



REQUEST FOR PROPOSALS

FOR

Financial ERP Consulting Services

Issued by the

Community College System of New Hampshire

RFP #CHA24-02

Date of Issue: January 16, 2024

Proposals must be received no later than
2:00 PM on February 9, 2024

All questions related to the RFP should be submitted via e-mail to:

Sean Fitzpatrick, System Office Procurement at sfitzpatrick@ccsnh.edu

The full content of this Request for Proposals, Attachments, Appendices, Response to Questions and all Addenda via CCSNH website located at:

<https://www.ccsnh.edu/about-ccsnh/bidding-rfp/>

The RFP contains specific protocols relating to discussion and other communications regarding this RFP. Any violations of these provisions may result in immediate disqualification of a firm's submission.

Prospective firms are encouraged to promptly notify CCSNH of any apparent inconsistencies, problems, or ambiguities in the RFP.

PURPOSE:

The Community College System of New Hampshire (CCSNH) wishes to engage the services of a qualified private firm to provide consulting services including but not limited to: implementation of new modules within existing ERP environment, enhance utilization of existing modules, development of onboarding and training materials for use by colleges and central System Office for specific business-related job families, help gather internal and external data for strategic planning purposes, and support specific data analysis processes as necessary.

The purpose of this REQUEST FOR PROPOSAL is to establish a contract for a portfolio services similar to those outlined above.

ABOUT CCSNH

The Community College System of New Hampshire (CCSNH) is a public system of higher education consisting of seven colleges located across NH. All colleges in CCSNH are accredited by the New England Commission on Higher Education and serve over 22,000 learners annually with 200 associate degree and certificate programs, aligned with career opportunities and transfer pathways at affordable rates of tuition. The System Office provides central support to the colleges and is located in Concord, New Hampshire’s capital city.

CCSNH is dedicated to providing accessible, affordable, and high-quality education to the diverse communities across the state. Comprised of seven community colleges, each with its unique strengths and focus areas, CCSNH plays a pivotal role in empowering students to achieve their academic and career goals.

Established with a commitment to fostering regional economic development and meeting the evolving needs of both traditional and non-traditional learners, CCSNH has become a cornerstone of education in New Hampshire. The community colleges within the system serve as hubs for innovation, collaboration, and the cultivation of a skilled workforce.

SCHEDULE OF KEY EVENTS

- Issue of Request for Proposal: Tuesday, January 16, 2024
- Deadline for questions: Friday, February 2, 2024
- Proposal Due Day & Time: Friday, February 9, 2024 at 3:00 PM
- Award and Notification to Successful Contractor: Friday, February 16, 2024
- Commencement of Services: Friday, March 1, 2024

VENDOR CERTIFICATIONS

The vendor who is awarded the contract must either be duly registered as a vendor authorized to conduct business in the State of New Hampshire or if not will need to submit a completed Alternate W-9 form with the contract and must be willing to comply with all terms and conditions of the Community College System of New Hampshire.

CONTRACT TERM:

The term of any resulting contract shall end on or before June 30, 2026.

SCOPE OF SERVICES:

Work within this request for proposal (RFP) shall include the following:

The successful bidder will work closely with the Community College System of NH to provide expert consulting services related to Ellucian Banner ERP systems. Consultant will report directly to the CCSNH Chief Operating Officer. Based on past experience, CCSNH estimates the consultant will be utilized for approximately 100 hours per month. Actual hours will vary throughout the year. Tasks will be assigned on a rolling basis and will include, but are not limited to:

Applicable Service Areas:

- **Technology Integration:**
 - Evaluate existing ERP environment and identify modules that can be leveraged to improve operational efficiencies.
 - Develop documentation related to new module implementation.
 - Create in depth project plans for roll out of new ERP modules.
- **Onboarding and Training:**
 - Develop onboarding and training materials, related to Ellucian Banner Student and Financial systems, to be used by the colleges and System Office for new employees and ongoing professional development courses.
 - Create an onboarding checklist for job families to ensure functional knowledge, attributable to specific duties, and related to tasks assigned through a standard job description
- **Ongoing Business Support Services:**
 - Provide availability to functional job families to answer project-based questions related to Banner Student and Finance systems
- **Audit Support:**
 - Work with CCSNH Controller during the annual audit process to research and resolve questions posed by the CCSNH auditors

Preferred qualifications:

- Ten years' experience working with financial ERP systems, including Ellucian's Banner software modules, including, but not limited to the financial aid module, accounts receivable module and the finance module.
- Experience with implementing student billing/payment/e-commerce solutions
- Experience with banking account feeds.
- General business process experience.

PROPOSAL INSTRUCTIONS

Proposal Due Date: February 9, 2024, no later than 3 p.m.

All submissions must be sent electronically via email to Sean Fitzpatrick, System Office Procurement Administrator at purchasing@ccsnh.edu.

At a minimum, each proposal should include:

- Completed Exhibit A – Bidder Questionnaire
- Narrative Materials
- Cost Proposal
- Bidder's Certificate of Insurance
- Bidder's W9

When responding to the RFP, provide answers to questions in the "Bidder Questionnaire" section in Exhibit A in the order they are asked using the appropriate number sequence.

If a bidder cannot meet a requested service, then that should be indicated in the appropriate section. Clearly indicate any services that will be provided by a third party.

BIDDER QUESTIONS:

Questions regarding the meaning and interpretation of the RFP, attachments, specifications, etc., shall be requested via email. Answers will be provided in writing, via an RFP addendum and posted to <https://www.ccsnh.edu/about-ccsnh/bidding-rfp/>. Please direct all questions or correspondence regarding this RFP to:

Sean Fitzpatrick, Procurement Administrator
CCSNH System Office
purchasing@ccsnh.edu

EVALUATION OF PROPOSALS

Proposals will be reviewed by CCSNH. Interview meetings with bidders may be requested by CCSNH. CCSNH will select the proposal that best suits the needs of CCSNH and offers the best overall value. No single factor will determine the final award decision.

The CCSNH reserve the right to reject any or all proposals or any part thereof, to waive any formality, informality, information or errors in the proposal, to accept the proposal considered to be in the best interests of the CCSNH, or to purchase on the open market if it is considered in the best interest of the CCSNH to do so. Failure to submit all information called for and/or submission of an unbalanced proposal are sufficient reasons to declare a proposal as non-responsive and subject to disqualification.

Proposals shall be submitted prior to the time stated in the RFP. Proposals received after the time so indicated shall be returned unopened.

All proposals received shall be considered confidential and not available for public review until after a Proposer has been selected.

This Request for Proposal (RFP) does not commit the CCSNH to award a contract, to pay any costs incurred in the preparation of a response to this request, or to procure or contract for services or supplies.

The CCSNH reserves the right to accept or reject any or all proposals received as a result of this request, or to cancel in part or in its entirety this RFP, if it is in the best interest of the CCSNH to do so.

In an attempt to determine if a proposer is responsible, the CCSNH, at its discretion, may obtain technical support from outside sources. Each proposer will agree to fully cooperate with the personnel of such organizations.

ADDITIONAL INFORMATION:

CCSNH reserves the right to make a written request for additional information from a Contractor/Vendor to assist in understanding or clarifying a Bid Proposal. The responses are to be provided in writing.

All local, state and federal regulations are to be followed. Any fines assessed to CCSNH due to the lack of these regulations being followed will be the responsibility of the successful bidder.

The Contractor who is awarded the contract will need to complete a CCSNH Standard Form Contract for Services (sample available upon request) and provide the required Corporate Resolution (corporations/LLC) or Partnership Certificate of Authority or Sole Proprietor Certification of Authority, whichever applies, to show the individual signing the contract is authorized to do so. The Contractor will also need to supply a current Certificate of Good Standing from the Secretary of State dated after January 1, 2023.

Workers' compensation requirements as outlined in the CCSNH Standard Form Contract for Services and as required by NH law must be followed, and includes, in part, providing proof by the Contractor of workers' compensation insurance coverage for all of its employees on this site.

After the Award of Bid, the Contractor shall submit a list of all employees, all subcontractor's employees, and other related personnel who will be physically required to work at CCSNH, providing the following information for each person:

Name
Employer's Company Name

CCSNH reserves the right to request a criminal background check on any employee of Contractor. CCSNH also in its discretion may decide that anyone with a criminal history, other than traffic violations that have not been annulled, will not be allowed to work at the project site.

COMPLIANCE BY CONTRACTOR WITH LAWS AND REGULATIONS - EQUAL EMPLOYMENT OPPORTUNITY.

In connection with the performance of the Services, the Contractor shall comply with all statutes, laws, regulations, and orders of federal, state, county or municipal authorities which impose any obligation or duty upon the Contractor, including, but not limited to, civil rights and equal opportunity laws. In addition, the Contractor shall comply with all applicable copyright laws. During the term of any contract, the Contractor shall not discriminate against employees or applicants for employment because of race, color, religion, creed, age, sex, handicap, sexual orientation, or national origin and will take affirmative action to prevent such discrimination. If the contract is funded in any part by monies of the United States, the Contractor shall comply with all the provisions of Executive Order No. 11246 ("Equal Employment Opportunity"), as supplemented by the regulations of the United States Department of Labor (41C.F.R. Part 60), and with any rules, regulations and guidelines as the State of New Hampshire or the United States shall issue to implement these regulations. The Contractor further agrees to permit the State or United States access to any of the Contractor's books, records and accounts for the purpose of ascertaining compliance with all rules, regulations and orders, and the covenants, terms and conditions of a proposed contract.

INSURANCE:

Insurance will be more fully addressed at the time a Contract for Services is submitted after the bidding process. The Contractor awarded the contract will need to furnish an insurance certificate which includes the following:

The Contractor shall, at its sole expense, obtain and maintain in force, and shall require any subcontractor or assignee to obtain and maintain in force, for the benefit of the CCSNH, the following insurance: General Liability - \$1,000,000 per occurrence/\$3,000,000 aggregate, Professional liability of \$1,000,000 per occurrence/\$3,000,000 aggregate, Sexual Abuse & molestation - \$1,000,000 each occurrence/\$3,000,000 aggregate, Automobile - \$1,000,000 CSL, Workers Compensation – Statutory Limits, and Umbrella - \$5,000,000

The certificates shall contain a clause prohibiting cancellations or modifications of the policy earlier than 10 days after Written notice thereof has been received by the CCSNH.

The certificates are required to name CCSNH as additional insured.

ADDENDUM:

In the event it becomes necessary to add to or revise any part of this RFP prior to the scheduled submittal date, CCSNH will email addenda to all who have already submitted proposals and post any changes to its website <https://www.ccsnh.edu/about-ccsnh/bidding-rfp>. Before your submission, always check for any addenda or other materials that may have been issued which would affect the RFP by checking this website.

Any change, correction or deviation to this RFP must be addressed in a written addendum. Verbal changes will not be allowed

AWARD OF CONTRACT:

Any contract entered into by the CCSNH shall be in response to the proposal and subsequent discussions. It is the policy of the CCSNH that contracts are awarded only to responsive and responsible Proposers. In order to qualify as responsive and responsible, a prospective proposer must meet the following standards as they relate to this request:

- Have adequate financial resources for performance or have the ability to obtain such resources as required during performance;
- Have the necessary experience, organization, technical and professional qualifications, skills and facilities;
- Be able to comply with the proposed or required time of completion or performance schedule; and
- Have a demonstrated satisfactory record of performance;
- Adhere to the specifications of this proposal and provide all documentation required of this proposal

The contract will be awarded to a responsive and responsible Proposer based on the qualifications and experience of the Proposer, the Proposer's ability to provide ongoing technical support, the Proposer's timeframe for providing the requested service and the Proposer's price proposal. The Proposer selected will be the most qualified and not necessarily the Proposer with the lowest price.

The CCSNH reserves the right to waive any formality, informality or information in the proposals submitted and the right to reject any or all proposals at its discretion and to accept the proposal which will be in the best interest of the CCSNH; or to purchase on the open market if it is considered in the best interest of the CCSNH to do so. In case of error in the extension of prices, the unit prices proposed shall govern and the unit prices in writing shall take precedence over the unit prices in figures. Also, in the event of a discrepancy between the total of the items and the lump sum total stated, the total of the items shall govern.

BID RESULTS:

Bid results may be viewed when available, once the award has been made, on our web site only at: <https://www.ccsnh.edu/about-ccsnh/bidding-rfp/>

Exhibit A

Bidder Questionnaire

(Please provide answers on a separate document)

1. Please give a brief history and overview of your firm.
2. Can you provide examples of your experience working with educational institutions, particularly community colleges?
3. How do you stay informed about changes in financial regulations, best practices related to business operations, and ERP solutions, and how do you ensure compliance in your work?
4. Can you share your approach to creating training materials related to the launch of a new software module or platform?
5. How do you approach long-term financial planning, and how would you align financial strategies with the strategic goals of the CCSNH?
6. Can you share a specific example of a complex financial challenge you've faced in the past and how you approached and resolved it?