

**THE UNIVERSITY OF NORTHERN IOWA
CEDAR FALLS, IA**

Request For Proposal Q8538

Student Information, Residence Housing, and Campus Parking Systems

**Purchasing Services – Office of Business Operations
University of Northern Iowa
1148 Campbell Hall
Cedar Falls, IA 50614-0008
Email, tori.stafford@uni.edu**

Issue RFP	June 2, 2008
Intent to Propose due by vendors (email to tori.stafford@uni.edu)	June 6, 2008 – 3:00 PM CDT
Pre-Bid Conference Call/Meeting (SIAC Conference Room – Maucker Union)	June 10, 2008 1:00 – 3:00 PM CDT
Written questions, requests for clarification and suggested changes due from suppliers	June 13, 2008 – 3:00 PM CDT
Written responses to questions, requests for clarification and suggested changes	June 18, 2008
Electronic and hardcopy proposals due	June 27, 2008 – 3:00 PM CDT
On site campus demonstrations	September 8 – 24, 2008
Anticipated contract signing	December 2008

University of Northern Iowa

TABLE OF CONTENTS

<i>Section 1 - General Information</i>	3
<i>Section 2 - Proposal Requirements</i>	10
<i>Section 3 - Requirements</i>	12
<i>Section 4 - Standard Terms and Conditions</i>	18
<i>Attachment A - Proposal Form</i>	24
<i>Attachment B - Proposal Compliance Form</i>	27
<i>Attachment C - Vendor/Product Information Form</i>	29

University of Northern Iowa

Section 1 - General Information

1.1 Introduction and Request for Proposal

The University of Northern Iowa, hereinafter referred to collectively as the University, requests proposals from qualified vendors in regard to new student information, housing, and campus parking systems.

Submissions are to be received in the Office of Business Operations – Purchasing Services, University of Northern Iowa, 1148 Campbell Hall, Cedar Falls, IA 50614-0008 on or before June 27, 2008 until 3:00 P.M. CDT.

1.2 Goals of the Project

The following are the goals that have been identified for the project.

- ❖ Enhance the efficiency and increase the effectiveness of critical business processes associated with student-related information services.
- ❖ Identify opportunities for optimization of business processes.
- ❖ Establish a high degree of University-wide buy-in for the student ERP project.
- ❖ Develop an estimated timetable and budget for software acquisition, system deployment and related processes.
- ❖ Ensure an informed, efficient and justifiable student ERP selection decision.

These are embodied in the requirements of the system as stated in later sections of this Request for Proposal (RFP).

1.3 General Background Information of the University of Northern Iowa

The University of Northern Iowa, located in Cedar Falls, was founded in 1876. Today, the campus covers 915 acres and consists of six colleges: Business Administration, Education, Humanities and Fine Arts, Natural Sciences, Social and Behavioral Sciences, and Graduate College.

Approximately 12,490 undergraduate and graduate students are currently enrolled. The fiscal year 2009 budget of the University of Northern Iowa is \$279 million. The University employs approximately 3,100 faculty and staff, and 4,700 student employees on an annual basis.

The University considers the following to be peer institutions:

- ❖ Northern Arizona University
- ❖ California State University at Fresno
- ❖ Illinois State University
- ❖ Indiana State University
- ❖ Central Michigan University
- ❖ University of Minnesota at Duluth
- ❖ University of North Carolina at Greensboro
- ❖ Ohio University
- ❖ University of North Texas
- ❖ University of Wisconsin at Eau Claire

1.4 Current Technical Environment

Database Environment

University of Northern Iowa

The University has standardized on Oracle Database software for enterprise application systems and currently has a site license for all production operating systems. Currently the University is running Oracle 10gR2.

The current Student Systems are running on a Supra 2.7 database hosted on an IBM z/800 series mainframe, model 2066-0E1 running z/OS 1.9. Storage for this platform is an IBM Shark SAN. The University does not desire to continue using this environment with the new system but any proposed solution will need to interface with this system for data migration purposes.

Current Hardware and Operating System Environments

The University has standardized on Sun and Dell hardware for most enterprise systems. Sun Solaris 10 is the operating system of choice on the Sun hardware. Red Hat Enterprise Linux is the Linux distribution run on the Dell hardware. Microsoft Windows Server 2003 is also run on the Dell hardware. The University's preference is to implement a solution on the Sun platform.

Web applications are developed on the Sun platform with an Oracle/Sun backend. The development environment consists primarily of Perl/CGI and J2EE applications, running on either Apache or Oracle Application Server.

The University's SAN vendor is EMC, the current environment consists of a single CX3-40 with over 20TB of storage.

Current Mainframe Environments

The z/800 series mainframe is the primary platform for the majority of the current student systems. The systems that reside there are all written in house using Cobol and Mantis (4gl development language for CICS). Systems supported in this environment include the Student Demographic, Admissions, Financial Aid, Grading Systems, Residence and Parking systems.

Current Distributed Environments

The University's Distributed Environment is used to run many vended and in house developed applications.

The following is the majority of hardware and software found in the university's distributed environment (*the asterisked entries are the university's preferred choices*)

- 1) Hardware
 - a. Sun *
 - b. Dell
- 2) Operating Systems
 - a. Sun Solaris *
 - b. Redhat Linux
 - c. Microsoft Windows Server
- 3) Central Storage
 - a. EMC *
- 4) Database
 - a. Oracle 10g *
 - b. Microsoft SQL Server
- 5) Web Servers
 - a. Oracle Application Server *
 - b. Apache
 - c. Microsoft IIS
- 6) Application Servers

University of Northern Iowa

- a. Oracle Application Server *
- 7) Authentication and Authorization Infrastructure
 - a. LDAP (Oracle Internet Directory) *
 - b. Active Directory

System Availability

The University requires application solutions to run on multiple, redundant nodes (clustered or load-balanced). System must be able to be up 24 x 7 on a regular basis.

Identity Management Environment

The University currently uses a custom built identity management system. The chosen solution must allow for a user exit to call our custom module to create accounts on demand. This custom module (PL/SQL) creates the University ID (numeric) and initial username as well as creating the initial Oracle Internet Directory (OID) account.

The University uses a custom built solution for web-based single sign-on. We are currently evaluating the use of CAS or CoSign to enhance this solution. This solution leverages Oracle Internet Directory (LDAP) for authentication.

Mainframe Access Controls

The University currently uses transaction based security to provide authorization for mainframe applications. Based on a user's role(s), they may be granted a set of transactions. The applications are VTAM screens which the functional offices access through the QWS3270 Secure product, a TN3270E emulation tool.

Several functional workshops have identified requirements that will force UNI's current identity management practices to evolve. These requirements include:

- The need for self-service portal functionality for students and prospective students.
- The need for self-service parent functionality GRANTED by the student. This may include view and or update functionality.
- Service provision for students that never set foot on campus, such as pure distance learning programs and overseas programs.
- A united portal for all related to UNI including employees, and alumni.

Integration Standards

The University currently uses PL/SQL and Perl for many interfaces, but any new systems procured must support modern interoperability protocols (XML/SOAP/WS-*) that enable loose coupling of application components. The intended direction is toward a Service Oriented Architecture (SOA) that will enable the construction/consuming of agnostic, reusable "services" that provide business logic and application functions. The end result is a system that is agile and flexible and provides a disciplined, standards based technology framework for the improvement of service delivery and support.

Current Student Information Systems

Current Administrative student application systems generally fall into the following environments:

University of Northern Iowa

Home grown programs implemented in MANTIS/SUPRA, running on an IBM mainframe (see above for details). Functional offices often refer to these systems generically as “SIS”. The applications are VTAM screens which the functional offices access through QWS3270 Plus, a TN3270 emulation tool. These applications form the core transactional processing systems for the University student system. Many of these applications were designed in the late 1970’s and early 1980’s.

Locally written programs implemented in mod_Perl CGI/Oracle, J2EE, and ResQPortal running on Sun Solaris servers (see above for details). These programs:

- Web enable (ResQPortal) some of the SIS services mentioned above (e.g. Web Registration, change of address);
- Extend functionality missing from the core SIS (e.g. Plan of Study, Transfer Plan-IT, e-payment).
- Provide the University main portal (i.e. MyUNiverse)

There are also purchased products running in the Solaris environment:

- BlackBoard/WebCT Learning Management and Electronic Portfolio System

There are some purchased systems running in a Windows Server environment. This is not a preferred environment and we only run products in this environment if there is not a *NIX version of the product.

- EMAS – Enrollment Management
- WebFOCUS Reporting
- Astra Schedule
- EDISmart

Job Scheduling

The University addresses Job Scheduling in two main environments: Mainframe and Oracle ERP. Currently, there are separate products used in each environment. CA JobTrac is used on the mainframe and the “Concurrent Manager” is used in our ERP system. The proposed solution should include its own “Concurrent Manager” type solution that allows users to schedule their own jobs, or a license for a supported third party solution that does the same.

Backup / Recovery

Backups of our distributed systems are done using Veitas Netbackup using one of two distributed Automated Tape Libraries.

Disaster Recovery / Business Continuity

The University requires that the system support the various options allowed by Oracle in this area. Those include running with the following:

- Oracle Data Guard
- Oracle Real Application Clusters

Managing Development, Test, and Usability Testing Environments

The University has identified the need for a variety of test systems. Any solution must provide procedures for “cloning” production database and application tiers to test. These procedures must result in a fully working test system that can be created in less than 3 days work, and is identified as a test system.

University of Northern Iowa

The solution must also provide methods for extracting and moving application set ups, and code from a test system to another test system or production without requiring set ups to be redone. These procedures should be scriptable in a UNIX environment.

The solution must support a promotion model for both applications and configuration items (i.e. - from test to QA to production).

Managing System Operations

The University has identified the need for tools to monitor any proposed solution. The monitoring application should be able to monitor key components of the system and based on thresholds send e-mails or pages to systems personnel.

Data Warehouse

Currently, the University does not employ a comprehensive data warehouse. As part of this RFP, the University is requesting SIS vendors to provide a data warehouse solution that could meet not only its student information needs, but also potentially its university wide needs by including information from other systems, primarily, the Oracle Human Resource and Financial systems.

Portal Solution

General Description: The University of Northern Iowa (UNI) has a single portal for use by students, faculty, staff, parents, alumni, and patrons. It is a home-grown application, written in Perl and running on an Oracle database. Individual user's personal data is migrated from the Legacy Student System and the Oracle Human Resource system then blended into a combined database which supplies the user profiles for the portal. Possible user profiles include student, employee or a combination of both.

Student profiles are created and updated at all stages of maturation from applicant through to alumni. Currently students are directed to the portal once they have been admitted to UNI, but the University has plans to create portal content for prospective students. As a student progresses through their relationship with UNI, their portal changes accordingly.

Staff is directed to the portal once they become an active employee. If an employee is also a student they will receive a blended portal incorporating student and staff functions.

Authentication: Portal users are authenticated using the University's central authentication system (Oracle Internet Directory), an LDAP solution.

Content Generated Based on Identity and User Type: The portal provides links personalized to the user. The links may be to secure data or applications specific to the user or to groups to which the user belongs, and to non-secure URL's which are primarily general information pages within the university's web space.

User Customization: The portal allows users to show or hide channels they would like to include in their portals and to change the order in which those channels are displayed. Users have the option to add personal links to their portal.

Custom Portal Applications: The portal incorporates numerous in-house created applications including:

- a. Current Announcements/Portal Messaging Channel – This is an announcement channel that displays messages targeted to users at many different levels from individuals to groups based on demographic data to all users.

University of Northern Iowa

- b. Surveys – Authorized users can create surveys and election ballots, targeted to specific pre-defined or custom groups.
- c. MEMFIS Channel – This is a channel provided to employees only which includes a link to our Oracle E-Business Suite. This link changes based on if the user is a first time MEMFIS user or a returning user.
- d. Password Central – Displays links to various enterprise services' password change applications (CatID, MyUNiverse, WebCT, MEMFIS, Oracle Calendar, Active Directory) with password expiration dates and password change instructions.
- e. Poll of the Week – A current events/current interest poll displayed to all users that allows users to submit a vote and display poll results.
- f. Personal Records – Blends student, employee personal reports.

1.5 Review and Selection Process

The University will select vendor(s) on the basis of proposals received in response to this RFP and any other information the University acquires regarding a firm's ability to perform. The University will evaluate proposals and may select one or more firms based on responses to this RFP. Final selection and negotiation will be made after interviews with selected firms.

The evaluation of firms will include but not be limited to consideration of the following:

- Demonstrated understanding of the problems and needs of the University as outlined in the requirements sections, as well as the perceptiveness to address related areas.
- Soundness of the respondent's approach to provide for the needs presented and discussed.
- Experience and capacity of the respondent, including recent, related experience.
- Cost effectiveness and reasonableness of the respondent's proposed fees, both initial and ongoing.
- Ability to provide satisfactory and timely performance sufficient to meet the University's needs.
- Extent to which the conditions of this RFP are met by the respondent.
- Demonstration of system capabilities through discussions, demonstrations and potential visits to operational sites.

Significant consideration will be given to fee structure and estimated cost, but price will not be the sole determining factor.

After review of the proposals submitted and completion of onsite demonstrations, the University will select the vendor(s) and products, which, in its opinion, can best meet the University's requirements.

Following this selection, the University will issue a second RFP that will be used to gather submissions for integration services of the selected product(s). Once this second RFP has been issued and responses evaluated, the University will engage in contract negotiations with the software vendor(s) and integration firm(s) that best meet the University's requirements.

The University is requesting all vendors to provide pricing that holds firm until January 31, 2009.

1.6 Prerogatives of the University

This solicitation does not commit the University to award a contract or to pay any costs incurred in the preparation of a proposal. The University reserves the right to accept or reject any or all

University of Northern Iowa

proposals received; to negotiate with any qualified respondent or respondents; or to cancel, in part or in its entirety, this RFP.

Questions regarding this RFP should be directed to:

Tori Stafford
Purchasing Services – Office of Business Operations
University of Northern Iowa
1148 Campbell Hall
Cedar Falls, IA 50614-0008
FAX, (319) 273-3009
PHONE, (319) 273-2253
EMAIL, tori.stafford@uni.edu

University of Northern Iowa

Section 2 - Proposal Requirements

This section outlines the requirements for preparing and submitting a proposal in response to this Request for Proposal (RFP). It is essential that these requirements be observed. Each respondent is solely responsible for all costs of proposal preparation related to this RFP. The University will not reimburse respondents for any such costs.

2.1 Response Options

The University recognizes that no one vendor may be able to supply all of the components of this RFP. As such, qualified vendors can respond to one or more of the three following scenarios:

- Housing Requirements (Module "Housing" in Advantiv Decision Director)
- Parking Requirements (Module "Parking" in Advantiv Decision Director)
- Student Information System Requirements (All Modules listed in Advantiv Decision Director)

Regardless of which scenario(s) the respondent chooses, the submission must follow the guidelines provided in Section 2.8 of this RFP. Each scenario must be a separate submission.

2.2 Uniform Proposal Format

The following outline sets forth the required format and content of proposals submitted in response to the RFP. The outline represents the minimum information necessary to satisfy the RFP requirements. Additional material pertinent to the RFP may be provided as the respondent deems necessary. Responses not in conformance with the format and content requirements described below will be considered non-responsive and, accordingly, may at the sole discretion of the University be eliminated from further evaluation.

An electronic copy of the proposal and five (5) paper copies should be submitted. Proposals should be sent to:

Tori Stafford
Purchasing Services – Office of Business Operations
University of Northern Iowa
1148 Campbell Hall
Cedar Falls, IA 50614-0008
FAX, (319) 273-3009
EMAIL, tori.stafford@uni.edu
PHONE, (319) 273-2253

No telephone, telegraphic or facsimile submissions will be considered. Submissions received after the time for closing will be returned to the respondent unopened.

- 2.3 All inquiries or requests for clarification or interpretation or to notify the University of errors or omissions relating to this Request for Information must be directed, in writing via e-mail, by June 13, 2008 at 2:00 PM, to the DESIGNATED CAMPUS CONTACT: This is the only person that respondents may speak to until the award of a contract.

Tori Stafford
Purchasing Services – Office of Business Operations
University of Northern Iowa
1148 Campbell Hall
Cedar Falls, IA 50614-0008
FAX, (319) 273-3009

University of Northern Iowa

EMAIL, tori.stafford@uni.edu
PHONE, (319) 273-2253

Any questions received after this date and time will not be considered for response unless the University considers it in its best interest to provide such response. Responses to questions will be provided to all respondents via an addendum.

- 2.4 Proposals must be received at the above address by 3:00 P.M. CDT, on June 27, 2008.
- 2.5 All proposals become the property of the University.
- 2.6 The proposals may be shared with the other institutions governed by the Iowa Board of Regents.
- 2.7 The laws of the State of Iowa require that the contents of all proposals be placed in the public domain and be open to inspection by interested parties. Because the proposals may contain proprietary information, which is protected by Iowa law, they will not be placed in the public domain for viewing by interested parties, until UNI's representatives have been given an opportunity to read the proposals and remove any proprietary information. Trade secrets or proprietary information that are recognized as such and are protected by law may be withheld, if clearly identified as such in the proposal. Pricing information and discounts offered cannot be considered proprietary information.
- 2.8 Response Requirements

Interested and qualified firms must submit their Information in the following format, addressing each requirement described below.

- Written Submission that includes:
 - Executive Summary (limited to 3 pages) - brief narrative highlighting the respondent's submission and signed by an authorized company officer. It should indicate the full company name and address, contact person(s), telephone number, fax number, etc. The summary should contain as little technical jargon as possible, and should be oriented toward non-technical personnel.
 - Answers to the questions found in Section 3
 - Completion of the Proposal Form, Attachment A
 - Completion of the Proposal Compliance Form, Attachment B
 - Completion of the Vendor / Product Information Form, Attachment C
 - Completion of the Pricing Spreadsheet
- Completion of functional and technical requirements using Advantiv's DecisionDirector.

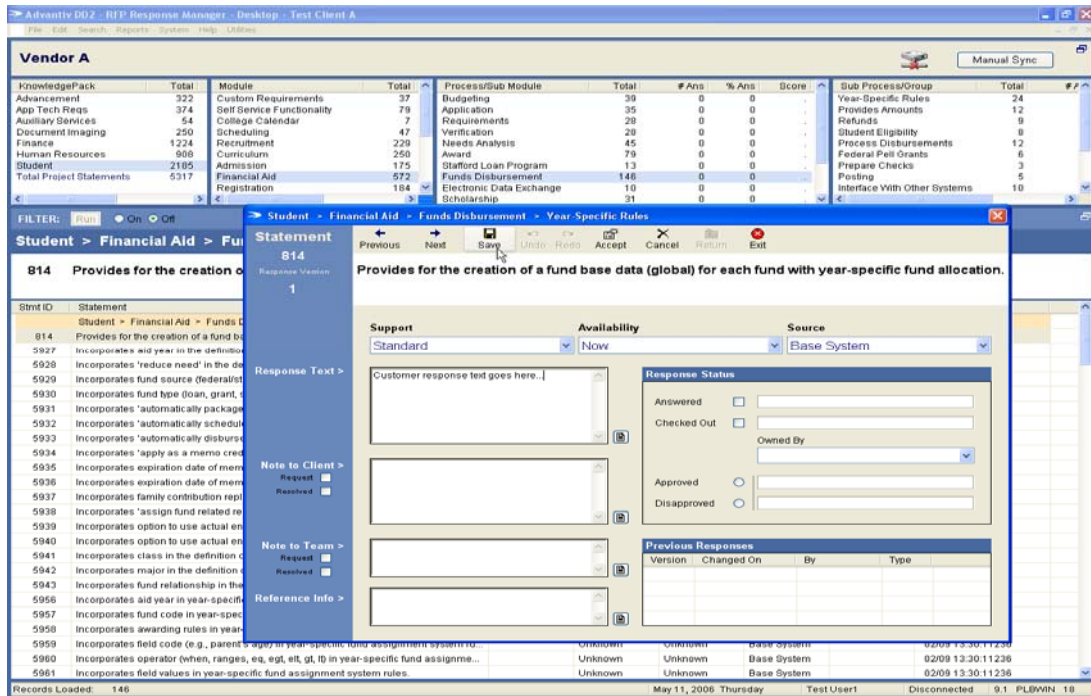
NOTE: All vendors must complete the technical requirements in DecisionDirector regardless of which scenario is chosen by the Respondent.

University of Northern Iowa

Section 3 - Requirements

Detailed functional requirements for this RFP were developed using DecisionDirector®, a secure, web-based team collaboration system provided by Advantiv Solutions, LLC. Accordingly, vendor responses to those requirements will also be collected and processed via DecisionDirector.

Each responding vendor will be provided with a secure, on-line response environment within DecisionDirector, similar to that shown in the example below:



Please contact Advantiv Solutions at dd2@advantiv.com. Advantiv Solutions will provide each vendor with all necessary instructions and support.

The DecisionDirector vendor response environment will open upon the release of the RFP and will close at 3:00 PM CDT on June 27, 2008. Should an award be made, the University anticipates making the selected Respondent's answers to the functional requirements a part of the eventual contract. Accordingly, The University will require all Responders to provide written verification that the answers that the Respondents provide via DecisionDirector are complete, accurate, and final.

In addition to the requirements found in DecisionDirector, please provide written responses to the following questions:

3.1 The vendor should provide information about the company, including:

- Company history
- Company size and organization
- How long the company has been in business
- The most recent audited financial information (e.g., annual sales, profitability, etc.)
- Reference information for at least three comparable institutions where the system is in production, including contact name, address, phone, and e-mail, description of the institution and why the vendor believes it to be comparable, and the date the software became a production environment

University of Northern Iowa

3.2 Provide a detailed diagram and describe the components of the hardware and infrastructure requirements for the proposed solution. This should include, at a minimum, the following:

- server hardware environment
- disk storage recommended requirements
- operating system support
- run-time architecture specifications (e.g., 1,2,3, or n-tier system, etc.)
- non-vendor provided components

All requirements proposed in this section and/or are necessary to meet the functional and technical requirements of the RFP must be included in the pricing spreadsheet or the response may be considered non-responsive and eliminated from consideration.

3.3 Provide a detailed diagram and describe the components of the proposed application software and how they integrate with one another, including non vendor provided components required for the proposed solution.

All requirements proposed in this section and/or are necessary to meet the functional and technical requirements of the RFP must be included in the pricing spreadsheet or the response may be considered non-responsive and eliminated from consideration.

3.4 Provide detailed information regarding any third party component included in the proposed solution, including:

- Company
- Company history
- Company size and organization
- Description of product
- Product contact information
- Comparable institutions and contact information where the product is in production
- Hardware and infrastructure requirements, if additional
- Patch process

If your submission utilizes components that differ from those currently in use by the University (see Section 1.4), describe how your proposed solution would better serve the University.

All requirements proposed in this section and/or are necessary to meet the functional and technical requirements of the RFP must be included in the pricing spreadsheet or the response may be considered non-responsive and eliminated from consideration.

3.5 Provide detailed information for each user tool included in the proposed solution.

All requirements proposed in this section and/or are necessary to meet the functional and technical requirements of the RFP must be included in the pricing spreadsheet or the response may be considered non-responsive and eliminated from consideration.

3.6 The new ERP student system will be required to scale to meet the future computing needs of the University. These needs will grow significantly from today's needs because of several factors:

- It is anticipated that the new student system will have a much broader set of self-service applications than we currently have, and therefore the frequency and duration of user activity should grow substantially.

University of Northern Iowa

- The process workshops that have been conducted to date as part of the Student Information System Review Project have identified the need to provide self-service applications to prospective students as well as parents, which could substantially increase our user base.

Please describe how your proposed solution meets the scalability needs of the University.

3.7 Monitoring is done on several levels within the University's environment.

- Netsight - Network Switch Environment Monitoring
- Cacti – Network Graphing
- Nagios – Open Source Network Monitoring
- Oracle Enterprise Manager – Server Monitoring
- Oracle Enterprise Manager – Database Monitoring
- Oracle Enterprise Manager – Web Server Monitoring
- IPCheck – Application Monitoring

Describe the level of instrumentation built into the proposed solution as well as interfaces to the above products.

3.8 The vendor must publish and adhere to a regular patch release schedule. The solution should allow for applying patches in a rolling fashion - 1 machine at a time. The vendor needs to be able to provide custom bug fixes within a mutually agreed-upon turnaround time. Direct access to vendor support must also be provided (i.e. not through an intermediary).

Please describe the proposed solution's patch process.

3.9 Provide detailed information on how your proposed solution would integrate with the existing Oracle HR and Finance package solutions currently in use at UNI.

All requirements proposed in this section and/or are necessary to meet the functional and technical requirements of the RFP must be included in the pricing spreadsheet or the response may be considered non-responsive and eliminated from consideration.

3.10 Provide detailed information on how your proposed solution would integrate with existing home-grown solutions currently in use at UNI if the university should choose to stay with components of the current solution, e.g., the standard API's that your product may provide.

All requirements proposed in this section and/or are necessary to meet the functional and technical requirements of the RFP must be included in the pricing spreadsheet or the response may be considered non-responsive and eliminated from consideration.

3.11 Provide detailed information about your proposed portal solution.

All requirements proposed in this section and/or are necessary to meet the functional and technical requirements of the RFP must be included in the pricing spreadsheet or the response may be considered non-responsive and eliminated from consideration.

3.12 Describe in detail the hardware and/or software necessary to have full local and remote client functionality and accessibility:

- from both PC (Intel) and Macintosh (Apple) clients
- using Mac/OS, WindowsXP, 2000, NT or Vista workstations, etc.
- via an internet connection using a browser interface, including supported browsers

University of Northern Iowa

- on a locally attached LAN environment, across a WAN or via remote dial-up

All requirements proposed in this section and/or are necessary to meet the functional and technical requirements of the RFP must be included in the pricing spreadsheet or the response may be considered non-responsive and eliminated from consideration.

3.13 Please provide a detailed recommendation for integrating the proposed software with the current University identity management solution. In particular, describe your approach to providing both the end-users and administrators of your proposed solution with a single security identity (username, password, and role attributes) or single-sign on for web-based services that is synchronized and consistent with the existing University identity management solution.

3.14 Discuss how client computers and server equipment will exchange data across a network. In addition to standard access and control provided by the application software interface, users also require data for offline analysis using other tools and products.

- What protocols are used for data access?
- How much bandwidth is required for concurrent application access and data access?
- Is data exchange accomplished through client/server, shared file or standard download mechanisms?
- Do any of the products in the proposed solution provide direct integration with standard third-party office suites?

3.15 Provide a description of any features (or value added components) available for use with the proposed software that has not been specifically requested in the RFP.

All requirements proposed in this section and/or are necessary to meet the functional and technical requirements of the RFP must be included in the pricing spreadsheet or the response may be considered non-responsive and eliminated from consideration.

3.16 Provide a description of any features (or value added components) available for use from the vendor outside of the proposed software that has not been specifically requested in the RFP.

All requirements proposed in this section and/or are necessary to meet the functional and technical requirements of the RFP must be included in the pricing spreadsheet or the response may be considered non-responsive and eliminated from consideration.

3.17 Provide a detailed description of the support and functional and technical training for the proposed software, including:

- Overview of proposed training options for on-site or training center services
- Recommended training plan including estimated timeframes

All requirements proposed in this section and/or are necessary to meet the functional and technical requirements of the RFP must be included in the pricing spreadsheet or the response may be considered non-responsive and eliminated from consideration.

3.18 Please provide detailed information regarding the support and maintenance of the proposed hardware and software solution. Specify the nature of any post-implementation support provided by the vendor including:

- Product support options
- Telephone support
- Online support

University of Northern Iowa

- Delivery method and release schedules of future upgrades and product enhancements
- Availability of user groups

All requirements proposed in this section and/or are necessary to meet the functional and technical requirements of the RFP must be included in the pricing spreadsheet or the response may be considered non-responsive and eliminated from consideration.

- 3.19 Please provide detailed information regarding the methodology used to estimate/size the processor, communications and storage requirements for the proposed solution.
- 3.20 Please provide a complete list of all hardware and software platforms on which your product will operate.
- 3.21 Please provide the specifications for the hardware and software platform on which you develop the products in the proposed solution.
- 3.22 Please provide a complete list of all hardware and software platforms that make up your primary/first release level of service for the products which you will provide.
- 3.23 Please provide a complete list of all hardware and software platforms that make up your secondary release level of service for the products which you will provide.
- 3.24 Please provide detailed information regarding backup and disaster recovery requirements and recommendations.
- 3.25 Please describe the overall install base of the company's proposed solution, including specific information related to other installs of similar size and complexity of the University.
- 3.26 Please describe the company's future plans regarding the proposed hardware and software solution, including:
 - Release, update and fix schedules
 - Support for current or new hardware and/or software platforms
 - Product direction
- 3.27 Please provide a complete list of all technical and functional documentation that will be provided with your proposed solution, especially that which supports the following:
 - Files / Databases
 - Reports
 - Screens / Forms
 - Error / Warning Messages
 - Security
 - Software Installation
 - System Flows
 - Report Writer
 - On-line Inquiry
 - Control File Parameters and Maintenance
 - Report Roll-up Definition and Maintenance
 - All Other Modules

The costs of this documentation must be included in the pricing spreadsheet.

University of Northern Iowa

- 3.28 List and provide representative samples of all standard reports provided with the software package.
- 3.29 As a respondent may be providing a submission for only one of the outlined scenarios (housing, parking, or student only), please provide the names of preferred packages and/or any packages from the remaining scenarios with which your software product interfaces.
- 3.30 The University will be releasing a separate RFP at a later date which relates to the implementation of the solution(s) selected from this RFP (student information, parking, and housing software). Briefly describe the Respondent's approach to implementing the proposed solution (vendors, especially if different from the Respondent, hourly rates, methods, high-level approach).

All requirements proposed in this section and/or are necessary to meet the functional and technical requirements of the RFP must be included in the pricing spreadsheet or the response may be considered non-responsive and eliminated from consideration.

University of Northern Iowa

Section 4 - Standard Terms and Conditions

Unless a Vendor expressly and specifically states otherwise in its written proposal, submission of a proposal indicates the Vendor's acknowledgement and acceptance of the following terms and conditions:

4.1 University Rights/Obligations

4.1.1 The University of Northern Iowa reserves the right to accept or reject any or all proposals, waive irregularities, to accept any part of a proposal, to withhold the award, and to make no award as is deemed to be in the best interests of the University.

4.1.2 The University will not pay for any information requested herein, nor is it liable for any costs incurred by the Vendor in responding to this request. All proposals submitted become the property of the University and will not be returned to the Vendor.

4.1.3 No responsibility will be attached to any person or the University for premature opening of a proposal not properly identified.

4.2 Vendor/Proposal Obligations

4.2.1 The successful Vendor must be licensed to do business in the State of Iowa and comply with provisions of Chapter 490 of the Iowa Code.

4.2.2 The proposal constitutes an offer by the Vendor which shall remain open and irrevocable until January 31, 2009.

4.2.3 The Vendor consents to the University contacting and obtaining any information relevant to this Request for Proposal from the references identified by the Vendor in its proposal or other sources deemed appropriate by the University.

4.2.4 Failure to supply information requested may be cause for rejection of the proposal as non-compliant.

4.2.5 If a proposal is sent by mail, the Vendor should make allowance for the time required for such transmission. The University employee whose duty it is to receive proposals will decide when the specified time has arrived and no proposal received thereafter will be accepted.

4.2.6 Determination of compliance and responsiveness to the requirements of the RFP will be made after a thorough and careful review of the proposals. Public review of the submitted proposals will not be possible until an award has been made and the University has removed any trade secret, confidential or proprietary information, if any, from the proposals.

4.2.7 The contents of the proposal and any clarification thereto submitted by the successful Vendor shall become a part of the contractual obligation incorporated by reference into the ensuing agreement, unless modified by mutual agreement, in writing.

4.2.8 Any and all interpretations, corrections, revisions and amendments shall be issued by University's Purchasing Services to all holders of proposal documents in the form of written addenda.

University of Northern Iowa

4.2.9 Modification or Withdrawal of a Proposal: Submitted proposals may be withdrawn only by written notice to the University of Northern Iowa Purchasing Services. Such notice must be received by University Purchasing Services prior to the designated date and time for the receipt of proposals.

4.2.10 Withdrawn proposals may be re-submitted up to the time and date designated for the receipt of proposals provided that they are fully in conformance with the proposal instructions and conditions.

4.3 Formation of the Agreement

At its option, the University may take either of the following actions to form an agreement between the University and the selected Vendor:

4.3.1 Accept a proposal as submitted by issuing a written notice to the selected Vendor which refers to this Request for Proposal and accepts the proposal received in response to it.

OR

4.3.2 Enter into negotiations with one or more Vendor(s) in an effort to reach a mutually satisfactory written agreement that will be based on this Request for Proposal, the proposal submitted by the Vendor and the associated negotiations.

4.3.3 Because the University may use alternate 7.3.1 above, each Vendor should include in its written proposal all requirements, terms or conditions it may have, and should not assume that an opportunity will exist to add or clarify such matters once the proposal is submitted.

4.4 Termination – Non-appropriation of Funds

Notwithstanding any other provisions, if funds anticipated for the continued fulfillment of the resulting agreement are at any time not forthcoming or insufficient, either through the failure of the Iowa Legislature or the federal government to provide funds or alteration of the program under which funds were provided, then the University shall have the right to terminate the agreement without penalty by giving not less than thirty (30) days written notice documenting lack of funding.

4.5 Assignment

Any contractual agreement resulting from this Request for Proposal may not be assigned or transferred by the Vendor without prior written consent of the University and the bonding company if appropriate.

4.6 Indemnification

To the fullest extent permitted by law, Vendor agrees to indemnify and hold harmless the University, its agents, successors, and assigns, the Board of Regents, State of Iowa and the State of Iowa from and against all claims, damages, losses, and expenses, including but not limited to attorney's fees, arising out of or resulting from the performance and compliance with the terms and obligations of the Agreement, provided that any such claim, damage, loss, or expense (1) is attributable to bodily injury, sickness, disease, or death, or to injury to or destruction of tangible property, including the omission of Company, its subcontractor, or anyone directly or indirectly employed by any of them or anyone for whose acts any of them may be liable, regardless of whether or not is caused in part by a party indemnified hereunder. Such obligation shall not be construed to negate, abridge, or otherwise reduce any other right or obligation of indemnity which would otherwise exist as to any party or person.

University of Northern Iowa

4.7 Code of Fair Practice

The Company shall not discriminate against any employee or applicant for employment because of race, creed, color, religion, national origin, sex, sexual orientation, age, disability, veteran status, or any other basis where protected by law, except where it relates to a bona fide occupational qualification. In the event of the Company's noncompliance with this clause or with any related federal or state regulations, this contract may be canceled, terminated or suspended in whole or in part and the Company may be declared ineligible for further contracts with the Board of Regents, State of Iowa. The University also affirms its commitment to providing equal opportunities and equal access to University facilities. For additional information contact the Office of Compliance and Equity Management (319)273-2846.

4.8 Qualifications of Bidder

4.8.1 The University of Northern Iowa may make such investigations as deemed necessary to determine the ability of the Vendor to provide and perform the specified service stated herein.

4.8.2 The Vendor shall keep informed of, and shall provide all permits and comply with all applicable laws, ordinances, rules, regulations and orders of the state and federal government, or public bodies having jurisdiction affecting this proposal and the service referenced herein.

4.9 Laws

Terms and provisions of this proposal and any agreement resulting from this proposal shall be construed in accordance with the laws of the State of Iowa, and any and all litigation or actions commenced in connection with this proposal or agreement resulting from this proposal shall be instituted in the appropriate courts of the State of Iowa.

4.10 Iowa Preference Law

Preference shall be given to purchasing products produced within the State of Iowa, when they are of a quality reasonably suited to the purpose intended, and can be secured without additional cost over foreign products or products of other states, according to *Iowa Code* §§73.1.

Preference shall be given to purchasing from Iowa based businesses if the offers submitted are comparable in price to those submitted by other Vendors and meet the required specifications, according to *Iowa Code* §§73.1.

4.11 Gratuities

The laws of the State of Iowa provide that it is a criminal offense to offer, promise or give anything of value or benefit to a state employee with the intent to influence that employee's acts, opinion, judgment, or exercise of discretion with respect to that employee's duties. Evidence of violation of this statute will be turned over to the proper prosecuting attorney.

4.12 Remedies Upon Default

In any case where the Vendor has failed to deliver services or has delivered non-conforming services, the University shall provide a 10 day right to cure notice. If the Vendor continues to be in default, the University may procure substitute services from another source and charge the difference between the contractual price and the market price to the defaulting Vendor.

4.13 IMPORTANT – Exceptions to Contract Documents

The Vendor shall clearly state in the submitted proposal any exceptions to, or deviations

University of Northern Iowa

from the specific RFP Instructions, Specifications, Form of Proposal, Evaluation Criteria, and/or any exceptions to these Terms and Conditions. Such exceptions or deviations will be considered in evaluating the proposals.

Any exceptions must be noted on the Proposal Compliance Form, and returned with the submitted proposal. If additional copies of the Compliance Form are needed, the Vendor may make photocopies.

Vendors are cautioned that exceptions taken to this Request for Proposal may cause the proposal to be rejected.

4.14 Insurance Requirements

Without limiting any liabilities or any other obligations of the Vendor, Vendor shall provide certificates of insurance documenting the minimum insurance coverage requirements listed below unless otherwise agreed to in writing. Coverage may be by Vendor's self-insurance plan or with outside insurance providers, all subject to University approval. Such insurance coverage must be maintained until all obligations under the Agreement are satisfied.

4.14.1 Commercial General Liability insurance with a minimum limit of ONE MILLION DOLLARS (\$1,000,000) per occurrence. This policy shall include coverage for bodily injury and property damage, including completed operations, personal injury, coverage for contractual employees, blanket contractual and products and completed operations. Policy shall contain a severability of interests provision.

4.14.2 Commercial Automobile Liability insurance with a combined single limit for bodily injury and property damage of not less than ONE MILLION DOLLARS (\$1,000,000) with respect to Vendor's owned, non-owned, hired, or borrowed vehicles, assigned to or used in performance of this agreement.

4.14.3 Umbrella Liability insurance with a minimum limit of \$1,000,000 per occurrence and shall apply to all underlying and primary liability coverages required above.

4.14.4 Media Professional Liability insurance with a minimum limit of THREE MILLION DOLLARS (\$3,000,000) per claim and annual aggregate. This policy shall include coverage for professional errors and omissions, advertiser's liability, publisher's liability, broadcaster's liability and electronic liability. This policy shall include coverage for contingent bodily injury liability.

4.14.5 The Commercial General Liability, Commercial Automobile Liability and Umbrella Liability policies required herein shall be endorsed to include the State of Iowa; University of Northern Iowa; Board of Regents, State of Iowa, their agents, officials and employees as additional insured.

4.14.6 Vendor and its insurers providing the required coverages shall waive all rights of subrogation or recovery against the State of Iowa; University of Northern Iowa; Board of Regents, State of Iowa, their agents, officials and employees.

4.14.7 All required insurance policies shall be issued by reputable insurance companies duly authorized to engage in the insurance business in the State of Iowa, with an A.M. Best's rating of A-, VII or better. These policies shall be primary coverage. Certificates shall specify name of the project and provide that no less than 30 days notice of non-renewal, cancellation or material change shall be given to the University of Northern Iowa.

University of Northern Iowa

4.14.8 Two (2) Certificates of Insurance showing Vendor's current coverages and limits must be submitted with the Vendor proposal. Prior to a signed Agreement, Vendor must procure required insurance and provide University with two (2) Certificates of Insurance. Certificates must reference RFP Q8538. Vendor's proposal must include the cost of the required insurance.

4.14.9 Failure on the part of the Vendor to procure or maintain required insurance shall constitute a material breach of contract upon which the University may immediately terminate an Agreement, or, at its discretion, procure or renew such insurance and pay any and all premiums in connection therewith, and all moneys so paid by the University shall be repaid by the Vendor to the University upon demand, or the University may offset the cost of the premiums against any moneys due to Vendor.

4.14.10 The University reserves the right to request and receive certified copies of any or all of the above policies and/or endorsements.

4.14.11 The University reserves the right to waive or reduce the insurance requirements at the University's sole discretion.

4.15 Taxes

The University of Northern Iowa is exempt from taxes for services rendered, equipment or parts supplied for this contract. Exemption certificates will be furnished upon request.

4.16 Trade Secret or Proprietary Information Shall Be Handled as Follows:

4.16.1 The laws of the State of Iowa require that at the conclusion of the selection process, the contents of all proposals will be placed in the public domain and be open to inspection by interested parties. Proposals will be available for public viewing after a contract has been finalized with the awarded Company. Trade secrets or proprietary information that are recognized as such, and are protected by Iowa law may be withheld, if clearly identified as such in the proposal unless disclosure is required by law or court order. Proposals marked entirely confidential or proprietary may be rejected. Pricing information, management fees, financial arrangements and other offers cannot be considered proprietary information.

Failure to list all proprietary sections of the submitted proposal in the space provided on the Form of Proposal shall relieve University personnel from any responsibility, should such information be accidentally released or viewed by a competitor or the public.

4.17 Targeted Small Business

The University is committed to the development of Targeted Small Businesses, a State of Iowa program. If subcontracting is necessary, the Vendor will make every effort to use Targeted Small Businesses in the performance of this contract. A report will be required at the completion of the contract indicating the extent of Targeted Small Businesses participation. A description of the Vendor's expected efforts to solicit Targeted Small Businesses participation should be enclosed with the proposal.

4.18 Miscellaneous Terms and Conditions

No individual, department, school, college or office at the University of Northern Iowa has the authority to solicit or receive official proposals other than Purchasing Services. All solicitation is performed under the direct supervision of the Director of Business Operations and in accordance with University, Regent, State and Federal laws, policies, procedures

University of Northern Iowa

and guidelines.

- 4.18.1 Most Favored Nation The selected Vendor represents that the terms, conditions and prices established under the subsequent contract resulting from this Request for Proposal are equal to or better than those offered to other institutions, comparable universities, colleges, and/or community colleges. If during the term of the contract, the selected Vendor offers more favorable terms, conditions or prices to another institution, comparable universities, colleges and/or community colleges, the selected Vendor agrees to notify the University of Northern Iowa. The contract resulting from this Request for Proposal shall be amended to reflect the more favorable terms, conditions or prices.
- 4.18.2 The University reserves the right to conduct discussions with Vendors, and to accept revisions of proposals, and to negotiate price changes. Any person, Vendor, corporation or association submitting a proposal accepts all the terms, conditions and requirements in this Request for Proposal.
- 4.18.3 The successful Vendor agrees it will not use the name or intellectual property, including but not limited to, University trademarks in any manner, including commercial advertising or as a business reference, without the expressed prior written consent of the University.

University of Northern Iowa

Attachment A - Proposal Form

TO: University of Northern Iowa
Purchasing Services
Campbell Hall 1148
Cedar Falls, IA 50614-0008

6.1 The undersigned Company, in response to Request for Proposal Number Q8538, having examined the Proposal Requirements, General, Technical, Support and Functional Requirements, and this Form of Proposal, all of which comprise the Contract Documents, hereby proposes to furnish the specified student information, residence housing and campus parking system in accordance with the proposed Contract Documents at the prices shown on the attached sheets. **Bidding companies must complete all parts of this section for their bid to be considered.**

6.2 Company acknowledges receipt of the following Addenda, which are a part of the Contract Documents:

6.3 The sections of this proposal listed below represent trade secrets or proprietary information.

<u>Section</u>	<u>Page No.</u>	<u>Section</u>	<u>Page No.</u>
_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____

6.4 Company understands that University of Northern Iowa reserves the right to reject any and all proposals, waive irregularities or technicalities in any proposal, and accept any proposal in whole or in part which it deems to be in its best interest.

6.5 Company agrees their proposal is an offer to UNI that may not be withdrawn prior to January 31, 2009.

6.6 Company has provided all parties involved with a copy of the RFP. Yes _____
No _____

6.7 Company has read, understands, and agrees to all Proposal Requirements contained in Section 2 of this RFP Yes _____
No _____

NOTE: If No, please list exceptions on Attachment B.

6.8 Company understands and agrees to all of the specifications in Section 3. Yes _____

University of Northern Iowa

No _____

NOTE: If No, please list exceptions on Attachment B.

6.9 Prices Please provide prices and specific breakdowns on the provided Excel workbook.

6.10 Payment Terms: _____.

(Failure to indicate your terms will mean that, if your bid is accepted, UNI will apply a five percent (5%) cash discount for payments made within 15 days of receipt of your invoice or completion of the service, whichever is later.)

University of Northern Iowa

6.11 Company hereby certifies by signing below: that this proposal is genuine and is not made in the interest of or on behalf of any undisclosed person, firm, or corporation; (b) that Company has not directly or indirectly induced or solicited any other Company to put in a false or sham proposal; (c) that Company has not solicited or induced any person, firm, or corporation to refrain from bidding; and (d) that Company has not sought by collusion or kickback to obtain any advantage over any other Company or over UNI.

Please complete.

Authorized Signature: _____

Typewritten Signature: _____

Company Name: _____

Official Business Address: _____

Firm's State or Foreign Country of Residence: _____

Telephone Number: _____

Date: _____

Company's representative to contact during normal office hours regarding this proposal:

Telephone number of this representative: _____

E-mail address of this representative: _____

University of Northern Iowa

ATTACHMENT B

PROPOSAL COMPLIANCE FORM

(continued)

Please note: Your proposal will be considered incomplete unless the following are included with your offer. Indicate compliance by placing a check mark in the space provided: All Documents should be included IN THE ORDER PROVIDED BELOW. This form should be returned with the bid as the last page.

Compliance

- Attachment A** (Proposal Form)
- Attachment B** (Proposal Compliance Form / Exceptions)
- Attachment C** (Vendor/Product Information Form)
- Supplement 1** (Excel Pricing Spreadsheet)
- Additional information, as requested**

University of Northern Iowa

Attachment C - Vendor/Product Information Form

Provide the following general vendor information (Note: If the vendor response includes partners or subcontractors, similar general information must be provided for each partner/subcontractor):

Company Name: Address: Telephone: _____ FAX _____	Prepared by: Date:
Requested Information	Vendor Comments
6.1 Are you a system manufacturer, reseller or an integrator?	
6.2 Year founded	
6.3 Number of years providing similar software	
6.4 Number of full-time employees	
6.5 Number of software engineers	
6.6 Number of marketers	
6.7 Number of hardware support personnel	
6.8 Software maintenance is supported by your company or other vendor(s)? If so, name other vendor(s).	
6.9 Names of other companies with business partnerships	
6.10 If your company is for sale or involved in any transaction to expend or to become acquired by another business entity, please explain the impact both in organizational and directional terms	
6.11 Provide a copy of your company's audited financial statements for the past two (2) years	
6.12 Provide a financial rating of your company and any documentation (such as a Dunn and Bradstreet Analysis) which indicates the financial stability of your company	
6.13 List any active, pending or past litigation against your company	
6.14 If your company is in default on any loan agreement or financing agreement with any bank, financial institution, or other entity, specify date(s), details, circumstances, and prospects for resolution	
6.15 Total number of sites within US using the proposed software product(s)	
6.16 Total number of higher education institutions using the proposed software product(s)	
6.17 Names of competitive vendors	