Enterprise Content Management System (ECM)
Requirements: Enterprise Content Management System (ECM)

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1 PURPOSE OF RFP, DEFINITIONS, AND OTHER PROVISIONS

1.1 Introduction

Peralta Community College District (Peralta or the District) invites prospective contractors to submit responses to its request for proposal (RFP) for an Enterprise Content Management System (ECM).

The Peralta Community College District is comprised of four colleges and the District office in Alameda County. The District serves over 28,000 students within four campuses in northern Alameda County. For over forty years, the Peralta has served over one million students from the communities of Albany, Alameda, Berkeley, Emeryville, Oakland, and Piedmont. The District consists of Berkeley City College in Berkeley, College of Alameda in Alameda, Laney College in Oakland, Merritt College in Oakland, and the District Offices in Oakland. The District is governed by its Board of Trustees and is an independent political subdivision organized under the laws of the State of California.

To carry out its educational mission, Peralta needs to efficiently operate a variety of administrative functions and relies on a number of information systems, the primary being PeopleSoft which supports finance, student and faculty educational services, admissions and records, human resources, facilities planning and development, and payroll functions. PeopleSoft is the primary system with which the proposed ECM system must integrate.

Peralta seeks the services of a qualified implementation partner (vendor, contractor, or proposer) to provide the ECM system and the implementation services described herein.
1.2 Project Goals and Objectives

Peralta seeks to acquire an ECM platform to serve as the single and central ECM platform for the District. The District wishes to streamline a number of its processes to improve the way in which employees retain access, share, analyze, and process critical information through the use of ECM technology. The ideal system must be: robust and affordable; integrate seamlessly with the District’s Financial, HR, and Student Information System (PeopleSoft). It may leverage existing software and hardware resources, but it must not conflict with existing critical systems.

The System must also incorporate the technologies of Workflow, Content Management (keyword searching), Reporting/Visual Data Modeling, and Data Capture using both Optical Character and Intelligent Character Recognition (OCR/ICR). These complimentary technologies must make it possible for the District to build an internal knowledge base, create a document repository, scan, file, and archive hardcopy documents, report or graphically model on critical business data, intelligently route information District wide, and improve collaboration.

The District currently has no ECM capabilities other than ad hoc scanning and storage of some documents in small independent systems. We perceive that there are many opportunities to utilize the capabilities of an ECM platform in a large number of campus and District business areas and wish to benefit from all the commonly recognized benefits of an ECM system including:

To provide an enterprise-wide, single point of access to the District’s unstructured electronic records.

- To enable staff to search and access information more efficiently, leading to improved customer service and service delivery, and greater efficiency.
- To provide improved information sharing.
- To deliver a basis for streamlined business processes via automating the flow of work.
- To improve the ability to respond to Freedom of Information & Protection of Privacy Act, legal discovery and admissibility.
- To improve vital records protection and promote disaster recovery.
- To manage the long-term preservation of the District’s unstructured paper and electronic records.
- To reduce the physical storage requirements for paper and electronic records.
- To apply retention and disposition rules.

The objectives of this project are:

1) Acquire and implement an appropriate ECM system. The contractor shall provide the ECM application, and install and configure the system on the District’s IT systems.

2) The contractor shall be responsible for fully implementing four projects for the District:
(1) In the Admissions and Records Department (A&R).
   (a) Automation of the Degree Evaluation and Initial Evaluation Process.
   (b) Create a Scan, Store, and Retrieve Capability for Old Historical Peralta Transcripts.

(2) In the Department of General Services (DGS).
   (a) Automation of the Contract-to-Purchase Order process for capital outlay projects.
   (b) Automation of the Vendor Invoice-to-Payment process for capital outlay projects.

(See Appendix for a description of the current state of these processes).

3) The District intends to utilize the experience gained in these projects to continue to roll-out additional ECM applications District-wide utilizing its own internal capabilities and/or with minimal additional assistance from outside consultants. Therefore, an additional objective of this project will be for the proposer will train up to four District-identified individuals to be competent technical administrators and up to four District-identified individuals to be competent functional administrators. After training the administrator will be competent to fully configure and support additional applications on behalf of the District. Further the contractor will train at least four ‘super-users’, two in the A&R and two in the DGS. These individuals will be competent to provide day-to-day support for the installed solutions that the contractor will implement.

1.3 Proposals
All proposals and contracts awarded as a result of this RFP are subject to Peralta’s terms and conditions as stated in this RFP. The submission of any other terms and conditions by a Contractor may be grounds for rejection of the vendor’s proposal.

1.4 Competitive Negotiations
The RFP process provides all interested Contractors with an equal opportunity to offer their services. The process of competitive negotiation being used in this case should not be confused with the process of a competitive Invitation For a Bid. The latter process is usually used where the goods or services being procured can be precisely described and the financial proposal is generally the determinative factor. The District has the flexibility to negotiate with a vendor to arrive at a mutually agreeable relationship. The District is not required to accept any proposal if in its judgment the District’s interests are better served by declining to do so.

1.5 Schedule
This schedule is approximate only and may be modified at any time by the District as it deems fit to better serve the District’s interests in this process.
### 1.6 Elaborate Proposals

Elaborate Proposals in the form of brochures or other presentations beyond that necessary to present a complete and effective proposal are not desired.

<table>
<thead>
<tr>
<th>Event</th>
<th>Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>Notice of Advertisement</td>
<td>July 18, 2012 and July 24, 2012</td>
</tr>
<tr>
<td>Release of RFP</td>
<td>July 19, 2012</td>
</tr>
<tr>
<td>Pre – proposal conference</td>
<td>August 2, 2012</td>
</tr>
<tr>
<td>Receipt of written questions</td>
<td>August 7, 2012</td>
</tr>
<tr>
<td>Response to written questions</td>
<td>August 14, 2012</td>
</tr>
<tr>
<td>Proposal submittal deadline</td>
<td>August 22, 2012</td>
</tr>
<tr>
<td>Notification of short-list</td>
<td>TBD</td>
</tr>
<tr>
<td>Notification of selection</td>
<td>TBD</td>
</tr>
<tr>
<td>Finalize contract</td>
<td>TBD</td>
</tr>
<tr>
<td>Board approval</td>
<td>TBD</td>
</tr>
</tbody>
</table>
2 EVALUATION OF PROPOSALS

2.1 Process Overview

The District intends to award the project to the Contactor whose proposal represents the best value to the District. Proposals will be evaluated in three phases.

**Phase 1. Initial Review:** The District will review the submitted proposals against the mandatory evaluation criteria. Those that meet those criteria will be submitted to a technical evaluation in Phase 2. Peralta Community College District reserves the right to reject any or all proposals, to waive any irregularities or informalities not affected by law, to evaluate the proposals submitted and to award the contract according to the proposal which best serves the interests of Peralta Community College District.

**Phase 2. Technical Evaluation:** The Technical Evaluation will be based on written responses to this RFP. The evaluation will be scored according to the requirements identified in this RFP. The District may also have the Proposals or portions of them reviewed and evaluated by independent third parties, end users of the proposed system, or various District personnel with experience that relates to the work or to a criterion in the evaluation process. The District may adopt or reject any recommendations it receives from such reviews and evaluations or give them such weight as the District believes is appropriate.

During the technical evaluation, the evaluation committee will calculate a point total for each Proposal that it evaluates. The District may select those proposers submitting the highest rated Proposals for the next phase. The number of Proposals that advance to the next phase will be within the District’s discretion, but regardless of the number of Proposals selected, they always will be the highest rated Proposals from this phase.

**Phase 3. Demonstrations and Interviews:** At the conclusion of Phase 2 Technical Evaluation, the District may at its sole discretion proceed immediately to negotiate a contract with the selected Contractor, or, if deemed necessary, may implement a Phase 3 in which the District will invite no more than three proposers to provide detailed demonstrations and conduct interviews with proposed team members.

Each interview will consist of a presentation and testing of selected parts of the application, and each finalist will be evaluated according to equal criteria. Notice of confirmation of the interview date/time will be given by writing.

Upon completion of the demonstrations and interviews the selected Contractor will be contacted to enter into contract negotiations, at which time the proposals from other vendors will be held in abeyance until successful contract negotiations have been completed.

2.2 Mandatory (Pass/Fail) Evaluation Criteria

**Mandatory Requirements.** This table lists this RFP’s mandatory requirements. If the Contractor’s Proposal meets the requirements, the Contractor’s Proposal may be included in the technical evaluation phase.
## Mandatory Requirements

The proposer must have at least two successful implementations of the proposed software solution, which is currently in production at a referenceable college, university, or K-12 District.

The proposer must demonstrate that the proposed software solution has been successfully implemented by the proposer in at least two college, university, or K12 District client sites with at least 50+ concurrent users each within the past three years.

### Proposed Software Solution Mandatory Requirements

The proposed software solution must be verifiably scaled to support at least 500 concurrent users.

The proposer must provide a reference site that demonstrates where the proposed software solution has been implemented by a vendor where the user environment is at least 500 concurrent users.

The proposer must provide a brief response that; 1) documents that the proposed solution provides the functionality identified in the following mandatory requirement, and 2) a brief description of how the functionality is provided.

The proposed software solution is available as a scalable Commercial Off-The-Shelf (COTS) package, and is not a custom developed solution that is in pre-release or pilot phase.

The proposed software solution must meet the District's technical standards and at a minimum must support virtual server architecture. (See appendix for Districts technical architecture.)

The proposed software solution must be an upgradeable supported product with the following mandatory functionality and capabilities:

- Be accessible via a web-based client,
- Have ability to integrate with PeopleSoft business applications utilizing API’s that support .NET and Java or through non-programmatic integration,
- Provide an Import Processor that allows for new documents, other electronic documents and associated metadata captured from other sources to be imported (loaded) into the proposed software solution electronically,
- Have ability to save and retrieve MS Office/Outlook documents from the proposed solution while working within MS Office or Outlook applications (e.g. Word, Excel, PowerPoint, Outlook, etc.)
- Provide Document Level Security,
- Provide a Workflow module that supports parallel execution paths,
- Provide Electronic Signature functionality,
- Provide Document Annotation and Redaction functionality,
- Provide the enablement of a document Retention Plan and Policy, and
- Provide the ability to Certify (mark) an original document to meet legal requirements.

### Key Project Personnel - Mandatory Requirements

The proposed Project Manager for the Project must; 1) be a full-time employee of the proposer, 2) have relevant systems integration experience, and 3) have participated as the project manager in the successful implementation of the proposed solution in at least one referenceable account of similar size and scope.
### 2.3 Scored Evaluation Criteria

In the technical evaluation phase, the District will rate the technical merits of the Proposals based on the requirements and the weight assigned to each requirement.

Points will be assigned according to the schedule below and point totals will be used to derive an overall ranking of the proposals.

The scored evaluation criteria will be as follows.

<table>
<thead>
<tr>
<th>Criteria</th>
<th>Description</th>
<th>Maximum Points</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Bidder Qualifications/Experience</td>
<td>This category will consider the qualifications of the firm's experience, the number of years in the industry, and the success of the firm as evidenced in our reference checks. Also, within the context of the project, responsiveness to and understanding of the District’s requirements and goals. Evaluation Team members will evaluate based on the following scale as compared among qualified proposers: Does Not Meet = 0-25; Meets = 25-50; Exceeds 51-75; Greatly Exceeds 76-100.</td>
<td>100</td>
<td>10%</td>
</tr>
<tr>
<td>Company and Project Team Qualifications/Approach</td>
<td>This category will consider the experience and qualifications of the project manager and other personnel assigned to this project, including knowledge of/experience with higher education processes including, financial processes, enrollment service and academic program projects/processes (e.g., admissions, financial aid, registration, advising, and records.) Project strategy and approach, including creativity, delivery schedule, choice of technologies/solutions, etc. Evaluation Team members will evaluate based on the following scale as compared among qualified proposers: Does Not Meet = 0-25; Meets = 25-50; Exceeds 51-75; Greatly Exceeds 76-100.</td>
<td>100</td>
<td>10%</td>
</tr>
<tr>
<td>Ability to meet the General, Functional, and Technical System Requirement</td>
<td>This category will consider the quality of the proposed solution from both a technical and business requirements need. Each Technical Requirements section has a maximum number of points. The total for all sections will be calculated as a percentage against the total requirements points possible. The percentage will then be applied to the available evaluation 500 points.</td>
<td>500</td>
<td>50%</td>
</tr>
<tr>
<td>Cost</td>
<td>Maximum points will be awarded for lowest qualified bid. Other proposal points will be determined by dividing the lowest proposal price by each additional proposal price and multiplying by the maximum points: Lowest Bid (divided by) other proposed Bid = % x 300 = points awarded.</td>
<td>300</td>
<td>30%</td>
</tr>
</tbody>
</table>

Technical SUBMISSION FORM IS A SEPARATE DOWNLOAD
3 Scope

The District seeks the services of a qualified implementation Contractor to provide the ECM system and the implementation services described herein. Contractors must demonstrate in their proposal that they fully meet the following General Systems Requirements, Technical Requirements, and Services Requirements.

3.1 General System Requirements

It is an overall requirement that the system support integration with the PeopleSoft system.

Explain in detail how you would interface to PeopleSoft (PDF drag and drop, integration into the Display chain management protocol, or other technical methods). If selected as a finalist you may be required to demonstrate these capabilities.

3.2 Services Requirements

See separate MS Word Download, attachment 10 for file. peralta.edu, then District, then Purchasing, then documents, then 11-12-25 3.2 Technical Requirements Submission

3.3.1 Implementation, Change Management, Project Management and Technical Support:

The Contractor Must:

1. Provide a plan for change management addressing project information and updates, training services (System Administration, End-User, and Scanner Operation training), user-readiness testing, etc.

a) Describe any pre-existing business process templates your company can provide that you or the District may use in executing the four required projects or in future projects. For example, if you have process templates for accounts payable, agenda development, or other typical ECM projects that would accelerate implementation, list and describe.

2. Describe your project management methodology in detail and your metrics for reporting of project progress.

3. Describe your method in detail for handling risks and issues.

4. Describe your method and process to manage project scope and change orders.

5. Describe in detail your testing methodology and the tools to perform the testing such testing should include unit, functional acceptance, system, performance, integration, and end-user testing at a minimum.

6. Provide detailed resumes of proposed implementation personnel. The District will interview and approve any and all vendor personnel.

7. Vendor will be required to acknowledge that the District may remove Vendor personnel from the project at any time and for any reason.
by the vendor. The District may require documentation of the requestor to remove a person from
the project.

9. Provide documentation to implement system software, (e.g., Process Guides, Process Flow
Maps, and System Configuration).

10. Not terminate the use of the system if there is a lapse in payment of on-going maintenance fees.
All server and client software and their accompanying licensing should continue to function
regardless of on-going payment.

11. Provide a plan for scanner implementation (number, location, centralized, decentralized – only
with respect to the four project the vendor is required to complete) and provide scanner
maintenance options.

12. Provide your escalation policy and procedures for system problems, issues, and "bugs".

13. Provide your upgrade process, path, and recent upgrade releases timeframes.

14. Describe your ability to assist the District in recreating an operational system after any event
that renders the system completely unusable (natural disaster, fire, flooding, etc.). The
District has off-site backup copies of the data and operational system files.

3.3.2 Training

The Contractor Must:

1. Provide training and materials for the following:
   a) Up to four District-identified individuals to be trained as competent technical
      administrators.
   b) Up to four District-identified individuals to be trained as competent functional
      administrators able to fully configure and support any additional applications on behalf of
      the District.
   c) Four ‘super-users’, two in A&R and two in DGS so that these individuals will be
      competent to provide day-to-day support for the installed solutions that the contractor
      will implement.

2. In addition, for the four implementation projects:
   a) Develop and deliver user training plan, approach, curriculum, and collateral material to
      train the users in the four implementation project areas. These plans and materials should
      be able to be leveraged for future projects.
4 PROVISION OF HARDWARE, SOFTWARE, AND RELATED SERVICES

4.1 Provision of Software

As part of the Project, the Contractor must license or arrange for the licensing of certain commercial software products (“Commercial Software”) and related system software to the District. Commercial Software is software sold in the marketplace in substantial quantities in a substantially unaltered form from one transaction to another and that is maintained through a support program that includes regular updates and new releases. It may also include freeware, if made generally available in the marketplace, even though such software does not precisely meet the above definition for Commercial Software.

It does not include shells, subroutines, and similar stock bits of software that are not made generally available to the marketplace but that the vendor or others routinely incorporate into otherwise custom work.

The Contractor’s proposed ECM solution is considered a key application (“Key Commercial Software”). It must meet the above definition for Commercial Software, and the vendor must offer to license it or arrange for the licensing of it to the District, at the pricing provided by the vendor in their Cost Proposal, through a license agreement substantially in the form of Attachment 1 to this RFP. Other Commercial Software necessary for the vendor to complete the Project, may be licensed to the District under the terms of the sub license substantially in the form of Attachment 2 or the applicable software marketer’s standard commercial license, if the terms of that license are acceptable to the District. Associated software maintenance services proposed must be available through the Contractor.

4.2 Provision of Hardware and Proposed ECM System Environment

A description and recommended configuration of the Contractor’s proposed environment to support the ECM software solution is requested. All hardware, and associated maintenance services proposed must be available through the Contractor. Alternatively, all hardware, related system software and associated maintenance services proposed may be procured via other purchase authority contracts available to the District.

- All hardware and related system software required for the vendor’s proposed environment (e.g., production, development, testing, etc.) or other Project environments needed to support implementation, ongoing maintenance, and training.
- All system software components that the District does not already have that are necessary for complete production environment.

Please refer to the Appendix for a description of the District’s existing infrastructure capabilities, equipment, and corresponding specifications relative to anticipated needs for the ECM and Scanning and Capture solutions. Proposers should consider current District capabilities when making recommendations on what infrastructure and components need to be procured, versus those that may be leveraged from current inventory.
4.3 Existing Conditions
Each proposer shall completely satisfy themselves as to the exact nature and existing conditions of the District’s systems to which the ECM System must interface and the physical/network environment within which it must operate. Failure to do so shall not relieve the Proposer of its obligation to carry out the provisions of the Agreement.

4.4 Back File Conversion Services
It is anticipated that during the Project that back file conversion services and activities may be optionally purchased from the Contractor through this RFP or, the District may optionally procure the required back file conversion services from alternative sources available to the District or sources that the Contractor has recommended in its Proposals for such back file conversion services.
Pricing Proposal: Enterprise Content Management System (ECM)

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4 Pricing Proposal

Peralta desires to be able to compare the 5-Year Total Cost of Ownership (TCO) you will submit to other submissions. Since Peralta will be expanding use of the system independent of the contractor following completion of this project, we have provided a number of assumptions below to guide you in preparing this price proposal. Please read these carefully and respond as requested in preparing your cost estimate.

If your pricing structure is different from that specified below, and if you believe your structure would result in a lower TCO for Peralta you may submit an ALTERNATIVE PRICE PROPOSAL which must be in addition to the price proposal in the format specified below.

<table>
<thead>
<tr>
<th>Year</th>
<th>Year 1</th>
<th>Year 2</th>
<th>Year 3</th>
<th>Year 4</th>
<th>Year 5</th>
<th>5-Year Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>Heavy</td>
<td>110</td>
<td>160</td>
<td>210</td>
<td>260</td>
<td>310</td>
<td>310</td>
</tr>
<tr>
<td>Light</td>
<td>220</td>
<td>330</td>
<td>430</td>
<td>530</td>
<td>630</td>
<td>630</td>
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<tr>
<td>Total estimated users</td>
<td>330</td>
<td>490</td>
<td>640</td>
<td>790</td>
<td>940</td>
<td>940</td>
</tr>
<tr>
<td>Proposer’s Price Proposal</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>ECM System Software (b)</td>
<td>$xxxxxx</td>
<td>$xxxxxx</td>
<td>$xxxxxx</td>
<td>$xxxxxx</td>
<td>$xxxxxx</td>
<td>$xxxxxx</td>
</tr>
<tr>
<td>Annual Support, Maintenance, Renewal fees (c)</td>
<td>$xxxxxx</td>
<td>$xxxxxx</td>
<td>$xxxxxx</td>
<td>$xxxxxx</td>
<td>$xxxxxx</td>
<td>$xxxxxx</td>
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<td>Services (d)</td>
<td>$xxxxxx</td>
<td></td>
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<td></td>
<td></td>
<td>$xxxxxx</td>
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<tr>
<td>Total Cost of Ownership</td>
<td>$xxxxxx</td>
<td>$xxxxxx</td>
<td>$xxxxxx</td>
<td>$xxxxxx</td>
<td>$xxxxxx</td>
<td>$xxxxxx</td>
</tr>
</tbody>
</table>

(a) Peralta provided estimate of end users:

In the first year, this is the estimate of end users from the four defined projects in Admissions and Records, and the Department of General Services which the contractor is expected to implement. In years 2 through 5 Peralta intends to expand the use of ECM using its internal resources and provides these estimates of total system users as a basis for estimating pricing.

State your pricing in terms of ‘named users’. If you wish to use an alternative pricing structure that would be to the benefit of Peralta please include that in your ALTERNATE PRICE PROPOSAL, and specify the basis for that pricing.

Heavy users are understood to be those that are involved with utilizing the system during a large percentage of their day, will use advanced features, and will likely input and manipulate documents, and originate routing for approval.

Light users are understood to be those who will utilize the system only when required, are likely to include most approvers, may need to view and extract data, but will not be likely to use advanced features.
(b) ECM System Software:
Include all modules or elements required to meet the requirements specified in this RFP. This should include installation and integration.

(c) Annual Support, Maintenance, Renewal Fees:
Include all post-implementation costs of any kind including technical support/customer service with unlimited phone technical support for the technical staff. You must specify any and all annual escalation rates/fees in this schedule. Your proposal will represent a fixed guaranteed maximum rate/increment for annual escalation.

(d) Services:
Must include all additional costs of all kinds not related directly to the items specified above, including, but not limited to:
1. Customization and configuration necessary to meet the four specific projects included in this RFP.
2. Consulting services necessary to implement the four specific projects included in this RFP.
3. Training services necessary to meet the training requirements called out in this RFP.
4. Any other costs not included in prior items – please specify.
Do not include any cost for services beyond the scope of this RFP which is assumed to be completed within the first year.

Other Items:
Do not include cost for back file conversion.
Do not include cost for hardware.
5  APPENDIX: PROJECTS 1 AND 2, ADMISSIONS & RECORDS

There are two ECM projects in the Admissions and Records Department to be included by the proposer in their bid.

1. Automation of the Degree Evaluation and Initial Evaluation Process
2. Create a Scan, Store, and Retrieve Capability for Old Historical Peralta Transcripts.

PROJECT 1: AUTOMATION OF THE DEGREE EVALUATION AND INITIAL EVALUATION PROCESSES

The Peralta Community College District is composed of four colleges, Laney CC, Berkeley CC, Merritt CC, and Alameda CC, plus the District Office. In total the District enrolls approximately 20,000 FTES, over 40,000 unique students, with an average of about 10,000 applications per year and about 7,500 of these are new enrollees each year.

As a non-competitive admittance institution, the A&R activity at Peralta is somewhat different from competitive admittance colleges in that the District accepts any prospective student that successfully completes the on-line CCC Apply (California Community Colleges Apply) form. There is no pre-enrollment screening and the prospective student receives an acceptance email direct from the CCC Apply system (common to all California Community Colleges), not from Peralta’s SIS.

A completely separate process exists for international students numbering fewer than 500. This operation reports in separately through Student Services and is out of scope for this discussion.

As a result, the transcripts that the District receives are in response to two events:

1. Initial Evaluation Process: A small number of new enrollees numbering perhaps 50 per year request evaluation of coursework they have taken elsewhere to determine what courses they may be given credit for and which they must yet take toward specific degrees or certificates. In this instance they submit transcripts from their previous institutions exclusively via paper-form official transcripts and request an “Initial Evaluation” via paper application (Petition for Initial Evaluation) with the campus A&R groups.

2. Degree Evaluation Process: The most frequent and paper-intensive process Peralta performs in A&R is the degree evaluation process, initiated by the student who wishes to determine his current eligibility to receive a degree or certificate. This request is the most frequent trigger for the receipt of transcripts from other colleges and is the immediate target of our ECM project. There are approximately 1,500 such applications per year.

About 60% of official paper transcripts are received by District A&R. The other 40% can be received by any number of campus organizations including campus A&R, counselors, financial aid, or special population program managers (e.g. EOPS). Most of these transcripts eventually make their way to District A&R to be scanned, recorded and stored but frequently this happens only after the review for which they were required is complete.

A&R’s internal policy is to maintain five years of external transcripts in their paper files. At the end of five years the paper is destroyed and electronic records purged. Note that A&R is significantly behind in purging files.
All active external transcripts are maintained in the A&R District office and require two file cabinets totaling about 40 linear feet of file space (cumulative drawer capacity). We believe this is approximately 15,000 paper transcripts.

Transcripts are hand-coded for student ID upon receipt via manual lookup and are logged on an Excel spreadsheet, the “District main transcript database” along with their 5-year disposal date. The paper transcripts are then hand filed.

Note that beginning in about January 2012 the District A&R department began scanning transcripts and hyperlinking them to the “District main transcript database”. Only a few hundred have yet been scanned and paper forms continue to be maintained.

If a campus counselor or A&R evaluator needs access to a transcript stored at District A&R they can determine if it is present by looking up on the Excel spreadsheet “District main transcript database”, hosted on a shared network server for common access. If the transcript is one that has recently been scanned, it can be retrieved electronically from the hyperlink on the Excel database. If it exists only in paper form, District A&R scans and emails the form to the requestor.

Note that Peralta does not currently send or receive transcripts electronically. A state sponsored system called “E-Transcript California” is available for EDI send/receive interchange with colleges and high schools but Peralta does not currently participate. Integration of this in-bound transcript channel should be part of the proposed solution.

During the degree evaluation process, students may also petition to have alternate coursework apply toward their degree. This is initiated by the student on a paper form ‘substitution waiver petition’ typically through campus A&R. Campus A&R evaluators must then circulate the petition along with relevant transcripts to the affected academic department for approval. Note that this substitution process must be utilized even when the questioned coursework is from another Peralta college as no formal articulation agreements or standards have been reached.

**Transcript Counts by Feeder School**

Based on transcripts received in the last five years as reflected in the “District main transcript database” as of 3/8/12:

- 2843 Colleges and High Schools submitted 15,217 transcripts.
- Top 50 schools by count accounted for 50% of transcripts.
- Top 75 schools by count accounted for 56% of transcripts.
- Top 100 schools by count accounted for 60% of transcripts.
- 193 colleges submitted 10 or more transcripts in the last five years.

The proposer should specifically identify how many transcript templates will be provided as part of the project, how many the proposer has pre-built, and how many will need to be developed in order to automate transcript intake.
About 60% of transcripts are first received at District A&R where they are logged, scanned, and filed.

The other 40% are first received by the student, or various campus organizations and reach District A&R only after the evaluation process is complete.

Campus A&R and Counselors can directly print out those few scanned transcripts currently online.
PROJECT 2: CREATE A SCAN, STORE, AND RETRIEVE CAPABILITY FOR OLD HISTORICAL PERALTA TRANSCRIPTS.

All Peralta historical transcripts back to the fall 1970 are in electronic form in PeopleSoft and can be provided as an official transcript to any prior student or requesting institution via print out from this system.

However, transcripts from Peralta’s founding (including its predecessor schools) in about 1950 to 1970 are maintained in paper form only and require manual lookup. The annual retrieval volume is low, estimated at about 100 to 150 requests per year.

The bulk of these transcripts, estimated to be between 75,000 and 150,000 are stored at the District in paper form. A small subset of transcripts from these years of unknown quantity were converted to microfiche and must also be loaded.

The paper transcripts are single page, single sided. Indexing would be limited to name, SSN, and campus ID. It is likely that there is on the order of about 20 to 30 standard formats among these 75,000 to 150,000 documents.

Peralta will use the services of an outside service to bulk scan both the paper and microfiche which should not be included in the proposers cost estimate.

The proposer must provide the system for the load, indexing, storage, and retrieval of these digitized documents.

Anticipated Number of Users

These are preliminary estimates based on current staffing levels of individuals entering, retrieving, or otherwise utilizing transcripts.

<table>
<thead>
<tr>
<th>Organization</th>
<th>Estimated number employees currently involved</th>
<th>Notes</th>
</tr>
</thead>
<tbody>
<tr>
<td>District A&amp;R</td>
<td>5</td>
<td>Capture, index, retrieve, analyze</td>
</tr>
<tr>
<td>Campus A&amp;R</td>
<td>14</td>
<td>Capture, index, retrieve, analyze</td>
</tr>
<tr>
<td>Campus Counselors</td>
<td>25 to 30</td>
<td>Since transcripts may arrive first at several different points on campus, in any of the groups below, it is an open issue where capture would occur (centralized or decentralized). The role of the groups below is principally retrieve and analyze.</td>
</tr>
<tr>
<td>Campus and District Financial Aid</td>
<td>15</td>
<td></td>
</tr>
<tr>
<td>Other campus and District users including administrators, business office, and special populations counselors and program administrators (e.g. EOPS)</td>
<td>40-50</td>
<td></td>
</tr>
<tr>
<td>Total</td>
<td>99 - 114</td>
<td></td>
</tr>
</tbody>
</table>

Although an attempt has been made to provide accurate and up-to-date information, the District does not warrant or represent that the background information provided herein reflects all relationships or existing conditions related to this Request for Proposal.
6 APPENDIX: PROJECT 3 AND 4, DEPARTMENT OF GENERAL SERVICES

There are two ECM projects in the Department of General Services to be included by the proposer in their bid.

1. Automation of the Contract-to-Purchase Order process.
2. Automation of the Vendor Invoice-to-Payment process.

SCOPE:
The process begins with the award of a contract and ends with the payment to the vendor. Only purchases for capital projects (bond funded) are in scope and only those initiated by DGS.

PROJECT OBJECTIVES:
1. In the Contract-to-PO process, digitize the paper authorizing documents and workflow from the requester (project manager) to purchasing. Integrate with the PROMT PeopleSoft purchasing module as appropriate.
2. In the Vendor Invoice-to-Payment process,
   - convert the “Pay Application” to an eform available for vendor use or District use,
   - digitize the required supporting paper documents,
   - workflow through the process to Accounts Payable,
   - include OCR data conversion where appropriate but at least on the capture of vendor invoice data directly to PeopleSoft AP,
   - integrate the warehouse receiving electronic data for Goods into the process flow.

PROCESS DESCRIPTIONS
Three categories of purchases for capital projects have similar but slightly different processes. The three categories are:

1. **Independent Consultants**: Process begins with the award fully documented on an ICC (Independent Consultant Contract form). Note that not all independent consultants fall in this category with some falling directly into Capital Outlay Projects. Volume is estimated at 50 to 60 contracts per year.

2. **Goods** (includes FF&E): This process begins when Purchasing notifies the requester that one or more acceptable bids are in hand from a qualified vendor allowing the project manager to select from this group according to procedures. Volume is estimated at 50 contracts per year. (This process does not include the portion of the upstream process in which the requester follows a procedure to get bids from qualified vendors through Purchasing.)

3. **Capital Outlay Projects**: Actual construction and construction related services. Process begins with the award of a fully documented and Board approved contract between the winning bidder (or individual professional services consultant) and the District. Some directly construction related consultants such as architects and similar fall in this category. Although there are in the range of 10 to 15 capital construction projects per year, with each having an average of 3 or 4 associated consultant services, the total volume in this category is estimated to be 40 to 60 per year.
FROM CONTRACT TO PURCHASE ORDER

Award of contract

Goods: Board Approval in form of paper minutes and paper Bid Recap Form

Public Works: Board approved paper contract for construction or services

Professional Svs ICC paper contract rec'd by requester

Requester (end user) creates electronic Requisition in the PS 'Promt' purchasing module

Intermediate approvers do not require the documentation.

Board Approval and Bid Recap docs next needed by Purchasing

Public Works paper contract next needed by Purchasing

Professional Svs ICC paper contract next needed by Purchasing

Routed electronically through typically 3 or 4 levels of approval

Purchasing creates electronic PO (still in PS Promt module)

Electronic or paper PO to vendor authorizes work/purchase to begin – frequently sent via fax

Vendor Performs work or delivers goods
FROM VENDOR INVOICE TO PAYMENT

**Anticipated Number of Users**

These are preliminary estimates based on current practice.

<table>
<thead>
<tr>
<th>Organization</th>
<th>Heavy users</th>
<th>Light users</th>
</tr>
</thead>
<tbody>
<tr>
<td>Department of General Servicers</td>
<td>9</td>
<td>8</td>
</tr>
<tr>
<td>Purchasing</td>
<td>3</td>
<td>1</td>
</tr>
<tr>
<td>Campus</td>
<td>50</td>
<td>150</td>
</tr>
<tr>
<td>Finance / Accounts Payable</td>
<td>5</td>
<td>2</td>
</tr>
<tr>
<td>Total</td>
<td>67</td>
<td>161</td>
</tr>
</tbody>
</table>

Although an attempt has been made to provide accurate and up-to-date information, the District does not warrant or represent that the background information provided herein reflects all relationships or existing conditions related to this Request for Proposal.
Peralta CCD has the following technical environment:

- PeopleSoft HCM and Student Administration (version 8.9) and Financials (version 9.0). An upgrade to HCM and SA to version 9.0 is scheduled for this summer. The following modules have been implemented:
  - Human Resources
  - Benefits Administration
  - Payroll
  - General Ledger
  - Accounts Payable
  - Asset Management
  - Purchasing
  - Student Records
  - Academic Advising
  - Student Financials

- The District has a legacy IBM mainframe Financial Aid system that is to be replaced by PeopleSoft Financial Aid by 2014.

- The District has standardized on Microsoft Server 2003 and Microsoft SQL Server 2005. Other than the legacy financial aid system, no other operating systems or databases are in place.

- The District has installed an EMC/VMware landscape that can provision up to 100 virtual servers and has approximately 60 terabytes of storage.

- The District has implemented LDAP with Microsoft Active Directory.

- The data communications architecture is standardized on Cisco, with Cisco 6509’s at each college and at the District office. There is a 1 gigabit connection between the District office and each college.

- A wide variety of personal computers in multiple configurations, ages and operating systems are in place at the colleges and the District. The primary operating system for administrative computing is Windows XP, which is gradually being replaced by Windows 7 as new machines are purchased. All administrative computers have Trend Antivirus and Microsoft Office.