University of Wisconsin System Administration

Office of Procurement

660 West Washington Avenue

Suite 201

Madison, WI 53703



**REQUEST FOR PROPOSAL #****TP-22-2789**

**OFFICAL SEALED**

**Cloud-Based Enterprise Resource Planning (ERP) Systems Integration Services**

**Todd Pooler**

**ISSUED DATE: 06/30/2021**

**DUE DATE: 08/06/2021 2:00 PM CST**

|  |  |
| --- | --- |
| **Request For Proposal**  THIS IS NOT AN ORDER  **OFFICIAL SEALED**  Proposal Number: TP-22-2789  **NO PUBLIC OPENING**  **Issued Date**: 06/30/2021  **Due Date**: 08/06/2020 2:00 PM CST | **Agent: Todd Pooler**  Questions regarding this proposal – see Section 2.6  For Submittal Instructions & Proposal Response Format – see Section 2.2 and 2.3  Proposal prices and terms shall be firm for sixty (60) days from the date of the proposal to the opening, unless otherwise specified in this Request for Proposal by the UWSA Purchasing Services.  If NO BID (check here) ☐ and return. |
| **Cloud-Based Enterprise Resource Planning (ERP) Systems Integration Services** | |

In signing this bid, we have read and fully understand and agree to all terms, conditions and specifications and acknowledge that the UWSA Purchasing Services bid document on file shall be the controlling document for any resulting contract. We certify that we have not, either directly or indirectly, entered into any contract or participated in any collusion or otherwise taken any action in restraint of free competition; that no attempt has been made to induce any other person or firm to submit or not to submit a bid; that this bid has been independently arrived at without collusion with any other bidder, competitor or potential competitor; that this bid has not been knowingly disclosed prior to the opening of bids to any other bidder or competitor; that the stated statement is accurate under penalty of perjury. I certify that the information I have provided in this bid is true and I understand that any false, misleading or missing information may disqualify the bid.

By submitting a bid, the bidder certifies that no relationship exists between the bidder and the University that interferes with fair competition or is a Conflict of Interest, and no relationship exists between such bidder and another person or firm that constitutes a Conflict of Interest. Further, bidder certifies that no employee of the University whose duties relate to this request for bid assisted the bidder in preparing the bid in any way other than in his or her official capacity and scope of employment.

The Bidder certifies by submission of the bid that neither it nor its principals is presently debarred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded from participation in this transaction by any federal department or agency.

|  |  |
| --- | --- |
| Company Name: | |
| Company Street Address: | |
| Company City, State & Zip: | Date: |
| Signature: | |
| Type or Print Name: | |
| Title: | |
| Telephone Number: ( ) | Fax Number: ( ) |
| Email address: | |
| Fein Number : | DUNS #: |

Table of Contents

[1. General Information 5](#_Toc75959235)

[1.1. Purpose: 5](#_Toc75959236)

[1.2. Scope of Work 8](#_Toc75959237)

[1.3. Organization of this Solicitation Document: 21](#_Toc75959238)

[1.4. Definitions: 21](#_Toc75959239)

[1.5. VendorNet Registration: 22](#_Toc75959240)

[1.6. Parking: 22](#_Toc75959241)

[1.7. Reasonable Accommodations: 22](#_Toc75959242)

[2. Preparing and Submitting a Proposal 23](#_Toc75959243)

[2.1. Applicable Dates: 23](#_Toc75959244)

[2.2. Submittal Instructions: 23](#_Toc75959245)

[2.3. Proposal Response Format: 24](#_Toc75959246)

[2.4. Incurring Costs: 24](#_Toc75959247)

[2.5. Oral Presentations, Product Demonstrations and Proposer Location Site Visits (Pre Award): 25](#_Toc75959248)

[2.6. Clarifications and/or Revisions through Designated Contact: 25](#_Toc75959249)

[2.7. Multiple Proposals: 25](#_Toc75959250)

[2.8. Proprietary Information: 25](#_Toc75959251)

[2.9. Appeals Process: 25](#_Toc75959252)

[3. Terms and Conditions of Contract 27](#_Toc75959253)

[3.1. Entire Contract: 27](#_Toc75959254)

[3.2. Contract Administrator: 27](#_Toc75959255)

[3.3. Term of Contract: 28](#_Toc75959256)

[3.4. Contract Termination: 28](#_Toc75959257)

[3.5. Firm Prices: 28](#_Toc75959258)

[3.6. Payment Terms: 28](#_Toc75959259)

[3.7. Invoicing Requirements: 29](#_Toc75959260)

[3.8. On Site Service: 29](#_Toc75959261)

[3.9. Requirements for Criminal Background Checks: 29](#_Toc75959262)

[3.10. Travel Per Diems: 30](#_Toc75959263)

[3.11. Insurance: 30](#_Toc75959264)

[3.12. Record and Audit: 30](#_Toc75959265)

[3.13. Performance Meetings: 30](#_Toc75959266)

[3.14. Subcontracting: 30](#_Toc75959267)

[3.15. Fair Price Analysis: 30](#_Toc75959268)

[3.16. Severability: 30](#_Toc75959269)

[3.17. Supplier Diversity: 31](#_Toc75959270)

[3.18. Discriminatory Boycotts of Israel: 32](#_Toc75959271)

[3.19. Debarment: 32](#_Toc75959272)

[3.20. Promotional Materials/Endorsements: 32](#_Toc75959273)

[3.21. Additional Services: 32](#_Toc75959274)

[4. Requirements and Specifications 33](#_Toc75959275)

[4.1. Executive Summary (Mandatory): 33](#_Toc75959276)

[4.2. RFP Requirements (Mandatory): 34](#_Toc75959277)

[4.3. Proposer Experience and Value Proposition (350 Points): 34](#_Toc75959278)

[4.4. Proposer Approach (400 Points): 36](#_Toc75959279)

[4.5. Proposer Pricing (250 Points): 42](#_Toc75959280)

[4.6. Proposer Appendices: 42](#_Toc75959281)

[4.7. Optional Services: 43](#_Toc75959282)

[5. Evaluation and Award of Contract(s) 43](#_Toc75959283)

[5.1. Proposal Scoring: 43](#_Toc75959284)

[5.2. Scoring Criteria and Method: 43](#_Toc75959285)

[5.3. Best and Final Offers: 44](#_Toc75959286)

[5.4. Contract Award: 44](#_Toc75959287)

[5.5. Notification of Award: 44](#_Toc75959288)

[Attachment A: Vendor Information Form 45](#_Toc75959289)

[Attachment B: Cost Proposal Form 47](#_Toc75959290)

[Attachment C: Proposer Resource Allocation Form 48](#_Toc75959291)

[Attachment D: Client Reference List 49](#_Toc75959292)

[Attachment E: Standard Terms and Conditions 50](#_Toc75959293)

[Attachment F: Special Terms and Conditions 57](#_Toc75959294)

[Appendix I: Business Process Inventory 58](#_Toc75959295)

[Appendix II: Left Blank Intentionally, Disregard 59](#_Toc75959296)

[Appendix III: UW System Metrics 60](#_Toc75959297)

[Appendix IV: SFS High-Level Integrations 62](#_Toc75959298)

[Appendix V: HRS High-Level Integrations 63](#_Toc75959299)

[Appendix VI: Functional Use Scenarios 64](#_Toc75959300)

# General Information

## Purpose:

The University of Wisconsin System Administration (UWSA) through its Purchasing Services Department, hereafter referred to as “Purchasing,” is requesting proposals for UWSA and all other institutions and administrative units of the University of Wisconsin System, hereafter referred to as the “University,” for Systems Integration (SI) Services to implement a cloud-based Enterprise Resource Planning (ERP) solution to succeed its current on-premise Enterprise Financial and Human Resources software.

The University will implement a cloud-based ERP solution from Workday. This cloud-based ERP solution (i.e., Workday) decision has been made and awarded on another contract. This solicitation is for SI Services only.

To successfully execute an implementation project of this scale and complexity, it is the intention of UWSA to award a contract to a single primary SI Services vendor who will work with the University on all implementation stages (defined as Planning, Design (Architect), Configure & Prototype, Test, and Deploy) and Post Go-Live Production support.

**Background**

Since its creation, the University of Wisconsin System has established itself as one of the world’s premier public university systems. Each year the University educates approximately 170,000 students at 13 institutions and serves more than one million residents through statewide extension programs.

The University consists of two doctoral institutions (Madison, Milwaukee); eleven comprehensive institutions (Eau Claire, Green Bay, La Crosse, Oshkosh, Parkside, Platteville, River Falls, Stevens Point, Stout, Superior and Whitewater); 13 branch campuses; and a statewide extension network with offices in all seventy-two (72) Wisconsin counties. The University of Wisconsin System includes an administrative unit and a shared service unit. For more information about the University, visit: [www.wisconsin.edu](http://www.wisconsin.edu).

The University’s intent is to launch a single, integrated program, known as the Administrative Transformation Program (ATP) ([www.atp.wisconsin.edu](http://www.atp.wisconsin.edu/)), a people, process, policy, and technology initiative which will work to right-size administrative complexity across the UW System to be supported by a modern cloud-based ERP solution.

The program includes implementation of the selected cloud-based ERP for Finance, Human Resources, and Research Administration. The business capabilities in scope for ATP are outlined in [Appendix I](#_Appendix_I:_Business).

**ATP Vision, Mission, and Principles:**

The overall objective of ATP is to right-size the administrative complexity to support the University’s missions of education, research, and outreach. Desired outcomes include intentionally designed and standardized end-to-end business processes, access to data for timely reporting and enhanced decision support, high quality process and technology experience for stakeholders, and a sustainable infrastructure which can respond nimbly to future opportunities and needs.

ATP aligns with the strategic direction set forth in the University’s *2020FWD*, the priorities under the Commitment to Operational Excellence (CORE) initiative, the UW-Shared Services initiative, and its evolving information security programs and policies. It also addresses the technical and administrative shortcomings of the current state.

ATP Vision: Advancing the University of Wisconsin System’s mission by engaging staff and building an intuitive, intelligent, and innovative work environment.

ATP Mission: Engaging our communities to build a nimble Finance and HR environment that will transform how we work, providing access to data, standardizing business processes, and improving the user experience.

ATP Principles:

* Start with people, innovate together: We will learn from those who know best and design accordingly.
* Enable access to data: We will provide improved access to data and make it possible for our leaders to make more data-informed decisions.
* Simplify and streamline rigorously: We will clear the way for people to get their work done more efficiently.
* Just enough complexity: We will keep things simple with no more complexity than required.
* Design and build for the future: We will design nimble, sustainable, and resilient solutions.
* Make the right decisions in the right way: We are committed to making the right decisions by engaging our stakeholders and communicating regularly.

**Current State**

The University currently uses Oracle/Peoplesoft software for its Shared Financial System (SFS) and its Human Resource System (HRS). These applications are hosted on-premises by University’s Division of Information Technology. SFS and HRS each have a single instance of Oracle/PeopleSoft supporting all institutions (institutions are represented as separate business units in the application). (See [Appendix III](#_Appendix_III:_UW): UW System Metrics for transactional information.)

The Shared Financial System (SFS) supports financial and research administration processes. SFS was first implemented in 1999 and an upgrade to Oracle/PeopleSoft version 9.2 was completed in 2018. A custom-developed data mart, WISDM/WISER, supports reporting and other local downstream systems. PeopleSoft modules in use include:

Accounts Payable

Accounts Receivable

Asset Management

Billing

Cash Management

Contracts

E-Procurement

General Ledger

Grants

Procurement Card

Project Costing

Purchasing

Travel and Expenses

The Human Resources System (HRS) provides personnel, payroll and benefits processing to all University institutions and employees. The system was first implemented in 2011 and an upgrade to Oracle/PeopleSoft version 9.2 was completed in 2017. A custom-developed data mart, EPM, supports reporting and other local downstream systems. Peoplesoft modules in use include:

Absence Management

Benefits Administration

Candidate Gateway/Talent Acquisition Manager

Commitment Accounting

eBenefits

Human Resources

Payroll for North America

Performance Management

Time and Labor

The University has a variety of tools supporting reporting and analytic needs, including Oracle Business Intelligence Enterprise Edition (OBIEE), Tableau, Power BI, and other home-grown tools. OBIEE is supported at the enterprise level; the other solutions are provided and supported locally at the institutional level.

The University has identified over 650 ancillary and bolt-on information systems at UW-Madison and hundreds of additional systems across the UW System. Most ancillary and bolt-on systems are symptomatic of gaps in functionality of the current Shared Financial System (SFS) and Human Resources System (HRS), business process inefficiencies, challenges with data and reporting, gaps in training, and inconsistent policy interpretation.

The University’s landscape involves many enterprise level integrations, real-time synchronization of data and configuration elements between SFS and HRS, and several integrations with downstream systems. The University has a wide variety of bolt-on products and integrations that are in various stages within their product lifecycles. Some key bolt-on products and integrations include:

Plan UW: The University has implemented Oracle’s Planning & Budgeting Cloud Service (PBCS). The initial implementation project, which was completed in December 2018, included annual budgeting functionality with integrations to SFS and HRS. Subsequent implementation phases included multi-year forecasting and allocation. Roll-out of PBCS future functionality is on hold as ATP scope and timeline are further defined.

JAGGAER: The University has implemented JAGGAER’s One Source-to-Pay (S2P) cloud-based platform to replace and improve upon purchasing functionality. The planning for the project started in November 2019. There is a two-staged implementation plan with customer facing products implemented in Phase 1 in April 2021 and internal products planned to be implemented in Phase 2.

Student Information Systems: The thirteen institutions use Oracle/PeopleSoft’s Campus Solutions; each institution has its own instance of the software. There are integrations with SFS and HRS.

Research Administration: The University will be procuring and implementing a comprehensive software solution to streamline the pre-award Research Administration operations, and to provide post-award functionality that may not be provided by Workday. It is expected that such a solution will integrate with the future cloud-based ERP.

Interoperability: The Interoperability Initiative will establish improved integration and infrastructure services and practices across campus. The University has implemented Informatica Intelligent Cloud Services (IICS) to support improved connectivity between IT systems by enabling low/no-code integrations and data transformation. IICS provides out-of-the-box connectors that enable integration across myriad technologies and patterns, cloud/SaaS platforms, and technical modalities (e.g., file-, API-, message-based integrations, etc.). The University is currently in the process of implementing Google Apigee, an API management platform that will expose institutional and business unit-level APIs. Apigee will enable implementation of common policy/technical controls, aggregate the collection of available APIs in a common web interface, and reduce time-to-integrate by enabling integrators to test out APIs before gaining approval for production usage. This will be accompanied by establishing an API Program, a culture and ecosystem of API-based integration, across the University. Once complete, the implementation team will shift to developing APIs to common enterprise data domains (e.g., Identity/Person) to jumpstart the API Program. The University is in the process of implementing a product called midPoint for provisioning and deprovisioning and to manage user authorizations to applications. midPoint, along with its partner product Grouper, allows us to confer access to the right people, at the right time, to the right systems to enable the business of the University. The two other major areas of this initiative are improving user experience and privacy/security. These are actively being worked on in several different ways including using Salesforce to build out a one-stop user profile to be a single place for users to manage their identity information and preferences. See [Appendix IV](#_Appendix_IV:_SFS) and [Appendix V](#_Appendix_V:_HRS) for additional information about current state technical architecture and integrations.

## Scope of Work

* + 1. Service Objectives

The high-level service objectives and benefits the University expects to receive by acquiring services from the selected SI Vendor include the following:

* Partnership and collaboration: University is seeking a vendor that will work closely with University personnel to co-create the optimal solution and facilitate the transfer of knowledge and expertise and work in partnership on professional and technical services provided to the program team (e.g., program and project management, business analysis, and technical consultation).
* Access to subject matter expertise: University is seeking a vendor with proven abilities in managing large-scale cloud-based ERP projects for higher education institutions; deep knowledge of higher education best practices across Finance, Human Resources, and Research Administration; experience in application of Artificial Intelligence, machine learning, robotic process automation and similar modern technologies; extensive experience reengineering business processes and workflows; strong capabilities in data cleansing and conversion from legacy systems to modern environments; demonstrated success in testing, validation, quality assurance and user acceptance; high degree of success in developing management approaches of cloud software release cycles; expertise in integration and interface development; and experience developing units that provide shared support services at scale.
* Timeliness of project delivery: University is seeking a vendor that can collaboratively drive the project forward effectively, complete project activities within agreed-upon time frames, and implement the solution in a timely manner to optimize organizational benefits.
* Quality, depth, and completeness of services: University is seeking a trusted and capable vendor partner that will skillfully manage and deliver a broad range of top-tier services that appropriately consider and address the needs of University’s complex environment.
* Change strategy support. University is seeking a partner with skills and experience in planning and delivering successful change management programs, including but not limited to stakeholder engagement and communications, development and delivery of training materials and courses, and change impact analysis and recommendations.
* Realization of organizational benefits across the university system: University is seeking a vendor that understands the University’s strategic goals for administrative transformation, can identify specific ways that ERP modernization will drive those outcomes, and will implement a solution that delivers desired benefits across all campuses and organizational units.

1.2.2 High-Level Scope Assumptions

Functional Scope

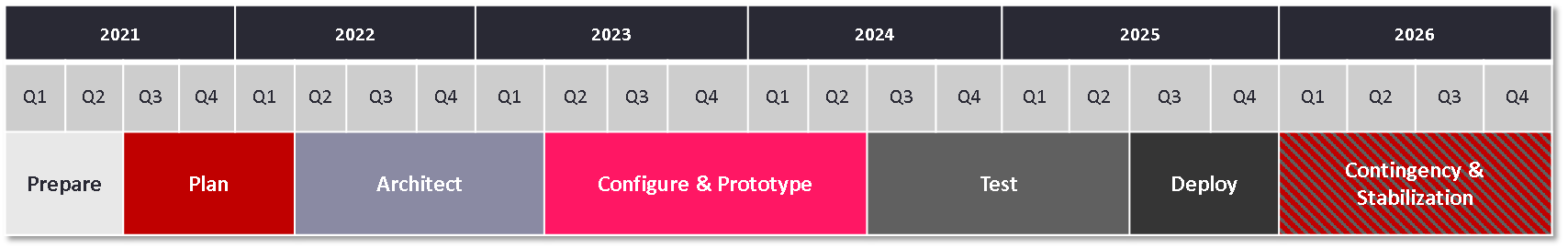
The functional scope of this RFP includes organizational capabilities and use cases across Finance, Human Resources, and Research Administration. Proposers are advised to review the business process inventory in scope for ATP ([Appendix I](#_Appendix_I:_Business)) and the Functional Use Scenarios ([Appendix VI](#_Appendix_VI:_Functional)) to gain a full understanding of University’s scope that the selected SI Vendor’s implementation activities and deliverables are expected to encompass.

Key Integration Points and Coordination with Other Initiatives

The functional scope for implementation activities and deliverables will also consider integrations with key legacy applications and third-party systems, which will involve coordination with other planned or in-process initiatives at University. For example, implementation activities and deliverables are expected to address integrations with Student Information Systems, Research Administration systems, procure-to-pay systems, and planning and budgeting solutions, among others. Proposers are advised to review Section 1.1 to gain understanding of University’s current-state system environment and future-state direction.

Proposed Timeline

Based on information and analysis completed during the preplanning and prepare stage of ATP, the University developed a tentative implementation schedule. The schedule is subject to adjustment based on the Planning and Design (Architect) Phases.



\* note that calendar quarters are represented, not fiscal quarters.

1.2.3 Services Overview

Planning Services Overview

Planning Services are intended to ensure alignment on project scope, governance, roles and responsibilities, plans, resources, dependencies, and other standard program components required for collaboration and alignment between University and the selected SI Vendor. In addition, Planning Services will produce specific Deliverables that are prerequisites for an effective and efficient Design (Architect) stage.

At a minimum, University expects that Planning Services will include the following activities and deliverables. As noted below, ATP has started or partially completed many Planning activities and deliverables listed in the preplanning and prepare stages. Proposers may also recommend additional activities and deliverables that are in alignment with their proposed approaches and best practices.

Planning Activities:

Scope planning (partially completed)

Schedule planning (started)

Resource planning (started)

Budget planning (partially completed)

Overall approach to project planning (started)

Overall approach to business process design and configuration

Project-related team formation (started)

Project governance planning (started)

Review of ancillary technology environment (e.g., third-party systems, bolt-on systems) (partially completed)

Integration and interface planning

Data conversion planning

Reporting and analytics planning

Operational model planning (e.g., future-state departmental structures, roles)

Future state support model (partially completed)

Security planning

Benefits realization planning (partially completed)

Learning and development planning (partially completed)

Deployment and rollout planning

Review of proposed Chart of Accounts (COA) and FDM/COA mapping design

Change management planning (partially completed)

Communication planning (started)

Project process improvement plan

Quality management plan

Stakeholder management plan

Planning Deliverables:

Finalized project scope, cost, and schedule baseline

Detailed project and implementation plan (e.g., in-depth timeline encompassing all activities, deliverables, milestones, rollouts, resources, etc.)

Funding model/Total Cost of Ownership

Data/reporting/analytics strategy

Inventory of ancillary technology and preliminary recommendations on disposition

Data conversion strategy

Integrations and interfaces strategy

User Experience Strategy

Workflow and document management strategy

Tenant Migration/Release Management Strategy

Implementation team formation

Finalized governance structure

Support team and continuous improvement team formation

Future-state operational model

Benefits realization metrics and baselines

Approach to business process mapping, design and configuration

Security strategy

Learning and development strategy

Finalized COA structure/ Foundation Data Model (FDM) Design

Change management plan

Communication Plan

Project risk register and plan

Design (Architect) Services Overview

Design (Architect) Activities are intended to produce Design (Architect) Deliverables that define and specify in detail the optimal solution for University. University expects the selected SI Vendor to design a solution that delivers high value across all domain areas and campus locations while maintaining manageable levels of cost and complexity.

At a minimum, Design (Architect) Services will include the following activities and deliverables. Proposers may also recommend additional activities and deliverables in their RFP Responses that are in alignment with their proposed approaches and best practices.

Design (Architect) Activities:

Develop guiding principles for solution design

Design analysis and requirements development

Process and workflow design (i.e., business process reengineering)

Reporting and analytics design

Further analysis of ancillary technology

Data conversion design

Integration and interface design, including system dependencies

Learning and development design

Training for ATP team

Security design

Current-state policy analysis and future-state policy design

Organizational change management design (business and IT)

Testing planning and design

Analysis of change impacts

Benefits realization analysis

Design (Architect) Deliverables:

Guiding principles for solution design

Design (Architect) analysis results (e.g., any functional requirements that cannot be met by the selected software solution) and associated recommendations

Future-state business process maps for all processes in scope

Initial reporting and analytics specifications

Inventory and final recommendations for disposition of ancillary technology, including governance approach for any future ancillary technology

Finalized data conversion specifications

Integration and interface requirements

Learning objectives and training requirements

Training delivered to UW’s project team (i.e. functional and technical)

Security profile requirements

Change inventory, impacts analysis, and initial organization change management recommendations

Organizational hierarchy requirements

End-to-end process testing scripts

Policy change documentation and impact analysis

Initial benefits realization design and quantified estimates of opportunities

Configure & Prototype Services Overview

Configure & Prototype Services include configuration of the selected software solution based on the specifications set forth in the Design (Architect) stage. Data conversion preparation activities and the development of integrations and interfaces to other systems are also part of Configure & Prototype Services. Developing and finalizing the details of the learning and development approach and curriculum, and related reference materials will also occur during the Configure & Prototype stage.

High-level guidance related to these services is provided below. Proposers may also recommend additional activities and deliverables that are in alignment with their proposed approaches and best practices.

Configuration Services provided by the selected SI Vendor will enable University to leverage the software solution’s built-in functionality and to implement best practices. Configurations implemented during this project stage will provide both standardization and flexibility to meet common and unique needs across all University institutions and organizational units. Configuration Services will include the configuration of in-scope business processes, forms, workflow, organizational structures, alerts/notifications, reporting and analytics, role-based security, and other business rules and system logic. It is critical that configurations are implemented in collaboration with University leads and SMEs, so knowledge transfer occurs naturally throughout the process.

Data Conversion preparation services provide the foundation for subsequent implementation activities that will enable University to access and leverage business-critical data that originated in legacy systems and/or third-party systems retained by University.

Integration/Interface Development Services will also provide the foundation for University to share business-critical data from the selected software solution with third-party systems retained by University.

Testing Services will provide the build of testing environment, implementation of any automated testing tools, and build of test scripts.

Training Development Services provided by the selected SI Vendor will focus on both business and IT stakeholders. These services will include supporting the University’s Change Strategy team in the creation and refinement of a detailed training curriculum, which will incorporate end-to-end process training and software usage training. Services will also include the development of reference materials and support documentation like user manuals, FAQs, process maps, and policy guides.

Test Services Overview

Test Services will focus on testing and refining the solution that was configured and developed during the Configure & Prototype stage.

High-level guidance related to these services is provided below. Proposers may also recommend additional activities and deliverables that are in alignment with their proposed approaches and best practices.

Test Services are expected to include multiple business process test cycles, system testing, integration testing, parallel payroll testing, mock migration testing, performance testing, security testing, and user acceptance testing (UAT). Based on the results of these tests, the selected SI Vendor will make recommendations to University regarding adjustments to the system configurations, integrations, and data conversions that were previously developed. The Services will also include activities to validate that the solution meets or exceeds Benefits Realization expectations and to implement a continuous improvement program.

Deploy Services Overview

Deploy Services encompass the delivery of training to all University users and the final deployment of the solution as tested and refined during the Test stage, including final conversions and final cutover for all campus locations.

High-level guidance related to these services is provided below. Proposers may also recommend additional activities and deliverables that are in alignment with their proposed approaches and best practices.

Training Delivery Services include supporting the University’s Change Strategy team in the delivering of end-user training to both business and IT stakeholders. End-user training courses may include end-to-end process training and software usage training in an integrated fashion and will be delivered prior to rollout/cutover for all required sites. Training Delivery Services will also include finalizing and distributing reference materials and support documentation such as user manuals, FAQs, process maps, and policy guides.

Deployment Services focus on final preparation and rollout at each campus location and within the support organization, from pre-cutover through cutover. These services include enabling operational readiness at each rollout site (e.g., ensuring that all policy, process, and organizational changes and impacts are understood); implementing the future-state support model and enabling IT/ERP support team readiness; ensuring site data readiness; completing final data conversions; ensuring supplier, customer, and third-party partner readiness; and deploying final integrations/interfaces.

Post Go-Live Production Support Services Overview

Post Go-Live Production Support Services refer to the range of post-cutover support services that the selected SI Vendor will provide to University throughout an agreed upon warranty period. Immediately after the Deploy stage and deployment, Post Go-Live Production Support Services may include activities like documenting, tracking, and resolving issues related to the implemented solution; measuring end-user satisfaction and recommending solution improvements or additional change management activities required; measuring and optimizing system performance; and facilitating a seamless transition of support to the longer-term University support team and/or any third-party partners who will provide longer-term support on behalf of University. Alternatively, vendors may propose optional longer-term Post Go-Live Production Support Services such as ongoing help desk management, release management impact analysis, and configuration/enhancement management.

* + 1. Planning and Design (Architect) Services: Additional Guidance

The tables set forth below identify expected roles and responsibilities associated with Planning and Design (Architect) Services for both the selected SI Vendor and University personnel. Please note that the contents of these tables are not intended to be fully exhaustive, and they are not inflexible; roles and responsibilities may be added, removed, or adjusted over time to reflect the evolving project context and approach. However, University advises Proposers to consider these high-level guidelines when developing their RFP Responses.

For each identified Planning activity, an “X” has been placed in the column under the party that University expects will be responsible for performing the task. Responsibilities of the selected SI Vendor are indicated in the column labeled “Vendor,” and University responsibilities (including responsibilities of University-contracted third parties) are indicated in the column labeled University. For tasks that are indicated as the selected SI Vendor’s responsibility, it is assumed that University staff will participate where needed based on the selected SI Vendor’s direction—and it is also assumed that most Planning activities will require close collaboration between the selected SI Vendor and University.

**TABLE 1. Planning Roles and Responsibilities**

|  |  |  |
| --- | --- | --- |
| Planning Roles and Responsibilities | Vendor | University |
| Determine and communicate the organizational capabilities, high-level business processes/use cases, technologies, organizational units, and campus locations that are in scope for the project |  | X |
| Determine and communicate related initiatives that are planned or in-progress and potentially affect the project |  | X |
| Define the scope to a greater level of detail and document the refined scope via a formal project scope/charter |  | X |
| Define and implement a change management process, that ensures control of budget, schedule, scope, communication, and resources with University sign off. | X |  |
| Review, refine, and approve the refined project scope/charter |  | X |
| Determine and communicate the availability of key University roles/resources (e.g., Project Manager, OCM Lead, Subject Matter Experts, etc.) to be engaged over the course of the project |  | X |
| Propose key Vendor personnel who will be engaged over the course of the project | X |  |
| Propose an overall resource plan for the project, encompassing both University resources and Vendor resources. Include information about density (e.g., % FTE) and timing for engaging each resource, as well as all team and governance structures. | X |  |
| Review, refine, and approve the proposed resource plan, including team and governance structures |  | X |
| Communicate the high-level roadmap and rationale for project phasing and rollout timing, including any known dependencies and risks |  | X |
| Communicate any mandated milestones, blackout periods, and other schedule assumptions or constraints |  | X |
| Provide experience-based and proactive advice regarding options and best practices to help adjust and refine the project stages and campus rollout strategy | X |  |
| Develop a milestone-based project plan for the entire program—from Planning and Design (Architect) through Deploy and Post Go-Live Production Support—but with particular focus on Planning and Design (Architect) stage details | X |  |
| Review, refine, and approve the proposed project plan |  | X |
| Educate University on Vendor’s overall and detailed approach, methodologies, tools, and other best practices that will be applied | X |  |
| Make available to University all relevant methodologies, tools, and templates in a shared and accessible environment | X |  |
| Define specific “sub-scopes” for each stage of the project | X |  |
| Review auxiliary technology environment, develop an inventory of auxiliary technology systems, and make preliminary recommendations regarding the disposition of these systems | X |  |
| Develop an integration strategy and roadmap based on the solution scope and rollout timing. Include plans for integrating with third-party solutions retained by University and plans for integrating with legacy systems to support the transitional period between rollouts (e.g., when some campuses have cutover to the new solution and other campuses are still using legacy systems). | X |  |
| Review, refine, and approve the integration strategy and roadmap |  | X |
| Develop a data conversion strategy and roadmap based on the solution scope and rollout timing | X |  |
| Review, refine, and approve the data cleansing and migration strategy and roadmap |  | X |
| Educate Vendor on University stakeholder context across business and IT, highlighting current state pain points, future state benefit expectations, and areas with particularly high change impact expected |  | X |
| Develop a strategy and roadmap for business process design based on the solution scope and rollout timing | X |  |
| Review, refine, and approve the strategy and roadmap for business process design |  | X |
| Develop a security strategy | X |  |
| Review, refine, and approve the security strategy |  | X |
| Develop a data and reporting strategy | X |  |
| Review, refine, and approve the data, reporting, and analytics strategy |  | X |
| Develop a test strategy | X |  |
| Review, refine, and approve the test strategy |  | X |
| Develop a learning and development strategy and roadmap | X |  |
| Review, refine, and approve the learning and development strategy and roadmap |  | X |
| Develop a high-level communications plan that encompasses the lifecycle of the project and considers all key stakeholder groups | X |  |
| Review, refine, and approve the high-level communications plan |  | X |
| Develop the future-state operational model for University Units where needed, and the continuous improvement model | X |  |
| Review, refine, and approve the future-state operational model for University units where needed and the continuous improvement model | X |  |
| Finalize the FDM structure | X |  |
| Review, refine, and approve FDM structure and mapping. |  | X |
| Establish Benefits Realization metrics and baselines | X |  |
| Prepare any design prototype environment required before the Design (Architect) stage begins | X |  |

**TABLE 2.** Design (Architect) **Phase Roles and Responsibilities**

|  |  |  |
| --- | --- | --- |
| Solution Design (Architect) Roles and Responsibilities | Vendor | University |
| Design (Architect) Analysis |  |  |
| Provide access to business and IT process owners, leads, and subject matter experts |  | X |
| Provide design methodology, templates, and tools and ensure that University personnel are provided timely knowledge transfer | X |  |
| Prepare, organize, and conduct design workshops with required University stakeholders | X | X |
| Attend and participate in design workshops |  | X |
| Proactively provide best practice recommendations for business processes and solution configurations that are contextualized for the higher education industry | X |  |
| Recommend business process changes and new business process flows for University and advise the relative change impact and value for each change | X |  |
| Identify areas where the selected software solution does not readily handle University’s functional requirements and recommend development needed or alternative third-party solutions to close the identified gaps | X |  |
| Document gaps and recommendations identified during the Design (Architect) workshops and review iteratively with University stakeholders to address | X |  |
| Document key decisions and their rationale as derived from the Design (Architect) analysis | X |  |
| Translate Design analysis results into refined and/or additional functional and technical requirements. Evolve and update the functional and technical requirements to maintain requirements traceability. | X |  |
| Review, refine, and approve Design (Architect) analysis deliverables and recommendations |  | X |
| Review, refine, and approve key decisions |  | X |
| Review, refine, and approve updated functional and technical requirements |  | X |
| Core Design (Architect) |  |  |
| Provide business process owners, leads, and SMEs to work collaboratively with the Vendor in all design activities to ensure University’s organizational context and impacts are considered throughout Design (Architect) stage |  | X |
| Provide IT process owners, leads, and SMEs to work collaboratively with the Vendor in all design activities to ensure that IT context and impacts are considered throughout the Design (Architect) stage (e.g., data, security, infrastructure, integration, support, etc.) |  | X |
| Provide design methodology and design standards and provide timely education of the use of the methods/tools to the University project team | X |  |
| Proactively provide industry, solution, and process-specific expertise to ensure best practices are built into the design to minimize suboptimal business processes, suboptimal technical performance, and downstream rework | X |  |
| Based on Design (Architect) results, develop inventories of reports/dashboards, interfaces, data conversions, extensions/customizations, forms, workflows, and mobile applications that need to be designed, built and deployed | X |  |
| Based on Design (Architect) results, ensure that the solution’s baseline configuration using out-of-the-box capabilities is clearly articulated, documented, and demonstrated to University | X |  |
| Based on Design (Architect) results, develop a data strategy that provided optimal usability for end users while ensuring data security and data ownership. | X |  |
| Identify and create business process change and business process reengineering design documentation to clearly communicate change impacts to organizational stakeholders | X |  |
| Identify and create IT operating model change and transition design documentation to help communicate change impacts to IT stakeholders | X |  |
| Review, refine, and approve inventories, baseline configuration design, and change impact documentation |  | X |
| Develop functional specifications for approved inventories | X |  |
| Develop technical specifications for approved inventories | X |  |
| Review, refine, and approve specifications |  | X |
| Develop/configure prototypes as required to support agile design, if applicable | X |  |
| Review, refine, and approve prototypes, if applicable |  | X |
| Identify potential additional features needed in the ERP product and recommend additions to the product BOM, if applicable | X |  |
| Prepare Configure & Prototype estimates aligned with the approved design specifications and deliverables | X |  |
| Review, refine, and approve Configure & Prototype estimates |  | X |
| Data Migration Design |  |  |
| Perform an analysis of the auxiliary technology inventory and make preliminary recommendations for the disposition of auxiliary technology systems | X |  |
| Provide proactive guidance on master data management solution options and considerations that need to be included in the design | X |  |
| Provide proactive guidance on data ownership to ensure UW access during and/or after the contract with Workday | X |  |
| Provide proactive guidance on data governance best practices that can be incorporated into University’s business and IT data creation and maintenance processes | X |  |
| Provide target state data knowledge and expertise to help guide University’s data cleansing activities | X |  |
| Recommend data cleanse and migration tools that should be leveraged within the context of the selected software solution to make migration more efficient | X |  |
| Review, refine, and approve data migration design deliverables |  | X |
| Reporting and Analytics Design |  |  |
| Provide proactive guidance to ensure that reporting capabilities are embedded in the end-to-end process design and are fully leveraging the selected software vendor’s embedded analytics capabilities and/or the incorporation of a third-party software (i.e. Snowflake, Etc.) | X |  |
| Create practical and relevant prototypes that can help communicate the shift in user thinking (at Executive, Operational Management, Super User, and End User levels) about how information can be delivered to their desktops with the future solution | X |  |
| Provide proactive guidance on leveraging mobile reporting capabilities, if applicable | X |  |
| Provide proactive guidance on leveraging drill-through reporting capabilities delivered out-of-the box with the selected software solution | X |  |
| Provide proactive guidance to fully leverage exception- and alert-based reporting capabilities, supported by workflow, delivered out-of-the box with the selected software solution | X |  |
| Recommend any additional reporting and analytics tools that should be leveraged within the context of the selected software solution | X |  |
| Develop reporting/analytics/data warehouse architecture design that depicts the enterprise-wide information management approach for the project | X |  |
| Develop data retention and archiving design that articulates legacy and ongoing data retention governance, policy, and process for the project | X |  |
| Review, refine, and approve reporting and analytics design deliverables |  | X |
| Integration Design |  |  |
| Provide proactive guidance to ensure that integration capabilities are fully leveraging available APIs, pre-built integration code, service-oriented architectures, etc. to ensure the lowest total cost of ownership (TCO) for University’s target integration environment | X |  |
| Provide expertise and collaborate effectively with University personnel and third-party personnel supporting key integration points | X |  |
| Design integrations between the selected software solution and third-party systems that will be retained by University in the future state. | X |  |
| Provide technical expertise and provide proactive guidance to identify potential integration bottlenecks that could cause performance issues as the solution is implemented at scale. Include specific design recommendations to mitigate technical performance risk. | X |  |
| Recommend any additional integration tools that should be leveraged within the context of the selected software solution | X |  |
| Review, refine, and approve integration design deliverables |  | X |
| Security Design |  |  |
| Provide proactive guidance to help design the appropriate levels of role-based security | X |  |
| Provide technical expertise to ensure that there are appropriate security controls inherent in the design to adhere to data segregation policies, where required | X |  |
| Develop initial security profiles | X |  |
| Pre-production environment security | X |  |
| Review, refine, and approve security design deliverables |  | X |
| Test Planning |  |  |
| Provide a University IT Lead and IT SMEs to work collaboratively with the Vendor |  | X |
| Develop a testing strategy and roadmap that includes multiple rounds of business process testing, integration testing, mock migration testing, performance testing, disaster recovery, and user acceptance testing activities | X |  |
| Work with the University IT Lead and SMEs to ensure a true end-to-end test environment is planned for and designed | X |  |
| Recommend any automated testing tools that should be leveraged within the context of the selected software solution (or alternative third-party solutions that the Vendor has successfully used on past projects) | X |  |
| Work with the University IT Lead and SMEs to develop a testing execution plan that provides the specific timing, dependencies, and resource requirements for test execution | X |  |
| Review, refine, and approve testing planning and design deliverables |  | X |

Change Strategy Design

Change strategy is a workstream that begins during the Planning and Design (Architect) stages and continues through Configure & Prototype, Test, Deploy and Post Go-Live Production Support stages. The information provided in this section deals only with the up-front Change Strategy activities for the Design (Architect) stage.

The University expects that the selected SI Vendor will, in collaboration with University personnel, utilize a proven methodology and associated tools to deliver Change Strategy services aligned with University’s project scope, key strategic themes/organizational drivers, and priorities. University also expects the selected SI Vendor to apply its industry, process, and solution-specific expertise to minimize downstream re-work and promote engagement, alignment, and buy-in from University business and IT stakeholders throughout the project lifecycle.

**TABLE 3. Change Strategy** Design (Architect) **Roles and Responsibilities**

|  |  |  |
| --- | --- | --- |
| Organization Change Management Design (Architect)Roles & Responsibilities | Vendor | University |
| Process/Role/Organization Change Design (Architect) |  |  |
| Provide a University Change Strategy lead, business process owners, and SMEs to work collaboratively with the Vendor in all design activities to ensure University organizational context and impacts are considered throughout the Change Strategy design |  | X |
| Provide Change Strategy methodology and tools and provide timely education of the use of the methods/tools to the University project team | X |  |
| Proactively provide industry, solution, and process-specific expertise to ensure best practices are built into the design to minimize downstream re-work, sub-optimal business process performance, or sub-optimal solution adoption | X |  |
| Leveraging the change impacts identified in the core design activities, work with University to provide specific recommendations regarding process, role, and organization changes required to adopt the best practices inherent in the chosen software solution | X |  |
| Document the rationale for change recommendations and identify both benefits and risks associated with the recommended changes | X |  |
| Review, refine, and approve (or reject) change recommendations |  | X |
| Document decisions made and rationale regarding the intended adoption (or rejection) of change recommendations | X |  |
| Review, refine, and approve all Change Strategy design deliverables |  | X |
| Communications Design |  |  |
| Provide a University Change Strategy Lead and communications resources to work collaboratively with the Vendor |  | X |
| Provide communications design methodology and tools and provide timely education on the use of the methods/tools to University Change Strategy personnel, including any templates and communications technologies (e.g., social media tools) | X |  |
| Develop communications messaging, determine specific audiences and channels for delivery, and define goals, success metrics, and ownership for each communications event. | X |  |
| Review, refine, and approve communications design deliverables |  | X |
| Training Design |  |  |
| Provide a University Learning and Development Lead and business process SMEs to work collaboratively with the Vendor |  | X |
| Provide training design methodology and tools and provide timely education of the use of the methods/tools to University Change Strategy personnel, including any templates and training technologies (e.g., online learning, group collaboration training, social media tools, etc.). | X |  |
| Perform an analysis of training needs across University. | X |  |
| Design a training approach that addresses specific training needs by audience and begin developing training curriculum and materials. | X |  |
| Review, refine, and approve training design deliverables |  | X |
| IT Operating Model Change and Deploy Design |  |  |
| Provide a University IT Lead and IT process SMEs to work collaboratively with the Vendor |  | X |
| Leveraging the change impacts identified in the core design activities, work with University to provide specific recommendations regarding IT role and organization changes required to support the new solution and the target state vendor ecosystem | X |  |
| Document the rationale for change recommendations and identify both benefits and risks associated with the recommended changes | X |  |
| Review, refine, and approve (or reject) change recommendations |  | X |
| Document decisions made and rationale regarding the intended adoption (or rejection) of change recommendations | X |  |
| Working with the University IT Lead and SMEs, create an initial IT operating model transition design document that provides an early view of the “what/why/who” considerations to build and support the new environment | X |  |
| Review, refine, and approve IT operating model change and transition design deliverables |  | X |

Benefits Realization

University began its Benefits Realization workstream as part of pre-planning activities and seeks support from the selected SI Vendor to continue Benefits Realization activities throughout the project lifecycle. While the selected SI vendor will begin supporting Benefits Realization during the Planning stage and continue with workstream activities through all project stages including final deployment and support, the information provided in this section deals only with Benefits Realization activities for the Design (Architect) stage.

University expects that the Vendor will utilize a proven methodology and associated tools to deliver Benefits Realization services aligned with University’s project scope, key strategic themes/organizational drivers, and priorities. University also expects the selected SI Vendor to apply its industry, process, and solution-specific expertise to educate and align University business and IT stakeholders to the expected benefits of the end-to-end solution being designed and eventually deployed.

**TABLE 4. Benefits Realization Roles and Responsibilities**

|  |  |  |
| --- | --- | --- |
| Benefits Realization Roles and Responsibilities | Vendor | University |
| Develop and communicate desired and expected benefits for the implementation project |  | X |
| Provide functional and technical leads to work collaboratively with the Vendor in all benefits realization design activities to ensure University’s organizational context and impacts are appropriately considered and prioritized |  | X |
| Working with University functional and technical leads, help ensure design outputs are rooted in achieving stated benefit realization goals. | X |  |
| Provide insights into potential quantified value opportunities from Vendor’s experience with similar clients and/or benchmark data | X |  |
| Review, refine, and approve benefits realization design deliverables |  | X |

## Organization of this Solicitation Document:

This document is divided into five (5) main sections. The sections also refer to “Attachments” when such organization assists in making this document more fluid. The five (5) main sections are:

**Section 1** General Information (generally states the intent of the solicitation and submittal instructions)

**Section 2** Preparing and Submitting a Proposal.

**Section 3** Terms and Conditions of Contract (contains performance clauses that will become part of any awarded contract).

**Section 4** Requirements and Specifications (technical and other specifications for the proposal).

**Section 5** Evaluation and Award of Contract(s) (contains details of the evaluation process).

## Definitions:

The following definitions are used throughout this document:

**ATP** means Administrative Transformation Program.

**Agent** means UW Madison Purchasing Agent responsible for this Request for Proposal. Full contact information can be found in Section 2.6.

**Contractor** means successful proposer awarded a contract.

**CORE** means Commitment to Operational Excellence initiative.

**DVB** means Disabled Veteran-Owned Business.

**ERP** means Enterprise Resource Planning.

**HRS** means Human Resource System.

**MBE** means Minority Business Enterprise.

**Proposer** means a firm submitting a Proposal in response to this Request for Proposal.

**Purchasing** **card** means State credit card.

**Purchasing** means the Purchasing Services Department in the Division of Business Services responsible for the procurement of goods and services for UWSA campuses.

**RFP** means Request for Proposal.

**SFS** means Shared Financial System.

**State** means State of Wisconsin.

**University** and **UW** both mean University of Wisconsin-Madison and University of Wisconsin System.

**WBE** means Woman-Owned Business Enterprise.

## VendorNet Registration:

Registration on the State of Wisconsin’s VendorNet System (<http://vendornet.state.wi.us>) is available free of charge to all businesses and organizations that want to sell to the state. Refer to [Bidder Response: Registration and Sign-in Process](https://esupplier.wi.gov/starcontent/eSupplier/eSupplier%20-%20Registering%20as%20a%20Bidder.pdf) for further instructions. Registration allows a vendor to:

* + 1. Register for a bidders list for commodities/services that the vendor wants to sell to the state.
    2. Receive an automatic e-mail notification each time a state agency, including the University of Wisconsin System campuses, posts a Request for Bid (RFB) or Request for Proposal (RFP) with an estimated value over $50,000.00 in their designated commodity/service area(s).
    3. Receive an e-mail notification of addendums/amendments relative to the RFB or RFP.
    4. Only vendors registered, with a valid e-mail address, at the time of the RFB or RFP is posted will receive e-mail notifications of addendums/amendments. Vendors who obtain the RFB or RFP from a third party; through the public notice website; or other means assume responsibility for checking for updates to the RFB or RFP.

## Parking:

University parking is very limited. Each Contractor and/or employee(s) shall make their own arrangements for parking through UW Transportation Services (website: <http://transportation.wisc.edu/parking/parking.aspx>) No additional costs will be allowed for parking fees or violations. Unauthorized vehicles parking in University lots or loading docks without permits will be ticketed and or towed.

## Reasonable Accommodations:

The University will provide reasonable accommodations, including the provision of informational material in an alternative format, for qualified individuals with disabilities upon request.

# Preparing and Submitting a Proposal

## Applicable Dates:

|  |  |
| --- | --- |
| **Date** | **Event** |
| 06/30/2021 | Date of Issue of the RFP |
| 07/09/2021 | Written questions due |
| 07/16/2021 | Answers to Questions Sent to Proposers (Estimated) |
| 08/06/2021 – 2:00 PM CST | RFP Due Date (Local Madison Time) |
| 09/08 & 09/2021 | Evaluations and Oral Presentations (Estimated) |
| 10/01/2021 | Award notification (Estimated) |

## Submittal Instructions:

**PROPOSALS MUST BE EMAILED TO:**

[tpooler@uwsa.edu](mailto:tpooler@uwsa.edu) and [nwbids@uwsa.edu](https://uwsystemadmin-my.sharepoint.com/personal/tpooler_uwsa_edu/Documents/Solicitations/TP_22_2789%20Workday_ATP/nwbids@uwsa.edu)

**NUMBER OF COPIES TO BE SUBMITTED:**

**One (1) electronic copy** of the completed proposals, including the signed original, must be emailed with the RFP number in the subject line**.** Proposal must be received, and date/time stamped prior to 2:00 p.m. CST on the stated proposal due date. Proposals not so date/time stamped shall be considered late. **Late proposals shall be rejected.**

Submitting bids to any other email address than [tpooler@uwsa.edu](mailto:tpooler@uwsa.edu) and [nwbids@uwsa.edu](mailto:nwbids@uwsa.edu) does not constitute receipt of a valid bid by Procurement. Proof of transmission does not constitute proof of receipt.

Email submissions may not be greater than 25 megabytes. Any email file greater than 25 megabytes will be rejected by the email server. If your Proposal(s) exceed this threshold, it is the submitters responsibility to break down your solicitation into multiple emails that are under this threshold. The subject line of all solicitation responses, should contain how many total emails you will be sending (i.e., Solicitation Response TP-22-2789, 1 of 6; Solicitation Response TP-22-2789, 2 of 6; etc.). It is the responsibility of the sending party to confirm emailed bid responses were received by the Purchasing office prior to bid due date.

**RETAIN A COPY OF YOUR BID RESPONSE FOR YOUR FILES**

**VENDOR NOTE: FOR THE PURPOSE OF THE RETURN ADDRESS LABEL, IF THE ADDRESS IS THE SAME AS YOU LISTED ON THE REQUEST FOR PROPOSAL FORM – YOU DO NOT NEED TO FILL OUT THE RETURN ADDRESS LABEL.**

**RETURN ADDRESS LABEL:**

Below is a label that can be taped to the outside of your sealed proposal response. If returning your proposal response by mail or in person, please fill out the information and tape to the outside of your bid package.

|  |  |  |  |
| --- | --- | --- | --- |
| **OFFICIAL SEALED PROPOSAL** | | | |
| **NUMBER: TP-22-2789** | | | |
| **DUE DATE: 08/06/2021** | | **TIME: 2:00 PM CST** | |
|  | | | |
| **SHIP FROM:** | | | |
|  | | | |
| **VENDOR NAME HERE:** | | | |
| **ADDRESS:** |  | |  |
|  |  | |  |
|  |  | |  |
|  |  | |  |
| **SHIP TO:** | | | |
|  | | | |
| **University of Wisconsin System Administration** | | | |
| **Office of Procurement** | | | |
| **660 West Washington Avenue** | | | |
| **Suite 201** | | | |

## Proposal Response Format:

The response should be organized and presented in the following order. Each section should be separated by tabs or otherwise clearly marked. The contents within each tab should reference the section or attachment number assigned in the RFP. Failure to submit as indicated may disqualify your proposal.

**Tab 1**:

* Request for Proposal form signed by an authorized representative of proposing company - Page 2.
* Vendor Information Form, [Attachment A](#_Attachment_A:_Vendor)
* Client Reference List, [Attachment D](#_Attachment_E:_Client)

**Tab 2**: Responses to specifications in [Section 4](#_Requirements_and_Specifications). – Requirements and Specifications (Sections 4.1 – 4.7)

**Tab 3**:

* Proposer Resource Allocation Form ([Attachment C](#_Attachment_C:_Proposer))
* Other

**Cost Proposal (one copy required)**, [Attachment B](#_Attachment_B:_Cost)

The Cost Proposal must be submitted as a separate document, in excel format. Documents submitted in any other form may be rejected. The email file must be clearly labeled with the words “Cost Proposal, UW RFP # TP-22-2789” and name of the proposer and due date. The cost proposal is due to the addressee on the due date and time noted above.

**RETAIN A COPY OF YOUR PROPOSAL RESPONSE FOR YOUR FILES**

## Incurring Costs:

The State of Wisconsin is not liable for any cost incurred by proposers in replying to this RFP.

## Oral Presentations, Product Demonstrations and Proposer Location Site Visits (Pre Award):

The University at its sole discretion, may require oral presentations, product demonstrations and/or proposer location site visits to validate information submitted with the proposals. Failure of a proposer to conduct a presentation, if requested by UWSA, on the date listed in section 2.1 of this document may result in rejection of the proposal. These events cannot be used as an opportunity to alter proposals submitted.

## Clarifications and/or Revisions through Designated Contact:

All communications and/or questions regarding this request must be in writing and must reference the proposal number.

If a Proposer discovers any significant ambiguity, error, conflict, discrepancy, omissions, or other deficiency in this RFP, they have five (5) business days after the RFP issue date and time to notify, in writing, the Agent at the address shown below of such error and request modification or clarification of the RFP document.

|  |
| --- |
| Todd Pooler |
| University of Wisconsin System Administration |
| E-mail: [tpooler@uwsa.edu](mailto:david.brinkmeier@wisc.edu) |
| PHONE: (608) 890-0128 |

If a Proposer fails to notify the Purchasing Office of an error in the RFP document which is known to the Proposer, or which must have reasonably been known to the Proposer, then the Proposer shall submit a response at the Proposer’s risk and if awarded a contract, shall not be entitled to additional compensation or time by reason of the error or its later correction.

In the event that it becomes necessary to provide additional clarifying data or information, or to revise any part of this RFP, supplements or revisions will be posted on <http://vendornet.state.wi.us> and [publicnotices.wi.gov](http://publicnotices.wi.gov/).

Any contact with University employees concerning this RFP is prohibited, except as authorized by RFP manager during the period from date of release of the RFP until the intent to award is released. Contacting anyone other than the Designated Contact above may disqualify your RFP.

## Multiple Proposals:

Proposers who wish to submit more than one proposal may do so, provided that each proposal stands alone and independently complies with the instructions, conditions, and specifications of the request. If multiple responses are submitted, the University reserves the right to select the most advantageous proposal to the University.

## Proprietary Information:

Any information contained in the Proposer’s response that is proprietary must be detailed separately on DOA form DOA-3027. Marking of the entire response as proprietary will neither be accepted nor honored. The University cannot guarantee that all such material noted remains confidential, particularly if it becomes a significant consideration in contract award. Information will only be kept confidential to the extent allowed by State of Wisconsin Public Disclosure Law (refer to Standard Terms and Conditions, Section 27.0). A copy of the form needed to designate portions of your submission as proprietary can be found at: <http://vendornet.state.wi.us/vendornet/doaforms/doa-3027.doc>

## Appeals Process:

Notices of intent to protest and protests must be made in writing to the head procuring agency. Protestors should make their protests as specific as possible and should identify statutes and Wisconsin Administrative Code provisions that are alleged to have been violated.

Any written notice of intent to protest must be filed with:

|  |
| --- |
| The Office of the President |
| The University of Wisconsin System Administration |
| 1720 Van Hise |
| Madison, Wisconsin 53715-1218 |

With a copy to:

|  |
| --- |
| Director of Purchasing |
| University of Wisconsin System Administration |
| 780 Regent St, Suite 105 |
| Madison, Wisconsin 53715-1218 |

and received in his/her office within five (5) working days after issuance of the solicitation or the notice of intent to award.

Any written protest must be received within ten (10) working days after issuance of the solicitation or the notice of intent to award.

The decision of the head of the procuring agency may be appealed to the Secretary of the Department of Administration within five (5) working days of issuance of the decision, with a copy of such appeal filed with the procuring agency. The appeal must allege a violation of a Wisconsin statute or a section of the Wisconsin Administrative Code. The decision of the University regarding the protest may be appealed to the Secretary of the Department of Administration within five working days after denial by the University, with a copy of such appeal filed with the University.

# Terms and Conditions of Contract

## Entire Contract:

A contract will be awarded based on the criteria established in this Request for Proposal, including attachments and any amendments issued. The RFP, the proposal response, and written communications incorporated into the contract, constitute the entire contract between the parties. The hierarchy of documents in descending order for resolution is as follows:

1. Contract Award Letter
2. Original Request for Proposal Number TP-22-2789 dated, 06/30/2021 including amendments/attachments
3. Proposer response to RFP
4. Official Purchase Order (when applicable)

Any other terms and conditions provided by the Proposer with the proposal or for future transactions against this contract, including but not limited to click on agreements accepted by the Customer; shrink wrapped agreements; or terms submitted with quotations, order acknowledgements, or invoices; will be considered null and void and will not be enforceable by the Contractor unless agreed to in a written amendment signed by the University Purchasing Department. Any exceptions to this RFP should be submitted with your response and alternative language proposed.

Deviations and exceptions from original text, terms, conditions, or specifications shall be described fully, on the bidder's/proposer's letterhead, signed, and attached to the proposal response as an attachment. Each deviation and exception must be identified by the section, page number and paragraph to which it applies. In the absence of such statement, the bid/proposal shall be accepted as in strict compliance with all terms, conditions, and specifications and the bidder/proposer shall be held liable.

An electronic Word copy of this exceptions document must be submitted.

Submitting a standard Proposer contract or term and condition as a complete substitute or alternative for the language in this solicitation will not be accepted and may result in rejection of the proposal.

The University reserves the right to negotiate contractual terms and conditions or reject the Proposer‘s response and proceed to the next qualified proposer.

## Contract Administrator:

Any correspondence must include reference to Contract number TP-22-2789 and be sent to the Contract Administrator. The Contractor Administrator is authorized to give the approvals required under this contract on behalf of the University.

1. University

The Contract Administrator for the University is:

|  |
| --- |
| Todd Pooler |
| University of Wisconsin System Administration |
| E-mail: [tpooler@uwsa.edu](mailto:tpooler@uwsa.edu) |
| PHONE: (608) 890-0128 |

## Term of Contract:

The initial term of this contract shall be from 11/30/2021, through 12/01/2023. The University has the option to renew this contract into its third through fifth years. Such renewal will be by mutual agreement of University and the Contractor(s).

## Contract Termination:

* + 1. The University may terminate the Contract at any time, without cause, by providing 30 days written notice to the Contractor. If the Contract is so terminated, the University is liable only for payments for products provided or services performed, to the extent that any actual direct costs have been incurred by the Contractor pursuant to fulfilling the contract. The University will be obligated to pay such expenses up to the date of the termination.
    2. Shall either party fail to perform under the terms of this Contract; the aggrieved party may notify the other party in writing of such failure and demand that the same be remedied within 5 calendar days. Should the defaulting party fail to remedy the same within said period, the other party shall then have the right to terminate this Contract immediately. Performance failure can be defined but not limited to failure to provide any of the Terms, Conditions or Specifications.
    3. If at any time the Contractor performance threatens the health and/or safety of the University, its staff, students or others who may be on campus, the University has the right to cancel and terminate the Contract without notice.
    4. Failure to maintain the required Certificates of Insurance, Permits and Licenses shall be cause for Contract termination. If the Contractor fails to maintain and keep in force the insurance as provided in Standard Terms and Conditions, Section 22.0, the University has the right to cancel and terminate the Contract without notice.
    5. If at any time a petition in bankruptcy shall be filed against the Contractor and such petition is not dismissed within 90 calendar days, or if a receiver or trustee of Contractor's property is appointed and such appointment is not vacated within 90 calendar days, the University has the right, in addition to any other rights of whatsoever nature that it may have at law or in equity, to terminate this contract by giving 10 calendar days’ notice in writing of such termination.
    6. All notices of performance failure must be submitted in writing to Purchasing, 660 West Washington Ave, Suite 201, Madison, WI 53703. Purchasing shall be final authority for all performance failure determinations.

## Firm Prices:

Prices remain firm for the initial contract term. Prices established may be lowered due to general market conditions or negotiations between the Contractor and the University.

Prices increase requests proposed after the initial Contract term, along with an updated Price List, must be received by Purchasing in writing 90 calendar days prior to the beginning of the next contract term for acceptance or rejection. Proposed price increases are limited to fully documented cost increases submitted with the request. If Purchasing deems cost increases are not acceptable, it reserves the right to rebid the contract in whole or part. Acceptance of the price increases shall be in the form of an amendment to the contract.

Price increases must be labeled with the contract number and be submitted in the same format as the original Proposal. Any price increase requested that is not submitted in the proper format and with the correct supporting detail may be rejected.

## Payment Terms:

The University will pay the Contractor based upon a payment plan accepted by the University in accordance with milestones and achievements.

## Invoicing Requirements:

Invoices for Purchase Orders:

Contractor must agree that all invoices and purchasing card charges shall reflect the prices and discounts established for the items on this contract for all orders placed even though the contract number and/or correct prices may not be referenced on each order.

The University must meet a statutory mandate to pay or reject invoices within 30 days of receipt by the University of Wisconsin System Administration, Accounts Payable. Before payment is made, it also must verify that all invoiced charges are correct as per this Contract. Only properly submitted invoices will be officially processed for payment. Prompt payment requires that your invoices be clear and complete in conformity with the instructions below. All invoices must be itemized showing:

* Contractor name
* remit to address
* purchase order number
* date of order/release
* hours worked
* employees name
* Phase/stage description and work conducted
* prices per the Contract

At the discretion of Purchasing, invoices not reflecting the correct prices may be short paid or disputed.

The original invoice must be emailed to UWSA Accounts Payable, [uwsastatements@uwsa.edu](mailto:uwsastatements@uwsa.edu) .

## On Site Service:

In carrying out the scope of this Contract, the Contractor shall be required to perform services on University property. Proposers cost must include all transportation charges.

## Requirements for Criminal Background Checks:

***Background Checks of Contractors***

This contract is contingent upon Contractor supplying workers who have passed a criminal background check that includes a national criminal background check database demonstrating the worker has no convictions or pending criminal charges that are substantially related to the contracted-for activities or services, including but not limited to, those that would render the worker unsuitable for regular contact with children. Disqualifying convictions or charges include, but are not limited to, sexual offenses, violent offenses, and drug offenses.

If, in the course of providing services to the UW, Contractor (or its employee) observes an incident or threat of child abuse or neglect, or learns of an incident or threat of child abuse or neglect, and the Contractor (or its employee) has reasonable cause to believe that child abuse or neglect has occurred or will occur, Contractor must make a report of that abuse or neglect to law enforcement or to a county social service agency as provided in UW’s Policy on Mandatory Reporting of Child Abuse and Neglect (“the Policy”). If the suspected child abuse or neglect involves an allegation against a UW employee or agent (e.g. student, volunteer, Contractor, etc.), or the incident or threat of child abuse or neglect occurred on the UW campus or during a UW-sponsored activity, the Contractor shall also report to the UW Police Department or UW’s Office for Equity and Diversity.

## Travel Per Diems:

All the Contractor’s travel and per diem expenses shall be the Contractor’s sole responsibility. Payment to the Contractor by the University shall not include an additional amount for this purpose.

## Insurance:

The Contractor shall maintain insurance levels as required in Standard Terms and Conditions, Section 22.0 A certificate of insurance must be provided upon award and provided on an annual basis throughout the term of the Contract.

The Contractor shall add: “The Board of Regents of the University of Wisconsin System, its officers, employees and agents” as an ‘additional insured’ under the commercial general and liability policies. The certificate holder shall be listed as the University of Wisconsin-System Administration or System campus for their respective purchases.

## Record and Audit:

The Contractor shall establish, maintain, report as needed, and submit upon request records of all transactions conducted under the contract. All records must be kept in accordance with generally accepted accounting procedures. All procedures must be in accordance with federal, State of Wisconsin and local ordinances.

The University shall have the right to audit, review, examine, copy, and transcribe any pertinent records or documents held by the Contractor related to this contract. The Contractor shall retain all applicable documents for a period of not less than five years after the final contract payment is made. The University reserves the right to inspect any facilities used to support this Contract.

## Performance Meetings:

The Account Representative and/or Proposer Contract Administrator must be available to meet as required with the University's Contract Administrator to evaluate contract implementation and performance and to identify continuous improvement.

## Subcontracting:

* + 1. Any Contract resulting from this proposal shall not be, in whole or in part, subcontracted, assigned, or otherwise transferred to any Subcontractor without prior written approval by Purchasing. Upon request Contractor must provide Subcontractor’s complete contact information including EIN# (TIN#, SS#) and signed W-9 form.
    2. The Contractor shall be directly responsible for any subcontractor's performance and work quality when used by the Contractor to carry out the scope of the job. University reserves the right to assess Contractor damages in excess of the contract amount for Subcontractor’s failure to perform or inability to complete required project milestones.
    3. Subcontractors must abide by all terms and conditions under this Contract.

## Fair Price Analysis:

Purchases made under this contract may require further fair price analysis. The awarded Proposer will be required to provide documentation (i.e., published price list, list of previous buyers, etc.) to allow the University to complete this analysis.

## Severability:

If any provision of this contract shall be, or shall be adjudged to be, unlawful or contrary to public policy, then that provision shall be deemed to be null and separable from the remaining provisions and shall in no way affect the validity of this contract.

## Supplier Diversity:

* + 1. **Minority Business Enterprise Program (MBE)**

The State of Wisconsin is committed to the promotion of minority business in the state's purchasing program and a goal of placing 5% of its total purchasing dollars with certified minority businesses. Authority for this program is found in ss. 15.107(2), 16.75(4), 16.75(5) and 560.036(2), Wisconsin Statutes. The University of Wisconsin-Madison is committed to the promotion of minority business in the state's purchasing program.

The State of Wisconsin policy provides that Wisconsin Certified minority-owned business enterprises should have the maximum opportunity to participate in the performance of its contracts. The supplier/contractor is strongly urged to use due diligence to further this policy by awarding subcontracts to minority-owned business enterprises or by using such enterprises to provide goods and services incidental to this agreement, with a goal of awarding at least 5% of the contract price to such enterprises.

The Supplier/contractor may be requested to provide information about its purchases from Wisconsin certified MBEs.

A listing of certified minority businesses, as well as the services and commodities they provide, is available from the Department of Administration, Office of the Minority Business Program, 608/267-7806. To view all MBE firms go to <https://wisdp.wi.gov/search.aspx> select the MBE box and click search.

* + 1. **Woman Owned Business (WBE)**

The State of Wisconsin is committed to the promotion of Woman-Owned Businesses as outlined in 560.035, Wisconsin Statutes.

The State of Wisconsin policy provides that Woman-Owned Businesses certified by the Wisconsin Department of Administration should have the maximum opportunity to participate in the performance of its contracts. The supplier/contractor is strongly urged to use due diligence to further this policy by awarding subcontracts to Woman-Owned Businesses or by using such businesses to provide goods and services incidental to this agreement.

* + 1. **Disabled Veteran Owned Business (DVB)**

The State of Wisconsin policy provides that Disabled Veteran-Owned Business Enterprises certified by the Wisconsin Department of Administration should have the maximum opportunity to participate in the performance of its contracts. The supplier/contractor is strongly urged to use due diligence to further this policy by awarding subcontracts to Disabled Veteran-Owned Businesses or by using such enterprises to provide goods and services incidental to this agreement, with a goal of awarding at least 1% of the contract price to such enterprises.

The supplier/contractor may be requested to provide information about its purchases from Wisconsin certified DVBs.

A listing of certified minority businesses, as well as the services and commodities they provide, is available from the Department of Administration, State Supplier Diversity Program, 608/267-9550. To view all DVB firms, go to <https://wisdp.wi.gov/search.aspx>, select the DVB box, and click search.

## Discriminatory Boycotts of Israel:

Effective October 27, 2017, consistent with 2017 Wisconsin Executive Order 261, contractor agrees it is not engaged in a boycott of the State of Israel and further, contractor will not during the term of the contract engage in a boycott of the State of Israel. State agencies may not execute a contract and reserve the right to terminate an existing contract with a business entity that is not compliant with this provision. This provision applies to all contracts of all values.

## Debarment:

Federal Executive Order (E.O.) 12549 “Debarment“ requires that all contractors receiving individual awards, using federal funds, and all subrecipients certify that the organization and its principals are not debarred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded by any Federal department or agency from doing business with the Federal Government. By signing this document, you certify that your organization and its principals are not debarred. Failure to comply or attempts to edit this language may disqualify your bid. Information on debarment is available at the following websites: <https://www.sam.gov/SAM/> and <https://acquisition.gov/browsefar>.

## Promotional Materials/Endorsements:

Contractor agrees that they will not use any promotional or marketing material which states expressly or implies that the University endorses either the Contractor or any party related to the Contractor or this Contract.

## Additional Services:

Similar services may be added to this Contract provided it was mutually agreeable to both Purchasing Services and the Contractor. Scope of work and pricing (including discounts) must be consistent with the current contract services.

# Requirements and Specifications

Requirements that include the word “must” or “shall” describe a mandatory requirement. Failure to meet a mandatory requirement may disqualify your proposal.

Proposer must: 1) indicate agreement on each mandatory requirement and, if requested, describe how the specifications will be met and/or provide additional information, 2) complete any required form(s) and 3) provide a complete and detailed response to any non-mandatory requirement that can be fulfilled. If supplemental materials will be provided, clearly mark all supplements with the corresponding section number.

NOTE: Failure to respond to all items in this section may be deemed as sufficient reason to reject a proposal. Format your response to correspond numerically with items on the Submittal Instruction (see [Section 2.3](#_Proposal_Response_Format:).).

Proposer Responses to all questions and fields herein should be concise, focused, and must directly address what is being requested by University. Please do not submit generic sales collateral, marketing materials, or other extraneous documents that do not reflect the specific context of University’s administrative transformation and ERP implementation. The use of Appendices should be limited to include only those materials that are specifically requested by University in the Response Template sections below, and Appendices should only be used if relevant Proposer Responses cannot feasibly be included within the format of this Response Template.

When preparing your Response based on this Template, please rename the file using the naming convention “[Proposer Name] Response to University RFP # TP-22-2789.” Within the document itself, Proposers must retain the existing structure and numbering of all Response sections shown below. However, in the interest of streamlining Response documentation, it is suggested that Proposers remove all detailed descriptions and instructions provided by University for the various Response sections.

Please note that all Proposer pricing information must be provided separately using the Pricing Worksheet contained in Attachment B: Cost Proposal Form. Responses to this solicitation must follow the pricing methodology specified in the cost sheet. **Proposers who submit their own pricing model that is different from the cost sheet may be removed from consideration**. Optional services which may be offered by the Proposer but are not priced in the Pricing Worksheet should not be addressed within the main sections of this Response template. If Proposers wish to suggest optional services along with corresponding price increases or adjustments, they may do so only within the last section of this Response template, 4.7. Optional Services. University will consider any and all services described within the main sections of this Response template (i.e., outside of the Optional Services section) to be included in the Proposer’s main pricing proposal.

**\*\*\*\*\*Proposers shall make no reference to any consulting work conducted on behalf of UW-Madison/UWSA’s ATP project prior to issuance of this RFP.  If Proposer’s solicitation contains these references, UWSA reserves the right to reject the vendor’s response entirely.  References to other UW-Madison and/or UWSA projects are acceptable.\*\*\*\*\***

## 4.1. Executive Summary (Mandatory):

4.1.2 Provide an executive-level narrative that summarizes key aspects of your proposal and the principal advantages University should expect to receive if you become the selected SI Vendor. The Executive Summary should demonstrate your understanding of University’s environment and the services being requested in this RFP; highlight your point of view on how to make this project successful; describe the value and key differentiators that you will bring to this project and University’s overall administrative transformation; and communicate key details of your Response in a succinct and clear manner that can be readily understood by non-technical personnel. Limit your Executive Summary to no more than two (2) pages.

## 4.2. RFP Requirements (Mandatory):

4.2.1. Cloud Implementation Partner Certification

Proposers must be currently certified cloud implementation partner firm with Workday software solution. Certification proof must be provided via a readily available website link from Workday, or by other requisite certification proof as issued separately to Proposer’s firm by Workday.

4.2.2. Prime Contractor

The University will only consider Proposers who have a proven track record of successfully implementing Workday SaaS Financial and Human Resource management solutions for complex higher education institutions with very high levels of research activity. Proposers must have served as the Prime Contractor on an engagement for a higher education institution within the past 3 years in which Workday was implemented or is currently in the process of being implemented.

Describe an engagement at a comparable reference institution (i.e., one with very high levels of research activity, and ideally with multiple campus locations) where your firm has served within the past 3 years as Prime Contractor for implementation of the selected SaaS software solution. Provide at a minimum for each reference:

* Client reference contact information, including name, title, phone number, and email address
* Start and end dates (month/year) for your implementation contract
* Relevant engagement details that demonstrate your experience as Prime Contractor

4.2.3. Financial Stability

Proposers must be financially stable as determined by University. The information requested below will be used to determine the financial stability and capability of the prospective SI Vendor. University reserves the right to request further information from Proposers to make such determinations.

Instruction to Proposers: Provide the following financial information for the Proposer organization.

* Sources of financing (shareholders, venture capital, etc.)
* Bank references and name of auditing firm
* Last two annual reports
* All quarterly reports since the most recent annual report
* Identification of the Parent Corporation and any subsidiaries

4.2.4. Performance Location

The State of Wisconsin requires purchased contractual services to be performed in the United States (Wis. Stats 16.705 (1r)). Contractor warrants that services provided to the University under this contract will be performed in the United States. The inability to perform services in the United States may be grounds for disqualifying your proposal for this contract.

Provide a statement attesting that all services provided to the University under this contract will be performed in the United States.

## 4.3. Proposer Experience and Value Proposition (350 Points):

4.3.1. Describe your experience with Workday and provide details of successful projects where you implemented this solution, particularly your success in implementing the solution(s) for higher education institutions.

4.3.1.1 Provide a list of all past and in-progress implementations of Workday across all market segments for the past three (3) years, including names of client companies/organizations, high-level summaries of project size and scope, and project start and end dates. In select cases where you are unable to name the specific client company/organization, please provide a generic description of the client company/organization instead (e.g., “a private university classified as an R1 institution,” “a K-12 school district encompassing 15 campus locations,” “a nationwide grocery chain,” etc.).

4.3.2. Additional Relevant Experience

As part of the ATP, the University will be implementing multiple complex changes to its operations, including but not limited to restructuring the Chart of Accounts, converting to accrual accounting, redesigning the organizational model, and establishing shared services. The University is seeking a vendor partner that is experienced in these areas and can bring significant expertise to the project.

4.3.2.1 Restructuring the Chart of Accounts

Describe your experience implementing solutions for higher education clients that have included a comprehensive restructuring of the Chart of Accounts.

4.3.2.2 Cash to Accrual Conversion

Describe your experience with cash to accrual conversions, including any implementations that involved a hybrid of both accounting approaches.

4.3.2.3 Organizational Model Design

Describe your experience leading organization model design.

4.3.2.4 Establishing Shared Services

Describe your experience implementing shared services, particularly in tandem with a cloud ERP implementation.

4.3.2.5 Policy Simplification

Describe your experience simplifying institution policy or implementing new policy approval practices, with or without a cloud ERP implementation.

4.3.2.6 Adoption of Modern Technology Concepts

Describe your experience implementing modern technologies such as Robotic Process Automation (RPA), Artificial Intelligence (AI), or Machine Learning (ML), particularly in tandem with a cloud ERP implementation.

4.3.3. Strategic Direction of Company

Provide an overview of your company’s strategic direction that indicates its commitment to higher education. Provide detailed information regarding where your company is making strategic investments related to higher education.

4.3.4. Differentiation from Competitors

Provide a description of any services that differentiate your company from your competition, and which you believe are relevant to the University’s needs.

4.3.5. Best Practices and Lessons Learned

University is seeking an SI Vendor that can draw on previous experience with other higher education implementation projects in order to utilize best practice methodologies and apply past learnings to the University project.

Describe issues that surfaced on past implementation projects – positive and negative, actions taken to address the issues, resulting outcomes, and lessons learned that the Proposer would bring to the table to make the University project successful.

4.3.6. Client References

Proposers must provide three (3) client references for successfully completed implementations of the selected software solution (i.e., Workday) at higher education institutions (see [Attachment D](#_Attachment_D:_Client)). If such implementations have not been completed, Proposers may submit client references for institutions that have made substantial progress toward implementation. One of the client references may be the same client reference used to fulfill the Prime Contractor Mandatory Requirement in Response Section 4.2.2 – Prime Contractor.

Preference will be given to Proposers whose client references are higher education institutions with comparable size, complexity, and research activity to UWSA. Preference will also be given for completed implementations, for projects with a similar scope of services to those described in this RFP, and for implementations where the vendor and client adopted a collaborative approach to their partnership and worked together closely throughout the project lifecycle.

## 4.4. Proposer Approach (400 Points):

4.4.1. Functional Approach: In the Scope of Work, Section 1.2.2, the University provided a preliminary, high-level timeline depicting the ERP implementation stages. This timeline is intended to be directional only and is not a mandate; however, it is suggested that Proposers refer to this illustrative timeline for guidance in preparing their detailed approach. Deployment may not occur later than July 1, 2025. However, Proposer may recommend an alternate deployment date of July 1, 2024. In no case, may a Proposal include a deployment date other than the beginning of University fiscal year (July 1).

Provide a high-level description of your overall functional approach and services across all implementation stages and campus rollouts, including proposed activities, methodologies, and tools. Provide a proposed timeline that includes all key meetings/workshops, milestones/gates, and deliverables. Describe how your proposed approach, services, and timeline will be the optimal path to achieving the University’s goals and guiding principles as defined in this RFP.

4.4.1.1 Planning and Design (Architect) Approach

Provide a detailed description of your approach to planning and designing the solution, including:

* Approach for effective design that is optimized for standardization but still provides for flexibility where needed,
* Proposed methodology for engaging stakeholders and SMEs to collaboratively plan and design the optimal solution, processes, and workflows.
* Proposed methodology to drive requirements definition, facilitate process design decisions, and support business value prioritization.
* Approach to overcoming challenges associated with process change resistance, conflicting opinions, and competing priorities along the way.
* Approach and services during the Planning and Design (Architect) stage that will help University achieve its project goals and adhere to the program’s guiding principles as defined in this RFP.
* Approach to gathering end-user needs in a multi-campus University that is geographically dispersed across the state and how you will synthesize and analyze end-user needs to inform your approach throughout the project.
* Approach to identifying and addressing accessibility barriers in software, processes, and services. Including but not limited to software configurations and/or settings that can ensure our compliance with the current accessibility regulations (i.e., Americans with Disabilities Act (ADA), Web Content Accessibility Guidelines (WCAG), or other State or Federal requirements).

4.4.1.2 Planning and Design (Architect) Deliverables:

The University has provided a list of expected deliverables for the Planning and Design (Architect) stages of the implementation (see Services Overview Section 1.2.3). The University welcomes Proposer input and recommendations if there are alternate or additional deliverables that the Proposer believes would drive improved project outcomes.

* Describe any suggested revisions or additions to University’s list of proposed Planning and Design (Architect) deliverables.
* Provide examples of deliverables the University would expect to receive as part of the Planning and Design (Architect) Phases.

4.4.1.3 Planning and Design (Architect) Roles and Responsibilities

The University has proposed roles and responsibilities for the Planning and Design (Architect) stages of the implementation (see Planning and Design (Architect) Services: Additional Guidance Section 1.2.4). The University welcomes Proposer input and recommendations if the Proposer believes that additions or adjustments to roles and responsibilities would drive improved project outcomes.

Provide any suggested revisions or additions to University’s proposed roles and responsibilities for the Planning and Design (Architect) stages.

4.4.1.4 Configure & Prototype Approach

Describe your approach to the Configure & Prototype Services, as outlined in Services Overview Section 1.2.3. Identify key activities, milestones, and deliverables that you propose for this stage.

4.4.1.5 Test Approach

Describe your approach to Test Services, as outlined in Services Overview Section 1.2.3. Identify key activities, milestones, and deliverables that you propose for this stage.

4.4.1.6 Deploy Approach

Describe your approach to Deploy Services, as outlined in Services Overview Section 1.2.3. Identify key activities, milestones, and deliverables that you propose for this stage.

4.4.1.7 Post Go-Live Production Support Services Approach

Describe your approach to Post Go-Live Production Support Services, as outlined in Services Overview Section 1.2.3. Identify key activities, milestones, and deliverables that you propose for this stage.

4.4.2. Technical Approach

4.4.2.1 Data Conversion: As noted in section 1.1, the University has procured Informatica Intelligent Cloud Services (IICS) and intends to significantly leverage this tool for data conversion.

Provide a high-level discussion of your proposed data migration and conversion strategy, and best practice recommendations for University’s consideration, including how much historical data to convert, your approach to converting data and data transformation, and your skill and experience with IICS.

Describe any methodologies, tools, templates, and resources that you plan to use for data cleansing, conversion, and migration. Particularly note any other tools that would need to complement IICS for efficiency and/or effectiveness.

Propose roles and responsibilities for the SI Vendor as well as roles and responsibilities for University personnel in order to successfully complete the migration of legacy system data.

4.4.2.2 System Integration: As noted in Section 1.1, the University has procured Informatica Intelligent Cloud Services (IICS) and intends to significantly leverage this tool for system integrations.

Describe your overall approach, tools, and methodologies for integration services. Note your skill and experience with IICS and any recommendations for augmenting it with other tools.

Describe the process by which you determine those integrations that should be developed by the University and those should be co-developed by the University and the selected SI Vendor.

Experience Integrating with Third-Party Solutions

Describe your experience integrating with the following types of third-party vendor solutions:

* Research Administration systems
* Planning and budgeting systems (e.g., Oracle Planning and Budgeting Cloud)
* Asset management solutions (e.g., AssetWorks)
* eProcurement systems/source-to-pay suites (e.g., Jaggaer)
* Foreign tax compliance systems (e.g., Glacier)
* Background check and employment screening systems (e.g., HireRight)
* Travel management solutions (e.g. Concur)
* Banking systems
* Student information systems
  + - 1. Identity and Access Management (IAM) Solutions: While the University institutions will leverage the common cloud-ERP solution for HR and Finance, each institution issues its own user credentials and has separate authentication systems. The existing PeopleSoft solutions leverage a SAML federation for authentication. Describe your experience integrating with existing IAM solutions across multiple entities and your approach to getting an authoritative identity assigned to each stakeholder when not all stakeholders will necessarily be paid staff (i.e. – not all stakeholders are guaranteed to be in the HCM solution).

4.4.2.4 Integration Strategies with Existing Data Warehouses: The new ERP solution must also integrate with existing business intelligence, analytics, and data warehouses systems. Please describe your experience and approach in this area.

4.4.2.6 Environments

Describe your proposed environments to support the full range of implementation services described in this RFP.

4.4.2.7 Release Management

Describe your approach to software release management while the implementation is underway, including your approach to providing skills transfer to University personnel to ensure that the University is capable of independently managing future upgrades and environment refreshes.

4.4.2.8 Security

Describe your approach to implementing logical and data level security to optimize ongoing access management and access monitoring.

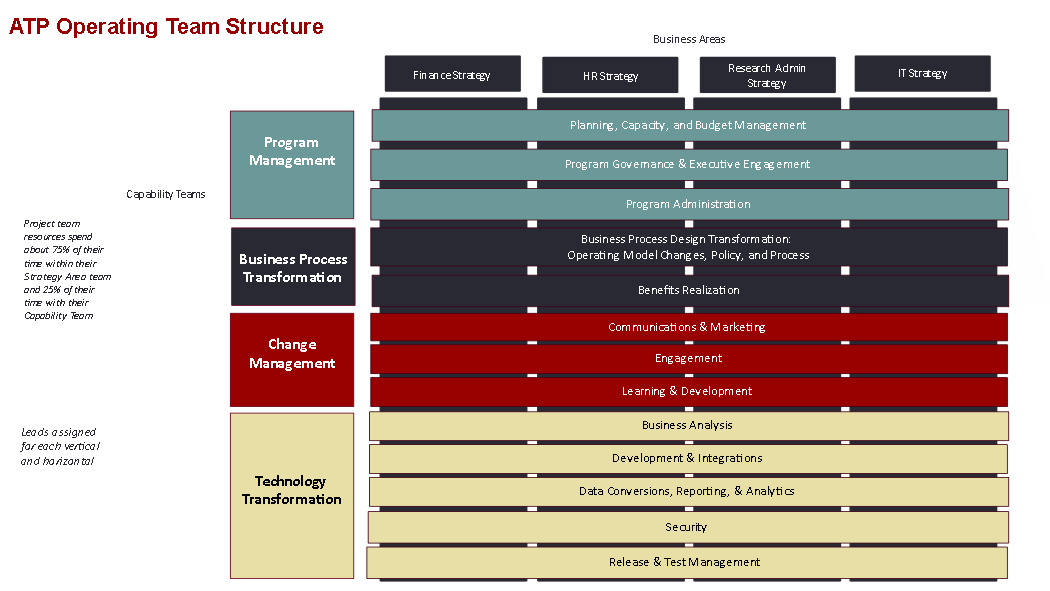
4.4.3. Project Management and Delivery Approach

4.4.3.1 Project Management: The SI Vendor will interact with the University’s program and project leadership, as well as leading and facilitating activities that involve University personnel. To that end, University is interested in understanding the Proposer’s approach to project management.

Describe your approach to project management, including recommended methodology for University’s project. Provide a detailed description of the specific project management activities and services that you will execute to keep the project on track and maintain alignment across teams. Describe how you typically guide, lead, and interact with client personnel to provide project management services, and articulate any project management processes and toolsets that will be used to optimize execution across the project lifecycle.

4.4.3.2 Organizational Model

The University will provide staffing resources. The figure below shows the ATP Team Organizational structure. The University will resource the project based on studies of peer institution projects and evaluation of the University’s organizational complexities. The University desires a project team that supports University personnel supported by consulting services to reinforce partnership and collaboration objectives outlined in Section 1.2.1, and to sustain internally for future project stages and post-implementation. Preference will be given to Proposers who demonstrate a team organization model that aligns with University’s needs, demonstrates an understanding of governance best practices, and demonstrates Proposer commitment to University’s success.



Provide an organization chart for the project that identifies proposed roles and reporting relationships across Proposer and University teams to ensure successful collaboration and execution of the project as described in this RFP. Provide any suggestions, based on Proposer’s experience with institutions like the University, for modifying the University’s planned staffing levels in any areas to improve project success.

4.4.3.3 Proposer Key Personnel

Identify Proposer’s Key Personnel Roles and provide examples of resumes for Personnel that may be assigned to the University’s implementation. Preference will be given to Proposers with key personnel who:

* Demonstrate significant, relevant experience in their named project roles
* Offer extensive experience with the selected software solution and/or third-party solutions
* Demonstrate experience with ERP implementation projects of a similar scope, size, and complexity
* Are dedicated resources to the University project
* Can be onsite Monday mornings by 10:00AM through Thursday through EOB at University offices in Madison, Wisconsin
* Demonstrate the ability to work collaboratively with the University ATP team and fit into University’s culture

**NOTE:** Please provide resumes of the Key Personnel that **will** be assigned to the University’s Workday implementation.

The selected SI Vendor’s key personnel for Planning Phase should be available by Contract Term date of November 1, 2021 or within 30 calendar days of the contract effective date. The University reserves the right to personally interview, assess, and approve any Proposer and/or subcontractor personnel prior to their involvement in the project. Subject to the University’s written approval, the SI may substitute qualified persons in the event of the separation of the incumbents from employment with the SI. Replacement personnel shall have equal or greater ability, experience, and qualifications than the departing personnel and shall be subject to the prior written approval of the University.

4.4.3.4 Staffing Model and Resource Allocation

Provide a narrative description of your overall staffing model and resource allocation for each of the major stages of the project. Indicate if proposed plan calls for onsite vs. offsite staffing.

Complete the Proposer Resource Allocation Form ([Attachment C](#_Attachment_C:_Proposer)). List all Proposer project roles and Proposer key personnel as identified in prior Response sections 4.4.3.2 and 4.4.3.3 and indicate the planned allocation of resources across the various project stages.

4.4.3.5 Use of Subcontractor Organizations

Indicate if any subcontractor organizations will be used by Proposer for the delivery of services. Describe the role(s) and in what capacity subcontractors will be used. Note the University’s Subcontracting terms in Section 3.14.

If no subcontractor organizations will be used by the Proposer in the delivery of services, indicate as such in your Response.

4.4.4. Organizational Change Management Approach

4.4.4.1 Change strategy

The University has a Change Strategy lead engaged in leading change management and communication efforts at the program level. At the same time, the University is seeking insight and recommendations from Proposers on how they would interact with and support the current University Change Strategy lead and her team and how Proposers have led the OCM function for similar implementation projects.

* Change Strategy Approach and Strategies

Provide narrative examples of Change Strategies that you have used to assist past clients with OCM-related matters (e.g., Change Strategy project plans, schedules, communications, etc.). The University prefers the Prosci/ADKAR methodology but will consider other suggested approaches as well. Considering the University’s need to transform processes, describe what you will do to gain acceptance, alignment, and consensus across University with regard to the new solution and industry best practices. Describe the approaches and tools you will use across various levels of the organization and at the different stages of the implementation, as well as how your Change Strategy plan will be integrated into and maintained with the overall project plan.

* Change Strategy Roles and Responsibilities

Describe how the Proposer plans to support Change Strategy efforts for the project, with an emphasis on Proposer roles and responsibilities as well as University roles and responsibilities in order to ensure success of the training and communications aspects of a Change Strategy program. Proposers are encouraged to provide a recommended Change Strategy team structure that includes the competencies necessary for successful implementation.

* Change Strategy Experience

Instructions to Proposers: Describe in detail three (3) examples of your Change Strategy efforts on previous projects. Provide your professional opinion regarding best practices to ensure the University’s ultimate success with this project.

4.4.4.2 Training

End-User Training for Go-Live and Cutover

Provide a proposed plan for training end users on the system prior to go-live and cutover. Include high-level descriptions of all onsite training that you would provide to functional and technical users, as well as a proposed schedule of when these training sessions would occur. Describe any training-related self-service tools/mechanisms (e.g., manuals, FAQs, etc.) that you will make available to support user understanding and adoption of the new solution and address how technical training of hundreds of end-users on the same processes would be handled.

4.4.4.3 Knowledge Transfer

Describe your proposed processes for successfully transferring knowledge to the University project team and IT staff members during different stages of the implementation project. Describe how the University can measure the effectiveness of your knowledge transfer efforts, including how you will ensure that full knowledge transfer has been successfully completed at the rightful conclusion of the engagement.

4.4.4.4 Learning Management System Set Up and Administration

Describe your expertise in configuring a Learning Management System (LMS) for employee training with multiple organizations. Describe how an LMS can be used in the various stages of implementation.

4.4.5. Benefits Realization Approach

ATP has developed a tailored Benefits Realization Framework, based on proven concepts established by the [Project Management Institute](https://www.pmi.org/learning/thought-leadership/series/benefits-realization/benefits-realization-management-framework), which takes into consideration the University’s current governance structure. The BRM Framework was developed with the intention of achieving the following objectives:

1. Align ATP to UW’s Strategy: Define overarching program goals and benefits aligned to UW’s strategic direction.
2. Measure Program Success: Provide structure around how ATP defines and communicates success.
3. Establish Continuous Improvement: Enable and encourage a culture of continuous iterative improvement.

Based on your higher education and Workday experience, describe your approach to helping the University realize expected and prioritized benefits, following the structure noted above. Also address how you will assist the University in measuring and communicating the realization of benefits throughout the implementation lifecycle.

4.4.6. Anticipated Challenges and Risk Management

4.4.6.1 Anticipated Challenges

Describe the challenges you perceive the University will face throughout the implementation project and how your proposed approach will proactively address those challenges. Your response should demonstrate an understanding of the overall program’s desired outcomes and benefits, the nature of the work required for this project, and the necessary level of effort by both the selected SI Vendor and the University to complete the implementation successfully.

4.4.6.2 Risk Identification and Management

Based on your experience with similar projects and University’s specific project and business context, describe any project risks that you perceive and/or anticipate. Also describe your overall approach to risk management and specific tactics for minimizing the perceived and/or anticipated business risks.

## 4.5. Proposer Pricing (250 Points):

4.5.1. Pricing Workbook

Proposers must submit transparent and detailed pricing proposals using the Pricing Worksheet embedded in [Attachment B](#_Attachment_B:_Cost): Cost Proposal Form. Proposers that do not follow the pricing methodology, as laid out in this document, may be removed from consideration.

Complete the required Pricing Worksheet embedded in Attachment B: Cost Proposal Form and submit it to University as part of your comprehensive RFP Response.

4.5.2. Alternative Pricing Options

You may also submit a second pricing option(s) for considerations that you feel would offer financial advantages or other business value to University, and you would like University to consider those options. However, you must submit a separate, stand alone cost sheet that has all relevant details. Include all assumptions used, describe why these additional pricing options or considerations are differentiating, provide your perspective on why you think University should consider these alternatives, and a not to exceed pricing.

## 4.6. Proposer Appendices:

Any supplemental documentation or Proposer Responses that directly address University’s requirements as described in the sections above, but do not fit neatly within this Response Template, may be submitted separately as additional Appendices.

## 4.7. Optional Services:

If the Proposer wishes to offer any additional optional services to University that are directly related to the ERP implementation project but are not described in the sections above and are not otherwise captured in the Pricing Worksheet embedded in Attachment B: Cost Proposal Form, Proposers may describe those services in this section only. Please include any relevant pricing details associated with the optional services you are suggesting in order to support University’s ERP implementation success.

# Evaluation and Award of Contract(s)

## Proposal Scoring:

Proposals meeting mandatory requirements will be reviewed by an evaluation committee and scored against the stated criteria. If no proposer is able to comply with a given specification or mandatory requirement, Purchasing reserves the right to delete that specification or mandatory requirement. In the event that all proposers do not meet one or more of the mandatory requirements, Purchasing reserves the right to continue the evaluation of the proposals and to select the proposal which most closely meets the requirements specified in this RFP. The committee may, at its sole discretion, review references, request oral presentations, and conduct an on-site visit and use the results in scoring the proposals. Proposals from certified Minority Business Enterprises or Disabled Veteran-Owned businesses may have points weighted by a factor 1.05 to provide a five percent (5%) preference to these businesses (Wis. Stats. 16.75(3m)). The evaluation committee's scoring will be tabulated, and proposals ranked based on the numerical scores calculated.

## Scoring Criteria and Method:

For each response required of the Proposer in Section #4, the points provided in the table below represents the total possible points available for each response. The responses will be evaluated based on the relative merits to the needs of the University (rather than relative to competing Proposer’s responses). The proposals will be scored independently by each committee member and the resulting scores will be averaged to determine the highest scoring proposal.

**Supplier Diversity Preferences**

State of Wisconsin agencies may make awards to certified Minority Business Enterprise (MBE), or Disabled Veteran-Owned Business (DVB) firms submitting the lowest qualified proposal when that qualified proposal is not more than 5% higher than the apparent low proposal or the proposal is no more than 5% lower than the apparent high point score. Authority for this program is found in ss. 16.75(3m)(b)2,3, 16.75(3m)(c)(4) and 560.0335(1)(b)(3), 15.107(2), 16.75(4), 16.75(5) and 560.036(2), Wisconsin Statutes.

**Pricing**

* + 1. The lowest priced proposal will receive 100% of the allotted cost points. All other proposals will be scored using the formula as follows:

|  |  |  |  |
| --- | --- | --- | --- |
| Lowest Proposed Cost | X | Maximum evaluation points given to cost | = SCORE |

Other Proposer’s Cost

(Varies according to proposal being scored)

Calculation of points awarded to subsequent proposals will use the lowest dollar proposal amount as a constant numerator and the dollar amount of the firm being scored as the denominator. This result will always be less than one. The result is then multiplied by the number of points given to the cost section of the RFP.

* + 1. For all other non-pricing related responses, points will be awarded relative to the needs of the University, as solely determined by the evaluation committee members.

**Points**

Evaluation and selection of a proposal will be based on the assignment of points by the evaluation committee which is then combined with the Cost Proposal points for a final score. (See Point Matrix below.)

|  |  |  |
| --- | --- | --- |
| **Points Matrix** |  | **Points Available** |
| 4.1 | Executive Summary | Mandatory |
| 4.2 | Mandatory Requirements | Mandatory |
| 4.3 | Proposer Experience and Value Proposition | 350 points |
| 4.4 | Proposer Approach | 400 Points |
|  | **Total Technical Possible** | **750 points** |
|  |  |  |
| 4.5 | Proposer Pricing | 250 points |
|  | **Total Possible Cost Score** | **250 points** |
|  |  |  |
|  | **Maximum Possible Total Score** | **1000 points** |

Only proposals that have received 560 points or greater on Sections 4.1 through 4.4, will have the Cost Proposals scored. A proposal that receives less than 560 points on Sections 4.1 through 4.4 will be ineligible for further consideration.

## Best and Final Offers:

At the sole discretion of the University, those proposer(s) most likely to be awarded a contract may be requested to submit a Best and Final Offer in order to further clarify the deliverables, contract language, or costs presented in the Proposer’s RFP. If Best and Final Offers are requested, they will be evaluated against the stated criteria. There is no obligation on the part of the University to request Best and Final Offers from any or all the Proposers responding to the RFP.

## Contract Award:

The Contract will be awarded to the highest scoring Proposer providing contract negotiations are successful. However, UWSA reserves the right to award multiple vendors, if in UWSA sole determination, the primary vendor lacks experience in specific areas and or does not have the resources to meet UWSA’s timeline.

If during the project, the awarded vendor is terminated in accordance with section 3.4 of this document, UWSA shall retain the right to enter contract negotiations with the next highest scoring Proposer to continue SI.

## Notification of Award:

All proposers who respond to this RFP will be notified in writing of the University’s award contract(s) as a result of this RFP. After notification by Purchasing of the intent to award, file copies of proposals will be available for public inspection. Proposers must schedule document inspection with the Contract Administrator responsible for managing this RFP.

# Attachment A: Vendor Information Form

**VENDOR NOTE: ALL PAGES OF THIS FORM MUST BE COMPLETED AND RETURNED WITH YOUR BID RESPONSE.**

1. **Company and Contact Information**

|  |  |
| --- | --- |
| **Company Name:** |  |
| **Company Website** |  |

**Contact for questions regarding this Bid**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Name: |  | | | | |
| Telephone: |  | Fax |  | Email |  |

**Contract Renewals / Problems**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Name: |  | | | | |
| Telephone: |  | Fax |  | Email |  |

**Sales Representative**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Name: |  | | | | |
| Telephone: |  | Fax |  | Email |  |

**Ordering / Expediting**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Name: |  | | | | |
| Telephone: |  | Fax |  | Email |  |

**Returns**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Name: |  | | | | |
| Telephone: |  | Fax |  | Email |  |

**Invoice Information**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Name: |  | | | | |
| Telephone: |  | Fax |  | Email |  |

**Affirmative Action (see Section 17 in** [**Standard Terms and Conditions**](http://www.bussvc.wisc.edu/purch/stdterms1.html)**)**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Name: |  | | | | |
| Address: |  | | | | |
| City/State/Zip: |  | | | | |
| Telephone: |  | Fax |  | Email |  |

**Supplier Diversity Reporting (see Section 3.17)**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Name: |  | | | | |
| Address: |  | | | | |
| City/State/Zip: |  | | | | |
| Telephone: |  | Fax |  | Email |  |

1. In accordance with Wisconsin Statutes 560.035, 560.0335 and 560.036, indicate below if you are a Wisconsin certified Minority Business Enterprise (MBE), Work Center (WC),  Disabled Veteran-Owned Business (DVB) or Woman-owned Business Enterprise (WBE) (see websites:

<https://wisdp.wi.gov/Home.aspx>  or <http://stateuseprogram.wi.gov/section.asp?linkid=1424&locid=65>).

\_\_\_\_ Minority (MBE) \_\_\_\_ Work Center (WC) \_\_\_\_Disabled Veteran-Owned Business (DVB)

\_\_\_\_ Woman Owned Business Enterprise (WBE) \_\_\_\_ Not applicable

(If no answer is indicated above, we will assume that you are none of the above when making the award.)

1. **Pursuant to Public Law 95-507**, indicate which of the following classifications apply to your organization. All vendors are considered Large Business unless otherwise indicated (see website: [www.sba.gov/](http://www.sba.gov/)). (**Check √ all that apply**.)

\_\_\_\_\_\_\_\_\_\_\_\_ LARGE BUSINESS (LG)

\_\_\_\_\_\_\_\_\_\_\_\_ SMALL BUSINESS (SB)

\_\_\_\_\_\_\_\_\_\_\_\_ VETERAN OWNED SMALL BUSINESS (VOSB)

\_\_\_\_\_\_\_\_\_\_\_\_ SERVICE DISABLED VETERAN OWNED SMALL BUSINESS (SDVOSB)

\_\_\_\_\_\_\_\_\_\_\_\_ HISTORICALLY UNDER UTILIZED BUSINESS ZONE (HUBZONE)

\_\_\_\_\_\_\_\_\_\_\_\_ SMALL DISADVANTAGED BUSINESS (SDB)

\_\_\_\_\_\_\_\_\_\_\_\_ WOMAN-OWNED SMALL BUSINESS (WOSB)

1. **AMERICAN MADE:** **Wisconsin Statutes S. 16.754**, directs the state to purchase materials which are manufactured to the greatest extent in the United States when all other factors are substantially equal. “Substantially equal” means when bids are tied or proposal scores are equal. Indicate whether the material covered in your bid/proposal were manufactured in whole or in substantial part within the United States, or the majority of the component parts thereof were manufactured in whole or in substantial part in the United States.

\_\_\_\_\_\_\_\_\_\_\_\_ YES \_\_\_\_\_\_\_\_\_\_\_\_ NO \_\_\_\_\_\_\_\_\_\_\_\_ UNKNOWN

1. **RECYCLED PRODUCTS/PACKAGING/DISPOSAL TECHNIQUES:** The University is committed to promote environmentally sound procurement, usage and disposal methods which are in compliance with State of Wisconsin County, and Municipal regulations. Currently the University has a recycling program for starch and Styrofoam packing peanuts. The University’s preference is to receive starch peanuts whenever possible. The Contractor shall not use INSTAPAK (or similar), Vermiculite or mix starch and Styrofoampeanutsunder any circumstances. Each product shall be separately pre-packed in accordance with commercially accepted methods. Small products may be packaged in protective envelopes (Mail-Lite or Bubble-Jet packs).
2. **OTHER ELEIGIBLE PURCHASERS:**

U.W. System campuses, State of Wisconsin agencies and Wisconsin municipalities, may desire to purchase from this contract. A Wisconsin municipality is defined by Wisconsin Statute 16.70(8) to include counties, cities, villages, towns, school boards, sewage, drainage, vocational, technical and adult education districts, and other bodies with the power to award public contracts.

|  |  |  |  |
| --- | --- | --- | --- |
|  |  | YES | NO |
| Do you agree to extending the contract to other: | |  |  |
|  | University of Wisconsin System campuses? | ☐ | ☐ |
|  | State of Wisconsin Agencies? | ☐ | ☐ |
|  | Wisconsin Municipalities? | ☐ | ☐ |
|  |  |  |  |
| If YES, indicate whether other charges will be added and what those charges would be: | | ☐ | ☐ |
|  | |  |  |

# Attachment B: Cost Proposal Form

|  |  |  |
| --- | --- | --- |
| **General Instructions to Proposers** | |  |
| • The pricing workbook embedded below contains six tabs for Proposers to complete and submit to the University as part of their RFP responses. | | |
| • Throughout the workbook, cells that require Proposer inputs are highlighted in yellow. | | |
| • On each tab, Proposers may add table rows as needed to provide accurate and clear pricing responses for all activity/job title. However, changes to the tables that alters the pricing methodology, will not be accepted. | | |
| • Proposers are responsible for ensuring that all figures and calculations throughout the workbook are accurate. | | |
|  |  |  |

Double-click on the embedded file below to access the Pricing Workbook.



# Attachment C: Proposer Resource Allocation Form

|  |
| --- |
| **General Instructions to Proposers** |
| • The resource allocation workbook embedded below contains six tabs for Proposers to complete and submit to University as part of their RFP responses. |
| • Throughout the workbook, cells that require Proposer inputs are highlighted in yellow. |
| • On each tab, Proposers may add or delete table rows as needed to provide accurate and clear pricing responses. |
| • Proposers are responsible for ensuring that all figures and calculations throughout the workbook are accurate. |
| • List all Proposer project roles and key personnel as identified in your responses to sections 4.4.3.2 and 4.4.3.3. |

Double-click on the embedded file below to access the Proposer Resource Allocation form.



# Attachment D: Client Reference List

Bidder Name:

The Bidder must provide a minimum of three (3) business references.

1. Reference Name: Contact:

Address:

Phone #: ( ) E-mail address: \_\_\_\_\_\_\_

Fax/Internet address:

Description and date(s) of commodities and services provided:

2. Reference Name: Contact:

Address:

Phone #: ( ) E-mail address: \_\_\_\_\_\_\_

Fax/Internet address:

Description and date(s) of commodities and services provided:

3. Reference Name: Contact:

Address:

Phone #: ( ) E-mail address: \_\_\_\_\_\_\_

Fax/Internet address:

Description and date(s) of commodities and services provided:

**References may be contacted to confirm the Bidder’s abilities and qualifications as stated in the Bidder’s response. The University may perform due diligence by contacting any applicable business reference, including references from within the UW System, state agencies, or other state public institutions. The University reserves the right to disqualify any Bidder whose references don’t support their stated claim of qualifications in their response.**

# Attachment E: Standard Terms and Conditions

1.0 **SPECIFICATIONS:** The specifications in this request are the minimum acceptable. When specific manufacturer and model numbers are used, they are to establish a design, type of construction, quality, functional capability and/or performance level desired. When alternates are bid/proposed, they must be identified by manufacturer, stock number, and such other information necessaryto establish equivalency. UWSA shall be the sole judge of equivalency. Bidders/proposers are cautioned to avoid bidding alternates which may result in rejection of their bid/proposal.

2.0 **DEVIATIONS AND EXCEPTIONS:** Deviations and exceptions from original text, terms, conditions, or specifications shall be described fully, on the bidder's/proposer's letterhead, signed, and attached to the request. Each deviation and exception must be identified by the section, page and paragraph to which it applies. In the absence of such statement, the bid/proposal shall be accepted as in strict compliance with all terms, conditions, and specifications and the bidder/proposer shall be held liable.

3.0 **QUALITY:** Unless otherwise indicated in the request, all material shall be first quality. Items which are used, demonstrators, obsolete, seconds, or which have been discontinued are unacceptable without prior written approval by the University.

4.0 **QUANTITIES:**  The quantities shown on this request are based on estimated needs. The University reserves the right to increase or decrease quantities to meet actual needs.

5.0 **PRICING AND DISCOUNT:** The University qualifies for governmental discounts and its educational institutions also qualify for educational discounts. Unit prices shall reflect these discounts.

5.1 Unit prices shown on the bid/proposal or contract shall be the price per unit of sale (e.g., gal., cs., doz., ea.) as stated on therequestor contract. For any given item, the quantity multiplied by the unit price shall establish the extended price, the unit price shall govern in the bid/proposal evaluation and contract administration.

5.2 Prices established in continuing agreements and term contracts may be lowered due to general market conditions, but prices shall not be subject to increase for ninety (90) calendar days from the date of award. Any increase proposed shall be submitted to the University thirty (30) calendar days before the proposed effective date of the price increase and shall be limited to fully documented cost increases to the Contractor which are demonstrated to be industry-wide. The conditions under which price increases may be granted shall be expressed in bid/proposal documents and contracts or agreements.

5.3 In determination of award, discounts for early payment will only be considered when all other conditions are equaland when payment terms allow atleast fifteen (15) days, providing the discount terms are deemed favorable. All payment terms must allow the option of net thirty (30).

6.0 **UNFAIR SALES ACT:** Prices quoted to the University are not governed by the Wisconsin Unfair Sales Act.

7.0 **ACCEPTANCE-REJECTION:** The University reserves the right to accept or reject any or all bids/proposals, to waive any technicality in any bid/proposal submitted, and to accept any part of a bid/proposal as deemed to be in the best interest of the State of Wisconsin.

8.0 **ORDERING:** Purchase orders or releases via purchasingcards shall be placed directly to the Contractor by University. No otherpurchase orders are authorized.

9.0 **PAYMENT TERMS AND INVOICING:** The University normally will pay properly submitted vendor invoices within thirty (30) days of receipt providing goods and/or services have been delivered, installed (if required), and accepted as specified.

9.1 Invoices presented for payment must be submitted in accordance with instructions contained on the purchase order including reference to purchase order number and submittal to the correct address for processing. Invoice payment processing address is shown on the upper left corner of the purchase order. Send invoices to the Accounts Payable address on the purchase order. Do not send invoices to the ship to address.

9.2 Payment shall be considered timely if the payment is mailed, delivered, or transferred within thirty (30) days after receipt of a properly completed invoice, unless the vendor is notified in writing by the agency of a dispute before payment is due.

9.3 Bidders/proposers shall include discounts for early payment (See 5.3) as a percent reduction of invoice. Invoice discounts shall be determined, where applicable, from the date of acceptance of goods and/or the receipt of invoice, whichever is later. Discounts for early payment terms stated on the bid/proposal must be shown plainly on the invoice; discounts for early payment not shown on the invoice will be taken.

9.4 Invoices submitted not in accordance with these instructions will be removed from the payment process and returned within ten (10) days.

9.5 Payment terms and invoicing for purchasing card will be made in accordance with the purchasing card contact.

10.0 **TAXES:** The University, an agency of the State of Wisconsin, is exempt from payment of all federal tax and Wisconsin state and local taxes on its purchases except Wisconsin excise taxes as described below. The Department of Revenue of the State of Wisconsin does not issue a tax exempt number; however, University is exempt from State of Wisconsin sales or use tax under s.77.54(9a)(a). Registration No. 39-73-1021-K, was issued by the Internal Revenue Service to authorize tax-free transactions under Chapter 32 of the Internal Revenue Code.

10.1 The University, an agency of the State of Wisconsin, is required to pay the Wisconsin excise or occupation tax on its purchase of beer, liquor, wine, cigarettes, tobacco products, motor vehicle fuel and general aviation fuel. However, it is exempt from payment of Wisconsin sales or use tax on its purchases. The University may be subject to other states' taxes on its purchases in that state depending on the laws of that state. Contractors performing construction activities are required to pay state use tax on the cost of materials.

11.0 **GUARANTEED DELIVERY:** Failure of the Contractor to adhere to delivery schedules as specified or to promptly replace rejected materials shall render the Contractor liable for all costs in excess of the contract price when alternate procurement is necessary. Excess costs shall include the administrative costs.

12.0 **ENTIRE AGREEMENT:** These Standard Terms and Conditions shall apply to any contract or order awarded as aresult of this request except where special requirements are stated elsewhere in the request; in such cases, the special requirements shall apply. Further, the written contract and/or order with referenced parts and attachments shall constitute the entire agreement and no other terms and conditions in any document, acceptance, or acknowledgment shall be effective or binding unless expressly agreed to in writing by the University.

13.0 **APPLICABLE LAW AND COMPLIANCE:** This Agreement shall be construed under the laws of the State of Wisconsin. Jurisdiction and venue for any disputes under this Agreement shall be in Dane County, Wisconsin. The contractor shall at all times comply with and observe all federal and state laws, local laws, ordinances and regulations which are in effect during the period of this contract and which in any manner affect the work or its conduct. The State of Wisconsin shall not enter into a contract with a vendor, and reserves the right to cancel any existing contract, if the vendor or contractor has not met or complied with the requirements of s. 77.66, Wis. Stats., and related statutes regarding certification for collection of sales and use tax.

14.0 **ANTITRUST ASSIGNMENT:** The Contractor and the University recognize that in actual economic practice, overcharges resulting from antitrust violations are in fact usually borne by the purchaser. Therefore, the Contractor hereby assigns to the University any and all claims for such overcharges as to goods, materials or services purchased in connection with this contract.

15.0 **ASSIGNMENT:** No right or duty in whole or in part of the Contractor under this contract may be assigned or delegated without the prior written consent of the University.

16.0 **DISPUTES:** Disputes should be addressed to the Office of Procurement, Director of Purchasing, 660 W. Washington Ave, Suite201, Madison, WI 27730

17.0 **NONDISCRIMINATION/ AFFIRMATIVE ACTION:**

17.1 In connection with the performance of work under this contract, the Contractor agrees not to discriminate against any employee or applicant for employment because of age, race, religion, color, handicap, sex, physical condition, developmental disability as defined in s.51.01(5), Wisconsin Statutes, sexual orientation as defined in s.111.32(13m) Wis. Stats., or national origin. This provision shall include, but not be limited to, the following: employment, upgrading, demotion or transfer; recruitment or recruitment advertising; layoff or termination; rates of pay or other forms of compensation; and selection for training, including apprenticeship. Except with respect to sexual orientation, the Contractor further agrees to take affirmative action to ensure equal employment opportunities.

17.2 Contracts estimated to be overfifty thousand dollars ($50,000) require the submission ofa written affirmative action plan by the Contractor**.** An exemption occurs from this requirement if the Contractor has a workforce of less than fifty (50) employees. Within fifteen (15) working days after the contract is awarded, the Contractor must submit the plan to the contracting state agency for approval**.** Instructions on preparing the plan and technical assistance regarding this clause are available from the contracting state agency.

17.3 The Contractor agrees to post in conspicuous places, available for employees and applicants for employment, a notice to be provided by the contracting state agency that sets forth the provisions of the State of Wisconsin nondiscrimination law.

17.4 Failure to comply with the conditions of this clause may result in the Contractor's becoming declared an "ineligible" Contractor, termination of the contract, or withholding of payment.

17.5 To the extent required by law, 41 CFR 60-1.4(a) and (b) are incorporated by reference in these Standard Terms and Conditions. Additionally, theContractor certifies compliance with 41 CFR 60-1.8 and does not and will not maintain any facilities provided for employees in a segregated manner. The Contractor further agrees toobtain identical certifications from any subcontractors prior to the award of a subcontract exceeding $25,000 which is not exempt and will retain such certification for audit purposes.

17.6 Pursuant to 2019 Wisconsin Executive Order 1, contractor agrees it will hire only on the basis of merit and will not discriminate against any persons performing a contract, subcontract or grant because of military or veteran status, gender identity or expression, marital or familial status, genetic information or political affiliation.

18.0 **PATENT** **INFRINGEMENT:** The Contractor selling to the University the articles described herein guarantees the articles were manufactured or produced in accordance with applicable federal labor laws. Further, that the sale or use of the articles described herein will not infringe any United States patent. The Contractor covenants that it will at its own expense defend every suit which shall be brought against the University (provided that such Contractor is promptly notified of such suit, and all papers therein are delivered to it) for any alleged infringement of any patent by reason of the sale or use of such articles, and agrees that it will pay all costs, damages, and profits recoverable in any such suit.

19.0 **SAFETY REQUIREMENTS:** All materials, equipment, and supplies provided to the University must comply fully with all safety requirements as set forth by the Wisconsin Administrative Code, Rules of the Industrial Commission on Safety, and all applicable OSHA Standards.

20.0 **MATERIAL** **SAFETY DATA SHEET:** If any item(s) on an order(s) resulting from this award(s) is a hazardous chemical, as defined under 29CFR 1910.1200, provide one (1) copy of a Material Safety Data Sheet for each item with the shipped container(s) and one (1) copy to UW Safety Department, 30 East Campus Mall, Madison WI 53715-2609.

21.0 **WARRANTY:** Unless otherwise specifically stated by the bidder/proposer, equipment purchased as a result of this request shall be warranted against defects by the bidder/proposer for one (1) year from date of receipt. The equipment manufacturer's standard warranty shall apply as a minimum and must be honored by the Contractor.

22.0 **INSURANCE** **RESPONSIBILITY:** The Contractor performingservices to the University shall:

22.1Maintainworker's compensation insurance as requiredby Wisconsin Statutes for all employees engaged in the work.

22.2 Maintain commercial liability, bodily injury and property damage insurance against any claim(s) which might occur in carrying out this agreement/contract. Minimum coverage shall be one million dollars ($1,000,000) liability for bodily injury and property damage including products liability and completed operations. Provide motor vehicle insurance for all owned, non-owned and hired vehicles that are used in carrying out this contract. Minimum coverage shall be one million dollars ($1,000,000) per occurrence combined single limit for automobile liability and property damage.

22.3 The state reserves the right to require higher or lower limits where warranted.

22.4 Upon request by the University, the Contractor is required to provide a Certificate of Insurance, from an insurance company licensed to do business in the State of Wisconsin, with a minimum AM Best rating of A-, and signed by an authorized agent. A minimum 60 day cancellation notice is desired.

23.0 **CANCELLATION:**  The University reserves the right to cancel any contract in whole or in part without penalty due to nonappropriation of funds or for failure of the Contractor to comply with terms, conditions, and specifications of this contract.

24.0 **VENDOR TAX DELINQUENCY:** Vendors who have a delinquent Wisconsin tax liability may have their payments offset by the State of Wisconsin.

25.0 **OMNIBUS RECONCILIATION ACT:** (Public Law 96-499) To the extent required by law, if this contract is for acquisition of services with a cost or value of $25,000 or more within any 12-month period, including contracts for both goods and services in which the services component is worth $25,000 or more within any 12-month period, the Contractor shall in accordance with 42 C.F.R., Part 420, Section 1861 of the Omnibus Reconciliation Act of 1980 (P.L. 96499) and permit the comptroller general of the United States, the United States Department of Health and Human Services, and their duly authorized representatives, access to the Contractor's books, documents and records until the expiration date of four (4) years after the approval of procurement activities.

26.0 **PUBLIC RECORDS ACCESS:** It is the intention of University to maintain an open and public process in the solicitation, submission, review, and approval of procurement activities. Bid/proposal openings are public unless otherwise specified. Records may not be available for public inspection prior to issuance of the notice of intent to award or the award of the contract.

27.0 **PROPRIETARY INFORMATION:** Any restrictions on the use of data contained within a request must be clearly stated in the bid/proposal itself. Proprietary information submitted in response to a request will be handled in accordance with applicable State of Wisconsin procurement regulations and the Wisconsin public records law. Proprietary restrictions normally are not accepted. However, when accepted, it is the vendor's responsibility to defend the determination in the event of an appeal or litigation.

27.1 Data contained in a bid/proposal, all documentation provided therein, and innovations developed as a result of the contracted commodities or services cannot be copyrighted or patented by Contractor. All data, documentation, and innovations become the property of the State of Wisconsin.

27.2 Any material submitted by the vendor in response to this request that the vendor considers confidential and proprietary information and which qualifies as a trade secret, as provided in s. 19.36(5), Wis. Stats., or material which can be kept confidential under the Wisconsin public records law, must be identified on a Designation of Confidential and Proprietary Informa­tion form (DOA-3027). Bidders/proposers may request the form if it is not part of the Request for Bid/Request for Proposal package. Bid/proposal prices cannot be held confidential.

28.0 **DISCLOSURE:** If a state public official (s. 19.42, Wisconsin Statutes), a member of a state public official's immediate family, or any organization in which a state public official or a member of the official's immediate family owns or controls a ten percent (10%) interest, is a party to this agreement, and if this agreement involves payment of more than three thousand dollars ($3,000) within a twelve (12) month period, this contract is voidable by the state unless appropriate disclosure is made according to s. 19.45(6), Wis. Stats., before signing the contract. Disclosure must be made to the State of Wisconsin Ethics Board, 44 E. Mifflin Street, Suite 601, Madison, Wisconsin 53703 (Telephone 608-266-8123). State classified and former employees and certain University faculty/staff are subject to separate disclosure requirements, s. 16.417, Wis. Stats.

29.0 **ANTI-KICKBACK ACT of 1986:** (41 USC 51 et. seq): To the extent required by law, the officer or employee responsible for submitting this bid shall certify, in accordance with 48 CFR 52.203-7, to the best of theirknowledge, that they haveno information concerning the violation of the Anti- Kickback Act in connection with the submitted bid**/**proposal. Signing the bid/proposal with a false statement shall void the submitted bid/proposal and any resulting contract(s).

30.0 **RECYCLED MATERIALS:** The University is required to purchase products incorporatingrecycled materials whenever technically or economically feasible. Bidders/proposers are encouraged to bid/propose products with recycled content which meet specifications**.**

31.0 **HOLD HARMLESS:** The Contractor will indemnify and save harmless the State of Wisconsin and all of its officers, agents and employees from all suits, actions, or claims of any character brought for or on account of any injuries or damages received by any persons or property resulting from the operations of the Contractor, or of any of its Contractors, in prosecuting work under this agreement.

1. **PROMOTIONAL ADVERTISING/NEWS RELEASES:** Reference to or use of the State of Wisconsin, any of its departments, agencies (University) or other subunits, or any state official or employee for commercial promotion is prohibited. News releases pertaining to this procurement shall not be made without prior approval of the University. Release of broadcast e-mails pertaining to this procurement shall not be made without prior written authorization of the contracting agency.
2. **WORK CENTER CRITERIA:** A work center must be certified under s. 16.752, Wisconsin Statutes, and must ensure that when engaged in the production of materials, supplies or equipment or the performance of contractual services, not less than seventy-five percent (75%) of the total hours of direct labor are performed by severely handicapped individuals.
3. **FOREIGN CORPORATION:** A foreign corporation (any corporation other than a Wisconsin corporation) which becomes a party to this Agreement is required to conform to all the requirements of Chapter 180, Wis. Stats., relating to a foreign corporation and must possess a certificate of authority from the Wisconsin Department of Financial Institutions, unless the corporation is transacting business in interstate commerce or is otherwise exempt from the requirement of obtaining a certificate of authority. Any foreign corporation which desires to apply for a certificate of authority should contact the Department of Financial Institutions, Division of Corporation, P.O. Box 7846, Madison, WI 53707-7846; telephone (608) 261-7577.
4. **FORCE MAJEURE:**  Neither party shall be in default by reason of any failure in performance of this Agreement in accordance with reasonable control and without fault or negligence on their part. Such causes may include, but are not restricted to, acts of nature or the public enemy, acts of the government in either its sovereign or contractual capacity, fires, floods, epidemics, quarantine restrictions, strikes, freight embargoes and unusually severe weather, but in every case the failure to perform such must be beyond the reasonable control and without the fault or negligence of the party.
5. **WORK CENTER PROGRAM:** The successful bidder/proposer shall agree to implement processes that allow the State agencies, including the University of Wisconsin System, to satisfy the State's obligation to purchase goods and services produced by work centers certified under the State Use Law, s.16.752, Wis. Stat. This shall result in requiring the successful bidder/proposer to include products provided by work centers in its catalog for State agencies and campuses or to block the sale of comparable items to State agencies and campuses.
6. **CHILD ABUSE NOTIFICATION:** Contractor, per Executive Order 54, is required to make a report of child abuse or neglect **immediately** if, in the course of service, the Contractor observes or learns of an incident or threat of child abuse or neglect, and the Contractor has reasonable cause to believe that child abuse or neglect has occurred or will occur.

A report must be made personally or by telephone to UWPD.

Reports are to be made to: ***Emergency Phone Number:***  911.

***Non-Emergency Phone Numbers:*** UW Police Department608-264-2677.

1. **RELEASE OF INFORMATION:** Contractor shall not report or release information concerning University of Wisconsin System or its campuses students, employees or customers to third parties without the University’s prior written approval. Any such report or release of information shall, at a minimum, comply with those requirements enumerated in the Gramm-Leach-Bliley Act, 15 USC 6801 et seq., University standards for safeguarding such information, and all other applicable laws regarding consumer privacy.

# Attachment F: Special Terms and Conditions



# Appendix I: Business Process Inventory

Double-click on the embedded file below to access the information found in Appendix I.



# Appendix II: Left Blank Intentionally, Disregard

# Appendix III: UW System Metrics

UW is including some metrics to provide context for volume of transactions performed in current systems.

For more details about UW, visit:

2017-2018 Fact Book (<https://www.wisconsin.edu/download/publications(2)/Fact-Book.pdf>)

2018 Annual Financial Report (<https://www.wisconsin.edu/financial-administration/download/university_of_wisconsin_system_annual_financial_reports/UW-System-AFP-FY2018-12_6_2018-Final.pdf>)





# Appendix IV: SFS High-Level Integrations

Double-click on the embedded file below to access the information found in Appendix IV.



# Appendix V: HRS High-Level Integrations

Double-click on the embedded file below to access the information found in Appendix V.



# Appendix VI: Functional Use Scenarios

Double-click on the embedded file below to access the information found in Appendix VI.

