The State Board of Higher Education Acting by and through the

UNIVERSITY OF OREGON

(“University”)

REQUEST FOR PROPOSAL

(“RFP”)

RFP Title: **RFP for Enterprise Content Management System**

RFP Number: **PCS# 222000-0551-RFP**

Issuing Office: **Purchasing and Contracting Services**

**720 East 13th Avenue, Suite 302**

**Eugene, OR 97401**

[**submit1@uoregon.edu**](mailto:submit1@uoregon.edu)

Closing Date and Time: **July 3, 2014 at 5:00 p.m. (Pacific Time)**

Proposals must be received by the Issuing Office, no later than the Closing Date and Time.

Postmarks will not be considered.

**SECTION 1 – GENERAL INFORMATION**

* 1. **General Purpose.** University is soliciting Proposals from qualified Proposers for an Enterprise Content Management System (“ECMS”) to automate and streamline content management. University is seeking an ECMS to successfully meet the needs of a medium-to-large academic research university market. The University will select a vendor that has a record of anticipating changes in the marketplace, responding to its customers' needs, and a compelling vision of the future of content management systems. Expected deliverables are listed in “Scope of Services” below.
  2. **Closing Date and Time.** All Proposals must be received by University’s Issuing Office by 5:00 p.m. on or before July 3, 2014 (“Closing Date and Time”). Postmarks will *not* be considered. Electronic submissions of Proposals are encouraged. The Issuing Office’s mailing/delivery address and email address are listed on the cover page and in the “Issuing Office” Section below.
  3. **Issuing Office.** The University’s Purchasing and Contracting Services department is the Issuing Office for this RFP. Proposals may be submitted manually or electronically to the Issuing Office at the following addresses:

Purchasing and Contracting Services

720 East 13th Avenue, Suite 302

Eugene, OR 97401

[submit1@uoregon.edu](mailto:submit1@uoregon.edu)

Issuing Office hours for receipt of manually submitted Proposals are Monday through Friday 8 a.m. to 5 p.m. Eugene, Oregon local time.

* 1. **General Responsibilities of Proposers.**
     1. ***Clarifications for Proposer*.** For additional information or clarification of requirements contact (in accordance with the requirements set forth in Section 4.2 below) the requesting University department:

Sara Stubbs, Assistant Director, Technology Services

Information Services

159C McKenzie Hall

1212 University of Oregon

Eugene, OR 97403-1212

[saras@uoregon.edu](mailto:saras@uoregon.edu)

OR

Haley Ruddell, Records and Information Manager

College of Arts and Sciences

1235 University of Oregon

Eugene, OR 97403

[hruddell@uoregon.edu](mailto:hruddell@uoregon.edu)

* + 1. ***Monitoring*.** This RFP will be posted on the Oregon University System (OUS) website, under “Business Opportunities,” accessible at <https://secure.ous.edu/bid/>. Any Addenda including, without limitations, extensions of the Closing Date and Time will be posted to the OUS website. Proposers are responsible for monitoring the OUS website on a periodic basis for any modifications to the RFP. University is not required to issue individual notifications.
    2. ***Representations, Certifications and Acknowledgments.*** For consideration, **you must submit your Proposal with a completed and signed Representations, Certifications and Acknowledgments by the Closing Date and Time**. A blank form of the Representations, Certifications and Acknowledgements for you to complete, sign, and submit is attached to this RFP as **Exhibit A**.
  1. **Definitions.** As used in this Request for Proposal (unless otherwise stated), the capitalized terms shall have the meanings set forth in OAR 580-061-0010.

**SECTION 2 – SCOPE OF SERVICES**

* 1. University requires a robust, scalable, flexible, standards-based ECMS that is capable of meeting University’s current and growing demands. The ECMS needs to include an intuitive, accessible interface that enables users to interact with the system easily, to set or change preferences, and to use powerful, easy-to-use functionality that promotes faculty and staff productivity and efficiency. The ECMS must have the capability of exchanging data with other systems, and must allow the ability to query, modify, and output data into informative reports for management purposes.

**Statement of Services.**

* + 1. University is seeking an Enterprise Content Management System provider with the following capabilities and qualifications:
       1. Ability to automate and streamline content management through automated workflows, forms, capture and processing, transpaprent records management in one environment which provides tracking, auditing, and reporting capabilityies and metrics with secure and efficient search, retrieve, scan, and store across multiple content types;
       2. Provide flexible administration and risk management tools with decentralized administration capabilities with robust security in accordance with industry standards yet also allows adequate local customization of features as needed.
    2. The successful Proposer will provide services, including but not limited to the following:
       1. Implementation services and customization as-needed in order to facilitate the successful implementation of the product on campus.
       2. Industry-standard privacy, data, and security compliances.

**Specifications.** University is seeking an Enterprise Content Management System and delivery that meet the following specifications:

* + 1. Provide scalable enterprise level solution with deployment flexiblity, infrastructure, implementation, and integration with current university applications;
    2. A solution front-end that has been tested successfully for usability and accessibility, and is able to work with computers, browsers and mobile devices in use by most faculty, staff and students at University.
  1. **Anticipated Term.** It is anticipated that the term of the contract awarded under this RFP, will be for a 3 year(s) initial term, with the option, in University’s discretion, to extend the contract for 4 additional 3 year periods, for a total possible contract term of 15 years.
  2. **Firm Pricing.** If awarded a contract, proposal pricing must be held firm for the 3 years of the initial contract term.
  3. **Price Escalation.** The contract to be awarded will allow the pricing to be updated on the first day of the 4th year of the initial contract term, and thereafter on the first day of every other year of the contract term (including any year during any renewal option), by the lesser of the yearly increase of the Consumer Price Index published by the U.S. Bureau of Labor Statistics of the U.S. Department of Labor of three percent. Comparisons shall be made using the index entitled “All Urban Consumers: Portland-Salem, OR-WA” or the nearest comparable data on changes in the cost of living, if such index is no longer published. The change shall be determined by comparison of the figure for a date which is twelve months prior to the adjustment date.

**SECTION 3 – PROPOSER SUBMITTALS AND OTHER REQUIREMENTS**

* 1. **Overview.** 
     1. Proposer MUST submit the information required or requested in this Section in accordance with the procedures and instructions set forth in this RFP.
     2. ***Mandatory and Evaluated Information.***
        1. Submittals may be designated as Mandatory “(M)” or Evaluated “(E)”, or both “(M/E)”.
        2. Mandatory Requirement. If the submittal is marked “**(M)**” or with the words “must,” “shall,” or “will”, the submittal is mandatory and the Proposer MUST meet this requirement. The determination as to whether the Proposer meets the mandatory requirement rests solely with University. If University determines that a Proposer does not meet a mandatory requirement as specified, or has not included mandatory information, the proposal may be deemed “non-responsive”, and no further evaluation will occur.
        3. Evaluated Specification. If the submittal is marked “**(E)**”, the submittal is evaluated and Proposers are expected to provide comprehensive written responses to the evaluated specifications. A qualitative/descriptive (adjectival) rating will be awarded based on the degree to which the University’s evaluators determine that the Proposer meets the evaluated specification. A Proposer that does not respond to an evaluated specification will receive no rating for that specification.
     3. Mandatory/Evaluated Specification. If the submittal is marked “**(M/E)**”, Proposer must provide a response and the submitted response is evaluated pursuant to the terms set forth in the above Section.
  2. **Cover Letter.** Proposer must submit a cover letter summarizing the Proposal. **(M/E)**
  3. **Contact Information.** Proposer must submit the name and title of its primary contact regarding this RFP, the business name, the primary address, the primary contact’s telephone number, and the primary contact’s email address. **(M)**
  4. **Entity Verification.**
     1. If the Proposer is an entity other than a sole proprietorship, Proposer must submit evidence in the form of a Secretary Certificate (or equivalent documentation) that the individual submitting the Proposal is authorized to act for and bind the Proposer in all matters relating to the Proposal and possible subsequent contract. This type of written documentation is commonly in the form of a Secretary’s Certificate or Officer’s Certificate issued by the board or committee governing the entity. The written documentation, however, is not required to be in any particular form as long as it clearly shows the individual signing the Proposal has authority to bind the Proposer. **(M)**
     2. If Proposer is an entity other than a sole proprietorship and the entity was not organized or incorporated in the State of Oregon, Proposer must submit written evidence that Proposer is in good standing in its state of organization or incorporation. This type of written documentation is commonly in the form of a certificate of good standing. The written documentation, however, is not required to be a certificate of good standing. For example: A corporation incorporated in California could go to the California Secretary of State’s website, perform a business entity search on itself, and submit with its Proposal a copy of the record retrieved from that site. **(M)**
  5. **Financial Capability.** Proposer must submit sufficient evidence of financial capability to meet the responsibilities to perform the contract which may include balance sheets, income statements, financial statements, independent financial compilation/review or other financial information whereby University can determine Proposer’s credit rating or financial capability. It will be at University’s sole discretion to determine if evidence submitted is sufficient to determine financial capability or to deem a Proposer responsible to perform under a contract. University reserves the right to request further information as needed for clarification purposes. The successful Proposer to which the contract is awarded may, at the discretion of University, be required to provide periodic (in no case more than two (2) times per year) updates to the financial capabilities report submitted pursuant to this RFP. **(M)**
  6. **Qualifications.** 
     1. Proposer must submit information detailing how Proposer meets the qualifications identified in Section 2 above, and any other information deemed necessary for Proposer to perform the contract, including a firm resume, and a description of the resources available to Proposer to perform the contract. **(M/E)**
     2. Proposers must submit verification that the Proposer has any and all licenses (including, but not limited to, software licenses) necessary for the work contemplated under this RFP, as applicable. **(M/E)**
     3. Proposer must submit a description of the Proposer’s experience performing projects similar in type and magnitude to the subject of this RFP. Proposer’s description must include a minimum of three examples demonstrating the above experience. **(M/E)**
     4. Proposer must submit work samples of similar projects (e.g. photographs, literature, schematics, report samples, etc.). **(M/E)**
  7. **References.** Proposer must submit a list of at least three clients and contact information for whom similar projects have been completed by the Proposer. One of these references must be a University or affiliated with post-secondary education in some capacity with an Ellucian/Banner client highly preferred. These clients may be contacted by University for an evaluation and assessment of the Proposer's performance. **(M/E)**
  8. **Key Personnel.** Proposer must provide a list of key personnel who will be assigned to this project. This list will include each individual’s name, title, qualifications, areas of expertise, experience with projects of similar scope and nature and a concise business biography or resume. **(M/E)**
  9. **Management Procedures.** Proposer must include a detailed description of procedures and other aspects of the working relationship expected between Proposer's project manager and University's representatives, Sara Stubbs, Assistant Director, Technology Services and Haley Ruddell, Records and Information Manager as well as any other information deemed necessary for the fulfillment of the awarded contract. **(M/E)**
  10. **Project Approach.** Proposer must submit a full description of (i) how Proposer would approach this project, and (ii) all Specifications and Features identified in **Exhibit C** below, which Proposer would provide under a contract awarded pursuant to this RFP. Proposer’s responses may be completed in the space provided on **Exhibit C** or may be separate document(s) that are clearly labeled with the corresponding RFP Exhibit number. **(E)**. Submittal must address each of the following areas
      1. ***Content Management;***
      2. ***Deployment, Infrastructure, and Accessibility;***
      3. ***Integration and Migration;***
      4. ***Implementation;***
      5. ***Governance, Administration, and Security*;**
      6. ***Support and Training; and***
      7. ***Total Cost of Ownership.***
  11. **Proposed Timeline.** Proposer must submit a proposed timeline with breakdown of time allocated for delivery of all deliverables identified in the Scope of Services. **(M/E)**
  12. **Other Proposer Requirements.** Proposer must not be listed on the Federal Excluded Parties or Debarred Contractors listing. Proposer must not be excluded from contract awards by either the federal government or the State of Oregon. No written response from Proposer is necessary for this Section. Upon closing of this RFP, and as part of University’s initial review of mandatory requirements, University will verify whether Proposer is excluded from contract awards by either the federal government or the State of Oregon. **(M)**
  13. **Representations, Certifications and Acknowledgements.** Proposer must submit a completed and signed Representations, Certifications and Acknowledgments. A blank form of the Representations, Certifications and Acknowledgements for you to complete, sign, and submit is attached to this RFP as **Exhibit A**. **(M)**
  14. **Acknowledgement of Addenda.** Proposer must acknowledge that Proposer has received, reviewed, and agrees to all of the terms conditions added to this RFP via any and all Addenda that are posted on the OUS website.

Any Addenda including, without limitations, extensions of the Closing Date and Time will be posted on the OUS website, under “Business Opportunities,” accessible at <https://secure.ous.edu/bid/>. Proposers are responsible for monitoring the OUS website on a periodic basis for any and all modifications to this RFP.

* + 1. ***Addenda Posted Prior to Proposer’s Submission of Proposal.*** Proposer must either (i) check the “Acknowledgement of Addenda” box on the Representations, Certifications and Acknowledgments, or (ii) sign and submit a copy of each Addendum. **(M)**
    2. ***Addenda Posted After Proposer’s Submission of Proposal.*** If Proposer has already submitted a Proposal, Proposer may (i) modify the previously submitted Proposal (in accordance with the procedures set forth in Section 4 below) to include a signed copy of each Addendum not previously acknowledged, or (ii) withdraw the previously submitted Proposal (in accordance with the procedures set forth in Section 4 below). **(M)**

**SECTION 4 – PROPOSER INSTRUCTIONS AND PROPOSAL PROCEDURES**

* 1. **Overview.** Proposer MUST comply with all Proposal procedures and follow all Proposer instructions set forth in this Section.
  2. **Requests for Change.**
     1. ***Timing*.** Requests for change or protests of solicitation specifications or contract provisions must be received by University, in writing, no later than seven (7) calendar days prior to the Closing Date and Time. No requests for change or protests of solicitation specifications or contract provisions will be considered after the deadline stated above.
     2. ***Requirements*.** Such requests for change or protests will include the reasons for the request for change or protest, and proposed changes to specifications or provisions. Envelopes or e-mails containing requests for change or protest must be marked **SOLICITATION SPECIFICATION REQUEST FOR CHANGE or CONTRACT PROVISION PROTEST**, and must identify the RFP Title, RFP Number and the Closing Date and Time. University reserves the right to amend this RFP, extend the Closing Date and Time, or deny the request or protest.
     3. ***Proposer Requests Not Addenda*.** Only documents issued as Written Addenda by University serve to change the RFP in any way. No other direction received by the Proposer, written or verbal, serves to change the RFP. University will post Addenda on the OUS website.
  3. **Proposal Preparation.**
     1. ***Completeness*.** Unless Proposers are specifically authorized by this RFP to take exceptions or to leave terms open to negotiation, Proposals will be a complete offer and will be subject to the terms of this RFP. Proposals must include all information required herein to be fully responsive to this RFP and to be evaluated and considered for award. Failure to do so may be deemed sufficient cause for rejection of the Proposal as “non-responsive.”
     2. ***Organization*.** Proposal responses must follow the organization and format described in this RFP. Proposal responses must clearly identify the question or request to which the Proposer is addressing and restate the Section number with each response. All responses must be organized in the order in which the question or request was presented in the RFP. Proposals that do not follow the format described in this RFP may at University’s sole discretion be deemed “non-responsive,” and receive no further consideration.
     3. ***Writing and Signature*.** Proposals must be in writing and must be signed by an authorized representative of the Proposer. Alterations or erasures must be initialed in ink by the person signing the Representations, Certifications and Acknowledgments. No verbal Proposals will be accepted.
  4. **Proposal Submission.**
     1. ***Form*.** Proposals may be submitted manually or electronically.
        1. *Electronic Submissions*. Proposers are encouraged to submit their Proposals electronically to the e-mail address provided on the cover page and in Section 1, above. The subject line must clearly state that it is a “**PROPOSAL**”, noting the RFP Title, RFP Number, and the Closing Date and Time. Electronic Proposals must be in MS Word or Excel. Supporting documentation such as graphics, pictures, and financial statements may be in .pdf or other appropriate format. **Do not submit electronic copies through use of a Drop Box account or other such Web or cloud based product.** All Proposals submitted electronically must be submitted by individuals with authority to legally bind the Proposer.
        2. *Manual Submissions*. Proposers submitting manually must submit two (2) copies of their Proposal, as well as an electronic version on CD or USB device. All manual submissions must be submitted in a sealed envelope appropriately marked. All envelopes in which the RFP, Representations, Certifications and Acknowledgments, and Proposal are submitted MUST be clearly marked “**PROPOSAL**”, noting the RFP Title, RFP Number, and the Closing Date and Time. All manual submissions will be made to the address as indicated in Section 1 of this RFP.
     2. ***Consistency*.** Proposers are strongly encouraged to utilize the same method of submission, either manual or electronic, throughout the solicitation process (e.g. if your Proposal was submitted electronically, Proposers are encouraged to submit modifications and requests to withdraw via e-mail; if your Proposal was submitted manually, requests for modification or withdrawal should be submitted manually).
     3. ***Receipt of Proposal by University.*** All Proposals must be received by University’s Issuing Office by the Closing Date and Time. Postmarks will not be considered.

It is Proposer’s responsibility to ensure that the Proposal is received by University at the required delivery point (as indicated in Section 1 of this RFP), prior to the Closing Date and Time, regardless of method used to submit the Proposal.

University will not be responsible for the proper identification and handling of Proposals not submitted in the designated manner or format as required by this RFP.

* 1. **Proposer’s Costs.** University is not responsible for any costs of Proposers incurred in connection with submitting or presenting a Proposal. All Proposers who respond to solicitations do so solely at their own expense.
  2. **Binding Offer.** Submission of a Proposal constitutes a firm, binding and irrevocable offer for a period of ninety (90) calendar days following the Closing Date and Time.
  3. **Modification of Proposal by Proposer.** Proposers may modify a previously submitted Proposal prior to the Closing Date and Time. Modifications must be made in writing and signed by an authorized representative. Modifications may be submitted manually or electronically. The envelope or e-mail subject line must be clearly marked “**PROPOSAL MODIFICATION**,” and must display the RFP Title, RFP Number, and the Closing Date and Time. Verbal modifications or corrections will not be recognized or considered.
  4. **Withdrawal of Proposal by Proposer.** Proposals may be withdrawn at any time prior to the scheduled Closing Date and Time. Withdrawal can only be accomplished by written notification, signed by an authorized representative. Notification of withdrawal may be submitted manually or electronically. The written notification must be received by University prior to the Closing Date and Time. The envelope or e-mail subject line must be clearly identified with the words “**PROPOSAL WITHDRAWAL**,” and must display the RFP Title, RFP Number, and the Closing Date and Time.
  5. **Public Records / Property of University.** All Proposals submitted in response to this RFP become the property of University. By submitting a Proposal in response to this RFP, Proposer grants the University a non-exclusive, perpetual, irrevocable, royalty-free license for the rights to copy, distribute, display, prepare derivative works of and transmit the Proposal solely for the purpose of evaluating the Proposal, negotiating a contract, if awarded to Proposer, or as otherwise needed to administer the RFP process, and to fulfill obligations under Oregon Public Records Laws. Proposals, including supporting materials, will not be returned to Proposer.
  6. **Trade Secrets.** This RFP and one copy of each original Proposal received in response to it, together with copies of all documents pertaining to the award of a contract, will be retained by requesting University department for the required retention period, and made a part of a file or record which will be open to public inspection. If a Proposal contains any information that is considered a "trade secret" under ORS 192.501(2), the Proposer must mark each sheet of such information with the following legend:

"This data constitutes a trade secret under ORS 192.501(2), and will not be disclosed except in accordance with the Oregon Public Records Law, ORS Chapter 192."

Failure to mark a specific page with the legend set forth in this Section will conclusively establish that the information on that page does not constitute a trade secret as defined in ORS 192.501(2).

The Oregon Public Records law exempts from disclosure only bona fide trade secrets, and the exemption from disclosure applies "unless the public interest requires disclosure in the particular instance". See ORS 192.501(2). As such, non-disclosure of documents or any portion of a document submitted as part of a Proposal may depend upon official or judicial determinations made pursuant to the Public Records Law.

**Proposals in which the entire document is marked or otherwise identified in its entirety as confidential or a “trade secret” may be rejected. If the Proposal is not rejected, the response will be deemed available for disclosure to the public.**

* 1. **University’s Right to Amend.** University reserves the right, at its option, to amend this RFP. Any Addenda including, without limitations, extensions of the Closing Date and Time will be posted on the OUS website, under “Business Opportunities,” accessible at <https://secure.ous.edu/bid/>. Proposers are responsible for monitoring the OUS website on a periodic basis for any modifications to the RFP. University is not required to issue individual notifications.
  2. **University’s Right to Reject.** University reserves the right, at its option, to reject any or all Proposals. Notification of Proposal rejection will be made in writing. University reserves the right to waive minor informalities and irregularities in Proposals.
  3. **University’s Right to Cancel.** University reserves the right, at its option, to cancel this RFP.

**SECTION 5 – EVALUATION AND AWARD**

* 1. **Evaluation by Committee.** Proposals will be evaluated by a committee consisting of representatives of the requesting University department, and/or other interested individuals, as University deems appropriate (“Committee”).
  2. **Initial Evaluation.**
     1. ***Completeness and Compliance of Proposal*.** Proposals will be evaluated for completeness and compliance with the mandatory requirements of this RFP. Those Proposals that meet Mandatory (M) requirements are considered “responsive”.

Those Proposals which are incomplete, which do not meet all Mandatory (M) requirements of this RFP or are otherwise deemed by University to be "non-responsive," will be rejected.

* + 1. ***Responsibility of Proposer*.** Proposers will be evaluated for their demonstrated ability to perform responsibly under a contract awarded pursuant to this RFP. At the discretion of the University, those Proposers who satisfactorily demonstrate their ability to perform responsibly under a contract awarded pursuant to this RFP are considered “responsible”.

Those Proposers who are unable to satisfactorily demonstrate to University that they are able to perform responsibly under a contract awarded pursuant to this RFP are considered “non-responsible”.

* 1. **Criteria Evaluation.** Responsive Proposals received from responsible Proposers will be further evaluated by the Committee. For each of these Proposals, the evaluated specification and the overall Proposal will be rated by a qualitative/descriptive (adjectival) method. The following qualitative/descriptive ratings shall be used:
     1. **A – EXCEPTIONAL:** The Proposer has demonstrated an approach that is considered to significantly exceed stated criteria in a way that is beneficial to University. This rating indicates a consistently outstanding level of quality, with very little or no risk that this Proposer would fail to meet the requirements of this RFP. There are essentially no weaknesses.
     2. **B – GOOD**: The Proposer has demonstrated an approach that is considered to exceed stated criteria. This rating indicates a generally better than acceptable quality, with little risk that this Proposer would fail to meet the requirements of this RFP. Weaknesses, if any, are very minor.
     3. **C – ACCEPTABLE:** The Proposer has demonstrated an approach that is considered to meet the stated criteria. This rating indicates an acceptable level of quality. The response/Proposal demonstrates a reasonable probability of success. Weaknesses are minor and can be readily corrected.
     4. **D - POTENTIAL TO BECOME ACCEPTABLE.** The Proposer has demonstrated an approach that fails to meet stated criteria as there are weaknesses and/or deficiencies, but they are susceptible to correction through discussions. The response is considered marginal in terms of the basic content and/or amount of information provided for evaluation but overall the Proposer is capable of providing an acceptable or better Best and Final Offer.
     5. **F – UNACCEPTABLE:** The Proposer has demonstrated an approach that indicates significant weaknesses/deficiencies and/or unacceptable quality. The Proposal fails to meet the stated criteria and/or lacks essential information and is conflicting and/or unproductive. There is no reasonable likelihood of success; weaknesses/deficiencies are so major and/or extensive that a major revision to the Proposal through a Best and Final Offer process would be necessary.

In assigning ratings University may assign “+” or “-” (such as “A -”, “B+”, “C+”) to the ratings to better differentiate within a rating in order to more clearly differentiate between the Proposals.

|  |  |  |  |
| --- | --- | --- | --- |
|  | ***Criteria to Be Evaluated*** |  | ***Rank available for each criteria:***  ***A, B, C, D, or F*** |
| 1 | Cover Letter, Summary, Qualifications, Key Personnel, and Management Procedures |  | ***A, B, C, D, or F*** |
| 2 | References |  | ***A, B, C, D, or F*** |
| 3 | Content Management |  | ***A, B, C, D, or F*** |
| 4 | Deployment, Infrastructure, and Accessibility |  | ***A, B, C, D, or F*** |
| 5 | Integration and Migration |  | ***A, B, C, D, or F*** |
| 6 | Implementation |  | ***A, B, C, D, or F*** |
| 7 | Governance, Administration, and Security |  | ***A, B, C, D, or F*** |
| 8 | Support and Training |  | ***A, B, C, D, or F*** |
| 9 | Total Cost of Ownership |  | ***A, B, C, D, or F*** |
| 10 | Proposed Timeline |  | ***A, B, C, D, or F*** |
| 11 | Ease of use |  | ***A, B, C, D, or F*** |
|  | ***TOTAL:*** |  | ***A, B, C, D, or F*** |

Although the general criteria to be used for final evaluation has been provided in this RFP; it is not intended to limit imagination or creativity in preparing a Proposal that will accomplish the same goals and expectations.

* 1. **Competitive Range Evaluation.**
     1. ***Establishing a Competitive Range*.** Based on the total scores calculated in accordance with Section 5.3 above, the Committee will establish a range of Proposals which are deemed to have a reasonable likelihood of being selected for award (“Competitive Range”). The Competitive Range is expected to consist of no more than three (3) Proposals; however, University reserves the right to expand or reduce the number of Proposals to be included in the Competitive Range.

University will notify a Proposer if it is in the Competitive Range via the email address provided in the Proposal. If no response is received by University within 24 hours after the notification is sent, a follow-up phone call will be made to the Proposer via the phone number provided in the Proposal. If no response is received by University within 48 hours after the initial notification is sent, the Proposal may be removed from the competitive range. University will provide written notice of such removal to the Proposer.

* + 1. ***Evaluating Competitive Range Proposals*.**
       1. **On-site Technical Presentations.** Proposers of Proposals within the Competitive Range may be asked to prepare and present a live presentation of their Proposal, including a demo using a workflow process developed and provided by University, to be delivered to the Committee at University. The Proposers’ presentations will take place on or about August 2014, with specific times and locations to be determined by University. Any special accommodations required for the live presentations (technical or otherwise) must be communicated to University at least 3 business days prior to the scheduled presentation. University will make all reasonable efforts to accommodate such requests. The purpose of the live presentations will be to allow the Proposers to provide supplemental information in order to provide clarification of the Proposal contents, as well as to inform the Committee as they recommend a Proposer for ultimate award of the contract under this RFP.
       2. **Testing Phase.** Proposers of Proposals within the Competitive Range may be asked to provide testing environments of their product accommodating both developers and users. These environments will remain active for the duration of the evaluation period.
       3. The Committee may also consider and assess other factors, including but not limited to, any information submitted in response to this RFP; best value; experience working with other organizations, including higher education institutions; references; financial condition of the Proposer; resources of the Proposer; clarifications provided in response to inquiries by University; proposed additional terms for providing the service; and experience of persons assigned to this project.
       4. University reserves the right to require a “Best and Final Offer” pursuant to OAR 580-061-0155(3) from Proposers within the Competitive Range.
  1. **Final Determination.** After considering and assessing all factors it deems relevant, the Committee will make a recommendation to the scoring committee, who will then make a decision as to how to proceed.

University plans to award this project to the firm or individual who best meets the overall selection criteria detailed in this RFP. University reserves the right to make its final decision based upon the solution that best meets the University’s needs. The lowest cost Proposer may not be awarded a contract.

* 1. **Award Notice.** The apparent successful Proposer will be notified in writing of its status and a contract will be provided to the apparent successful Proposer, in substantially similar form to the one included with this RFP as **Exhibit B**. All other Proposers will be notified in writing that the apparent winning Proposal has been selected.

University anticipates that the Award Notice will be released on or about January 12, 2015 (“Anticipated Award Notice Date”).

* 1. **Award Protest.** Protest of the selection or award may be made pursuant to the conditions and limitations of OAR 580-061-0145.

**SECTION 6 – CONTRACT AWARD**

* 1. **Separate Contract.** The contract award will be pursuant to a separate contract which will include terms and conditions substantially as set forth in the draft contract attached to this RFP as **Exhibit B**.
  2. **Insurance**. Terms and conditions of any resulting award will include the need for Comprehensive General Liability Insurance and, if driving on University campus, Commercial Automobile Liability Insurance.
  3. **Modification of Form Contract.** If you have questions, concerns or proposed modifications regarding any of the terms and conditions contained in this RFP, including the attached form of contract, you must address those during the time prescribed for questions, changes, or protests as set forth in Section 4 above.
  4. **No additional or Supplemental Terms or Conditions.** Additional or supplemental terms and conditions submitted by a Proposer as part of its response may be evaluated or considered at the sole discretion of University. If additional or supplemental terms and conditions, either intentionally or inadvertently appear separately in a Proposal (e.g. in transmittal letters, specifications, literature, price lists or warranties), it is understood and agreed that the terms and conditions contained in this RFP are the only terms and conditions applicable to this RFP and any ensuing contract, and the Proposer’s authorized signature affixed to its Proposal attests to this.

If you condition your Proposal on any additional terms and conditions, which have not been accepted by a written Addendum to the RFP, your Proposal may be deemed non-responsive.

* 1. **University Review.** Proposers agree that University will have the right to review and require modification of any terms or definitions used in the final contract. Failure to agree upon acceptable contract definitions or terms may result in cancellation of the intended award.

**EXHIBIT A**

**RFP for Enterprise Content Management System**

**PCS# 222000-0551-RFP**

***(Must Complete, Sign and Submit with your Proposal by the Closing Date and Time)***

**REPRESENTATIONS, CERTIFICATIONS, AND ACKNOWLEDGEMENTS**

By submitting this Proposal in response to this RFP, Proposer represents and warrants that:

1. Proposer has read all of the terms and conditions of this RFP; Proposer understands that by signing below and submitting a Proposal, if awarded the contract, Proposer will be bound by the terms and conditions of this RFP and its Proposal.

2. **Prices proposed shall be firm for nine months after the Closing Date and Time**; and, if awarded the contract, Proposer must furnish any and all goods and/or services at the prices offered within the terms and time specified.

3. Proposer has the power and authority to enter into and perform the contract awarded as a result of this RFP.

4. The individual signing for Proposer is authorized to execute this Proposal on behalf of Proposer.

5. Proposer is an independent contractor and not an employee, partner, or agent of University.

6. Proposer’s name, as it appears in this Proposal, is Proposer’s legal name, as it will appear in the Proposer’s W-9, and if Proposer is an entity rather than an individual that the entity named in this Proposal is validly-existing and in good standing.

7. Proposer has not discriminated against Historically Underrepresented Businesses (defined in OAR 580-061-0010) in obtaining any required subcontracts.

8. No officer, agent or employee of University has participated on behalf of University in preparation of the Proposal, that the Proposal is made in good faith, without fraud, collusion, or connection of any kind with any other proposer for the same work, and that the Proposer is competing solely on Proposer’s own behalf without connection with, or obligation to any undisclosed person or firm.

**Acknowledgment of Addenda**

By checking this box, Proposer acknowledges Proposer has received, reviewed, and agrees to the all terms and conditions added to this RFP via any Addenda that were posted on the OUS website, under “Business Opportunities,” accessible at <https://secure.ous.edu/bid/>.

**Business Designation (check one):**

Corporation  Partnership  Sole Proprietorship

Governmental/Non-profit  Limited Liability Company

**Please indicate your Minority Women or Emerging Small Business (MWESB) Status:**

Women Owned  Self Report State Certified #

Minority Owned  Self Report State Certified #

Emerging Small Business  Self Report  State Certified #

None of the Above

Signature: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Dated: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Title: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Firm: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Address: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

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\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

E-mail: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Phone: (\_\_\_\_) \_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Above information must be provided prior to the Closing Date and Time for the Proposal to be considered responsive.**

**EXHIBIT B**

**RFP for Enterprise Content Management System**

**PCS# 222000-0551-RFP**

**TERMS AND CONDITIONS**

It is hoped that the result of this process will be a binding contract between the University and a vendor which will include terms and conditions to University’s Personal Services Contract Standard Contract Provisions found at: <http://pcs.uoregon.edu/content/forms>. If you have questions, concerns or proposed revisions to any of the terms and conditions to University’s Personal Services Contract, you must address those in your response. If you do not address your questions, concerns or proposed revisions in your response, the following terms and conditions in the attached agreement will be non-negotiable and will not be subject to revision:.

**EXHIBIT C – Specifications and Features**

**RFP for Enterprise Content Management System**

**PCS# 222000-0551-RFP**

| **Specifications and Features** | **Response** |
| --- | --- |
| 1. **Enterprise scalable workflow, forms, content management, capture and processing solution with indexing of different types of documents and processes in a fully integrated environment.** |  |
| * 1. **Workflow / Business Process Management** |  |
| * + 1. Describe the system's workflow component. How does the system manage automated business processes in high volume transactional environments (20,000 and greater daily tasks) with customization and user input? Describe the interface typically used in your system by end users and/or groups to efficiently process a high volume of tasks. |  |
| * + 1. Describe how the system routes tasks to users through the workflow processes. Does it allow for user-defined conditions to be applied both at the beginning of the workflow and while it is being executed? |  |
| * + 1. Describe any standard workflow template processes or wizard type functionality that is included for workflow creation. Are workflow processes able to be copied and modified in whole or in part? |  |
| * + 1. How does the system handle automated document movement with rules based routing with event, time, and user-triggered processes? If the system allows for parallel, branch, and loop processing to be run, please describe. |  |
| * + 1. Describe how the system allows ERP-event based workflow triggers. ERP data value based routing, and workflow outcomes that result in ERP updates. |  |
| * + 1. How does the system control user access to information or process within the workflow? |  |
| * + 1. Does the system allow for attaching various types of documents during a workflow process (I.e. Outlook, Word, Excel, PDF, jpeg, etc.)? |  |
| * + 1. How does the system route for internal and external (non-system user) approvals, and document and track status of approvals sent and received? Can the system time-out a process in an approval queue and re-route? |  |
| * + 1. Does this system allow for users to assign proxy approvals? If so, please describe how this is done in the system. |  |
| * + 1. Describe notifications workflow features and functions and integration options. |  |
| * + 1. By what mechanisms does the system initiate or continue workflow processes? Describe the system's ability to initiate an existing workflow and reassign workflow tasks to other users or groups. |  |
| * + 1. Does the system provide printing support if ink signatures are needed? |  |
| * + 1. Describe the system's workflow builder tool's modeling, features, and functions. |  |
| * + 1. Describe the ability to customize workflow participants' instructions, notes, and comments. |  |
| * + 1. Describe the workflow's ability to route documents and forms to users, groups, and proxies. |  |
| * 1. **Forms** |  |
| * + 1. Describe the capabilities of the system's forms tool. Describe integration with the workflow component and integration with other commercial form products (Adobe PDF). |  |
| * + 1. How does the user add, change, or delete fields as needed? Can this be done without coding or scripting? |  |
| * + 1. Does the system support multi-tier, dynamic fields and field constraints to force specified entry formats? |  |
| * + 1. Describe how the system populates and validates fields with information from an external data source. |  |
| * + 1. Describe how forms data can be used to updated external data sources. |  |
| * + 1. Describe if forms can, via scripting or some other method, perform calculations or other auto processes within the form. |  |
| * 1. **Capture and Processing** |  |
| * + 1. Describe how the system provides capture and processing from paper documents, born digital documents, forms, and external data sources and applications. |  |
| * + 1. Describe the system's indexing capabilities. |  |
| * + 1. Describe how the capture function provides for the extraction of related values from the external data source? Does the capture function provide extraction methodologies beyond screen-scraping? |  |
| * + 1. Describe the system's OCR/ICR capabilities. If it is a third party application at what point does it integrate with the system? |  |
| * + 1. What is needed (hardware and software) at the end-user level for document capture. |  |
| * + 1. Describe how the system provides for validation of captured data. Is it capable of using that captured data for input to other processes or updating the external data source? |  |
| * + 1. Describe the tools for enhancing image quality and performing quality assurance. |  |
| * + 1. Describe how the system organizes document types and manages the workload for high volume capture and indexing. |  |
| * 1. **Records Management** |  |
| * + 1. Please describe the system's industry standard compliances to records management including retention and destruction. List all compliance standards. |  |
| * + 1. Describe the mechanisms by which the system collects and manages metadata. |  |
| * + 1. Describe the capabilities of the system's redaction tool including describing how control over viewing redacted material is accomplished. |  |
| * + 1. Describe how the system provides versioning control on all documents and files stored within the repository including tracing, comparisons, and reversions. |  |
| * + 1. Describe how the system defines retention rules. Does the system allow for freezes or holds on records? Time and event based retention with specific triggers including external data sources? |  |
| * + 1. Describe the system's method of records destruction. |  |
| * + 1. Describe how the system allows for auto-classification and filing of incoming records and finding of records according to status or location. |  |
| * + 1. Describe the system's long-term storage of records and methods for the easy retrieval and migration of permanent records stored electronically. |  |
| * + 1. Describe the system's search function. Does the system allow for searching of the entire repository, user-imposed search limits, saving of searches, and search retrieval of related documents? |  |
| * + 1. Describe the search tools available to access data contained within the system including usage data and content. Describe the granularity of permissions to access these tools. |  |
| * + 1. Describe the system's capability to share documents or groups of documents securely with non-system users. |  |
| * 1. **Analytics, Tracking, and Reporting** |  |
| * + 1. Describe how the system reports on processes with its built-in auditing tool. Does it allow for tracking changes to all system events? Does it allow for reviews of user activity and data review of individual steps and events in the workflow process? |  |
| * + 1. Describe the methods available to both users and administrators to track processes and events in the system including tracker user actions from login to logout. |  |
| * + 1. What kinds of analytics features are integrated or otherwise available? Please indicate if additional modules need to be licensed and integrated. To whom is this data available? |  |
| * + 1. Describe the system's capabilities and how how reports are generated from data in the system. Is this functionality quick and intuitive with SQL compatibility? |  |
|  |  |
| 1. **Enterprise Deployment, Infrastructure, and Accessibility** |  |
| * 1. **Deployment** |  |
| * + 1. Describe what the deployment would like for the proposed system, including all software and hardware components for development, test, and production systems. |  |
| * + 1. Describe the hardware requirements for client work stations for 1) capture, 2) indexing, and 3) workflow and forms. |  |
| * + 1. Describe the proposed systems ability to be configured for high availability. Identify which, if not all, components are cluster capable, require hot/cold standby or other methods to improve availability and reduce system downtime. |  |
| * + 1. Describe the proposed systems ability to scale the various components and how that can be done (database, application, web layers). Identify which components have the ability to scale horizontally and explain of there are any system side effects in doing so (cluster caching, session handling, etc…) |  |
| * + 1. Describe the proposed system's ability to balance system load. |  |
| * 1. **Infrastructure** |  |
| * + 1. Does the system employ a scalable database? If so, under what architecture? |  |
| * + 1. Describe the system's provisions for large file size storage and searching capabilities. |  |
| * + 1. What is the standard published plan for providing upgrades and new releases? Do you maintain a published new release schedule and timing of upgrades, maintenance releases and patches? |  |
| * + 1. How does the system accommodate users without credentials from the primary authentication mechanism? Does the system allow for unlimited concurrent public access to any parts of the repository? |  |
| * 1. **Accessibility** |  |
| * + 1. Describe how your system meets WCAG 2.0 accessibility standards. |  |
| * + 1. Is your product screen reader accessible? |  |
| * + 1. Does your product allow the user to customize the look of the display (size, color, resolution, etc.)? If so, describe how the user enables the customization features |  |
|  |  |
| 1. **Integration and Migration** |  |
| * + 1. Describe the integration capabilities of the system detailing available API's, plugin architectures, etc. that will be available to the UO to integrate and expand capabilities of the system.  If the integration capabilities vary between components of the system please note where this is the case. |  |
| * + 1. Provide information specific to the ability of the system to perform real-time vs batch integration. |  |
| * + 1. Describe the security aspects of the integration capabilities (authentication, transport protocols, etc.). |  |
| * + 1. Provide information regarding 3rd party tools that are commonly integrated with the system.  Information specific to the MS Office suite of products, Ellucian Banner, etc. would be appreciated. |  |
| * + 1. Describe any migration tools and processes within the proposed system that would support migrating large numbers of documents from other systems into the proposed solution.  This should detail any bulk or batch processing capabilities, migration from other 3rd party document management systems (Hyland Singularity), as well as the ability to use system API’s to create a custom migration solution. |  |
|  |  |
| 1. **Implementation** |  |
| * + 1. Describe the core system requirements needed for implementation. |  |
| * + 1. Include a detailed timeline for the system implementation including anticipated time you are required to be on site. State your assumptions for the recommended implementation strategies. |  |
| * + 1. Does the system allow for phased implementation of any of the components or functionality? Please describe. |  |
| * + 1. Include a brief narrative of similar implementation plans used by your firm over the past two years. |  |
| * + 1. What support resources are available to University staff during the implementation (e.g. documentation, communities of practice)? |  |
| * + 1. What support resources are available to technical staff (e.g. application, system and database administrators) during implementation? |  |
|  |  |
| 1. **Flexible Governance, Administration, and Security** |  |
| * 1. **Governance** |  |
| * + 1. Describe the basic organization of data within the system, how does this organization allow this data to be useful to a variety of different users and groups within the system. Can data organization structures be customized to different views for users, groups, or administrators? |  |
| * + 1. Describe the level of decentralization allowed in system governance. Does the system allow for different units to administer and manage their own forms, workflows, capture processes, security, and document types independently of one another? |  |
| * + 1. Describe how the system accommodates materials stored in repositories for use in multiple workflows. Does the system's decentralization governance capabilities still allow for collaboration across multiple units? |  |
| * + 1. Describe how the system allows for changes to fields, forms, workflows, interfaces, reports, and other functionalities as processes change and evolve. |  |
| * 1. **Administration** |  |
| * + 1. Describe the default and available user roles and views. Describe how granular and customizable these roles and views are without additional development. |  |
| * + 1. Does the system allow for performance of administrative tasks through a both the local client and web portals? Describe any limitations present with administrative tasks through the web portal. |  |
| * 1. **Security** |  |
| * + 1. Describe the security architecture for the system. |  |
| * + 1. Describe the organization schema privileges and emphasize how this schema supports Role Based Access Control concepts. |  |
| * + 1. Describe how authentication data and access control information is protected. What authentication mechanisms are supported by the system? Include the authentications differences between the various components. |  |
| * + 1. Does the system have explicit allow or deny security rights? If so, how are these managed in the system? |  |
| * + 1. How granular are the system's security settings? Can additional settings be applied from within the system to further refine access? |  |
|  |  |
| 1. **Support and Training** |  |
| * 1. **Support** |  |
| * + 1. State the different user support options available, the hours that support is available (in Pacific Time), and the availability of the support and cost (if any) of the different options. |  |
| * + 1. In the event of a system problem, what technical support staff would be available to respond, how would they respond, what response methods would be used, and what would be the response time? |  |
| * + 1. Provide a description of any software on which the system is dependent (e.g.: Oracle, SQL Server, Windows) and for each type of software dependency (OS, database, browser, etc.) describe how many versions will be concurrently supported. Address both forward and backward compatibility. |  |
| * + 1. Provide a clear description of relevant third-party services on which the system is dependent (e.g., third-party vendor cloud-based storage). |  |
| * + 1. What is the plan for providing future upgrades and new releases? What is the new release schedule and timing of upgrades? |  |
| * + 1. What methods do you have in place for users to request enhancements? |  |
| * + 1. What processes do you have in place for users to know what enhancements are being developed and to allow for early-adoption or beta-testing? |  |
| * 1. **Training** |  |
| * + 1. Describe how training is conducted and the depth of training for system administrators, technical staff support personnel, and end users. Is training web-based, on-site, or conducted at some other location? |  |
| * + 1. Describe all tiers of offered end user training models and methods. |  |
| * + 1. How is training handled for future upgrades of the system? |  |
|  |  |
| 1. **Other** |  |
| * + 1. Does the system provide for mobile access? If so, describe the level of integration and access offered via mobile platforms. Does the system allow for capture via mobile devices? Describe any third-party app access and integration for mobile access. |  |
| * + 1. What are the common third party tools and plugins that are integrated with the system? What is the review and approval process for these tools? |  |
| * + 1. Describe the support for electronic signatures. |  |
| * + 1. What are the differences in functionalities between the web and thick clients for each system component and user interface? Describe supported browsers (thin client) and OS versions (thick client) and any limitations in administrative tools for each system component. |  |
| * + 1. Describe version control in the workflow and forms modules. |  |
| * + 1. Describe how data validation and auto population is accomplished in your major system components such as workflow, forms, indexing, etc. |  |
|  |  |
| 1. **Total Cost of Ownership** |  |
| * + 1. Describe the basis for your pricing structure including any tiered pricing based on volumes of any of the below |  |
| * + 1. Hardware: Provide a detailed line item list of ALL hardware that University will be required to have to support the proposed system, including cost detail for each line item. |  |
| * + 1. Software: Provide base cost including software licensing fees and itemized prices for any required or optional add-on modules/interfaces. Provide costs in all models offered (subscription, named user license, etc.) including any discounts (volume, bundles, etc.). Please specify the different license categories. |  |
| * + 1. Miscellaneous fees - required or optional (detailed list of fees may include shipping fees, usage fees, upgrade fees, etc). |  |
| * + 1. Training cost – if you offer different training options (on-site, web- based, etc) include complete pricing for all possible training options. Include pricing for different tiers if applicable. |  |
| * + 1. Ongoing maintenance and support cost – if you offer different support options include complete pricing for all possible options. Include pricing for different tiers if applicable. |  |
| * + 1. Cost of migration/conversion of existing data to new solution. What is included in the standard fee and what is available at additional cost? |  |
| * + 1. If system is provided via a Value Added Reseller (“VAR”), please include any additional pricing by category or service type for required services or products not included in the requirements above. |  |
| * + 1. Provide any and all additional pricing by category or service type as well as price and rate structure for any costs not previously addressed in the above items. |  |
| * + 1. Provide your pricing methodology for enhancements and customizations if requested by University. |  |
| * + 1. Provide pricing methodology and costs University may incur for new or additional functionality or services. |  |