

RFI –Working Notes for ERP solution 3/11/2019

SCOPE OF WORK/SPECIFICATIONS

The Information Management Technology Office (ITMO), on behalf of Greenville Technical College, is soliciting Request for Information (RFI) from qualified vendors who can provide implementation, training and ongoing support of an integrated Enterprise Resource Planning (ERP) system. The ERP system should include ancillary products and professional services, which will replace the College's current student, finance, financial aid, human resources, payroll and continuing education enterprise information systems. All proposed solutions should provide an integrated system for all of the standard student information functions

Introduction

The College's administrative needs are being served currently by two legacy systems running on SQL server and Oracle database package systems with a series of ancillary applications with limited abilities to meet our ongoing needs. The strong desire is to have all students' credit and non-credit in one system.

Profile of the College

Greenville Technical College is one of the larger South Carolina technical colleges with both credit and continuing education programs.

Accreditation

- Greenville Technical College is fully accredited by the Southern Association of Colleges and Schools Commission on Colleges (SACSCOC).

Primary problems the College would like to address

The solution should be based on more current architecture that has the capability to support all students both in continuing education, credit side of the College and back office functions. The solution should improve the ability to use data in reporting, Dashboards and business analytics across a common system. The college would like to improve disaster recovery abilities with a hosted solution.

Business Challenges and transformation needs

The impending need to update the College legacy systems and hardware as a driving factor to consider other solutions or hosted options. Combined with the desire of the College to adopt the best practices of other institutions of higher education while, at the same time, redeveloping the Student Information System to take advantage of new technology and to provide real-time accountability and comprehensive reporting, has prompted the need for reviewing the options in this market space.

The proposed system will replace the outmoded, legacy administrative system with a more flexible, adaptive solution that delivers and enables new processes and services and integrates with existing technology. A new solution should allow integration with new technologies much more quickly, easily, and economically.

The following are some of the major limitations of the current administrative systems, which a new ERP system should address:

Provide accurate information in real time, "24/7" so students, faculty, staff, parents and job applicants can make more informed better quality decisions. In addition, the institution will be able to provide improved services.

Providing the most up-to-date information in an intuitive, graphical, user-friendly interface will result in more efficient business processes, better planning, and consistent data.

Create a seamless integration between technology and learning. Not only will faculty have greater access to student data for teaching and advising, but they will also have new tools for mining information and creating reports related to grading, retention, admissions and similar academic endeavors.

Have a positive impact on staff and faculty development and satisfaction. Those providing service and supporting administrative and academic processes will be able to focus on value-added work. Our specialists are caught between the need to maintain an outdated systems and the greater need to keep up with a rapidly evolving technology environment and growing technology expectations from stakeholders.

Improve the automation of the current Student Information in all functions.

Focus on the Customer and Users of system

- User friendly system(s) for students, companies and internal users
- Personalized branding for the College
- Pushes key metric information to common Dashboards
- Reporting system should be user friendly
- Around the clock access and end-device independent
- Address ADA compliance issues within solution

Transform Business

- Centralized data for common access by the college
- Seamless transition through the Student life cycle from prospect to graduate and beyond.
- Not just transactional batch type system
- Solutions are client and process centric, not organization centric

Overall Goal of the College

The College's overall goal is for the procurement, implementation, training and ongoing support of an integrated Enterprise Resource Planning (ERP) system that includes ancillary products and professional services to replace the College's current student, financial and human resources enterprise information systems and provide a comprehensive Student Information System for both credit and non-credit students.

The College is eager to enhance its efforts in the following areas:

- Recruitment and enrollment of students
- Online application(s) for students
- Arrangement of class rosters and schedules or interfaces to systems such as 25Live Collegenet
- Development, storage and transmittal of transcripts
- Administrative support for instruction
- Production of bills and payrolls
- Tracking and analysis of accounts
- Purchasing and tracking of inventory
- Organization, recruitment, management and storage of faculty and staff employment records
- Streamlining business processes
- Responsiveness to state/federal/internal reporting requirements
- Improved services for students, faculty and staff
- Greater access to important resources
- Improved productivity through the use of web-enabled applications and document management
- Efficient access to data, information and transaction processing through a portal
- Implement a comprehensive Student Information system, to enhance accountability throughout the College

At a minimum, this solution shall provide the procurement of a robust student, human resource, and financial information system that has seamless integration to existing third (3'd) party applications with web self-service applications, along with a portal solution that will provide a single common point of entry to all applications. The proposed modules should share the use of an integrated, relational database management system. The proposed modules should have the ability to integrate with the following existing applications: Blackboard Learning Management System and ImageNow (Hyland – Document imaging system).

Ability to work with print management systems such as Paper Cut.

Support Single sign on to base system, other systems and portal application.

The College requires the following services be included in the proposed solution as needed to support successful implementation and ongoing operations: training, functional consulting, project management, data conversion, maintenance, and other services as required.

To this end, the College is seeking creative solutions that will address the following:

- Replacement of the current legacy ERP systems with new state-of-the-art solutions
- Implementation of these solutions
- Provision for long term maintenance of the proposed solutions
- A plan for all tasks associated with migration from the legacy system(s) to the complete installation of, and training in the use of, the proposed solution •
- Establish a comprehensive Student Information System

It is envisioned that the proposed solution can be implemented within a two (2) year time frame from the start of implementation if all systems were implemented. The College would anticipate a shorter time periods for subsets of services or products if a phased approach is used for the full set of products.

Other Capabilities and needs

- The proposed enterprise software solution should meet all of the following functional capabilities: Include all modules and implementation services for Student Systems, Human Resources, Financial and Business Solution, Business Intelligence, and Student Information System that can be used by continuing education or credit students. Systems should comply with industry-based privacy, financial and security regulations and standards (e.g. FERPA, HIPAA, PCI/DSS and Sarbanes-Oxley).
- Would like to understand the project management strategy and implementation process
- What is the ongoing maintenance and support process after implementation?
- What are the disaster recovery options of solution?
- Will the solution work with single sign on (SSO) using SAML or other methods?