



**Solicitation Information**

**January 30, 2017**

**RFP # 7551314**

**TITLE: Data Imaging Services – Rhode Island College**

**PRE-BID/ PROPOSAL CONFERENCE: None**

**Submission Deadline: Tuesday, February 28, 2017 @ 11:00 AM (Eastern Time)**

Questions concerning this solicitation must be received by the Division of Purchases at **doa.purquestions3@purchasing.ri.gov** no later than **February 9, 2017 @ 5:00 PM (ET)**. Please reference the RFP # on all correspondence. Questions received, if any, will be posted on the Internet as an addendum to this solicitation. It is the responsibility of all interested parties to download this information.

**SURETY REQUIRED: No**

**BOND REQUIRED: No**

**Gary P. Mosca  
Chief Buyer**

**Vendors must register on-line at the State Purchasing Website at  
[www.purchasing.ri.gov](http://www.purchasing.ri.gov)**

**NOTE TO VENDORS:**

**Offers received without the entire completed RIVIP Generated Bidder Certification Form attached may result in disqualification.**

**THIS PAGE IS NOT A BIDDER CERTIFICATION FORM**

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## **RFP for On-Call PeopleSoft Consulting Services**

### **SECTION 1 –INTRODUCTION**

The Rhode Island Department of Administration, Division of Purchases, on behalf of Rhode Island College are soliciting proposals from qualified firms to assist the college's Management Information Services department with a document imaging solution for several business offices. The professional consulting services Rhode Island College is seeking are both functional and technical as described herein, and in accordance with the terms of the Request and the State's General Conditions of Purchase (available at [www.purchasing.ri.gov](http://www.purchasing.ri.gov)). As such, Rhode Island College at its sole discretion may choose one or more firms to fulfill this assignment. The initial contract period will be three (3) years with an option to renew for one (1) year from the date of final contract signing.

This is a Request for Proposal (RFP), not an Invitation for Bid. Responses will be evaluated on the basis of the relative merits of the proposal, in addition to price; there will be no public opening and reading of responses received by the Office of Purchases pursuant to this Request, other than to name those offerors who have submitted proposals.

### **INSTRUCTIONS AND NOTIFICATIONS TO OFFERORS:**

1. Potential vendors are advised to review all sections of this RFP carefully and to follow instructions completely, as failure to make a complete submission as described elsewhere herein may result in rejection of the proposal.
2. Alternative approaches and/or methodologies to accomplish the desired or intended results of this procurement are solicited. However, proposals which depart from or materially alter the terms, requirements, or scope of work defined by this RFP will be rejected as being non-responsive.
3. All costs associated with developing or submitting a proposal in response to this RFP, or to provide oral or written clarification of its content shall be borne by the vendor. The State assumes no responsibility for these costs.
4. Proposals are considered to be irrevocable for a period of not less than 60 days following the opening date, and may not be withdrawn, except with the express written permission of the State Purchasing Agent.
5. All pricing submitted will be considered to be firm and fixed unless otherwise indicated herein.
6. Proposals misdirected to other state locations, or which are otherwise not present in the Division at the time of opening for any cause will be determined to be late and

will not be considered. For the purposes of this requirement, the official time and date shall be that of the time clock in the reception area of the Division.

7. It is intended that an award pursuant to this RFP will be made to a prime vendor, or prime vendors in the various categories, who will assume responsibility for all aspects of the work. Joint venture and cooperative proposals will not be considered. Subcontracts are permitted, provided that their use is clearly indicated in the vendor's proposal and the subcontractor(s) to be used is identified in the proposal.
8. All proposals should include the vendor's FEIN or Social Security number as evidenced by a W9, downloadable from the Division's website at [www.purchasing.ri.gov](http://www.purchasing.ri.gov).
9. The purchase of services under an award made pursuant to this RFP will be contingent on the availability of funds.
10. Vendors are advised that all materials submitted to the State for consideration in response to this RFP will be considered to be Public Records as defined in Title 38, Chapter 2 of the General Laws of Rhode Island, without exception, and will be released for inspection immediately upon request once an award has been made.
11. Interested parties are instructed to peruse the Division of Purchases website on a regular basis, as additional information relating to this solicitation may be released in the form of an addendum to this RFP.
12. Equal Employment Opportunity (G.L. 1956 § 28-5.1-1, et seq.) – § 28-5.1-1 Declaration of policy – (a) Equal opportunity and affirmative action toward its achievement is the policy of all units of Rhode Island state government, including all public and quasi-public agencies, commissions, boards and authorities, and in the classified, unclassified, and non-classified services of state employment. This policy applies to all areas where State dollars are spent, in employment, public services, grants and financial assistance, and in state licensing and regulation.
13. In accordance with Title 7, Chapter 1.2 of the General Laws of Rhode Island, no foreign corporation, a corporation without a Rhode Island business address, shall have the right to transact business in the State until it shall have procured a Certificate of Authority to do so from the Rhode Island Secretary of State (401-222-3040). This is a requirement only of the successful vendor(s).
14. The vendor should be aware of the State's Minority Business Enterprise (MBE) requirements, which address the State's goal of ten percent (10%) participation by MBE's in all State procurements. For further information visit the website [www.mbe.ri.gov](http://www.mbe.ri.gov)

## **SECTION 2: BACKGROUND AND PURPOSE**

Rhode Island College is located on a 170-acre campus in the Mount Pleasant section of Providence. Academic offerings are provided in six schools: the Faculty of Arts and Sciences, the Feinstein School of Education and Human Development, the School of Social Work, the School of Nursing, the School of Management and the School of Graduate Studies, as well as the Center for Management and Technology and the Office of Continuing Education and Summer Sessions.

Established in 1854, Rhode Island College now serves approximately 7,200 Undergraduate students and 1,800 Graduate students in courses and programs both on and off campus.

The oldest of the three public institutions of higher education that operate under the aegis of the Post-Secondary Education Commissioner, the College is supported by the State of Rhode Island as its only comprehensive college, and is part of the system of public higher education which includes the Community College and the University. Rhode Island College is nonsectarian and coeducational. Over 80 offices and departments are housed on the campus, and about 375 fulltime faculty members contribute to the College's mission to make its academic programs available to any qualified resident of Rhode Island who can benefit from its educational services.

## **SECTION 3: SCOPE OF WORK**

### **General Scope of Work**

Note: The term "vendor", "offeror" and "bidder" refer to the company responding to this RFP.

Rhode Island College seeks to engage vendors to provide a document imaging solution to the business needs in several business offices (Records, Admission, Financial Aid, HR, Accounting, etc.) so that Rhode Island College can achieve the following goals:

- Go paperless in several business offices
- Streamline the admission process
- Simplify the verification process and document tracking for financial aid

### **Vendor Requirements**

Vendors need to meet the following requirements:

Vendor should have a comprehensive document imaging system that meets RIC's requirements. The vendor should also have extensive experience in all aspects and functionality of the document imaging process, including, but not limited to, the implementation and support of its product. The vendor's product should meet the following requirements:

- Must be developed and owned by the bidding vendor.
  - Software resellers should not bid for this contract.

- Integrates seamlessly with PeopleSoft, including, but not limited to:
  - The ability to match and to retrieve related information from the integrated systems (PeopleSoft)
  - The ability to update the checklist record in PeopleSoft
  - The ability to keep up the integration with all the PeopleSoft Enterprise systems and their future upgrades/versions
  - The ability to trouble-shoot any potential issues related to the security and integrations of its software
- Must have the archiving ability. The features should include, but not limited to:
  - Archiving the document from the source document (paper or online)
  - Indexing the document. The indexing will need to be flexible and/or including, but not limited to, many key searchable fields
  - Allowing the documents to be linked to individuals by recognition of content and having the ability to search the document images by content
  - Allowing annotations (permanent and temporary) on document images
- Must be capable of presenting document images and/or related system data side-by-side for viewing/comparison.
  - Thumbnails of multi-page documents would be extremely useful;
- Have the ability to create, accept online forms (for eliminating the need for paper), which should have the following features:
  - Ability to track the whereabouts of online forms when out for signatures/approvals from other departments.
  - Ability to link forms to student's records and to search for them for better accessibility
  - Ability to search all document types
  - Ability to link the document across business offices
  - Ability to customize the forms to allow users to complete and submit electronically and make the new document available to the integrated systems;
- Have the ability for a holding area for imaged non-matched documents that have no corresponding links to the integrated PeopleSoft systems.
  - These documents should be available later to be processed in batch to search for matching records in PeopleSoft system.
- Should be easy to use and trainable to new employees.
- Have the interface that allows the business process to be handled on mobile devices.

Vendor should meet the following additional requirements:

- Have some knowledge of the Common Application and other similar online application systems, and their technical restrictions or requirements (if any) that would be involved.
- Vendor should have business professionals who have in-depth knowledge of business operations in higher education that are related to document imaging
- Vendor should provide technical experts who can trouble-shoot technical issues related to the system integration between its product and the PeopleSoft systems.

- Vendor should provide strong support and all calls to the vendor should be responded to within reasonable time
- Vendor should provide detailed documentation (new code, changes, instructions, etc.) for its product and its services performed for Rhode Island College
- Rhode Island College reserves the right to review and approve any additional projects prior to work
- Final payment will be conditional on a complete set of documentation being provided that covers the work completed during the engagement

## **Company Background**

Provide the following:

- Please give a short history of your company (please also indicate your growth/merger history and plans) to demonstrate your experience in the field of document imaging in higher education.
- Please provide sufficient information to demonstrate the financial security and stability of your company.
- Describe your company's position and participation in the industry as a whole. For example, of what organizations are you a member? How do you help to educate your customers on regulations and other issues within the industry?
- Describe your relationship (the level of partnerships) with other software vendors (including Oracle)

## **Company Experience**

Vendors should describe the company's experience in providing similar services in the past, including:

- List number of employees, broken down by Higher Education and non-Higher Education Environment
- List number of engagements by year, broken down by Higher Education and non-Higher Education Environment
- Supply three (3) references with contact information for your most recent engagements; (It is preferred that at least two of these three be higher education references)
- List the implementations of your product in Higher Education institutions, noting any similarities to Rhode Island College environment and/or this proposed contract
- Provide detailed information on the person or persons who will potentially serve as primary contact with Rhode Island College if your company is awarded this proposed contract

## **Service Delivery Method/Approach to Engagements**

Vendors should explain their approach to engagements, including the approach to provide the following services:

- Implementation of delivered software and functionality, including upgrades
- Testing
- Training
- Troubleshooting
- Support

## **Technical Background**

### **Records Office**

The Records Office provides services to students and faculty. The office maintains all student file information and academic information pertaining to the student. We are governed under the Family Educational Rights and Privacy Act (FERPA) which protects the privacy of the student's education records. The Records Office is responsible for the registration and grading processes, recording of student academic progress, scheduling course offerings, preparing degree evaluations and certifying graduation, providing transcript services, certifying attendance to external agencies on behalf of students, and supporting students and faculty for any additional functions pertaining to the Records Office.

The Records Office stores approximately 70,000 paper transcripts in file cabinets. In case of an unforeseen disaster (fire, flood etc.), it is important to have the transcripts imaged in one reliable system for archiving purposes.

### **Admissions**

Rhode Island College receives roughly 4,750 freshman applications and 1,500 transfer applications each fall and an additional 750 applications for the spring semester. 100% of our applications are submitted online through the Common Application. The applications are printed out and supporting documents are coded and matched to files in a tedious and laborious manner. It is a process which is debilitating to our turnaround time for our prospective students which affects our yield rate. Though our applicant pool has grown, our ability to process the files has not.

Adopting a system to automate the admissions processing through streamlining electronic workflows would improve our customer service and improve the office's efficiency and productivity. This would allow staff instant access to application materials and the ability to review files remotely with ease.

This would also be a green solution as 7,000 applications are submitted yearly with the average application consisting of 10 sheets of paper. That is 70,000 pieces of paper that would no longer be necessary.



## **Office of Student Financial Aid (OSFA)**

The Office of Student Financial Aid receives a high volume of documentation from students on an annual basis that must be catalogued into the system and linked to the individual students' institutional IDs, then physically placed in a student's file-folder for financial aid award processing for students who have either been recently admitted to the college or are currently enrolled and have filed a Free Application for Federal Student Aid (FAFSA).

Financial aid award processing begins with the review of the submitted documents for accuracy and the content must be compared against data that already exists in the PeopleSoft system which has either been loaded or entered by other means. Examples of documentation include, but are not limited to: IRS Tax Return Transcripts and other IRS documents, W2 forms, customized inquiry-response forms generated by college that must be completed by students (historically these have been mailed hard-copy), birth certificates, High School Transcripts, and identification cards (Social Security, Alien Registration, US Passports).

The volume of paperwork received by the OSFA is an encumbrance on the award eligibility processing component of the workflow.

## **Other Administrative Offices**

Other administrative offices have paper-based business operations. In case of an unforeseen disaster (fire, flood etc.), it would be ideal to have the documents imaged in one reliable system for archiving purposes.

## **SECTION 4 – TECHNICAL PROPOSAL**

Narrative and format: The separate technical proposal should address specifically each of the required elements:

The responses to the RFP will be evaluated using the following criteria including but not limited to:

- Vendor experience and reliability
- Years providing similar services to Higher Education clientele
- Knowledge of Higher Education business processes with relation to Oracle/PeopleSoft solutions
- Knowledge of Oracle/PeopleSoft and its related products
- Experience integrating Oracle/PeopleSoft with third-party software systems (on-premise and SaaS)
- Experience providing new feature and upgrade services to Oracle/PeopleSoft Higher Education clientele
- Detailed response to questions
- Support process and structure

## SECTION 5: COST PROPOSAL

A separate, signed and sealed, Cost Proposal reflecting a lump sum fix fee for the software and implementation.

The price will be evaluated along with the project plan as a factor in selection. Price response should include cost for the implementation (including training, staff travel and other cost that is part of the project).

## SECTION 6: EVALUATION AND SELECTION

Proposals will be reviewed by a Review Committee comprised of RIC staff. To advance to the Cost Evaluation phase, the Technical Proposal must receive a minimum of 50 (85.7%) out of a maximum of 60 technical points. Any technical proposals scoring less than 50 points will not have the cost component opened and evaluated. The proposal will be dropped from further consideration.

Proposals scoring 50 technical points or higher will be evaluated for cost and assigned up to a maximum of 40 points in cost category, bringing the potential maximum score to 100 points.

Rhode Island College reserves the exclusive right to select the individual(s) or firm(s) (vendor(s)) that it deems to be in its best interest to accomplish the project as specified herein; and conversely, reserves the right not to fund any proposal(s).

Proposals will be reviewed and scored based upon the following criteria:

<b>Criteria</b>	<b>Possible Points</b>
Higher Education Experience	5 Points
Software Features	20 Points
PeopleSoft Integration	25 Points
Implementation, Testing, Training, Upgrade, Troubleshooting, & Support	10 Points
<b>Total Possible Technical Points</b>	<b>60 Points</b>
Cost calculated as lowest responsive cost proposal divided by (this cost proposal) times 40 points *	40 Points
<b>Total Possible Points</b>	<b>100 Points</b>

The Low bidder will receive one hundred percent (100%) of the available points for cost. All other bidders will be awarded cost points based upon the following formula:

$(\text{low bid} / \text{vendors bid}) * \text{available points}$

For example: If the low bidder (Vendor A) bids hourly rate of \$100 and Vendor B bids hourly rate of \$200 for the hourly rate and the total points available are Fifty (40), vendor B's cost points are calculated as follows:

$\$100 / \$200 * 40 = 20$  Points will be assigned based on the offeror's clear demonstration of his/her abilities to complete the work, apply appropriate methods to complete the work, create innovative solutions and quality of past performance in similar projects.

Applicants may be required to submit additional written information or be asked to make an oral presentation before the technical review committee to clarify statements made in their proposal.

## **SECTION 7: PROPOSAL SUBMISSION**

Questions concerning this solicitation may be e-mailed to the Division of Purchases at **doa.purquestions3@purchasing.ri.gov** no later than the date and time indicated on page one of this solicitation. Please reference **RFP #7551314** on all correspondence. Questions should be submitted in a Microsoft Word attachment. Answers to questions received, if any, will be posted on the Internet as an addendum to this solicitation. It is the responsibility of all interested parties to download this information. If technical assistance is required to download, call the Help Desk at (401) 574-9709.

Offerors are encouraged to submit written questions to the Division of Purchases. **No other contact with State parties will be permitted.** Interested offerors may submit proposals to provide the services covered by this Request on or before the date and time listed on the cover page of this solicitation. Responses received after this date and time, as registered by the official time clock in the reception area of the Division of Purchases will not be considered.

Responses (**an original plus six (6) copies**) should be mailed or hand-delivered in a sealed envelope marked "**RFP#**" to:

RI Dept. of Administration  
Division of Purchases, 2nd floor  
One Capitol Hill  
Providence, RI 02908-5855

NOTE: Proposals received after the above-referenced due date and time will not be considered. Proposals misdirected to other State locations or those not presented to the Division of Purchases by the scheduled due date and time will be determined to be late and will not be considered.

Proposals faxed, or emailed, to the Division of Purchases will not be considered. The official time clock is in the reception area of the Division of Purchases.

## **RESPONSE CONTENTS**

Responses shall include the following:

1. A completed and signed R.I.V.I.P generated bidder certification cover sheet downloaded from the RI Division of Purchases Internet home page at [www.purchasing.ri.gov](http://www.purchasing.ri.gov).
2. A completed and signed W-9 downloaded from the RI Division of Purchases Internet home page at [www.purchasing.ri.gov](http://www.purchasing.ri.gov).
3. **A separate Technical Proposal** describing the qualifications and background of the applicant and experience with and for similar projects, and all information described earlier in this solicitation. As appropriate, resumes of key staff that will provide services covered by this request.
4. **A separate, signed and sealed Cost Proposal** reflecting the fee structure for the software and the software implementation.
5. In addition to the multiple hard copies of proposals required, Respondents are requested to provide their proposal in **electronic format (CD-Rom, disc, or flash drive)**. Microsoft Word / Excel OR PDF format is preferable. Only 1 electronic copy is requested and it should be placed in the proposal marked "original".

## **SECTION 8: CONCLUDING STATEMENTS**

Notwithstanding the above, the State reserves the right not to award this contract or to award on the basis of cost alone, to accept or reject any or all proposals, and to award in its best interest.

Proposals found to be technically or substantially non-responsive at any point in the evaluation process will be rejected and not considered further.

The State may, at its sole option, elect to require presentation(s) by offerors clearly in consideration for award.

The State's General Conditions of Purchase contain the specific contract terms, stipulations and affirmations to be utilized for the contract awarded to the RFP. The State's General Conditions of Purchases/General Terms and Conditions can be found at the following URL: <https://www.purchasing.ri.gov/RIVIP/publicdocuments/ATTA.pdf>