Midwestern Higher Education Compact
Next Generation Higher Education ERP System of Systems
MHEC-RFP-04182024
Pre-Proposals – Questions and Answers
May 15, 2024

Vendor A
Q1. Who is the target audience for this RFP, and are firms like ours, which do not implement software and hardware directly but provide IT Management Consulting services across the entire ERP lifecycle, eligible to bid on this RFP? A1. The target audience for this RFP includes a broad range of vendors, including those specializing in software and hardware implementations as well as consulting firms that provide comprehensive management, strategic consulting, and project management services. Firms that do not directly implement software and hardware but offer extensive consulting services across the ERP lifecycle are indeed eligible to bid. The RFP aims to encompass all aspects of ERP implementation, from initial readiness assessments to ongoing management and support, recognizing the value that consulting firms bring to ensuring the success of ERP systems.

Vendor B
Q2. Would MHEC members consider sharing a SaaS tenancy for further price efficiency? A2. Shared SaaS tenancy proposals will be considered as they may offer cost efficiencies. We understand concerns about security and operational autonomy within shared systems. It's crucial that proposals detail operational feasibility, including how different tenants' needs are managed, the implications of shared single sign-on (SSO) systems, and what compromises, if any, are necessary. Each institution's ability to maintain its operational freedoms while cohabiting a shared system must be clearly addressed. Q3. Some of our services are implementation/consulting. Will there be some consideration for proposals from non-software vendors? A3. Yes, the RFP acknowledges the importance of implementation and consulting services. Proposals from non-software vendors focusing on these aspects are vital and will be thoroughly evaluated based on their ability to support the ERP system effectively.

Vendor C

Q4. We are requesting a 30-day extension to adequately and effectively respond to the RFP.

A4. Following the review and considerations highlighted in Addendum 1, we have extended the proposal submission deadline to accommodate detailed and comprehensive proposals. The new due date is now Friday, June 28, 2024, 10:00 AM CT, providing all potential vendors additional time to refine their submissions.

Q5. We request permission to submit an electronic only response in line with our sustainability goals.

A5. Electronic submissions are encouraged as part of our sustainability efforts. Please ensure that your submission complies with the electronic formats specified in the RFP guidelines.

Vendor D

Q6. May consulting organizations with ERP expertise submit a proposal that focuses solely on professional services that are complementary to ERP systems integration?

A6. Yes, consulting organizations are welcome to submit proposals that focus on professional services complementary to ERP systems integration. MHEC values the strategic, program planning, and organizational readiness aspects that these services provide and recognizes their importance in the successful deployment and operation of ERP systems.

Vendor E

Q7. I assume that the ERP system must provide consolidated services to the 12 MHEC states. Is this correct?

A7. Yes, institutions are designing their ERP systems to leverage the benefits of consolidated services. This strategic integration is intended to streamline operations, facilitate shared services, and ensure consistency in data management and reporting across all states.

Q8. I understand that the MHEC leverages Oracle cloud services. Does this include utilization of Oracle NetSuite?

A8. While many institutions leverage Oracle cloud services, the utilization of Oracle NetSuite is not standardized across all member states. If your proposal includes Oracle NetSuite, please specify

how it would integrate with other Oracle cloud services and any benefits this integration would offer.

Q9. There is also mention of existing on-prem program/services. Will those need to be migrated to the cloud and subsequently integrated with the new ERP system?

A9. We anticipate that some existing subsystems or components currently running on-premise may wish to remain so. Proposals should clarify how these components will integrate with the overall ERP system, whether they retain standalone functionality or need adaptations for public interfacing. Additionally, for core ERP systems requiring migration, a detailed roadmap should be provided, addressing the integration, connection, and phased migration strategies, especially for handling large volumes of historical data.

Q10. Are you able to provide documentation or an existing architecture diagram of the existing programs, services, systems, applications, etc.?

A10. No, MHEC is unable to provide documentation or architecture diagrams of the existing systems at this time. Instead, we are focusing on establishing a master agreement with one or more vendors to deliver a comprehensive range of solutions. Once this agreement is in effect, individual institutions will have the flexibility to select and procure products and services that align with the terms of the master agreement. The specific solutions each institution requires will differ based on their unique preferences and operational needs.

Proposals should consider that institutions might be operating with either consolidated vendor ERPs or a variety of disparate systems. Additionally, institutions may have implemented custom functionalities to meet specific needs. It is important for your proposal to clearly describe how your solution will either integrate with or replace these existing systems to enhance operational efficiency and functionality.

Q11. Financial management
   a. Are we looking for a consolidated budget, P/L and other relevant financial docs that are reported at the State level and rolled up to MHEC?
   b. Are there any subscription based services that need to be reported financially? If so, how to accrue for them?
   c. Are there fixed assets (laptops) that need to be reported & tracked?
   d. Do you need to manage any physical inventory in the ERP?

A11. Financial management

Yes, the ERP system should support the consolidation of budgeting, profit and loss statements, and other relevant financial documents at the state level, ideally integrating these into a unified fiscal system solution. This should include a comprehensive approach to managing and reporting subscription-based services and fixed assets, ensuring all financial operations are cohesive and well-managed.

a. The ERP fiscal system should support the consolidation of budgeting, profit and loss statements, and other relevant financial documents at the state level. No aggregation at the MHEC level.
b. Financial reporting of subscription-based services is required. Proposals should describe how these services will be financially accounted for and reported.
c. The ERP fiscal system should include functionality for tracking and reporting fixed assets, such as laptops, including aspects such as depreciation and maintenance.
d. Yes, the ERP should enable management and tracking of physical inventory, providing accurate and real-time data on stock levels, locations, and movements.

Q12. Human resources
    a. Is there any HR data or services that needs to be consolidated in the ERP system?
    b. Does the business process require data to be sent in both directions between the HR system and the ERP?
    c. Does payroll need to be run in the ERP system or only reported financially?

A12. Human resources
a. The ERP should include a robust HR module that allows for seamless bidirectional data exchange within the ERP ecosystem. This integration should support all common HR functionalities and additional integrations necessary for a comprehensive service offering, such as connectivity with background check providers and job posting platforms.
b. The business processes within the ERP must support bidirectional data flow between the HR system and the ERP ecosystem to ensure seamless data integration and up-to-date records.
c. The ERP HR system should be capable of fully managing the payroll process, including computations, disbursements, and financial reporting, not just recording the financial aspects.

Vendor F

Q13. Is there a detailed requirements document for the Next Generation ERP system that MHEC can share?

A13. No, MHEC does not currently have a detailed requirements document available for distribution. Instead, we are working towards establishing a master agreement with one or more vendors to provide a diverse range of ERP solutions. Once this agreement is finalized, individual institutions within MHEC will have the flexibility to select and procure products and services that align with the established terms.

The specific solutions each institution requires will vary, reflecting their unique preferences and operational needs. Our objective is to create a comprehensive list of core ERP systems and components that are essential for universities to meet their operational goals. This list will include scalable options to suit institutions of different sizes and will come with robust support for implementation and migration from existing legacy systems. Each offering will be backed by clear service level agreements (SLAs) and defined procedures for addressing any deviations from these standards.

Vendor G

Q14. A request for a 2-week extension to the due date to Thursday, June 13, 2024.

A14. Following the review and considerations highlighted in Addendum 1, we have extended the proposal submission deadline to accommodate detailed and comprehensive proposals. The new due date is now Friday, June 28, 2024, 10:00 AM CT, providing all potential vendors additional time to refine their submissions.

Vendor H

Q15. Is MHEC looking for a true ERP system like Ellucian, PeopleSoft, Anthology, Workday, Jenzabar, and Salesforce, or are you also considering responses for systems like ours that partner institutions use with their ERP for specific functionalities such as student financial aid?

A15. MHEC is seeking a comprehensive ERP system that includes core functionalities applicable across various institutional operations. However, we are also interested in specialized solutions that can integrate seamlessly with the broader ERP environment. Proposals that include partnerships or integrations with existing ERP systems, particularly those that enhance specific functionalities like student financial aid, are encouraged and will be considered based on their value add and integration capabilities.

Vendor I

Q16. For the Contract Administrative Fee, is the 1.5% applied every year or per subscription?

A16. The Contract Administrative Fee is applied quarterly of the total value of the transactions conducted under the master agreement.

Q17. Please confirm if MHEC is maintaining the contracts and pricing.

A17. Yes, MHEC is responsible for maintaining the master agreement. The pricing outlined in the master agreement represents the maximum allowable pricing or minimum discount. The final pricing for specific orders will be negotiated individually with each institution based on their particular needs.