



THE TEXAS A&M UNIVERSITY SYSTEM

Office of HUB & Procurement Programs

REQUEST FOR PROPOSAL

STUDENT INFORMATION SYSTEM CENTER OF EXCELLENCE SUPPORT AND PROJECT SERVICES

RFP NUMBER: RFP01 CIO-15-022

**PROPOSAL MUST BE RECEIVED PRIOR TO:
2:00 P.M. Central time on September 30, 2015**

**MAIL, HAND DELIVER, AND/OR
EXPRESS MAIL PROPOSAL TO:**

**The Texas A&M University System
HUB & Procurement Programs
301 Tarrow 3rd Floor, Suite 366
College Station, TX 77840
Attn: Jeff Zimmermann**

Show RFP Number, Opening Date and Time on Return Envelope

NOTE: PROPOSAL must be time stamped at **The Texas A&M University System** Office of Procurement and HUB Programs before the hour and date specified for receipt of Proposal.

Pursuant to the Provisions of Texas Government Code Title 10, Chapter 2156.121-2156.127, sealed proposals will be received until the date and time established for receipt. After receipt, only the names of RESPONDENTS will be made public. Prices and other proposal details will only be divulged after a contract is executed, if any.

REFER INQUIRIES TO:

**Jeff Zimmermann, Director
The Texas A&M University System
HUB & Procurement Programs
301 Tarrow 3rd Floor
College Station, TX 77840**

Email: jjzimmermann@tamus.edu

TABLE OF CONTENTS

SECTION 1. INTRODUCTION _____ 3

 1.1 Scope..... 3

 1.2 Background..... 3

 1.3 Priorities/Expectations 3

 1.4 Performance Period..... 3

SECTION 2. INSTRUCTIONS FOR RESPONDENTS _____ 5

 2.1 Calendar of Events 5

 2.2 Examination of the Request for Proposal..... 6

 2.3 Submittal Instructions and Delivery of Submittals 6

 2.4 Proposal Components..... 6

 2.5 Inquiries and Interpretations 7

 2.6 Selection Process..... 7

 2.7 HUB Participation Plan..... 8

SECTION 3. SCOPE & PROPOSAL _____ 10

 3.1 Introduction..... 10

 3.2 Scope..... 10

 3.3 Technical Proposal 10

 3.4 Proposal Considerations..... 12

SECTION 4. RESPONDENT’S QUESTIONNAIRE _____ 13

 4.1 Company Profile 13

 4.2 References..... 13

SECTION 5. GENERAL TERMS AND CONDITIONS _____ 14

Exhibit A – Execution of Offer..... 20

Exhibit B – Non-Collusion Affidavit..... 22

Attachments:

- Annexure 1 – University Profiles
- Annexure 2 – Roles & Activities

SECTION 1 - INTRODUCTION

1.1 Scope

The Texas A&M University System (TAMUS or A&M System) is seeking proposals for innovative approaches to managing the Student Information Systems (Banner and peripheral modules and applications) for The Texas A&M University System. Examples for potential solutions may include, but are not limited to, managed services models, centers of excellence, and optimized rate cards. It is the intent of TAMUS to establish an agreement with a qualified company for the requirements listed.

By submitting responses, each RESPONDENT (also referred to herein as “Vendor”) certifies that it understands this RFP and has full knowledge of the scope, nature, quality, and quantity of the work to be performed, the detailed requirements of the services to be provided, and the conditions under which the services are to be performed. Each RESPONDENT also certifies that it understands that all costs relating to preparing and responding to this RFP will be the sole responsibility of the RESPONDENT.

1.2 Background

The A&M System is one of the largest systems of higher education in the nation, with a statewide network of 11 universities, seven state agencies and a comprehensive health science center. A&M System members educate more than 120,000 students and reach another 22 million people through service each year. With more than 28,000 faculty and staff, the A&M System has a physical presence in 250 of the state’s 254 counties and a programmatic presence in every one. In 2011, externally funded research expenditures exceeded \$780 million to help drive the state’s economy.

Additional information about the history of The Texas A&M University System can be found at the following site; <http://www.tamus.edu/about/history/>.

1.3 Priorities/Expectations

RESPONDENTS should note the following priorities/expectations with regard to the possibility of TAMUS establishing a contractual relationship with any RESPONDENT:

- (a) *Ensuring a Quality Level of Service.* This priority encompasses the quality of the level of service that can be provided to all TAMUS customers in a timely, cost effective manner. TAMUS is seeking a RESPONDENT that will ensure the provision of such quality in its delivery of service through proven training techniques and established metrics.
- (b) *Level of Experience and Expertise.* RESPONDENT must demonstrate its capabilities in providing the utmost level of experience and expertise to ensure a successful solution as determined by TAMUS. RESPONDENT shall provide information describing the RESPONDENT’S managed services and project execution experience, including the experience of the resources, account managers, and other key personnel on similar engagements, including past experience within the Texas A&M University System.
- (c) *Delivery Efficiency as it Relates to Total Costs.* RESPONDENT must demonstrate its ability to deliver the required solution in a cost-effective and timely manner while not sacrificing the quality required by a Tier I research System.
- (d) *Financial Stability.* RESPONDENT must demonstrate its financial stability and capabilities in providing the required solution.

1.4 Performance Period

Should TAMUS, in its sole discretion, enter into an agreement with the successful RESPONDENT as a result of this RFP, the initial agreement shall be effective upon execution for a period of three (3) years. The agreement

may be extended for two (2) additional one-year terms, providing all parties mutually agree on the extension for any services proposed. Any extensions shall be at the same terms and conditions plus any approved changes to be determined by TAMUS and negotiated in writing with the successful RESPONDENT.

SECTION 2 – INSTRUCTIONS FOR RESPONDENTS

TAMUS is soliciting proposals for innovative approaches to managing the Student Information Systems (Banner and peripheral modules and applications) for The Texas A&M University System. Proposals and any other information submitted by RESPONDENT in response to this Request for Proposal shall become the property of TAMUS.

This RFP outlines requirements as specified in Section 3. Submittals are to be in accordance with the outline and specifications contained herein, are to remain in effect a minimum of 120 days from the date of submission, and may be subject to further extensions as negotiated. A statement to this effect should be contained in the RESPONDENT's cover letter.

This RFP contains specific requests for information. RESPONDENTS are encouraged to examine all sections of this RFP carefully, in that the degree of interrelationship between sections is critical. In responding to this RFP, RESPONDENTS are encouraged to provide any additional information they believe relevant.

Clause headings appearing in this RFP have been inserted for convenience and ready reference. They do not purport to define, limit or extend the scope of intent of the respective clauses. Whenever the terms "must", "shall", "will", "is required", or "are required" are used in the RFP, the subject being referred to is to be a required feature of this RFP and critical to the resulting submittal.

In those cases where mandatory requirements are stated, material failure to meet those requirements could result in disqualification of the RESPONDENT's response. Any deviation or exception from RFP specifications must be clearly identified by the RESPONDENT in its submittal.

Each proposal shall be prepared simply and economically, providing a straightforward and concise description of RESPONDENT's ability to meet the requirements of this RFP. Emphasis shall be on completeness, clarity of content and responsiveness to the offer requirements. Expenses for developing and presenting submittals shall be the entire responsibility of the RESPONDENT and shall not be chargeable to TAMUS. All supporting documentation and manuals submitted with this submittal will become the property of TAMUS unless otherwise requested by the RESPONDENT, in writing, at the time of submission, and agreed to, in writing, by TAMUS.

All technical questions concerning this RFP are to be directed to Jeff Zimmermann, Director, Procurement and Business Services, in writing, at jzimmermann@tamus.edu. RESPONDENT may not contact other individuals at TAMUS to discuss any aspect of this RFP, unless expressly authorized by the Procurement Office to do so. Questions regarding the RFP, including questions for more data or information beyond that included in this RFP and attachment, should be presented in writing. **Deadline for submission of questions is by 5:00 P.M. September 18, 2015.** TAMUS will publish all questions with responses according to the schedule in Section 2.1.

2.1 Calendar of Events *

<u>Activity</u>	<u>Date</u>
Release of Request for Proposal	September 9, 2015
Release of Addendum 1 (if applicable)	September 16, 2015
Deadline to Submit Questions	September 18, 2015
Release of Addendum 2 (if applicable)	September 22, 2015
Responses Due	September 30, 2015 by 2:00 PM
Evaluation of Submittals	TBD

Selection of Respondent

TBD

- * TAMUS will make every effort to adhere to the above schedule. The schedule, however, is subject to change. This may be in the event that further clarification of responses or terms of contract are in the best interest of TAMUS and/or in the event TAMUS requires more time to assure that the selection of the RESPONDENT is in accordance with its policies, rules and regulations, as well as actual timing needs.

2.2 Examination of the Request for Proposal

Before submitting, each RESPONDENT will be held to have examined TAMUS requirements outlined in Section 3 and satisfied itself as to the existing conditions under which it will be obligated to perform in accordance with specifications of this RFP.

No claim for additional compensation will be allowed due to unfamiliarity with the specifications and/or existing conditions. It shall be understood that the RESPONDENT has full knowledge of all of the existing and/or revised conditions and accepts them "as is."

2.3 Submittal Instructions and Delivery of Submittals

All submittals must be received by TAMUS, no later than **2:00 p.m. Central Time, September 30, 2015** in a sealed envelope or box marked **"RFP01 CIO-15-022."**

Submittals are to be submitted to:

**MAIL, HAND DELIVER, AND /OR
EXPRESS MAIL SUBMITTAL TO:
The Texas A&M University System
Office of HUB & Procurement Programs
301 Tarrow, 3rd Floor, Suite 366
College Station, TX 77840
Attn: Jeff Zimmermann**

Late submittals will not be considered under any circumstances. Late submittals properly identified will be returned to RESPONDENT unopened.

Telephone and/or facsimile (Fax) submittals are not acceptable under any circumstances.

2.4 Proposal Components

The following documents and all requirements from noted sections are to be returned as part of your proposal submittal. Failure to include these documents will be basis for response disqualification.

- ✓ Signed Execution of Offer (Exhibit A)
- ✓ Non-Collusion Affidavit (Exhibit B)
- ✓ Section 3 – all sub-sections within that require a response
- ✓ Respondent Questionnaire – Section 4
- ✓ HUB Participation Plan – Section 2.7

RESPONDENT shall provide one (1) original copy, three (3) additional hard copies, and two (2) electronic copies of the complete RFP response as specified above. Note: The electronic copy shall be combined in a single file.

All electronic copies must either be in Microsoft Office software or Adobe Portable Document Format (PDF). All image files must be in one of the following formats: .jpg, .gif, .bmp, or .tif and submitted on a CDROM or thumb drive. We prefer image files to already be inserted as part of a document such as a PDF. Individual image files on the electronic media must be clearly named and referenced in your proposal response.

NOTE: The original signature on the ONE (1) hard copy will serve as the official signature of record for all electronic copies. The proposal must be manually signed by a person with authority to bind the firm under a contract.

Submittal response package (envelope/box/carton) must indicate on the lower left-hand corner the RESPONDENT's company name and address, and the RFP number and opening date.

Submittals are to be submitted as a booklet or in notebook form with appropriate indices. Each submittal should be prepared simply and economically, providing a straightforward concise description of the RESPONDENT's service, approach and ability to meet TAMUS' needs as stated in this RFP. Schedules and Exhibits must be clearly identify and defined.

2.5 Inquiries and Interpretations

Responses to inquiries which directly affect an interpretation or change to this RFP will be issued in writing by addendum (amendment) and posted to the Electronic State Business Daily (ESBD). It is the responsibility of the RESPONDENT to check the ESBD for any and all addenda issued for this RFP. All such addenda issued by TAMUS prior to the time that proposals are received shall be considered part of the RFP, and the RESPONDENT shall consider and acknowledge receipt of such in their proposal.

Only those TAMUS replied to inquiries which are made by formal written addenda shall be binding. Oral and other interpretations or clarification will be without legal effect.

2.6 Selection Process

TAMUS will base its choice on demonstrated competence, knowledge, and qualifications and on the reasonableness of the proposed fee for the solution and related services; and if other considerations are equal, give preference to a RESPONDENT whose principal place of business is in the state or who will manage the contract wholly from an office in the state.

The RESPONDENT selected will be the one who's experience and qualifications, as presented in response to this RFP, establish them, in the opinion of TAMUS, as well qualified and offering the greatest benefits, experience and value to TAMUS. TAMUS may cancel this RFP or reject proposals at any time prior to an award, and is not required to furnish a statement of the reasons why a particular proposal was not deemed to be the most advantageous. Should TAMUS determine in its sole discretion that only one RESPONDENT is fully qualified, or that one RESPONDENT is clearly more highly qualified than the others under consideration, a contract may be negotiated and executed with that RESPONDENT. The contract will be an agreement incorporating by reference all the requirements, terms and conditions of the solicitation and the RESPONDENT's proposal as negotiated.

Submission of proposals indicates RESPONDENT's acceptance of the evaluation techniques and the recognition that subjective judgments must be made by TAMUS during the evaluation process.

The selection of the successful proposal may be made by TAMUS on the basis of the proposals initially submitted, without discussion, clarification, or modification. In the alternative, selection of the successful proposal may be made by TAMUS on the basis of negotiation with any of the RESPONDENTS. TAMUS shall not disclose any information derived from the proposals submitted by competing RESPONDENTS in conducting such discussions.

All proposals must be complete and convey all of the information requested to be considered responsive. If a proposal fails to conform to the essential requirements of the RFP, TAMUS alone will determine whether the variance is significant enough to consider the proposal susceptible to being made acceptable, and therefore a candidate for further consideration, or not susceptible and therefore not considered for award.

TAMUS reserves the right to check references prior to award. Any negative responses received may be grounds for disqualification of the proposal.

TAMUS reserves the right to accept or reject any or all offers, to waive informalities and technicalities, to accept the offer considered most advantageous, and/or to make the award to the most responsive RESPONDENT.

2.7 HUB Participation Plan

It is the policy of the State of Texas and The Texas A&M University System (TAMUS) to encourage the use of Historically Underutilized Businesses (HUBs) both directly and indirectly in our prime contracts. The goal of the HUB Program is to promote equal access and equal opportunity in TAMUS contracting and purchasing.

Based on the scope of this RFP, Respondents must determine if they can perform the entire scope with their own resources or if it will be necessary to subcontract any portion of the scope. Subcontracting opportunities are defined as those opportunities contracted with a vendor to provide services, supply commodities, or contribute toward completing work for a governmental entity.

Respondents to this RFP are required to submit a HUB Participation Plan describing in detail how they will commit to a “Good Faith Effort” to attract and use State of Texas certified HUB vendors.

A HUB Participation Plan is required to be submitted by each respondent. Failure to submit a comprehensive, acceptable HUB Participation Plan will be considered a material failure to comply with the requirements of this RFP and will result in rejection of the response.

The following seven (7) items at a minimum shall be included while developing your HUB Participation Plan.

1. State whether or not you are a Certified State of Texas HUB vendor. If so provide a copy of your certification.
2. The HUB goal for this RFP is 12.63%. Describe your commitment to meeting this goal.
3. Identify and list each subcontracting opportunity.
4. Describe how you intend to identify HUB vendors for solicitation of the subcontracting opportunities you identified – Will you use the State of Texas CMBL/HUB Directory listings? Will you advertise in minority or trade organization newsletters or newspapers? Etc.
5. Provide a sample solicitation letter that will be sent to HUB vendors for each of the subcontracting opportunities.
6. Provide a list and contact information for the trade organizations or development centers that you intend to work with for solicitations.
7. Provide a sample letter that will be sent to trade organizations or development centers for each of the subcontracting opportunities that they can distribute to their membership.

Submit the HUB Participation Plan with your proposal response separately in a sealed envelope and labeled “HUB Participation Plan.” The respondent shall include the proposal number and respondent’s name on the envelope. The HUB Participation Plan is due at the same time respondent submits the proposal.

Keep in mind as you develop your HUB Participation Plan that this is a very detailed plan outlining your methodology of HUB Participation – a blue print that accurately represents your company’s strategy for

evaluation of intent.

The awarded vendor(s) will be required to complete a HUB Subcontracting Plan (HSP). After a Respondent has been selected for award, a meeting will be scheduled to go over the HSP documentation and instructions. The awarded vendor(s) shall not proceed to provide any of the scope of work per the agreement(s) specifications until their HSP(s) is completed and approved by the TAMUS HUB Program Director.

Respondents may obtain a list of State of Texas certified HUB vendors that may be capable of performing subcontracting opportunities from the Texas Procurement and Support Services (TPASS) Centralized Master Bidders List (CMBL) at the website <http://www.window.state.tx.us/procurement/cmb/cmbhub.html>.

Please contact TAMUS's HUB Program Director, Jeff Zimmermann, at jzimmermann@tamus.edu or 979-458-6410 with any questions related to the HUB program or the requirements of the HUB Participation Plan.

SECTION 3 – SCOPE & PROPOSAL

3.1 Introduction

The Texas A&M University System is requesting proposals for a resource-based approach to managing the Student Information Systems, where managing may include support of the existing applications, enhancements to the existing applications, upgrades and new releases for the existing applications, and implementation of new modules. The management of the applications does not include hosting or managing the physical infrastructure associated with these applications.

The proposed solution should include the vendor's approach to this model as well as the following:

- Manage, support and enhance existing applications and services and also ensure ongoing improvement in performance, value, flexibility and customer satisfaction
- Execute a multi-vendor strategy by coordinating support with other vendors supporting non-Student Information Systems
- Use considerable experience in implementing strong business processes
- Be able to solve complex business problems and provide thought leadership
- Be able to add the flexibility of supporting additional projects as a part of new business initiatives
- Ensure that there are no service disruptions or loss in throughput during the vendor transition phase and that business process integrity is maintained.

3.2 Scope

3.2.1 Student Information Systems Scope

The systems and application modules in scope will be those specifically listed and/or connected to those listed in the **Annexure 1 – University Profiles**.

3.2.2 TAMUS Member Universities in Scope

The TAMUS Member Universities in scope for this RFP are listed here, as well as their profile, user, and demographic information in the **Annexure 1 – University Profiles**.

- a. Prairie View A&M University
- b. Tarleton State University
- c. Texas A&M Central University
- d. Texas A&M Commerce University
- e. Texas A&M Corpus Christi University
- f. Texas A&M International University
- g. Texas A&M Kingsville University
- h. Texas A&M San Antonio University
- i. Texas A&M Texarkana University

3.3 Technical Proposal

TAMUS seeks proposals for a solution to support, enhance, and or implement Student Information Systems for the TAMUS members. Vendors are asked to address the roles and activities outlined in **Annexure 2 – Student Information System Roles and Responsibilities** in their proposed model(s).

-
- 3.3.1 Pricing. The proposal must address the applicable pricing approach for each type of model.
- 3.3.2 Portfolio. The model(s) must address how the vendor assigns the resources required to manage the application portfolio:
- a. Breadth of Required Skills – Including the number and depth of resources within the vendor’s organization that match the required skills needed to support the application portfolio. Example: Degree Works
 - b. Breadth of Required Roles – Including the number and depth of resources within the vendor’s organization that match the required roles needed to support the application portfolio. Example: Database Admin
 - c. Breadth of Vendor Portfolio – Including the any type of service the vendor feels may be relevant in the future for TAMUS, but is not specifically laid out in this RFP. Example: Sharepoint
 - d. Domain Expertise – Including the number and types of engagements in the Higher Education Industry directly relevant to the services required in this RFP.
- 3.3.3 Service Levels. The model(s), at a minimum, must address how the vendor will commit to performance:
- a. Service Levels – Including the types of Service Levels, FTE Levels, and/or pricing
 - b. Metrics – As applicable, the types of metrics that will be recommended to ensure performance and value return for TAMUS
- 3.3.4 Governance. The model(s) must address how the vendor will work with TAMUS, and potentially a third party, to oversee the performance and continuous improvement for the services outlined in the vendor’s response:
- a. Strategic Governance – Including who, how, and when the vendor’s organization will interact with TAMUS and the potential third party to ensure a continuous improvement approach to the relationship.
 - b. Operational Governance – Including who, how, and when the vendor’s organization will interact with TAMUS member to ensure day-to-day issues, demand, prioritization, and execution are occurring.
 - c. Risk & Issue Management – Including who, how, and when the vendor will escalate issues with the model, the services, and/or TAMUS members. Vendor must also include recommendations on who, how, and when TAMUS members will escalate and manage applicable issues.
 - d. Executive Oversight & Account Management – Including who from the vendor will be accountable for all services and decisions with regard to the TAMUS relationship.
- 3.3.5 Service Delivery Model. The model(s) must address how the vendor will deliver its proposed model(s) to TAMUS members:
- a. Location(s) – Including where and how many resources will be assigned to deliver the proposed services to TAMUS members.
 - b. Resourcing / Staffing – Including how resources, resource requests, and attrition will be handled. Should a baseline model be proposed, how the vendor will accommodate staffing flex capacity and how often staffing models will be reviewed to ensure effective delivery. Commitments to attrition rates, staffing / sourcing times, and utilization should be noted in the “Performance Commitments”. See section. 3.3.2, (a)
 - c. Tools – Including any technology, capability, or application the vendor requires TAMUS members to possess in order for the vendor to effectively deliver the model.
- 3.3.6 Other Areas. The vendor may choose to propose other areas, related to Student Information Systems

Services, which it may recommend as an additional or value-add services. Examples include, but not limited to:

- a. Quality Assurance (Testing) – Approach to defect management
- b. Knowledge Management
- c. Compliance and Audits

3.4 Proposal Considerations

- a. Proposals must include the required TAMUS member resources (People, Processes, Capabilities) to ensure the model(s) success
- b. Proposal solution must include pricing and rate cards for three (3) years
- c. Proposal must include a potential cost to migrate services from existing vendors and / or internal TAMUS members, as applicable
- d. Proposal price must include cost of relevant tool licensing to deliver services
- e. Proposal must include how vendor proposes to accomplish connectivity, should service delivery approach require remote resources, including minimum required bandwidth
- f. Any additional costs such as travel must be quoted as a separate line item. Allowed travel expenses must be in compliance with the State of Texas Travel Guidelines as defined by the Comptroller of Public Accounts
- g. Proposal must include an approach to handling an increase in the required support of Student Information Systems (examples include, but not limited to: enrollment growth, system size growth, addition of module enhancements)
- h. Total cost of ownership should be demonstrated as \$/FTE/year and \$/HR

SECTION 4 – RESPONDENT’S QUESTIONNAIRE

The RESPONDENT recognizes that in its selection process TAMUS will rely, in part, on the answers provided in response to this Section. Accordingly, RESPONDENT warrants to the best of its knowledge that all responses are true, correct and complete. TAMUS reserves the right to contact each and every reference listed below and shall be free from any liability to RESPONDENT for conducting such inquiry. A negative reference may be grounds for disqualification.

4.1 Company Profile

4.1.1 Number of Years in Business

Type of Operation: Individual____ Partnership____ Corporation____ Government____

Number of Employees: _____(company wide)

Number of Employees: _____(servicing location)

Annual Sales Volume: _____(company wide)

Annual Sales Volume: _____(servicing location)

4.1.2 State that you will provide a copy of your company’s audited financial statements for the past two (2) years, if requested by TAMUS.

4.1.3 State that you will provide a financial rating of your company and any documentation (such as a Dunn and Bradstreet Analysis) which indicates the financial stability of your company, if requested by TAMUS.

4.1.4 Is your company currently for sale or involved in any transaction to expend or to become acquired by another business entity? If yes, please explain the impact both in organizational and directional terms.

4.1.5 Provide any details of all past or pending litigation or claims filed against your company that would negatively impact your company’s performance under an agreement with the Agencies.

4.1.6 Is your company currently in default on any loan agreement or financing agreement with any bank, financial institution, or other entity. If yes, specify date(s), details, circumstances, and prospects for resolution.

4.2 References

RESPONDENT must furnish at least three (3) references with at least two being from an institution of higher education with a similar engagement opportunity. Each reference shall contain at least the following:

- Company/Agency name & address:
- Contact Person Name & Title:
- Contact phone number:
- Contact email:
- Summary of services provided

SECTION 5 - GENERAL TERMS AND CONDITIONS

- A. **TERMS AND CONDITIONS:** TAMUS reserves the right to accept, reject, modify, and/or negotiate any and all submittals received in conjunction with this RFP. It reserves the right to waive any defect or informality in the submittals on the basis of what it considers to be in its best interests. Any submittal which TAMUS determines to be incomplete, conditional, obscure, or which has irregularities of any kind, may be rejected. TAMUS reserves the right to award to the firm, or firms, which in our sole judgment, will best serve our long-term interest.

This RFP in no manner obligates TAMUS to the eventual purchase of any products or services described, implied, or which may be proposed, until confirmed by written agreement, and may be terminated by TAMUS without penalty or obligation at any time prior to the signing of a contract.

The RESPONDENT must include a formal copy of any RESPONDENT terms and conditions applicable to this transaction. Evaluation and acceptance and/or modification of these terms and conditions by TAMUS Office of General Counsel are essential prior to the award of the contract. In the event the RESPONDENT does not supply terms and conditions with their submittal, TAMUS terms and conditions will govern this transaction.

- B. **GOVERNING LAW:** RESPONDENT agrees that, in the event of a dispute, laws of the State of Texas will prevail.
- C. **NON-DISCRIMINATION:** The parties agree that in the performance of any contract they shall not discriminate in any manner on the basis of race, color, national origin, age, religion, sex, genetic information, veteran status or disability protected by law. Such action shall include, but is not limited to the following: employment, upgrading, demotion, transfer, recruitment or recruitment advertising; layoff or termination; rates of pay or other forms of compensation. By submitting a submittal, RESPONDENTs certify that they will conform to the provisions of the federal Civil Rights Act of 1964, as amended.
- D. **IMMIGRATION REFORM AND CONTROL ACT OF 1986:** By submitting a state of qualification, the RESPONDENTs certify that they do not and will not, during the performance of this contract, employ illegal alien workers or otherwise violate the provisions of the federal Immigration Reform and Control Act of 1986, as amended.
- E. **DEBARMENT STATUS:** By submitting a statement of qualification, RESPONDENTs certify that they are not currently debarred from submitting submittals on contracts nor are they an agent of any person or entity that is currently debarred from submitting bids on contracts.
- F. **INDEMNIFICATION AND HOLD HARMLESS:** The RESPONDENT shall defend, indemnify and hold harmless TAMUS, its officers, employees and agents, against any and all liability of whatever nature which may arise directly or indirectly by reason of the RESPONDENT's performance under the contract. The RESPONDENT agrees to protect the State from claims involving infringement of patents or copyrights.
- G. **RESPONDENT LIABILITY:** The RESPONDENT will be liable for any associated costs of repairs for damage to buildings or other TAMUS property caused by the negligence of the RESPONDENT's employees.
- H. **EARLY TERMINATION:** TAMUS shall have the right to terminate the contract with the RESPONDENT without penalty after a (30) days written notice of termination to the RESPONDENT under the following circumstances:

1. **Default of RESPONDENT**

It shall be considered a default whenever the RESPONDENT shall:

- (a) Disregard or violate material provisions of the contract documents or TAMUS instructions, or fail to execute the work according to the agreed upon schedule of completion and/or time of completion

- specified, including extensions thereof, or fail to reach agreed upon performance results.
- (b) Declare bankruptcy, become insolvent, or assign company assets for the benefit of creditors.

2. Convenience of TAMUS

Termination of the contract services is construed by TAMUS to be in its best interest for serving the community and its students, faculty, and staff.

Note: Any contract cancellation notice shall not relieve the RESPONDENT of the obligation to deliver and/or perform prior to the effective date of cancellation.

- I. RESPONDENT PAYMENT/BILLING TERMS: Payment of invoices will be made thirty (30) days after receipt of a correct invoice and approval by the applicable department within TAMUS.
- J. CIVIL RIGHTS REQUIREMENTS: All RESPONDENTS must comply with applicable civil rights laws.
- K. NON-COLLUSION CLAUSE: The Non-Collusion Affidavit found in **APPENDIX B** must be executed as a part of the RESPONDENT's submittal.
- L. ENTIRE AGREEMENT: A contract agreement, when fully executed, shall supersede any and all prior and existing agreements, either oral or in writing, and will contain all the covenants and agreements between the parties with respect to the subject matter of the contract agreement. Any amendment or modification to the contract agreement must be in writing and signed by the parties hereto.
- M. SEVERABILITY: It is understood and agreed that if any part, term, or provision of the contract agreement is by the courts held to be illegal or in conflict with any law of the State of Texas, the validity of the remaining portions or provisions shall be construed and enforced as if the contract agreement did not contain the particular part, term, or provision held to be invalid.
- N. MODIFICATION OF SERVICE: TAMUS reserves the right to modify the services during the course of the contract. Any changes in pricing and rates proposed by the RESPONDENT resulting from such changes are subject to acceptance by TAMUS.

In the event prices and rates cannot be negotiated to the satisfaction of both parties, the contract may be subject to competitive bidding based upon the new specifications.

- O. PUBLICITY: RESPONDENTS must refrain from giving any reference to this project, whether in the form of press releases, brochures, photographic coverage, or verbal announcements, without specific written approval from TAMUS.

Information provided to RESPONDENT by TAMUS, including but not limited to information from the members, officers, agents, or employees of The Texas A&M University System or any of its members, and information provided to RESPONDENT by members of the public or any other third party shall belong to TAMUS

- P. INDEPENDENT CONTRACTOR: The successful RESPONDENT agrees that in all respects its relationship with TAMUS will be that of an independent contractor, and that it will not act or represent that it is acting as an agent of TAMUS or incur any obligation on the part of TAMUS without written authority of TAMUS. As an independent contractor, RESPONDENT will be solely responsible for determining the means and methods for performing the services described. RESPONDENT shall observe and abide by all applicable laws and regulations, policies and procedures, including but not limited to, those of TAMUS relative to conduct on its premises.
- Q. CONFIDENTIALITY: In accordance with the Texas Public Information Act, Submittals could be subject to public review after the contracts have been executed. RESPONDENTS responding to this submittal are cautioned

not to include any proprietary information as part of their submittal unless such proprietary information is carefully identified as such in writing, and TAMUS accepts, in writing, the information as proprietary.

Information created, derived, or otherwise produced by RESPONDENT shall remain the exclusive property of RESPONDENT. RESPONDENT acknowledges any final report or papers will be provided in accordance with this Agreement, and that any information contained in any report or papers, which RESPONDENT believes is confidential under Texas law will be clearly designated as such by RESPONDENT. In the event TAMUS receives a request for public information for any portion of any final report or papers that have been designated by RESPONDENT to be confidential, TAMUS will provide notice to RESPONDENT and RESPONDENT may submit a brief to the Office of the Attorney General, as provided by Chapter 552, Texas Government Code.

- R. **OWNERSHIP OF DOCUMENTS:** Upon completion or termination of any contract agreement, all documents prepared by the RESPONDENT for the benefit of TAMUS shall become the property of TAMUS. At TAMUS' option, such documents will be delivered to TAMUS Procurement Office. TAMUS acknowledges that the documents are prepared only for the contracted services specified. Prior to completion of the contracted services, TAMUS shall have a recognized proprietary interest in the work product of the RESPONDENT.
- S. **SUBCONTRACTING:** No subcontract or third party personnel will be permitted to perform services described herein, without the written consent of TAMUS. Upon written request, the RESPONDENT shall provide copies of all applicable licenses and other written approvals, which may be held by its subcontractors in order to perform the services described herein.

The RESPONDENT shall be fully responsible for all work performed under any contract resulting from this RFP. The RESPONDENT shall describe who will be, if any, subcontractor(s) for the contract. No subcontract, which the RESPONDENT entered into with respect to performance under this contract, shall in any way relieve the RESPONDENT of any responsibility for the performance of its duties under the terms of this contract. The RESPONDENT shall notify the agency in writing of any changes in subcontracting.

- T. **INSURANCE:** The RESPONDENT shall obtain and maintain, for the duration of this Agreement or longer, the minimum insurance coverage set forth below. With the exception of Professional Liability (E&O), all coverage shall be written on an occurrence basis. All coverage shall be underwritten by companies authorized to do business in the State of Texas or eligible surplus lines insurers operating in accordance with the Texas Insurance Code and have a financial strength rating of A- or better and a financial strength rating of VII or better as measured by A.M. Best Company or otherwise acceptable to TAMUS. By requiring such minimum insurance, the Owner shall not be deemed or construed to have assessed the risk that may be applicable to RESPONDENT under this Agreement. RESPONDENT shall assess its own risks and if it deems appropriate and/or prudent, maintain higher limits and/or broader coverage. RESPONDENT is not relieved of any liability or other obligations assumed pursuant to this Agreement by reason of its failure to obtain or maintain insurance in sufficient amounts, duration, or types. No policy will be canceled without unconditional written notice to tamus at least ten days before the effective date of the cancellation.

Insurance:

Coverage

Limit

1. Worker's Compensation

Statutory Benefits (Coverage A)	Statutory
Employers Liability (Coverage B)	\$1,000,000 Each Accident
	\$1,000,000 Disease/Employee
	\$1,000,000 Disease/Policy Limit

Workers' Compensation policy must include under Item 3.A. on the information page of the workers' compensation policy the state in which work is to be performed for TAMUS. Workers' compensation

insurance is required, and no “alternative” forms of insurance will be permitted

2. **Automobile Liability**

Business Auto Liability Insurance covering all owned, non-owned or hired automobiles, with limits of not less than \$1,000,000 Single Limit of liability per accident for Bodily Injury and Property Damage;

If a separate Business Auto Liability policy is not available, coverage for hired and non-owned auto liability may be endorsed on the Commercial General Liability policy.

Additional Endorsements

The Auto and Commercial General Liability Policies shall name the Texas A&M University System Board of Regents for and on behalf of The Texas A&M University System and the RESPONDENT as additional insured's.

3. **Commercial General Liability**

Each Occurrence Limit	\$1,000,000
General Aggregate Limit	\$2,000,000
Products / Completed Operations	\$1,000,000
Personal / Advertising Injury	\$1,000,000
Damage to rented Premises	\$300,000
Medical Payments	\$5,000

The required commercial general liability policy will be issued on a form that insures RESPONDENT's or its subcontractors' liability for bodily injury (including death), property damage, personal and advertising injury assumed under the terms of this Agreement.

4. RESPONDENT will deliver to TAMUS:

Evidence of insurance on a Texas Department of Insurance approved certificate form verifying the existence and actual limits of all insurance after the execution and delivery of this Agreement and prior to the performance of any services by RESPONDENT under this Agreement. Additional evidence of insurance will be provided on a Texas Department of Insurance approved certificate form verifying the continued existence of all required insurance no later than thirty (30) days after each annual insurance policy renewal.

All insurance policies, with the exception of worker's compensation, employer's liability and professional liability will be endorsed and name The Board of Regents for and on behalf of The Texas A&M University System, The Texas A&M University System and TAMUS as Additional Insureds up to the actual liability limits of the policies maintained by RESPONDENT. Commercial General Liability and Business Auto Liability will be endorsed to provide primary and non-contributory coverage. The Commercial General Liability Additional Insured endorsement will include on-going and completed operations and will be submitted with the Certificates of Insurance.

All insurance policies will be endorsed to provide a waiver of subrogation in favor of The Board of Regents of The Texas A&M University System, The Texas A&M University System and TAMUS. No policy will be canceled without unconditional written notice to TAMUS at least ten days before the effective date of the cancellation. **All insurance policies** will be endorsed to require the insurance carrier providing coverage to send notice to TAMUS ten (10) days prior to the effective date of cancellation, material change, or non-renewal relating to any insurance policy required in this Section.

Any deductible or self-insured retention must be declared to and approved by TAMUS prior to the performance of any services by RESPONDENT under this Agreement. RESPONDENT is responsible to pay

any deductible or self-insured retention for any loss. All deductibles and self-insured retentions will be shown on the Certificates of Insurance.

Certificates of Insurance and Additional Insured Endorsements as required by this Agreement will be mailed, faxed, or emailed to the following TAMUS contact:

The Texas A&M University System
301 Tarrow Street
College Station, TX 77840
Attn: Jeff Zimmermann
Facsimile Number: 979-458-6101
Email Address: zimmermann@tamus.edu

The insurance coverage required by this Agreement will be kept in force until all services have been fully performed and accepted by TAMUS in writing.

- U. DISPUTE RESOLUTION: The resolution process provided in Chapter 2260, *Texas Government Code*, and the related rules adopted by the Texas Attorney General pursuant to Chapter 2260, shall be used by TAMUS and RESPONDENT to attempt to resolve any claim for breach of contract made by RESPONDENT that cannot be resolved in the ordinary course of business. RESPONDENT shall submit written notice of a claim of breach of contract under this Chapter to the Executive Vice Chancellor and Chief Financial Officer for TAMUS, who shall examine RESPONDENT's claim and any counterclaim and negotiate with RESPONDENT in an effort to resolve the claim.
- V. VENUE: Pursuant to Section 85.18, *Texas Education Code*, venue for any suit filed against TAMUS shall be in the county in which the primary office of the chief executive officer of TAMUS is located.
- W. STATE AUDITOR'S OFFICE: RESPONDENT understands that acceptance of funds under this Agreement constitutes acceptance of the authority of the Texas State Auditor's Office, or any successor agency (collectively, "Auditor"), to conduct an audit or investigation in connection with those funds pursuant to Section 51.9335(c), *Texas Education Code*. RESPONDENT agrees to cooperate with the Auditor in the conduct of the audit or investigation, including without limitation, providing all records requested. RESPONDENT will include this provision in all contracts with permitted subcontractors.
- X. RESPONDENT shall neither assign its rights nor delegate its duties under this Agreement without the prior written consent of TAMUS.
- Y. RESPONDENT hereby assigns to purchaser, any and all claims for overcharges associated with any contract resulting from this RFP which arise under the antitrust laws of the United States 15 U.S.C.A. Section 1, et seq. (1973) and which arise under the antitrust laws of the State of Texas, Texas Business and Commercial Code Ann. Sec. 15.01, et seq. (1967).
- Z. ALTERNATE PROPOSALS: TAMUS reserves the right to consider alternate proposals submitted by respondents. Alternate proposals shall be clearly marked "Alternate" with the proposed alternates clearly defined and all pricing/cost advantages included, if applicable.
- AA. WARRANTIES: In addition to all warranties established by law, RESPONDENT hereby warrants and agrees that:

All goods and services covered by the agreement shall conform to the specifications or other descriptions set forth in the agreement or otherwise furnished or adopted by TAMUS, and shall be merchantable fit for the purpose intended, of best quality and workmanship, and free from all defects. TAMUS shall have the right of inspection and approval, and may, at RESPONDENT's expense, reject and return nonconforming goods or require re-

performance of services which are not in compliance with the requirements of the agreement. Defects shall not be deemed waived by TAMUS's failure to notify RESPONDENT upon receipt of goods or completion of services, or by payment of invoice.

All goods and/or services provided under the agreement shall meet or exceed the Safety Standards established and promulgated under the Federal Occupational Safety and Health Administration (Public Law 91-596) and its regulations effect or proposed as of the date of the agreement.

All goods delivered pursuant to the agreement shall conform to standards established for such goods in accordance with any applicable federal, state or local laws and regulations, unless otherwise indicated in the agreement.

BB. ACCEPTANCE OF SERVICES: All services performed under this agreement shall be to the satisfaction of each agency and in accordance with the specifications, terms, and conditions of the agreement. TAMUS reserves the right to review the services performed and to determine the quality and acceptability of such services.

CC. SALES AND USE TAX: TAMUS, as an agency of the State of Texas, qualifies for exemption from State and Local Sales and Use Taxes pursuant to the provisions of the Texas Limited Sales, Excise, and Use Tax Act. The RESPONDENT may claim exemption from payment of applicable State taxes by complying with such procedures as may be prescribed by the State Comptroller of Public Accounts.

DD. NON-WAIVER OF DEFAULTS: Any failure of the Agencies at any time, to enforce or require the strict keeping and performance of any of the terms and conditions of this agreement shall not constitute a waiver of such terms, conditions, or rights, and shall not affect or impair same, or the right of the Agencies at any time to avail itself of same.

EE. TECHNOLOGY ACCESS CLAUSE: The RESPONDENT expressly acknowledges that state funds may not be expended in connection with the purchase of an automated information system unless that system meets certain statutory requirements relating to accessibility by persons with visual impairments. Accordingly the RESPONDENT represents and warrants to The Texas A&M University System that the technology provided to The Texas A&M University System for purchase is capable, either by virtue of features included within the technology or because it is readily adaptable by use with other technology, of: (1) providing visual and non-visual means; (2) presenting information, including prompts used for interactive communications, in formats intended for non-visual use; and (3) being integrated into networks for obtaining, retrieving and disseminating information used by individuals who are not blind or visually impaired for purposes of the paragraph, the phrase "equivalent access" means a substantially similar ability to communicate with or make use of the technology either directly by features incorporated within the technology or by TAMUS Office for HUB and Procurement Programs has recently established.

EXHIBIT A
EXECUTION OF OFFER**RFP01 CIO-15-022****DATE:**

In compliance with this RFP, and subject to all the conditions herein, the undersigned offers and agrees to furnish any or all commodities or services at the prices quoted.

A.1 Respondent Affirmation

NOTE TO RESPONDENTS: SUBMIT ENTIRE SECTION WITH RESPONSE.

This execution of offer must be completed, signed, and returned with the respondent's proposal. Failure to complete, sign and return this execution of offer with the qualifications may result in rejection of the qualifications.

Signing a false statement may void the submitted proposal or any agreements or other contractual arrangements, which may result from the submission of respondent's proposal. A false certification shall be deemed a material breach of contract and, at owner's option, may result in termination of any resulting contract or purchase order.

Addenda Acknowledgment

Receipt is hereby acknowledged of the following addenda to this RFP by entering yes or no in space provided and indicating date acquired. Enter "N/A" if none received.

No. 1 _____ Date _____

No. 2 _____ Date _____

A.2 Signature

By signing below, the Respondent hereby certifies as follows, and acknowledges that such certifications will be included in any resulting contract:

- (i) the Response and all statements and information prepared and submitted in response to this RFP are current, complete, true and correct;
- (ii) it is not given, nor intends to give at any time hereafter, any economic opportunity, future employment, gift, loan, gratuity, special discount trip, favor or service to a public servant in connection with the submitted response or any subsequent proposal. Failure to sign below, or signing a false statement, may void the response or any resulting contracts at TAMUS' option, and the RESPONDENT may be removed from all future proposal lists at this state agency;
- (iii) the individual signing this document and the documents made part of the RFP is authorized to sign such documents on behalf of the RESPONDENT and to bind the Respondent under any contract which may result from the submission of the Response;
- (iv) no relationship, whether as a relative, business associate, by capital funding agreement or by any other such kinship exists between RESPONDENT and an employee of TAMUS;
- (v) Respondent has not been an employee of TAMUS within the immediate twelve (12) months prior to the RFP response;
- (vi) no compensation has been received for participation in the preparation of this RFP (ref. Section 2155.004 Texas Government Code);
- (vii) all services to be provided in response to this RFP will meet or exceed the safety standards established and promulgated under the Federal Occupational Safety and Health law (Public Law 91-596) and its regulations in effect as of the date of this solicitation;

- (viii) Respondent complies with all federal laws and regulations pertaining to Equal Employment Opportunities and Affirmative Action;
- (ix) to the best of its knowledge, no member of the Board of Regents of The Texas A&M University System, or the Executive Officers of the Texas A&M University System or its member institutions or agencies, has a financial interest, directly or indirectly, in the Project;
- (x) if the RESPONDENT is subject to the Texas franchise tax, it is not currently delinquent in the payment of any franchise tax due under Chapter 171, Texas Tax Code, or is exempt from the payment of such taxes. A false certification may result in the RESPONDENT's disqualification;
- (xi) under Section 231.006, Family Code, the RESPONDENT or applicant certifies that the individual or business entity named in this contract, bid, or application is not ineligible to receive the specified grant, loan, or payment and acknowledges that this contract may be terminated and payment may be withheld if this certification is inaccurate; and,
- (xii) under Section 2155.006, Government Code, the RESPONDENT certifies that the individual or business entity named in this bid or contract is not ineligible to receive the specified contract and acknowledges that this contract may be terminated and payment withheld if this certification is inaccurate.

RESPONDENT should give Payee Identification Number (PIN) (Formally RESPONDENT ID), full firm name and address of RESPONDENT (enter in block provided if not shown). Failure to manually sign submittal will disqualify it. The person signing the submittal should show title or authority to bind his/her firm in contract. The Payee Identification Number is the taxpayer number assigned and used by the Comptroller of Public Accounts of Texas. Enter this number in the spaces provided on the Execution of Offer.

Payee Identification Number (PIN): _____

Sole Owner should also enter Social Security Number: _____

RESPONDENT/Company: _____

Signature (INK): _____

Name: _____

Title: _____

Street: _____

City/State/Zip: _____

Telephone No.: _____

Fax No.: _____

E-mail: _____

* By signing this RFP, RESPONDENT certifies that if a Texas address is shown as the address of the respondent, respondent qualifies as a Texas Resident Bidder as defined in Texas Government Code, § 2252.001(4).

EXHIBIT B
NON-COLLUSION AFFIDAVIT

The undersigned, duly authorized to represent the persons, firms and corporations joining and participating in the submission of the foregoing Proposal (such persons, firms and corporations hereinafter being referred to as the "RESPONDENT"), being duly sworn, on his or her oath, states that to the best of his or her belief and knowledge no person, firm or corporation, nor any person duly representing the same joining and participating in the submission of the foregoing Proposal, has directly or indirectly entered into any agreement or arrangement with any other RESPONDENTS, or with any official of TAMUS or any employee thereof, or any person, firm or corporation under contract with TAMUS whereby the RESPONDENT, in order to induce acceptance of the foregoing Proposal by said TAMUS, has paid or is to pay to any other RESPONDENT or to any of the aforementioned persons anything of value whatever, and that the RESPONDENT has not, directly or indirectly entered into any arrangement or agreement with any other RESPONDENT or RESPONDENTS which tends to or does lessen or destroy free competition in the letting of the contract sought for by the foregoing Proposal.

The RESPONDENT hereby certifies that neither it, its officers, partners, owners, providers, representatives, employees and parties in interest, including the affiant, have in any way colluded, conspired, connived or agreed, directly or indirectly, with any other RESPONDENT, potential RESPONDENT, firm or person, in connection with this solicitation, to submit a collusive or sham bid, to refrain from bidding, to manipulate or ascertain the price(s) of other RESPONDENTS or potential RESPONDENTS, or to obtain through any unlawful act an advantage over other RESPONDENTS or TAMUS.

The prices submitted herein have been arrived at in an entirely independent and lawful manner by the RESPONDENT without consultation with other RESPONDENTS or potential RESPONDENTS or foreknowledge of the prices to be submitted in response to this solicitation by other RESPONDENTS or potential RESPONDENTS on the part of the RESPONDENT, its officers, partners, owners, providers, representatives, employees or parties in interest, including the affiant.

CONFLICT OF INTEREST

The undersigned RESPONDENT and each person signing on behalf of the RESPONDENT certifies, and in the case of a sole proprietorship, partnership or corporation, each party thereto certifies as to its own organization, under penalty of perjury, that to the best of their knowledge and belief, no member of TAMUS, nor any employee, or person, whose salary is payable in whole or in part by TAMUS, has a direct or indirect financial interest in the award of this Proposal, or in the services to which this Proposal relates, or in any of the profits, real or potential, thereof, except as noted otherwise herein.

Signature _____

Company Name _____

Date _____

Subscribed and sworn to before me this

_____ day of _____, 2015.

Notary Public in and for the County of _____, State of

_____. My commission expires: _____

THE EXECUTION OF OFFER AND NON-COLLUSION AFFIDAVIT MUST BE COMPLETED, SIGNED, AND RETURNED WITH RESPONDENT'S SUBMISSION. FAILURE TO SIGN AND RETURN THESE DOCUMENTS WILL RESULT IN THE REJECTION OF YOUR SUBMISSION.

RFP01 CIO-15-022

ANNEXURE 1

TEXAS A&M UNIVERSITY SYSTEM

MEMBER UNIVERSITY PROFILES

IN SCOPE

(Listed Alphabetically)

Prairie View A&M University

Profile (www.pvamu.edu)

Founded in 1876, Prairie View A&M University is the second oldest public institution of higher learning in the state of Texas. With an established reputation for producing engineers, nurses and educators, PVAMU offers baccalaureate degrees in 50 academic majors, 37 Master’s degrees and four doctoral degree programs through nine colleges and schools. A member of the Texas A&M University System, the University is dedicated to fulfilling its land-grant mission of achieving excellence in teaching, research and service.

Demographics

Location(s): Prairie View, TX

Students: 8,300

Application Portfolio

Vendor	Application Module	Version	Users	Database	Install Date
Ellucian	Advancement	8.7.1		Oracle 11g R2	10/26/2014
	Advancement Self-Service	8.8.1		Oracle 11g R2	10/26/2014
	Web for General	8.7.1		Oracle 11g R2	11/20/2014
	Faculty and Advisor Self-Service	8.6		Oracle 11g R2	2/9/2014
	Financial Aid Self-Service	8.22		Oracle 11g R2	2/22/2015
	Student Self-Service	8.6		Oracle 11g R2	2/9/2014
	General	8.7.2		Oracle 11g R2	12/27/2014
	Financial Aid	8.22.1		Oracle 11g R2	3/22/2015
	Student	8.6.7		Oracle 11g R2	11/20/2014
	Accounts Receivable	8.4.5		Oracle 11g R2	11/3/2013
	Web Tailor	8.7		Oracle 11g R2	11/25/2014

Peripheral Applications / Integrations

	Ellucian Pilot 1.0		25		
	Moodle 2.6 hosted by Remote Learner		Students and Faculty 10000		
	CBORD CS Gold		Students		

	Higher One		8300		
	N/A				
	Banner		15 with access to this data		
	TouchNet hosted		Students and some parents 10000		
	Runner Technologies		5		
	T2 hosted		15		
	UC4 8.x with Banner agent		5		
	Evisions Form Fusion 3.x		5		
	N/A				
	Cognos 8.4		30		
	GradesFirst		20		
	Accudemia		30		
	CAPP		100		
	Leapfrog		100		
	Courseleaf		100		
	SSD Axiom, Axiom Web, EDI.Smart		10 10 5		
	AMS American Campus		Unknown		
	Maxient Hosted		10		
	BDMS/Xtender 8 + Laserfiche		100		
	Banner Workflow 8.4		85		
	MENTIS data masking		5		

Tarleton State University

Profile: (www.tarleton.edu)

With its main campus in Stephenville, an hour southwest of Fort Worth, Tarleton State University offers the value of a Texas A&M University System degree with its own brand of personal attention, individual opportunities, history, tradition and community.

Tarleton is a vibrant learning community with nearly 100 undergraduate and graduate degrees, as well as a doctorate in education, within five colleges—agricultural and environmental sciences, business administration, education, liberal and fine arts, and science and technology. Tarleton’s research centers

include the renowned Texas Institute for Applied Environmental Research and the Southwest Regional Dairy Center. Recent additions to the Stephenville campus include a state of the art Nursing Building, and a new \$25 million living and learning residence hall for 500 students is under construction.

Tarleton offers a traditional, residential college experience with a lively campus atmosphere, intercollegiate athletics, dozens of student organizations and cultural attractions. Students benefit from the personal attention, warmth and faculty interaction found at smaller, liberal arts institutions.

Demographics

Location(s): Stephenville, Granbury (Small Business Development Center), Thurber (W.K. Gordon Center for Industrial History of Texas), Fort Worth, Midlothian, Waco

Students: (Fall 2014)	Faculty Part Time:	241
Student Full Time: 8466	Staff Full Time:	499
Student Part Time: 3242	Staff Part Time:	43
Faculty Full Time: 377		

Application Portfolio

Vendor	Application Module	Version	# of Users	Database Type	Install Date
Ellucian	FA	8.22	16	Oracle	Feb-15
	BRM	1.7	5	Oracle	Dec-14
	Banner	General 8.6.4 Student 8.6.6	500	Oracle	Feb-15
	UC4	V8	5	Oracle	Jun-12
	Degree Works	4.1.2	10	Oracle	Dec-13
	eVisions - (Form Fusion)	3.17	500	Oracle	Jan-04
	Accounts Receivable	8.4.5	15	Oracle	Feb-15
	Web Tailer	8.6.1	5	Oracle	Feb-15
	Web Extender	7	25	Oracle	Jan-11
	ODS	8.4.1	5	Oracle	Dec-14
	EDW	8.4.3	25	Oracle	Jan-11
	SRP	1.1	25	Oracle	Jan-11
	RAP	1.3	25	Oracle	Jan-11

Texas A&M University - Central Texas

Profile (www.tamuct.edu)

Texas A&M University-Central Texas was born in the spirit of community cooperation on September 1, 1999 as Tarleton-Central Texas and became a stand-alone university on May 27, 2009 as a member of The

Texas A&M University System. A&M-Central Texas is an upper-level institution offering bachelor's and master's degrees.

The student population at A&M-Central Texas is diverse and growing, currently serving over 2,500 students. Classes are offered at several convenient sites, including area community colleges and Fort Hood in order to accommodate both full- and part-time students and to serve the entire Central Texas area. The University provides a wide range of flexible course schedules, including on-line, night and weekend classes.

Demographics

Location(s): 1001 Leadership Pl, Killeen, TX 76549

Students (2014): headcount, Fall 2014: 2316

Application Portfolio

Vendor	Application Module	Version	# of Users	Database Type	Install Date
Example: Elucian	FA	1.1	15	Oracle	2/1/13
	FA	8.22	8	11.2.0.4	3/8/15
	BRM	1.7.0.0	25	11.2.0.4	4/3/15
	Banner General	8.6	200	11.2.0.4	3/9/15
	UC4	v 8.0	4		9/2/14
	Degree Works	4.1.4	75		11/12/14
	eVisions	2.0	4		8/15/14
	Accounts Receivable	8.4.5	12	11.2.0.4	05/19/14
	Student module	8.6.6	200		10/10/14
	Banner Document Mgmt. (BDM)	8.5.0	183	11.2.0.4	4/12/14
	Workflow	8.2.0.1	6	11.2.0.4	8/3/14
	ODS/EDW	8.4.3	5	11.2.0.4	3/12/15
	Luminis	5.1	200		9/21/14
	Cognos	10.2	75		10/12/14

Texas A&M University - Commerce

Profile: (www.tamuc.edu)

Since 1889, Texas A&M University-Commerce has been known as a leader in providing an excellent education. It's because we care about people and relationships. We're a big-name university, but our focus is helping you achieve success. A&M-Commerce faculty and staff will know your name and work closely with you to understand your goals and dreams. Our professors will care about your growth and be your loudest supporters when you walk across the stage to get your degree.

We realize a great education is about more than attending class. It's about making friends, memories, and a name for yourself as someone who's passionate about learning. Earning an A&M-Commerce degree and being part of the Texas A&M University system will not only look good on your resume, it will give you the confidence you need to compete in the marketplace.

Demographics:

Location(s): Commerce, TX

Students (Headcount): 11,490

Application Portfolio

Vendor	Application Module	Version	# of Users	Database Type	Install Date
Elucian	Banner General	8.7.1	300+	Oracle	10/25/14
	Banner Accounts Receivable	8.5	300+	Oracle	2/21/15
	Banner Financial Aid	8.22	300+	Oracle	2/21/15
	Banner Financial Aid Self-Service	8.22		Oracle	2/21/15
	Banner Student	8.7.2	300+	Oracle	3/21/15
	Banner Student Self-Service	8.7		Oracle	3/21/15
	Banner Faculty & Advisor Self-Service	8.7		Oracle	3/21/15
	Banner Web General	8.7.1		Oracle	10/25/14
	Banner Web Tailor	8.7		Oracle	10/25/14
	TCC General	8.7	300+	Oracle	10/25/14
	TCC Accounts Receivable	8.5	300+	Oracle	3/21/15
	TCC Financial Aid	8.x	300+	Oracle	10/25/14
	TCC Student	8.7	300+	Oracle	3/21/15
	UC4/Automic	8	30+	Oracle	12/19/14
	Degree Works				
Evisions	FormFusion	1.9		Oracle	
Runner Technologies	Clean Address	4.16.0		Oracle	3/5/15
Touchnet	Bill+Payment Suite	6.5			
IBI	WebFocus				

Texas A&M University - Corpus Christi

Profile (www.tamucc.edu)

Texas A&M University--Corpus Christi is a public institution that was founded in 1947. The University is a vibrant, regional comprehensive Hispanic Serving Institution that combines a heritage of teaching excellence with innovation in research and community engagement. The campus is located on its own island and has a total size of 317 acres.

Demographics:

Location(s): Corpus Christi, TX (Main Campus)

Students (Headcount): 11,228 (Fall 2014)

Application Portfolio

Vendor	Application Module	Version	# of Users	Database Type	Install Date
Ellucian	Web General	8.6.1	350	Oracle	Fall/2007
Ellucian	Faculty and Advisors Self-Service	8.5.4	350	Oracle	Fall/2007
Ellucian	Financial Aid Self-Service	8.22	350	Oracle	Fall/2007
Ellucian	Student Self-Service	8.6	350	Oracle	Fall/2007
Ellucian	General	8.6.4	350	Oracle	Fall/2007
Ellucian	Integration Components	8.0.2	350	Oracle	Fall/2007
Ellucian	Kiosk (information Access)	7	350	Oracle	Fall/2007
Ellucian	LCBVERS	8.3	350	Oracle	Fall/2007
Ellucian	Financial Aid	8.22.1	350	Oracle	Fall/2007
Ellucian	Student	8.6.6	11228	Oracle	Fall/2007
Ellucian	TCCVERS Texas Consortium	TCC.R.8.x	350	Oracle	Fall/2007
Ellucian	Translation Manager	1.0	350	Oracle	Fall/2007
Ellucian	Accounts Receivable	8.4.5	350	Oracle	Fall/2007
Ellucian	WebTailor	8.6.1	350	Oracle	Fall/2007
Ellucian	BRM	1.7	1	Oracle	Fall/2007
Ellucian	Degree Works	4.0.7	100	Oracle	Fall/2007
eVisions	Argos	3.8	400	Oracle	Fall/2007
eVisions	Form Fusion	1.3	NA	Oracle	Fall/2007
Automic	UC4	9?	NA	Oracle	Fall/2007
Appworx	Appworx	7	NA	Oracle	Fall/2007
Automic	Automics	11	NA	Oracle	Fall/2007

Texas A&M International University

Profile: (www.tamtu.edu)

Texas A&M International University (TAMTU) is an international university, poised at the Gateway to Mexico and serving as the cultural and intellectual hub of a vibrant bilingual and bicultural community.

A Member of The Texas A&M University System, TAMTU provides nearly 7000 students with a learning environment anchored by the highest quality programs built on a solid academic foundation in the arts and sciences. To fulfill its mission, the University offers a range of baccalaureate and masters programs and the Doctor of Philosophy degree in International Business. Programs focus on developing

undergraduate and graduate offerings with a progressive international agenda for global study and understanding across all disciplines.

Location(s): TAMIU

Students (2014): 7200

Application Portfolio

Vendor	Application Module	Version	# of Users	Database Type	Install Date
Example: Elucian	FA	1.1	15	Oracle	2/1/13
Ellucian	FA	8.22		Oracle	1/31/2015
	BRM	N/A	N/A	N/A	N/A
Ellucian	Banner student	8.6.6		Oracle	9/30/2014
	UC4	N/A	N/A	N/A	N/A
Ellucian	Degree Works	4.1.4		Oracle	2/9/2015
	eVisions	N/A	N/A	N/A	N/A
Ellucian	Accounts Receivable	8.4.5		Oracle	
Information Builders	WebFocus	8.0.0.8	224	derby	6/4/2014

Texas A&M University - Kingsville

Profile (www.tamuk.edu)

Texas A&M University-Kingsville grew out of the teacher college or "normal school" movement that swept Texas and the nation in the early 1900s. Chartered in 1917 but not opened until 1925 because of America's entry into World War I, the University is the oldest continuously operating public institution of higher learning in South Texas. Shortly after beginning life as South Texas State Teachers College, its role was expanded to embrace a wider array of programs. As its mission has expanded, its name has changed to reflect its wider scope. Its first name change, to Texas College of Arts and Industries, came in 1929. In 1967 the name changed to Texas A&I University. The University became a member of the Texas A&M University System in 1989 and in 1993 changed its name to Texas A&M University-Kingsville to reflect that membership.

Texas A&M-Kingsville is South Texas' greatest university, offering more academic programs and degrees, providing better learning and living facilities, doing more research, awarding more scholarships and producing more successful graduates than any other college or university in the region.

Texas A&M-Kingsville seeks to provide quality undergraduate and graduate programs for students of all ages through a judicious blend of liberal and career education programs. The emphasis is on providing an intellectually challenging education reflecting high standards of academic performance. Texas A&M-Kingsville is dedicated to serving an ethnically and culturally diverse population. The University is committed to its mission of teaching, research, and service in South Texas for the advancement of

knowledge and of regional development.

Demographics

Location(s): Kingsville, TX

Students: 8,728

Application Portfolio

Vendor	Application Module	Version	# of Users	Database Type	Install Date
Ellucian	FA	8.22	11	Oracle	2/6/2015
	BRM	NA			
Ellucian	Banner Student	8.6.6	30+	Oracle	9/26/2014
	UC4	NA			
Ellucian	Degree Works	4.1.2	20	Oracle	3/8/2015
eVisions	eVisions Form Fusion	Not Sure			
Ellucian	Accounts Receivable	8.4.5	5	Oracle	8/8/2014

Texas A&M University - San Antonio

Profile (www.tamusa.edu)

Texas A&M University-San Antonio is the first upper-division institution of higher education located in the historically underserved South San Antonio. On May 27, 2009, Gov. Rick Perry signed Senate Bill 629 that created Texas A&M-San Antonio as a stand-alone university. The university, then known as Texas A&M University-Kingsville System Center-San Antonio, was approved by the Texas Higher Education Coordinating Board in January 2000. From fall 2008 to fall 2013, enrollment at Texas A&M University-San Antonio has grown 216%.

Today, Texas A&M-San Antonio provides affordable higher education opportunities to students from over 30 counties in the surrounding South Texas region, and has graduated over 5,000 students who are career-ready in a variety of in-demand fields such as education, business, information technology and cyber security, criminology and biology.

Currently serving nearly 4,500 students, the student body is 66% female and 67% Hispanic, and approximately 74% of students are the first in their family to attend college. Texas A&M-San Antonio prepares and empowers students to be innovative and contributing members of a global society.

Demographics

Location(s): One University Way, San Antonio, TX 78224

Students (2014): ~4300

Application Portfolio

Vendor	Application Module	Version	# of Users	Database Type	Install Date
Ellucian	FA	8.22	11	Oracle	2/6/2015
	BRM	NA			
Ellucian	Banner Student	8.6.6	30+	Oracle	9/26/2014
	UC4	NA			
Ellucian	Degree Works	4.1.2	20	Oracle	3/8/2015
eVisions	eVisions Form Fusion	Not Sure			
Ellucian	Accounts Receivable	8.4.5	5	Oracle	8/8/2014

Texas A&M University - Texarkana

Profile: (www.tamut.edu)

Set in the beautiful forest and lake-filled corner of northeast Texas, A&M-Texarkana is a university where you can get a first-rate education in a nurturing, student-oriented environment. We offer a wide array of degree programs, small classes, and an outstanding faculty and staff who take great pride in our close-knit academic community and seeing our students succeed.

Demographics

Location(s): Texarkana, TX

Students: 1,812

Application Portfolio

Vendor	Application Module	Version	# of Users	Database Type	Install Date
Elucian	Banner General	8.7.1	60+	Oracle	10/24/14
	Banner Accounts Receivable	8.4.5	60+	Oracle	9/20/13
	Banner Financial Aid	8.22	60+	Oracle	2/20/15
	Banner Financial Aid Self-Service	8.22		Oracle	2/20/15
	Banner Student	8.7.2	60+	Oracle	3/27/15
	Banner Student Self-Service	8.7		Oracle	3/27/15
	Banner Faculty & Advisor Self-Service	8.7		Oracle	3/27/15
	Banner Web General	8.7.1		Oracle	10/24/14
	Banner Web Tailor	8.7		Oracle	10/24/14
	TCC General	8.7	60+	Oracle	10/24/14
	TCC Accounts Receivable	8.4.4	60+	Oracle	9/20/13
	TCC Financial Aid	8.x	60+	Oracle	10/24/14

	TCC Student	8.7	60+	Oracle	3/27/15
	UC4/Automic	8	5+	Oracle	12/19/14
	Degree Works				
Evisions	FormFusion	1.9		Oracle	
Runner Technologies	Clean Address	4.16.0		Oracle	3/5/15
Touchnet	Bill+Payment Suite	6.5			
IBI	WebFocus				

RFP01 CIO-15-022

ANNEXURE 2

TEXAS A&M UNIVERSITY SYSTEM

STUDENT INFORMATION SYSTEM

ROLES & ACTIVITES

Roles

1. Database Administrator

Responsible for the physical database(s) related to the Student Information Systems application modules. Example activities include, but are not limited to:

- a) Support:
 - Database management
 - Sizing & performance
 - Data management (storage, backups, recovery, instance migrations)
 - Patching and releases
- b) Projects:
 - Database sizing and layout
 - Installation

2. Application Technical Engineer

Responsible for the physical technical environment related to the Student Information Systems application modules. Example activities include, but are not limited to:

- a) Support:
 - Interface management
 - Reports, data extracts, data input modifications and performance
 - Custom application development
- b) Projects:
 - Interface development
 - Conversions
 - Custom application and customization development
 - Unit and System Testing

3. Application Functional Analyst

Responsible for the application configuration related to the Student Information Systems application modules. Example activities include, but are not limited to:

- a) Support:
 - Configuration changes
 - Configuration recommendations
 - Report Design
- b) Projects:
 - Application Configuration & Design
 - Report Design
 - Workflows
 - Application User Security Recommendations
 - System and Acceptance Testing

4. Business Analyst

Responsible for the end user and business interaction related to the Student Information Systems application modules. Example activities include, but are not limited to:

- a) Support:
 - Application usage triage

- Report triage
 - Assistance with support prioritization
 - Business process questions
 - Running / scheduling reports
- b) Projects:
- Business process design
 - Report design
 - Functional requirements
 - User security role definitions
5. **Project Manager**
Responsible for the execution of finite initiatives related to the Student Information Systems application modules. Example activities include, but are not limited to:
- a) Support:
- Not Applicable
- b) Projects:
- Project schedules
 - Project budgets, resources, and deliverables
 - Project status
6. **Account Manager**
Responsible for the governance and execution of the service delivery model related to the Student Information Systems application modules. Example activities include, but are not limited to:
- a) Support:
- Service Levels
 - Resource utilization
 - Operational issues & escalations
 - Prioritization
 - Interaction with University member support representative
- b) Projects:
- Project prioritization
 - Release / implementation scheduling
 - Project issues & escalations
- c) Governance:
- Participation in governance meetings / bodies
 - Contact compliance
 - Financial management
 - Relationship management
 - Resource Management
 - Service Levels (support)
 - Project metrics (projects)

Activities

1. **Support - Reactive**
 - a) Incident Management
 - b) Service Requests
 - c) Knowledge Management & Documentation
2. **Baseline Support - Proactive**

- a) Monitoring
 - b) Release & Configuration Management
 - c) Problem Management
 - d) Performance Tuning
 - e) Instance Management & Backups
3. **Variable Support – Reactive**
- a) Enhancements
 - b) Training
4. **Projects**
- a) New Module / Application Implementations
 - b) Major Upgrades (Application & Database)
 - c) Enhancements