final selection / negotiation process. Time will be provided for the Proposer to prepare for all requested presentations.

4.5.4   Negotiations with Finalist Proposers

One or more top-ranked finalist Proposer(s) will be invited to continue in the contract negotiation process after the College receives approval from its District Board of Trustees around the date specified in section 4.1 of this ITN. The Finalist(s) may be a single Proposer whose solution meets an acceptable portion of the College's needs, or multiple Proposers who's solution in some combination meet an acceptable portion of the College's needs as deemed in the College's best interest.

The College reserves the right to negotiate prior to award with the highest ranked Proposer(s) for purpose of addressing the matters set forth in the following list, which may not be exhaustive. Negotiations may be in person, by teleconference, or any other means as the best interest of the College indicates.

1.   Resolving minor differences and editing errors.
2.   Clarifying necessary details and responsibilities.
3.   Emphasizing important issues and points.
4.   Receiving assurances from Proposers regarding key points.
5.   Obtaining the highest and best total value proposed agreement.
6.   Refine the scope of the proposal.

At the conclusion of the Public Evaluation Session process, companies in whose offer the College is still interested may be sent a Best and Final Offer (BAFO) letter (or letters) asking that they submit a written best and final offer, and to extend additional benefits to the College, if desired. An invitation to submit a best and final offer is not automatic. The College reserves the right to negotiate with any shortlisted Proposer at any time during the negotiation process.

Upon completion of the negotiations process:

■ Negotiations will not be reopened except at the request of the College.

■ Proposers will not be allowed to make further adjustments to their offer or communicate further with the College except at the request of the College.

It is FSCJ intent to require proposed subcontractors to be committed to participate in direct negotiations with the College if a bidder is a finalist

The final recommendation of the ERP Selection Committee shall be based upon the initial written response, scripted demonstrations, site visits, reference checks, ranking based on selection criteria, negotiation session(s), and BAFO(s). Such recommendation will be subject to approval by the College President and District Board of Trustees. Notification by public posting will be provided for the Colleges recommended ranking of proposers.

The objective of this selection process is to identify the overall Best Total Value Proposal(s) that can serve the College well and best provide the required functionality and support services.

4.5.5 **Site Visits**:

As defined in Section 9.3, the College intent is to contact finalist firms to identify comparable size higher educational clients to schedule site visits. FSCJ intent would be to either schedule on site visits (without the proposer attendance) or a combination of onsite and virtual video teleconference site visits with finalist's clients.

5.0 Requirements

5.1 Tips to Keep in Mind

Every Proposer providing a response to this ITN should strive to provide the most clearly and concise response to each section requested in the ITN solicitation.

The requirements listed in the next sections of this solicitation are critical for FSCJ's Administrative System ERP application solution. If any of these requirements are not capable of currently being met directly by the Proposer, the Proposer should provide their best response and include an explanation of how they / their current release solution addresses FSCJ's needs which may include support services of 3rd party software providers towards the implementation of the solution by the eventually selected System Integrator.

Note: proposals are being solicited that are comprehensive solution that best meets the requirements of the College as defined in this ITN. However, it is understood that no solution will optimally meet all of the College's requirements. As a result:

- This ITN 2014-01 requires the submittal of responsive proposals that includes most or all of the functionalities defined in Section 5.7 either provided by the proposer or where the proposer agrees to act as the Prime general contractor where they agree to hold subcontracts for any module gaps to fully meet Section #5.7 minimal requirements.

- FSCJ reserves the right to select components from solutions proposed by multiple Proposers.

It is preferred that Proposers provide appropriate performance targets, penalties offered for non-performance, and measures limiting the cost of the implementation. It is of the utmost importance that the solution provider has set methodologies that will minimize risk during implementation and after the solution is in production.

Lastly, a Proposer should provide a robust proposal for providing post-implementation software support.

5.2 Non-Addressable General Requirements

There are also a number of general requirements that FSCJ expects the ERP provider or its subcontractor to address comprehensively / completely. FSCJ reserves the right to negotiate a mutually agreed to contract with the top ranked proposer either to self-perform system integration (SI) services or to hold the subcontract with a SI partner that FSCJ evaluates and selects. FSCJ would like to understand if / how the proposed solution will support system implementation (SI) related requirements and the Proposer's overall response should address these:

- The development of comprehensive documentation (including but not limited to) project decisions made, configuration, business processes, test scripts & test results, and training materials.

- Completion of all needed reports as part of any production roll out, including State, Federal, grant, etc. reporting.

- Knowledge transfer and end-user training, with a particular focus on process training (i.e. rather than training focused around specific functions).

- Provision of names of subcontractor partners that may be utilized for implementation and the accountability and support to ensure the product is implemented and meets the objectives of this ERP solution.

5.3   Contracting Approach

This ITN requires submittal of responsive proposals to provide an integrated comprehensive solution addressing all major functional areas specified in section 5.7 of this ITN where the proposer solutions includes all or most major functional areas defined in Section #5.7 or the proposer agrees to serve as the <u>prime contractor</u> who would <u>agree to hold all subcontracts with 3rd party providers</u> to fill all or most gaps in the proposers solution to fully meet the major functional areas specified in Section #5.7 of the ITN.

Whatever approach the Proposer is using to establish a proposed solution for FSCJ, the Proposer must:

- Provide an overview of the different entities (vendors, service providers and other organizations) contributing (via applications or services) to the proposed solution.
  - ❑ Include a primary point of contact (including name, title, e-mail address and phone number).
  - ❑ A brief biography can be included in a separate attachment along with those for other relevant resources).
- Describe the relevant ongoing relationships among the various entities.
- Describe the proposed relationship among the entities for the purposes of the submitted proposal. Specifically address:
  - ❑ Contributions (applications and/or services) of each entity to the proposed solution.
  - ❑ Proposed contractual / agreement structure.

5.4 Minimal Requirements

The Minimal Requirements represent those items that must be addressed in a satisfactory manner in order for the proposal to be considered responsive and evaluated by the ERP Selection Team. Proposer is required to provide answers to ALL Minimal Requirements outlined in this ITN solicitation. Please provide complete and easy to understand responses to each section outlined below and do not provide marketing materials unless they are explicitly relevant.

To be responsive proposal must be timely delivered to the College before the deadline defined in Section #4.1 and includes both an original signed copy of your proposal and complete Excel price sheets and one (1) USB drive that contains an identical copy of both.

Note: your overall proposal is to be less than 250 pages in total as only the first 250 pages will be evaluated. The 250 page limit includes all Attachments. College Addendums issued (if any) are not included in the 250 page limit. Proposers Financial Statements are not included in the 250 page maximum.

It is recommended that the Proposer provide responses that are comprehensive yet concise.

5.4.1 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 describe:

- Financial viability of your organization.
- Commitment to the higher education industry.
- Understanding of the higher education industry, and ability and commitment to meeting the evolving needs of the industry.
- Stability and viability of the current application / product / services being proposed.

5.4.2 Provision of a Comprehensive, ERP Solution

Provide an explanation on how the proposed application solution release of your application / solution (defining specifically **when** that release was or will be commercially available for production use) is able to support the College process / functional areas listed below. (More detailed requirements are provided in section 5.7.) If some of these requirements are not provided in your company's solution your proposal **is required** to include most or all of those gap modules functionalities by subcontract with other 3rd party partner vendors, please describe that subcontract partnership, the partner organization, and how the solutions will be integrated.

- Student Information System (Including admissions, course catalog, class schedule, student records, enrollment, grading / transcripts, and bursar)
- Financial Aid
- Financial Management (including budgeting, general accounting, procurement, accounts payable , accounts receivable, and cash management)
- Human Resources Management (including recruiting, employee records, position and workforce management, and benefits administration)
- Payroll

The College prefers comprehensive solution proposals also include a Facilities/Room Scheduling functionalities as defined in this ITN.

Your proposal is **required** to be a fully integrated comprehensive solution that addresses most or all of these process areas. The College reserves the right to also consider selecting portions of one proposal that addresses 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.

5.4.3   Solution Scalability

Demonstrate that the proposed solution is scalable to FSCJ's size based on growth objectives for the next 5+ years. Basic size characteristics that should be used for addressing this need are:

- 57, 114 active students (i.e. unduplicated headcount) with a corresponding number of active student records. This corresponds to approximately:
  - ❑ 22,700 full-time equivalents students
  - ❑ An additional 200 Continuing Workforce Education students
- 1,100 full time administration positions
- 436 full time faculty
- *2,800 active assignments including all full-time and part-time employees
- 987,487 unduplicated headcount in historic student records (records to be converted are still to be determined)
- $143 million College annual operating budget
- * Administrative staff and faculty combined full time assignments represent an approximate number of employees for the purpose of payroll processing, procurement, benefits processing, etc.

Demonstrate the required scalability by identifying multiple (production) deployments of the proposed solution of comparable size or larger. These may be the same as those used for the references requested in section 5.9 of the ITN, or other institutions / organizations. The identified deployments can be for institutions / organizations that have deployed the entire solution that FSCJ is planning to implement, or multiple institutions / organizations that have each deployed portions of the solution that FSCJ is planning to implement.

In cases where multiple appropriate production deployments cannot be identified, the Proposer may augment this information with:

- Documentation of appropriate scalability tests.
- An explanation of how the solution architecture supports the scaling of the components whose scalability is not demonstrated via reference implementations and/or scalability tests.

5.4.4 System Integration (SI) Services

Describe the availability of implementation and support resources for your proposed solution based on those available through your organization and/or through 3rd party System Integration (SI) partner(s) and/or other sources. Specifically address issues such as:

- The capabilities of your organization to support FSCJ in the implementation process.

- How FSCJ can be assured of the highest quality services at competitive rates.

5.4.5 Architected for the Future

Provide a brief description of your proposed solution's architecture and specifically address how the architecture supports:

- Availability and robustness of the solution.

- Configuration flexibility – ability to vary configuration, processes, etc. if / as required to accommodate the needs of different campuses, instructional divisions, programs, etc.

- Maintainability – ability to monitor the solution and perform maintenance and upgrades in a controlled manner that does not require the entire system to be shut down.

- Integration – ability to integrate with other applications or service organizations.

5.4.6 Remote Hosting

FSCJ will NOT be hosting the solution locally (i.e. "self-hosting") and requires confirmation from the Proposer that the solution being offered is available in an externally hosted manner. In addition, summarize the hosting options you are proposing for FSCJ – SaaS, cloud based service, externally hosted, managed service, etc. – and provide a brief description of each focusing on the key characteristics of each option, and if multiple options are offered, the key differentiators between the options.

If the Proposer is offering the hosting services through subcontract 3rd party(ies), please identify those third parties and provide high level overviews as to their data center locations and levels of certification.

5.5   Vendor Viability and Vision

The Vendor Viability and Vision evaluation criteria is intended to provide FSCJ with an understanding of the Proposer's current and future capability to deliver their services and their commitment to the higher education industry.

5.5.1   Ownership and Organization Structure

Provide information regarding the ownership of the firm to eliminate any possible conflict of interest. The Proposer must provide the following information that applies to the ownership:

- If sole proprietorship – Owner's Name

- If partnership – Owners' or Partners' Names

- If corporation – President and Chief Executive Officer; senior officers of the corporation; major shareholders

  Confirmation no FSCJ Board member or employee is also an employee of proposer.

Provide documentation of your organization's structure, describing the various business units, subsidiaries, etc.

5.5.2   Audited Financial Statements and Dun and Bradstreet Report

Proposers are requested (but not required) to provide with your proposal the past two years' corporate audited financial statements (or equivalent). Financial statements and a Dun and Bradstreet Financial Report may be requested to be submitted by those Proposers that are shortlisted and are invited to participate in negotiations. When the Dun and Bradstreet report is requested from those shortlisted Proposers, the College may request additional documentation providing details of the Proposer's financial and operational capability. Note: Financial Statements are not included in the 250 page maximum.

5.5.3   Proposer's Experience and History

Provide a narrative describing the corporate / company history, which should include previous experience in providing ERP application solutions and hosting services which encompasses the minimal (i.e. critical), functional, and technical requirements as outlined on sections 5.4, 5.7 and 5.8 of this ITN solicitation. Include history, structure, management, number of years involved in providing each defined ERP module / application solutions and support services, and any other applicable information.

5.5.4   Product Vision

Describe your company's involvement in, and commitment to, the higher education industry in Florida, in the United States, and globally.

Provide an overview of your ERP product portfolio. Describe the functional and technical evolution of your proposed current release version / solution over the past 3 – 5 years, and provide a roadmap of the planned evolution of your proposed solution for the next 2 – 3 years. Describe your processes for developing / evolving your product roadmap.

5.6   Services

The Vendor Viability and Vision evaluation criteria is intended to provide FSCJ with an understanding of the Proposer's current and future capability to deliver their services and their commitment to the higher education industry.

5.6.1   Product Service, Maintenance and Support Capabilities

Provide an overview of your organizations' resources, skills, organizations 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.

Describe how you provide the support to, and interact with, your own hosting organization and/or with 3rd party subcontract hosting services.

Include on-site response and problem resolution times. Proposer may provide a business model that is utilized in providing support services; this may include documentation which provides steps in quality control and assurance methods.

5.6.1.1   Product Support Service Plans

Describe your proposed maintenance and support plan coverage and the various options available to FSCJ. Specify the various service level commitments and options available to FSCJ.

Describe how services are provided in a hosted solution scenario (i.e. application hosted by a 3rd party). What services would be provided to the College and what services to the hosting provider? 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 and in Florida.

Indicate the numbers and types of trained application software personnel to be utilized to support FSCJ.

After Hours / Emergency Service Requirements

Since the hours of operation of several college departments including finance, student services, human resources, financial aid, faculty and others will need to continue operating past regular business hours (8:00 a.m. to 5:00 p.m. Eastern time), indicate how your solution will provide continuous service that would be available to the College and the response times for those services (e.g. this would include emergency support calls). An emergency call is defined as service or troubleshooting repair that must be completed outside of normal business hours or that response time requires the service in less than 2 hours. Provide in your response to Section 5.10 a higher educational discounted cost per hour (if any) for this type of service.

5.6.1.2 Continuing Support, Upgrades and Training Programs

The Proposer is to specify the nature of the proposed post-purchase support to be provided. The following itemized items should be fully explained:

1. Problem reporting and resolution procedures, include:

   - Required reporting method
   - Response time requirement
   - Hours of operation

2. Hotline support, include toll-free access; hours of operation
3. Computer on-line support
4. Error Corrections
5. Frequency and delivery method of future upgrades and product enhancements
6. Documentation updates
7. Continuing education – on-line and classroom

Does the Proposer provide the proposed software code through any of the following methods:

- No cost with system purchase
- Escrow arrangement
- Purchase agreement
- Other (specify)

5.6.1.3 Proposer's Location and Service Center / Technical Support

List all office locations. Provide the number of managers, supervisors, seniors and other professional staff employed at these offices. Explain the technical support available and the escalation process when any troubleshooting or application is not functioning properly.

5.6.1.4 Organizational Chart of Proposed Staff Including Professional Resumes

Proposer is to provide an Organizational Chart to facilitate the identification of key individuals that will be assigned to the ERP application solution by the Proposer and any proposed subcontractors for FSCJ. It is requested that a professional resume of Proposer staff and any proposed subcontractor staff be attached for each individual that is identified in the organization chart. Identification of the proposed project manager, hosting service manager, primary support personnel and other key resources that FSCJ will be relying on are of particular importance.

5.6.2 Implementation Partners

As deemed in the College's best interest, FCCJ reserves the right to issue a separate solicitation for System Integration (SI) services or negotiate SI services with the awarded proposer(s). The Proposer is to identify all certified or not certified implementation service providers for your proposed solution (i.e. applications / modules) that you are aware of able to provide services in Florida. For each service provider include:

- A general description of your relationship to the service provider and its history. Identify any formal certifications you have provided to the SI provider.
- Contact information and Formal qualifications of the service provider.

- Summary of the service provider's capabilities.
- Descriptions of some of the SI service provider's recent Higher Education engagements.

5.6.3　Implementation Services

While this ITN is not soliciting price proposals for the implementation services for the administrative system being procured by FSCJ, most vendors do provide implementation services and in many cases they are the only ones to do so. The Provider should describe the implementation services they provide. Explicitly address whether, and how, you propose to provide the following:

- Hardware design and deployment.
- SME and technical training.
- Business process analysis and redesign.
- Software design and configuration.
- Data cleansing, conversion and migration.
- Testing and quality assurance.
- End-user training.
- Implementation.
- Post-implementation support.
- Organizational change management.

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.

The College reserves the right to negotiate with the top ranked proposer a mutually agreed to contract where they either self-perform SI services or agree to hold a subcontract with a SI partner the college evaluates and selects.

5.6.4　Hosting Services

FSCJ does not intend to host the selected ERP solution internally. As such, the College is looking for a proposed solution that includes some form of hosting service for the production and non-production (, testing, etc.) environments.

The Proposer is to describe the various hosting options they are offering (e.g. co-location, application hosting, managed hosting, SaaS, etc.). For each hosting option, provide:

- Brief, high level description.
- Key services.
- Proposed service levels and metrics (including measurement calculations).

- Locations services are provided from.
- Specifications of where (i.e. which U.S. State) College data will reside, how that will be guaranteed, and who will have access to the data.
- Disaster recovery/business continuity plans and capabilities.
- Schedules for backups, upgrades, etc. for options that include regularly scheduled services.
- Mechanisms for separating client data and access in shared service environments (shared infrastructure, shared application (i.e. SaaS), etc.)
- Management/synchronization process for multiple sites, (e.g. production, testing, training, staging, etc.)

5.6.5   User Groups

Describe the application user groups / communities (global, national and regional (i.e. Florida)) that exist for the applications / modules you are proposing for FSCJ. In your descriptions, include:

- Organization overview.
- Relationship with Proposer.
- Membership.
- Management (i.e. is it operated by the Proposer, by a 3rd party, independently by its members, etc.).
- Meeting frequency, participation and structure.
- Services provided.

5.7 Functionality

The Functionality requirements identify the key functionality that FSCJ is looking for in their new ERP administrative application:

■ It is understood that no solution will provide <u>all</u> of the described functionality. FSCJ is looking for the solution (or combination of solutions if that is required) that best meets the most requirements for the broadest range of stakeholders.

■ The functionality explicitly described below is a summary of the most significant requirements for each of the functional process areas identified. It is expected that a robust, comprehensive solution will also provide the additional (i.e. not documented in this ITN), standard functionality that is expected of any leading solution.

The Figure 1 below provides a visual summary of the general areas of functionality that FSCJ considers within the scope of the desired solution.

Figure 1.   FSCJ Context Model
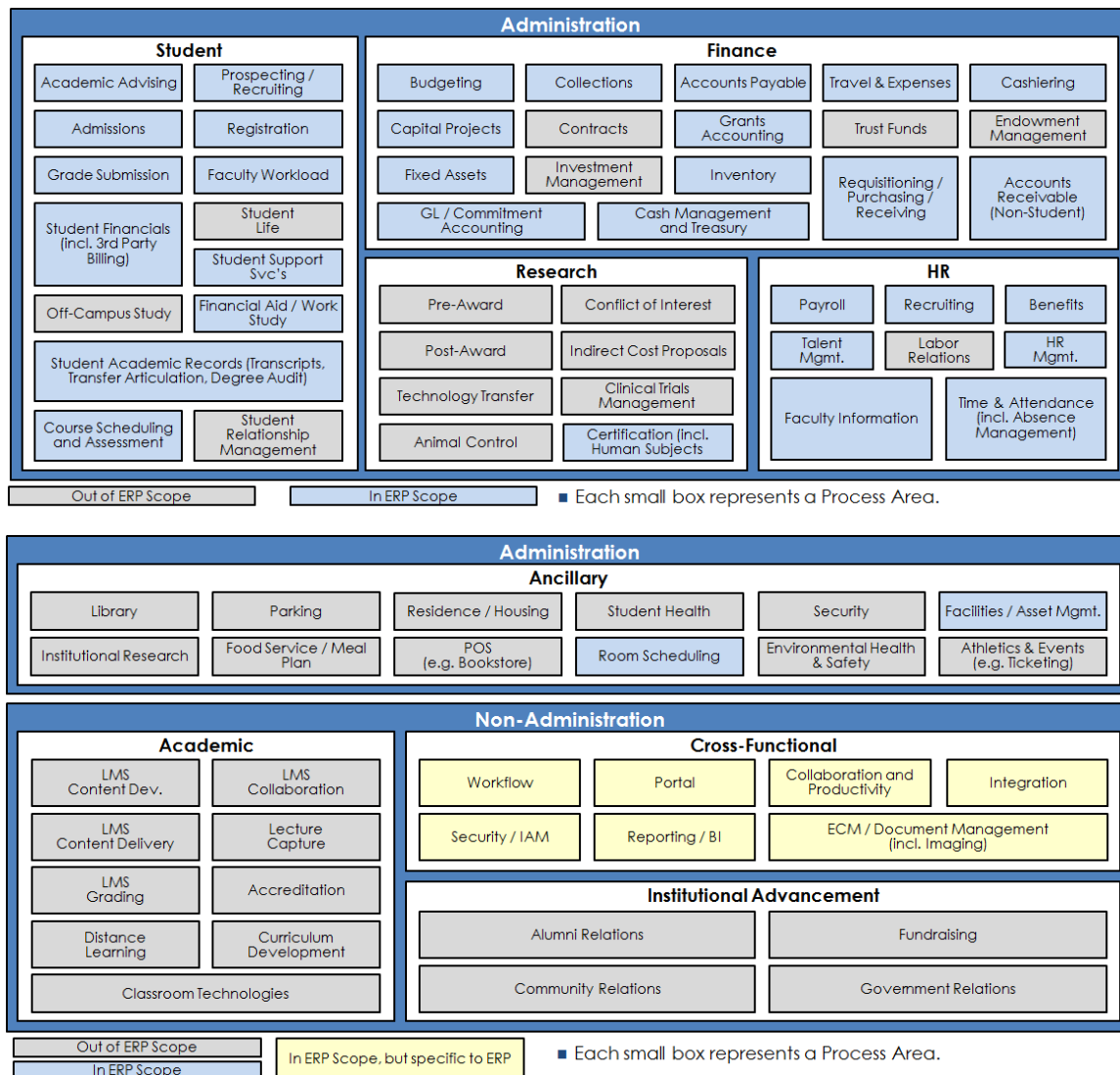
Note: This figure is not completely consistent with the functional hierarchy used to specify FSCJ's functional requirements. It is intended to provide a general summary in an easily visualized manner.

5.7.1   Cross Functional

FSCJ requires a fully integrated comprehensive solution/ Administrative System where native transactions occur in real-time and external integrations are processed as needed for individual and batch processing. All parts of the system should be accessible via a single sign on tailored to the current security role(s) of the person using the system. FSCJ requires modern communications (mass and individual mass communications, e-mail, alerts, texts, etc.), accessibility (mobile apps), and reporting tools.

FSCJ requires a system that is kept up to date with the latest Federal regulations to comply with all federal tax reporting (1098T, 1099, etc.) with electronic filing / distribution to the government entities and the recipients. In addition, the system needs to be compliant with FERPA, HIPAA, and ADA and protect the data while stored and in transmission.

As a state college, FSCJ will require a system that can be used to store a multitude of Florida State regulatory requirements attached to programs offered; categorization of courses (Common Course Numbering), account codes (Uniform Chart of Accounts), job classifications, and students; as well as tracking all historical data as changes occur. The system must then be able to generate all of the required extracts and reports to keep FSCJ in compliance.

Of particular interest to FSCJ is how data is handled in the system:

5.7.1.1   *Personal Data*
1. Ensure each person has a single, integrated record with controls to keep duplicates from entering the system.
2. A "purge and merge" process for cleaning records identified as a duplicate.
3. Allow for current and historical, primary and multiple domestic and international names, addresses, phone numbers, e-mail addresses, (college and government assigned) identification numbers for the intended use for the contact type, e.g. sending pay advice to home address, sending correspondence to a summer address.
4. Create "relationships" with persons and organizations to identify commonly shared information, e.g. siblings, parents, alumni, employer, faculty, student, retirees, etc.
5. Permit "interested persons" to be added to system prior to becoming employees (instructors not yet hired) or students, e.g. prospects.
6. Track Accommodations and Disabilities information.
7. Collect Parent / Guardian information for verifying residency, processing PLUS loans (pulled from FAFSA and COD).
8. Provide Federal: Classification of Instructional Programming (CIP) Codes & ENHANCED CIP codes: Need 2 additional CIP: 10 & 11 digit codes to track FA types; as well as IPEDS and SOCS codes for employees.
9. Track Military and Veteran's and spouse / dependent status.
10. Identify "restricted" information that cannot be released, e.g. police officer and families.
11. Track International and non-resident status.

Specific Cross Functional tools needs are as follows:

5.7.1.2   *Reporting, Dashboards & Business Analytics*
1. Delivered reports to support Regulatory Reporting, e.g. IPEDS; Financial Statements; and Accreditation.
2. Reporting tools to produce needed reports for State Reporting, Departmental Reporting, and Institutional Effectiveness.
3. Query tools to be used by end-users for ad hoc reports, e.g. Alumni requests.

5.7.1.3 *Tools*
1. Tools for uploading and downloading data, e.g. spreadsheets.
2. Tools for creating interactive forms to allow users to queue data (into staging tables for review) as well as direct transactions into the system.
3. System Audits at the record and table level that can be selectively turned on. e.g. enrollment, grade changes, who put and removed holds on students, all financial aid data, assignment changes affecting salary, changes to the vendor files, etc.
4. Workflow for routing work, including electronic approvals.

5.7.1.4 *Portals & Self-Service*
1. Internal users, e.g. Faculty, Staff, Students, Parents, Vendors.
2. External users, e.g. prospects, parents, non-employees (volunteers), vendors, applicants.
3. Support for users in multiple roles requiring portal functionality for each.
4. Enable individualization for each user, by the user without technical support.

Some additional tools that are desired include:
1. Document Management Support document imaging, including (i.e. if not replaced by this ITN, integration with Psigen (redaction tool) & OnBase imaging system and other similar document management/imaging application.
2. Provide a document repository and support to manage Public Records Retention and Content Management mandates (State of Florida Department of Libraries Bureau of Archives).

5.7.1.5 *Event Scheduling*
1. Provide real-time facilities availability and ability to book rooms, request resources through automated workflow, and establish events information.
2. Create and track communications for target audience to confirm reservations. Track event results and report outcomes.
3. Provide an integrated school-wide calendar of events.

5.7.1.6 *Appointment Scheduling*
1. Provide online appointment scheduling to facilitate appointments, e.g. counseling sessions, faculty and advisor meetings, and scheduling of campus visits.
2. Create and track communications for confirming appointments, appointment changes, and appointment cancellations. Track results and report outcomes.

5.7.2   Student Functionality

FSCJ serves various student populations pursuing varying educational pursuits. FSCJ offers Certificate Programs (includes Gainful Employment based on Clock Hours); Undergraduate Associates and Bachelors; as well as non-credit (non-degree) programs and a full slate of Continuing Education and Contract delivered courses.

By this ITN FSCJ solicits the submittal of proposed tools to support, communicate, and track interactions with students (individually and in groups), parents, customers, and organizations locally and remotely through Portals that provide access to real-time online interactions and updates.

Processes at FSCJ include:

5.7.2.1   Prospecting / Recruiting

FSCJ has begun to use Hobsons as the prospect / recruiting gateway. Prospecting and Recruiting needs to support academic and contract programs, attracting students for degrees as well as customers for skills development.

5.7.2.1.1   Application Processing

1. Separate application processes are needed for Certificate, Associates, Bachelors, Non-Credit, and Continuing Education information needs, including collecting supplemental documents (placement and test score, transcripts, PSAV), including electronic files.
2. Need a tool to upload bulk applications, e.g. employer-provided lists.

5.7.2.1.2   Residency Requirements

1. Several types of Residency Codes types are needed, including incorporating reciprocal zip codes from Georgia, online classes residency, etc.
2. Need to allow for initial assessment, reclassifications and appeals.

5.7.2.1.3   Special Student Population Processing

1. First Time Students – Need to track cohorts for QEP.
2. Dual Enrollment and Early College Programs – Ability to track High School / College credit / career program students.
3. International Students – Store Proof of English Proficiency & Finances Certification.
4. Transfer Students – Incorporate Florida common course numbering system.
5. Military, Veterans and Dependents.
6. Transient Students (attending two schools) – Track students in two schools simultaneously.

5.7.2.2   Admissions

FSCJ has multiple admissions group or single student processes for credit and non-credit programs. Some programs are selective and require evaluation and acceptance procedures.
1. Need to capture (and validate) student's "program intent" at time of admission, in particular when attempting limited access programs.
2. Admission is into terms and the course catalog requirement terms (program terms), etc.
3. Readmission – Students must be flagged for needing readmission after no enrollment for 3 consecutive terms.

5.7.2.3   Registration

Students must be able to register online for classes during predetermined time periods, allowing for dropping and adding classes with appropriate penalties after the drop / add period. Administrators must be able to handle individual registration activities, including overrides, on behalf of the student. Administrators need to conduct mass enrollment / registration activities and supporting activities, (i.e. placing and removing holds, mass drops and enrollments.)

1. Need to place and remove advising holds prior to registration to confirm eligibility.
2. Need to be able to have concurrent registration over terms (spring, fall, summer) and in programs, e.g. pursuing an AA degree while taking pre-requisites for Nursing; where the course counts towards both.
3. Students need to be advised when they are taking classes outside of their Primary Program of Study, e.g. for Financial Aid purposes, veteran's benefits, etc.
4. Need to adhere to 3-peat rules (Florida Statute) need to be identified since students will have to pay for the class (not FA eligible). Also refer to FA section.
5. Need to prompt for registration errors – or notifications to students, based on registration rules that affect fees / FA eligibility / course eligibility at the time of registration.
6. FSCJ is interested in exploring wait list functionality.

5.7.2.4   Student Financials

Student Financials needs to serve students in multiple ways by supporting the academic and non-academic structures. Students need to view all student financials related transactions. Ideally staff would have access to see what the student sees.

There needs to be a seamless integration with Financial Aid to provide accurate, real-time billing for students. Students should be able to view real-time Financial Aid statuses and updates, as well as all communications. In addition, there needs to be a seamless integration with accounts receivable, for those students who do not pay for their own classes.

The Student Financials and Finance modules need to share an "intelligent" coding system for identifying terms, type of revenue, campus, etc. This includes the ability to identify active and inactive codes for processing transactions within the correct time periods.

5.7.2.4.1   Tuition & Fee Calculations (including waivers and exemptions)

1. Need to allow for Course, Class, and Special Fees, (e.g. user fees, lab fees based on the student enrollment or program participation.)
2. Materials for classes need to be specifically tied to student consumption, (e.g. firefighting equipment is supplied for each piece needed) (not all pieces needed by all students).
3. Need to allow for complex exclusions on a student and class basis.
4. Need to calculate on credit hours and clock hours.
5. Continuing Education needs to allow students to register and pay in a single session and modified at a class level (fixed price for class or fixed price for student).
6. Block Fees (like a term fee) are required for non-degree programs.
7. Tuition Waivers need to be allowed for State and College Employees, Dependents, and Pathways to College for Continuing Education students.
8. Need to schedule future dated fees for new term fees as approved.
9. Attribute overlapping Fiscal Year summer fees / charges to appropriate terms.
10. Account for revenue collected for departments based on tuition and fees collected for classes associated to a particular budget.

5.7.2.4.2 *Deferment (both Financial Aid (FA) and sponsored)*

Robust deferment rules are needed to defer payment for tuition and fees based on complex rules that could include a combination of student attributes including class, course, special designators on student, specific fee, percent of tuition, specific amount, credit type, maximums, minimums, exceptions, restrictions, and other controls.

5.7.2.4.3 *Disbursement*

1. Need to be able to identify what gets paid and in which order; and what is paid by FA.
2. Students need to be notified of disbursed funds and conditions for accepting or rejecting aid, specifically loans.
3. Need to determine disbursement overrides for varying time periods.
4. Need to be able to disburse to a customer rather than a student, e.g. child care support.

5.7.2.4.4 *Refunds (automated and on-demand)*

1. Need controls so that students should not receive refunds if prior bills exist or if a pending charge is imminent; need to indicate things that cannot be refunded.
2. Ability to send refund ACH, Credit Card or by Check.
3. Access should be available online for refund requests
4. Refund appeals need to process and track appeals (workflow) and allow refund amount to be used over time, even if it takes multiple terms to use.

5.7.2.4.5 *Manage Payments*

1. Need charge priorities (what gets paid first) that can also be locked in by student.
2. Need to set up charge priorities, designated payments, minimum billing / payment, full payment by drop / add (or deferred) and accept partial payment by class.
3. Grant Students: Donor and 3rd party payments need to be recorded for the actual payment made on the behalf of the student (not a payment to the student).

5.7.2.4.6 *Non-Payment processing DROP classes*

1. Need to be able to set tolerance levels for unpaid tuition amounts by college credit types. Need to assess per session and not the entire term.
2. Varying payment dates (as often as daily) are required for special cases, e.g. VA, Financial Aid.

5.7.2.4.7 *Billing (electronic billing)*

1. Corporate sponsored billing needs to be totally contract based, not student based.
2. Sponsored 3rd Party billing needs to be able to reprint bill, to generate customized bills, bills detail of students depending on preference of customer, on demand bills to be generated, bill new activity or all, and ability to change sort order.

5.7.2.4.8 *Cashiering*

1. Need the ability to pay by invoice, by student, and by outstanding receivable amount.
2. Allow for parent and other 3rd party payment to student tuition and fees.

5.7.2.4.9 *Student Taxes (1098T and 1042S)*

1. Tax withholdings for non-resident student stipends or other assistance (non-FA) paid by grant must have withholdings calculated.
2. Non-resident student stipends & non-FA assistance paid by grants need withholdings.

5.7.2.4.10 _Collections_

Need to notify student of any collection fee; recorded as an obligation (not in GL until received), collection costs should be calculated & listed for direct payments when receivable is sent to collection agency.

5.7.2.5 _Student Support Services_

1. Manage Extracurricular Activities to be included in a co-curricular transcript.
2. Need process for handling disciplinary actions, including escalation.
3. Security Access Management and Eligibility for Services (transportation, events, cafeteria, parking, etc.) – verification that student is active.
4. Bookstore – Need to be able to retrieve transactions when Financial Aid sources were used to ensure (current and future) eligibility compliance.
5. Produce enrollment verifications for sessions or designated time periods.

5.7.2.6 _Financial Aid (FA)_

FSCJ provides federal, state, campus, and sponsored financial aid to students. All Federal regulations updates need to be included in the Administrative Services solution. The State of Florida provides a number of Financial Aid programs which need to be tied to rules for awarding aid, compliance, and reporting. Future functionality could include Early Financial Aid functionality.

1. Include or integrate with a yet-to-be identified clock hour attendance tracking system.
2. Potential to integrate with external systems for financial aid processing.
3. Provide a calculator for students to understand the entire cost of education, including financial aid that will be applied.

5.7.2.6.1 _Financial Aid Processing_

FSCJ has multiple campuses, but is processed as a single institution.

1. All transactions that are not simulated or designed to be run in batch need to be real-time updates (between Student Records, Financial Aid and Student Financials).
2. Need to calculate on credit hours and clock hours (seat time or contact time).
3. Ability to store multiple ISIRs and to freeze the ISIR on which verification has been completed or payment has been made.
4. Need automated verification processing, including follow-up communications, e.g. MIL
5. Cost of Attendance (COA) will need to be calculated on credit hours and clock hours (seat time or contact time). Need to have COA based on sessions (or other time periods less than a term).
6. Store history of COAs that have been applied to the student's file.
7. Ability to calculate Federal: Expected Family Contribution (EFCs) for other than 9-month attendance periods.
8. Store history of EFCs that have been applied to the student's file.

5.7.2.6.2 _Financial Aid Eligibility & Financial Aid Rules_

1. Must use and store multiple Census Dates snapshot (with values for Pell and other aid).
2. Need to support (multiple) sessions and terms disbursements.
3. Need to identify courses (and grades) that should and should not count towards a program of study that is financial aid eligible for students in multiple programs of study.

5.7.2.6.3 *FA Clock Hour Rules*

1. Use Borrower-Based Academic Year (BBAY), not standard based academic year.
2. Need to set up Payment Periods independent of standard terms.
3. Disbursements need to be based upon the individual student's completion of hours and weeks of instruction.

5.7.2.6.4 *Awarding & Packaging (including repackaging)*

1. Need to run complex rules as Batch and individual Student real-time processing.
2. Automated scholarship adjustments are needed for Scholarship awards entered after initial "dummy" award.
3. Repackage students based on changes in Financial Aid awards, enrollment changes, ISIR data, Federal: Standards of Academic Progress (SAP), Program of Study (POS), etc.
4. Monitor aggregate aid for federal and state programs.
5. Awards should be available online for students to accept, modify, or decline.
6. Financial Aid Notifications need fund-specific messages, retain all versions sent.

5.7.2.6.5 *FA Title 4 SAP and SAP Appeals*

1. SAP will need to be calculated (store all past calculations) on credit hours and clock hours (seat time or contact time). Needs to include weeks and hours of instruction.
2. Need to include a Student SAP calculator (on Student Self-Service) and communication tracking for SAP notices, including an early warning for students approaching SAP limits.
3. Need to clearly document SAP appeals decisions (approval or denial) and reinstatements.

5.7.2.6.6 *Loan Interviews*

1. Need to track Federal: Common Origination and Disbursement (COD) exit interviews for completion, e.g. send packet if not yet completed.
2. Need to track (multiple) entrance and exit interviews; store the dates.

5.7.2.6.7 *Work Study Management*

Hiring takes place by department, paperwork is forwarded to Human Resources and entered into Payroll.
Need to monitor and compare amount earned award-year-to-date with eligibility amount.

5.7.2.6.8 *Authorization (authorize to disburse)*

1. Need to authorize by Sessions, Payment Periods and Terms.
2. Need rules for Clock Hours and Credit Hours.
3. Should be able to do partial authorizations, e.g. loans only.

5.7.2.6.9 *Financial Aid Appeals*

1. Need to clearly document appeals decisions and reinstatements.
2. Need to handle appeals on the Pell Federal: Lifetime Eligibility Used (LEU).
3. Need to document Unusual Enrollment History.
4. Need tools to document comments and interactions with students.
5. Professional Judgment decisions (appeals changes and overrides) need to be tracked.

5.7.2.6.10 *Veteran Benefits*

Need a Veterans Administration (VA) certification screen (semester and/or program based - for clock hours) to view all student information and classes to indicate which classes are certified to VA.

5.7.2.6.11 *FA Reporting (R2T4, COD)*

1. Automated Returned to Title Four (R2T4) processing (calculation, notification to students, adjustment of awards.
2. Students in modules need option to include intention to continue.
3. Maintain history of R2T4 adjustments, in case of if a student re-enrolls.
4. Need to submit to COD and make reconciliations. (Recorded date of disbursement must be the same as the date available on the student account.)

5.7.2.7 *Student Academic Records (Student Facing)*

Students can pursue a variety of majors, minors, specializations, and concentrations for credit and non-credit programs. Students need to be classified based on a primary area of study at a home campus. All student history needs to be retained.
1. Students need a student status calculated based on units & terms, e.g. freshman.
2. Multiple GPA calculations are required (80 GPA stored or calculated for reporting).
3. Students need to be given enrollment appointments based on college rules, which includes student status, primary program, academic standing, and other criteria.
4. Students attending classes with a shorter time period (accelerated curriculum) need to be warned regarding the FA, Veteran's, and 3rd party impacts.

5.7.2.7.1 *Class Attendance*

1. Mandatory class attendance must be tracked (daily seat time) for certain Certificate programs (Gainful Employment).
2. Last Date of Attendance in a class needs to be documented for Financial Aid.
3. Students should receive notice if they fall below the 90% attendance federal requirements for clock hour programs.

5.7.2.7.2 *Degree Progression*

1. Degree Audits need to be run by effective term / current term (degree shopping).
2. Some of the items that need to be included when evaluating degree progress and stored in the Degree Progress Report (Degree Audit) include:
   a. All courses taken for degree and non-degree programs with resulting grades / accomplishments that meet the primary program.
   b. Course substitutions (add, replace, waive, delete); elective course designation (BASELECT); Honors designation' benchmark status; and POS history log.

5.7.2.7.3 *Graduation Checkout (degree)*

Students are automatically graduated when they complete program requirements.
1. Degree completions need to occur automatically or individually (manually) as requirements are met, not at the end of the term. (Sessions would be acceptable.)
2. The system needs to track the official date of completion for a degree (graduation from a program), based on the actual date requirements were met.

5.7.2.7.4   Career & College Counseling

1. Need a Career Counseling component that would allow a view of assessment scores.
2. Need to store graduate (and employer) survey data, e.g. student's eventual career or educational outcome.

5.7.2.7.5   Summer Programs

Summer programs differ by length of term. (Header for Florida for enrollment but trailer for Financial Aid.)

1. Summer Programs need to be split so that enrollment is a header for state statistics and is a trailer for financial aid.
2. Clock hour students can receive funds from subsequent terms if funds have been used in prior terms Federal: Borrower Based Aid Year (BBAY) / Schedule Aid Year (SAY).

5.7.2.7.6   Honors Programs

1. Admission / Referral need to be part of a workflow process to capture routing of recommendations, supporting documentation received, and follow up communications.
2. Program requirements need to be tracked once student is admitted into honors programs to ensure honors designation requirements are being met.

5.7.2.8   Student Academic Records (faculty facing)

1. Faculty include textbooks (including prices) for classes in bookstores adoption online e-portal.
2. Class roster should include currently enrolled, dropped students, student program, phone numbers, and e-mail addresses.
3. Faculty need to receive administrative notes on the class roster for follow up.
4. Faculty evaluations must be completed prior to a student receiving their grade.
5. FSCJ would like to explore using photos, under FERPA control, for class rosters, etc.

5.7.2.8.1   Tracking Attendance

1. Need to track daily seat time for adult studies and certificate programs.
2. Ability to assign certain completion points for mid-class evaluations, reporting, and follow up, e.g. 90% completion of a class and the hours in the payment period.
3. Credit programs are required (for Financial Aid, veterans) to report "first date shown up" (has begun attending the class.
4. Faculty initiate the actual dropping of students for non-attendance.
5. Faculty need to confirm attendance for specified programs in adult high school during specified census period.

5.7.2.9   Course Scheduling & Assessment

1. Classes need to be able to start and end on every day of the year, with corresponding drop dates, due dates, and grade dates.
2. Classes can transcend multiple terms.
3. Certificate programs need payment periods, not terms.

5.7.2.9.1 Course Offerings

Course Catalog functionality need to accommodate credit and non-credit programs with a wide variety of grading options, prerequisites and co-requisites, repeat options, and attributes that will identify courses with previous course offerings, similar or equivalent courses, coding for tracking state and departmental content, and other designations.

5.7.2.9.2 Class Scheduling (e.g. sections / offerings)

Provide Class Scheduling functionality that will accommodate credit and non-credit offerings that are delivered on-premise, online, in accelerated sessions, with multiple instructors, varying times and facilities, within and overlapping terms and sessions, and the ability to restrict which students can take classes.
1. Need to associate various attributes (codes) to classes for proper identification with academic programs, e.g. Federal: Standard Occupational Classification (SOC) Code.
2. Ad hoc classes need variable times / meeting patterns, not attached to normal sessions.
3. Stacking of classes requires two classes to occupy the same room.
4. Class cancellations and updates, with automated notifications for class cancellations to students, faculty, and staff.
5. Fees need to vary to class sections; term fees apply as well as class fees.

5.7.2.10 Academic

1. Courses taken need to be able to count for degree completion towards multiple certificate programs.
2. Student can take classes in "tracks" that combine classes within a program.
3. Take and Repeat Policy (T&R) rules need to be applied when a course is repeated in the same term (can be taken in multiple sessions).
4. Clock hour course substitutions need to be restricted for classes that do not have an exact match of hours.
5. Need to offer several types of transcripts, such as Official, Unofficial, and Co-curricular.
6. Standards of Academic Progress (SOAP) – standards of academic progress need to be processed at the end of the term. (Not used in continuing education and certificates, but included in Pathways to College).

5.7.2.10.1 Submitting Final Grades

FSCJ need to provide faculty and administrative online grade entry and grade changes, including Incomplete Grades processing (automated and/or individual).
1. Capture and store first date of attendance for Adult Education.
2. Capture and store last date of attendance for unsuccessful grades.

5.7.2.11 Faculty Workload

Workload rules and calculations are based on collective bargaining agreement with both on term and off term considerations. Workload needs to be calculated for sessions (not just terms) and by year.
1. Overload rules need to vary according to departmental rules.
2. Need to allow instructors to bank hours and track the usage and manage how instructors can deficit hours which need to be managed in future terms.

5.7.2.12 Non-Credit Functionality

FSCJ has a large non-credit and contract management student population. The current processes are in need of automation to increase productivity, reduce administrative costs, and simplify marketing efforts. This section shares functionality required for degree seeking students addressed other sub-sections of Student Functionality Requirements, but includes some specific needs for non-degree seeking students.

FSCJ has specific classroom preparations to support these classes. Items needed include course rosters with detailed student information, name tents or other types of identification, evaluations that need to be filled out at the end of classes, and completion certificates.

5.7.2.12.1 _Student Populations_

FSCJ has student populations in Non-Credit & Continuing Education (Contract Management) areas. Continuing Education includes Corporate Learning & Training Solutions; Personal Enrichment; Professional Development; and Assessment & Certification. Non-Degree (Non-Credit) includes Pathways Academy; Adult High School; High School Equivalency; and ESOL.
1.   Students should be able to indicate communications types they want to receive.
2.   Students should be able to provide referrals to friends who may also enjoy the class.
3.   A transfer (substitution) to other student / participant option (without penalty) is needed.

5.7.2.12.2 _Workflow & Automated Processing_

FSCJ needs a solution to notify instructors, students and staff regarding enrollment changes. Real-time on-line course registration and enrollment activities that need to be included:
1.   Course history view for students and staff.
2.   Confirmation of enrollment and reminders of upcoming classes; cancellation notices, e.g. for non-payment or administrative decision to no longer offer class.
3.   Changes in time, dates, location, instructors and other content.
4.   Billing information and any updated payment processing transactions; refunding.

5.7.2.12.3 _Course Creation & Class Input Processing_

1.   Course catalog builder, including budget builder, to determine go / no go point for class offerings with ability to set course minimums and maximums that will control enrollment.
2.   Holiday and time off calendars to ensure proper scheduling.
3.   Mass change / update tool in response to change of status of classes, locations, etc.
4.   Course bundling, which "packages" set of classes.
5.   Shopping cart feature to review "purchases and charges" before committing to pay.

5.7.2.12.4 _Billing, Payment, Refunds & Discounts Processing_

1.   Mass cancellations with automated refunding.
2.   Ability to set early bird fees and membership discounts.
3.   Complex billing options, e.g. split a bill for a company over several months / weeks.
4.   Automatic credit card processing.
5.   Mass registration tool with automated billing.
6.   Student (or sponsor or 3rd party) self-service to pay bills online.
7.   Alerts and notifications, e.g. student payment history that flags certain offenses.
8.   Need to track and manage client agreements and contracts.

5.7.2.12.5 *Marketing*

FSCJ relies on marketing channels to promote classes for a large group of clients and customers. The tools needed include:
1. E-mail for individuals and groups, texting and cell phone notices, social media interaction.
2. Context messaging, e.g. If signing up for part I, how about signing up for part II as well?
3. Contact management and marketing tools.
4. Automated billing once class is completed (for certain customers).
5. Generate cumulative invoices for one billing entity.
6. Track all contacts for sales people Customer Relationship Management (CRM) to log all types of interactions.

5.7.2.12.6 *Instructor Maintenance*

FSCJ has a large group of instructors to manage. Some tools to support managing include:
1. Instructor availability, pay preferences, scheduling.
2. Instructor skill searching and credential tracking.
3. Tracking of instructor performance.
4. Automated instructor pay once class is completed based on actual hours of instruction.
5. Self-service accesses to monitor class registration, produce class rosters, add / edit grades, track attendance.

5.7.3   Finance Functionality

5.7.3.1   Budgeting

FSCJ requires budgeting functions that allow users to manage budgets, including analyzing trends, conducting "what if" scenarios, forecasting, and the ability to automatically set fixed and variable expenses. The benefits of budget forecasting should make it possible to make informed decisions by examining trends in tuition and fees to properly assess areas where fees should be applied. Some specific needs include:
1.   Midyear budget amendments as needed (revised budget vs. original budget analysis).
2.   Potential for multi-year budgeting - need additional information / demonstration on how to keep current year open while working in next year.
3.   For personnel budgeting, there is a need to split salaries over accounts without duplicating the position and salary and the ability to conduct salary encumbrances.
4.   Desire: future dated changes to accommodate salary increases.

5.7.3.2   Accounts Payable (AP)

FSCJ requires support for both campus and administrative functions. There is a newly deployed imaging process to help with invoices (moving to 4-way match). Some specific needs include:
1.   Manage small payment processing, e.g. independent contractors which are called Other Personal Services (OPS) (manual but sufficient volume and variety).
2.   Manage specific "types of payable, a.k.a. AP Types" for subsequent processing.
3.   Commit encumbrances by fund and GL code type.

5.7.3.2.1   Pay Mode, ePayable Processing

1.   Need to process recurring payments, with monthly adjustments prior to commitment.
2.   Capture any "volume discounts and rebates" including grant payments for potential reinvestment / reuse.
3.   Need notations / comments to be included on electronic payments.
4.   Ability to override batches if payment has already been received by other method (e.g. need credit to go back to card).
5.   Support and Interface to Procurement Card (Pcard) in order to auto create transactions for Pcard credit card (Visa) with alerts and notifications.
6.   Manage reconciliation by selecting GL and attaching supporting documents (support the move toward image capturing).

5.7.3.2.2   Invoicing

FSCJ requires automated invoice processing, including work flow, electronic signatures, document processing, 3-4 way matching and self-service functions.
1.   Capture and process date specific invoice processes, e.g. date received and invoice date.

5.7.3.2.3   Processing Withholdings

1.   Generate tax file with payroll run (creates deposit) to be released.
2.   Manage withholding for Bankruptcies and Expert Pay – Child Support, et.al.

5.7.3.2.4   Manual / Check Printing

1.   Combine multiple payables to a single vendor in one check or option to pay separately.

2.   Produce "one off" checks – tracked as a payment type (not automated); create one-off AP run (similar to payroll).

5.7.3.3   Travel / Expenses

FSCJ requires online / self-service travel requests, approvals and reconciliation processing.

5.7.3.4   Cashiering and Cash Management (non-student)

FSCJ needs to provide full functionality for managing non-student cashiering and cash management that combine payment process and cashiering into one process with the needed ability to drill down into the details of the cash transactions. Specific needs include handling:
1.   Non Student transactions: commissions, rentals.
2.   Point of Sales (POS) deposits, brought as cash to business office (one food service operation).
3.   Collection agency payments (net or gross).
4.   Transactions from auction results.
5.   Receipts need detailed transactions breakdown (what was actually paid).

5.7.3.5   Contracts

FSCJ requires functionality to manage selling instructional contracts, e.g. U.S. Navy – San Diego. Some specific needs include the ability to:
1.   Produce net pro forma to assist with contract profitability decisions.
2.   Manage revenue sharing and profitability.

5.7.3.6   Grants Management

FSCJ needs to operate Grant Management separately from the Fiscal Year calendar with more automation, integration, and workflow to assist with processing from pre-grant to closing activities. Some specific needs include:
1.   Detail to include project to date (not currently available because of fiscal year setup).
2.   Processing refunds, not just as a credit memo.

5.7.3.7   Inventory

5.7.3.7.1   Inventory (fixed assets management)

State Statutes require continuation of recording and managing property acquisitions; define location and assign employee accountability and complete an annual physical inventory taken with preloaded (specific campus info) bar code scanning.
1.   Disposal needs to be managed per Florida Statutes, including public auctions.
2.   Depreciation: needs automated depreciation schedules based on various requirements and policies for Asset Life (according to mandated State Accounting Manual).
3.   Provide asset classes to identify varying life of service.

5.7.3.8   General Ledger

FSCJ requires fund accounting for managing college funds. Aging of receivables need to be tracked by receivable types, i.e. type of customer. Sub systems needs to be reconciled to support Accounts Receivable (AR) and AP for daily reporting of summary information from multiple General Ledger (GL) codes.
GL / Commitment Control, NOTE: Uniform Chart of Accounts for Florida is pending.
1.   Need to support ledgers and sub ledgers to account for actual uses of general funds.

2. Allow for assigning multiple GL codes to a budget pool.
3. The ability to restrict GL accounts to certain types of budgets and actual dollars, e.g. capital accounts, non-labor and labor accounts, etc.
4. Support account code ranges for easier management (State accounting largely controls accounting structure).
5. Need to structure multiple ways, e.g. term, campus and multi-year capabilities.

5.7.3.8.1 Journal Entries & Structure

1. Need to designate certain journal entry types to a supervisor for approval.
2. Need recurring entries
3. Need to upload large journal entries, e.g. from finance, payroll from San Diego.

5.7.3.8.2 Period & Year-End Processing

1. Provide dual year processing to allow for closing and opening fiscal years while reconciliation is taking place.
2. Need to handle transactions during close out while subsequent year is operational.

5.7.3.8.3 Dunning & Collections

1. Communications, notifications and alerts relating to dunning and collections.

5.7.3.8.4 Funds Management

Funds management needs to include endowment and investment management.

5.7.3.9 Billing (cash management / treasury)

FSCJ needs to produce paper and electronic bills (including on demand).
1. Need the ability to accept electronic input of sponsored students, invoicing and payments, ability to customize bill based on customers' needs, e.g. bill for all due or just new, Florida Pre-pay billing.
2. Allow users to create bills for specific services which are reviewed by the accounting office before they become official receivables.

5.7.3.10 Procurement

5.7.3.10.1 Department Requisitions

1. "End-user departments" are required to scan and attach supporting imaged documents to their online department requisition such as specifications or quotes received.
2. Need employees to track the online status of their transaction.
3. Must maintain auto generated e-mail alerts to end-user requisitioner of certain status changes, e.g. requisition being rejected / sent back by Purchasing.
4. Continue ability to allocate the cost of any line item over 10+ different budgets.
5. Manage the current process for commitment of funds, ability to set multiple security / approval paths for certain purchases, e.g. hazardous materials, IT purchases.
6. Accommodate online requisitions approval processing based on requisition type (not dollars).

5.7.3.10.2 *Purchase Requisition*
1. Buyer ability to change the department requisitions recommended vendor to be used.
2. Buyer ability to send back or reject or cancel a purchase requisition.
3. Buyer ability option to process the requisition as a PO with either system generated PO # or to manually use a different sequence of PO #'s.
4. Need to designate an "end date" for each blanket or service contract PO where at the end of that FY all open POs with a prior end date are automatically closed and de-encumbered.
5. An auto e-mail response from the supplier is preferred to confirm receipt of PO.
6. Need to manage a Purchase Requisition as a separate document.

5.7.3.10.3 *Purchase Orders & Change Orders*
1. Ability to electronically submit a PO to a supplier designated email address
2. Need to establish retainage for construction contracts, as well as a process for tangible or regular POs, IT POs, & hazardous materials POs, as well as using either service contracts or blanket purchase orders.
3. Construction POs need to set retainage; as well as desire workflow for external architects providing services regarding a project to complete online reviews and contractor approvals.
4. Need to automate direct tax saving purchases for contractor when FSCJ purchases raw material / equipment/ purchases on a construction project.
5. Provide alerts to receiving clerk when property received has a unique general ledger codes requiring bar code number is assigned, equipment model number / serial number (interfaces to property management system).
6. Need to process change orders, even if no change in dollar amount.
7. Alert buyer if there is a pending payment or receiving but provide buyer the ability to override and issue a change order.

5.7.3.10.4 *Receiving/Auto Notifications*
1. Need to receive a prompt when a PO item is received which needs to be added to the Property Control Record System, e.g. based on general ledger code to input serial number / model number / college bar code number for each piece of property.
2. Provide alerts and notifications to numerous employees of apparent suspicious activities or uncompleted requisitions, rejected / sent back status defining in the actual e-mail why / what to do next, and other assists.
3. Manage rule-based alerts, e.g. circumventing rules such as department purchasing multiple smaller lots from the same vendor.

5.7.3.10.5 *Vendor Management (including vendor file & vendor application)*
Complete Vendor Management functionality should include self-service options for vendor file, including bank routing for processing; W9 attachments and/or online entry (using staging tables to check and approve data and workflow); and Vendor application: also online but only to self-indicate commodities or services they are able to supply (with supporting workflow).
1. Maintain single vendor Identification – with multiple contacts, addresses, phone numbers and other identification to ensure proper routing of payments and purchase orders.
2. Need to add foreign vendors (W-8 for, not a US W-9 form).
3. Maintain capability to use FEID# as vendor # or otherwise make searchable by FEID#.
4. Vendor File should display total dollars spent with the supplier for the prior FY and the total dollars spent for the current FY YTD (prefer dollars show at supplier address sub level, i.e. different division level, and at total dollars for parent company supplier level).

5.7.3.10.6 Central Stores

Purchases and Resells Commonly Used Items Internally

1. Central Stores module "must" be able to auto calculate the sell price of items sold based on inventory averaging, i.e. 10 on hand at $10.00 and delivery of 10 at $5.00 the system will auto set the sell price for the 20 on hand will be averaged to $7.50.
2. Provide a web ordering module of items for sale internally with photos, description, etc. along with the inventory average price auto listed.
3. Shopping features for end-user and GLC (charging budget when shipped to the end-user).
4. Need to automatically place predefined reorder quantities to replenish supply when the on hand inventory drops below a defined reorder point.

5.7.3.10.7 Property Control

Also See Section 5.7.3.7.1

Support bar coding for property control (specifically bar code scanning for tangible items with an acquisition cost of at least $1000), including an annual state required physical asset inventory, disposal process, and replacement processing.
1. Moveable Property – keep accumulated depreciation, salvage values, location, ownership, original funding sources (restriction).
2. Property is bar coded and driven by defined GL codes, is entered from receiving screen (serial number and GL code entry) to complete process.
3. Hand held Scanning system – for automated inventory processing to record location (where they should be and accountability).
4. Set up replacement cycles (QR Code) – potential for new system to manage inventory and replacement schedules to manage forecasting / budgeting purposes.

5.7.3.11 Accounts Receivable (AR) (non-student)

Manage facilities rentals, outside contracts
1. Provide AR for College and AR for grants; manage employee receivables.
2. Would like to have payroll info automatically post to employee side, e.g. tuition repaid if failed course.
3. Need customer refund created in AR with correct accounting history and support for cash reconciliation but cash disbursed out of AP, .e.g. 3rd party paid but student didn't attend.

5.7.4 Human Resources Functionality

FSCJ recruits, hires and manages executives, staff, students, unionized faculty and adjunct instructors, including full and part time employment. The system needs to include Position Control.

1. Manage Pooled Positions (Pooling means a position that multiple people could hold at the same time, e.g. adjuncts, part-time, students and test examiners).
2. Systematic process for processing and verifying applicant data prior to automatically entering into system.
3. Performance based pay program requires an automated evaluation process.
4. Need to manage FRS (Florida Retirement System) the employer and employee contribution paid to the State pension plan. (Adjuncts, retirees and students are not eligible to contribute.)
5. Adjuncts are exempt from Social Security and need an alternate social security usage.
6. Manage the Florida: Deferred Retirement Option Program (DROP) state program for "retired but continuing to work" employees to not exceed a maximum of five years.
7. Need to manage both hourly and workload units.

5.7.4.1 Organizational Structure & Job Codes

1. Automatic initial and reassignment based on structure / reporting lines.
2. Multiple views of organizational structures, (e.g. hierarchy and location).
3. Need to track supplemental sources, including stipends, attached to the job for payroll.
4. Need to be able to track to specific grants and department funding (as one employee).
5. Job Descriptions need to be interactive (central repository).
6. Able to view all jobs held by an employee, even if on separate campuses in order to be compliant with Affordable Care Act – (including reporting) and alerts.

5.7.4.2 Hiring, Recruiting & Application Processing

1. Recruiting activities need to include interactive online forms and produce targeted mailings.
2. Need restricted postings, e.g. some positions can only be applied for internally.
3. Need to have separate hiring packages for different types of hire.
4. Online applications need to be evaluated for those that meet minimum qualifications.
5. Faculty and Adjuncts require credentials to be submitted and tracked as well as official transcripts (attachments).

5.7.4.2.1 Separation & Terminations

Separations and terminations have some similar processing needs to calculate the impact on final pay; manage Access and ID management; rescind security privileges for that position; and benefits and accruals need to be adjusted accordingly.

1. Terminations need to track escalation steps until entered into employee record.

5.7.4.3 Benefits

FSCJ needs to include Flexible Spending Account (FSA) processing, COBRA processing, and Retiree billings. FSCJ provides all major benefits and will need to be able to use multiple vendors. Annual open enrollment benefits enrollment processing takes place at the end of each year.

1. Annual benefits enrollment processing requires group and individual communications for notifications, confirmations, and exception processing.

2. Benefits enrollment needs to be on demand for new hires and Life Event changes.
3. Regular full-time and regular part-time employees can receive tuition reimbursement.
4. Taxable implications are applied to tuition reimbursement and processed in tax reporting.
5. Tuition waivers need to be processed for full time and their qualified dependents, as well as regular part-time employees.
6. Need to manage tax sheltered annuities plans, e.g. 403b, 401A – as arranged, and 457 (highly compensated); Roth 403B needs to be offered selectively.
7. Need to provide hardship loans on 403B.

5.7.4.4 Talent Management

No current functionality used, but would like to include professional development and training; performance management and succession management.

5.7.4.5 Labor Relations & Contracts

FSCJ needs to manage labor relations for a Full-Time Faculty Contract, Stage Hands Contract managed separately and Pay (Service) Agreement for Adjuncts. In addition, Navy Contracts (San Diego & Pensacola for Non-faculty union instructors) are also required.
1. Real-time checking of credentials for class scheduling is required.
2. Payroll processing based on courses being taught is required.
3. Need to manage the calculation of overload and banking (as well as usage of the banked hours).
4. Nursing instructors need special load calculations, e.g. exceptions for clinicals.

5.7.4.6 Human Resource Management

FSCJ requires both percentages and flat rate changes pay tables. Faculty and employees selection can be annualized or work time period. Some employees can belong to multiple compensation plans. Employee Groups have different characteristics, e.g. 5 year increments; hire dates / accruals, i.e. Leave accruals incremental changes; maximum accruals.

5.7.4.6.1 Budgeting Salaries & Increases

1. Manage the budgeting process for salaries and increases.
2. Managing Vacancies Pools – vacancies move into a pool and can be reallocated.
3. Vacancies move into a pool that can be reallocated (lapse dollars).
4. Part-time employees come from a Pool of dollars.

5.7.4.6.2 Workforce Management & Tracking (of new hires, rehires & no hires)

1. Need to monitor for no hires (persons currently not eligible to be hired).
2. Unsuccessful pre-employment screenings captured.
3. No shows / no call back / interviewed / not interviewed are tracked for EEO reporting.

5.7.4.6.3 Disabilities & Accommodations

Follow all ADA guidelines and comply with temporary work restrictions.

5.7.4.6.4 Non-Employee Processing

Types of non-employees include contractors, volunteers, community members, donors, visitors, and event attendees. Non-employees may require criminal background checking, a badge and tracking of time and access information.
1. Separated employees need to be able to view pay information.
2. Need to generate verification of former employment and salary.
3. Need to allow an instructor to be scheduled to teach a class prior to the class being officially offered and/or becoming an employee.

5.7.4.7 Time & Attendance

1. Various methods for automated time and attendance tracking, including shift differentials, alerts for part-time maximums, and leave management.
2. The capability of non-exempt salaried employees to record extra hours for calculation of straight and overtime. Employees with multiple positions to combine the position's hours to calculate overtime if their primary position is non-exempt.
3. Part-time and students workers need to use time cards as well as some adjuncts.

5.7.4.7.1 Work Schedules Management

1. Need to manage shift differentials.
2. Would benefit from an alert system to Collegewide monitor and track part time work hours for part-time, even if in two positions (calculated separately).

5.7.4.7.2 Absence & Leave Management (including sabbaticals & military)

1. Ability to accrue leave based on different calendars for the same employee.
2. Need to manage sabbaticals and military leaves to include future return date.
3. Track all other types of leaves, e.g. Workers Comp, Jury Duty, FMLA, and Line of Duty.
4. Manage the issue of using, rolling forward, and losing leave at Fiscal year-end based on FSCJ rules.
5. Need to reconcile leave requested / leave taken after the fact, including if intended leave was not used as requested.

5.7.5 Payroll Functionality

FSCJ is looking for a system that has automated salary calculations and time card entry. Regular payroll run semi-monthly. FSCJ needs to pay employees with two different pay cycle positions automatically, based on each position and frequency, i.e. Pay for Faculty and Adjunct (primary assignment & secondary assignment).

1. Need to run manual and special pay with special check runs, e.g. leave payouts, senior management benefit days.
2. Need the capability to select a separate check option for non-taxable payouts, such as sick, annual, etc. that are sent to TIAA-CREF.
3. Need to have annualized, percentage attributed to each pay.
4. Adjust late start / early finish calculations as gross adjustments to reduce negative nets.
5. Need to run payroll, get disposable, calculate and adjust for each garnishment demand.
6. Need to have multiple direct deposit designations and multiple amounts to be deposited.
7. Manage information for various vendors, e.g. Florida Retirement System (FRS), TIAA-CREF.
8. Generate payments and supporting attachments for State of Florida Disbursement Unit (FLSDU) (child support) payments.
9. Need to manage "lock in" tax information to adjust "SINGLE and ONE" for tax purposes per IRS lock in letter.

5.7.5.1 Year End Accruals
1. Ability to work in new fiscal year while closing out the last fiscal year.
2. Need to run first pay period in July with expenses that come from previous fiscal year.

5.7.5.2 Overload Pay & Banking of Hours
1. Need to track overload hours (as defined by the Collective Bargaining Agreement (CBA), e.g. anything over 30 credits hours in an academic year.
2. Need to carry-forward "banked hours" earned in previous academic year.
3. Overload hours need to be translated to an assignment for full-time faculty to become part of their regular pay.

5.7.5.3 Pay Calendars
1. Need to establish multiple employee calendars for working days paid and non-paid days, which vary over the year.
2. Pay Calendars calculations need to accommodate faculty who work in overlapping terms, i.e. only count the overlap period once.
3. Pay Calendars calculations for Adjunct pay needs to be based on sessions within the terms, but paid on the adjunct pay cycle in increments.

5.7.5.4 Other Types of Pay
1. Contract employees need adjustments for non-standard start / end dates of work.
2. Need an automated leave payouts process (calculations and pay check creation).
3. Need to automate senior management and 3rd & 4th year DROP process (calculations and pay check creation).
4. Overtime must be attributed to the position worked in at the time of overtime, i.e. persons can be in more than one job but only one is in overtime.
5. Need a mechanism for pay for temporary replacement of another instructor.
6. Need to manage different types of non-benefit pay, taxable benefits (employer paid); not subject to FRS, e.g. housing, car, and cell phone allowance.

5.7.6 Facilities Functionality

FSCJ manages public & administrative spaces for multiple campuses and centers. Operating efficiently requires support for planning, forecasting, and decision making. Facilities need to adhere to Sustainability and Energy Conservation initiatives, which require monitoring of systems, preferably with a dashboard and business analytics. All federal and state regulations need to be complied with and reported on schedule, e.g. OSHA.

5.7.6.1 Facilities Scheduling

FSCJ needs scheduling for classes and events. Room characteristics need to use State International Classification for Standards (ICS) and Use Codes. There is a need to balance spaces for college and community to achieve a higher rate of patrons served. Typical course / classroom requirements include:

1. Include self-service request for booking events, including non-college access.
2. Include conflict checking in scheduling.
3. Identify available space for expanding offerings for class and non-class events.
4. Consolidating classes in selected buildings to maximize energy utilization and minimize operating large buildings with very few users, where appropriate.
5. Provide options for setup (visual representation).
6. Track equipment available (workflow for any needs).
7. Identify physical accommodations, e.g. cleanup areas, exterior / interior.
8. Identify ADA compliance friendliness for proper facility selection.

5.7.6.2 Services & Maintenance

FSCJ currently uses SchoolDude for Maintenance Scheduling. Other services and maintenance areas require some specific items:

1. Manage outsourced personnel, including annual contract for architectural and engineering companies.
2. Capture inspection and assessment information for structural inspections, food services, gyms, labs, fire alarms, child care, etc.
3. Manage contracts & service agreements for services, i.e. landscaping, power, communications, recycling.
4. Track inspection routine for getting updated placard for jurisdictional compliance for elevators, boilers, wells, backflows, and storm water ponds.
5. Track compliance of items above, e.g. elevator repair, needs to be re-inspected, as report is required to go to the State.
6. Track and report health department visits and results, including any follow up.
7. Track LEED (or other) certifications for new construction.
8. Track hazardous waste in compliance with Federal Government guidelines (location, who purchased).

5.7.6.3 Access Management

Building access has multiple systems / methods used, e.g. proximity cards, swiping, standard key, intelli-key.

1. Facilities usage needs to be tracked, including access to areas such as the IT closets.
2. Track employees and Non-employees badges (with photo IDs) to permit access.

5.8 Technology & Architecture

The Technical Requirements represent specific performance impacting and measurable capabilities of the proposed applications solutions. The Proposer is to provide descriptive information on how the proposed solution will address all of the architectural and technical requirements described in this section of the ITN.

5.8.1   Application / Solution Architecture

1. FSCJ would prefer a modular, service oriented architecture. Describe how your proposed solution addresses this requirement.

    a. Provide an architectural diagram of the major functional modules of your proposed solution and how they relate to each other. Explicitly and clearly identify all optional elements of the solution on the diagram.

    b. Explicitly describe (textually and as part of the architecture diagram referenced above) how internal and external integration are incorporated into the architecture.

    c. Explicitly describe (textually and as part of the architecture diagram referenced above) how reporting / analytics / (Business Intelligence (BI) is implemented, and how your solution ensures that reporting / analytics / BI does not negatively impact transactional performance.

2. Describe how your solution supports web services.

3. Describe how your solution is architected to:

    a. Support accents and non-English punctuation (i.e. international character sets) in names and other personal information, and in communication / letter / e-mail templates.

    b. Support Section 508 compliance.

    c. Enable the implementation of specific modules without implementing others.

    d. Enable the upgrading of specific modules without upgrading other modules.

4. Identify and describe any environmental, application or hardware constraints that would prevent or negatively impact the implementation of the solution.

5. Describe the various hosting options available for your proposed solution and the architectural implications of each. Specifically, FSCJ is interested in understanding the following options:

    a. Externally hosted (variations of managed hosting options including PaaS (Platform as a Service) and IaaS (Infrastructure as a Service))

    b. SaaS (software as a service)

    and the implications for:

    ❑ Architecture

    ❑ Integration

    ❑ Functionality

    ❑ Security (e.g. data storage and transmission)

    ❑ Performance

❑ Maintenance

❑ Cost

Throughout your response to these Technical Requirements, identify and describe any differences resulting from using different hosting models.

6. Provide your planned solution roadmap for the next 2 – 3 years. Specifically address your plans for the solution's:

❑ Functionality

❑ Technology Platform

❑ Hosting / Deployment Options

❑ Mobility

❑ Portal

❑ Social Media

❑ Integration

5.8.2 Availability, Performance & Scalability

Various aspects of FSCJ's organizational size and complexity are described in section 5.4.3 ("Solution Scalability") of this ITN.

1. Referencing your response to Section 5.8.1 (Application / Solution Architecture) above, describe how your proposed solution delivers and ensures availability, performance and scalability comparable to what is provided by the current system, or better.

    a. Provide one or more architectural diagrams (aligned with that provided in response to section 5.8.1 of this ITN) describing potential physical architectures for your proposed solution that would address FSCJ's availability, performance and scalability requirements.

    b. For scalability, describe the implications and capabilities of your proposed solution working on the assumption that FSCJ will "double in size" in the next number of years.

    c. Provide your applications Service Level Agreements (SLA's) with regard to high availably, business continuity, and application response time.

2. Describe any potential impacts to availability or performance that may occur during:

    a. Batch and/or asynchronous processing.

    b. Reporting / analytics / ad hoc querying / BI.

    c. Transactional processing due to business cycle peaks (e.g. month / year end financial processing; student registration windows; etc.).

5.8.3 Flexibility & Extensibility

For the purposes of this ITN:

■ Flexibility is defined as the ability of the solution to meet various functional requirements via application configuration that does not require the development of custom code.

■ Extensibility is defined as the ability to expand the functional capabilities of the solution by developing custom code.

Proposers should be aware that FSCJ has a preference for configuration over customization.

1. Describe the flexibility characteristics of your proposed solution.

   a. Describe how the solution can be/ is configured, specifically by end-users with limited technical knowledge.

   b. Identify types / areas of configuration that require users to have specific and strong business and/or technical subject matter expertise.

2. Describe how the solution can be/is extended to support functionality FSCJ identifies as required, but which is not supported by the solution as delivered.

3. Describe how customization of the solution is performed and by whom.

   a. Describe the various development languages, tools, etc. that are required to develop customizations to the proposed solution.

   b. Describe forward compatibility (how customizations are supported and maintained during the course of application upgrades).

5.8.4   Data Architecture, DBMS & Data Conversion

1. Specify the Data Base Management System (DBMS(s) that can be used to implement your proposed solution (FSCJ requires the solution to be implemented on a mainstream DBMS).

2. Describe how the system avoids duplication of data and otherwise maintains data quality.

   a. Address prevention of multiple records (e.g. creating more than one student record for a single student / person).

   b. Address synchronizing data recorded in multiple tables within the system.

3. Identify and describe the provided and recommended data conversion / migration tools and methods.

   a. Specify which tools are provided and which are recommended, but must be obtained/purchased separately by FSCJ.

   b. Describe typical data migration approaches and tools used to implement your proposed solution. Explicitly describe how data from Software AG ADABAS DBMS's could be migrated to your proposed solution.

5.8.5   Reporting

1. Provide a catalog of reports that you provide as part of your solution.

   a. Provide a few representative examples of reports.

2. Provide a description of your solution's reporting framework and tools. Explicitly identify 3rd party reporting tools you include in your solution and any included reporting packages / capabilities including ad hoc reporting.

   a. Explicitly identify included and optional reporting modules.

b. Describe how filtering and sorting capabilities can be applied to minimize the number of reports to be developed and maintained.

c. What report development and/or customization can be performed by end-users vs. technical Subject Matter Experts (SME's)? Describe fully.

5.8.6 Integration

1. Identify, and describe in detail, the integration methods supported by your solution (SOA / Web Services are preferred).

2. FSCJ currently uses Software AG's WebMethods Integration Server to support and manage integration and Software AG's ActiveSOA for services governance. Describe if / how your proposed solution could leverage these tools.

3. Identify and describe the solution's services catalog, list of API and any other standard interfaces or integration points.

4. Describe the internal interfaces between the major modules of your proposed solution.

   a. Include explanations of when / how these interfaces are used and which are real-time vs. batch.

5. Identify any 3rd party integration frameworks supported by your solution.

   a. Provide a list of your clients that have used each for integration in their production environment.

   b. Identify any Commercial-Off-The-Shelf (COTS) integration packs for your proposed solution.

6. Highlight the FSCJ COTS applications (listed in Appendix 3 – FSCJ Application Portfolio) to which your solution has proven integration (current integrations described in Appendix 4 – FSCJ Current Interfaces). Specify the integration framework(s) and integration pack(s) that were used, or identify the interfaces as custom developed, along with one or more clients that have implemented the specified integration in their production environment.

7. Identify additional COTS applications that you have standard interfaces with (i.e. pre-built and included as part of the solution).

8. Describe potential approaches and mechanisms you might recommend for implementing temporary interfaces to FSCJ's current ERP solution.

5.8.7 Portal

1. Describe the portal framework, design, and capabilities of your solution, including the functionality provided out-of-the-box.

   a. Differentiate between the different portals you provide, if applicable (i.e. student portal, faculty portal, etc.). Describe how users with different roles (e.g. an administrator who is also a faculty member; a student who is also an instructor; etc.) are provided with a seamless, consistent user experience.

   b. Describe how your portal solution can be individualized for individual users.

   c. Describe the administration of the portal environment (security, roles, customization).

2. FSCJ currently has a student portal developed on LifeRay (transitioning to Microsoft SharePoint) and an employee portal developed on Microsoft SharePoint. Describe if / how these portals (including content, tools, licenses, etc.) could be leveraged with your proposed solution.

5.8.8   Document Management

1. Describe the image capture and document management capabilities of your proposed solution.

    a. Describe if / how the image capture and document management capabilities of your solution be extended to support FSCJ's image capture and document management requirements outside of the ERP solution.

    b. Describe the document life-cycle management capabilities of your solution.

    c. Describe how your solution supports document life-cycle management for hard copy documents (i.e. State of Florida records retention, archiving, etc.).

2. Identify and describe any 3rd party imaging and document management applications that are, or can be, incorporated into your proposed solution.

    a. FSCJ currently uses Hyland OnBase for some imaging and document management functionality, as well as Kaltura for media archives.

    b. Describe if / how OnBase can be leveraged as part of your proposed solution or how your proposed solution can be used to replace OnBase (i.e. describe both options).

3. Describe how your solution will support on-line forms.

4. Describe how workflow supports image capture and document management activities within your proposed solution.

5.8.9   Workflow

1. Describe the workflow capabilities of your proposed solution. Identify and describe:

    a. The pre-configured workflows included in your solution and how they may be customized (including ad hoc / diversion support for inflight processes).

    b. Any limitations to the workflow functionality or forward compatibility (version control).

    c. Functional modules that the workflow does not support.

    d. If / how electronic approvals / electronic signatures are supported.

2. Identify and describe any 3rd party workflow applications that are or can be incorporated into your proposed solution.

    a. FSCJ currently uses some workflow capabilities in SharePoint and OnBase.

        • Describe if / how these workflow tools can be leveraged as part of your proposed solution.

        • Describe if / how your solution's workflow could be integrated with OnBase and/or WebMethods services repository?

- Describe if / how the workflow functionality provided by your proposed solution can be used outside the scope of your proposed solution (i.e. functionality it provides / processes it supports outside of the ERP).

5.8.10 Backup, Recovery, Disaster Recovery & Archiving

As the College is committed to moving to a cloud/hosted environment, the expectation is that Business Continuity (BC) will be part of the solution and providing continuous availability of services.

1. Describe the backup & recovery and disaster recovery (DR) capabilities and options of your proposed solution.

2. Identify any limitations of your proposed solutions in meeting high availability requirements that can be expected by users (i.e. administrators, students faculty, etc.) of current ERP/SIS Systems.

3. Describe the archiving capabilities and options of your proposed solution.

   a. Specify all data and activities that can or cannot be archived.

   b. Describe the operational / performance impacts and implications for each archiving option.

5.8.11 Client Platform Requirements

1. Describe the minimum client computing (including mobile device) requirements for your proposed solution.

2. What browser standards are supported by your proposed solution? Describe how these are maintained on an ongoing basis.

3. Describe in detail any required plug-ins or other devices / drivers / applications / etc. that are required to support your solution.

5.8.12 Security & Auditing

1. Identify any security applications, tools, standards, protocols, etc. that could negatively impact the implementation and/or operations of your proposed solution. Describe those potential impacts.

2. Describe the role and row based security capabilities of your proposed solution.

3. Describe the level of granularity at which security can be applied. e.g. Can viewing of individual fields on a screen be restricted? Can users with specific roles be limited to a sub-set of possible actions / tasks within a screen?

4. Describe how security operations can be automated within your proposed solution.

5. Describe how your proposed solution leverages / integrates with 3rd party security applications such as identity and access management tools, credentialing systems, LDAP, single / reduced sign-on tools, etc.

6. Describe the data encryption supported by your solution. Specifically address:

   a. Encryption of data at rest (within a Data Base (DB) or external to a DB).

   b. Encryption / security of data in transit.

   c. Data masking.

7. Describe any exception-based security reporting capabilities of your proposed solution.

8. Describe the auditing capabilities of your solution.

9. Describe any tools or processes you provide for migrating and sanitizing production data for use in non-production environments (i.e. testing, training, etc.).

10. How do you ensure that FSCJ data shall not be stored in any location outside of the United States?

5.8.13 Operations & Monitoring

1. Describe the operations and performance monitoring tools that are included as part of your solution.

2. Describe the operations and performance monitoring tools that you would recommend FSCJ implement to support the production instance of your proposed solution.

3. Describe the job scheduling and management capabilities of your proposed solution and any tools supporting these capabilities.

5.8.14 User Interface & On-Line Help

1. Identify and describe mobile device support in your solution.

   a. What functionality is provided out-of-the-box and what mobile platforms are supported? Describe fully.

   b. What functionality are you developing or planning to develop? Describe the functionality and your development plans fully.

   c. What mobility standards does your solution currently support or is it developed using? (e.g. HTML5) Describe fully.

2. Describe your solution's accessibility support (including Section 508 compliance).

3. Describe the on-line help capabilities of your proposed solution.

   a. Describe the customization capabilities for on-line help and the tools supporting / enabling that customization.

   b. Describe the various options for developing FSCJ specific help (e.g. customizing context sensitivity help; customizing "float over" text; providing hyperlinks to help documents in a document repository; etc.).

   c. Describe any capabilities (knowledge packs, scripts, etc.), limitations, or constraints related to 3rd party helpdesk support and tools.

   d. Describe any capabilities (knowledge packs, scripts, etc.), limitations, or constraints related to other tools.

5.8.15 Other Technical Requirements

1. Describe your solution's capabilities / support for mass communications.

   a. Describe how your proposed solution does / can leverage external tools for mass communication (e.g. Hobson's Connect; Native XEROX printer FreeFlow IV Postscript / PCL editor (for mass print mailings), Lyris (bulk e-mail), etc.).

   b. Describe your solution's capabilities for delivering alerts to all system users.

2. Describe your solution's capabilities for integrating with / leveraging social media (e.g. Facebook, Twitter, and other collaborative platforms).

3. Describe all development (or other) tools required to implement your solution and identify whether they are included as part of the solution or must be acquired separately.

4. Describe all current ISO, CMM, or other certifications, ratings, etc.

5. Describe in detail if your proposed solution is browser neutral.

5.9 References

Proposer must provide a list of a minimum of 5 recent (past three years) clients' references a FSCJ reference subcommittee may contact.

It is preferred that:

- References are as consistent as possible with the FSCJ organization, size and proposed solution.
- At least some references are from higher educational institutions, or related governmental institutions
- At least some references are provided that have implemented (are implementing and/ or have in significant development all of the major functional areas included in the scope of the proposal.
- If your proposal includes use of 3rd party subcontractors **it is preferred** reference clients be provided for each 3rd party subcontractor.

The written references will be evaluated as part of the written proposal evaluation as described in section 4.5.2. For the short-listed Proposers, the references will be contacted and interviewed by FSCJ as per section 4.5.3.

Each Proposer must utilize copies of the form found on Appendix 2 – Reference Form. The Proposer should verify the availability of each contact that will be provided so that FSCJ may contact each reference to verify and clarify all information included in the reference submitted.

5.10 Solution Price

To be responsive complete and timely submit to the College a complete solicitation pricing (including subcontracts) using the separate Excel Appendix.

For each pricing option (e.g. a subscription model and a license and maintenance model) offered, the Proposer is to complete a copy of the "A*dministrative System Pricing.xls*" spreadsheet included in the ITN package.

In your response, include the following statement:

"Proposer submits this proposal for the price specified in the "<<Proposer>> – Administrative System Price.xls" spreadsheet that is a part of this proposal. <<X>> pricing options are provided, any of which can be selected by FSCJ."

If you are providing multiple pricing options (e.g. a subscription model and a license and maintenance model) please complete a copy of the pricing spreadsheet for each pricing option and name and reference the spreadsheet as "*<<Proposer>> – Administrative System Price – Option <<Y>>.xls*".

Note: Replace <<Proposer>> with your organization's name. If multiple pricing options are being provided, replace <<Y>> with sequential numbers starting at 1 for each file and pricing option.

Pricing shall be submitted that defines <u>by module</u> the quoted cost per year for the first ten (10 years of the resultant contract. Note: Unit prices shall be submitted by proposers for all proposed sub-contractors.

Note: Unit prices shall be submitted by proposers for all proposed sub-contractors.

Appendix 1 – Proposal Cover Page

Instructions:

- Delete all red highlighted content on this page.
- Replace all yellow highlight text in <<double angle brackets>> with appropriate information.
- The hard copy of your proposal must include the "wet signature" of an officer with the authority to commit your organization to a contract based on your submitted proposal.

Proposal from <<CompanyName>>

In response to Florida State College at Jacksonville solicitation #2014-01 for an ERP Solution.

<<CompanyName>> has received the following addenda:

-

This proposal is submitted under the authority of:

_____   _____

Signature   Date

<<Name>>

<<Title>>

Phone: <<PhoneNumber>>
E-Mail: <<E-MailAddress>>

Proposer Point of Contact:

(This is the individual who will be the primary point of contact for the Proposer.)

Name: <<PoCName>>

Title: <<PoCTitle>>

Phone: <<PoCPhone>>

E-Mail: <<PoCE-Mail>>

Appendix 2 – Reference Form

Complete the reference table below for each reference submitted.

Client:	
Contact Name:	
Title:	
Phone:	
E-Mail:	
Address:	
Modules: *	▪

* For each module implemented by the client, specify the module name, version number and year it was deployed into production.

Appendix 3 – FSCJ Application Portfolio

The table below summarizes the relevant applications in FSCJ's current application portfolio.

The Expectation column describes FSCJ's current assumption regarding how the application is expected to fit into the solution scope:

- **Replace** – The scope of the new ERP solution is expected to include this functionality.
- **Retain** – The scope of the new ERP solution is not expected to include this functionality, however, FSCJ is receptive to replacing this application if the proposed solution cost effectively contains this functionality.

Application Name	Expectation	Functional Description	Technical Description
Hyland OnBase	Retain	Document imaging and workflow.	Third Party Hosted Application
WolffPack Financier	Replace	Financial aid management system.	On-premises ERP Module
ORION Student	Replace	Student information system.	On-premises ERP Module
ORION Finance	Replace	Finance and business services.	On-premises ERP Module
ORION Human Resources and Payroll	Replace	Human resources and payroll services.	On-premises ERP Module
ORION Facilities	Replace	Facilities management system.	On-premises ERP Module
Digital Architecture Curriculog – Acalog	Retain	Curriculum and College catalog management application.	Third Party Hosted Application
Hobsons Agile Grad	Retain	Enrollment management, appointment and expanded counselor services.	Third Party Hosted Application
Hobsons Connect	Retain	Enrollment management (recruitment) and application system.	Third Party Hosted Application
Civitas Learning	Retain	Predictive analytics.	Third Party Hosted Application
People Admin	Replace	Human resources hiring and application management.	Third Party Hosted Application
Lyris	Retain	Digital marketing mass e-mail application.	On-Premises Application
Paychex	Replace	Payroll application (San Diego staff)	Third Party Hosted Application
National Payment	Replace	W2 and employee paystub management application.	Third Party Hosted Application
Blackboard	Retain	College learning management system includes Blackboard Collaborate, Turnitin, Respondus, Kaltura	Third Party Hosted Application
Atlassian Confluence and Jira	Retain	College Wiki and Issue tracking applications.	On-Premises Application
Nelnet	Retain	College credit card and check payment system.	Third Party Hosted Application
Blackbaud – The	Retain	Foundation Fundraising application.	On-Premises

Raiser's Edge			Application
Vision Database Systems	Retain	Student and employee ID card system.	Third Party Hosted Application
Cardsmith	Retain	Pay for print / Student ID card application.	Third Party Hosted Application
Engeerica Systems – AccuClass	Retain	Contracting with Engeerica Systems. Provides student classroom attendance tracking.	Third Party Hosted Application
C-CURE Access Control	Retain	Door access control and management system.	On-Premises Application
Performance Now	Retain	Manager performance evaluation software.	On-Premises Application
Follett	Retain	College Bookstore.	Third Party Hosted Application
Microsoft Sharepoint Portal	Retain	College employee and student portal environments.	On-Premises Application
Strategic Planning Online	Retain	Reviewing for potential budget planning software.	Third Party Hosted Application
Xitracs	Retain	Faculty credentialing accreditation management.	Third Party Hosted Application
Weave	Retain	Institutional Effectiveness and measurement application.	Third Party Hosted Application
SchoolDude	Retain	Facilities and technical ticketing management application.	Third Party Hosted Application
Security Incident Reporting	Retain	Reporting and management of security incidents.	On-Premises Application
Omnilert e2Campus	Retain	Emergency notification system.	Third Party Hosted Application
E-RFP	Retain	Purchasing management application.	Third Party Hosted Application
Perceptis	Retain	Technical/Financial Aidhelpdesk management service.	Third Party Hosted Application
ITWorks	Retain	Grants management software.	
Transcript Evaluation (TES)	Retain	Transcript evaluation services.	Third Party Hosted Application
SAS / SPSS	Retain	Statistical analysis applications.	On-Premises Application
RoamBI	Retain	Mobile BI report application.	On-Premises Application
Specops	Retain	Student / Employee password reset application.	On-Premises Application
BoardDocs	Retain	Board document management application.	Third Party Hosted Application
AcademicWorks	Retain	Scholarship management application.	Third Party Hosted Application
Higher One	Retain	Student financial refunds.	Third Party Hosted Application
Credentials Inc. – Clearinghouse	Retain	Student degree evaluation.	Third Party Hosted Application
MyLabsPlus	Retain	Student learning resource application.	Third Party Hosted Application
Procheck	Retain	Paper check printing.	Third Party Hosted Application
State Reporting	Retain	College state reporting system.	On-Premises

			Application
DHS Asset Track	Replace	Management of college property and inventory of assets.	On-Premises Application
DHS Central Stores	Replace	Management of college central stores and inventory of those central stores.	On-Premises Application
DHS Records Retention	Replace	Management of college records and retention of those records.	On-Premises Application
Tessitura	Retain	College's Artist Series New Ticketing System.	Third Party Hosted Application

Appendix 4 – FSCJ Current Interfaces

The table below summarizes the current interfaces that FSCJ expects will need to be replaced as part of the implementation of the new ERP solution.

In the table below:

- **Application Name** – The name of an application listed in Appendix 3 – FSCJ Application Portfolio or an external organization / interface / etc.

- **Type** – Batch; Real-Time; Service; etc.

- **Complexity** – subjective level of complexity of the interface. One of Low; Medium; or High.

Application Name	Interface Name	Description	Type	Frequency	Complexity
AcademicWorks	Scholarship	Transfer of compressed student data.	Batch sFTP	Weekly	Medium
ACT / SAT Testing Northwest Regional Data Center	Northwest Regional Data Center	Test score data file transfer and execution of JCL on Mainframe at Northwest Regional Data Center.	Batch sFTP and JCL execution	Weekly	High
Bank of America	Bank of America	TaxLink, Direct Deposits, and ePayables for employee and vendor payments.	Batch encrypted sFTP	Weekly	Medium
AssetTrack	Fixed Assets	Transfer of fixed asset data.	FTP	Monthly	Low
Cardsmith	Pay for Print	Active student data transfer with secondary lookup.	Batch sFTP and Service	Daily	Medium
CCLA / eCollege	State Library System	Active student and employee data transfer for access to library system.	Batch sFTP	Weekly	Low
Xitracs	Xitracs	Employee credentials for accreditation.	Service	Real-Time	High
Credentials Inc. – Clearinghouse	Degree and Enrollment Verification	Transfer of graduation and enrollment information.	Batch sFTP	Weekly	Low
GoArmy (DOD) CTAM	Registrations / Class Upload	Transfer of class registration data for enrollment verification.	Batch sFTP	On-Demand	Low
Financial Aid – USDOE	COD	Origination and disbursement data for verification and payment.	Batch	On-Demand	Low
Financial Aid – USDOE	EDE	ISIR upload and corrections.	Batch	On-Demand	Low
Financial Aid – USDOE	IPEDS	Transfer of enrollment data.	Batch	On-Demand	Low

Financial Aid – USDOE	NSLDS	Transfer of loan information for origination.	Batch	On-Demand	Low
FASTER	FASTER	Transfer of student transcript and enrollment data.	Batch sFTP	Daily	Medium
Florida DOE	OSFA	Interface for state based financial aid.	Batch Encrypted sFTP	By Term	Medium
Florida PrePaid	Florida PrePaid	Interface for Florida PrePaid student payments.	Batch sFTP	Daily	Low
Florida Virtual Campus	FLVC	Student application, transcript, enrollment.	Batch sFTP and services	Daily and Real-Time	High
Follett	Follett	Book authorizations, book adoptions, book pricing and class data.	Batch sFTP and services	Daily and Real-Time	High
Florida Retirement System	FRS	Transfer of retirement contribution data.	Batch sFTP	Weekly	Low
Higher One	Refunds	Transfer of student refund data.	Batch sFTP	Weekly	Low
Hyland OnBase	Imaging	Integration with Document Imaging and Workflow.	Batch Internal and Services	Daily and Real-Time	High
MyLabsPlus	Pearson	Student enrollment data transfer.	Batch sFTP	Daily	Low
National Payment	National Payment	Transfer payroll data for W2 and Paystubs.	Batch sFTP	Weekly	Low
US Navy – Electronic Invoicing and Grades	WAWF – Invoicing and Grades	Electronic invoicing and grade data for enrolled Navy students.	Batch sFTP	Weekly and On-Demand	Low
PERT (FLDOE)	PERT (FLDOE)	Test score data file transfer.	Batch sFTP	Weekly	Medium
Nelnet	Nelnet	Student payment data transfers.	Batch sFTP and services	Daily and Real-Time	High
Perceptis	Perceptis	Student and Employee data for verification of identity.	Services	Real-Time	Medium
Procheck	Check Printing	Transfer payroll data for check printing.	Batch FTP	Weekly or On-Demand	Low
Florida State Auditor	State Auditor	Transfer of data files for audit purposes.	Batch sFTP	Annual or On-Demand	Low
State Reporting	State Reporting	Transfer of data files for state reporting purposes.	Batch sFTP	On-Demand	High
TIAA-CREF	TIAA-CREF	Transfer of retirement contribution data.	Manual Upload	Semi-Monthly	Medium
Blackboard	Blackboard	Learning management system data transfers for creating courses, enrollments, etc.	Batch sFTP	On-Demand	Low
Microsoft Sharepoint	Student and	Integrations with ERP providing	Services	Real-Time	High

Portal	Employee Portals	various data elements.			
Digital Architecture Curriculog - Acalog	Curriculum and Catalog	Transfer of catalog data for delivery through the application.	Batch FTP	Daily	Low
Hobsons Connect	Hobsons Connect	Transfer of student data for enrollment management system.	Batch sFTP	Daily	Low

Appendix 5 – ITN Terms and Conditions

Listed below is a summary of terms and conditions the College plans to require Proposers to agree to. Proposers are to include a signed copy of this Appendix in their proposal as specified in section 3.3.2.2 of this ITN. The representative signing this Appendix must be the same person under whose authority the proposal is submitted as specified on the proposal cover page.

The College prefers full agreement to these terms and conditions. Proposers are to include with your ITN submittal the specification of any objections to the following contract terms and conditions as part of the signed copy of this Appendix in their proposal. The objections should be clearly identified via redlining / markups to the text in their proposal.

The red highlighted text should be removed from the copy of this Appendix incorporated into the Proposers proposals.

The yellow highlighted text in this Appendix should be replaced by appropriate text by the Proposer.

1.00 Reserved Rights / Rejection of Proposals

FSCJ may, at its sole and absolute discretion, reject any and all proposals; re-advertise this ITN; postpone or cancel this ITN process at any time; or waive any irregularities in the ITN or in the proposals received as a result of this ITN request. Also, the determination of the criteria and process whereby proposals are evaluated, the decision as to a recommendation for the award, or whether or not an award shall ever be made, as a result of this ITN, shall be at the sole and absolute discretion of FSCJ District Board of Trustees, as the College deems in its best interest. In no event will any successful challenger of these determinations or decisions be automatically entitled to a contract for the services described in the ITN. The submittal of a proposal will be considered by FSCJ as constituting an offer by the Proposer to provide the required goods and perform the required services at the stated higher educational discounted fees.

The College reserves the right as deemed in its best interest to:

- A. Waive informalities in any proposal submitted in response to this ITN.
- B. Issue requests for clarifications.
- C. Request all finalist Proposers to submit Best and Final Offer (BAFOs).
- D. Determine which Proposers to be deemed a finalist to be invited to participate in scripted scenario demonstrations.
- E. Select which firms to participate in ITN negotiations.
- F. Reject portions of ITN proposals.
- G. Reject any or all ITN proposal submittals.
- H. Recommend to its District Board of Trustees that College administration be authorized to negotiate and enter into a satisfactory contract with the overall top ranked Proposer(s) and authorize College administration to formally terminate negotiations with the top ranked Proposer(s) if a satisfactory contract cannot be negotiated and to open negotiations with the next ranked Proposer(s) until satisfactory contract(s) can be negotiated and entered into.
- I. Negotiate with the top ranked Proposer(s) to have their firm either self-perform System Integration (SI) services or subcontract SI services.

2.00 Notice of Intended Decision and Bid Protest

2.01 Protest ITN Specifications

A. **Interpretations / Protests:** Any questions concerning conditions or ITN specifications shall be directed in writing to the purchasing department. Inquires must reference the date of ITN public opening and ITN number. No interpretations to such questions or inquiries shall be considered binding unless provided in writing by the College.

B. **Protest Of Solicitation Specifications:** To protest the specifications or the terms and conditions contained in this Invitation To Negotiate (ITN) a written notice that includes the solicitation # 2014-01 and title, together with a brief description of the basis for the protest must be delivered to the College Purchasing Manager at 501 W. State Street, Jacksonville, FL 32202, within 72 hours after receipt of the ITN solicitation specifications. For purposes of this section, Saturdays, Sundays and State Holidays shall be excluded in the computations of the 72 hour time period. A formal written protest must be filed within 10 days after the date of the notice of protest is filed. The formal written protest must state with particularity all facts and law upon which the protest is based. **Failure to file a written protest within the time prescribed in section 120.57(3), Florida Statutes, or failure to post the bond or other security required by law within the time allowed for filing a bond shall constitute a waiver of proceedings under chapter 120, Florida Statutes.**

2.02 Protest Of Awards and Intended Award

ITN proposal tabulations with recommended ranking of proposers will be posted on or about the date defined in Section #4.1 of this ITN for review by interested parties on the purchasing web page: http://www.fscj.edu/bids unless changed by addendum, and will remain posted for a period of 72 hours (not including Saturdays, Sundays and State Holidays). Any person who is adversely affected by the College's decision or intended decision shall file and deliver a written notice of protest that includes the ITN solicitation # 2014-01 and title, together with a brief description of the basis for the protest with the Purchasing Manager at 501 W. State Street, Jacksonville, FL 32202, within 72 hours after the posting of the ITN tabulation. A formal written protest must be filed within 10 days after the date the notice of protest was filed. The formal written protest shall state with particularity all facts and law upon which the protest is based. Inspection or examination of opened ITN proposals is available for inspection from 7:00 am – 5:00 P.M. Monday – Friday by appointment, upon posting a notice of a decision or intended decision. **Failure to file a protest within the time prescribed in section 120.57(3), Florida Statutes, or failure to post the bond or other security required by law within the time allowed for filing a bond shall constitute a waiver of proceedings under chapter 120, Florida Statutes.**

3.00 Contract Requirements

The successful Proposer(s) will be required to sign a contract, the terms of which have been negotiated and mutually agreed to as part of this process and acceptable to the College. A contract will be prepared with the successful Proposer(s) based on the terms, conditions and services described in the ITN and the Proposer's response (i.e. the proposal).

4.00 Public Record

All information provided in response to this ITN (other than financial statements) will become public record after a recommendation for award is posted. The Proposer acknowledges that all such information submitted with the response to this ITN is part of the public domain as defined by the State of Florida Sunshine Statute #119 and State of Florida Public Records laws. Any portion of an ITN proposal that the Proposer declares as confidential and exempt requires the proposer to notate for each confidential

section the ***exact specific Florida Statute # and Section #*** that authorizes such information to be declared exempt from the State of Florida's Public Record Law.

Awarded contractor hosted / SaaS (Software as a Service) solution shall safely store both College Public Records and College and Student Personally identifiable records, and as such agrees to the following requirements:

  a. To attest compliance with all federal and state laws including but not limited to disclosure requirements defined in both HIPPA and FERPA federal laws / regulations.
  b. To attest compliance with the State of Florida Public Records Act and State Statutes as to providing 3rd parties access / restricting access to exempt College / Student Records.
  c. To notify in writing the College's Office of General Counsel Office within 10 calendar days receipt of a Public Records request of College public record data that Contractor stores in its hosted / SaaS ERP system.

5.00 Familiarity with Laws

The Proposer agrees to fully comply with and is assumed to be familiar with all Federal, State of Florida and local laws, ordinances, rules and regulations that in any manner affect the work. Ignorance on the part of the Proposer will in no way relieve you from your contractual responsibility.

5.01 General Conditions

Contractors are to review Florida State College at Jacksonville's General Conditions (which are incorporated by reference) by visiting: http://www.fscj.edu/discover-fscj/gov-admin/purchasing/forms-and-standard-contracts/

It is expected that the Awarded Contractor will comply with these conditions.

6.00 Termination Provisions

Nothing contained in this ITN or the resultant contract shall prevent FSCJ from pursuing any other remedies at law or in equity that FSCJ may have against the Awarded Contractor.

6.01 Termination Without Cause

FSCJ may terminate the contract at its convenience for any reason with sixty (60) days advance written notice to the Contractor. In the event of such a termination by the College, the College shall only be liable for the payment of all approved and accepted work performed prior to the effective date of termination.

6.02 Termination for Cause

The performance of work under the contract may be terminated by the College in accordance with this clause, in whole or in part, in writing, whenever the College shall have determined that the firm has failed to meet the performance requirements of the contract.

The College has the right to terminate for default if the Contractor fails to perform the work; fails to perform the work in a manner satisfactory to the College per the specifications; fails to fully correct / perform within 14 days written notice of default as specified in the resultant contract; fails to perform any other contract provisions.

The College shall provide notice of termination in writing. The date of termination shall be stated in the notice. The College shall be sole judge of nonperformance and has the right to exclude the Awarded

Contractor, subject to applicable Laws, from responding to future solicitations for a period of time to be determined the College.

Upon termination of the Awarded Contract by the College for cause, default or negligence, termination costs, if any, shall not apply.

6.03 Return of College Data

Proposer by submitting a proposal agrees that if the resultant contract expires or is terminated for any reason (with or without cause), to provide to College at no cost within 14 days of notice of expiration or termination a copy of all College data, records and documents they have possession of in a standard, easily usable format. Furthermore, within 10 days written request of the College, the Awarded Contractor will destroy all copies of all College data, records and documents.

7.00 Suspension

The College shall also have the right to suspend the contract upon written notice to the Awarded Contractor. Such written notice shall state the reasons for suspension and allow for a period of ten (10) calendar days during which the Contractor shall be provided with an opportunity to respond with an explanation or justification, and/or shall undertake any reasonable remedial action required by the College. If, in the opinion of the College, the Contractor remains in violation of the contract at the completion of the ten (10) calendar day suspension period, the College shall have the right to terminate this contract whereupon all future obligations of the College to the Contractor shall cease.

Nothing contained herein shall prevent the College from pursuing any other remedy, which it may have against the Contractor, including claims for damages.

8.00 Default

The Awarded Contractor shall be considered "in default" under the resultant contract in the event of failure of the Contractor to deliver all goods and/or services as required in the contract, or the failure of the Contractor to perform under any other requirements of the contract, where such failure continues for more than fourteen (14) calendar days after receipt of written notice from the College to correct the condition therein specified. In the event of the Contractor's receipt of notification by the College to correct a performance failure, the College shall have (30) calendar days from the Contractor's receipt of original notice to monitor the Contractor's continued performance and if not fully cured in the 30 day period the College reserves the right to notify the Contractor of cancellation.

Non-Appropriations

Any contract entered into by the College resulting from the ITN process, shall be subject to cancellation by the College without damages or any other costs, upon serving 7 calendar days written notice or further obligation when funds are not appropriated or otherwise made available by the Florida Legislature to support continuation of performance in a subsequent fiscal period. The Contractor shall not prohibit or otherwise limit the College's right to pursue and contract alternate solutions and/or remedies as deemed necessary by the College in the conduct of its affairs.

9.00 Indemnification Agreement

A. The Proposer will acknowledge acceptance that the resultant contract will include the indemnification agreement as stated in this section.

    The Contractor shall indemnify and hold harmless FSCJ, and the District Board of Trustees, officers, employees, and agents, individually and collectively (collectively, the "College Indemnities"), from and against all Liabilities incurred by any of the College Indemnities. For purposes hereof, Liabilities shall

mean any losses, damages (including loss of use), expenses, demands, claims, suits, proceedings, liabilities, judgments, deficiencies, assessments, actions, investigations, penalties, interest or obligations (including court costs, costs of preparation and investigation, reasonable attorneys', accountants', and other professional advisors' fees and associated expenses), whether suit is instituted, or not and, if instituted, whether at any trial or appellate level, and whether raised by the Parties hereto or a third party, incurred or suffered by the College Indemnities or any of them arising from, in connection with, or as a result of (a) any false or inaccurate representation or warranty made by or on behalf of the Contractor in or pursuant to this ITN and the contract executed in connection with the ITN; (b) any disputes, actions, or other Liabilities arising with respect to, or in connection with, compliance by the College with any Public Records Laws (as hereinafter defined) with respect to the Contractor's documents and materials; (c) any dispute, actions, or other liabilities arising in connection with Contractors, Contractor's subcontractors or their respective agents or employees errors, omissions, negligent performance, violation of any federal or state law / regulation including but not limited to the federal HIPPA and FERPA laws any injury or alleged injury (including death) to persons or damages or alleged damage to property sustained or alleged to have been sustained in connection with or to have arisen out of the performance of the obligations by the Contractor, the Contractor's subcontractors, or their respective agents, or employees or otherwise sustained or incurred on or about the Premises; (e) any act or omission of, or default or breach in performance of any of the covenants or agreements made by the Contractor in or pursuant to the contract; and (f) any representatives, in connection with the performance of the contract.

B. Proposer understands and fully agrees College (FSCJ) is a political subdivision of the State of Florida. College's performance is limited under this ITN solicitation or any resultant contract or any attachments or any exhibits connected or attached thereto by State of Florida Statutes, State Board of Education Rules and College Board Rules as related to the Colleges operations and performance.

The terms and conditions specified in this Appendix 5 are agreed to on behalf of <<Proposer>> under the authority of:

_____

Signature   Date

<<Name>>

<<Title>>

Appendix 6 – Contract Language

Listed below is a summary of contract language the College plans to require Proposers to agree to. Proposers are to include a signed copy of this Appendix in their proposal as specified in section 3.3.2.2 of this ITN. The representative signing this Appendix must be the same person under whose authority the proposal is submitted as specified on the proposal cover page.

The College prefers full agreement to these requirements. Proposers are to include with your ITN submittal the specification of any objections to the following contract requirements as part of the signed copy of this Appendix in their proposal. The objections should be clearly identified via redlining / markups to the text in their proposal.

The red highlighted text should be removed from the copy of this Appendix incorporated into the Proposers proposals.

The yellow highlighted text in this Appendix should be replaced by appropriate text by the Proposer.

1.00 Defined Terms

The following is mutually agreed to with regards to this Agreement and have the meanings set forth below:

1.01 (a.) The words College, FSCJ or Customer shall have the same meaning.

(b) **Confidential Information.** "Confidential Information" means any customer data or information relating to or disclosed in the course of this Agreement that is or should be reasonably understood to be confidential or proprietary to the disclosing party. "Confidential Information" of Customer shall include all Customer Data. "Confidential Information" shall not include information (1) already lawfully known to the receiving party at the time of disclosure by the disclosing party, (2) generally known to the public through no act or fault of the receiving party, (3) lawfully obtained from any third party that, to the knowledge of the receiving party, has no duty or obligation of confidentiality to the disclosing party with respect to such information, or (4) independently developed by the receiving party without use of the disclosing party's Confidential Information.

(c) **Customer Data.** "Customer Data" means any and all data and materials Proposer has been provided remote access to Customer captured, stored, processed or accessed in any manner using as updated by Customer from time to time. Customer Data includes both employee and student personally identifiable data (i.e. social security numbers, dates of birth and tax returns).

1.02 RETURN OF CUSTOMER DATA. Upon termination or expiration of this Agreement, Proposer shall provide to Customer: (1) the Customer Data on one (1) or more encrypted hard drives or other similar media, at no additional cost and (2) a tagged delimited export file containing the relevant keyword values and related file locations for the Customer Data. After Customer confirms it has received all Customer Data, Proposer shall destroy all Customer Data on Proposer's server and, upon written request, provide written confirmation of destruction of Customer's data.

2.00 FSCJ PURCHASE ORDER REQUIREMENT(s) : Proposer shall not provide any services that is expected to be billable / reimbursable without first receiving a College funded purchase order.

2.00 Travel Cost

2.01 This agreement requires (if any) written pre-approval for any travel cost that is expected to be reimbursable where all travel shall be billed in accordance with the limits of the State of Florida Per Diem Statutes.

3.00 Data Recovery

If Customer suffers Data Loss of Customer Data from a Proposer's or subcontractors Hosted Solution and the loss would not have occurred if Proposer or subcontractor had not been negligent or committed willful misconduct in performing the Customer Data backup activities included in the Proposer system then Proposer agrees to use its commercially reasonable efforts to attempt to recover promptly the lost or destroyed Customer Data at no charge to Customer. As used herein, "Data Loss" means the loss or destruction of Customer Data.

4.00 Compliance with Laws

Awarded Contractor/ subcontractors agree to comply in all material respects with all applicable federal and state laws in performing the Services described in this Agreement inclusive of all state and federal laws including but not limited to HIPPA and FERPA laws.

5.00 Customer Data

Proposer and any subcontractor or third-party acting on behalf of Proposer   agrees to store and use the Customer Data in compliance with all applicable federal state and local laws, statutes, rules and regulations including, but not limited to, those rules promulgated under HIPPA and FERPA ("Government Rules. Upon Customer's written request, Proposer shall provide Customer a copy of any revisions to their Privacy Statement. Proposer shall share the Customer Data with any third parties solely as necessary to provide the Services hereunder or as may be required to be disclosed under Government Rules or to comply with legal processes. All Confidential Information will be handled per Proposer's privacy policy (as may be revised from time to time) and, as applicable, in accordance with the HIPPA and the Family Education Right to Privacy Act (FERPA, Buckley Amendment) and the Gramm-Leach-Bliley Act. Proposer understands and agrees that, to the extent applicable under the provisions of Government Rules, it may be subject to examination by regulatory entities for the Services provided in connection with this Agreement, as well as the accrediting agencies over the Customer.

6.00 Customer

Customer understands and agrees that, to the extent applicable under the provisions of Government Rules, it may be subject to examination by regulatory entities for the Services provided in connection with this Agreement. In addition, Contractor and its subcontractors shall comply with all applicable requirements of Government Rules by taking appropriate measures to ensure the security, confidentiality, availability and integrity of all Customer Data and Confidential Information it stores on its own equipment, and to protect against unauthorized access to or use of such information.

7.00 Computer System

Proposer currently stores customer information, including Customer Data, at sites in its secure data centers in the USA. City _____ State _____ location   Proposer also performs offsite backups of data, including Customer Data. Proposer shall provide Customer written notice of any changes to the storage and back-up sites for Customer Data. Proposer will provide the Customer upon request a copy of its third-party vendor's most current Statement on Auditing Standards (SAS) No. 70 / SSAE16 / SOC audit as applicable, and shall provide access to such future audits to Customer during the term of this Agreement upon reasonable notice.

8.00 FERPA

Proposer and its Authorized subcontractors shall comply with the terms and provisions of HIPPA and FERPA, as applicable, in connection with the disclosure of personally identifiable information. Proposer

officers, employees, independent subcontractors and agents may use the personally identifiable information but only for the purposes for which the disclosure was made and only in connection with the Services being provided hereunder.

Proposer shall promptly report to Customer any use or disclosure of personally identifiable information which is included within Customer Data, which use or disclosure is not authorized by the resultant Agreement or in writing by Customer. Proposer report shall identify: (i) the nature of the unauthorized use or disclosure, (ii) the personally identifiable information used or disclosed, (iii) what Proposer has done or shall do to mitigate any deleterious effect of the unauthorized use or disclosure, and (Iv) what corrective action Proposer has taken or shall take to prevent future similar unauthorized use or disclosure. Proposer shall provide such other information, including a written report, as reasonably requested by Customer.

9.00 Confidential Information

(a) Obligations. Each party agrees that, with respect to the Confidential Information and/or Customer Data of the other party, during the term of this Agreement for a period of five (5) years (or in the case of any Confidential Information of a disclosing party that is a "trade secret", for a period of the longer of five (5) years or so long as such information remains a "trade secret" under applicable law) thereafter, such party (and its employees, agents, subcontractors and representatives) as a recipient shall at all times maintain the confidentiality of the other party's Confidential Information and only use the Confidential Information of the other party to perform its obligations under this Agreement. Each such party will use at least the same degree of care, but not less than reasonable care, to prevent any disclosure to third parties of the Confidential Information of the other party as it employs to avoid unauthorized disclosure, publication or dissemination of its own information of a similar nature; provided, however, that each party may disclose such information to its employees, agents, subcontractors and vendors who have a need to know such information, who have been advised by the disclosing party of the obligation to preserve such information's confidentiality, and who have entered into a written confidentiality agreement containing obligations substantially similar to those contained in this Section. The disclosing party shall be responsible for any breach by any of its employees, agents, subcontractors or vendors of any such confidentiality obligations. Upon expiration or termination of this Agreement for any reason, each party shall return promptly to the other party all Confidential Information in such party's possession, or upon Customer written request destroy it and certify in writing to the other party its compliance with this sentence.

(b) Exclusions. Notwithstanding the foregoing, this Section will not apply to any Confidential Information of a party that the other party can demonstrate: (i) was, at the time of disclosure to it, in the public domain; (ii) after disclosure to it, is published or otherwise becomes part of the public domain through no fault of the receiving party; (iii) was in the possession of the receiving party at the time of disclosure not subject to any confidentiality obligation; (iv) was received after disclosure to it from a third party who had a lawful right to disclose such information to it; (v) was independently developed by or for the receiving party without reference to Confidential Information of the furnishing party; or (vi) may be required to be disclosed under Government Rules, including specifically, but without limitation, Chapter 119, Florida Statutes, or as may be required to comply with legal process, provided, however, that the disclosing party shall first give the other party notice of any such disclosure and shall only disclose so much of the other party's Confidential Information as is necessary to comply with the applicable legal requirement or process.

(c) Equitable Remedies. Each party acknowledges that, to the extent that it breaches (or threatens to breach) its obligations under this Section, the other party will be irreparably harmed. Accordingly, if a court of competent jurisdiction should find that a party has breached (or threatened to breach) any such obligations, such party will not oppose the entry of an appropriate order restraining it from any further breaches (or threatened breaches).

10.00 Certain Remedies for Non-Payment or for Late Payment.

At the election of Proposer, exercisable by written notice to Customer, any past due amounts under any Proposer invoice shall bear interest at the rate pursuant to Florida Statute Section # 55.03 of one-half percent (0.5%) per month (or, if lower, the maximum rate lawfully chargeable) for payment later than 30 days after receipt of an accepted invoice. In the event of any default by Customer in the timely payment of accepted amounts invoiced by Proposer, which default continues unremedied for at least fourteen (14) calendar days after the net 30 day due date of such payment, Proposer shall have the right to suspend or cease the provision of any Services to Customer unless and until such default shall have been cured.

The contract language specified above is agreed to on behalf of <<Proposer>> under the authority of:

_____   _____

Signature   Date

<<Name>>

<<Title>>

Appendix 7 – Proposal Structure

Proposal submissions must follow the structure and numbering (bolded and numbered) provided below, along with the corresponding sections of the ITN (italicized) that should be addressed within that section of the proposal and any supplementary instructions.

Note: Proposal content must be in 11 point font with the exception of titles and content of figures. This ITN includes a **250 page maximum limit**. As such, the College evaluation committee **will only** evaluate your first 250 pages. Note: 1 page represents a full or partial page of 8.5" x 11" paper. Content provided on both sides of a sheet of paper count as 2 pages.

The 250 page limit includes all Attachments. College Addendums issued (if any) are not included in the 250 page limit. Proposers Financial Statements are not included in the 250 page maximum.

Cover Page

Insert completed Appendix 1 – Proposal Cover Page of the ITN (as specified in section 3.3.2.1 of this ITN).

Cover Letter

Insert an optional cover letter of no more than 2 pages.

Table of Contents

Insert completed Table of Contents that reflects the section titles and numbers in this Appendix.

Executive Summary

Insert an executive summary of no more than 5 pages.

1. Contracting Approach

Document as "Response to section #5.3 of the ITN."

Delivery Approach must be no more than 5 pages.

2. Minimal Requirements

Document as "General response to section 5.4 of the ITN."

Minimal Requirements section must be no more than 10 pages address all defined minimal requirements.

2.1 Vendor Viability and Vision

Document as "Response to section 5.4.1 of the ITN."

2.2 Provision of a Comprehensive, Integrated ERP Solution

Document as "Response to section 5.4.2 of the ITN."

2.3 Solution Scalability

Document as "*Response to section 5.4.3 of the ITN.*"

2.4 System Integration (SI) Services

Document as "*Response to section 5.4.4 of the ITN.*"

2.5 Architected for the Future

Document as "*Response to section 5.4.5 of the ITN.*"

2.6 Remote Hosting

Document as "*Response to section 5.4.6 of the ITN.*"

3. Vendor Viability and Vision

Document as "*General response to section 5.5 of the ITN.*"

Provide an overview of your organization's viability and vision (including that for any organizations you are partnering with as part of your proposal). Limit this overview to 2 pages.

3.1 Ownership and Organization Structure

Document as "*Response to section 5.5.1 of the ITN.*"

3.2 Audited Financial Statements and Dun and Bradstreet Report

Document as "*Response to section 5.5.2 of the ITN.*"

3.3 Proposer's Experience and History

Document as "*Response to section 5.5.3 of the ITN.*"

3.4 Product Vision

Document as "*Response to section 5.5.4 of the ITN.*"

4. Services

Document as "*General response to section 5.6 of the ITN.*"

Provide an overview of your organization's services (including those provided by partners and related organizations). Limit this overview to 2 pages.

4.1 Product Service, Maintenance and Support Capabilities

4.1.1 Product Support Service Plans

Document as "*Response to section 5.6.1.1 of the ITN.*"

4.1.2 Continuing Support, Upgrades and Training Programs

Document as "*Response to section 5.6.1.2 of the ITN.*"

4.1.3 Proposer's Location and Service Center / Technical Support

Document as "*Response to section 5.6.1.3 of the ITN.*"

4.1.4 Organizational Chart of Proposed Staff Including Professional Resumes

Document as "*Response to section 5.6.1.4 of the ITN.*"

4.2 Implementation Partners

Document as "*Response to section 5.6.2 of the ITN.*"

4.3 Implementation Services

Document as "*Response to section 5.6.3 of the ITN.*"

4.4 Hosting Services

Document as "*Response to section 5.6.4 of the ITN.*"

4.5 User Groups

Document as "*Response to section 5.6.5 of the ITN.*"

5. Functional Requirements

5.1 Cross Functional

Document as "*General response to section 5.7.1 of the ITN.*"

*For **each** sub-section below, include one of the following statements (add sub-bullets if / as necessary):*

- Proposer fully complies with all of the requirements specified in section 5.7.1 of the ITN.
- Proposer fully complies with all of the requirements specified in section 5.7.1 of the ITN except for the following:
  - ❑ Requirement specified by ITN section 5.7.1, item #XX: <<Provide explanation / details>>

5.1.1 Personal Data

Document as "*Response to section 5.7.1.1 of the ITN.*"

5.1.2 Reporting, Dashboards & Business Analytics

Document as "*Response to section 5.7.1.2 of the ITN.*"

5.1.3 Tools

Document as "*Response to section 5.7.1.3 of the ITN.*"

5.1.4 Portals & Self-Service

Document as "*Response to section 5.7.1.4 of the ITN.*"

5.1.5 Document Management

Document as "*Response to section 1 of the ITN.*"

5.1.6 Event Scheduling

Document as "*Response to section 5.7.1.5 of the ITN.*"

5.1.7 Appointment Scheduling

Document as "*Response to section 5.7.1.6 of the ITN.*"

5.2 Student Functionality

Document as "*General response to section 5.7.2 of the ITN.*"

*For **each** sub-section below, include one of the following statements (add sub-bullets if / as necessary):*

- Proposer fully complies with all of the requirements specified in section 5.7.2 of the ITN.
- Proposer fully complies with all of the requirements specified in section 5.7.2 of the ITN except for the following:
    - Requirement specified by ITN section 5.7.2, item #XX: <<Provide explanation / details>>

5.2.1 Prospecting / Recruiting

Document as "*Response to section 5.7.2.1 of the ITN.*"

5.2.2 Admissions

Document as "*Response to section 5.7.2.2 of the ITN.*"

5.2.3 Registration

Document as "*Response to section 5.7.2.3 of the ITN.*"

5.2.4 Student Financials

Document as "*Response to section 5.7.2.4 of the ITN.*"

5.2.5 Student Support Services

Document as "*Response to section 5.7.2.5 of the ITN.*"

5.2.6 Financial Aid

Document as "*Response to section 5.7.2.6 of the ITN.*"

5.2.7 Student Academic Records (Student Facing)

Document as "*Response to section 5.7.2.7 of the ITN.*"

5.2.8 Student Academic Records (faculty facing)

Document as "*Response to section 5.7.2.8 of the ITN.*"

5.2.9 Course Scheduling & Assessment

Document as "*Response to section 5.7.2.9 of the ITN.*"

5.2.10 Academic

Document as "*Response to section 5.7.2.10 of the ITN.*"

5.2.11 Faculty Workload

Document as "*Response to section 5.7.2.11 of the ITN.*"

5.2.12 Non-Credit Functionality

Document as "*Response to section 5.7.2.12 of the ITN.*"

5.3 Finance Functionality

Document as "*General response to section 5.7.3 of the ITN.*"

*For **each** sub-section below, include one of the following statements (add sub-bullets if / as necessary):*

- Proposer fully complies with all of the requirements specified in section 5.7.3 of the ITN.
- Proposer fully complies with all of the requirements specified in section 5.7.3 of the ITN except for the following:

❑ Requirement specified by ITN section 5.7.3, item #XX: <<Provide explanation / details>>

5.3.1 Budgeting

Document as "*Response to section 5.7.3.1 of the ITN.*"

5.3.2 Accounts Payable

Document as "*Response to section 5.7.3.2 of the ITN.*"

5.3.3 Travel / Expenses

Document as "*Response to section 5.7.3.3 of the ITN.*"

5.3.4 Cashiering and Cash Management (non-student)

Document as "*Response to section 5.7.3.4 of the ITN.*"

5.3.5 Contracts

Document as "*Response to section 5.7.3.5 of the ITN.*"

5.3.6 Grants Management

Document as "*Response to section 5.7.3.6 of the ITN.*"

5.3.7 Inventory

Document as "*Response to section 5.7.3.7 of the ITN.*"

5.3.8 General Ledger

Document as "*Response to section 5.7.3.8 of the ITN.*"

5.3.9 Billing (cash management / treasury)

Document as "*Response to section 5.7.3.9 of the ITN.*"

5.3.10 Procurement

Document as "*Response to section 5.7.3.10 of the ITN.*"

5.3.11 Accounts Receivable (non-student)

Document as "*Response to section 5.7.3.11 of the ITN.*"

5.4 Human Resource Functionality

Document as "*General response to section 5.7.4 of the ITN.*"

*For **each** sub-section below, include one of the following statements (add sub-bullets if / as necessary):*

- Proposer fully complies with all of the requirements specified in section 5.7.4 of the ITN.
- Proposer fully complies with all of the requirements specified in section 5.7.4 of the ITN except for the following:
  - ❑ Requirement specified by ITN section 5.7.4, item #XX: <<Provide explanation / details>>

5.4.1 Organizational Structure & Job Codes

Document as "*Response to section 5.7.4.1 of the ITN.*"

5.4.2 Hiring, Recruiting & Application Processing

Document as "*Response to section 5.7.4.2 of the ITN.*"

5.4.3 Benefits

Document as "*Response to section 5.7.4.3 of the ITN.*"

5.4.4 Talent Management

Document as "*Response to section 5.7.4.4 of the ITN.*"

5.4.5 Labor Relations & Contracts

Document as "*Response to section 5.7.4.5 of the ITN.*"

5.4.6 Human Resource Management

Document as "*Response to section 5.7.4.6 of the ITN.*"

5.4.7 Time & Attendance

Document as "*Response to section 5.7.4.7 of the ITN.*"

5.5 Payroll Functionality

Document as "*General response to section 5.7.5 of the ITN.*"

*For **each** sub-section below, include one of the following statements (add sub-bullets if / as necessary):*

- Proposer fully complies with all of the requirements specified in section 5.7.5 of the ITN.
- Proposer fully complies with all of the requirements specified in section 5.7.5 of the ITN except for the following:
  - ❑ Requirement specified by ITN section 5.7.5, item #XX: <<Provide explanation / details>>

5.5.1 Year End Accruals

Document as "*Response to section 5.7.5.1 of the ITN.*"

5.5.2 Overload Pay & Banking of Hours

Document as "*Response to section 5.7.5.2 of the ITN.*"

5.5.3 Pay Calendars

Document as "*Response to section 5.7.5.3 of the ITN.*"

5.5.4 Other Types of Pay

Document as "*Response to section 5.7.5.4 of the ITN.*"

5.6 Facilities Functionality

Document as "*General response to section 5.7.6 of the ITN.*"

*For **each** sub-section below, include one of the following statements (add sub-bullets if / as necessary):*

- Proposer fully complies with all of the requirements specified in section 5.7.6 of the ITN.
- Proposer fully complies with all of the requirements specified in section 5.7.6 of the ITN except for the following:
  - ❑ Requirement specified by ITN section 5.7.6, item #XX: <<Provide explanation / details>>

5.6.1 Facilities Scheduling

Document as "Response to section 5.7.6.1 of the ITN."

5.6.2 Services & Maintenance

Document as "Response to section 5.7.6.2 of the ITN."

5.6.3 Access Management

Document as "Response to section 5.7.6.3 of the ITN."

6. Technology and Architecture

Document as "General response to section 5.8 of the ITN."

Provide a technical overview of your proposed solution (including those components provided by partners). Limit this overview to 2 pages.

6.1 Application / Solution Architecture

Document as "Response to section 5.8.1 of the ITN."

6.2 Availability, Performance & Scalability

Document as "Response to section 5.8.2 of the ITN."

6.3 Flexibility & Extensibility

Document as "Response to section 5.8.3 of the ITN."

6.4 Data Architecture, DBMS & Data Conversion

Document as "Response to section 5.8.4 of the ITN."

6.5 Reporting

Document as "Response to section 5.8.5 of the ITN."

6.6 Integration

Document as "Response to section 5.8.6 of the ITN."

6.7 Portal

Document as "Response to section 5.8.7 of the ITN."

6.8 Document Management

Document as "Response to section 5.8.8 of the ITN."

6.9 Workflow

Document as "Response to section 5.8.9 of the ITN."

6.10 Backup, Recovery, Disaster Recovery & Archiving

Document as "Response to section 5.8.10 of the ITN."

6.11 Client Platform Requirements

Document as "Response to section 5.8.11 of the ITN."

6.12 Security & Auditing

Document as "Response to section 5.8.12 of the ITN."

6.13 Operations & Monitoring

Document as "*Response to section 5.8.13 of the ITN.*"

6.14 User Interface & On-Line Help

Document as "*Response to section 5.8.14 of the ITN.*"

6.15 Other Technical Requirements

Document as "*Response to section 5.8.15 of the ITN.*"

7. References

Document as "*Response to section 5.9 of the ITN.*"

Use copies of the form provided in Appendix 2 – Reference Form to provide the reference information.

8. Solution Price

Document as "*Response to section 5.10 of the ITN.*"

Include the following statement in this section of the proposal:

> "Proposer submits this proposal for the price specified in the "==<<Proposer>>== – Administrative System Price.xls" spreadsheet that is a part of this proposal."

Provide a summary of your solution pricing **/** *pricing options. Limit this overview to 2 pages (even if there are multiple pricing options and multiple organizations contributing to the proposal).*

Include a completed copy of the cost spreadsheet referenced in section 5.10 of the ITN in your proposal as a separate file named "==<<Proposer>>== – Administrative System Price.xls".

If you are providing multiple pricing options (e.g. a subscription model and a license and maintenance model) please complete a copy of the pricing spreadsheet for each pricing option and name and reference the spreadsheet as "*==<<Proposer>>== – Administrative System Price – Option ==<<X>>==.xls*"

Note: Replace ==<<Proposer>>== *with your organization's name. If multiple pricing options are being provided, replace* ==<<X>>== *with sequential numbers starting at 1 for each file and pricing option.*

9. Compliance

Document as "*Response to section 3.3.2.2 of the ITN.*"

9.1 ITN Terms and Conditions

Insert a signed copy of Appendix 5 – ITN Terms and Conditions of the ITN.

9.2 Contract Language

Insert a signed copy of Appendix 6 – Contract Language of the ITN.

9.3 Finalist Reference Sites

Provide a listing of comparable clients running the proposed solutions that your company recommends FSCJ consider scheduling finalist site visits with.

Include the name of the client, modules they have in production their city/state, client point of contact name, address, email address and phone #

10. Additional Information

In this section of the proposal, provide any additional information regarding product(s) and/or services that you believe would be beneficial to FSCJ and that are not addressed in any of the other sections of the proposal (as specified by the ITN and proposal structure).