COLLEGE OF THE
North Atlantic

College of the North Atlantic

Fit Gap Analysis: Personal Career Plan and PeopleSoft

Request for Proposal 2013-02

March 26, 2013

Table of Contents

1.   Introduction

1.1   Background

College of the North Atlantic is Newfoundland and Labrador's public college – one of the largest post-secondary educational and skills training centers in Atlantic Canada, with a history dating back more than 40 years. The college is comprised of 17 campus locations throughout Newfoundland and Labrador and one in the Middle East State of Qatar. The headquarters of the operation being located in Stephenville on the west coast of the province of Newfoundland & Labrador. It offers nearly 100 full-time programs and more than 300 part-time courses for some 20,000 students each year.

1.2   Introduction to CNA's Enterprise Resource Planning System

In 2004 College of the North Atlantic deployed two separate Oracle/PeopleSoft application sets at both its Newfoundland and Labrador and Qatar operations. The deployment begun in late 2004, was completed early in 2005 and included core functionality in PeopleSoft Financials, Human Resources and Student Administration modules.

1.3   Objectives of the Initiative

Conduct a fit gap analysis of College of the North Atlantic's Personal Career Plan (PCP) program and PeopleSoft, including recommendations and detailed project requirements to migrate all PCP functionality to PeopleSoft.

1.3.1   Overview

The college is currently has a home developed Personal Career Plan (PCP) Software inclusive of the following components. The college is seeking assistance to see what if any of the functionality of this software can be migrated to PeopleSoft.

Components of the PCP system:

1. **Applicant Assessment/Inventory Report** - display a student's results for the 3 assessments used in the AFS process (PAI,PEI, Accuplacer)
2. **Academic Advisement Form** – Used to log an advising session between a student and their faculty academic advisor. All advisements are time stamped and saved in the PCP database.
3. **Academic Referral Form** – Allows advisors or any staff make a referral to any staff member regarding a student. The referral notification is sent through the CNA email system with a link that points to the referral in the PCP system. All referrals are time stamped saved in the PCP database.
4. **Program/Course Matrix** – Display a list of the student's courses and academic requirements that are needed to complete the program for graduation (similar to a graduation audit). The matrix displays the grades for each course. The student's official grade for the course is displayed here and not the grades from the PCP grade book. Repeated course mark is also displayed.
5. **Grade Book** – Used to store student grade data for individual courses. Customizable by the instructor. Some of the features included;
   a. Multiple Component setup for single course with component based pass fail requirement
   b. Grouping of like courses
   c. Templates
   d. Tracking of re-writes
   e. Importing in-progress student data
   f. Reassigning of evaluation for individual students
   g. Tracking of NWPM
   h. Submission of final grades

6. **Attendance Option** - Used to track a student attendance on either course by course basis or by program. Tracks student's reason for absenteeism and calculates totals accordingly.
7. **Reports** – The PCP system allows for the generation of grade and attendance reports as well as combined reports for individual students. In addition there are student sponsoring agency reports that are generated and sent to sponsors.
8. **Security** - There are securities set in the PCP system to only allow access to specific sections by the appropriate staff.

Scope of work:

1. Conduct a fit gap analysis between the PCP Software and PeopleSoft;
2. Develop Functional Specifications for the current PCP software detailing all functions;
3. Develop Technical Specification for the PCP Software that can be used to migrate the software to the PeopleSoft environment;
4. Develop a detailed project plan detailing the time and resource requirements to migrate all functions of the PCP software into PeopleSoft. This plan should be inclusive of all tasks required to bring the PCP functionality live in PeopleSoft;
5. Work with the college to complete this project on time and on budget given that the college resources may be deployed across several projects and maintaining operations.

1.3.2   Objectives

To ensure CNA is moving forward on a sustainable path where possible we are looking to integrate external systems into our Learner Services PeopleSoft ERP system

1.3.3   Increase Usability

- Reduce security risks associated to multiple systems

- Ensure redundancy with regard to application support

- Take advantage of available process functionality

- Leverage available self service capabilities of PeopleSoft

- Address deficiencies in the current application suite

1.3.4   Advance Technology

- Stay abreast of technology advances

1.3.5   Protect Investment

- Migration of the PCP to PeopleSoft (ERP) system ensures longevity of the functionality of the PCP

1.3.6   Impact

- Increase competitive advantage

- Deliver improved service to constituents

- Execute and manage the transition strategy from the current-state environment to the future-state environment with care.

1.4   Purpose of Request for Proposal (RFP)

The purpose of this RFP is to provide interested Suppliers with sufficient information regarding CNA's operating environment and future state vision, pricing guidelines, functional needs and service level requirements. This is intended to facilitate the submission of a proposal(s) that demonstrates the Supplier's understanding of the request and ability to reliably provide cost associated to the expected work to be performed.

CNA expects Suppliers to review the material in the base document and appendices to ensure that the bid is accurate and provides a sufficient level of detail for the selection team. Suppliers must fully

disclose all possible costs including but not limited to the pricing template found in (Appendix B). To ensure the CNA can more accurately assess costs, please include quoted costs for travel and accommodation for supplied personnel assuming that consultants will be based in St. John's for the majority of the project but it would be advisable to also include cost for travel to Stephenville as it is possible that some of the meetings / discussions would be better suited for headquarters in Stephenville.

2. System Background

2.1 Current Environment

CNA is currently on version 9.0 of its systems. The following PeopleSoft modules and functionality are deployed:

Student Administration (V9.0)	HRMS (V9.0)	Financials (V9.0)
• **Student Records** • **Student Financials** • **Admissions** • **Campus Community** • **Academic Advising** • **Student Recruitment** • **PCP Gradebook, Attendance, Academic Advisement and Referral, Graduate Audit and Reports**	• Human Resources • Benefits • Talent Acquisition Manager • Payroll	• General Ledger • Accounts Payable • A/R Billing • Supply Chain Management and Purchasing • Expenses

Technology:

- CNA is currently running PS V9.0 CS Bundle 24
- The PeopleTools release in use for Student and HR is 8.49.28
- The PeopleTools release in use for Finance is 8.49.28.

2.2 Volume and Complexity Drivers

CNA considers this to be an integration of functionality and support initiatives. The following volume drivers and narrative should give an appreciation of the degree of complexity of the implementation items.

The numbers below should be taken into consideration when developing a response to this RFP.

Driver	Number
Full time learners	7297
Part time learners	1464
Total learners	8761

Volume Items	Estimated # of Items
Personal Career Plan (Business Rules)	70-80
Personal Career Plan - Data Structures (Tables)	115-125

In addition to the above volumes, the following process complexities pertinent to CNA need to be taken into consideration.

The college is diverse having 17 campuses and limited staff, it is imperative that a provider be able provide a strategy to integrate this work with other CNA projects and operations which may require sharing of CNA human resources and timelines. The supplier should provide a proposal that demonstrates flexibility to ensure the college can maintain other projects and operations and meet the needs of this project.

The PCP is comprised of ASP.NET and Silverlight technologies.

Components of the PCP system:

1. **Applicant Assessment/Inventory Report** - display a student's results for the 3 assessments used in the AFS process (PAI,PEI, Accuplacer)
2. **Academic Advisement Form** – Used to log an advising session between a student and their faculty academic advisor. All advisements are time stamped and saved in the PCP database.
3. **Academic Referral Form** – Allows advisors or any staff make a referral to any staff member regarding a student. The referral notification is sent through the CNA email system with a link that points to the referral in the PCP system. All referrals are time stamped saved in the PCP database.
4. **Program/Course Matrix** – Display a list of the student's courses and academic requirements that are needed to complete the program for graduation (similar to a graduation audit). The matrix displays the grades for each course. The student's official grade for the course is displayed here and not the grades from the PCP grade book. Repeated course mark is also displayed.
9. **Grade Book** – Used to store student grade data for individual courses. Customizable by the instructor. Some of the features included;
   a. Multiple Component setup for single course with component based pass fail requirement
   b. Grouping of like courses
   c. Templates
   d. Tracking of re-writes
   e. Importing in-progress student data
   f. Reassigning of evaluation for individual students
   g. Tracking of NWPM
   h. Submission of final grades
5. **Attendance Option** - Used to track a student attendance on either course by course basis or by program. Tracks student's reason for absenteeism and calculates totals accordingly.
6. **Reports** – The PCP system allows for the generation of grade and attendance reports as well as combined reports for individual students. In addition there are student sponsoring agency reports that are generated and sent to sponsors.
7. **Security** - There are securities set in the PCP system to only allow access to specific sections by the appropriate staff.

3.   Scope of Work

3.1   Scope

1. Conduct a fit gap analysis between the PCP Software and PeopleSoft including security review;
2. Develop Functional Specifications for the current PCP software detailing all functions;
3. Develop Technical Specification for the PCP Software that can be used to migrate the software to the PeopleSoft environment;
4. Develop a detailed project plan detailing the time and resource requirements to migrate all functions of the PCP software into PeopleSoft. This plan should be inclusive of all tasks required to bring the PCP functionality live in PeopleSoft;
5. Work with the college to complete this project on time and on budget given that the college resources may be deployed across several projects and maintaining operations.

3.2   Approach and Plan

Provide a plan to outline the timeline and approach for each of the items listed below;

1. Conduct a detailed fit gap analysis between the PCP Software and PeopleSoft providing detailed documents and outcomes from the fit gap;
2. Develop Functional Specifications for the current PCP software detailing all functions;
3. Develop Technical Specification for the PCP Software that can be used to migrate the software to the PeopleSoft environment;
4. Develop a detailed project plan detailing the time and resource requirements to migrate all functions of the PCP software into PeopleSoft. This plan should be inclusive of all tasks required to bring the PCP functionality live in PeopleSoft;
5. Work with the college to complete this project on time and on budget given that the college resources may be deployed across several projects and maintaining operations;
6. Knowledge transfer;
7. Suppliers resources to be assigned to each piece of the required work;
8. Supplier deliverables and required CNA approvals.

3.3   CNA Team Complement

The CNA team will co-manage the project and the team will include on a part time basis the Manager of Learner Services (ERP), Functional Lead PCP, Current PCP application Developer. Additional CNA resources that may be required will be consulted, on as and when required bases, coordinated through the Manager of Learner Services.

3.4   Supplier Team Complement

Proponents are asked to provide one part time project manager, one business / functional analyst as required and any additional resources deemed necessary to fulfil the project requirements.

3.5   Project Space Requirements

The College will provide physical space for the services to be occupied by the Supplier's employees while work is being done in the province.

4.   Supplier Selection Process

4.1   Evaluation Team

The evaluation team will consist of individuals from various stakeholder groups within the College.

4.2   Evaluation Criteria and Scoring

Supplier selection will be based on the Supplier's ability to help CNA achieve its desired results. The minimum score required is 60%. The College will evaluate and award this RPF based upon the following criteria;

Evaluation Element	Score Available
A) The Supplier's proposed approach to all parts of the Project. 1. Conduct a detailed fit gap analysis between the PCP Software and PeopleSoft providing detailed documents and outcomes from the fit gap, including security review; 2. Develop Functional Specifications for the current PCP software detailing all functions; 3. Develop Technical Specification for the PCP Software that can be used to migrate the software to the PeopleSoft environment; 4. Develop a detailed project plan detailing the time and resource requirements to migrate all functions of the PCP software into PeopleSoft. This plan should be inclusive of all tasks required to bring the PCP functionality live in PeopleSoft; 5. Work with the college to complete this project on time and on budget given that the college resources may be deployed across several projects and maintaining operations; 6. Knowledge transfer. 7. Supplier's proposed resources 8. Supplier deliverables and required CNA approvals.	25
B) The firms identified ability to supply adequate experienced consulting resources to meet the needs of the project. (based on resume of proposed resources) 1. Conduct a detailed fit gap analysis between the PCP Software and PeopleSoft providing detailed documents and outcomes from the fit gap; 2. Develop Functional Specifications for the current PCP software detailing all functions; 3. Develop Technical Specification for the PCP Software that can be used to migrate the software to the PeopleSoft V9 environment; 4. Develop a detailed project plan detailing the time and resource requirements to migrate all functions of the PCP software into PeopleSoft. This plan should be inclusive of all tasks required to bring the PCP functionality live in PeopleSoft V9; 5. Work with the college to complete this project on time and on budget given that the college resources may be deployed across several projects and maintaining operations; 6. PeopleSoft V9 Experience relivant to this project; 7. Knowledge transfer. 8. Supplier's proposed resources	20

C) Price.	25	
1. Consulting fees considering scope of work 2. Expenses – Travel, accommodations, meals and other 3. Detail of pricing plan		
D) The firms identified past involvement in successful projects of similar scope and complexity. 1. Fit gaps preformed at higher education 2. PeopleSoft V9 experience 3. Functional Documentation 4. Technical Documentation 5. Project Plan Development 6. Graduate Audit experience	7.5	
E) The extent and quality of the references supplied as part of the firms response. Three References Required. References must not be College of the North Atlantic. References will be scored on how they relate ro the project points listed below. A) Ref #1 B) Ref #2 C) Ref #3 1. Fit gaps preformed (higher education projects will score higher) 2. Functional Documentation projects 3. Technical Documentation projects 4. Project Plan Development 5. PeopleSoft V9 Grade Book experience 6. PeopleSoft V9 Attendance experience 7. Graduate audit experience 8. Overall PeopleSoft V9 experience 9. Nature of references (appropriateness to situation)	7.5	
F) The completeness of the response.	10	
G) The firm's corporate profile and financial ability to meet insurance and other ancillary requirements of projects of this size and nature.	5	

4.3 Schedule

Tuesday March, 26, 2013 – Public release of RFP

Friday April 12, 2013 – last day to receive responses. 2:00PM NST deadline.

Friday April 12, 2013 – public opening of submissions. 2:05PM NST Headquarters, Stephenville.

Monday April 15, 2013 – Wednesday, April 17, 2013 – check vender references

Thursday April 18, 2013 – award contract

May 6, 2013 – Friday June 28, 2013 – Consultant Assignment Dates Note: Consultant Assignment dates are somewhat flexible and will be worked out with supplier after contract is awarded. All work must be concluded by July 31, 2013?

5. RFP Terms and Conditions

5.1 Non Collusion

By responding to this RFP you are certifying on behalf of your company that except as specifically disclosed in your response, neither you nor any other employee, officer, director or agent of your company has discussed, coordinated or colluded with any other respondent as to the terms, service levels, prices or other aspects of the RFP or the responses thereto.

5.2 Incorporation of Proposal into Contract

This RFP, the winning Supplier's or Suppliers' proposal, and all other representations made by the Supplier, will be referenced in the contracting agreement between the Supplier and CNA.

5.3 Confidentiality

This RFP is the property of CNA, is submitted to Suppliers in confidence, and contains CNA proprietary and confidential information. Suppliers may not disclose any part of this RFP to any party without the express written consent of CNA. We provide this RFP with the understanding that you will maintain in confidence all information that you acquire regarding CNA and that you will use such information only for the purposes contemplated by this RFP.

You may not distribute this RFP to anyone outside your immediate organization without our prior written authorization. Please contact CNA if you wish to obtain such authorization, explaining the benefits to CNA if that individual or entity receives a copy of this RFP.

CNA reserves the right to release or disclose any Proposal, including information attached thereto or provided in connection therewith to its various stakeholder groups and each of their advisors.

All Supplier initiated contacts and questions with regard to this RFP must be directed via E-mail to monique.rideout@cna.nl.ca. Discussions regarding this RFP with other parties within or associated with College of the North Atlantic are subject to confidentiality requirements and may result in disqualification from this process.

5.4 Costs Incurred in Submitting Proposals

The Supplier is responsible for all costs of preparing, submitting and (if requested by CNA) resubmitting its proposal, and any other prior or subsequent activity associated with this RFP process, including the evaluation of the proposal, due diligence and/or contract negotiations, regardless of whether or not CNA enters into an agreement with the Supplier. Supplier waives any right to claim damages of any nature whatsoever, based on this RFP process, on communications associated with this RFP process, or on CNA's final selection or non-selection of Supplier.

5.5 Pricing

All prices quoted shall be net prices in Canadian Funds, including Canadian duties and excise taxes and are to be FOB, including all delivery charges to destination(s) as indicated. The amount of Goods and Services Tax or the Harmonized Sales tax will be omitted.

5.6 Right to Revise or Terminate RFP

Acceptance of Proposals by CNA does not imply that CNA is making an offer to do business with any Supplier and shall not limit CNA's right to negotiate in its best interest with any Supplier. No agreement or other binding obligation on CNA is implied or will occur unless and until a definitive services agreement is executed in writing and signed by authorized representatives of CNA and Supplier.

5.7 Single and Split Awards

If the selected Supplier is unable to reach contractual agreement with CNA, any preliminary award(s) resulting from this RFP shall be modified and CNA, at its sole discretion, shall be free to negotiate with and make an award to any other Supplier.

5.8   Proposal Additions and Modifications

During the evaluation period, CNA may request additional or alternative options and prices from selected Suppliers. Such requests shall be deemed to be part of the original RFP and Supplier Proposals will be evaluated as part of the original RFP. Suppliers shall not be permitted to revise their original Proposal without CNA's written permission.

5.9   No Implied Offer

This RFP does not constitute an offer to enter into a relationship with and the College reserves the right not to select any RFP response. The issuance of this RFP and the submission of the Supplier's Proposal do not create any obligation upon CNA to purchase goods or services from the Supplier, or to enter into any binding legal relationship with any one or more Suppliers.

5.10   Duplication of RFP

The reproduction of any part of this RFP by photographic, electronic or other means is permitted only for the sole purpose of preparing the response to this RFP. If the Supplier elects not to submit a proposal in response to this RFP, or if the Supplier is notified that it is removed from consideration, then the Supplier will immediately destroy or cause to be destroyed all CNA confidential and proprietary information, as well as the Supplier's notes, memoranda, summaries or other writings relating to CNA proprietary and confidential information and all copies thereof in any form or format. The Supplier is required to return or certify in writing that this information has been physically destroyed (i.e. deleted, shredded or burned but not merely discarded).

5.11   Validity

Proposals must be valid for one hundred twenty (120) days from date of receipt by CNA.

5.12   Quality of Response

Proposals must be prepared simply and economically, providing a straightforward, concise description of Supplier capabilities to satisfy the requirements for this RFP. Emphasis should be placed on completeness and clarity of content.

5.13   Proposal Distribution

CNA reserves the right to retain at least one (1) copy of all Proposals for historical records and documentation. Supplier grants to CNA the right to reproduce the Supplier's Proposal for internal use only. The additional copies of the Proposal may be claimed by the submitting Supplier within ten (10) days after the notification of rejection. All copies not claimed will be destroyed by CNA.

5.14   Review Rights

CNA reserves the right to revise or terminate the RFP process or to modify specific items before reaching an Agreement. Proposals and other documents submitted may be reviewed and evaluated by any persons at the discretion of CNA, including non-allied and independent consultants retained by CNA now or in the future.

5.15   Accuracy

This RFP may include errors, omissions, or deficiencies, and the accuracy and completeness of this document and related documents are not guaranteed. In the event such errors, omissions, or deficiencies are discovered by the Supplier, the Supplier shall promptly notify CNA in writing within forty-eight (48) hours of discovery. The Supplier shall abide by and comply with the true intent and meaning of the requirements as stated herein and shall not avail itself of any apparent error or omission, should any exist. Further, Supplier warrants that all items to be supplied under any resultant contract shall, unless otherwise agreed by CNA, meet the performance requirements set forth in this RFP.

5.16   Subcontractors

Suppliers shall clearly identify in the Proposal if any subcontractors will be utilized to fulfill the Project. Supplier shall provide sufficient detail to demonstrate the subcontractor's ability to meet the requirements and delivery schedule of CNA.

5.17   Questions and Answers

The College is prepared to offer a consultant briefing session to assist in the proposal development and clarify any outstanding issues regarding the indicated scope of work. The college will arrange this session in a timely fashion allowing the consultant firms sufficient time to compile and submit their responses prior to the closure of this RFP. Firms who are interested in attending this session must contact Janice Verhagen by emailing **monique_.Rideout@cna.nl.ca** within five working days of the issuance of this RFP to register to attend the briefing.

5.18   Proposal Timelines and Delivery Instructions

All Supplier initiated contacts and questions with regard to this RFP must be directed via E-mail to **monique.rideout@cna.nl.ca.**   Discussions regarding this RFP with other parties within or associated with College of the North Atlantic are subject to confidentiality requirements and may result in disqualification from this process.   Responses may be faxed to 709-643-7971 or by mail to the address below.

Purchasing Department
35 Carolina Avenue
Stephenville, Newfoundland
Canada, A2N 3P8
Telephone: 709-643- 7805
Facsimile: 709-643-7971

5.19   Rules Regarding Late Proposals

The closing date and time is April 12, 2013, 2:00 P.M. Newfoundland Standard Time. Responses by fax will be accepted, however the College will not be held responsible for errors or omissions in fax transmissions. Responses may be sent by facsimile to 709-643-7971. Bids by facsimile are accepted for the convenience of the Bidder. A Bidder submitting a response by facsimile does so at their own risk. Tender documents submitted by facsimile must be received "in full" at the College of the North Atlantic, Purchasing Department, by the specified closing time. Bids received late, or not received completely by the closing time will not be considered. Documents in transmission after the closing time will be considered late tenders. Bidders are responsible for ensuring their Bid, however submitted, is received on time at the specified location. All responses must be received before the exact closing time and date indicated. Responses received after that time will not be considered.

5.20   RFP/Proposal Submission Guidelines

Suppliers must provide their submission in accordance with the instructions in CNA's covering letter to this RFP.

5.21   Cover Letter

Suppliers must include a formal cover letter identifying the person or persons to be contacted regarding the Proposal. Designated person(s) should have sufficient authority to make representations on behalf of the Supplier's organization. Suppliers should include the person(s) name, title, address, telephone, fax number, and e-mail address.

5.22   Customer References

Minimum of three client references that the college may contact in regards to the consulting firms past consulting engagements.

Provide three (3) customer references.

The references provided must include at least two **Student Administration** implementations in the Higher Education field, **preferably in a multi-Campus College environment, and with a particular focus on online registration and self-service for students**. The references provided must agree to allocate adequate time for a thorough investigation by CNA.

Customer references should be completed using the Customer Reference Template in Appendix A. Please note that CNA may choose to contact one or all of the references.

5.23 Supplier Pricing Template Instructions and Supplier Pricing Template

Please use the template provided in Appendix B to summarize your pricing for the services identified in this RFP.

To be considered complete, the details of all material pricing assumptions must be clearly and explicitly documented. In addition, provide a narrative of your pricing approach. You should include factors such as operational factors considered in determining staffing estimates (including any travel and accommodation costs), ongoing change management services that are included in the base fees, and CNA's ability to review pricing during the contract term.

5.24 Relationship Management and Governance

Describe your Relationship Management and Governance approach, and indicate whether they can meet CNA's minimum requirements described below:

- Single relationship manager for the entire portfolio of services provided by your company to CNA

- Primary point of contact for Services described in this RFP

- Direct and regular dialogue between the CNA management and Supplier management

- Roles, responsibilities and behaviours are clearly defined for both the Supplier and the CNA management teams

The proposed governance structure should address the three tiers for CNA/Supplier that will be responsible for the management and strategic direction of our collective services, the contractual relationship, and the tactical focus on service delivery and improvement.

- Executive Level – "Project Sponsorship"

  - Responsible for the corporate relationship, managing the business case, and setting service strategy. Consists of the highest level of executive sponsorship from both organizations

- Project Guidance Level – "Steering Committee"

  - Responsible for reviewing actual and progression toward the objectives of the project, providing guidance to the project teams and the resolutions of the day-to-day issues

- Project Leadership Level – "Program Management Office"

  - Responsible for overall project management, relationship management, contract changes, service level agreement changes, and monthly service level review/planning

5.25 Change Order Process

Provide your proposed Change Order process and describe your ability to flexibly turn around changes relating to any business process changes. Your response to this section should focus on:

- Changes in scope of services including effect on pricing

- Requirements management during the implementation phase

- Customer reviews and sign-offs

- Turnaround time for Change Orders

Note: Details for this process will be negotiated with the successful vendor.

5.26 Problem and Issue Management

In terms of CNA account management, please provide and describe your problem management and issue escalation process as it relates to your proposed services. The response should include customer service process and escalation management process.

5.27   Quality Management

Describe your quality management practices and procedures including your quality management methodology and tools. Describe your procedures to monitor plan administration integrity, participant account accuracy, and data integrity.

5.28   Key Supplier Personnel

Name the key personnel who would be involved in the account management and implementation, stating their roles and responsibilities. Include copies of their current resume with your response. CNA reserves the right to interview and approve any key personnel who will work on the CNA account. CNA reserves the right to remove any key Supplier personnel from the Supplier team at CNA's discretion.

Name the key personnel, together with e-mail and phone numbers, who can answer any questions we may have on your response to this RFP.

5.29   Subcontractors

Identify any and all alliance partners and subcontractors you intend to utilize to provide the required services. CNA requires the right of prior approval of any subcontractors employed in pursuit of activities ensuing from this RFP. Additionally, CNA may require references of all subcontractors.

The Supplier will be solely responsible for subcontractor performance. This provision applies to subcontractors utilized by any Supplier. Suppliers shall resolve any disputes between any subcontractors and/or subcontractors and Supplier. If CNA's business operations are negatively impacted by any action taken by any subcontractor, the Supplier who engaged that subcontractor shall be held accountable. You shall be the prime Supplier and shall have full responsibility for safety, environmental, financial and legal performance of the subcontractor(s) or partner(s).

The Supplier may not terminate or alter its agreement with an alliance partner or subcontractor to provide services to CNA without CNA's prior written consent. CNA may request that the Supplier terminate its agreement to provide services relating to CNA with an alliance partner or subcontractor in the event that the partner or subcontractor repeatedly fails to provide satisfactory service or otherwise violates any CNA policy or practice.

5.30   Alliance Partners

Describe your relationship with Oracle; highlight your involvement in providing guidance in relation to product/technology advancements.

6. Form of Proposal Response

6.1 Proposal Conformance

The format of the Suppliers Proposal should be consistent with the outline contained below and must be complete. Responses should be direct and concise.

The appendices contain documents that the Supplier must submit. The Supplier must state conformity to the specific sections in the RFP on which they are responding. If a statement of non-conformity is provided, the Supplier must include its reasons for doing so, describe its proposed alternative, and explain the benefit to CNA.

6.2 Form of Proposal Response

Suppliers should ensure that their overall response to the RFP follows the specific form provided in the following table. There should be a direct correlation of your Table of Contents to the prescribed listing below. This will enable us to verify that we have received all of the necessary components of the RFP, and your completed proposal can be evaluated in a constructive and efficient manner.

Section #	Section	Provided (Yes/No)
	Cover	
1.0	**Executive Summary (Overview of the Initiative)**	
2.0	**Understanding of Requirements - Overview**	
2.1	Understanding - Scope of Services	
2.2	Understanding – Approach and Plan	
2.3	Understanding - Proposal Conformance and Checklist	
3.0	**Delivery Model – Overview** (Evaluation Element A)	
3.1	Delivery – Fit gap approach	
3.2	Delivery – Fit gap high level plan detailing timeline and resourses	
3.3	Delivery – Functional Specification PCP approach and plan	
3.4	Delivery – Technical Specification PCP approach and plan	
3.5	Delivery – High Level project plan detailing the work to be completed as part of the project, including timelines	
3.6	Delivery – Plan to work with the College to meet the requirements of the project showing flexibility based on CNA's resource complement	
3.7	Delivery – Approach to knowledge transfer	
3.8	Delivery – Suppliers proposed resources	
3.9	Delivery – Suppliers approach to supplier deliverables and CNA approval of deliverables.	
3.10	Delivery - List Technical / Functional - Tools provided to support the project	
3.11	Delivery – Other relevant considerations	
4.0	**Suppliers proposed resources including resumes - Overview** (Evaluation Element B)	
4.1	Supplier consultant Resumes for all proposed consultants that will work on the project	

Section #	Section	Provided (Yes/No)
5.0	**Supplier Reference – Overview**(Evaluation Element D and E)	
5.1	Supplier Reference 1	
5.2	Supplier Reference 2	
5.3	Supplier Reference 3	
6.0	**Risk Management - Overview**	
6.1	Risk Management - Change Order Process	
6.2	Risk Management - Problem and Issue Management	
6.3	Risk Management - Quality Management	
7.0	**Financial – Pricing Assumptions and Approach – Overview** (Evaluation Element C)	
7.1	Financial – Price (Complete Template)	
8.0	**Business Arrangement - Service Innovation and Synergies**	
8.1	Business Arrangement - Key Supplier Personnel	
8.2	Business Arrangement - Relationship Management and Governance	
8.3	Business Arrangement - Alliance Partners and Subcontractors	
9.0	**Other Relevant Information that would aid in showing the suppliers ability to perform the task of this RFP on time and on Budget**	

7.   List of Appendices

Title	Description
Appendix A – Customer Reference Form	Template Suppliers will use to provide customer references. Includes background info, service delivery context, and contact information for customer reference calls.
Appendix B– Pricing Template	Template Suppliers will use to provide service delivery pricing details. Suppliers will be required to provide detailed quotes for in-scope effort.
Appendix C – Existing Infrastructure	Used to determine additional hardware requirements to support the proposed upgrade

7.1 Appendix A – Customer Reference Form

Organization Name:
Contact Name:
Contact Title:
Address:
Telephone #:
E-mail Address:
Project Dates:
Description of scope of work provided relevant to this RFP:
Describe the solution that you provided:
Size of the Organization:

7.2 Appendix B – Pricing Template

Implement and optimization cost

Please identify the costs by component. Provide a rate schedule to support the costing estimates.

Please provide a listing of all pricing/resourcing assumptions made, including resource requirements of CNA.

Area FIT GAP ANALYSIS		Hours per Day	Number of Days	Extended Cost
Project Management				
Functional / Business Analysis				
Other				
Change Management and Project Governance				
Total Consulting Fees				
Area	**Per Trip**	**Daily Rate**	**Number of Days/Trips**	**Extended Cost**
Travel (St. John's)				
Accommodations (St. John's)				
Expenses (St. John's)				
Travel (Stephenville)				
Accommodations (Stephenville)				
Expenses (Stephenville)				
Travel and Expense Costs				
Total Project Cost				

7.3 Appendix C — Current Infrastructure

ERP Upgrade Infrastructure -- October 2009

PRD9-DB2 -- Production DB Server
Win 2003 SP2 64 bit,
MSSQL 2005 SP2 64 bit
4 X 3.4 GHz Intel Xeon 64-bit CPU
16 GB RAM,
4 X 146 GB SAS drives (mirrored)

PRD9-APP2 -- Production FSCM App Server
Win 2003 SP2, PeopleTools 8.49.09
Tuxedo 9.1
2 X 3 GHz Intel Xeon CPU
4 GB RAM
2 X 146 GB SAS drives (mirrored)

PRD9-WEB2 -- Production FSCM Web Server
Win 2003 SP2, PeopleTools 8.49.09
Weblogic 9.2
2 X 2.4 GHz Intel Xeon CPU
4 GB RAM
2 X 146 GB SAS drives (mirrored)

End Users via Web

PRD9-DB1 -- Production DB Server
Win 2003 SP2 64 bit,
MSSQL 2005 SP2 64 bit
4 X 3.4 GHz Intel Xeon 64-bit CPU
16 GB RAM,
4 X 146 GB SAS drives (mirrored)

PRD9-APP1 -- Production CSHR App Server
Win 2003 SP2, PeopleTools 8.49.09
Tuxedo 9.1
2 X 2.4 GHz Intel Xeon CPU
4 GB RAM
2 X 146 GB SAS drives (mirrored)

PRD9-WEB1 -- Production CSHR Web Server
Win 2003 SP2, PeopleTools 8.49.09
Weblogic 9.2
2 X 2.4 GHz Intel Xeon CPU
4 GB RAM
2 X 146 GB SAS drives (mirrored)

ISCSI SAN
Equal Logic PS300E
14 TB RAW Storage

Shared for all
business data
applications

DEV9-DB -- Development DB Server
Win 2003 SP2, MSSQL 2005 SP2
2 X 3 GHz Intel Xeon CPU
4GB RAM,
2 X 146 GB SAS drives (mirrored)
750 GB SAN drive allocation

DEV9-APP2 -- Dev FSCM App/Web Server
Win 2003 SP2, PeopleTools 8.49.09
Tuxedo 9.1, Weblogic 9.2
2 X 3 GHz Intel Xeon CPU
4 GB RAM
2 X 146 GB SAS drives (mirrored)

Testing Users via Web
Developers via Web & PeopleTools

DEV9-APP1 -- DEV CSHR App/Web Server
*** Virtual Server on VMWare Host ***
Win 2003 SP2, PeopleTools 8.49.09
Tuxedo 9.1, Weblogic 9.2
1 X 3 GHz V CPU, 4 GB V RAM
80 GB Virtual drive allocation