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**REQUEST FOR PROPOSAL #99-06697**  
USNH FIS/HR SYSTEM

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STATEMENT OF WORK
Replacement Computer Systems for Financial and Human Resources
for
UNIVERSITY SYSTEM OF NEW HAMPSHIRE

I. INTRODUCTION

A. Purpose
The University System of New Hampshire (hereafter referred to as USNH or the System) representing the College for Lifelong Learning (CLL), Keene State College (KSC), Plymouth State College (PSC), New Hampshire Public Television (NHPTV), the University of New Hampshire Foundation (UNHF) and the University of New Hampshire in Durham (UNH) and Manchester (UNH-M) is requesting proposals from qualified bidders for an integrated administrative information system to replace its financial and human resource administrative information systems. Ideally, the selected vendor will also provide a fully integrated solution for sponsored programs administration and other administrative functions beyond that provided in the basic financial and human resource modules.

B. Contract Period
The successful bidder will be expected to provide service starting on or about October 1, 1999, with the expectation of a “go live” date by July 1, 2001. In addition, there will be an on-going maintenance requirement after the installation is complete.

C. Contact
Questions concerning this request for proposal are to be directed to Diane J. Cotter, C.P.M., Director; UNH/USNH Purchasing (603) 862-2330, e-mail: Diane.Cotter@UNH.EDU.

D. Background Information about USNH and Campuses
1. University System of New Hampshire: USNH administration is located in Lee, NH and has a small staff, which provides central administrative and planning functions for all of the campuses. USNH administration offers no classes. The University System of New Hampshire and its associated campuses are Affirmative Action/Equal Opportunity employers.

2. College for Lifelong Learning: CLL is located in Concord, NH and is the adult college of USNH established in 1972. The college offers credit courses, certificate and degree programs and professional development opportunities at 10 locations throughout the state. Classes leading to associate and bachelor degrees are offered. The New England Association of Colleges and Secondary Schools accredits the College.

3. Keene State College: KSC is located in Keene, NH, and is a coeducational community of students participating in 2-year, 4-year and graduate programs in liberal arts and sciences and education. The New England Association of Colleges and Secondary Schools accredits the College.

4. Plymouth State College: PSC is located in Plymouth, NH, and is a coeducational community of students participating in 2-year, 4-year and graduate programs in liberal arts and sciences, business and education. The New England Association of Schools and Colleges accredits the College.
5. University of New Hampshire: UNH is located in Durham, NH, and is New Hampshire’s only public 
research university. It is a land, sea, and space grant university. It offers graduate and undergraduate 
academic programs through its seven colleges and schools, and a Division of Continuing Education. 
The New England Association of Schools and Colleges accredits UNH.

Included within UNH:

UNH-Manchester: UNH-M is located in Manchester, NH and is an urban branch of UNH, 
physically separated from the rest of the University. Its principal purpose is to extend the quality 
programs and resources of UNH to residents of the most densely populated region of the State.

New Hampshire Public Television: NHPTV is located on the Durham campus and supports public 
service viewing across the state and throughout the region.

The University of New Hampshire Foundation: UNHF is a separately incorporated entity that 
performs fund raising in support of the University’s mission. UNHF is consolidated with USNH 
for financial reporting purposes.

E. Systems Background

1. Existing USNH-wide administrative information systems: The financial system, College and University 
Financial System (CUFS), produced by AMS has been in place for 13 years. The human resources 
system (HRIS/HUM) was developed internally over the past 25 years. Both currently operate on VAX 
hardware under an OpenVMS operating system. The CUFS system is supported by a proprietary data 
structure. There have been no vendor-supplied upgrades to the CUFS system since 1992. All 
necessary changes and enhancements to CUFS have been accomplished internally since that time. 
Currently operating CUFS modules include budget, extended purchasing, grants accounting, accounts 
payable and general ledger.

The basic HRIS modules in operation include personnel, payroll, benefits management, position 
control, salary survey, affirmative action reporting and time and effort reporting. The human 
resources system, sponsored programs management, management reporting, purchasing cards, 
equipment inventory and gifts stewardship systems are primarily built on the S1032 database software 
from Computer Corporation of America.

Sponsored programs management systems include proposal and award logging and tracking, automated 
invoicing/financial reporting, animal care/use information systems, human subjects information 
systems, pre- and post-award workflow systems, and subcontracting information systems.

Although the operating systems, proprietary databases and hardware platforms are problematic due to 
their growing obsolescence, USNH has built into these systems significant operational functionality 
that is both complex and robust. Since 1986 USNH has operated CUFS in a fully decentralized mode 
using electronic requisitioning/purchasing which utilizes full encumbrance accounting with budget 
controls at the transaction level. All of the S1032 based systems also provide decentralized online 
transaction processing. Users of the CUFS and S1032 based systems benefit from real time document 
processing with full security and approvals. Within CUFS, there are 1,050 registered user accounts of 
which 630 are regularly active, approximately two thirds of which routinely perform document 
processing. There are 450 active users of the human resource system. Of these, 220 users are 
performing departmental distributed HR document processing. Among these systems, USNH 
experiences up to 300 concurrent document processing users.

It should be noted that USNH would prefer not to lose any of the functionality the current systems 
presently provide.

Recently USNH has developed an Oracle-based financial data-mart and has purchased a 500-seat 
license for the Business Objects WebIntelligence management-reporting product.

2. Other campus-based administrative systems: Each of the campuses maintains other administrative 
information systems, which interface and/or exchange information with the financial and human 
resource systems to varying degrees. For example, KSC supports a Datatel student information system, 
a stand-alone equipment inventory (Vertere), a space management system, and is currently 
implementing the Datatel Benefactor system for their fund raising activities. PSC maintains a student
information system and alumni/development system from Poise. CLL and UNH both run SCT’s Banner student information system, although each maintains a separate instance. UNH has in place Datatel’s Benefactor system in support of fund raising both at UNH and UNHF, a facilities management system built by Champs, a telecommunications system, and several Kronos time systems at large locations inputting electronically to payroll, as well as dozens of local systems to support internal operations. Demographic information is provided from the human resource system to support a wide variety of applications and processes, including web-based directory services, mail services, phone directory, labels and email services at each of the campuses.

3. External interfaces: USNH has many processes where information is electronically provided to or accepted from a variety of external entities. For example, ACH data for direct deposit and letter of credit drawdown, bank reconciliation of payroll checks issued, updates to HMO providers, contributions to retirement plans, daily purchasing card transactions, state employment reporting on a quarterly basis, monthly checks cleared, as well as annual compliance with the IRS for reporting (e.g. W2s, 1099s, and 1042Ss).

4. Accounts receivable: Student accounts receivable is handled through the student information systems at each of the campuses. Sponsored programs accounts receivable is administered through the USNH-developed S1032 sponsored programs management system. Other commercial accounts receivable functions are fully decentralized throughout the USNH entities and are utilizing various software applications.

F. Planned Implementation Strategies

1. USNH has recognized that the implementation of new financial and human resource systems will require a major commitment from all levels of management and staff within all USNH entities. USNH has established an organization structure for this purpose (see appendix A.). USNH has identified the resources to backfill approximately 10 FTE staff positions for a three-year period to allow concentrated effort on the implementation. In addition, USNH will hire full-time, 3-year term employees for the project director, project assistant and three project leader positions.

2. USNH is committed to near zero modifications to the vendor-provided software to reduce on-going maintenance costs. This strategy will most likely require business process reengineering efforts.

3. USNH will support a “train-the-trainer” concept in all user-based training for these systems. The successful bidder will be expected to provide training support for a small, concentrated group of expert users and technical staff (for bid purposes, assume 30), including documentation.

4. USNH’s initial concentration will be towards the finance and human resource systems. It is anticipated that budget preparation and general ledger will be addressed first with the other components of finance and human resources being addressed over the following 12 to 18 months. After these projects are underway, attention will shift towards the sponsored programs management systems and other enabling technologies such as workflow, imaging and data warehouse.

G. Additional information

Further information is available from these USNH websites at the following URLs.

1. USNH general access information: http://usnh.unh.edu/
2. USNH Financial Statements: http://www.finadmin.unh.edu/afs/audited_index.html
3. USNH LRTP: (Some sections are restricted to USNH access only) http://usnh.unh.edu/lrtp/
4. USNH/UNH CIS: http://unhinfo.unh.edu/cis/index.html
5. USNH Human Resources: http://usnh.unh.edu/DOPPPLER/
6. The USNH Fact Book: http://usnh.unh.edu/analysis/
7. USNH Purchasing Card:
8. UNH VP for Research and Public Service: http://www.unh.edu/orps/
II. BASIC SYSTEM STATISTICS, REQUIREMENTS AND OPTIONS

Commentary: This section contains the current annual statistics for the human resource, financial and research/sponsored programs activity (Table in II.A); the basic requirements of any system USNH will acquire (II.B. 1. - 8.); the basic and supplemental elements sought (Table in II.C); and optional items USNH may consider acquiring (II.D.) if there is sufficient justification (feature, price, etc.) to do so.

A. Current Annual System Statistics and Populations

<table>
<thead>
<tr>
<th>Item</th>
<th>Current</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Human Resources</strong></td>
<td></td>
</tr>
<tr>
<td>Departmental distributed electronic human resource documents</td>
<td>21,000</td>
</tr>
<tr>
<td>Number of payroll transactions entered by distributed users and</td>
<td>168,600</td>
</tr>
<tr>
<td>central offices</td>
<td></td>
</tr>
<tr>
<td>Number of employee payments (61% ACH direct deposit)</td>
<td>220,000</td>
</tr>
<tr>
<td>W-2s generated</td>
<td>15,800</td>
</tr>
<tr>
<td>Number of 1042Ss issued</td>
<td>280</td>
</tr>
<tr>
<td>Number of active job classifications</td>
<td>1,415</td>
</tr>
<tr>
<td>Number of individuals with human resource records (including</td>
<td>103,700</td>
</tr>
<tr>
<td>inactive employees)</td>
<td></td>
</tr>
<tr>
<td>Benefits eligible salary history records</td>
<td>250,000</td>
</tr>
<tr>
<td>Number of people with benefits eligible salary history records</td>
<td>15,800</td>
</tr>
<tr>
<td>Non-benefits eligible appointment history records</td>
<td>374,000</td>
</tr>
<tr>
<td>Number of people with non-benefits eligible appointment history</td>
<td>95,400</td>
</tr>
<tr>
<td>records</td>
<td></td>
</tr>
<tr>
<td>Number of unique employee benefit options</td>
<td>695</td>
</tr>
<tr>
<td>Number of external vendors of employee benefits</td>
<td>32</td>
</tr>
<tr>
<td>Number of history records for jobs advertised</td>
<td>6,900</td>
</tr>
<tr>
<td>Years of online position history</td>
<td>20</td>
</tr>
<tr>
<td>Years of complete online employee history (in addition, USNH has</td>
<td>10</td>
</tr>
<tr>
<td>complete employment records for all employees active in the last</td>
<td></td>
</tr>
<tr>
<td>several years; some data go back to 1942)</td>
<td></td>
</tr>
<tr>
<td><strong>Financial Activity</strong></td>
<td></td>
</tr>
<tr>
<td>Number of funds</td>
<td>4,600</td>
</tr>
<tr>
<td>Number of active general ledger accounts</td>
<td>11,000</td>
</tr>
<tr>
<td>Number of active budget lines</td>
<td>208,600</td>
</tr>
<tr>
<td>Number of 1099s issued</td>
<td>1,100</td>
</tr>
<tr>
<td>Number of active vendors records</td>
<td>12,700</td>
</tr>
<tr>
<td>Number of miscellaneous vendor payees</td>
<td>18,200</td>
</tr>
<tr>
<td>Years of online history</td>
<td>15</td>
</tr>
<tr>
<td>Total history ledger records (3,600,000 added annually)</td>
<td>30,000,000</td>
</tr>
<tr>
<td>Purchasing documents (requisitions, bids/RFPs, external POs)</td>
<td>72,700</td>
</tr>
<tr>
<td>Internal purchase documents (internal PO, internal voucher)</td>
<td>285,000</td>
</tr>
<tr>
<td>Item</td>
<td>Current</td>
</tr>
<tr>
<td>----------------------------------------------------------------------</td>
<td>---------</td>
</tr>
<tr>
<td>Disbursement documents (payment vouchers, and manual and automated checks)</td>
<td>385,500</td>
</tr>
<tr>
<td>Purchasing card documents</td>
<td>70,000</td>
</tr>
<tr>
<td>Budget documents (revenue, expenditure and appropriation, including automated and manual transactions)</td>
<td>196,000</td>
</tr>
<tr>
<td>Cash receipt documents</td>
<td>124,000</td>
</tr>
<tr>
<td>Journal voucher documents (integrating payroll feeds, fringe and indirect allocations, manual journals)</td>
<td>631,000</td>
</tr>
<tr>
<td>Fixed assets:</td>
<td></td>
</tr>
<tr>
<td>Total existing equipment records</td>
<td>26,000</td>
</tr>
<tr>
<td>Annual equipment additions/disposals</td>
<td>4,300</td>
</tr>
<tr>
<td>Buildings</td>
<td>600</td>
</tr>
<tr>
<td>Depreciation categories</td>
<td>125</td>
</tr>
<tr>
<td>Gift stewardship accounts (active)</td>
<td>1,200</td>
</tr>
<tr>
<td>Endowment accounts (active)</td>
<td>664</td>
</tr>
</tbody>
</table>

**Research and Sponsored Programs (exclusive of financial aid)**

Research Volume *(USNH Total $62,800,000)*

<p>| | |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>UNH</td>
<td>$52,000,000</td>
</tr>
<tr>
<td>KSC</td>
<td>$2,000,000</td>
</tr>
<tr>
<td>PSC</td>
<td>$1,000,000</td>
</tr>
<tr>
<td>CLL</td>
<td>$1,300,000</td>
</tr>
<tr>
<td>UNH Agricultural Experiment Station</td>
<td>$1,600,000</td>
</tr>
<tr>
<td>UNH/NH Cooperative Extension</td>
<td>$4,900,000</td>
</tr>
</tbody>
</table>

| Proposals submitted                | 850    |
| Number of principal investigators  | 280    |
| Number of active projects          | 825    |
| Years of online proposal and award history | 30     |

**Populations for fall, 1998:**

<table>
<thead>
<tr>
<th></th>
<th>UNH, NHPTV, UNHF</th>
<th>UNHM</th>
<th>KSC</th>
<th>PSC</th>
<th>CLL</th>
<th>USNH Admin</th>
<th>Total USNH</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Students</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Headcount</td>
<td>15,067</td>
<td>1,130</td>
<td>4,594</td>
<td>4,118</td>
<td>2,530</td>
<td>N/A</td>
<td>27,439</td>
</tr>
<tr>
<td>FTE</td>
<td>11,930</td>
<td>805</td>
<td>3,909</td>
<td>3,551</td>
<td>1,398</td>
<td>N/A</td>
<td>21,593</td>
</tr>
<tr>
<td><strong>Personnel (headcount)</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Faculty</td>
<td>726</td>
<td>26</td>
<td>173</td>
<td>163</td>
<td>-</td>
<td>N/A</td>
<td>1,088</td>
</tr>
<tr>
<td>Staff</td>
<td>1,601</td>
<td>33</td>
<td>260</td>
<td>301</td>
<td>68</td>
<td>45</td>
<td>2,308</td>
</tr>
<tr>
<td>Non-benefits eligible employees</td>
<td>4,648</td>
<td>117</td>
<td>1,224</td>
<td>1,272</td>
<td>240</td>
<td>7</td>
<td>7,508</td>
</tr>
</tbody>
</table>

*(includes student employees)*
B. Basic Overall Requirements

1. Overall functionality
   The underlying, unifying vision for long range planning for USNH administrative technology systems is to provide affordable access, appropriate to the data and informational needs of any USNH user that will be available at anytime from anyplace. Any systems proposed by the bidders should support this vision.

   USNH’s goal is to implement an integrated administrative system with near zero software customizations. The underlying RDBMS must be ANSI SQL compliant (Oracle Version 7.3.x or higher preferred). USNH expects the final deployment platform to ultimately be UNIX (Compaq, SUN, HP or IBM) for middleware, web and RDBMS servers. We prefer the selected system to allow for implementation timeline flexibility by additionally supporting an OpenVMS operating system on an Alpha platform. Client interface must be entirely GUI and vendor must have a demonstrated commitment to WEB deployment.

2. Integration
   The administrative information system proposed should be a fully integrated system meeting the needs of both the finance and human resource functions. Preference will be given to vendors whose proposal also provides a fully integrated solution for sponsored programs administration and other administrative functions.

3. Installed/Operational Base
   The software chosen will be from a major, established, stable vendor with an existing installed client-base of proven integrated human resource and finance solutions in educational institutions of USNH’s size and complexity. The proposed system should not have been developed in an environment where the supporting platform, language, or delivery mechanisms have not been fully tested and proven functional and reliable.

4. System architecture
   USNH expects to maintain a single database for the financial and human resource data across all campuses. The proposed distributed systems infrastructure (including operating system and RDBMS components) configuration should assure the long term effective and efficient delivery of the vendor's integrated application software. The proposed configuration should support all USNH users across a highly decentralized, multiple campus configuration throughout the state. USNH expects the systems architecture to be inherently scalable and that the application has been developed in modern standard open programming languages and provides an application programming interface.

5. Vendor commitment
   Vendor must have a demonstrated commitment to the higher education industry, be financially healthy, and be committed to long term product development and maintenance through periodic technical and functional upgrades. Vendor must have a proven record for providing fully tested and stable new software releases including well documented installation scripts and procedures. Historical frequency of software updates should be disclosed.

6. Y2K Compliance
   Any system supplied must be fully Y2K compliant.

7. Consulting support
   Consulting support required or recommended during the implementation stages should be identified and described. Such services as technical implementation support, training, project management, data conversion, business process reengineering, and software customization (if necessary), should be identified.

8. On-going maintenance/support
   USNH expects the selected bidder to provide as part of the on-going maintenance fees such services as “hot-lines”, user groups, system and user documentation, web access to product information and software upgrades as well as other services. Average response times for user problem resolution and normal operating hours of support areas should be listed.
### C. Expected System Components

<table>
<thead>
<tr>
<th>Finance</th>
<th>Human Resources</th>
<th>Research/ Sponsored Programs</th>
<th>Technical/ Common</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Basic Elements:</strong> <em>(not necessarily in priority order)</em></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Support GASB accounting/ reporting and fund accounting</td>
<td>Position control and future year budgeting</td>
<td>Project and budget level accounting/ reporting and budgeting</td>
<td>Remote distributed document processing with security and approvals</td>
</tr>
<tr>
<td>Fully support encumbrance accounting</td>
<td>Comprehensive automated increase processing</td>
<td>Financial management (reporting, invoicing, letter of credit drawdowns, accounts receivable)</td>
<td>Compatibility with USNH’s existing and planned access control services (authentication/ authorization)</td>
</tr>
<tr>
<td>Flexible budget controls</td>
<td>Human resource management including personnel classification</td>
<td>Time and effort reporting</td>
<td>UNIX based middleware, web servers and RDBMS server</td>
</tr>
<tr>
<td>Flexible charge and allocation methodology (e.g. fringe benefit and F&amp;A)</td>
<td>Comprehensive appointment history</td>
<td>Streamlined project establishment</td>
<td>Proven record for providing fully tested and stable new software releases including well documented installation scripts and procedures</td>
</tr>
<tr>
<td>Accounts payable</td>
<td>Demographic and employment information</td>
<td>Processes to support cost-sharing and program income</td>
<td>SQL compliant RDBMS, Oracle preferred</td>
</tr>
<tr>
<td>Purchasing card electronic capabilities</td>
<td>Payroll</td>
<td>Support for audit and compliance reports (A-133, MBE/WBE, small business)</td>
<td>Demonstrated commitment to web deployment</td>
</tr>
<tr>
<td>Distributed electronic requisitioning/ purchasing system</td>
<td>Flexible labor distribution and redistribution</td>
<td></td>
<td>Open systems with compliance to industry standards</td>
</tr>
<tr>
<td>Budget preparation and modeling, integrating position control and operating budgets</td>
<td>Benefits administration including flexible benefits</td>
<td></td>
<td>Provisions for use of external management reporting/ mining tools</td>
</tr>
<tr>
<td></td>
<td>Affirmative action reporting</td>
<td></td>
<td>Comprehensive effective dating for historical records</td>
</tr>
<tr>
<td></td>
<td>Salary survey data integrated with classification data</td>
<td></td>
<td>Comprehensive automated job scheduling facilities</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>EDI support</td>
</tr>
<tr>
<td>Finance</td>
<td>Human Resources</td>
<td>Research/ Sponsored Programs</td>
<td>Technical/ Common</td>
</tr>
<tr>
<td>---------</td>
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<td>-----------------------------</td>
<td>------------------</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Inherently scalable architecture</td>
<td>Comprehensive application specific security management</td>
</tr>
</tbody>
</table>

**Supplemental Elements: (not necessarily in priority order)**

- Fixed assets & depreciation
- Soft encumbrances
- Accounts receivable distributed with credit and collection management
- Endowment management
- Bid preparation and tracking
- Employee travel management
- Gift stewardship
- Web Self service
- Time and attendance tracking
- Applicant tracking
- Proposal preparation tools
- Proposal/award tracking
- Management of technology transfer (patents, copyrights, royalties, licenses, material transfer agreements)
- Ability to identify and manage different types of money (authorized dollars, pre-authorized dollars, future/expected dollars, etc).
- Support for development of F&A rate
- Post-award administration
- Management of regulatory compliance processes (IRB, IACUC, HazMat, etc)
- Support for multiple operating systems including UNIX, OpenVMS (for transitional purposes)
- Integrated workflow
- Document imaging
- E-commerce
- Integrated data warehouse
- Integrated ad-hoc inquiry and reporting
D. Optional Items

Bidders should feel free to provide other ideas and proposals, beyond the basic requirements, to meet USNH needs. Possibilities for supplemental proposals include, but are not limited to:

1. Enhanced sponsored programs administration functionality: USNH will consider purchasing customized software services to meet the needs of the sponsored programs administration functionality beyond that provided in the basic financial and human resources modules. Based upon the information supplied in section II.A, B. and C., list the estimated number of hours it would take for such customizations. If this service will be provided by a third party, list the name of the firm which will provide the service.

2. Optional services: USNH will consider alternative services recommended by the bidder such as rapid implementation methodologies; predefined business models and process templates; training strategies beyond “train-the-trainer”; and customized documentation writing for USNH user manuals; project management; business process reengineering assistance; change management consulting, etc. Based upon the information supplied in Section II.A, B. and C., list the estimated number of hours it would take for such services. If this service will be provided by a third party, list the name of the firm which will provide the service.

3. Hardware: USNH will consider purchasing the required hardware on which to run the integrated financial and human resource system from the selected bidder. List the hardware which, in your firm's professional opinion, would offer USNH optimal service when running the proposed integrated finance/HR system. This list should be thorough and complete and include any items that must be in place on any campus for the system to work properly.

4. Turnkey system: USNH will consider purchasing entire bundled systems solution (hardware, operating system, RDBMS components, installation support and fine-tuning) from the selected bidder. List all components for a turnkey system which, in your firm's professional opinion, would offer USNH optimal service when running the proposed integrated finance/HR system. This list should be thorough and complete and identify quantities of each item as well as brands.

5. USNH is a member of the New Hampshire College and University Council (NHCUC) which includes all the private and public four-year institutions of higher education within the state. Discuss the advantages/disadvantages for this group to enter into consortium buying with the selected bidder.

III. REQUEST FOR PROPOSAL (RFP) INSTRUCTIONS/INFORMATION

A. Overview of RFP Process/Timeline

1. Proposal packages shall be announced to interested bidders no later than March 16, 1999.

2. A pre-proposal meeting has not been scheduled for this RFP.

3. Written questions about the RFP may be submitted (via fax, US mail, e-mail or courier service, e.g., UPS, FedEx, etc.) to the contact cited in Section I.C. All questions must be received by Monday, March 22, 1999 at 12:00 p.m. EST.

4. All questions will be answered in one response, which will be faxed or e-mailed by the close of business on Friday, March 26, 1999.

5. Written proposals are due no later than Monday, April 19, 1999 at 11:00 a.m. Proposals will be opened and read aloud at that time. Bidders and the general public are welcome to attend the opening. Late proposals will neither be accepted nor considered. The written copy of the proposal will be considered the official proposal.

An electronic copy of the proposal in Adobe Acrobat format should be sent to Diane.Cotter@UNH.edu within 5 business days of the RFP opening. This information will be published on the web, but restricted to USNH access.

6. All proposals will be read, reviewed and evaluated by the evaluation committee.

7. Finalists will be asked to come to one or more of the USNH campuses to demonstrate their software and to discuss their proposals further with the USNH evaluation committee and other USNH staff. These presentations will take place during May and June 1999.
8. Site visits to current customers of the bidder (representing institutions of similar size and complexity to USNH) may be required and will be conducted by USNH staff during May and June 1999.

9. The evaluation committee is expected to make a report of its findings to USNH executive management no sooner than Friday, July 16, 1999.

10. It is expected that a contract will be signed and become effective no sooner than October 1, 1999.

B. General Instructions

1. Bidder’s personnel, without the prior approval of the USNH Director of Purchasing or her designee, may not make contact with or visitation to personnel at any campus regarding this RFP until after the bidder’s written response has been received by USNH Purchasing.

2. Any oral information received from the evaluation committee or any other USNH personnel will not alter or change this RFP.

3. The USNH Director of Purchasing must receive an original and twelve (12) copies of the proposal in a sealed package (see Section III.A.3 for date & time). Packages should be addressed as follows:

   Diane J. Cotter, C.P.M., Director
   University of New Hampshire
   UNH/USNH Purchasing Office
   11 Brook Way
   Durham, NH 03824-3509

   Packages should be clearly marked “RFP #99-06697”. The original must be marked “Official Proposal” and the rest should be marked “copy”.

4. By responding to this RFP the bidder acknowledges that s/he has read and understands the information contained within this RFP and has taken the contents into account in the preparation of the base proposal amount as well as any alternate proposal prices.

5. The cost for developing the proposals shall be absorbed by the bidder.

6. USNH considers all terms and conditions to be accepted unconditionally by a bidder unless written exceptions are made to specific clauses of this specification. Such exceptions may, however, be used as a basis for rejection of the proposal.

7. Failure of a bidder to follow the instructions of the RFP may result in rejection of the bidder’s proposal.

C. Format & Contents of Proposal

1. Clearly identify the company submitting the proposal. Proposals must follow the same sequence and numbering scheme used in this specification.

   a. Executive summary signed by an authorized officer or other authorized personnel of your company (no more than three pages).

   b. Acknowledge the receipt of any and all addenda to this RFP by listing the addenda by number and by date in the executive summary. The format shall be as follows:

       Addendum No. _____ Date _____

2. Describe bidder’s organization and staffing.

   a. Provide a description of the bidder’s overall organization and staffing including employee retention rates by job categories.

   b. List the names and titles of all personnel who will be assigned to the USNH contract.

3. Provide complete details for all the base requirements set forth in this RFP in section II.

4. Provide a detailed plan for fulfilling the base proposal including recommended implementation schedule(s). Include a description of what the bidder views as its responsibilities and what it views as USNH responsibilities.

   a. Provide detailed information about any optional items (See Section II.D) being proposed. Note how these items would fit into the implementation schedule(s) requested above and any impact on USNH’s responsibilities detailed in the base proposal.
b. The detail provided for the base proposal and any optional items should be sufficient for USNH to make an informed decision.

5. Provide details of subcontracts and corporate partnerships contemplated by the bidder to deliver services.

6. Provide complete information for any services, information, equipment, or space to be provided by USNH.

7. Provide a list of all existing higher education clients of similar size and complexity as USNH who are operating both financial and human resource systems must be included with the proposal. Include each site’s purchase, installation and “go live” dates.

8. Attach bidder’s complete, audited financial statement for the current and previous fiscal years.

9. Pricing
   a. Base pricing should include a detailed description and individual pricing schedules to meet USNH’s needs in the following areas:
      1) Base application software
      2) Implementation/consulting/training support (include an estimate of the number of hours or days required for each category and a schedule of hourly rates)
   b. Optional items pricing should include detailed descriptions and individual pricing schedules for each option offered (please refer to Section II.D). Any consulting or other service pricing should include the number of hours/days that are included in the price. Also list a per hour or per day fee for additional work if it is determined during implementation that more is required.
   c. List any discounts for hardware, software and maintenance which could be achieved by consortium buying (See Section II.D.6. above). These discounts should be specific to the administrative information system that USNH intends to purchase and may also include other offerings from the selected bidder.

D. Evaluation Committee Rights/Rules of Conduct

1. The USNH evaluation committee expressly reserves the right to reject any and all proposals without penalty, to waive all technicalities and irregularities and deviations of proposals from this RFP, to decide whether a proposal does or does not substantially comply with the requirements of this RFP, to be the final judge as to which is the best overall proposal, and to award a contract to the bidder whose proposal it considers to be in the best interest of USNH.

2. USNH reserves the right to award a contract without discussion or negotiation if it determines that such an award will result in fair and reasonable pricing and would be the most advantageous to USNH.

3. The proposal of any bidder who refuses to enter into a contract after it has been awarded will be rejected.

4. The evaluation committee will treat all proposals received prior to the opening date as confidential. The committee may disseminate information to others whom the committee deems in its sole discretion to have an interest in the proposal. In no event shall the committee be liable for any breach of confidentiality. All materials submitted in response to this RFP, with the exception of any materials that both the bidder and committee deem as confidential (and so marked by the bidder) will become the property of USNH and will become part of the public record. Pricing may not be considered confidential information.

5. The content of the evaluation committee’s working papers and discussions relating to the proposals will be considered confidential.

6. The evaluation committee will evaluate all proposals against the evaluation criteria listed in this RFP and determine which bidder will best meet the needs of USNH.

7. USNH reserves the right to negotiate simultaneously with more than one bidder.
E. Evaluation Factors

1. Proposal
   Each proposal should address all sections of this request for proposal. The submission must be in sufficient detail to allow the evaluation committee the ability to evaluate the proposal.

2. Evaluation criteria will be based on, but not necessarily limited to, the following factors (listed in rank of importance):
   a. Product functionality
   b. Product technology (platforms on which software runs, system architecture, etc.)
   c. Total cost of ownership over the estimated system life cycle, including anticipated internal costs.
   d. The quality and quantity of professional services and support offered by bidder (during implementation and on going)
   e. Bidder’s long-term financial viability
   f. Bidder’s corporate strategy (mission/vision; growth; product strategy)
   g. References from other higher education institutions for which bidder has provided similar products and services

Negative findings or judgments on the basis of any one of the above criteria may result in elimination of a given proposal from further consideration.

IV. INSTRUCTIONS TO SUCCESSFUL BIDDER FOR EXECUTION OF A CONTRACT

A. Contract
   The USNH Director of Purchasing will work with the selected bidder’s representative(s) to develop a mutually agreeable contract.

   All terms and conditions listed in this RFP will be taken into consideration when developing the contract as will the specific tasks and deliverables.

B. Insurance Requirements
   1. The successful bidder is expected to have professional liability insurance with policy limits of not less than $1 million per occurrence.
   2. The policy described in IV.B.1, above, shall be standard form employed in the State of New Hampshire, issued by underwriters acceptable to USNH and authorized to do business in the State of New Hampshire. The policy shall contain a clause prohibiting cancellation or modifications of the policy earlier than 10 days after written notice thereof has been received by USNH.
   3. The successful bidder shall deliver to USNH the required certificate of insurance with the executed contract.

C. State Registration
   Simultaneously with the delivery of the executed contract, the successful bidder shall deliver to USNH, the registration to do business and certificates of good standing from the Secretary of State, the Banking Commissioner, or Insurance Commissioner as appropriate for each security, bank and insurance company.

D. Contract Terms and Conditions
   Bidder shall guarantee their pricing structure for the first year of the contract. Pricing for annual software maintenance during the subsequent ten years will be expected not to increase at any more than the rate of inflation as measured by the CPI for the latest complete 12-month period.

E. Contract Termination
   1. USNH may without prejudice to any right or remedy, and after giving the supplier and its sureties written notice, terminate the contract forthwith if any of the following conditions, a. through d., exist:
      a. If the supplier should be adjudged bankrupt;
      b. If the supplier shall make a general assignment for the benefit of his creditors, or a receiver should be appointed over the property;
c. If the work under this contract shall be abandoned or for deficiencies not corrected within a reasonable time; and,

d. If this contract or any part hereof shall be subcontracted without previous written consent of USNH.

2. USNH reserves the right to cancel the contract awarded, if in USNH’s judgment, performance under the contract is unsatisfactory. It is understood, however, that if at any time during the term of the contract performance thereunder is deemed to be unsatisfactory, USNH shall so notify the supplier and demand that the supplier shall correct such unsatisfactory conditions immediately but not more than ten (10) days from such notification. If such corrections are not made within the allotted time period, USNH may terminate the contract within thirty (30) days of the initial notification date.

F. USNH’s Rights and Responsibilities

1. USNH reserves the right not to enter into a contract if, after reviewing all proposals received, it is determined such a contract would not be in the best interest of USNH.

2. USNH intends to meet its contract obligations and to treat all bidders and suppliers fairly.

3. USNH expects to interview and share in the selection decision for all key supplier and subcontractor personnel assigned to USNH. In addition, USNH reserves the right to approve all key personnel changes throughout the life of the contract.

G. Supplier’s Rights and Responsibilities

The primary contact(s) for this contract will be identified and communicated during the various stages of implementation and operation and shall be the official contact(s) for the supplier. Questions of conduct, methods, quantity, quality, scheduling, etc. are to be directed to the primary contact(s) during the term of the contract.

H. Rights Accorded to Both Parties

1. If, because of riots, war, public emergency or calamity, fire, earthquake, Acts of God, government restriction, labor disturbance or strike, business operations at the University shall be interrupted or stopped, performance of this contract, with the exception of moneys already due and owing shall be suspended and excused to the extent commensurate with such interfering occurrence, and the expiration date of the contract may be extended for a period of time equal to the time that such default in performance is excused.

2. Choice of law and legal remedies: The contract shall be governed by and construed in accordance with the laws of the State of New Hampshire. USNH and supplier shall have all remedies afforded each by said laws.
Appendix A - Organization Chart for System Implementation

ITPAC

Advisory Committee
- Campus representatives and functional experts

Executive Steering Committee
- USNH Upper management

Project Director (page A2)

FIS Team Leader (page A3)
- New Hires

HR Team Leader (page A3)
- New Hires

IT Team Leader (page A3)
- New Hires

Finance Implementation Team (pages A3-4)

HR Implementation Team (pages A3-4)

IT Implementation Team (pages A4)

Advisory Committee would provide advice and counsel to the ESC as needed. The committee would not meet as a full committee, but rather individuals would meet with the ESC during periods of implementation relevant to their respective functional areas.

ESC is responsible for setting decision-making guidelines and managing issues and conflicts that will allow the project to move forward. The appeal is only to the Chancellor. In a minima, the ESC will meet first and third weeks of each month with the Project Director (PD) and will meet with the Advisory Committee members as needed.

Project Director is responsible for the day-to-day activities of the project. In conjunction with project team, this person should develop a project plan defining key milestones and deliverables, and when these are due.

Team leaders are responsible for defining the roles and responsibilities of team members, and managing the activities and resources of the team to meet project objectives. Individuals will be "assigned" to Project Director for duration of project, but maintain primary obligations to permanent supervisors.

Revised 10/30/98

Role definitions from KPMG "Management Issues" publication, August 1998