

Addendum 1

RFP for Enterprise Resource Planning - ERP

Contract Number DSU20031507-ERP

Questions and Answers

The work/ clarification/ answers listed in this addenda shall be considered part of the Bid/ RFP document for the referenced project/ product/ services, etc.

Below are questions and answers regarding subject RFP. All questions are written in black color font and the answers are provided in red color font.

1. **Question:** Is this bid for Software & Services or only Software? Would you consider a bid for Services only?

Answer: This Bid is for a Managed Cloud Solution/Software as a Service.

2. **Section number** Schedule of Events

Paragraph number N/A

Page number 2

Text of passage being questioned Deadline for Questions March 19, 2020 at 10:00am local time

QUESTION: With such a detailed RFP, we would like to request an extension of one week to the existing deadline for questions from March 19th to March 26th. This would allow vendors to thoroughly review the requirements and prepare thoughtful questions for the University's consideration.

Answer: No

3. **Section number** Attachment 1

Paragraph number Non-Collusion Form

Page number 28

Text of passage being questioned This page shall have original signature, be notarized, and returned with your proposal

QUESTION: Given the impact of the national COVID-19 pandemic both our Corporate Office in Virginia and our primary branch office in Pennsylvania are now closed due to government directive until further notice. As a result, all of our employees are working remotely and local banks, which may provide this service, are being asked to close as well. Would the University waive the notary requirements noted on the above referenced form for the immediate submission of proposals? Once things return to normal we would be happy to submit a notarized form.

Answer: Yes

4. **Section number:** Instructions

Paragraph number: N/A

Page number 1

Text of passage being questioned Each proposal must be submitted with one original paper copy and one electronic copy on USB memory stick. For your electronic response, there should not be more than two files in total and the aggregate size of your response including all files should not be more than 5 megabyte.

QUESTION: Given the impact of the national COVID-19 pandemic both our Corporate Office in Virginia and our primary branch office in Pennsylvania are now closed due to government directive until further notice. Our print office is now closed and local print businesses are asked to close by the government as well. We anticipate this will stay in place for at least the foreseeable future. Would the University waive the paper submission requirements submit our responses electronically. When things return to normal, if the University still requires printed copies we would be happy to supply those at that time.

Answer: Vendors can submit their response electronically to zchaudhry@desu.edu via email at their own risk. At this point the University is not fully equipped to receive responses electronically.

5. General Query: How many users (partners, staff, external stakeholders) will use proposed system?

Answer: Minimally the system would need to support the current staff, faculty, students, partners and external stakeholders. Currently, that number is approximately 7500 users.

6. Consultant Qualifications: Are you okay with the team supporting this from our offices outside Delaware state with the consultant traveling for meetings as required?

Answer: Yes.

7. Consultant Qualifications: Are you okay with mix of USA based consultants & India based consultants working from our offices in USA & India?

Answer: No

Regarding RFP number 20-03-15-07 for Enterprise Resource Planning - ERP, please supply answers to our following questions:

8. Regarding SIS, how many full access users (able to configure the system, update settings/workflows, create and manage campaigns/communication plans, use live chat, write reports, other higher level functions) do you anticipate will access the solution?

Answer: System needs to be flexible to adjust based on the departmental needs.

9. Regarding SIS, how many limited access users (only able to update contact data fields, add notes, and run pre-written reports) do you anticipate will access the solution?

Answer: System needs to be flexible to adjust based on the departmental needs.

10. Do you expect to use the chat feature? If so, how many chat users do you anticipate will access the solution?

Answer: We would like to use the chat feature and would like it available to all faculty, staff and students. Currently, we have approximately 6000 faculty, staff and students.

11. How many student applications do you receive annually?

Answer: We receive approximately 8,000 to 10,000 applications a year.

12. Regarding Finance/HR/Payroll, how many full access users (able to configure the system, update settings/workflows, perform accounting and finance back office tasks (AP, AR, GL, process transactions, generate financials), write reports, approve and manage budgets, and other higher level functions) do you anticipate will access the solution?

Answer: Currently, in Finance/HR/Payroll we support approximately 40 full access users, however the solution needs to be flexible and adjust accordingly.

Currently, in AP, AR, GL we support approximately 30 full access users, however the solution needs to be flexible and adjust accordingly.

13. Regarding Finance/HR/Payroll, how many limited access users (only able to view pay stubs/W-2s, view and select benefits, update personal information (address, demographic info), submit and approve timecards and expense reports, submit budget and purchasing requests) do you anticipate will access the solution?

Answer: Currently, in Finance/HR/Payroll we support approximately 7500 limited access users, however the solution needs to be flexible and adjust accordingly.

14. Has the RFP timeline changed due to recent COVID-19 restrictions?

Answer: No

15. Would DSU consider extending the deadline for questions?

Answer: No

These are both general questions and I cannot reference the second one to any section and thus cannot fit it into your format. However, the answers to both are essential to our ability to provide DSU the most accurate information possible relating to our solution and our pricing. Given this, we anticipate your answers to these questions

16. What are the User Counts for DSU? (Appendix A – SCOPE OF WORK; Functional and Technical Requirements, Chart of Accounts, Page 48)

Answer: Minimally the system supports 7500 staff, faculty, students, partners and external stakeholders.

17. How many employees does DSU currently employ?

Answer: Minimally the system supports 800 employees.

18. **Section:** A/Human Resources Scenarios

Paragraph number: N/A

Page number: 57

Please provide Human Resources and Payroll Metrics:

- Number of checks/advices issued to employees per fiscal year
- Number of checks/advices issued to student workers per fiscal year
- Annual payroll for employees and student workers (including benefits)
- Total number of FT (faculty and staff)
- Total number of PT (faculty, staff, and contract workers)
- Total number of student workers
- Total number of administrative users, full-time and part-time
- Estimated number of Time and Attendance users
- Estimated number of hires/re-hires per year
- Estimated number of employee separations per year

Answer:

- Number of checks/advices issued to employees per fiscal year: None. Payroll checks issued by the State of Delaware.

- Number of checks/advices issued to student workers per fiscal year: None. Payroll checks issued by the State of Delaware.
- Annual payroll for employees and student workers (including benefits): Payroll checks issued by the State of Delaware.
- Total number of FT (faculty and staff): The university supports approximately 900 FT faculty and staff.
- Total number of PT (faculty, staff, and continnt workers): The university supports approximately 300 PT faculty, staff and contractors.
- Total number of student workers: The university supports approximately 255 student workers.
- Total number of administrative users, full-time and part-time. The university supports approximately 150 administrative users.
- Estimated number of Time and Attendance users: The university supports approximately 200 Time and Attendance users.
- Estimated number of: The university hires/re-hires per year university hires/re-hires approximately 250 employees per year.
- Estimated number of employee separations per year: Approximately 100 employees are separated from the university per year.

19. Section: A/Student Information Systems Scenarios and Questions

Page number: 37

Please provide the following metrics:

- Total number of FT students
- Total number of PT students

Answer:

- Total number of FT students: 3,932
- Total number of PT students: 634

20. Section: A/ Financial Aid Scenarios and Questions

Page number: 42

Please provide the following metrics:

- Total students that apply for Financial Aid

Answer:

- The total students that applied for Financial Aid is approximately 9800. That includes enrolled students and candidates for enrollment.
- The total number of enrolled students that applied for Financial Aid is approximately 3450.

21. Section: A/Budget Development Scenarios

Page number: 52

Please provide the following metrics:

- Total number of people in the budget office
- Total number of users of the budget system (who would sign into system to create and manage a budget).

Answer: Currently, the budget office supports 3-5 employees. The total number of users of the budget system is approximately 100 users, however the solution needs to flexible and adjust accordingly.

22. Section: Scenarios and Questions

Page number: 47

Please provide the following metrics:

- Total users for Finance, Accounts Payables, GL, Procurement, Grants

Answer: Currently, in Finance, AP, AR, GL and Procurement we support approximately 30 full access users, however the solution needs to be flexible and adjust accordingly.

23. Section: A/Financial System Scenarios and Questions

Page number: 47

Please provide the following metrics:

- Total number of business entities
- Does each college have its own Federal EIN?

Answer: Consider one EIN for the University.

24. Sections: A/Financial System Scenarios and Questions

Page number: 47

Please provide the following Financial System Metrics:

- Annual Revenue:
- Annual Expenses:
- Total number of active vendors
- Total number of requisitions/purchase orders

Answer:

FY 19:

- Annual Revenue: \$144,817,561
- Annual Expenses: \$ 145,631,767
- Total number of active vendors: There are approximately 110,000 active vendors including businesses, student who receive refunds and Stipends.
- Total number of requisitions/purchase orders: There completed approximately 2230 Purchase Orders processed and 4148 requisitions for FY20

25. Section: A/ Student Information Systems Scenarios and Questions

Page number: 47

Please provide the following Student Information System Metrics

- Total number of academic program offerings
- Total number of degrees, certificates, and diplomas awarded annually
- Total number of credit-based students each year
- Total number of non-credit students each year
- Total number of applications received annually
- Total number of credit course sections each year
- Total amount of financial aid disbursed annually

Answer:

- Total number of academic program offerings: The university offers more than 60 academic paths, from undergraduate programs in the traditional liberal arts to doctoral programs in high-level sciences such as neuroscience, optics and mathematical physics.
- Total number of degrees, certificates, and diplomas awarded annually: The University has two annual graduations, one in May and the other in December. Approximately, 1000 students were awarded degrees in 2019.
- Total number of credit-based students each year: The university supports approximately 5000 credit-based students.

- Total number of non-credit students each year: The university supports approximately 1000 non-credit based students per year.
- Total number of applications received annually: The university receives approximately 8,000 to 10,000 applications a year.
- Total number of credit course sections each year: The University offers more than 60 academic paths, from undergraduate programs in the traditional liberal arts to doctoral programs in high-level sciences such as neuroscience, optics and mathematical physics.
- Total amount of financial aid disbursed annually. Approximately \$50 million in federal aid is disbursed annually.

26. Section: Appendix A/Student Information Systems Scenarios and Questions

Page number: 37

Please clarify what is meant by “member institutions”. Does this refer to multiple colleges within the larger University institution, programs within the colleges, or partnerships with outside colleges?

Answer: The university is comprised of 4 colleges, College Of Business (COB), College of Health and Behavioral Sciences (CHBS), College of Agriculture, Science and Technology (CAST), and College of Humanities, Education and Social Sciences (CHESS) that serve 3 locations, Dover, Wilmington and Georgetown, DE.

27. Section: Appendix A/ Third Party Integration Capability; Paragraph a

Page number: 70

Please provide a list of all current systems connected to your on-premise system – list all expected inbound and outbound interfaces, including the type of data being integrated, inbound/outbound system names, and frequency.

Answer:

Academy One	Blue	JAMS
Alec (Math)	CampusLabs	JobX
Accuplacer (English)	CBORD Cash registers	Odyssey Meals
Award Spring- Scholarship	Cellular 911	Office365- Active Directory
Axiom	Exchange- Active Directory	PyraMed
Automic	Follett - Connect Once	Regroup Software
BankMobile	Grades First	TD-Client software COD, CPS
Banner BDMS	Handshake	State of Delaware
Blackboard	Horizon Library System	Velocitypayment.com/ govolution

28. Section: Appendix A/ Implementation Scenarios

Page number: 73

Are there any critical dates that might drive your desired implementation timeline and duration?

Answer: January 1, 2021

29. Section: Scope of Work/ Financial System Scenarios and Questions

Text of passage being questioned: University also decide not to combine services and may require 24 separate entities, using the same general ledger and chart of account structure.

RFP Clarification Questionnaire:

- **Page number:** 47
- Please provide the list of 24 entities that may be considered as separate entities.

Page number: 48, 50

- Please provide average monthly or yearly transactions across AP (Suppliers, AP Invoices), AR (Customers, AR Invoices), Procurement areas.

Answer:

- Please provide the list of 24 entities that may be considered as separate entities. The 24 entities are referenced within the 3 primary entities: University/Foundation/Child Lab

Page number: 48, 50

- Please provide average monthly or yearly transactions across AP (Suppliers, AP Invoices), AR (Customers, AR Invoices), Procurement areas.
 - Estimated # of AP invoices would be over 38,500 annually.
 - Total suppliers/vendors around 110,000 including students.
 - Estimated # of A/R Invoices in the finance department is minimum. Invoices are usually billed under Microsoft Word.

30. Section: Scope of Work/ Human Resources and Payroll Scenarios and Questions

Text of passage being questioned: University also decide not to combine services and may require 24 separate entities, using the same general ledger and chart of account structure.

RFP Clarification Questionnaire:

- **Page number:** 57
- Please confirm all states for payroll tax filing.

Answer: The system should be able to support payroll tax filings for all 50 states. Currently, the states most commonly filed are Delaware, New Jersey, Pennsylvania, Maryland and North Carolina.

31. Section: Scope of Work/ Implementation Scenarios and Questions

Text of passage being questioned: Outline the timeline for implementation and the related assumptions.

RFP Clarification Questionnaire:

- **Page number:** 72
- Please provide the best suited period/month for rolling out new system

Answer: January 1, 2021

32. Section: Scope of Work/ Implementation Scenarios and Questions

Text of passage being questioned: Outline the timeline for implementation and the related assumptions.

RFP Clarification Questionnaire:

- **Page number:** 73

- Please provide number of Business users and IT staff across Delaware State University's 4 Academic Colleges by department/functional area wise.

Answer: Currently, we have approximately 5,400 faculty members and students across Delaware State University's Academic Colleges.