Responses to Submitted Questions from Bidders for ERP RFP for VCS_09182024

What are your current needs around forecasting?

All forecasting is currently handled outside of the system, want something fully integrated that can forecast enrollment, revenue, expenses.

3. **What is your implementation timeline, target go live date and in what order do you plan to begin?**

We will work with the chosen vendor to develop our timeline. We hope to start after signing a contract. We prefer to begin readiness and implementation as soon as possible. We will work with the chosen vendor to set target go-live date(s). We will work with the chosen vendor to decide the best order for implementation.

4. **What types of retirement savings benefit plans are offered? Are any mandatory? What types of reporting are required to support these plans - especially if there are state-sponsored plans?**

403b and 457b, pre-tax and Roth. VSC contributes and does a match towards the 403b plan; employees can elect to contribute either towards the 403b or 457b plans. The max. employee deferral is 80% of their biweekly pay. The reporting needs include: (1) current deductions employees have for these benefits, (2) retirement deductions that are tied to each payroll, (3) both the employer and employee amounts and percentages contributed.

5. **Can you elaborate on what data you are tracking manually for Retirees?**

All the retiree data required is tracked manually, census information (not address, email nor phone), original hire date, retire date, org level, union, dependents, medical & dental plans and levels and notes. Timelines associated with plan changes and dis-enrollment. Premium contribution05 (t)0.8 (a)698 (c)8.6 (h)-10.8 ()-1

     5.

14. **Please describe your needs as they relate to vendor management and the onboarding of vendors.**

   Prevent vendor duplication, easy set-up, management of tax documents, ach solutions, streamline communications.

15. **What, if any, third-party solutions/applications related to financial management do you currently use?**

   Finance has the following connections to Colleague: Synoptix, Touchnet, Bank of America/P-card, AP e-checks.

16. **For Appendix B, general integration question: Do you have a third-party textbook or bookstore integration today? If so, who is the partner?**

   eCampus

17. **For Appendix 1, under Curriculum Management, Question 3, could you elaborate on how you envision a new SaaS platform will support improved approval timelines for effective maintenance of shared courses? What are the current pain points in this process?**

   The VSC has managed a shared course catalog among our institutions since our implementation of Colleague. While this has provided a number of improvements to the student experience and ability to support a shared VSC academic record for students, it has been challenging to manage as it relates to separate curriculum approval and faculty governance processes at the institutions. Having a system that allows for the continuation

contact (services used) data. Data not in the SIS is the TRIO application, eligibility,

In our current environment, we have ~450 total users who have access to do full and/or light functions. The number of users needed could change based on vendor selected and functionality of the solution.

25. **How many light users (create and update contacts, run/ view pre-written reports, manage communication and events) do you anticipate will access the solution?**

In our current environment, we have ~450 total users who have access to do full and/or light functions. The number of users needed could change based on vendor selected and functionality of the solution.

26. **How many applications do you process annually?**

VTSU 9,500
CCV 11,000

27. **Are you interested in implementing a live chat feature between staffr10.8 (a)-7.8 (c)0.5 (c3-2.8 (r)-0. (n)-5.60)9.6**

We expect all employees to be able to do some of these things, so reference employee count.

31. **Could you provide more information on change management expectations for "solution design"?**

We need advice

SAP: With a shared instance, confusion amongst the credits and how the ERP current calculates SAP for each individual institution. SAP: transmittal needs to look at SAP status at the attending institution.

PJ, COA Appeals: These processes are done outside the ERP environment. The current processes are suitable in small volume. If we achieve a larger volume scale, there are scalability concerns.

36. **Do you send out communications (like award letters) in other languages?**

No, we do n tu07-510.8 (o)-9.rt.1 (tu0 ( ) Td(NI)6.9 (a)-9.8 (a)-9.8 (a)-9.8A6 t)11.1 m7.1 (rg)-8.6 (:)-2.j/TT2 o9 (s)2a (o)1.

Employees may have multiple jobs, some paid, some unpaid, some monies paid through regular payroll, some monies are paid in lump sum amounts or for short periods of time. There is no explicit max number of positions, but it would be unusual for it to exceed three.

42. **Can you provide some examples of the manual steps that are currently required to manage your payroll processes?**

All payment requests are hand entered. All backpay forms for hours that are missed are hand entered. Accepted assignment contracts are downloaded from Colleague - into informer - and then uploaded into UKG. This step is done for each payroll to grab those who have accepted. Direct deposit prenotes that are over 3 payrolls are hand changed to active from prenote. Changing students who are not taking over 6 credits to taxed and changing students who are now taking over 6 back to not taxed. This is done for hours entered and stipend pays. New hires or any person terming mid payroll (not being paid for a full 2 weeks) has to be hand calculated and adjusted in the payroll. All retros have to be hand calculated and entered into the payroll. Manual process to maintain employees who live/work out of state are being taxed correctly in UKG. Vermont Child Care contribution is new but currently I need to run reports and hand adjust those not set up correctly. Any benefits that need to have a catchup amount - the employee needs to pay back a missed deduction - these are hand entered for the employee and employer sides for all benefits involved. Unapproved time sheets - emails are sent to all supervisors who have not been approved by the deadline and multiple follow up emails to get an approval from them. Some employees enter time with a position without pay information in it - a report is run, and the payroll is updated.

43. **In reference to Multiple Jobs, do you identify a Primary Position when a worker is assigned more than one position? Could workers' positions be in different companies?**

Yes, to both. We designate primary position when a worker has more than one job. Jobs can be within multiple entities (e.g., VTS.7 (48 -3.142l)-5.4 (i-3.9 (o)52 Tw 0.193 0 T87 (e)-0.7 ( )-0.943 0 Td)5. (b)-0.8 (s)-7.6 (Td)5. (

Yes, both.

45. **How does VSCS currently manage Grants application and pre-award activities?**

   Grant application and pre-award activities are handled manually, and independently, by each institution. The VSC is seeking a vendor that could automate some or all of these processes to make the process simpler and more efficient.

46. **What percehkr aef7erec46.e eo6r1 1 o90.1 Tf1.8 (v)-77005 T.6 (.148 TdT (p)1149(a)1.)-4.6 (s)C sena (kr a)10.8 (ef**

institutional processes that involve multiple departments often require manual workflows - for example, student pays outstanding balance, record needs to be reviewed and then the registration hold is manually removed from the student record allowing them to register.

55. **Do your multiple campuses need to operate independently (i.e., each campus has a registrar/bursar/admin that may only view and act on the students at their campus)?**
The institutional departments operate separately, but within a shared enterprise environment which contains records of all students. Processing rules are often set up to evaluate specific coding schemes which select appropriate institutional records for a given process. Cross-institution functional teams work together to define operating procedures in a shared environment.

56. **Is VSC open to a prescriptive configuration based on industry best practice?**
It depends. We are open to prescriptive configurations based on best practices, particularly related to "back office" functions. Related to student facing processes, we are open to processes that reflect best practices, as long as they also are flexible enough to accommodate different types of students with different needs (e.g., traditional vs non-traditional, online vs on campus, degree vs non-degree, university vs community college, etc.). Preference would be to start from best practice as default, and only establish our own where there is true business need.

57. **Does any institution in VSCS use Institutional Methodology? Or do all institutions use ONLY Federal Methodology?**
All institutions currently only use Federal Methodology.

58. **Can you describe in more detail the process for cross registration? Who owns the transcript? Is the student admitted to both institutions? Are there 2 student records?**
There is one student record. The VSC shares an academic transcript - courses taken at either institution show on the same transcript. Registration policies apply to

59. **Do you use a 3rd party time collection system for any of our workers?**
No

60. **Is VSC open to offshore resources supporting the project?**

Any sub-vendor <u>supplying labor</u> should be identified and demonstrate they are authorized to do business in the U.S. and possibly even the State. In addition, the contract will be governed and adjudicated under Vermont law.

61. **How do Workforce Development students currently register and pay?**

    Currently at CCV, all students register through the same Colleague catalog and self-service process with some registration support from Workforce staff. VTSU is currently implementing a new process for Workforce students that utilizes a combination of Slate and Colleague Instant Enrollment where the payment options have been customized in the Colleague Self Service interface.

62. **Could you please provide details on the weighting of the evaluation criteria? Are specific components weighted more heavily than others?**

    We will have a scoresheet that we will share with the vendors who are selected for demos. We do not anticipate weighting, but will factor in current features, roadmap features, and third-party solutions for the individual criterion.

63. **Term structure and curricula were called out as areas of uniqueness between CCV and VTSU. Are there other areas that either policy or process differentiate the institutions such as academic calendar or grading scales? Please provide specific areas where autonomy has been preferred.**

    Differences include academic calendar, separate accreditation, faculty governance, curriculum approval/management, program assessment.

64. **Please confirm that VSCS intends to continue to operate Finance and HR/Payroll solutions in a centralized manner that supports the system office, CCV and VTSU.**

    Yes

65. **What shared services are VSCS considering across CCV and VTSU? Would these be only in the areas of Finance, HR/Payroll and IT or expand into the potential of creating a center of excellence structure that also supports Student and Financial Aid processes across the two institutions?**

    Finance, HR/Payroll, and IT are the current shared services. There are no current plans to add shared services or centers of excellence at the time of implementation, however, there is an expectation that we will continue to look for organizational changes, process improvements, and efficiencies that improve the student experience and reduce costs.