

**REQUEST FOR PROPOSALS
Banner 9 Self-Service Migration
For
PIERPONT COMMUNITY & TECHNICAL COLLEGE**

**PIERPONT COMMUNITY & TECHNICAL COLLEGE
500 GALLIHER DRIVE, ROOM 201c, FAIRMONT, WV 26554**

RFP Issued: November 22, 2024

RFP Due: December 6, 2024

Submit Response To: **David Williams**
Director of Procurement
Pierpont Community & Technical College
500 Galliher Drive, Room 200L, Fairmont, WV
26554

Questions/Clarifications The College respectfully requests that respondents refrain from questions or inquiries during the RFP process. If, however, you need to do so, please direct these questions via email to:

David Williams, Director of Procurement

Dwilliams29@pierpont.edu

By way of this Request for Qualifications/Request for Proposals RFP, Pierpont Community & Technical College (PCTC) will be considering proposals to provide Banner 9 Self-Service Migration.

The purpose of this RFP is to obtain information that will enable Pierpont Community & Technical College to select, with respect to such services,. The Banner Self-Service 9 Migration will

If your Company/Organization is interested in providing services as outlined herein in the Scope of Services section, on behalf of the College, please submit to the College a detailed summary of your Company/Organization's qualifications in accordance with this RFP ("Response"). The deadline for receipt of all materials responsive to this RFP is **December 6, 2024, at 3:00 pm** (the "Response Deadline"). Note that Responses delivered after the Response Deadline may not be considered. Responses will be date stamped to record receipt thereof. The Responses may be emailed, mailed or delivered in person during normal business hours, which are 8:00 am to 4:00 pm, Monday through Friday. The delivery of RFPs is the sole responsibility of the business/organization. All Responses must be signed and become the property of the Pierpont Community & Technical College. The address for submission is:

David Williams
Director of Procurement
Pierpont Community & Technical College
500 Galliher Drive, Room 200L, Fairmont, WV 26554

Each is required to submit a Response they deem appropriate to the following requests. Submittals should be brief and concise but provide sufficient clarity to meet the criteria used in the evaluation process. Company Respondents must read the entire RFP prior to submitting questions, as most questions will be answered in this RFP. Please refrain from asking questions regarding the formatting of this RFP.. All inquiries should be sent via email to the noted party herein.

By tendering a Submittal, the Respondent acknowledges that it is willing to provide complete services in any of the areas specified as described herein, including labor and other services, as reflected in the Scope of Work Section for the benefit and ownership of Pierpont Community & Technical College.

The College desires to select a Company that can meet or exceed the requirements set forth by the College and provide comprehensive planning and consulting services at the lowest cost and highest quality, that can demonstrate outstanding ability to coordinate and cooperate with Pierpont's administration and staff, as well as with any other Company's, contractors, and vendors that Pierpont may engage in relation to the development of Constituent Service Management System..

Submittals shall respond to all questions, requirements, information, terms, and conditions therein. It is at the sole and absolute discretion of the College to reject any submittal as non-responsive if any responded fail to answer each question fully in this RFP.

SCHEDULE OF EVENTS

| EVENT | DATE |
|---|-------------------|
| Release RFP | November 22, 2024 |
| Last Day to Submit Questions | November 29, 2024 |
| RFP Submittal Deadline | December 6, 2024 |
| Receive and Evaluate Responses | December 13, 2024 |
| Notice to Proceed | December 20, 2024 |
| Kick-Off Meeting | January 5, 2025 |
| Completion Date | July 1, 2025 |
| Note: All dates are subject to revision by the College. Nothing herein binds or shall be construed to bind PIERPONT COMMUNITY & TECHNICAL COLLEGE to enter into any agreement with any party, including any Respondent hereto. | |

PIERPONT COMMUNITY & TECHNICAL COLLEGE

REQUEST FOR PROPOSALS Banner 9 Self-Service Migration

SECTION 1: GENERAL INFORMATION

1.1 College Overview:

In 1974 - The Community College was established at Fairmont State College. In 2004, SB 448 reclassified Pierpont Community & Technical College, thereby establishing a Local Consortium District for the Community College. In 2008, the Higher Learning Commission held a focus visit at Pierpont. It recommended that the accreditation achieved in 2003 be reinstated for Pierpont Community & Technical College. Thus, establishing Pierpont Community & Technical College as an independently accredited institution, August 1, 2008,

Pierpont is headquartered in Fairmont, West Virginia, in I-79 Technology Park campus in the Pierpont North Central West Virginia Advanced Technology Center (ATC), a 65,000+ square foot facility on 2.5 acres located in the park. On April 1, 2021, Pierpont Community & Technical and Fairmont State University executed a Final Separation Agreement.

Pierpont CTC serves a 13-county area in North Central West Virginia, with facilities at the Pierpont North Central West Virginia Advanced Technology Center in the I-79 Technology Park in Fairmont, WV, the Gaston Caperton Center in Clarksburg, WV, the National Aerospace Education Center at the North Central WV Airport in Bridgeport, WV, the Pierpont Center at the Braxton County High School in Flatwoods, WV, the Pierpont Center in Morgantown, WV, and the Pierpont Center at the Lewis County High School in Weston, WV.

Pierpont CTC offers General Business/Accounting, Liberal Studies, Criminal Justice, and the competitive Physical Therapist Assistant Program at the Gaston Caperton Center, a higher education regional campus facility located at 501 West Main Street downtown Clarksburg, WV. The Center is a 36,000 square-foot facility.

Additionally, Pierpont offers various programs at the Pierpont Center at the Braxton County High School in Flatwoods, WV, just off South I-79 Exit 67. Courses offered to include General Education courses and Associate Degree programs and a Licensed Practical Nurse (LPN.) program under the School of Health Careers.

Pierpont operates the Pierpont Center in Morgantown, WV, at the Monongalia County Technical Education Center (MTEC) and has delivered educational courses at MTEC for many years. The Pierpont Center at MTEC is an 8,400 square foot shared educational facility that has allowed Pierpont to expand course offerings in Morgantown to include Early Childhood, Business Technology programs, and Information Systems. A variety of daytime classes are offered for many of its programs. MTEC is located just off Greenbag Road at 1000 Mississippi Street in south Morgantown.

At the Lewis County High School in Weston, WV, the Pierpont Center is the current headquarters for Pierpont's Regional Academics. A variety of courses are offered each semester. The Center is located at 205 Minuteman Drive, in the Lewis County High School, in Weston, WV.

Pierpont offers 37 Associate in Applied Science (AAS) degree programs; two (2) Associate of Arts (AA) degree programs; nine (9) Certificate of Applied Science; fifteen (15) Advanced Skill Set Certificates; and eighteen (18) Skill Sets. A number of the associate degree programs transfer to four-year baccalaureate programs at other state-supported institutions. Courses are offered online and through an interactive video, network to increase access for students across the large geographic area served by the College.

Pierpont is part of the state's growing high technology corridor, with a metro area of about 50,000 residents. With an enrollment of more than 2,100 students an academic year. Pierpont currently offers a combination of more than 40 Associate of Arts, Associate of Applied Science, Certificate of Applied Science degree programs, Advanced Skill Sets, and Skill Sets. Pierpont has multiple satellite campuses. Pierpont provides workforce training and continuing education for the service region, as well as transfer degrees.

Pierpont's Office of Workforce, Community and Technical Education offers a variety of technical training programs and customized training and workforce development programs that address the training needs of employers within the College's designated service area. During the past decade, programs and training have been provided, impacting more than 10,000 employees from more than 25 companies. Additionally, in partnership with local vocational centers, the Region 6 Workforce Investment Board, and other educational partners, Pierpont CTC designs customized certificate programs that emphasize industries and skills in which participants can obtain employment quickly and help to alleviate workforce shortages in critical industries that are targeted for growth and economic impact. These programs are designed specifically for adults with little or no postsecondary education, thus increasing adult access to higher education while providing training that is immediately relevant to the adult's employment goal.

SECTION 2: SUBMITTING PROPOSALS

2.1 Proposal Format and Submission

The Director of Procurement will receive proposals until **December 6, 2024** Eastern Time. Original proposal RFP shall be submitted to the Pierpont Community & Technical College Procurement Department. The submission must take place prior to the date and time stipulated as the opening date. Each proposal RFP will be date and time stamped on the Procurement Department's to verify the time and date of receipt.

Potential bidders mailing expressions should allow sufficient time for mail delivery to ensure timely arrival. The Procurement Department CANNOT waive or excuse late receipt of an expression that is delayed and late for any reason. Any RFP received after the bid opening time, and date will be immediately disqualified.

The RESPONSE should be concise and The delivered bid must include:

- A cover letter containing a:
 - Executive summary clearly summarizing your solution offering and differentiators:
 - Contact person, his/her signature mailing address, email address and telephone number
 - Brief overview of your corporate history related to higher education.

- Legal status of the company (private, wholly owned subsidiary, holding company, public, etc.).
 - Work hour availability ex 8:00 am – 4:00 pm Eastern Monday-Friday
 - Sample implementation project plan with approximate timelines
- Include all required forms/licenses/certifications
- Meet mandatory requirements or otherwise may result in a proposal being considered nonresponsive and therefore rejected:

| Service | Price | Quantity | Total Price | Line Description |
|----------------------|-------|----------|-------------|--|
| Engagement Manager | | | | Banner 9 Self Service Implementation - Engagement Management |
| Banner Technical | | | | Banner 9 General Self-Service Implementation |
| Banner Student | | | | Banner 9 Faculty/Student Self Service Implementation |
| Banner Student | | | | Banner 9 Student Accounts Receivable Self Service Implementation |
| Banner Financial Aid | | | | Banner 9 Financial Aid Self Service Implementation |
| Banner Finance | | | | Banner 9 Finance Self Service Implementation |

All documents and information submitted in response to this request for proposal will be considered public information, pursuant to the West Virginia Freedom of Information Act.

2.2 Inquiries:

Questions and requests for clarifications must be submitted in writing and delivered by US Postal Service, courier service, fax, or email. Questions and request for clarification will be received until November 29, 2024, and must be directed to:

David Williams, Director of Procurement
 Pierpont Community & Technical College
 Office of the Director of Procurement
 500 Galliher Drive
 Fairmont, WV 26554
 Telephone: (304) 333-3717
 Email: dwilliams29@pierpont.edu

Potential bidders, or anyone on the potential bidders' behalf, are not permitted to contact any members of the evaluation committee. Violation may result in the rejection of the RFP. The Director of Procurement listed above is the sole contact for all inquiries after this RFP has been released.

This RFP answers questions, requests for clarification, and any additional information regarding the RFP will be posted on the following URL. It is the vendor's responsibility to check the webpage for addenda and additional information regarding this RFP. Please acknowledge receipt of the addenda in the proposal.

SECTION 3: SCOPE OF PROJECT

Requirements included below are key functionality for Pierpont CTC’s constituents. Vendors should describe how the proposed solution meets these requirements. Clear and concise responses are requested

The scope will include the implementation of Banner 9 General, Student/Faculty, Financial Aid, and Finance Self Service. The vendor will help with the upgrade/implementation of all installed modules and provide training to Pierpont staff during the configuration process.

General Module

- **Review and Upgrade:** Upgrade existing General Self-Service functionalities, ensuring alignment with the latest Banner 9 version.
- **User Interface Enhancements:** Improve user navigation, interface design, and overall experience.
- **System Configuration:** Review and configure any updates for administrative settings related to self-service.
- **Testing and Validation:** Perform rigorous testing to ensure that all user-facing features are functioning correctly post-upgrade.

Student Module/Faculty

- **Upgrade Features:** Ensure all student-facing features, including registration, course search, academic records, grades, and schedules, are upgraded and fully functional.
- **Student Self-Service Enhancements:** Introduce new capabilities such as improved scheduling options, class registration workflow, and academic plan visibility.
- **Faculty:** add functionality for faculty to be able to review roster, input grades, and view advisees.
- **User Experience Improvements:** Enhance the responsiveness and navigation of the Student Self-Service portal for mobile and desktop devices.
- **Testing and Validation:** Conduct extensive functional testing to confirm that all workflows are working as expected.

Financial Aid Module

- **Upgrade Financial Aid Features:** Implement improvements in the student financial aid process, including awarding, eligibility determination, and document management.
- **Automated Communication:** Implement better communication tools, including email notifications and alerts, to keep students informed of their financial aid status.
- **Self-Service Enhancements:** Introduce self-service features that allow students to view their financial aid packages, accept awards, and track the status of their aid.
- **Testing and Validation:** Validate that financial aid workflows are fully operational and accurate, including reporting and student-facing communication.

Finance Module

- **Finance Self-Service Upgrades:** Enhance self-service features related to billing, payment, and account history.
- **Payment Gateway Integration:** Upgrade and ensure seamless integration with payment gateways for processing tuition and fees.
- **Enhanced Reporting:** Implement new reporting features that give students better access to their financial accounts and balances.
- **Testing and Validation:** Test payment transactions, balance checks, and other financial features to ensure they are fully integrated and working properly.

SECTION 4: EVALUATION AND SELECTION PROCESS

- 4.1 All acceptable proposals will be evaluated by a Pierpont Community & Technical College Facility Master Plan Working Group committee based on the criteria listed in this RFP and in accordance with the WV Higher Education Purchasing Regulations.
- 4.2 The evaluation committee may elect to interview one or more companies. Interviews may be conducted in person or by telephone/video conference call. If interviews are held, final adjustments in the evaluation scoring will be made following the interview. The proposal receiving the highest overall score will be declared the most advantageous.

- 4.3 Evaluations will be based on overall services, qualifications, and recent experience and costs presented in the proposal. An award will be made based on the evaluation committee's determination of the best-qualified Company to provide the services. A contract will not necessarily be awarded to the vendor submitting the lowest cost proposal. Pierpont Community & Technical College shall select the best value solution.
- 4.4 Pierpont Community & Technical College reserves the right to accept or reject any or all expressions if it is in the best interest of the College to do so and to waive any irregularities in the Response received when such irregularities are not in conflict with the West Virginia Code or the Higher Education Purchasing Regulations. The College also reserves the right to withdraw this RFP at any time and for any reason.

SECTION 5: PROPOSAL PREPARATION AND EVALUATION CRITERIA

- 5.1 Affirm that the Company who will be providing the services in this contract is free from obligation and interests that might conflict with Pierpont Community & Technical College or the State of West Virginia. Disclose any information about the Company that presently or in the future could impair your ability to provide the required level of services. (Yes/No)
- 5.2 Expertise, experience, and qualifications of the Company's personnel in each discipline that may provide services relevant to the RFP; Expertise, experience, and qualifications of any special company proposed. (20 points)
- 5.3 Experience with higher education clients to include preparation of required Facilities Master Plan and realistic understanding of current needs and trends in higher education facilities, emphasizing Community Colleges. (20 points)
- 5.4 Expertise and experience of the Company in providing services on other term contracts or on other projects of similar size, scope, and features as those required for the Scope of Project and Services Required sections on this RFP (20 points)
- 5.5 Overall suitability to provide the services outlined in the RFP within the time, budget, and operational constraints that may be present and the comments and/or recommendations of the Company's previous clients and references. (20 points)
- 5.6 Provide a fee and expense proposal for the cost of the service. Actual fees and expenses may be negotiated but may not exceed the amount specified in your proposal. (20 points)

SECTION 6: OTHER PROVISIONS

- 6.1 Pierpont Community & Technical College reserves the right to add additional related services based on the original offer. Upon mutual consent of the College and the successful Company on pricing, performance, etc., the additional services may be added to the contract.
- 6.2 All expenses incurred in the preparation and submission of proposals or for any oral interviews are the exclusive responsibility of the vendor. Proposals will become a matter of public record and open for inspection following the announcement of the award.

- 6.3** The successful Company must be a registered vendor with the Purchasing Division, West Virginia Department of Administration, and have a valid vendor number.
- 6.4** The successful Company must have a current W-9 Request for Taxpayer Identification Number Form on File with the Finance Division, Financial Accounting, and Reporting Section, WV Department of Administration, and have a valid vendor number.
- 6.5** Payment for services, not to exceed the maximum proposed, will be made monthly in arrears upon satisfactory completion of the required services, submission of an uncontested invoice, and the acceptance of required reports. Advance payments are not allowed.
- 6.6** Pierpont Community & Technical College and the State of West Virginia are exempt from federal and state taxes and will not pay or reimburse such taxes. The Company may request a tax exemption certificate.
- 6.7** The proposal shall provide complete and total compensation for the scope of work identified herein. Pierpont Community & Technical College must approve additional services and additional compensation if deemed appropriate, and an approved change order is required before payment can be made.
- 6.8** Discussions and interviews may be held with individuals or under final consideration prior to selecting for the award; however, a proposal may be accepted without such discussions or interviews. In the event that mutually acceptable terms cannot be reached within a reasonable period of time, Pierpont Community & Technical College reserves the right to undertake negotiations with the next most advantageous Company/Organization without undertaking a new procurement process.
- 6.9** The State's WV-96 is attached to demonstrate the State law and guidelines, which must be adhered to in any contracts presented to the College for execution. The successful vendor must be registered with the WV Department of Administration prior to any award, pay the registration fee, and have a valid vendor number.
- 6.10** INTERESTED PARTY SUPPLEMENTAL DISCLOSURE: W. Va. Code § 6D-1-2 requires that for contracts with an actual or estimated value of at least \$100,000.00 (one hundred thousand dollars), the vendor must submit to the Commission/Institution a supplemental disclosure of interested parties reflecting any new or differing interested parties to the contract, which were not included in the original pre- award interested party disclosure, within 30 days following the completion or termination of the contract. A copy of that form is included with this RFP/RFB or can be obtained from the WV Ethics Commission. This requirement does not apply to publicly traded companies listed on a national or international stock exchange. A more detailed definition of interested parties can be obtained from the form referenced above.