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| **REQUEST FOR PROPOSAL 71-Q2024-05**University of North Carolina at Pembroke Purchasing Department Auxiliary Building One University Drive P.O. Box 1510 Pembroke, N.C. 28372-1510  |
| Issue Date: 03/26/2024 | Due Date: 04/09/2024 |
| Purchasing Specialist: Kimberly Locklear  | Description: Paperless Process & Workflow Solutions  |
| **ADDENDUM #1: This must be signed and returned with your response**  | Responses to Questions-  |

1. Is Ellucian Ethos used to broker integration with Banner ERP, Banner Document Management, and payment processing?
2. UNCP has begun to use Ellucian Ethos for some integrations with Banner and this would be the preferred method of integration with Banner. UNCP has not used Ethos for integration with BDM or payment processing.
3. Does UNCP use Ellucian OneCard VIP by TouchNet for payment processing?
4. UNCP does not use OneCard for payment processing.
5. Is the organization structure in Ellucian Banner a replica of the organization structure in Active Directory?  If not, is the organization structure in Ellucian Banner exposed via a RESTful service?
6. The UNCP organization structure is not replicated in Active Directory. The organization structure in Ellucian Banner is available via Banner APIs. Ellucian Ethos is also an option.
7. What product is used for Single Sign-On (SSO)?
8. UNCP uses Microsoft Azure for SSO/MFA.
9. What product is used for multi-factor authentication (MFA)?
10. UNCP uses Microsoft Azure for SSO/MFA.
11. If data is to be retained by a vendor solution, what is the retention policy?
12. Data captured in a form or as part of a workflow will need to be retained by the vendor solution until the form workflow is complete. At that time all data associated with that form and workflow (such as approvals/rejections/comments) are to be stored in Banner Document Management.
13. Question 33, states "Does the product support a digital signature outside of Single Sign On?" Is UNCP looking for a solution that incorporates a PKI-based digital signature as opposed to the use of an electronic signature?
14. Either solution is acceptable.
15. Is there an intention to provide each student their own dashboard for tracking and monitoring workflows they've initiated?
16. Each student should have the ability to track and monitor workflows for forms they’ve initiated.
17. Is June 20, 2024 the target delivery date for all 10 forms and approval workflows?
18. The June 20 date is the target delivery date for implementation and completion of training. July 1, 2024 is the target date for starting development of the 10 initial forms.
19. What transaction volume are UNCP expecting in the first year?
20. The volume will depend on the number of forms and workflows that can be developed.
21. Is there a preference for system deployment? We can offer an all-inclusive Cloud platform which includes automated updates and disaster recovery; or a self-hosted solution to provide complete control over your environment. Both options can be proposed if you prefer.
22. Provide both options.
23. Our solution is licensed by the features included with each user. Please provide the estimated user count of each type.
24. TBD
25. How many full users are required? (build forms / workflows, participate in workflows, admin. System, reporting)
26. System administration would be limited to no more than 4 users in that role. Form and workflow users will be designated by each department in UNCP. Reporting will also be designated by each department. Participants in workflows could be any staff or faculty member at UNCP depending on the form/workflow. There’s currently approximately 915 FTE employees at UNCP.
27. How many participant users are required? (unlimited submission and participation in forms processes, read-only repository access).
28. Since forms would be used by potential? and current students as well as staff unlimited would be preferrable. Completed forms are to be stored in our document repository system (Banner Document Management). Until the form is completed access would be available to the form submitter as well as any reviewers in the workflow. UNCP has approximately 8000 students that would be submitting forms.
29. Our solution offers portals for non-authenticated users.
	1. Forms Portal: This option allows forms submissions by non-licensed public users. Please indicate your preference with regards to the forms portal option, along with estimated monthly submissions.

UNCP has forms that are submitted by users outside of UNCP but there’s no estimate of monthly submissions.

* 1. Public Portal: This option allows read-only access to the repository for non-licensed public users. Please indicate your preference with regards to a public portal, along with estimated number of concurrent users AND monthly views.

UNCP is not interested in this option. Could you please provide an example of how this option could be used?

1. Can you provide an estimate for the number of concurrent users on the system? While we do not offer concurrent licensing, this information is helpful when providing hardware recommendations.
2. Since students will be submitting forms throughout the semester the number of concurrent users will vary greatly. We anticipate heavy usage at the beginning of a semester as well before specific dates such as last day to withdraw from a course.
3. Our solution also offers licensing based on the Full-Time Equivalent (FTE) students at an organization. How many FTE students attend the University?
4. Student enrollment varies from semester to semester but typically is between 7600 and 8300 students.
5. The RFP mentions 10 forms being built by the proposed vendor and provides 1 example. Would it be possible to see additional examples to assist in quoting the forms development?
6. Additional forms will be submitted separately from this document.
7. After the first 10 forms, will the vendor continue to take the lead on process development, or will this transition to university staff, after appropriate training?
8. UNCP Response: The original idea would be for each department to build their forms after training. Departments will need to determine if the vendor will be involved in workflow development based on how quickly the department wants to build out their forms.
9. Is there any relevant incumbent for any portion of the work being requested in the RFP?
	1. None
10. Has the issuer already considered any solutions? Please provide feedback on any systems under consideration.
11. None
12. Our customers generally prefer remote services due the ease of scheduling and travel savings. Remote training sessions are recorded and provided to the customer to allow them to reuse as needed. Is this approach acceptable, or would you require on-site services?
13. Remote training is acceptable as long as the training sessions are recorded.
14. For Touchnet payment gateway integration, please provide as much detail as possible on Touchnet. Does it offer an API or API level access?
15. UNCP is not aware of the APIs Touchnet has available.
16. Will any additional applications need to be integrated? If so, please provide a list of applications (with version) and a short description of the desired functionality.
17. UNCP is using Ellucian Banner as the university ERP system. We are using Banner Student, Financial Aid, HR, and Finance modules in Banner. UNCP has begun to use Ellucian Ethos for some integrations with Banner and this would be the preferred method of integration. Completed forms will need to be stored in the Banner Document Management System as part of a students permanent record. Maxient is the  the case management system used by UNCP.
UNCP uses Microsoft Office365 for email to be used for form review notices.
18. Which SSO/MFA provider is currently in use?
19. UNCP uses Microsoft Azure for SSO/MFA.
20. If we are not selected, will there be any opportunity for a debrief or other feedback?
	1. Upon request.
21. Can your please provide Attachment H: ACKNOWLEDGMENT OF COVID-19 VACCINATION AND TESTING POLICY, if applicable to this RFP. It was referenced in the required documents, but not provided.
22. Not applicable
23. Does UNCP need a scanning solution for the paper documents?
	1. No
24. Would UNCP consider replacing the Banner ERP system with a document management system that has built-in form and workflow capabilities?  The data already in Banner can be migrated to the new system.
	1. No
25. The Contract shall have an initial term of one year, July 1, 2024-June 30, 2025.

We have done integration with other System using Open APIs before, we can definitely integrate our workflow cloud based SAAS solution with the Banner ERP and using Single Sign On/MFA upon your specific requirement.

My question is about the time frame when it will need to be done. I assume that we will build up this custom integration with your ERP system during the year term contact starting July 1, 2024, through phases such as development, test and production, correct?

* 1. Yes, the first 10 documents to be produced by the vendor will begin 7/1/2024 in development, test, and production.
1. 5.3 Tasks/Deliverables  3. Software Implementation and form creations and approval workflow should be completed by **June 20, 2024** . **The expectation is to deliver the 10 forms within our Work flow system before June 20, 2024, correct?** Our assumption is that the product integration with the university Banner ERP system will not be part of this deliverable deadline, correct? Our assumption is that Single Sign On/MFA will not be part of this deliverable deadline, right?

A. Then implementation will be completed by 6/20/2024 including SSO/MFA and integration with Banner ERP so that building the first 10 forms can begin on 7/1/2024.

1. How many users will be accessing the System?
	1. How many of these users will be just viewing documents?

Any student, staff or faculty member at UNCP depending on the form/workflow. There’s currently approximately 915 FTE employees at UNCP and 8000 students. We would be looking for an enterprise license.

* 1. How many of these users will be performing steps in the workflows?

Participants in workflows could be any staff or faculty member at UNCP depending on the form/workflow. There’s currently approximately 915 FTE employees at UNCP. We would be looking for an enterprise license

1. How many workflows are in the system?
	1. If you can give us a document that describes scope we can gather that information there also.

The number of workflows will vary from department to department. The total number of documents and associated workflows is unknown at this time

1. In Regards to Banner integration, are you wanting to just pull back information based upon the Banner Student ID and then be able to retrieve documents from the ECM directly from within Banner?
2. We want the product to pull data from Banner as well as push data into Banner as needed. Completed forms are to be stored in our document repository system (Banner Document Management). Until the form is completed access would be available to the form submitter as well as any reviewers in the workflow.
3. Will all vendor questions be shared with everyone?
4. Please refer to the RFP schedule (section 2.3)

Acknowledged: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Date:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_