



Request for Proposal

Bid # 10-016

**Business Operations – Customer Collection Management
System**

for

Ferris State University

Due: October 28, 2009
3:00 p.m.

Five (5) Copies Required



FERRIS STATE UNIVERSITY

PURCHASING OFFICE
ROOM 250, PRAKKEN BUILDING
420 OAK STREET, BIG RAPIDS, MI 49307
Phone: (231) 591-2165 Fax: (231) 591-3902

PREVIEW ONLY DO NOT SUBMIT

Notice to Vendors

Issue Date October 7, 2009
Bid Number 10-016
Project Name Business Operations– Customer Collection Management System
Due Date October 30, 2009 at 3:00 p.m. EDT
Number of Copies Due..... Five: (1) Original and (4) Copies
Proof of Insurance required..... Yes
Length of Contract..... Long Term Campus Solution
Fax Bids Accepted No
Project Buyer..... Julie Jerome (231) 591-3904
Project Contact..... Paul Quick

****VENDOR MUST CONTACT THE PURCHASING OFFICE TO VERIFY RECEIPT OF THIS BID****

All Bids for Ferris State University must be submitted using the attached "Bidder Signature Page" (Exhibit A) signed and submitted to:

Purchasing Office
Bid # 10-016
420 Oak Street, PRK 250
Big Rapids, MI 49307
Phone: (231) 591-2165
Email: punch@ferris.edu

Ferris State University reserves the right to reject any bids not submitted to the proper location or on the proper forms.

Bid Timeline

Final Date for written Questions..... October 19, 2009 @ 2:00 p.m.
Final Addendum..... October 26, 2009
Proposals Due..... October 30, 2009 @ 3:00 p.m.
Internal Evaluation / On-Site Demo/testing..... November, 2009
Final Selection..... December, 2009
Implementation to begin..... Approx. February, 2010

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Section 1 - Proposal Description Summary/History:

Ferris State University requests proposals to provide our Business Operations office with a Customer Collections Management solution. FSU has a student population of approximately 13,000 students, processes approximately 25,000 applications annually and admits approximately 3,500 students annually. FSU is a comprehensive university located in Big Rapids, Michigan but also has students enrolled in off-site locations across Michigan.

The Business Operations office currently has approximately 4,500 accounts that are being tracked for collection purposes. The Business Operations office needs a software solution for tracking past due accounts and generating reports and mailers. The solution must have the ability to track multiple accounts and collection agencies for individuals. The mailing capabilities for this solution must have the ability to store and self generate multiple levels of collection letters. It is desired for FSU to have the ability to perform updates and changes to reports, letters and such in-house by FSU staff.

Ferris State University Business Operations currently provide these needs manually. Due to the expanded number of accounts requiring collection services, the University finds that it is necessary to review and revise our current strategies and seek available solutions for successful collection management, tracking and reporting.

Section 2 – Scope of RFP

The primary intent of this RFP is to provide participants with the FSU Business Operations Center's business and technical requirements relating to their software needs and to solicit a proposal that will meet or exceed the requirements that have been stated in this document.

Technological and operational solutions to our stated needs are not entirely predetermined. We are open to a proposal of design and service considered appropriate to meet or exceed our requirements. Those opting to provide a solution must include detailed rationale and evidence in support of all recommendations related to requirements as stated in this document.

The key objective of this solicitation process is to ensure that FSU is able to obtain a hardware and software solution, obtain the highest level of on-going support and service, and keep related expenditures within the allotted budget.

Section 3 - University Expectations:

3.1 Term of Agreement

- a. Software and training will be purchased outright.
- b. Licensing will be at agreed upon terms and cost

3.2 Implementation

- a. All conversion will be planned and coordinated with the University for a "Seamless" Transition on the part of the University customer.
- b. Implementations will be coordinated and planned based on University availability of resources and work load.
- d. Implementation and training must be completed within one month of the start date; or as otherwise specified in contract.

3.3 Technical Specifications

- a. Preferred technical specifications
 1. Ability to batch upload files in standardized format, such as comma delimited (csv).
 2. Non-proprietary backend (such as Oracle or MS SQL Server database).
 3. Ability to customize/create reports against the database.
 4. Bidder's technical support has the ability to remote in to the server for troubleshooting, problem solving.
- b. Required technical specifications

- b.1 For client machines:
 - 1.1 Windows XP Professional
 - 1.2 Symantec Antivirus 10.1.5.5000
 - 1.3 Pentium 4 2.4 GHz
 - 1.4 1GB Ram
 - 1.5 Gigabit Ethernet Card
 - 1.6 40 GB Hard Drive
- b.2 Ability to host simultaneous users
- b.3 Software database server to be hosted by the University

Section 4– General Information:

4.1 CAUTIONS TO BIDDERS

- A. Bidders shall comply with all articles in the Terms and Conditions of Purchase (Section 5) and with all articles in this Request for Proposal (RFP) document.
- B. During the interval between the bid opening and contract award, any contact concerning this RFP will be initiated by the issuing agency and not the bidder.
- C. All questions prior to the bid due date must be submitted electronically to the Purchasing Office at purch@ferris.edu. Questions will be collected and answered actively. A summary of questions and answers will be posted on the Purchasing web page and available to all bidders prior to October 19, 2009 question deadline.
- D. Bidders shall respond to each numbered paragraph of this RFP, stating first the paragraph number, the specification, and the bidder's response. In the event that a detailed response is not necessary, the bidder may state "acknowledged" as the response to indicate that the bidder acknowledges and fully complies with the specification.
- E. Each bidder shall submit one (1) original and four (4) copies of its proposal to the University. One (1) copy of referenced or otherwise appropriate descriptive literature, including technical documentation, shall accompany a submitted proposal.
- F. An official authorized to bind the bidder to a resultant contract shall have signed all copies of the submitted proposal.
- G. All official documents and correspondence will be included as part of the resultant contract.
- H. The University reserves the right to reject a proposal or any line item thereof received as a result of this RFP, if it is in the best interest of the University to do so. Proposals may be rejected for one or more reasons, including but not limited to:
 - 1. Failure of the bidder to submit proposal(s) on or before the deadline established by the issuing agency.
 - 2. Failure of the bidder to respond to a requirement for oral and/or written clarification, presentation, or demonstration.
 - 3. Failure to supply bidder references.
 - 4. Failure to sign an Official Bidder Signature Page.
 - 5. Failure to complete the Official Bid Price Sheet.
 - 6. Any wording by the bidder in their response to this RFP, or in subsequent correspondence, that conflicts with, or takes exception to, a bid requirement in this RFP.
 - 7. Failure of any proposed software or service to meet or exceed the specifications.

Telegraphic or FAX proposals will not be considered and will be disqualified.

Bidders should acknowledge receipt of addenda by letter, email or fax within 48 hours of receipt to the Purchasing Department. Failure to provide such acknowledgement may be grounds for disqualification.

Bidders are cautioned that the University is not obligated to ask for or accept after the opening date, data that is essential for a complete and thorough evaluation of the proposal. The University may award a contract based upon initial submissions without any further discussion of such proposals. Accordingly, each proposal should be submitted on the most favorable and complete price and technical terms as possible.

4.2 CONDITIONS AND TERMS OF BID

If the bidder submits standard terms and conditions with the bid, and if any section of those terms is in conflict with the laws of the State of Michigan, Michigan laws shall govern. Standard terms and conditions submitted may need to be altered to adequately reflect all of the conditions of this RFP, the bidder's responses, and Michigan law.

4.3 TYPE OF CONTRACT

Ferris State University will award a contract to one bidder only as a result of this RFP. The University shall issue a firm, fixed-price contract for the purchase of any software/service resulting from this RFP. Maintenance and support costs shall be fixed for a period of at least one year following the award of contract. All other support options, pre-implementation planning, software customization, installation, standard operating procedure documentation development, data conversion, and training services shall be fixed-price with respect to unit, task, or hourly rate until the successful implementation of all software/service modules.

4.4 PAYMENT AND INVOICE PROVISIONS

All invoices shall be forwarded to Ferris State University, Accounts Payable Division, with appropriate Purchase order referenced and shall show an itemized list of charges by product, service, etc. Payment will be made in accordance with applicable FSU accounting procedures upon written acceptance by the University of the software and/or services. The University shall not be invoiced in advance of delivery and acceptance of software and/or services. The University does not agree to pay interest charges or late fees on any amounts due to bidder.

4.5 PROPRIETARY INFORMATION

Proprietary information submitted in response to this RFP will be processed in accordance with applicable FSU procurement procedures. Bids and documents pertaining to the RFP become the property of the University and shall be open to public inspection subsequent to bid opening.

4.6 RESERVATION

This RFP does not commit the University Purchasing Official to award a contract, to pay costs incurred in the preparation of a proposal in response to this request, or to procure or contract for services or supplies. The decision to award to a bidder does not obligate the University to award all items or services contained in the bidder's proposal.

4.7 DISCLOSURE

There is no officer or employee of Ferris State University who has, or whose relative has, a substantial interest in any contract award subsequent to this proposal/bid.

The names of any and all public officers or employees of Ferris State University who have, or whose relative has, a substantial interest in any contract award subsequent to proposal/bid are identified by name as part of this submittal.

Michigan's Business Corporation's Act, MCL 450.2011, specifically provides that "[a] foreign corporation shall not transact business in this state until it has procured a certificate of authority to transaction business from the administrator [with the Michigan Department of Labor and Economic Growth]." A foreign corporation is defined in the Act at MCL 450.1107(1) as "a corporation for profit formed under laws other than the laws of this state..."

4.8 MINORITY BUSINESS ENTERPRISE (MBE) AND WOMAN MINORITY BUSINESS ENTERPRISE (WBE) SUBCONTRACTORS AND MATERIALS PROCUREMENT

The University encourages bidders to take the responsibility of supporting MBEs and WBEs by making a good-faith effort to include these types of business enterprises as subcontractors and material suppliers. The successful bidder will be asked to submit a list of any MBE and/or WBE subcontractors and suppliers used on this project. The list will include company name, type of work, or supplies being provided, dollar value of work and percentage of contract price. This information will be submitted to the Ferris State University Purchasing Office, 2nd Floor Prakken Building. For assistance in locating MBE and WBE sources, bidders can call (231) 591-2165.

MINORITY-OWNED BUSINESS means a business enterprise of which more than 50% of the voting shares or interest in the business is owned, controlled, and operated by individuals who are members of minority and with respect to which more than 50% of the net profit or loss attributable to the business accrues to shareholders who are members of minority.

MINORITY means a person who is black, Hispanic, Oriental, Eskimo, or an American Indian who is not less than 1/4 quantum Indian blood as certified by the person's tribal association and verified by the Indian Affairs Commission.

WOMAN-OWNED BUSINESS means a business of which more than 50% of the voting shares or interest in the business is owned, controlled, and operated by women and with respect to which more than 50% of the net profit or loss attributable to the business accrues to the women shareholders.

CONTROLLED means exercising the power to make policy decisions in a business.

OPERATED means the activity of being involved in the day-to-day management of a business.

4.9 PRIME CONTRACTOR RESPONSIBILITY

Multiple proposals, provided they meet the minimum specifications, by bidders are acceptable. However, the successful bidder will be required to assume prime contractor responsibility for the contract and will be the sole point of contact with regard to the software and its delivery, installation, maintenance, and support.

Software installation, maintenance, and support may be provided by a third party bidder. However, the prime bidder shall provide written agreement from the proposed third party bidder to the installation, maintenance, and support provisions of this RFP.

4.10 INSURANCE

Ferris State University requires proof of insurance for any vendor who will be working on site for more than 10 hours.

The bidder shall effect and maintain insurance for protection from claims under Workers' Compensation Acts: claims for damages because of bodily injury, including person injury, sickness or disease, or death of employees or of any other person; and from claims for damages because of injury to or destruction of tangible property, including loss of use resulting there from.

The bidder's proposal shall state the coverage and limits of liability of the insurance that will be maintained for protection from claims arising out of the performance of professional services and caused by any errors, omissions or negligent acts for which the Bidder may be legally liable. Certificates of Insurance evidencing the above coverage shall be provided to the Purchasing Office prior to the start of on-site activity. Coverage shall be minimally, but not be limited to, the following amounts:

Workers Compensation	\$100,000 bodily injury by accident \$100,000 bodily injury by disease \$500,000 bodily injury by disease/policy unit
Comprehensive General Liability	\$1,000,000 per occurrence/\$1,000,000 aggregate
Auto Liability	\$1,000,000 per occurrence,

	combined single limits, bodily injury and property damage
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Note: Additional insurance coverage may be required in specific instances.

The Certificates of Insurance shall also provide Ferris State University with: policy effective date, policy expiration date, policy number, companies affording insurance, producer, insured, certificate holder (Ferris State University) and assurance that at least 30 days notice to FSU will be given upon cancellation of insurance.

Exceptions to this policy will not be made unless circumstances warrant alternative consideration. In such cases, the company or person unable to obtain proper amounts of insurance may be required to sign and agree to hold FSU harmless for any potential or realized liability.

4.11 PUBLICITY

No bidder providing products or services to the University shall appropriate or make use of the University's name or other identifying marks or property in its advertising without prior written consent of Ferris State University.

4.12 CERTIFICATION

The bidder shall certify that:

- A. No components which are not listed in the proposal will be required to run the proposed system.
- B. All software proposed in response to this RFP is certified by the supplier to be eligible for support. Such certification shall be provided in writing with RFP response.

4.13 BIDDER HISTORY AND REFERENCES

The bidder shall provide a historical and contemporary overview of the company, particularly as it relates to the proposed software, including such information as market share enjoyed by the proposed software, sales volume of the proposed software, and the number of employees in the company. The bidder shall supply the product history of the proposed software, including release histories of proposed packages and their direct predecessors.

The University requires assurance that the offered products function properly. Bidders shall supply with the proposal at least three (3) reference accounts (including persons to contact and telephone numbers) with systems and software of a similar configuration as proposed under this RFP, preferably in the state of Michigan. Bidders shall provide the system and software implementation schedules for the referenced accounts. The systems must have been installed and supported by the bidder for at least twelve (12) months. The University reserves the right to request or obtain additional information.

All respondents to this RFP shall report the following information:

- a. How long has Bidder been in business?
- b. Has Bidder ever filed bankruptcy?
- c. Has Bidder ever been involved in a lawsuit, or legal proceedings regarding implementation, proposed functionality, or failure to perform contractually relative to its software and services?
- d. Has Bidder ever changed names? If so why?
- e. What is Bidder's primary market?
- f. How long has Bidder been in market noted in "e" above?
- g. What professional organizations does the bidder belong to? Term of each relationship.

4.14 COST

All charges associated with each category of software/service shall be included on the Total Cost of Ownership Sheet (Page 12) and shall be valid for six (6) months following the bid opening. The University will not be obligated to pay any costs not identified on the TCO Sheet. Any cost not

identified by the bidder, but subsequently incurred in order to achieve successful operation of the software, will be borne by the bidder.

4.15 Definitions:

The following terms and phrases shall have the meaning assigned unless the Contract indicates a contrary meaning.

- a. Addendum – A modification of the specification issued by FERRIS STATE UNIVERSITY (FSU) and distributed to prospective Respondents, or officially posted on FSU's Purchasing Open Bid Page prior to the opening of bids.
- b. Best and Final Offer ("BAFO") – a formal request made to selected Respondents for revision to the originally submitted Proposal.
- c. Contract – The Contract awarded as a result of the RFP and all exhibits thereto. This RFP, any Addendum issued in conjunction with this RFP, the successful Respondent's Proposal, any BAFO and subsequent submission by Respondent, shall all be fully incorporated therein as exhibits.
- d. Proposer/Vendor/Respondent/Creative Agency – are synonymous in this document and shall mean the individual, partnership, corporation or other entity that submits a proposal to this Request for Proposal (RFP)
- e. Contractor – Respondent whose Proposal results in a Contract with FERRIS STATE UNIVERSITY

Section 5 – Submission Instruction

- 5.1 All proposals should be sent to:
FSU Purchasing Department
Attention: Julie Jerome
420 Oak Street, PRK250
Big Rapids, MI 49307
- 5.2 All proposals must be in a sealed envelope and clearly marked in the lower left-hand corner: "**Bid #10-016 Business Operations - Customer Collection Management System**"
- 5.3 All proposals must be received by 3:00 p.m., October 30, 2009. Proposals will not be opened publicly. Respondents shall submit one (1) original and four (4) copies of the Proposal. No faxed, e-mailed or telephone proposals will be accepted.
- 5.4 Proposals should be prepared simply and economically, providing a straight forward, concise description of provider capabilities to satisfy the requirements of the request. Special bindings, promotional materials, etc. are not desired. Emphasis should be on completeness and clarity of content.
- 5.5 All proposals must follow and include all items listed on the "Submission Outline" (Page 11).
- 5.6. All Vendors submitting a bid will receive notification as to who was awarded the bid in writing. Vendor being awarded the contract must have a Purchase Order prior to the start of all jobs.

Section 6 – Standard Terms & Conditions:

STANDARD TERMS AND CONDITIONS OF PURCHASE

1. **Contract Formation:** Any outstanding prior offers which may have been made by Seller to Buyer with respect to the subject matter of this order are hereby rejected by Buyer. This order is an offer by Buyer and may be revoked or changed at any time before acceptance. No different or additional terms included by Seller in accepting or acknowledging this order shall be effective unless agreed to in writing by Buyer. Neither acceptance of delivery of the goods nor payment therefore shall constitute acceptance by Buyer of any such different or additional terms even if Seller states that its acceptance is conditioned on Buyer's assent to such terms. The commencement of any work or delivery of any goods shall be acceptance by Seller of all the terms of this purchase order, whether or not Seller has assented in writing to all of such terms.
 2. **Terms:** As stated on purchase order, but Invoice not payable until shipment inspected and accepted by Buyer. In the event Buyer makes payment of invoice within the period allowed for the purpose of obtaining any cash discount offered, such payment shall not prejudice the right of the Buyer to return goods found defective or which fail inspection and receive credit or reimbursement from Seller.
 3. **Delivery and Performance:** Time is hereby expressly declared to be of the essence, and Seller is notified that failure to deliver the goods or perform the services on time may result in substantial damage to Buyer. If Seller shall fail to make timely delivery or performance of any part of the goods or services, or if timely delivery or performance is endangered for any reason, Buyer shall have the right, at its option, to terminate any part or the whole of this order, reject untimely deliveries, purchase substitute goods elsewhere, and charge Seller with any loss incurred.
 4. **Warranties:** All specifications, drawings, and other data submitted by Buyer, including performance data, are incorporated by reference into this order, and Seller expressly warrants that the goods or services shall conform to such data. In addition, goods delivered are expressly warranted by Seller to be merchantable, of good material and workmanship, free from any defect in material, labor or fabrication, and fit for the particular purposes of Buyer. Seller further warrants that all work and services performed hereunder will be free from defect in workmanship. All warranties shall extend to future performance of goods, shall survive inspection, tests, acceptance and payment for goods, and shall run to Buyer, its employees, successors, assigns, and other users.
 5. **Indemnity:** Seller shall indemnify and hold harmless and, at Buyer's option, shall defend Buyer and its employees and agents from any claims, losses or damages arising out of or alleged to arise out of any breach by Seller of any warranty or agreement of Seller contained herein. Except to the extent that the goods supplied hereunder are manufactured to design supplied by Buyer, Seller also agrees to indemnify and at Buyer's option, defend Buyer, its agents and employees, and students, from any claims, losses or damages based on any actual or alleged unfair competition or infringement of any patent, trademark, copyright or other proprietary rights relating to the goods.
 6. **Buyer's Remedies:** In the event of Seller's breach of any warranty or agreement of Seller contained herein, Buyer shall have all the rights and remedies provided to buyers by all applicable statutes, or by common law, including but not limited to the right to recover consequential or incidental damages.
 7. **Packaging:** All items shall be packed by Seller in suitable containers for protection to permit safe transportation and handling and shipped to secure the lowest transportation costs. No charge shall be made by Seller for packaging unless provided for on reverse side.
 8. **Changes:** Buyer may, at any time and from time to time, by purchase order amendment issued to Seller: (a) increase or decrease the quantity of products orders; (b) change the drawings or specifications; (c) issue a suspension of work order; (d) make changes in the delivery schedule. If such changes cause an increase or decrease in the amount of work hereunder, or in the cost of performance, an equitable adjustment shall be made in the contract price and/or the delivery schedule and the purchase order shall be amended in writing accordingly. Any claims for adjustment under this clause not asserted within thirty (30) days from the date of the purchase order amendment shall be deemed waived.
 9. **Termination:** Buyer may terminate work under this purchase order in whole or in part at any time by notice to Seller in writing. Seller will thereupon immediately stop work on this purchase order or the terminated portion thereof and notify its subcontractors to do likewise. Except where termination is caused by a default or delay of Seller, Seller shall be entitled to reimbursement for its actual costs incurred up to and including the date of termination, applicable to the termination and in accordance with recognized accounting practices. Seller shall also be entitled to a reasonable profit on the work done prior to such termination at the rate not exceeding the rate used in establishing the original purchase price. The total of such claim shall not exceed the cancelled commitment value of the purchase order.
 10. **Law Governing:** This purchase order shall be governed by and construed according to the laws of the State of Michigan.
 11. **General:** Any waiver of strict compliance with the terms hereof by Buyer shall not constitute a waiver of Buyer's right to insist upon strict compliance with the terms of this order hereafter.
 12. **Taxes:** Buyer shall not be liable for any Federal, State or Local Taxes unless separately stated and billed.
 13. **Compliance with Laws:** Seller warrants, certifies, and agrees that the goods or services have been or will be manufactured, distributed, shipped, packaged, delivered, and performed in compliance with all applicable federal, state, and local laws, regulations, standards, and orders, including the Occupational Safety and Health Act of 1970 and all regulations and stands in effect thereunder at time of sale. Seller agrees to furnish upon request further certifications of such compliance in form satisfactory to Buyer.
 14. **Correspondence/Amendments:** All correspondence concerning this order must be direct to the Ferris State University Purchasing Department. No alteration, change, addition to or other modification of this purchase order or the terms thereof is valid and binding on Buyer unless in writing and signed by an authorized person.
 15. **Assignment:** Performance of this purchase order is hereby declared to be particular to the Seller, and no right, duty or obligation arising under this purchase order may be assigned or otherwise transferred by Seller without the written consent of Buyer.
 16. **Non-Discrimination Clause:** Seller covenants not to discriminate against an employee or applicant for employment with respect to interview, hire, tenure, terms, conditions, or privileges of employment, or a matter directly or indirectly related to employment, because of race, creed or religion, color, national origin, sex, age, marital status, height, weight, sexual preference, Vietnam veteran or handicap, or other characteristics which cannot lawfully be the basis for an employment decision. Seller agrees to comply with all applicable federal and state civil rights statutes. Breach of this covenant may be regarded as a material breach of this contract.
 17. If Seller, as a result of providing goods or services under this Order either: (a) receives Buyer credit card information; (b) processes credit card information for Buyer; (c) provides software, equipment, or systems that Buyer will use to process credit card information; or (d) stores credit card information electronically or otherwise for Buyer, then Seller represents, warrants, and covenants that Seller is in compliance, and will remain in compliance, with the current Payment Card Industry (PCI) Data Security Standard as specified at: http://www.usa.visa.com/business/accepting_visas/ops_risk_management/cisp.html. In addition, if Seller is required to obtain a PCI audit as part of required PCI compliance, upon Buyer's request, Seller shall provide to Buyer a copy of its most current PCI audit. The provisions of this paragraph hereof shall survive the expiration or earlier termination of this Order.
- I. **INSTRUCTIONS**
 - a) Submit invoices in duplicate on your firm's invoice form. Mail to Accounts Payable Office at the "Bill To" address listed on the front.
 - b) Purchase order numbers must be plainly shown on invoices, packages or cartons, packing lists and correspondence pertaining to this order. Serial number of equipment must be noted on all invoices, packing slips, and correspondence.
 - c) Submit a separate invoice for each purchase order promptly upon shipment.
 - d) All correspondence relating to this order should be addressed to the "Contact" person listed on the front. Address may be obtained by calling the "Contact" person.
 - e) Packing list must be included with each shipment and showing number of cartons shipped.
 - f) Deliveries will be accepted at "Ship To" address between 8:00 A.M. and 4:30 P.M., Monday thru Friday. Please notify your carrier.
 - g) If shipment is made by another firm, all invoices, packing lists and cartons must be identified by Ferris State University's purchase order number.
 - h) No vendor is to accept a telephone or verbal order unless a purchase order number is given.
 - i) Freight must be prepaid and included on the purchase order unless otherwise agreed to by Buyer.
 - j) No goods will be accepted C.O.D. except by previous written approval.
 - k) If you have any questions regarding this order, call the "Contact" person listed on the front.
 - l) Please notify the Purchasing Department at (231) 591-2165 if your company is minority or woman owned.

Section 7 – Submission Outline:

Submissions should follow the outline below:

1. Cover Letter
2. Table of Contents
3. Bidder Signature Page (Exhibit A)
4. Bidder History and References (Section 4.13)
5. Proposed Solution
6. Pricing Proposal Sheet (Page 13)
 - a. Pricing should be per module
 - b. Price implementation services separately
 - c. Provide overview of costs for year 1, 2 & 3
7. Implementation Strategies
8. Maintenance and Support Services
9. Required Submittals
 - a. Certification of Insurance (Section 4.10)
 - b. Letter of Certification (Section 4.12- B)
 - c. Warranty Description (Section 4.14)
 - d. Questionnaire (Exhibit B)
10. Preferred Submittals
 - a. Software demonstration CD/DVD
 - b. Web access to software demonstration

Section 8 – Evaluation Criteria:

POINT SCORING EVALUATION CRITERIA

<i>Proposal Evaluation Criteria</i>		
	Evaluation Criteria	Point Value
1	Industry experience, references, local/regional presence	25
2	Implementation scope and approach	25
3	Product features, user friendliness and fit for FSU needs	25
4	Value-price for basic system and additional modules included within basic requirements price	25
Maximum Score		100 Pts

Total Cost of Ownership Analysis:

Row #	Costs	Year 1	Year 2	Year 3	Year 4	Year 5	5-Yr Total	
	Software – Modules (Titles)	(Proposed Launch Date)						
							\$0	
	Setup / Training / Conversion							
							\$0	
							\$0	
							\$0	
	Other Fee's (Please list)						\$0	
	Ongoing Costs							
							\$0	
							\$0	
							\$0	
							\$0	
	Totals	\$0	\$0	\$0	\$0	\$0	\$0	
		TCO Summary					Year 1	5-Yr Total
		<i>Application Service Provider System</i>					\$0	\$0

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EXHIBIT A- Bidder Signature Page

The undersigned certifies that to the best of his/her knowledge: (check all that apply)

- () There is no officer or employee of Ferris State University who has, or whose relative has, a substantial interest in any contract award subsequent to this proposal/bid.
- () The names of any and all public officers or employees of Ferris State University who have, or whose relative has, a substantial interest in any contract award subsequent to this proposal/bid are identified by name as part of this submittal.
- () The company listed below is a registered Minority or Woman owned business. I have included a copy of my company registration for documentation.

The undersigned further certifies that their firm (check one) IS or IS NOT currently debarred, suspended, or proposed for debarment by any federal entity. The undersigned agrees to notify the University of any change in this status, should one occur, until such time as an award has been made under this procurement action.

After carefully reviewing all the terms, conditions and requirements contained therein, the undersigned agrees to furnish such goods/services in accordance with the specifications/scope of work.

Company Name: _____

FEIN/TIN# _____

Address: _____

Phone: _____ Fax: _____

E-mail: _____ Web Address: _____

Name & Title _____

Signature _____ Date: _____

Does your company accept Visa? _____ Do you have on-line ordering capability? _____

Payment Terms _____ F.O.B. Big Rapids Only _____

Bid Firm for _____ days. Bid Expiration date _____

The Bidder hereby acknowledges receipt of the following:

Addendum No. _____ Dated: _____

Addendum No. _____ Dated: _____

Addendum No. _____ Dated: _____

(Here insert the number and date of any Addenda issued and received. If none has been issued and received, the word NONE should be inserted.)

EXHIBIT B- Questionnaire

The following is a listing of questions to assist the University in evaluating the capability and compatibility with the University needs:

Question	Answer
Name of company. (List all names known by)	
How long has company been in business?	
Has bankruptcy ever been filed?	
Has bidder ever been involved in a lawsuit, or legal proceedings regarding implementation, proposed functionality, or failure to perform contractually relative to its software and services?	
How many customers do you have?	
How many higher education customers do you have? Are any located in MI, if yes please list.	
How many of your higher education clients use SunGard's Banner Enterprise Resource Planning management system?	
How many of your clients are similar to Ferris? (primary undergraduate – 13,000+ enrollment)	
What is your company's primary market and how long have you been in the market?	
Is your company's software PCI compliant?	
Is your company's software FERPA compliant?	
What are your hours of operation for customer service?	
How is customer service provided?	
What professional organizations does the bidder belong to? List term of each relationship.	
What standard reports are available with this software solution? Are the reports able to be modified by users?	
If requested how long would it take for your company to do an on campus demonstration of the software?	
How much has the cost of the software licensing increased over the last three years?	
When was the last up-grade released for the software you are proposing?	
Does the software solution you are proposing have a collection call center management module?	

PREVIEW ONLY DO NOT SUBMIT