



**COMMONWEALTH OF VIRGINIA  
STANDARD CONTRACT**

Contract No. UCPJMU6773

This contract entered into this 11<sup>th</sup> day of December, 2023, by SpearMC Consulting, Inc., hereinafter called the "Contractor" and Commonwealth of Virginia, James Madison University called the "Purchasing Agency".

WITNESSETH that the Contractor and the Purchasing Agency, in consideration of the mutual covenants, promises and agreements herein contained, agree as follows:

SCOPE OF CONTRACT: The Contractor shall provide the services to the Purchasing Agency as set forth in the Contract Documents.

PERIOD OF PERFORMANCE: From 12/11/2023 through 12/10/2024 with four (4) one-year renewal options.

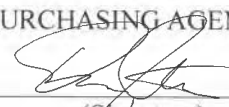
The contract documents shall consist of:

- (1) This signed form;
- (2) The following portions of the Request for Proposal RFP FDC-1175 dated June 15, 2023
  - (a) The Statement of Needs,
  - (b) The General Terms and Conditions,
  - (c) The Special Terms and Conditions together with any negotiated modifications of those Special Conditions;
  - (d) Addendum No. One, dated July, 25, 2023
  - (e) Addendum No. Two, dated August 3, 2023
- (3) The Contractor's Proposal dated August 8, 2023 and the following negotiated modification to the Proposal, all of which documents are incorporated herein.
  - (a) Negotiations Summary, dated December 1, 2023
  - (b) Commonwealth of Virginia Agency Contract Form Addendum to Contractor's Form, dated October 26, 2023, which shall govern in the event of conflict.

IN WITNESS WHEREOF, the parties have caused this Contract to be duly executed intending to be bound thereby.

By:   
(Signature)  
MARCUS BODE  
(Printed Name)

Title: PRESIDENT

PURCHASING AGENCY:  
By:   
(Signature)  
Doug Chester  
(Printed Name)

Title: Buyer Senior

**RFP # FDC-1175 Information Technology Consulting Services  
Negotiation Summary for SpearMC Consulting, Inc.**

**December 1, 2023**

1. Parties agree that this Negotiation Summary modifies RFP# FDC-1175 and the Contractor's initial response to RFP# FDC-1175, and in the event of conflict this negotiation summary shall take precedence.
2. Contractor's pricing schedule for the Purchasing Agency is as follows:  
(All prices are in US Dollars and per hour rates)

<b>Oracle/PeopleSoft Enterprise Solutions</b>	Onsite	Offsite
Project Manager or Functional Lead	165.00	140.00
Technical Lead, System Engineer, Senior Developer	160.00	125.00
Business Analyst or Developer	140.00	105.00

3. Onsite pricing shall be inclusive of all travel costs.
4. Billable hours shall be for actual work hours on authorized projects/tasks rounded to the quarter hour. Billable hours shall not include travel time.
5. Contractor shall provide detailed invoicing to include project title, number of hours worked onsite and/or offsite, role of individual(s) performing the work, and specific tasks performed.
6. The University may also request that these services be provided as a fixed-fee project, as would be mutually agreed to prior to services being rendered, with deliverables billed upon completion of milestones.
7. The University may also request that these services be provided as a monthly subscription service, as would be mutually agreed to prior to services being rendered, with deliverables determined by monthly service requirements.
8. The Purchasing Agency reserves the right to reject any assigned personnel at any time with or without cause. Contractor shall provide a suitable replacement within a timely manner.
9. Contractor has disclosed all potential fees. Additional charges will not be accepted.

**COMMONWEALTH OF VIRGINIA AGENCY  
CONTRACT FORM ADDENDUM TO CONTRACTOR'S FORM**

AGENCY NAME: James Madison University

CONTRACTOR NAME: SPEARMC Consulting, Inc.

DATE: October 26, 2023

The Commonwealth and the Contractor are this day entering into a contract and, for their mutual convenience, the parties are using the standard form agreement provided by the Contractor. This addendum, duly executed by the parties, is attached to and hereby made a part of the contract. In the event that the Contractor enters into terms of use agreements or other agreements of understanding with University employees and students (whether electronic, click-through, verbal, or in writing), the terms and conditions of this Agreement shall prevail.

The Contractor represents and warrants that it is a(n) // individual proprietorship // association // partnership ☒ corporation // governmental agency or authority authorized to do in Virginia the business provided for in this contract. **(Check the appropriate box.)**

Notwithstanding anything in the Contractor's form to which this Addendum is attached, the payments to be made by the Commonwealth for all goods, services and other deliverables under this contract shall not exceed Purchase Order Amounts; payments will be made only upon receipt of a proper invoice, detailing the goods/services provided and submitted to James Madison University. The total cumulative liability of the Commonwealth, its officers, employees and agents in connection with this contract or in connection with any goods, services, actions or omissions relating to the contract, shall not under any circumstance exceed payment of the above maximum purchase price plus liability for an additional amount equal to such maximum purchase price. In its performance under this contract, the Contractor acts and will act as an independent contractor, and not as an agent or employee of the Commonwealth.

The Contractor's form contract is, with the exceptions noted herein, acceptable to the Commonwealth. Nonetheless, because certain standard clauses that may appear in the Contractor's form agreement cannot be accepted by the Commonwealth, and in consideration of the convenience of using that form, and this form, without the necessity of specifically negotiating a separate contract document, the parties hereto specifically agree that, notwithstanding any provisions appearing in the attached Contractor's form contract, none of the following paragraphs **1 through 18** shall have any effect or be enforceable against the Commonwealth:

1. **Requiring the Commonwealth to maintain any type of insurance either for the Commonwealth's benefit or for the contractor's benefit;**
2. **Renewing or extending the agreement beyond the initial term or automatically continuing the contract period from term to term;**
3. **Requiring or stating that the terms of the attached Contractor's form agreement shall prevail over the terms of this addendum in the event of conflict;**
4. **Requiring the Commonwealth to defend, indemnify or to hold harmless the Contractor for any act or omission;**
5. **Imposing interest charges contrary to that specified by the Code of Virginia, §2.2-4347 through 2.2-4354, Prompt Payment;**
6. **Requiring the application of the law of any state other than Virginia in interpreting or enforcing the contract or requiring or permitting that any dispute under the contract be resolved in the courts of any state other than Virginia;**
7. **Requiring any total or partial compensation or payment for lost profit or liquidated damages by the Commonwealth if the contract is terminated before its ordinary period;**
8. **Requiring that the contract be "accepted" or endorsed by the home office or by any other officer subsequent to execution by an official of the Commonwealth before the contract is considered in effect;**




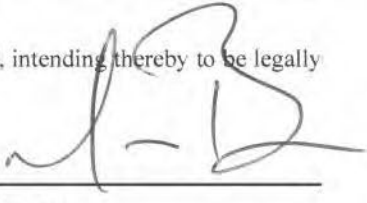
9. Delaying the acceptance of this contract or its effective date beyond the date of execution;
10. Limiting or adding to the time period within which claims can be made or actions can be brought;
11. Limiting the liability of the Contractor for property damage or personal injury. The parties agree that this clause does not extend the Contractor's liability beyond its own acts or those of its agents/employees;
12. Permitting unilateral modification of this contract by the Contractor;
13. Binding the Commonwealth to any arbitration or to the decision of any arbitration board, commission, panel or other entity;
14. Obliging the Commonwealth to pay costs of collection or attorney's fees;
15. Granting the Contractor a security interest in property of the Commonwealth;
16. Bestowing any right or incurring any obligation that is beyond the duly granted authority of the undersigned agency representative to bestow or incur on behalf of the Commonwealth.
17. Requiring the "confidentiality" of the agreement, in whole or part, without (i) invoking the protection of Section 2.2-4342F of the Code of Virginia in writing prior to signing the agreement (ii) identifying the data or other materials to be protected, and (iii) stating the reasons why protection is necessary.
18. Requiring the Commonwealth to reimburse for travel and living expenses in excess of the agency policy located at <https://www.jmu.edu/financemanual/procedures/4215mie.shtml>

This contract may be renewed annually by the Commonwealth after the expiration of the initial term under the terms and conditions of the original contract except as noted herein. If the Commonwealth elects to exercise the option to renew the contract for an additional renewal period, the contract price(s) for the succeeding renewal period shall not exceed the contract price(s) of the previous contract term increased/decreased by no more than the percentage increase/decrease of the "Other Services" category of the CPI-W of the Consumer Price Index of the United States Bureau of Labor Statistics for the latest twelve months for which statistics are available.

This contract has been reviewed by staff of the agency. Its substantive terms are appropriate to the needs of the agency and sufficient funds have been allocated for its performance by the agency. This contract is subject to appropriations by the Virginia General Assembly.

IN WITNESS WHEREOF, the parties have caused this contract to be duly executed, intending thereby to be legally bound.

AGENCY by   
Title Buyer Senior  
Printed Name Doug Chester

CONTRACTOR by   
Title President  
Printed Name MARCUS BODE



# SpearMC Consulting, Inc.

5020 Franklin Drive, Suite 1000  
Pleasanton, CA 94588

## **James Madison University**

**Response for RFP# FDC-1175**

**Information Technology Consulting Services (PeopleSoft)**

**August 8, 2023**



**JAMES MADISON**  
UNIVERSITY®

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**Section I. RFP COVER SHEET AND ADDENDUM ACKNOWLEDGEMENT**

**Issue Date:** June 15, 2023  
**Title:** Information Technology Consulting Services  
**Issuing Agency:** Commonwealth of Virginia  
 James Madison University  
 Procurement Services MSC 5720  
 752 Ott Street, Wine Price Building  
 First Floor, Suite 1023  
 Harrisonburg, VA 22807

**Period of Contract: From Date of Award Through One Year (Renewable)**

**Sealed Proposals Will Be Received Until Tuesday, August 15, 2023, at 2:00 p.m. for Furnishing the Services Described Herein.**

*SEALED PROPOSALS MAY BE MAILED, EXPRESS MAILED, OR HAND DELIVERED DIRECTLY TO THE ISSUING AGENCY SHOWN ABOVE.*

All Inquiries For Information And Clarification Should Be Directed To: Doug Chester, Buyer Senior, Procurement Services, [chestefd@jmu.edu](mailto:chestefd@jmu.edu); 540-568-4272; (Fax) 540-568-7935 by July 20, 2023 by 5:00 PM EST.

**NOTE: THE SIGNED PROPOSAL AND ALL ATTACHMENTS SHALL BE RETURNED.**

In compliance with this Request for Proposal and to all the conditions imposed herein, the undersigned offers and agrees to furnish the goods/services in accordance with the attached signed proposal or as mutually agreed upon by subsequent negotiation.

Name and Address of Firm:

SpearMC Consulting, Inc

5020 Franklin Drive, Suite 100

Pleasanton, CA 94588

By:



(Signature in Ink)

Name:

Marcus Bode

(Please Print)

Date: August 8, 2023

Title: President

Web Address: <https://spearmc.com/>

Phone: 415-509-1151

Email: mbode@spearmc.com

Fax #: 866-773-2762

ACKNOWLEDGE RECEIPT OF ADDENDUM: #1 MB #2 MB #3 \_\_\_\_\_ #4 \_\_\_\_\_ #5 \_\_\_\_\_ (please initial)

SMALL, WOMAN OR MINORITY OWNED BUSINESS:

☐ YES; ☒ NO; IF YES => ☐ SMALL; ☐ WOMAN; ☐ MINORITY IF MINORITY: ☐ AA; ☐ HA; ☐ AsA; ☐ NW; ☐ Micro

## Section II. OVERVIEW AND BUSINESS STRUCTURE

August 8, 2023

Commonwealth of Virginia  
James Madison University (JMU)  
Procurement Services MSC 5720  
752 Ott Street, Wine Price Building  
First Floor, Suite 1023  
Harrisonburg, VA 22807

Dear JMU Procurement and Information Technology Team,

On behalf of SpearMC Consulting, Inc. (SpearMC), it is my pleasure to submit a proposal and request to contract with the James Madison University (JMU) in response to RFP# FDC-1175 IT Consulting Services.

We propose to perform all services and fulfill all roles as outlined in RFP Section IV (Statement of Needs) as it pertains to Oracle-PeopleSoft FMS/HCM/CS Applications including Enterprise Application Portal, WebLogic, PeopleTools Application Development, Implementation and Upgrade Services, Managed Services, System Administration Services, Project Management, Oracle Guided Learning for PeopleSoft, and Live Training for HCM, Campus Solutions and FSCM.

- 1) Full Contact Information for individual designated as the JMU primary contact.
  - Name: Logesh Balasubramaniam, Managing Director
  - Address: 5020 Franklin Drive, Suite 100, Pleasanton CA 94588
  - Email: [logesh.balasubramaniam@spearmc.com](mailto:logesh.balasubramaniam@spearmc.com)
  - Phone: (512) 994-5971
- 2) SpearMC corporate address and legal form (S-Corporation State of California):
  - HQ Address: 5020 Franklin Drive, Suite 100, Pleasanton, CA 9458
  - Dun and Bradstreet ID No. [REDACTED]
- 3) SpearMC is an active Supplier to State of Virginia.
  - VLIN: [REDACTED]
  - Vendor Customer Code: [REDACTED]
- 4) SpearMC holds an active contract with E&I Cooperative Contract for PeopleSoft services:
  - <https://spearmc.com/ei-cooperative-services/>
  - CONTRACT NUMBER: EI00215
  - EFFECTIVE DATES: 10/01/2022 – 09/30/2027
- 5) SpearMC acknowledges receipt of each and every Addendum issued to the RFP.
  - Addendum 1: Q&A to RFP# FDC-1175
  - Addendum 2: Q&A to RFP# FDC-1175



6) Service Areas SpearMC is proposing on are included in matrix below:

Service Areas	Oracle-PeopleSoft Applications		
<b>Architecture, Design and Application Development</b>	Human Resources 9.2; PeopleTools 8.55.x	Campus Solutions 9.2; PeopleTools 8.55.x	Financial Management 9.2; PeopleTools 8.55.x
<b>Implementation, Project Management, Configuration and Upgrade Services</b>	Human Resources 9.2; PeopleTools 8.55.x	Campus Solutions 9.2; PeopleTools 8.55.x	Financial Management 9.2; PeopleTools 8.55.x
<b>Monitoring, Administration and Upgrades</b>	Human Resources 9.2; PeopleTools 8.55.x	Campus Solutions 9.2; PeopleTools 8.55.x	Financial Management 9.2; PeopleTools 8.55.x
<b>Database and Security Services. Performance and Scalability.</b>	Human Resources 9.2; PeopleTools 8.55.x	Campus Solutions 9.2; PeopleTools 8.55.x	Financial Management 9.2; PeopleTools 8.55.x
<b>PeopleSoft Training Delivery and Oracle Guided Learning for PeopleSoft</b>	Human Resources 9.2; PeopleTools 8.55.x	Campus Solutions 9.2; PeopleTools 8.55.x	Financial Management 9.2; PeopleTools 8.55.x

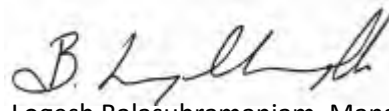
SpearMC expressly states that no exceptions or deviations are taken with regards to this RFP FDC-1175.

SpearMC acknowledges our agreement to comply with items listed under the GENERAL TERMS AND CONDITIONS, SPECIAL TERMS AND CONDITIONS, and METHOD OF PAYMENT described in RFP FDC-1175.

Sincerely,



Marcus Bode, President  
[marcus.bode@spearmc.com](mailto:marcus.bode@spearmc.com)



Logesh Balasubramaniam, Managing Director  
[logesh.balasubramaniam@spearmc.com](mailto:logesh.balasubramaniam@spearmc.com)

### Section III. PROVIDING SERVICES AS DESCRIBED IN STATEMENT OF NEEDS

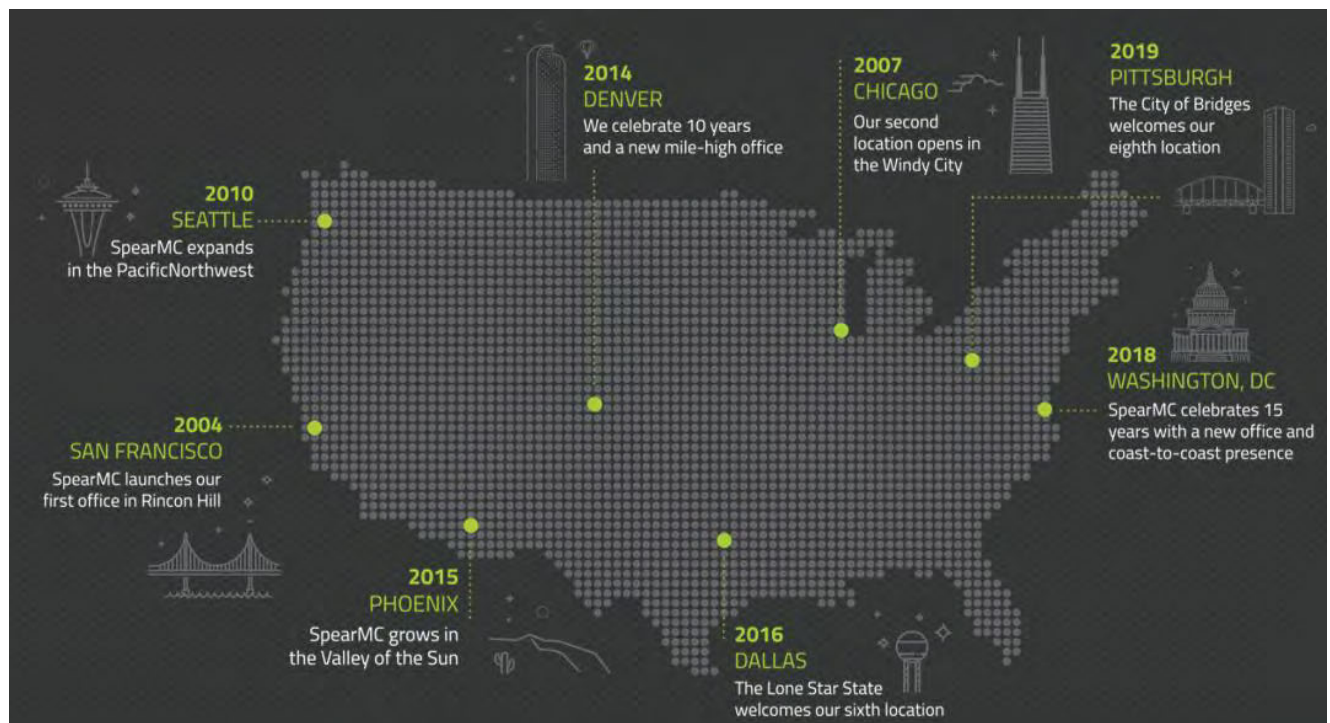
1. Describe your corporate competencies/experience providing IT consulting services for one or more of the technologies listed below. **Oracle/PeopleSoft Enterprise Solutions**

**About SpearMC Consulting:** SpearMC Consulting, Inc. (SpearMC) is a featured 2023 PeopleSoft Partner. We are a long-standing HEUG Corporate Partner focusing on PeopleSoft Applications. Along with our PeopleSoft applications focus, we also specialize in PeopleSoft Training, PeopleSoft Managed Services, Oracle Cloud Infrastructure, and Oracle Technologies.

[https://docs.oracle.com/cd/E52319\\_01/infoportal/peoplesoft\\_partners.html](https://docs.oracle.com/cd/E52319_01/infoportal/peoplesoft_partners.html)



SpearMC is the only Oracle University Authorized Training Partner dedicated to PeopleSoft. Founded in 2004, our firm has grown to over 140 professionals spread across eight regional offices, supporting Public Sector, Higher Ed and Non-Profit organizations running Oracle-PeopleSoft applications.



In 2022, 98% of our business was related to PeopleSoft Applications and Technologies. During this same time period over 75% of our business was spent serving Public Sector, Education and Non-Profit organizations. Oracle awarded SpearMC a two-year renewal of a Public Sector Addendum for Applications, Cloud and OCI Resell in 2022. This designation is only awarded to a select group of partners demonstrating a focus and commitment to Public Sector and Higher Education organizations.

SpearMC is involved in every major PeopleSoft User Group and a number of smaller local/regional user group. We are one of the country's leading PeopleSoft Champions when it comes to promoting learning throughout the PeopleSoft ecosystem.

## PeopleSoft Expertise

### SpearMC's Commitment to Excellence: Focus on what we do best

#### PEOPLESOFT EXPERTISE

- PeopleSoft Campus Solutions (CS)
- PeopleSoft Human Capital Management
- PeopleSoft Financials & Grants (FSCM)
- PeopleSoft Test Framework

#### PEOPLESOFT MANAGED SERVICES

- PeopleSoft Application Support
- PeopleSoft Decustomization
- PeopleSoft System Administration
- PeopleSoft Testing as a Service

#### PEOPLESOFT TRAINING

- PeopleSoft All-Access Learning Pass
- PeopleSoft Live Training
- Oracle Guided Learning for PeopleSoft
- Oracle University Learning Subscription

#### ORACLE TECHNOLOGIES

- Oracle Assessment and Roadmap
- Oracle Digital Assistant
- Oracle EPM Cloud
- Kibana Data Analytics

### SpearMC's Specializations

- PeopleSoft and PeopleTools
- Oracle Higher Education & Public Sector
- Oracle Business Intelligence
- Oracle Cloud Infrastructure (OCI)
- Oracle Infrastructure as a Service (IaaS)
- Hyperion Planning

**SpearMC**  
 ORACLE-PEOPLESOFT CONSULTING,  
 MANAGED SERVICES AND TRAINING

**Domain Expertise  
 for Higher Education  
 and Public Sector**

## SpearMC's Commitment to Excellence: Our Organization and Our People

SpearMC's consulting specialists and vast network of business analysts, technical leads and project managers average 20 years of experience and combine technical expertise, industry competence and operations improvement best practices that SpearMC leverages to tailor solutions for each client.

All SpearMC consultants regularly attend and present at various ERP conferences to remain well-informed and stay ahead of trends in the marketplace. With SpearMC as a Certified Platinum Partner (prior to new Oracle Partner Program), they are connected to Oracle's latest strategies and current with the PeopleSoft application evolution.

SpearMC consultants have also been selected to give various presentations at Oracle's OpenWorld and Quest's Collaborate and Reconnect, HIUG Interact and HEUG Alliance conferences.

SpearMC is a HEUG recognized PeopleSoft Thought Leader and enjoys sponsoring Regional HEUG Conferences, Alliance User Groups and authoring technology research is one way we stay at the forefront of our industry. SpearMC is an established thought leader and regularly presents valuable insights into the latest trends and technologies. <https://www.spearmc.com/events/oracle-higher-education-user-group-heug/>

## SpearMC's Commitment to Excellence: How Our Team Stays on Top

SpearMC requires internal professional delivery consultants to attend internal trainings, speak at one regional event and one user conference, publish at least one white-paper or thought leadership article. We also encourage our team to make connections at Oracle directly.

**Continuous Learning.** Constant expansion of skills through Oracle specializations and certifications.

**Best practice sharing.** Thought leadership by presenting at SpearMC sponsored forums, Oracle conferences and events. We maintain over 200 presentations, white-papers and industry designations on our THOUGHT LEADERSHIP & EVENTS page dedicated to sharing PeopleSoft best practices. <https://spearmc.com/events>

**Industry and Regional focus.** Participation at regional user groups and industry conferences including Oracle Open World, HEUG.Online, HEUG Alliance, HIUG Interact, Quest Collaborate and ReConnect.

🚩 THOUGHT LEADERSHIP & EVENTS page dedicated to sharing best practices:  
<https://spearmc.com/events>

🚩 SpearMC's PeopleSoft YouTube Channel:  
<https://www.youtube.com/channel/UC3zcqCKXwWPeHWfEgm93KeA>



## Recognition

# Gartner®

SpearMC is the sole featured PeopleSoft vendor in the latest 2022 Gartner Market Guide for Oracle Cloud Infrastructure. We invested heavily into PeopleSoft and OCI several years ago and went “all in” with our leading approach to Oracle Cloud Infrastructure.

<https://www.gartner.com/en/documents/3995097/market-guide-for-oracle-cloud-infrastructure-professiona>

The modern Oracle Partner Network program awards Oracle partners who have demonstrated skills and experience in Specialization areas. SpearMC's profile can be viewed here which lists our specialties, including PeopleSoft and OCI. <https://partner-finder.oracle.com/catalog/scr/Partner/SC2PP-SPEARMC.html#profile-expertise>





## Extending PeopleSoft for the Modern PeopleSoft User

SpearMC Consulting has partnered with Oracle and is currently partnering with Oracle on a number of PeopleSoft bolt-on tools and technical enhancements. As of Summer 2023, we have eight PeopleSoft products in various stages of development. Each is described below.

- ❏ PeopleSoft Segregations of Duties Analyzer [Segregations of duties link](#)
  - *SpearMC has developed a SOD tool that allows clients to identify, detect and/or prevent segregation of duties violations.*
  
- ❏ PeopleSoft HCM Monitor Health & Safety: <https://spearmc.com/apps/peoplesoft-hcm-accel/>
  - *SpearMC is currently working with Julie Alonso at Oracle on rapid four-week implementation tool-kit for PeopleSoft HCM Monitor Health & Safety*
  
- ❏ Oracle Guided Learning for PeopleSoft: <https://spearmc.com/apps/learning/>
  - *SpearMC is the sole provider of Oracle Guided Learning for PeopleSoft, a Digital Adoption Platform, which is replacing UPK and transforming the way PeopleSoft customers support and train their users.*
  
- ❏ PeopleSoft Chatbots: <https://spearmc.com/peoplesoft/chatbots/>
  - *SpearMC is currently working with David Bain and Joe Huang at Oracle on developing an ODA platform to simplify standing up Chatbots in a PeopleSoft Production environment. SpearMC delivered this ODA process and technology as a 2021 presentation at Alliance Virtual Conference.*
  
- ❏ PeopleSoft Kibana Reporting: <https://spearmc.com/apps/kibana/>
  - *SpearMC is currently working with Oracle on developing PeopleSoft Kibana Reporting and Visualizations.*
  
- ❏ PeopleSoft Lease Administration for GASB 87: <https://spearmc.com/apps/psft-lease-adm/>
  - *SpearMC developed from the ground-up a proprietary bolt-on for Lease Administration to account for and report on Revenue Leases required for Public Sector and Higher Ed as part of GASB87.*
  
- ❏ PeopleSoft PTF: <https://spearmc.com/apps/ptf/>
  - *SpearMC developed several hundred PTF test scripts and shell scripts and an innovative Testing Grounds product to manage the testing process.*
  
- ❏ PeopleSoft Labor Cost Distribution for Grants: <https://spearmc.com/apps/psft-grants/>
  - *SpearMC developed from the ground-up a proprietary bolt-on for Grants Management to process automated labor cost distribution for Grants Management.*

SpearMC's Growth Strategy for the next five years is to build upon our success in PeopleSoft for Education, Public Sector and Research. We feel this market is underserved by service providers dedicated to PeopleSoft. We will continue to invest in our relationship and unique products for Oracle PeopleSoft. Our growth plan is to hire local/domestic delivery resources vs. moving these jobs overseas. We will continue to invest our dollars into opportunities that expand upon our domestic Higher Ed vertical focus.

## ADDITIONAL VALUE-ADDED OFFERING: E&I Cooperative Services

E&I is the largest member-owned, non-profit purchasing cooperative serving the needs of Higher Education. E&I delivers expertise and solutions through a diverse portfolio of more than 150 competitively solicited contracts. Through the purchasing power of over 5,000 member institutions, E&I helps organizations reduce costs and eliminate the RFP process. Membership is free and brings many additional benefits. For more information, please visit: <https://spearmc.com/ei-cooperative-services/>

- ✦ SpearMC Letter of Participation: <https://eandi.tfaforms.net/f/lop?contract=EI00215>
- ✦ E&I Overview Page for SpearMC: <https://www.eandi.org/contracts/spearmc-consulting/>

SpearMC confirmed that JMU is indeed an E&I member. This opens up a wide-ranging set of benefits to JMU and it's stakeholders.

E&I Benefits Page for JMU: <https://www.eandi.org/member-center/membership-benefits/>

- ✦ **Contain Costs & Drive Revenue:** Benefit from SpearMC-driven rebates and financial incentives as well as E&I's unique patronage program, which distributes funds at the end of the year based on JMU purchases.
- ✦ **Optimize Spend:** Through E&I's innovative Strategic Spend Assessments, we use JMU's purchasing data to reduce costs, bring more spend under contract, and maximize control and efficiencies.
- ✦ **Meet Procurement and Security Controls Compliance Needs:** E&I member-driven competitive solicitation process has been validated by NIGP and AICPA (SOC2) as complying with generally accepted procurement standards.



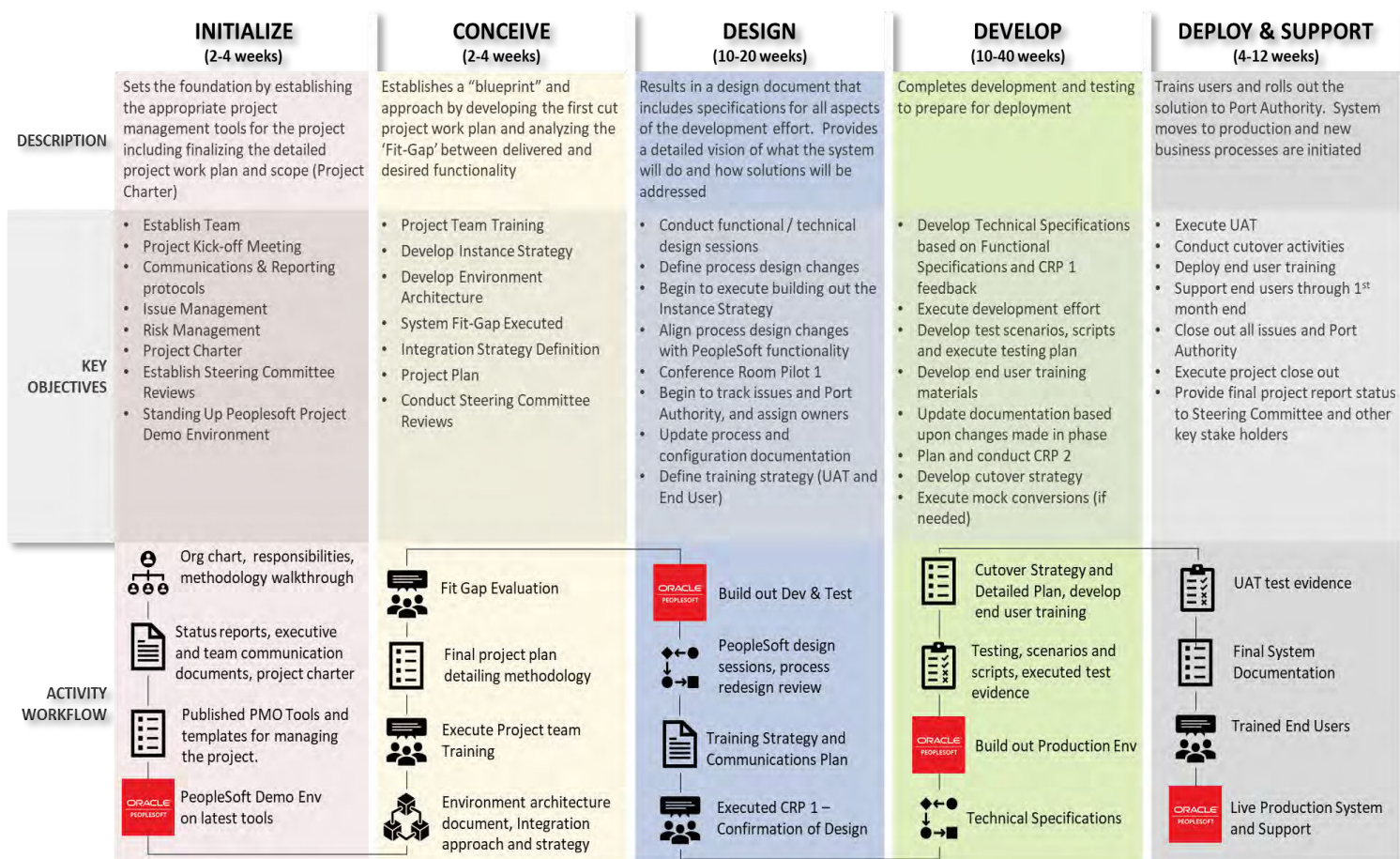
- James Madison Univ (Harrisonburg, VA)

### Section III. PROVIDING SERVICES AS DESCRIBED IN STATEMENT OF NEEDS

2. Describe approach and methodology that will be used to provide IT consulting services to James Madison University. Include how your firm would manage the scope of projects.

Our SpearMC proprietary methodology for *managing scope of PeopleSoft projects* is outlined below.

The Flow Chart below walks through the five core phases of our Methodology Flow Chart highlighting the key workflow activities. The time durations are estimates and will fluctuate based on the scope and size the individual project.



A unique differentiator for SpearMC is that we do not merely support and sustain our customer's PeopleSoft systems. Rather we offer a *holistic approach to continuous improvement that reduces Total Cost of Ownership* and enhances the Return on investment in the long run. Our comprehensive list of application managed services for PeopleSoft FSCM, CS and HCM systems included in the scope of this response:

<b>Production Support</b>	<ul style="list-style-type: none"> <li>• <i>Investigation and resolution of functional and technical issues in PeopleSoft production system</i></li> <li>• <i>Documentation and change control activities to support issue resolution.</i></li> <li>• <i>Education of customer staff members to increase knowledge and skill level in supporting production issues.</i></li> <li>• <i>Standard data updates/corrections relating to issue or bulk changes.</i></li> <li>• <i>Standard maintenance tasks related to PeopleSoft security, batch processes etc.</i></li> <li>• <i>Functional and Technical support to seasonal and regulatory tasks.</i></li> </ul>
<b>Application Change Management</b>	<ul style="list-style-type: none"> <li>• <i>Perform PeopleSoft configuration changes for existing modules, relating to ongoing maintenance.</i></li> <li>• <i>Perform SDLC activities for technical change requests relating to Peoplesoft RICEW components.</i></li> <li>• <i>Documentation and change control activities for functional and technical change requests.</i></li> </ul>
<b>Life Cycle Management Support</b>	<ul style="list-style-type: none"> <li>• <i>Retrofit impacted customizations during tools and application patching activities.</i></li> <li>• <i>Where possible, replace or isolate code customizations using configuration framework.</i></li> <li>• <i>Validation of statutory application and reporting updates throughout the year.</i></li> <li>• <i>Unit testing of impacted application and RICEW components during tools and application patching activities.</i></li> <li>• <i>Demo of new features in implemented modules as part of tools and application patching activities.</i></li> </ul>

### Section III. PROVIDING SERVICES AS DESCRIBED IN STATEMENT OF NEEDS

4. *Provide the names, qualifications, and experience of personnel to be assigned to James Madison University. Designate who would be assigned as the primary contact for the account.*

**About your JMU Primary Contact Executive from SpearMC:** Our regional NC-based Managing Director, Logesh Balasubramaniam, will be personally responsible for your success through onsite visits, executive level interaction and summary reporting. <https://www.linkedin.com/in/leanitdesigns/>

<b>Resource</b>	<b>Logesh Balasubramaniam (JMU Account Executive)</b>
<b>Title and Firm</b>	Managing Director, SpearMC Consulting, Inc. Established in 2004.
<b>Telephone</b>	866-SPEARMC (866-773-2762) and 512-994-5971 (direct for JMU Account Exec.)
<b>Certifications</b>	<ul style="list-style-type: none"> <li>• PeopleSoft 9.2 Human Resources Certified Implementation Specialist - 2022</li> <li>• Oracle Cloud Infrastructure – Architect Associate – 2017</li> <li>• ITIL Foundation Certified, 2013</li> <li>• Certified Associate in Project Management, 2008</li> </ul>
<b>Profile Summary</b>	<p>Logesh is an Enterprise IT leader having over 20 years of consulting and management experience in enterprise application across HR, Talent, Workforce Management and Finance business functions.</p> <ul style="list-style-type: none"> <li>• Logesh specializes in delivering HR transformation projects involving new application and module implementations and large functional Upgrades.</li> <li>• Highly experienced in strategy, planning and execution of large-scale implementations, upgrade, and transformation projects.</li> <li>• Highly recognized thought leader in Oracle PeopleSoft community through his renowned blog – <a href="https://leanitdesigns.blog">https://leanitdesigns.blog</a>. He is also an enthusiastic presenter and panelist with over 20 presentations at various global Peoplesoft conferences.</li> <li>• 2020 – 22: Planning and executing multiple PeopleSoft HCM projects for SpearMC customers. Current clientele includes,               <ul style="list-style-type: none"> <li>○ Parkview Healthcare – Managed Support, Fluid Benefits Implementation</li> <li>○ Seminole State College – Absence Management Implementation</li> <li>○ Vail Resorts, SE Grocers, - Fluid Vaccination Tracking Rollout</li> <li>○ Gettys Art – Regular Rate Implementation</li> <li>○ Campus Crusade of Christ – Benefits Administration Implementation, PUM and PeopleTools Upgrade</li> <li>○ Billy Graham Evangelistic Association – Application Development and Maintenance Services</li> <li>○ St. Petersburg College – Manager Self-Service, Recruitment Modules Implementation</li> <li>○ Fastenal Corporation – Manager Self-Service Implementation</li> <li>○ Temple University Healthcare – Employee Self-Service, Fluid Benefits, Health and Safety and Manager Self-Service Implementations</li> <li>○ Mainline Health System – Benefits Modernization</li> </ul> </li> </ul>



- City of Cincinnati – PeopleTools Upgrade and Fluid UI deployment
  - Black Hills Corporation – PTF Deployment
- 2019 – 2020 - Billy Graham Evangelist Association and Samaritan's Purse, North Carolina
  - Scope: PeopleSoft HR 9.2, Image 32, PT 8.57 - Implementation of Core HR, Talent Modules, Absence, Benefits, HR Help Desk in Phase 1 and Payroll, TL and ELM in Phase 2 for conjoined companies
  - Duration: June 2019 – Aug 2020
  - Role: Delivery Executive
  - Responsibilities: Prepare an Integrated Project plan, for this multi-region, multi-phase implementation program, with an overall budget of \$5 Million.
- Norwegian Cruise Lines, Miami Florida
  - Scope: PeopleSoft HR 9.2, Image 29, PT 8.56 – ePerformance, eCompensation & ELMS Implementation
  - Duration: Jan 2020 – June 2020
  - Role: Delivery Executive
  - Responsibilities: Plan and Prepare NCL for PeopleSoft Talent module implementation as they consolidate Performance, Compensation and Learning functions from SuccessFactors to PeopleSoft application
- Black Hills Corporation, Rapid City, South Dakota
  - Scope: PeopleSoft HCM 9.2, PT 8.56, Benefits Modernization Program
  - Duration – June 2019 – September 2019
  - Role: Delivery Executive
  - Planning and management of Fluid UI and comprehensive benefit program changes for Open Enrollment Season 2020.

Detailed CV will be shared on request.

### Section III. PROVIDING SERVICES AS DESCRIBED IN STATEMENT OF NEEDS

*A written narrative statement to include, but not be limited to, the expertise, qualifications, and experience of the firm and resumes of specific personnel to be assigned to perform the work.*

**About SpearMC Individuals assigned to work at JMU:** SpearMC's consulting specialists and vast network of developers, consultants, system administrators, business analysts, technical leads and project managers average 20 years of experience and combine technical expertise, industry competence and operations improvement best practices that SpearMC leverages to tailor solutions for each client.

All SpearMC consultants regularly attend and present at various ERP conferences to remain well-informed and stay ahead of trends in the marketplace. SpearMC consultants are frequently selected to give various presentations at Oracle's OpenWorld and Quest's Collaborate and Reconnect, HIUG Interact and HEUG Alliance conferences.

#### **SpearMC's Commitment to Excellence:**

**How Our Team Stays on Top.** SpearMC requires our delivery consultants to attend internal trainings, speak at one regional event and one user conference, and publish at least one white-paper or thought leadership article. We also encourage our team to make connections at Oracle directly.

**Continuous Learning.** Constant expansion of skills through Oracle specializations and certifications.

**Best practice sharing.** Thought leadership by presenting at SpearMC sponsored forums, Oracle conferences and events. We maintain over 200 presentations, white-papers and industry designations on our THOUGHT LEADERSHIP & EVENTS page dedicated to sharing PeopleSoft best practices.

<https://spearmc.com/resource-center/thought-leadership-and-events/>

**Industry and Regional focus.** Participation at regional user groups and industry conferences including Oracle CloudWorld, HEUG.Online, HEUG Alliance, HIUG Interact, and Quest BP4D ReConnect.



SpearMC is a HEUG recognized PeopleSoft Thought Leader and enjoys sponsoring Regional HEUG Conferences, Alliance User

Groups and authoring technology research is one way we stay at the forefront of our industry. SpearMC is an established thought leader and regularly presents valuable insights into the latest trends and technologies.

<https://spearmc.com/user-groups/heug-alliance/>





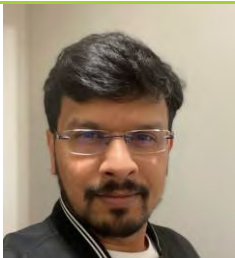


**SpearMC**  
ORACLE-PEOPLESOFT CONSULTING,  
MANAGED SERVICES AND TRAINING

**Domain Expertise  
for Higher Education  
and Public Sector**

ORACLE PeopleSoft Oracle Fusion Oracle Cloud Oracle Hyperion Oracle Primavera Oracle Primavera P6 Oracle Primavera Risk Management Oracle Primavera ProjectWise Oracle Primavera Unifier Oracle Primavera Pro Oracle Primavera Cloud Oracle Primavera Enterprise Oracle Primavera P6 Cloud Oracle Primavera P6 Enterprise Oracle Primavera P6 Cloud Enterprise Oracle Primavera P6 Cloud Enterprise

spearmc.com

SpearMC offers a variety of staffing structures based on the needs of the client. While we could offer offshore discounted rates, we will assume JMU prefers USA based resources due to the potential of onsite visits. The average PeopleSoft-specific experience of our leadership team is over 20 years. We have a variety of levels of tenure for our staff ranging from Architects and Leads having over 15 years' experience. Our Staff consultants generally have over 10-15 years PeopleSoft experience.

SpearMC JMU Sample of Representative Staff – 100% USA Based			
	Resource	Roles & Responsibilities	Specific Experience
	Cameron McClurg, Vice President/ FSCM Director	Oracle Guided Learning for PeopleSoft PeopleSoft Training for FSCM, HCM, CS  <b>Certifications:</b> <ul style="list-style-type: none"> <li>Oracle Guided Learning Content Developer, 2022</li> <li>Oracle Cloud Infrastructure, 2020</li> <li>PeopleSoft Certified Consultant</li> </ul>	<ul style="list-style-type: none"> <li>Roadmaps</li> <li>Cloud Infrastructure</li> <li>New Technologies</li> <li>Training</li> </ul>
	Logesh Balasubramaniam, HCM Practice Director	<ul style="list-style-type: none"> <li>Application Architect - Functional</li> <li>Master Designer</li> <li>Enhancement Design and Build</li> </ul> <b>Certifications:</b> <ul style="list-style-type: none"> <li>Oracle Cloud Infrastructure – 2017</li> <li>ITIL Foundation Certified, 2013</li> <li>Certified Associate in Project Management, 2008</li> </ul>	<ul style="list-style-type: none"> <li>Project Manager/Lead</li> <li>Modular Expertise: HCM Modules</li> </ul>
	Vijay Rajgopalan, Senior Technical Architect	<ul style="list-style-type: none"> <li>Application Architect - Technical</li> <li>New Environment Planning and Build</li> <li>Cloud Migration</li> <li>PUM, Elastic Search and Kibana Installation</li> </ul> <b>Certifications:</b> <ul style="list-style-type: none"> <li>AWS Certified Cloud Practitioner</li> <li>Microsoft Certified Azure Fundamentals</li> <li>Oracle DB</li> <li>PeopleTools</li> </ul>	<ul style="list-style-type: none"> <li>Many Upgrades</li> <li>Cloud Architect</li> <li>Cloud Migrations</li> <li>Application Maintenance/PUM Expert</li> </ul>
	John Beretz, Senior Technical Developer/Trainer	<ul style="list-style-type: none"> <li>PeopleTools Trainer</li> <li>Integration Broker</li> <li>Fluid Design and Build</li> </ul>	<ul style="list-style-type: none"> <li>Technical/Tools Consultant</li> <li>Instructor</li> <li>Developer</li> </ul>
	Stephen Hjelmstad, FSCM Consultant	<ul style="list-style-type: none"> <li>Functional Testing Lead</li> <li>Report Writing</li> <li>Enhancement Design and Build</li> <li>Issue Triage, Resolution and Documentation</li> </ul> <b>Certifications:</b> <ul style="list-style-type: none"> <li>Certified Public Accountant</li> </ul>	<ul style="list-style-type: none"> <li>Managed Services Functional Lead</li> <li>Modular Expertise: AM, AP, GL, PC, PO, BI, AR</li> </ul>

## SpearMC JMU Sample of Representative Staff – 100% USA Based

	Resource	Roles & Responsibilities	Specific Experience
	David Kohn, HCM Consultant	<ul style="list-style-type: none"> <li>Primary HCM Lead</li> <li>Application Extensions</li> <li>Interface Design, Build and Delivery</li> <li>De-Customizations</li> </ul>	<ul style="list-style-type: none"> <li>App Engine, Event Mapping, Integration Broker, SQR</li> <li>Custom Enhancements and Bolt Ons</li> <li>De-Customization Expert</li> <li>HCM &amp; FSCM</li> <li>PUM Image Analysis</li> </ul>
	Kartik Polam, PeopleSoft Developer	<ul style="list-style-type: none"> <li>Primary Developer</li> <li>Application Extensions</li> <li>Automated Journal Import</li> <li>Interface Design, Build and Delivery</li> </ul> <p><b>Certifications:</b></p> <ul style="list-style-type: none"> <li>PeopleTools</li> <li>PeopleSoft Fluid Design</li> </ul>	<ul style="list-style-type: none"> <li>Multiple Upgrades</li> <li>De-Customization Expert</li> <li>SQR, BI Publisher, App Engine, Integration Broker</li> <li>HCM &amp; FSCM</li> <li>PUM Image Analysis</li> </ul>
	Luis Burgoa, DBA	<ul style="list-style-type: none"> <li>PeopleSoft Architect</li> <li>SQL Server DBA</li> <li>Performance Tuning</li> </ul>	<ul style="list-style-type: none"> <li>Database Architecture</li> <li>Performance Management and Investigation</li> </ul>
	Justin Willis, PMP Project Manager and Director of Solution Delivery	<ul style="list-style-type: none"> <li>Project/Resource Coordinator</li> <li>Resource Manager</li> </ul> <p><b>Certifications:</b></p> <ul style="list-style-type: none"> <li>Project Management Professional, PMI PMP</li> <li>Certified ScrumMaster, Scrum Alliance CSM</li> <li>Lean Six Sigma Green Belt</li> </ul> <ul style="list-style-type: none"> <li>ITIL Foundation</li> </ul>	<ul style="list-style-type: none"> <li>PMP Certified Project Manager</li> <li>Building and Managing Tools Upgrade Project Plans</li> <li>Supplemental Support</li> <li>FSCM Functional Consultant</li> </ul>



**Section III. PROVIDING SERVICES AS DESCRIBED IN STATEMENT OF NEEDS**

5. *Describe the ability to provide continuity of consultants throughout the duration of a project.*

Our turnover is nearly zero. Our ability to provide customers like JMU continuity of resources throughout the duration of a project stems from the fact that we:

- (1) Treat our Consultants and Employees as our most valuable asset,
- (2) Offer our resources learning and advancement opportunities, and
- (3) Offer our resources tangible project completion awards such as spot bonuses, additional PTO, or ability to join SpearMC at company outings or Oracle/Quest/HEUG/HIUG Conferences.

**Recent Leadership and Product Development Team Retreat in Lake Geneva, WI (July 2023)**

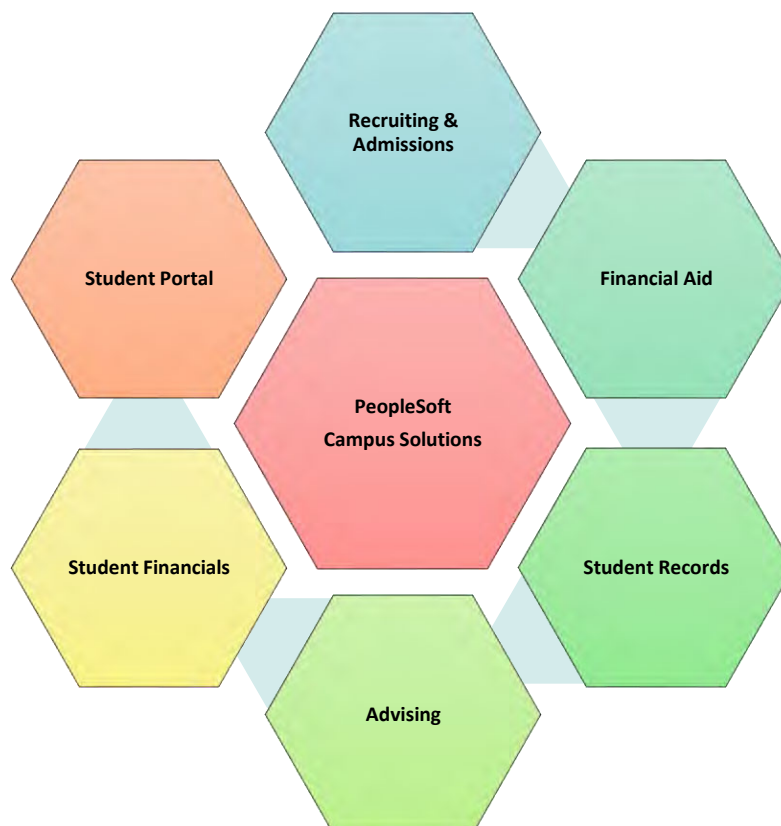


**Section III. PROVIDING SERVICES AS DESCRIBED IN STATEMENT OF NEEDS**

6. Describe IT consulting services available from your firm. Examples of services may include, but are not limited to, the following:

- a. Implementation
- b. Development
- c. Project Management
- d. Architecture and Design
- e. Capacity Planning
- f. Installation and Configuration
- g. Performance and Scalability
- h. Conversion
- i. Monitoring, Administration and Upgrades
- j. Training Development
- k. Operations Metrics

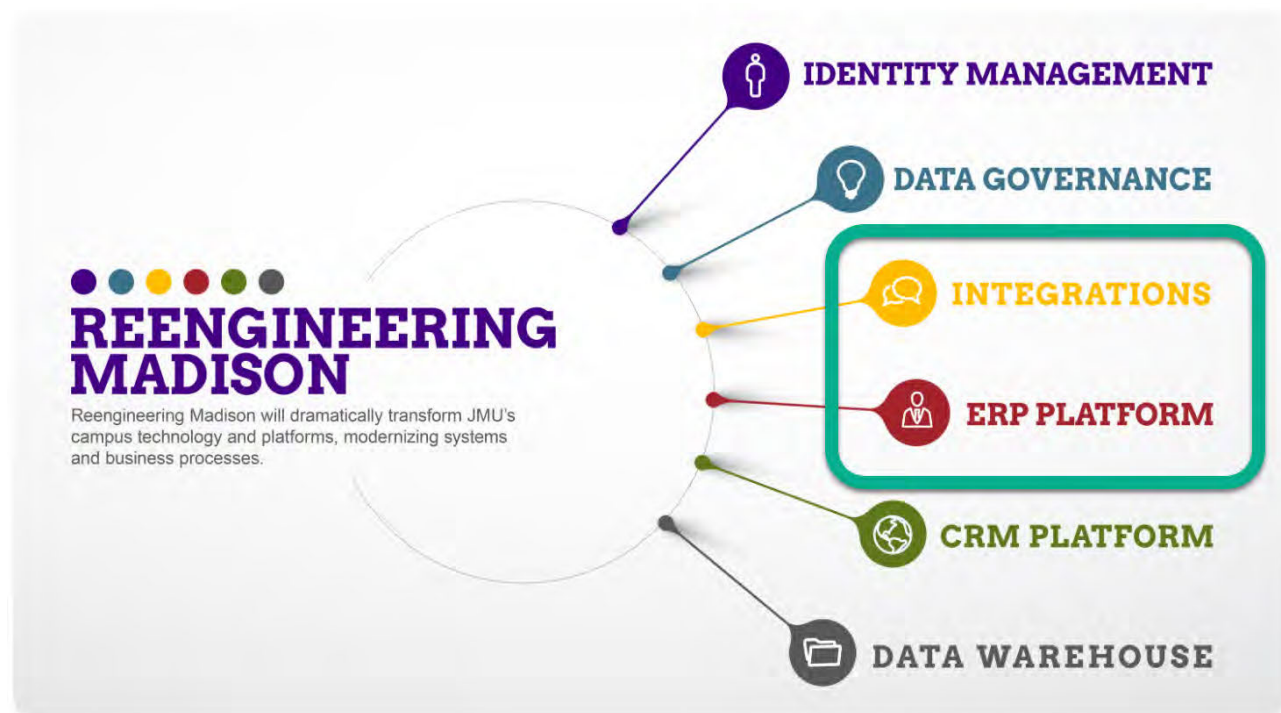
In addition to our deep expertise providing PeopleSoft services, we feel it's important for JMU to also understand our commitment to Higher Education and to PeopleSoft Campus Solutions in particular. We are providing several examples of our experience spanning this PeopleSoft product suites and modules within those product categories.



SpearMC has worked with many community colleges and university systems that outsource the infrastructure, support, or combination of those. The biggest challenges that we see are the service level agreements in terms of speed of changes and support knowledge of remote staff. We take special care in writing out the instructions for these situations where a more detailed communication method is needed. We also adjust our working hours to make sure that we can accommodate working times when necessary.

For example, our knowledge and familiarity of PeopleSoft Campus Solutions (CS) modules with the Fluid User Interface for Student self-service is very high. We have experience in solving issues that arise in implementation in a higher education institution, particularly about business process and system integration issues. SpearMC has designed and implemented fluid navigation and student fluid experience at multiple institutions. This has allowed our clients to produce a mobile experience without the additional cost of an outside mobile vendor expense.

SpearMC believes that our technical proficiency, professional skills, experience and domain expertise suit JMU well as JMU starts down the “Reengineering Madison” path, especially as it pertains to Integrations and ERP Platform. <https://www.jmu.edu/computing/projects/reengineering-madison/index.shtml>



**An example** of our expertise is our knowledge and familiarity with a model that requires prepayment of tuition and fees to enroll. We understand there is no delivered functionality in the system that “requires” a prepayment plan contract before a student can enroll. At other clients we have created an app engine or equation to automatically apply a service indicator that prevents enrollment and then removes them once a prepayment plan is setup. In the review of the term activation process it is possible to create the “stop enrollment” service indicator since all students must have a term activation row before they can enroll. Then simply add PeopleCode (real-time) or an app engine/equation (batch) process to remove the SI once the student’s prepayment contract is completed. For example, UT Southwestern Medical School used a similar process to achieve this for “Payment Plans” (not PrePayment Plans).

Our domain knowledge and experience in the creation and/or execution of data conversion/validation methodologies and scripts to assure accurate movement of data from existing systems to the new systems. For example SpearMC has already built conversion sync processes in Application Engine for Courses, Classes, Class Instructors, Student Bio Demo, CPP, and enrollment that have been used at clients recently such as NYU. The logs of each sync process describe all successes and errors in the processes so we can iteratively focus on the narrowing the remaining issues in each subsequent conversion run. We can work with the conversion programs that have already been created. In the conversions that have not been written yet, we can utilize our programs to build the conversion.

**Final Example.** SpearMC has worked at cleaning up the conversion process at a large Higher Ed customer. We took a trusted approach to the creation and execution methodologies we use for data conversion and validation:

- **Analyze:** *Work with cross-module business stakeholders, data governance, and business analysts to determine how the data should be converted between the legacy system and the target system. This will continue throughout the conversion as different business needs for the data are identified.*
- **Extract:** *Determine how to extract data from the source system so it can be repeated or synchronized to the target system as business rules and data elements to convert are identified. If a data dictionary exists, use that, or create a conversion data dictionary/mapping documents.*
- **Transform:** *Determine if the data should or can be changed or cleaned up in the source system or be transformed in the conversion program. Create the mapping documents for each conversion with the source and target data elements and their corresponding values.*
- **Build:** *Create and iteratively update conversion programs to convert the data into the target system. Create a sync process if possible so the data can be kept current in the legacy and target systems during multiple module go-lives. Update target system setup data to enable the conversions to load properly.*
- **Load:** *Run multiple test iterations into non-production instances to validate the process and conversions.*
- **Validate:** *Validate the end results of the conversion through conversion process logs, queries, reports, and most importantly, how people would use the data (e.g. CPP, Term Activation, Enrollment, Transcript). Also validate the data across system modules to ensure the data works not just for the primary intended module, but also for all other modules that use the data (e.g. Term Activation, Financial Aid Term, Bursar Tuition Calculation).*
- **Repeat:** *Repeat each process until all issues have been dealt with.*
- **Convert:** *Once the conversion has been validated, convert the data into the target system.*

We list out several examples of PeopleSoft Consulting that SpearMC has provided for our other PeopleSoft Higher Ed customers:

- New PeopleSoft Module evaluation and implementations:
  - Grants, Contracts, Billing, AR, and Project Costing
  - Lease Administration
  - Absence Management
  - Program Management
  - Supplier Portal and eSettlements (Supplier Self Service)
  - Cash Management
- PeopleSoft Test Framework
  - SpearMC Testing Grounds Custom Solution
  - Campus Solutions Demo-Gold Script Library
  - Retrofit Library to Customer Standards
- Testing as a Service (“TaaS”) Subscriptions
- Account Reconciliation Feature Evaluation
- Deployment of SpearMC’s Segregation of Duties Analyzer Toolset
- Assistance with deploying Appian security features:
  - Multi-Factor Authentication (2FA), Application Security Platform
  - Single Sign On (with SAML/Shibboleth) and Security Analytics Dashboard Implementation
- Integration Broker Implementation and Optimization
- Development of Data Purge and Maintenance Strategy
  - Provide recommendations for Data Retention Policy and Archive Planning
- Employee User ID Conversion Project

## PeopleSoft Automated Testing / PTF for Campus Solutions

As part of this contract JMU would have access to the full PTF library that SpearMC maintains for PeopleSoft FSCM, HCM and Campus Solutions. We are the only provider with a dedicated PTF services team for Campus Solutions. PTF allows for automated PeopleSoft testing and evaluation associated with implementing PUM updates to stay current, while improving the quality of PeopleSoft Campus Solutions.

PeopleSoft PTF for Higher Ed and Campus Solutions: <https://spearmc.com/apps/ptf/>.

SpearMC developed several hundred PTF test scripts and shell scripts for Campus Solutions. We are currently implementing the full set for University of North Dakota System. This customer is featured as a reference.

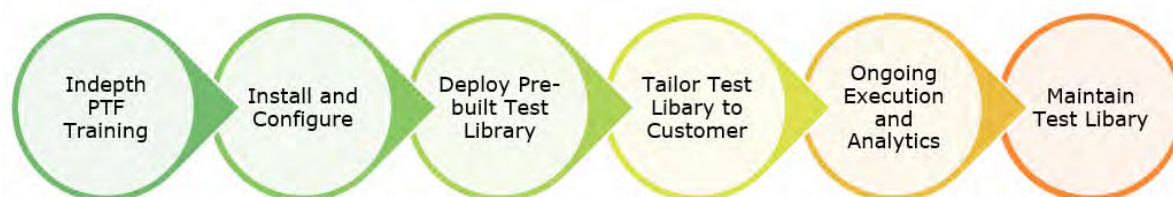
PeopleSoft Test Framework (PTF) is a tool that automates functional testing within the PeopleSoft Enterprise application.

- *PTF is built on PeopleTools platform and seamlessly connect with entire PIA stack.*
- *Continuously enhanced as part of new PeopleTools release*
- *PTF is integrated with Change Assistant and PUM Dashboard for patching Impact analysis.*
- *Ability to automate individual component testing and end-to-end process testing.*

Oracle and SpearMC highly recommend leveraging PTF for automating regression testing for repeatable test execution during following aspects of PeopleSoft life cycle management.

- *Uptake of new PUM Images and PeopleTools patching and upgrade.*
- *Critical Patches and Updates to PeopleSoft servers and Database.*
- *Infrastructure and Platform Changes*

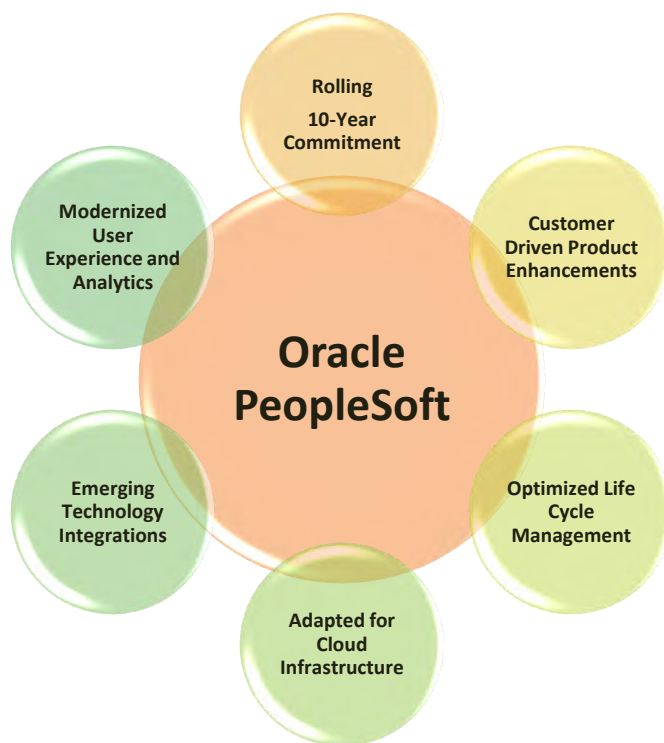
We work collaboratively with our customers to automate much of the PeopleSoft testing and evaluation associated with staying current, while improving the quality of SIS (Campus), FMS and HCM applications. We follow a structure process to enable testing automation for our managed customers.





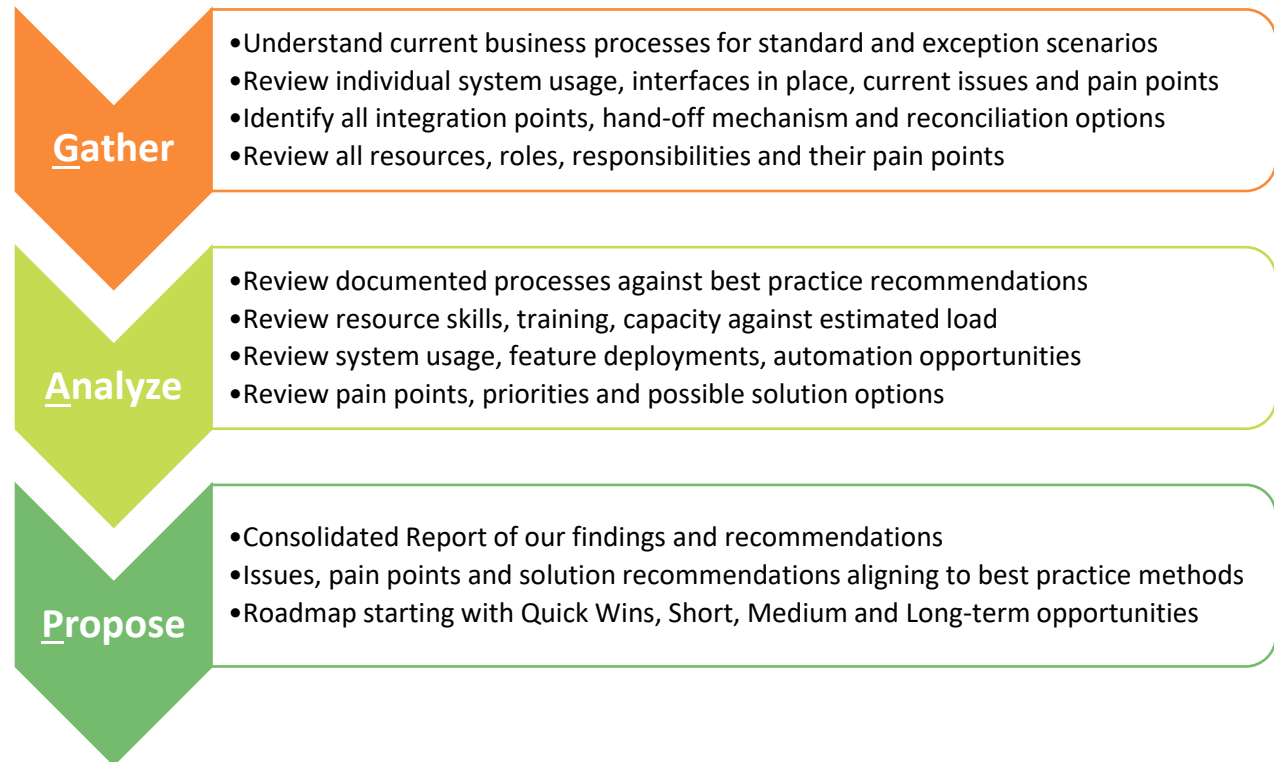
## Oracle's PeopleSoft Strategy and Roadmap

Oracle PeopleSoft applications are state-of-the-art enterprise solutions with business process features and functionalities that has matured over 30 years across diverse industry sectors. Product development and delivery process is fully agile with the Continuous Delivery and Selective Adoption process, giving the customers the power to choose what they want to adopt and when they need it. PeopleSoft technology has been revamped ground up to thrive on cloud infrastructure.



## SpearMC Roadmap Services

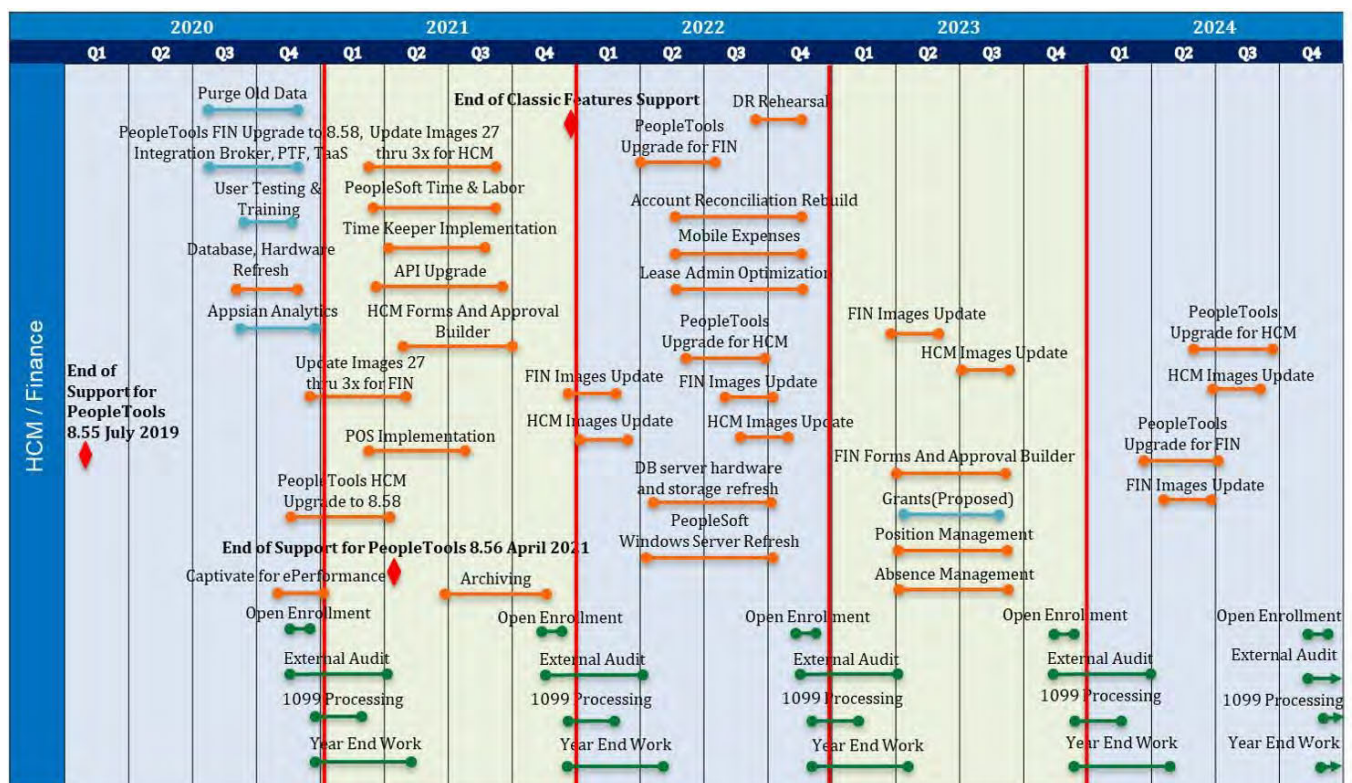
SpearMC offers a proprietary packaged service for customers to create a strategic roadmap for PeopleSoft applications. This service involves in-depth assessment of People (teams), Processes and Technology (Systems), encompassing the end-to-end business processes supported by PeopleSoft and boundary applications. We follow a structured approach for gathering information, analyzing the issues and pain points, and recommending applicable solutions. ([www.spearmc.com/apps/psft-roadmap](http://www.spearmc.com/apps/psft-roadmap))



Roadmap for PeopleSoft application includes,

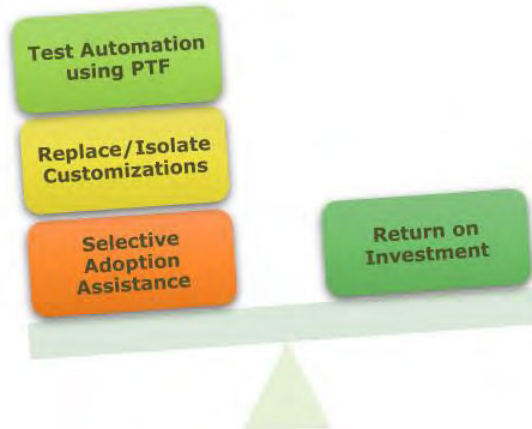
- Strategically organized upgrades embedded with de-customization efforts.
- Infrastructure guidance
- Data Purging and Archiving
- Guidelines to leverage latest PeopleSoft Functional Tools
- Automation for business impacted functions.
- Departure from spreadsheets and other external and manual data processing and analytics
- Solutions for common pain points and labor-intensive work area to reduce overall costs.
- Disaster Recovery and Business Continuity Planning

A sample 5-year Roadmap for a large healthcare client is show below for reference.



## PeopleSoft Life Cycle Services

We believe our customer's time and effort is best spent in delivering quality outcomes for their business partners, employees, and customers, and not to be entrenched in constant system patching and updates. Which is why our Lifecycle Services are laser focused on keeping the PeopleSoft systems current and aligned to the established roadmap. Maintaining system currency requires high levels of efficiency and streamlined lifecycle management processes. At SpearMC we prioritize the four critical aspects of life cycle management and improve them on each iteration.



## Replaces or Isolate Customizations

Customizations to delivered code line is a significant factor that hinders customer's ability to take product enhancements quickly due to the impact and retrofit effort. To minimize this impact, Oracle has provided various tools and configuration frameworks in PeopleSoft that are aimed at avoiding code changes were possible and if not avoidable then isolating them, so they do not interfere with ongoing application maintenance. ([www.spearmc.com/peoplesoft/decustomize](http://www.spearmc.com/peoplesoft/decustomize))

## Minimize the Impact of Change

### Event Mapping

- AppClass methods run before or after built-in exit points
- Complete access to Component Buffer
- Assigned through existing Related Content Framework

### Drop Zones

- Areas on Fluid Pages that will be bypassed by standard LCM compare process
- Framework to add custom fields
- Only used for customizations

### Page and Field Configurator

- Metadata captured to define common changes to pages
- Generates AppClass PeopleCode assigned to Components through Event Mapping
- Works with existing components

### Page Composer

- Built specifically for Approvals

### Forms Builder

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As part of our ongoing application management activities, we work actively with our customers on following aspects,

- Create a Customization Register to track all value-adding customizations.
- During PUM update projects, review impacted customizations and if feasible drop the customization in lieu of delivered equivalent functionality.
- If customization cannot be dropped then isolate the customization using one of the delivered frameworks such as Page and Field Configurator, Event Mapping, Drop Zones etc.

This approach over time reduces the overall product customizations and lowers the application maintenance effort and cost.

## Selective Adoption Assistance

As application and technology updates are released every quarter, keeping up with the pace of these updates gets harder with time. Which is why we do the heavy lifting and engage the customer SMEs for the value adding tasks. During the periodic “Get Current” projects we perform a full “Feature Review to Release” cycle that involves,

- Delta Review of delivered features and enhancements by module.
- Demo sessions conducted by experts on interested features and enhancements.
- Detailed analysis of configuration and development for applying these features.
- Provide sandbox access to trial selected features.
- Provide functional and technical assistance to apply the new features.

### Section III. PROVIDING SERVICES AS DESCRIBED IN STATEMENT OF NEEDS

7. *Describe training options and specify associated costs in Section X. Pricing Schedule. Include a catalog of training offerings and differentiation between technical staff and end-user training.*

**Expert PeopleSoft Training Services Provider:** SpearMC is an Authorized Oracle Training Partner specializing in PeopleSoft and PeopleTools Training: [https://docs.oracle.com/cd/E52319\\_01/infoportal/training.html](https://docs.oracle.com/cd/E52319_01/infoportal/training.html)

We add value to many of our project engagements with resources who conduct hands-on training as part of ERP upgrades and implementations and have made it an art form to customize the training experience to the client needs. Our consultants incorporate “real world” examples to the usability and functionality of applications and share “tested and tried” best practices. <https://spearmc.com/peoplesoft-training/>

With over 20 years as a PeopleSoft Training Provider, we have the demonstrated experience to fulfill all requirements with regards to the delivery of PeopleSoft and PeopleTools Training. SpearMC is a leader in PeopleSoft HCM, FSCM and CS training services for Higher Ed. We have a vast library of pre-developed training content and a large stable of certified PeopleSoft instructors who are not just trainers but are also consultants who actually design, develop and install PeopleSoft.

#### Delivery Methods

- On-Site or Live Virtual Training (LVT): It is SpearMC’s preference to always deliver training in live, instructor-led classes. Live classes present the best opportunity for student interaction with the instructor as well as with other Students. Of course sometimes in-person events are not always possible, so we will perform live virtual classes, which since 2020 has been the de-facto method.
- Recorded Sessions: SpearMC offers all of our clients the option to record and playback any of their live class events. These recordings become the property of our clients and can be used on an unlimited basis.

#### Class size and agendas

- Class Size: Typically we recommend maximum class sizes of up to 16 students for courses with hands on activities. Class sizes can increase to much more for live webinar training and lecture/demo style courses.
- Custom Agendas: We understand that time is valuable, and we will tailor our vanilla training agendas to remove topics not pertinent to a client’s business and often add additional topics as required for non-standard business processes.

#### Specific Example of PeopleSoft Training conducted for Higher Ed:

- **Equation Engine at George Fox University.** The university’s expert in equation engine announced retirement and was truly the only internal resource with knowledge of creating and maintaining equations for student financials and financial aid.
- **How to convert classic customizations to fluid at Loyola University Chicago.** The development staff had fluid training, but it was 9 months before they started to actually develop any fluid applications. We created a custom tailored training program to step the developers through transitioning a current classic customization to fluid.

Current PeopleSoft Training Classes and Pricing: <https://spearmc.com/peoplesoft-training/>

### **PeopleSoft Financials (priced at daily rate of \$595 per student)**

- PeopleSoft 9.2 Foundations (FSCM)
- Introduction to 9.2 Financials
- General Ledger, Commitment Control
- Purchasing, Accounts Payable, eProcurement
- Accounts Receivable, Asset Management
- Grants Management (**\$895 per student per day**)
- Lease Administration
- nVision, Kibana for FSCM

### **PeopleSoft Human Resources (priced at daily rate of \$595 per student)**

- PeopleSoft 9.2 Foundations (HCM)
- Introduction to 9.2 HCM
- Base Benefits / Benefits Admin
- Workforce Administration
- Labor Cost Distribution
- Payroll / Time & Labor, Absence Mgmt
- Recruiting and Candidate Gateway
- Enterprise Learning Management
- Kibana for HCM

### **Campus Solutions (priced at daily rate of \$595 per student)**

- 3Cs: Communications, Checklists and Comments
- Academic Advisement (Degree Audits)
- Academic Structure
- Admissions Applications
- Campus Community
- Contributor Relations
- Financial Aid and Student Financials
- Student Enrollment
- Student Records and Registration

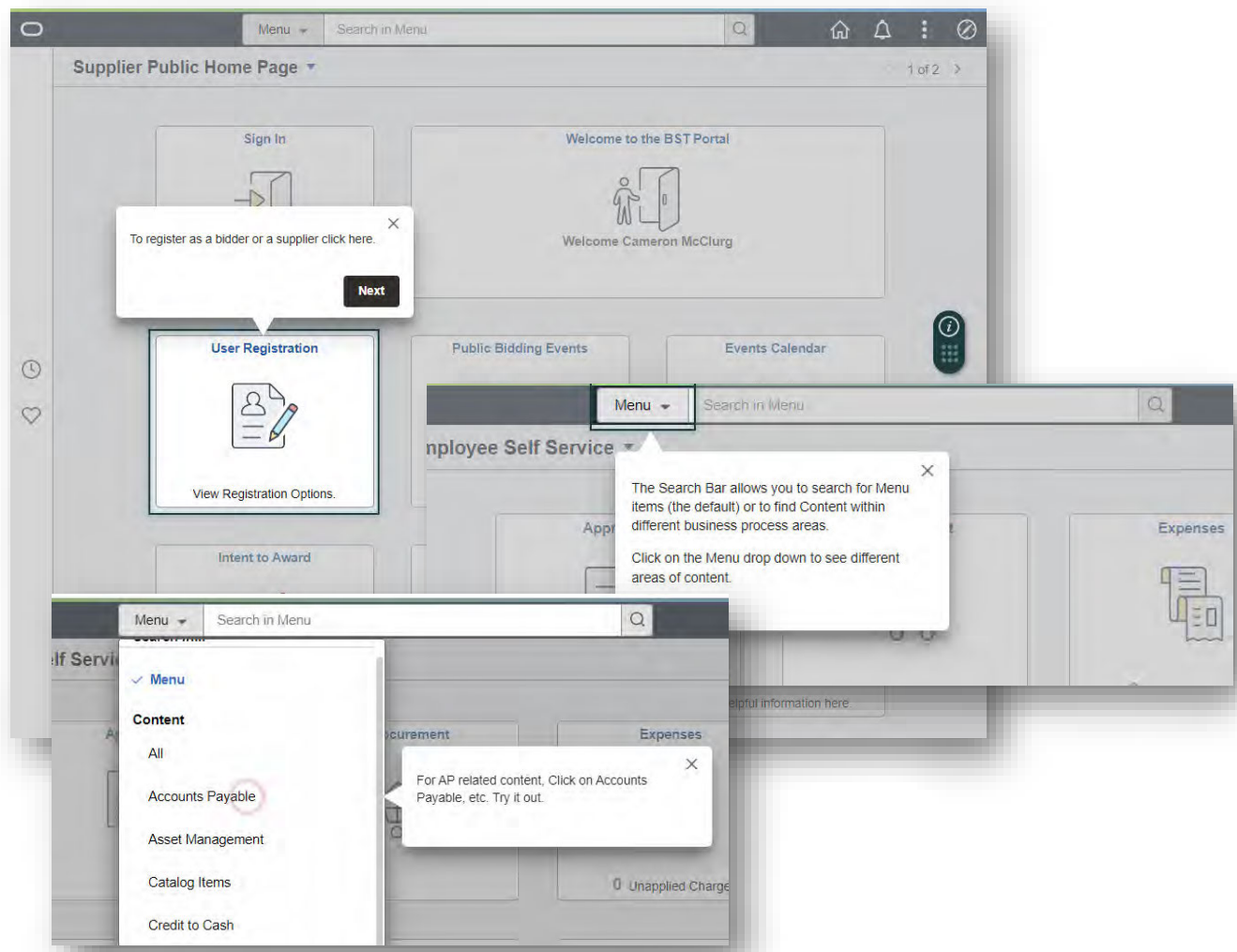
**PeopleTools Training (priced at daily rate of \$695 per student – except Tools Bootcamp)**

- PeopleTools 8.56-8.60 I & II Accelerated
- PeopleTools 8.56-8.60 System Administration: Maintenance and Troubleshooting
- PeopleTools 8.56-8.60 PUM (PeopleSoft Update Manager) and ElasticSearch
- PeopleTools 8.56-8.60 Security Technical or Functional
- PeopleTools Bootcamp 8.56-8.60 (**priced at a daily rate of \$795 per student**)
- PeopleTools 8.56-8.60 Deployment Packages (DPK)
- PeopleTools 8.56-8.60 PeopleSoft on Oracle Cloud Infrastructure (OCI)
- PeopleSoft Test Framework 8.56-8.60
- PeopleTools 8.56-8.60 Object-Oriented Programming
- PeopleTools 8.56-8.60 Delta Concepts
- PeopleTools 8.56-8.60 Portal Technologies
- PeopleTools 8.56-8.60 Oracle SQL for PeopleSoft
- PeopleTools Fluid Development 8.56-8.60
- Application Engine 8.56-8.60
- Integration Broker 8.56-8.60
- Web Services 8.56-8.60
- PUM and ElasticSearch 8.56-8.60
- BI Publisher for PeopleTools 8.56-8.58
- PeopleSoft Integration Tools 8.56-8.58
- PeopleTools Interaction Hub 8.56-8.60



### Section III. PROVIDING SERVICES AS DESCRIBED IN STATEMENT OF NEEDS

Oracle Guided Learning (OGL) for PeopleSoft is an Oracle Digital Adoption platform that supports the creation of personalized, guided, and contextual user onboarding visualizations - to simplify and accelerate your adoption of PeopleSoft. OGL is an information and learning interface embedded in PeopleSoft that walks users through common or hard to remember tasks. <https://spearmc.com/peoplesoft-training/oracle-guided-learning/>



SpearMC is the exclusive Oracle University Reseller and PeopleSoft Learning Services Provider for Oracle Guided Learning in North America. Our OGL Starter Kit will help expedite JMU's implementation of OGL. Our OGL developers and PeopleSoft process experts can help transform your training guides into in-app OGL guides.

JMU could take full advantage of our exclusive relationship with Oracle. For more information on Oracle Guided Learning, [click here](#).

### Section III. PROVIDING SERVICES AS DESCRIBED IN STATEMENT OF NEEDS

8. *Provide examples of recent projects at higher education institutions comparable to James Madison University. Describe the project, time frame, end result, etc.*

We are proud to present these highly successful projects for consideration of our Past Experiences.

#### REFERENCE #1



**SIMON FRASER  
UNIVERSITY**

**Simon Fraser University**

**Burnaby, BC**

**Daniel Blue, Director, Financial Services**

778.782.4708 [daniel\\_blue@sfu.ca](mailto:daniel_blue@sfu.ca)

**Scope of Services Performed: Implement PeopleSoft Grants Management, Contracts, Projects, Commitment Control**

Proposed service model/methodology used: Initial Assessment and then Implementation with team of PeopleSoft Grants experts. Blended with SFU PM and Business Analysts

Original budget and final cost: Total Project Budget over \$3M. SpearMC's portion was ~\$800,000

Date Start & Date Completed: Jan 2020 to March 2022

Oracle Innovator Story: [https://docs.oracle.com/cd/E52319\\_01/infoportal/simon\\_fraser\\_university.html](https://docs.oracle.com/cd/E52319_01/infoportal/simon_fraser_university.html)

Simon Fraser University (SFU) is a public research university in British Columbia, Canada, with three campuses: Burnaby (main campus), Surrey, and Vancouver. SFU went live in February 2022 with PeopleSoft Grants Management. This project was the first phase of the four-phase Research Enterprise System (RES) Program. The RES Program was established in 2019 to support SFU's strategic vision. It will improve the way they manage the approximately \$150 million and growing research portfolio and reduce administrative burden for faculty so that researchers can focus on conducting research. The program will aspire to improve how research projects are supported throughout the research life cycle and improve service to researchers while controlling risk to the university.

SFU chose SpearMC Consulting as their PeopleSoft Grants implementation partner. At the start of the Phase 1 implementation, SpearMC provided SFU not only with PeopleSoft Grants Management project team training but also a training on "de-customizing" PeopleSoft using the latest PeopleTools features and PUM updates. The Phase 1 implementation of Grant Management utilized the following delivered tools to improve the user experience and reduce customizations:

Page and Field Configurator was utilized to make fields required or to relabel fields to more Canadian specific terms. For example, the CFDA field was relabeled to "Program / CFDA" since "CFDA" applies to US Federal awards while many large Canadian sponsors use the term "Programs".

We also used Page and Field Configurator to handle certain security requirements, such as hiding or disabling entry on specific pages with sensitive information.

Other new functionality like event mapping was used extensively to automate field defaults as well as entry of new data. Some examples of event mapping include turning on standard activities for a project regardless

of project type, defaulting certain Journal Header values, defaulting certain ChartFields on the Grants Project Budget page, and automating the creation of SpeedCharts when setting a project to “open”.

As a part of the Phase 1 Grants project, we also expanded the use of WorkCenters and pivot grids to facilitate communication and handoffs between teams. Shortly before the Phase 1 project, SFU had upgraded their PeopleTools and rolled out fluid homepages with custom tiles. Since SFU users are used to accessing tasks and pages via WorkCentres, custom fluid WorkCentre tiles were created for each functional area (end user, AP, financial management, GL, procurement, and auditor.) For Phase 1, an additional Grants WorkCentre fluid tile was rolled out. The WorkCentre was configured using delivered configuration to include MyWork, Links, and Queries sections including an “Awards Ready for Activation” pivot grid which is used to hand off grants from the Research Services pre-award department to the Research Accounting post-award department.

## REFERENCE #2



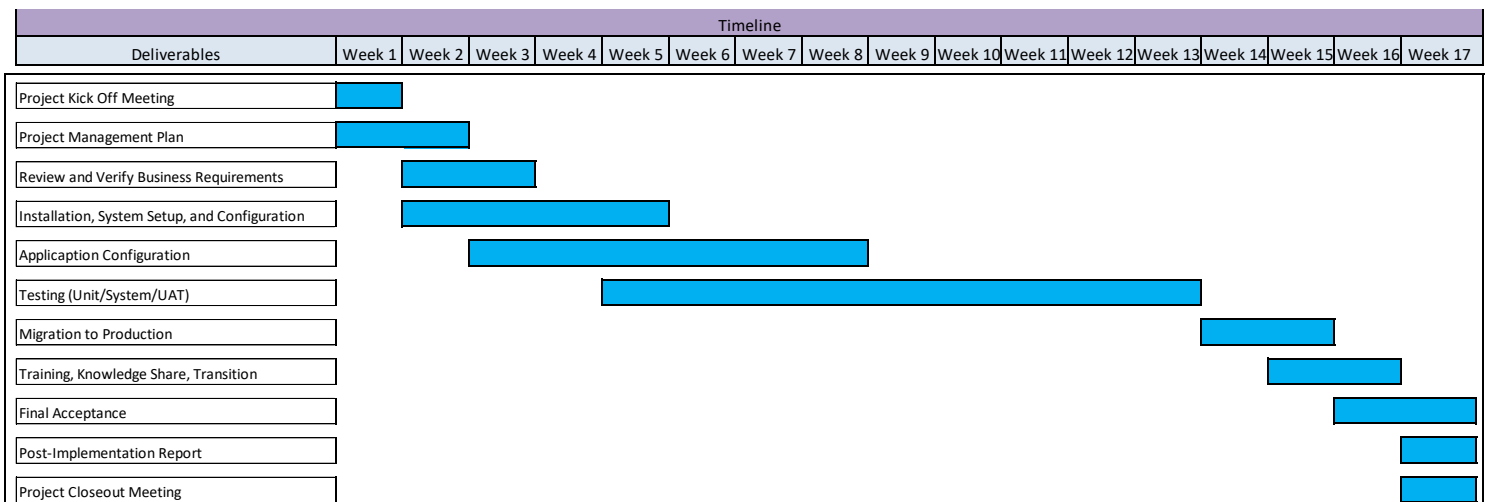
**North Dakota University System**  
**Grand Forks, ND**  
**John Wohl, Program Manager**  
 701-328-2482 [jowohl@nd.gov](mailto:jowohl@nd.gov)

**Scope of Services Performed: Setup and Deployment of PeopleSoft Test Framework ('PTF') at NDUS and State of ND. Covers FSCM, HCM and Campus Solutions. Including PUM and Testing as a Service.**

Proposed service model/methodology used: Initial Fixed bid for Implementation transitioned to ongoing annual services

Original budget and final cost: Initial Implementation ~\$500,000.

Date Start & Date Completed: October 2020 to Current



Deliverable Name	Deliverable Description	SpearMC	STATE
PTF Script Starter Kit	PTF Script Library definition will be deployed. This will include all scripts and shell scripts from the SpearMC Starter Kit Library, (approximately 1,200) as a launching point for the PTF development effort	Lead	Support, Review and Approve
PTF Test Plan	STATE will define the test plan to be executed, with support from SpearMC PTF resources	Lead	Support, Review and Approve
PTF Test Library Updates from STATE SMEs	SpearMC PTF developers will produce the step-by-step Microsoft Excel PTF scripts. These will be provided to the STATE subject matter experts, who will in-turn update the scripts with State-specific steps and variable data values.	Support, Review and Approve	Lead
PTF Script Development - STATE Specific Steps and Variables	SpearMC PTF developers will edit the library of PTF scripts, based on STATE design and configuration of the PeopleSoft HCM, ELM, CS, & FSCM application suites. Scripts will include customizations and integrations specific to the STATE's Production Environments.	Lead	Support, Review and Approve
Test Script Validation	SpearMC PTF resources will work with CHW business analysts to ensure the developed Scripts and Shell Tests are functioning as designed.	Lead	Support, Review and Approve



Description and date(s) of services provided: Project work in 2020 and 2021 for the Setup and deployment of PeopleSoft Test Framework ('PTF') at NDUS and State of ND. Includes PeopleSoft Automated Testing Support which is a Delivered Feature within PeopleSoft. Scope includes delivering PTF Test Scripts and Shell-Scripts for Financials & Supply Chain, Human Capital Management and Campus Solutions.

Also includes Setup and Deployment of SpearMC PTF Testing Grounds which is a bolt-on that Enables visibility within native PeopleSoft Internet Architecture pages, and provides dashboard of testing events and test evidence reporting. Going forward into 2025 is the use of SpearMC's Testing as a Service ('TaaS'), which is a subscription for PTF maintenance and includes testing effort, conducted on a PUM release basis, to support annual 'Get Current' events.

SpearMC's timeline for Quarterly TaaS activities, which would start in 2021 are as follows:

	Annually starting 2021											
Effort	January	February	March	April	May	June	July	August	September	October	November	December
HCM/ELM TaaS												
FSCM/CS TaaS												
TaaS Totals												

Deliverable Name	Deliverable Description	SpearMC	STATE
PUM Installation and Setup (1 Time Installation)	This is a 1 time service to assist STATE in finalizing PUM installation. A SpearMC Technical Architect will deploy and prepare the PeopleSoft Upgrade Manager in conjunction with STATE's administrator support	Lead	Support, Review and Approve
Recurring PUM Image ('PI') Updates	Upon completion of the PUM install and preparation, the SpearMC Technical Architect applies the latest PI The customized analysis report and recommendation documents are updated with results of the PI updates	Lead	Support, Review and Approve
PTF Test Library Updates	SpearMC PTF developers will evaluate and update the library of PTF scripts, based on STATE design and configuration of the PeopleSoft HCM, ELM, CS, & FSCM application suite (approximately 1,200 scripts). Scripts will include customizations and integrations specific to STATE Production Environment and will be maintained in order to continue to function with the latest PI's applied.	Lead	Support, Review and Approve
TaaS Activities	<ul style="list-style-type: none"> <li>• Test execution utilizing the PTF scripts developed for STATE</li> <li>• Test script maintenance as required based upon system or security changes</li> <li>• Testing of the PUM image application ensures:               <ul style="list-style-type: none"> <li>-Critical functional components of the PeopleSoft application work to ensure business continuity</li> <li>-Regression testing of impacted modules directly or indirectly linked to the PUM images</li> <li>-External system integration testing</li> <li>-Customizations/ enhancements existing prior to the PUM applications function accurately</li> </ul> </li> <li>• Testing components after the application of the PI's is essential for the successful deployment</li> <li>• Remote testing performed by US-based SpearMC professionals who are familiar with STATE systems</li> <li>• PUM evaluation reports will include PTF test results</li> <li>• TaaS performed for each PUM image as it is released by Oracle, which is currently on a quarterly basis</li> </ul>	Lead	Support, Review and Approve

**REFERENCE #3**
**Public Health Institute, Oakland (CA) and Washington DC**  
**NIH Funded Public Research Institution**
Lalit K Saluja, **PeopleSoft Director**510.285.5649 [lalit.saluja@phi.org](mailto:lalit.saluja@phi.org)**Scope of Services Performed: On-Call PeopleSoft Application Support**

Project(s) 1. Task-Order Based PeopleSoft Services and Support. Delivered under a PeopleSoft IQC (Indefinite Quantity Contract) and On-Call Services.

Client	Public Health Institute, Oakland (CA) and Washington DC
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Client Unit	Office of the CFO and Information Technology
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Timeline	September 2014 – Present
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Consultant Firm Name	SpearMC Consulting, Inc.
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Consultant Lead(s)	Jessica Mann (PM), Stuart Guy, John Beretz
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Fee	\$2,752,000 to date
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Number of Hours	Approx. 16,600 hours
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Public Health Institute (PHI) is a statewide, national and global public health agency funded by U.S. National Institute for Health (NIH) and other funding authorities. PHI is dedicated to promoting health, well-being and quality of life for people throughout the United States and around the world. PHI generates and promotes research, leadership and partnerships to build capacity for strong public health policy, programs, systems and practices.

PHI's decided to migrate to a new, more robust ERP system to implement best practices and streamline operations. PHI selected Oracle's PeopleSoft and was in need of specialized support of their internal and external teams for the implementation of PeopleSoft Human Capital Management (HCM) as well as Financials and Supply Chain Management (FSCM).

After engaging with PHI, SpearMC entered into a task-order IDIQ contract with PHI. We swiftly lined up a team of subject matter experts with specialized skills and deep experience in PeopleSoft implementations.

In 2014, SpearMC was awarded an Indefinite Quantity Contract (IQC), similar to a pre-negotiated Vendor Roster similar to this RFQ Response for City of SF.

PHI negotiated and awarded the IQC to several bidders that PHI deemed qualified, responsible and capable of performing the work outlined in the RFP. Project Scope for PHI IQC – Functional and Technical Services covered the FSCM and HCM modules below:

PHI releases task orders as:

- (1) time and materials agreements where SpearMC is paid at approved rates for time expended and material costs reimbursed according to actual costs incurred.
- (2) fixed price agreements where the contractor is paid a fixed amount inclusive of all costs and fees for successful completion of deliverables.

PeopleSoft FSCM: SpearMC worked to bring PHI live in July 2017; project go-live was followed by post production managed services, optimization and added functionality.

- PeopleSoft Core Financials and Supplier Mgmt modules, including Expenses, Supplier Contracts, eProcurement and Purchasing.
- PeopleSoft Grants (PC, CA, AR, BI) Management and Labor Cost Distribution for Federally and State Funded Research
- BI Publisher Reporting
- Cash Management Integration
- PC to GL Reconciliation/WorkCenter
- Custom Invoice/Reporting (including the Grants portal for security)
- Prepaid Functionality and Commitment Control

PeopleSoft HCM: SpearMC worked on a staged go-live for PHI from 2017 into 2018 for rollout of HCM modules

- 2017 = Core HCM Modules, Employer Self-Services, Personal Data, Manager Self-Services Dashboard, Absence Management
- Dec 2017 = Payroll and Benefits Administration, eBenefits, ePay, Compensation, Base Benefits at the end of 2017
- Mar 2018 = Time and Labor (with Labor Cost Distribution into FSCM) in early 2018

Through this IQC contract with PHI, SpearMC has placed resources identified below.

#### Functional Subject Matter Experts

- Matthew Pope (now an Employee at PHI) for Procure to Pay
- Jessica Mann for Grants Management and Labor Cost Distribution
- Vijaya Rakesh for Cash Management
- Antoinette Perez for Expenses and PTP
- Chris Payne for Grants and General Ledger
- Tanya Lam for HCM, Payroll and Time & Labor
- Andy Beecham for HCM, Payroll to Project Costing Integration
- Stuart Guy for Grants and PC Recon and Implementation
- Marty Ballard for Procure to Pay
- Dan Garcia for PeopleSoft HCM
- Rodney Griggs for HCM Security and ACA
- Bharath Keertipati for HCM Payroll and ACA Year-End Processing

### Technical Subject Matter Experts

- Tarun Kumar (System Administration and HCM Development)
- David Pigman (FSCM/HCM Integration Architect)
- John Beretz (FSCM Development, HCM Development, BI Publisher Reporting)
- Thambidurai Madasamy (System Administration and HCM Development)
- Sayeed Khan (Systems Admin and DBA Support)
- Wade Walden (Systems Admin and DBA Support)

PHI was in the throes of its PeopleSoft HCM and FSCM Implementation when specialist skill sets were required – and quickly. The initial implementation partner (not SpearMC of course) failed to provide qualified functional and technical experts needed to assist PHI with the various tasks associated with ERP design, testing, implementation, and roll-out. SpearMC saved the project.

We hope to show to CSU how committed we are to our customers. For us it's a long term relationship, and not about placing a few resources here or there. Many of our customers have been with SpearMC for 10 years or more. Friendships are made and true advisory relationships are built. We feel the same about CSU and hope to prove the same sort of long lasting commitment to your organization.

## REFERENCE #4



**St. Petersburg College**  
 Tampa, FL  
**Zoran Stanisic, Senior Director, Enterprise Systems**  
 727.341.7135 | stanisic.zoran@spcollege.edu

**Scope of Services Performed: PeopleSoft Personnel Action Functionalities**

Proposed service model/methodology used: Fixed Bid Contract

Original budget and final cost: Implementation ~\$220,000

Date Start & Date Completed: October 2020 to April 2021

Oracle Innovator Story: [https://docs.oracle.com/cd/E52319\\_01/infoportal/spc.html](https://docs.oracle.com/cd/E52319_01/infoportal/spc.html)

Description and date(s) of services provided: SPC awarded SpearMC a contract to implement Consulting Services to Implement PeopleSoft Personnel Action Functionalities. This project was selected by Oracle as a 2020 PeopleSoft Innovation Award Winner. SpearMC performed the following activities under a fixed-bid contract:

- (1) Assess the navigational needs of the key user groups of PeopleSoft HCM application –Employees, Managers and Administrators (Power Users),
- (2) Perform Fit-Gap analysis on the delivered Fluid UI Navigation constructs like Homepages, Tiles, Navigation Collections against SPC requirements,
- (3) Configure the Fluid navigation structure to ensure easy access to frequently used pages for all user groups. SPC successfully modernized their Employee and Manager Self-Service functions that now offer enhanced user experience and efficiency.





The following is a list of recent PeopleSoft Higher Education clients:

SpearMC Project Summary					
Client Name	Project Description	Pillar	PeopleSoft Versi	Industry	Locatio
California State University	Support	FSCM	v9.2	Higher Education	CA
Florida A&M University	Implementation	FSCM	V9.2	Higher Education	FL
George Fox University	Implementation	FSCM	v9.2	Higher Education	OR
George Fox University	Design Assessment	HCM	v9.2	Higher Education	OR
Hackensack Meridian Health University	Implementation	FSCM	v9.2	Higher Education	NJ
Howard University	Implementation	FSCM	v9.1	Higher Education	DC
J. Paul Getty Trust	Training / Development	FSCM	v9.2	Higher Education	CA
Kennesaw State University	Training	FSCM	v9.2	Higher Education	GA
LSU Health Science Center	Training	FSCM	v9.2	Higher Education	LA
Northeast Wisconsin Technical College	Training	FSCM	v9.2	Higher Education	WI
Northern Illinois University	Assessment	CS	v9.2	Higher Education	IL
Pennsylvania Higher Education Assistance Agency	Training - Lease Admin	FSCM	v9.2	Higher Education	PA
School District of Lee County	Training	HCM	Tools 8.55	Higher Education	FL
Seminole State College of FL	Implementation	HCM	V9.2	Higher Education	FL
Simon Fraser University	Grants Assessment	FSCM	v9.2	Higher Education	Canada
Southern Methodist University	Training	HCM	V9.2	Higher Education	TX
State Board Community and Technical Colleges	Upgrade	FSCM	v9.1 to v9.2	Higher Education	WA
St. Lawrence College	Training	PeopleTools	v9.2 (Tools 8.58)	Higher Education	Canada
St. Petersburg College	Implementation - PAAR	HCM	V9.2	Higher Education	FL
Texas Christian University	Training	FSCM	v9.2	Higher Education	TX
University of Adelaide	Training	PeopleTools	v9.2 (Tools 8.55)	Higher Education	Australia
University of Alberta	Training	FSCM	v9.2	Higher Education	Canada
University of California (Berkeley)	Training	PeopleTools	v9.2 (Tools 8.55)	Higher Education	CA
University of California (Santa Barbara)	Training	PeopleTools	v9.1 (Tools 8.55)	Higher Education	CA
University of California (San Francisco)	Upgrade Assistance	FSCM	v9.1 to v9.2	Higher Education	CA
University of Houston Downtown	Training	PeopleTools	v9.2 (Tools 8.55)	Higher Education	TX
University of Michigan	Implementation	FSCM	v9.2	Higher Education	MI
University of Minnesota	Training	HCM	v9.2	Higher Education	MN
University of Missouri	Lease Admin Implementation	FSCM	v9.2	Higher Education	MO
University of Puget Sound	Cash Management Implementation	FSCM	v9.2	Higher Education	WA
University of Queensland	Training	PeopleTools	Tools 8.56	Higher Education	Australia
University of Texas (Arlington)	Training	FSCM	v9.2	Higher Education	TX
University of Texas (Austin)	Training	FSCM	v9.2	Higher Education	TX
University of Texas (Dallas)	Training	FSCM	v9.2	Higher Education	TX
University of Texas (Permian Basin)	Training	FSCM	v9.2	Higher Education	TX
University of Texas (San Antonio)	Training	FSCM	v9.2	Higher Education	TX
University of Texas Systems	Training	FSCM	v9.2	Higher Education	TX
University of Texas Tyler Health Center	Training	FSCM	v9.2	Higher Education	TX
University of Wisconsin	Implementation	FSCM	v9.2	Higher Education	WI
Westchester Community College	Support	CS	v9.2	Higher Education	NY
York University	Optimization	FSCM	v9.2 (Tools 8.56)	Higher Education	Canada

### Section III. PROVIDING SERVICES AS DESCRIBED IN STATEMENT OF NEEDS

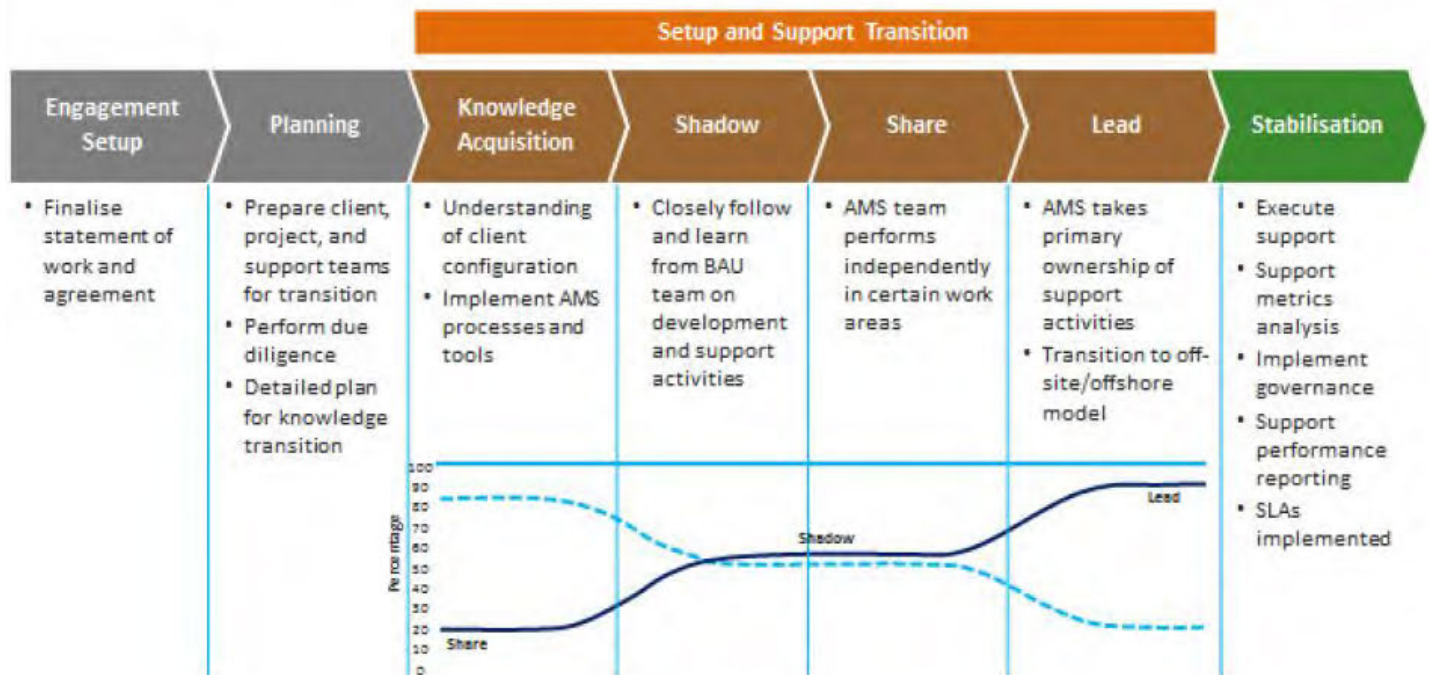
9. Describe the ability to provide for a thorough transfer of knowledge to JMU IT on any given project.

Fundamental to our PeopleSoft Services approach is the way in which maximize knowledge transfer and minimize transition risk.

Knowledge transfer activities are designed to enable staff to achieve proficiency in their assigned areas of responsibility in a minimum period. We typically use a combination of one-to-many and one-to-one working sessions, work shadowing situations and production system trial-runs to create opportunities for the implementation and support teams to work together, perform new activities and evaluate outputs.

The diagram below shows our typical approach to knowledge transfer for comprehensive support services across the Business Process, Application and DBA/ Infrastructure layers of the PeopleSoft Application.

This approach will be tailored for JMU to meet the requirements of this engagement.



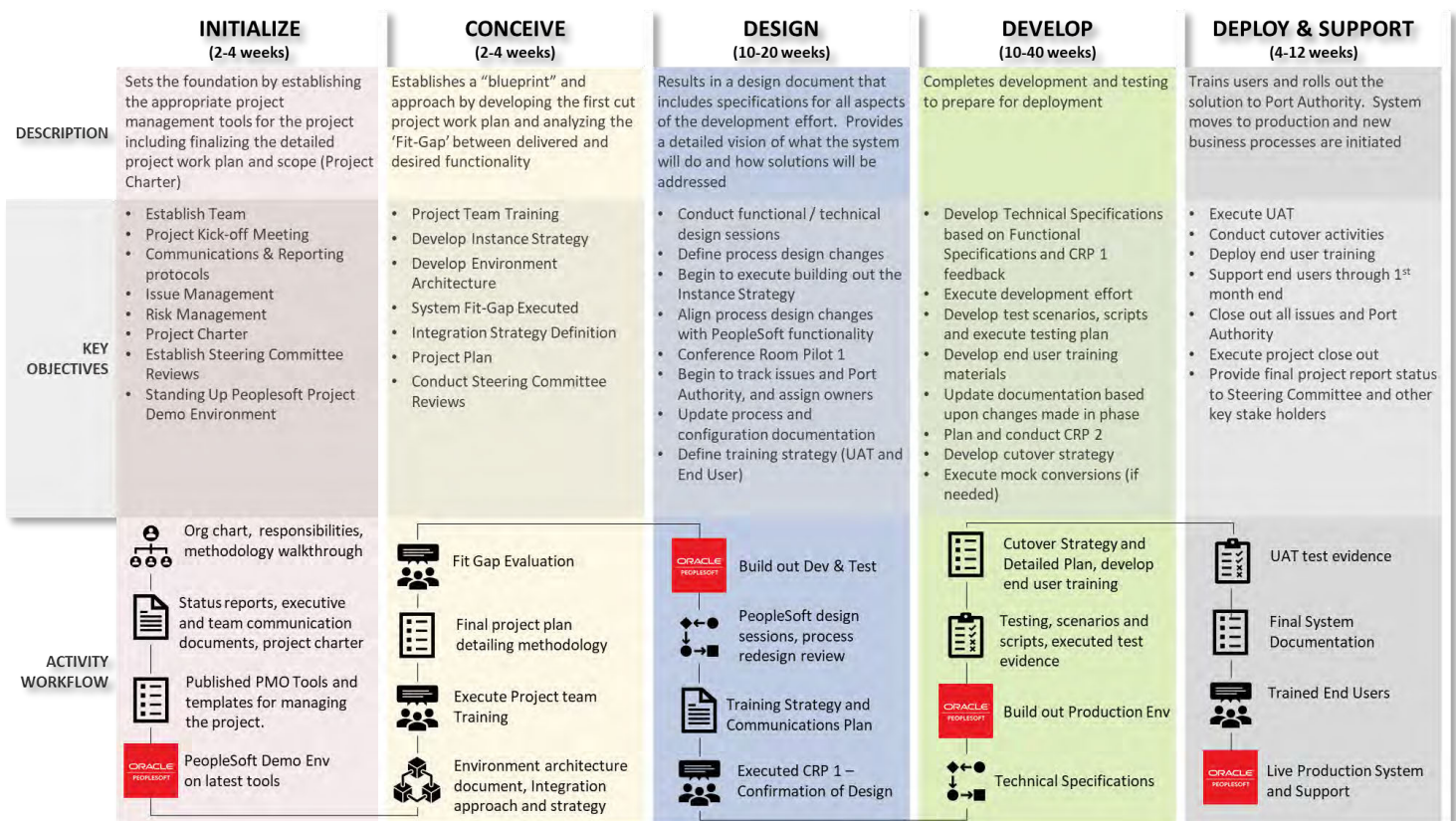
### Section III. PROVIDING SERVICES AS DESCRIBED IN STATEMENT OF NEEDS

#### 10. Describe your approach to project management.

We differentiate ourselves with the strength and quality of our project management delivery services. We know the success of our firm lies within the employees who deliver projects to our clients. We deliver “More With Less”, which we feel is a good match for JMU.

This philosophy translates into a proven management ability to partner with JMU. Such an approach has been built into our standard project methodology. SpearMC would start with an onsite (or remote) workshop to establish communication protocols, development standards, discover key issues, and establish relationships with the PeopleSoft team and key users.

This section covers our PeopleSoft Implementation and Project Delivery Framework. We start with a flow chart below that describes the five core phases of our Oracle-PeopleSoft ERP Methodology Flow Chart highlighting the key workflow activities. The time durations are estimates and will fluctuate based on the scope and size the individual project.



Our ability to effectively and clearly communicate expectations and deliverables is our strength. We lead by example as demonstrated by the following:

- Communicate our understanding of JMU Project or Task-Order Background
- Communicate our understanding of JMU Division or Department Stakeholders
- Communicate our understanding of JMU and SpearMC Roles and Responsibilities
  - Create a Project Resource Plan
  - Create a Project Timeline/Schedule
  - Create a Project Deliverables Matrix
  - Establish a Quality Control Plan
- Document our understanding of JMU Current and Desired Business Process/Workflow
- Diagram ERP Platform and Create Inventory of Modules (as they impact task-order)

SpearMC uses a proven framework in order to define phases and work efforts for each of our major projects.

#### **Business Needs Analysis**

- IT Strategy and Transformation
- ERP Selection and Implementation / Integration
- Business Transformation
- Project Management

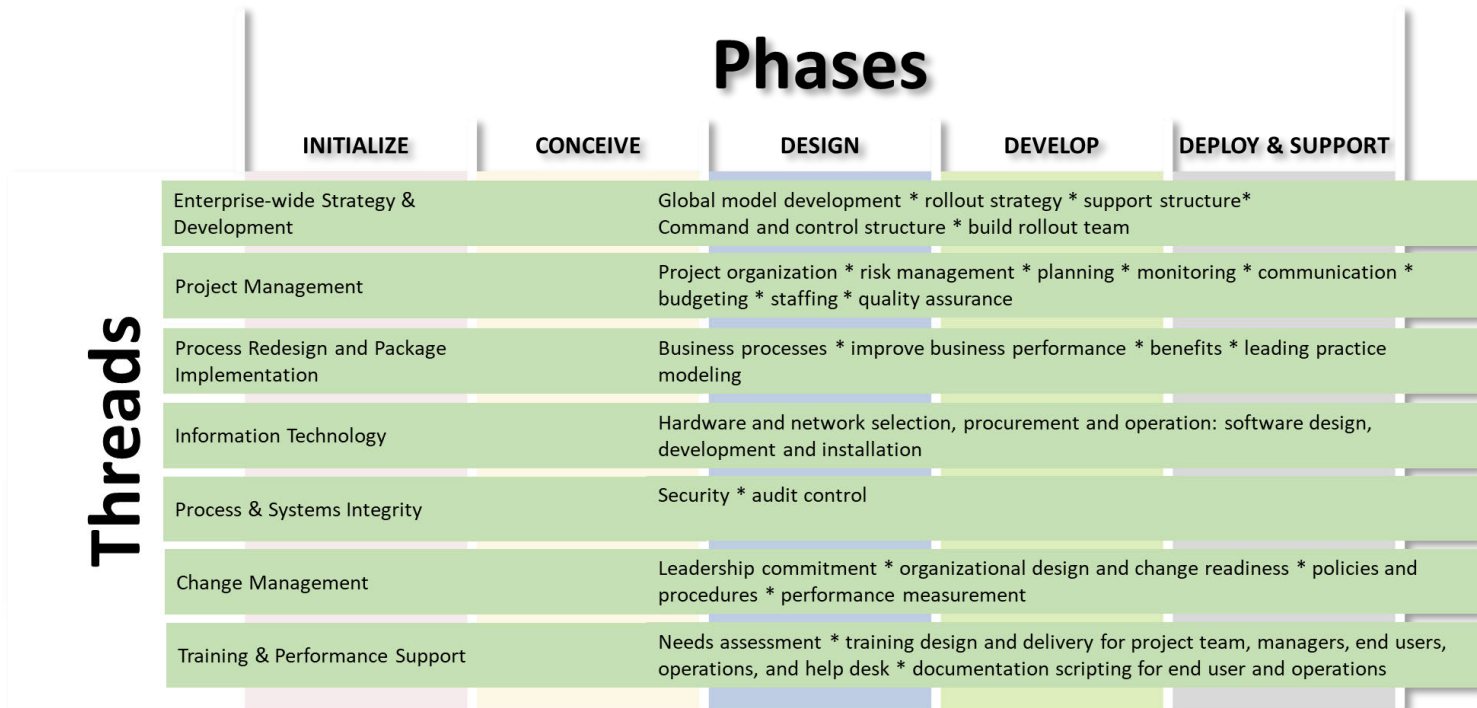
#### **Assess Staffing Capabilities against Requirements**

- Complement existing expertise and skills
- Capability Assessment

#### **Tools, best practices and proven management techniques include**

- Continuous Improvement
- Six Sigma and Lean
- Agile Project Management Techniques
- Change Management
- Jira Software

This framework enables our practitioners to apply a proven governance approach to managing defined scope for each of our projects. The graph below depicts our framework.

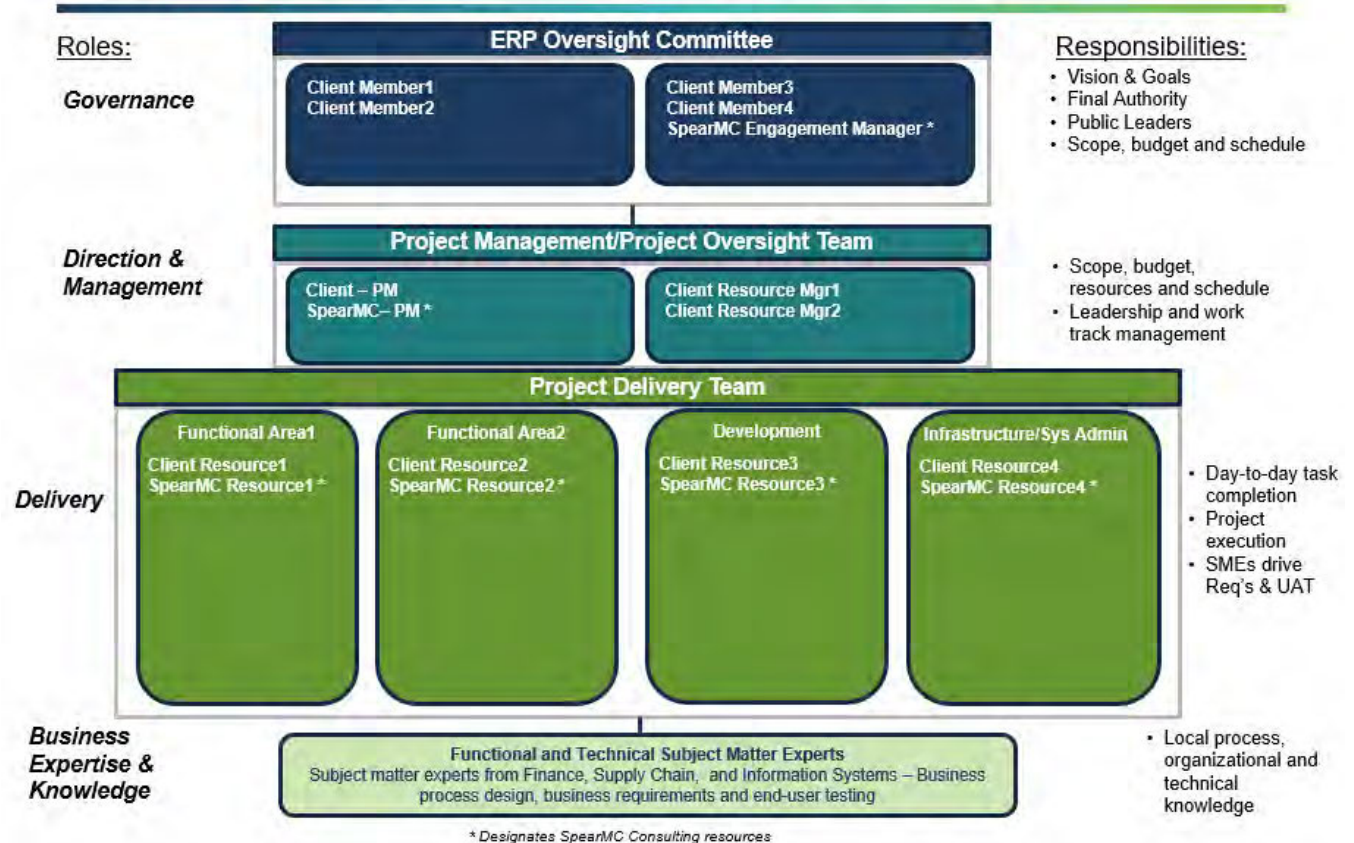




## Project Org Structure and Communications

For all engagements, a project org structure is created which establishes reporting/escalation paths as well as communication flow. The org structure for this work effort will be finalized as part of onboarding/project initiation proceedings. We will start with this template.

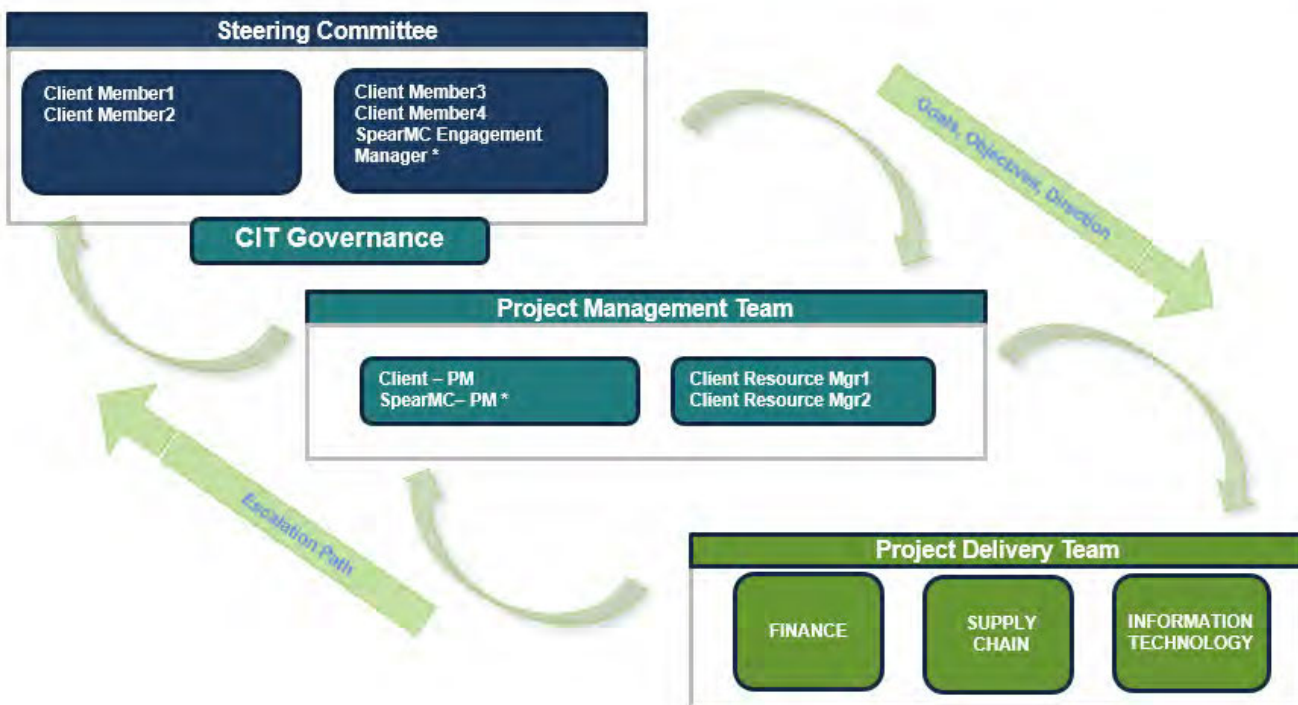
## Project Organization Structure



\* Specific Time Commitments can be found in the Manpower matrix associated with each deliverable in the Proposed Solution, Methodology, and Schedule section.

In addition to establishing roles and responsibilities, this structure provides a communication flow for the Client and SpearMC leadership as well as an escalation path for all team members.

## Project Communication Flows



### Section III. PROVIDING SERVICES AS DESCRIBED IN STATEMENT OF NEEDS

*11. Describe how your firm would propose a functional staffing plan indicating the number, characteristics, and schedule for the consultants.*

SpearMC's Project Management Services consists of a detailed functional staffing plan and approach that focuses on our ability to finish projects on time and within a budget.

SpearMC understands the importance of having the right project team and tools to get more done with less. Jira software provides functionality that enables project tracking, issue resolution and status reporting in a homogenous platform.

With each project SpearMC establishes a baseline duration, deliverable schedule, FTE workload allocation and cost. That cost is a cumulative number that considers the activities, resources, rates and deliverables required to complete the project. Careful consideration is placed on the effort required to complete each task with work being logged against the estimate throughout the project.

Challenges will arise during a project. What sets SpearMC apart from other firms is our ability to track and react.

All issues are logged in Jira Issue tracking and classified with a type, priority and impact to the project. The SpearMC project manager reviews all issues and ensures that they are addressed appropriately. When an issue poses a risk to the overall project timeline, an additional level of escalation and scrutiny is placed on the issue.

Full transparency via Jira Issue tracking provides both SpearMC and the JMU real time visibility which streamlines the path to resolution.



**Section III. PROVIDING SERVICES AS DESCRIBED IN STATEMENT OF NEEDS**

*12. Describe the functions that may be provided by a subcontractor of your firm. Specify the expertise and credentials required from the subcontractor.*

SpearMC plans to use Full Time Employees to staff PeopleSoft Project, PeopleTools Development and PeopleSoft Project Management works at JMU. We are however going to partner with our SWaM partner to assist in staffing specific Project Administration tasks that do not involve a deep level of PeopleSoft understanding and/or expertise.

#### Section IV. PROPOSED COST AND PRICING SCHEDULE (Hourly Rates for T&M or Project SOW)

SpearMC is able to provide all Oracle-PeopleSoft (PSFT) and PeopleTools services to JMU for Campus Solution (CS), Human Capital Management (HCM) and Financial Supply Chain Management (FSCM).

- **PeopleSoft 9.2 Human Capital Management (HCM):** Benefits, Core HR, Workforce Admin, Academic Personnel (bolt-on), Labor Cost Distribution (bolt-on), Absence Management, Time and Labor, Candidate Gateway, Recruiting, Payroll, ACA Year-End, Time & Labor, Compensation, Employee Self Service, Manager Self Service, ePerformance, Functional HCM Security, ELM, PeopleSoft Directory Interface (integrating with Microsoft AD environment).
- **PeopleSoft 9.2 Financials and Supply Chain (FMS):** Asset Management, Accounts Payable, Accounts Receivable, Purchase Order, General Ledger (with Commitment Control), Cash Management, eProcurement, eSupplier, Lease Administration (GASB87 bolt-on), Supplier Contracts, Grants Management, Project Costing, Billing, Contracts, nVision, Expenses, Strategic Sourcing, Functional FSCM Security.
- **PeopleSoft 9.2 Campus Solutions (CS):** 3Cs: Communications, Checklists and Comments, Academic Advisement (Degree Audits), Academic Structure, Admissions Applications, Campus Community, Contributor Relations, Financial Aid, Student Financials, Student Enrollment, Student Records and Registration
- **PeopleTools 8.56-8.60 and related Oracle Technologies:** System Administration, PUM, DPK, OCI, OOP, Portal, ElasticSearch, Fluid, PeopleCode, Java, AppEngine, IB, REST/WebServices, Technical Security, BI Publisher, Kibana, AWE, Oracle Digital Assistant. Oracle DBA, Oracle Integration Hub, Oracle Integration Cloud Service, Enterprise Application Portal, WebLogic

<u>Oracle/PeopleSoft Enterprise Solutions</u>	<u>Onsite</u>	<u>Offsite</u>	<u>Offshore</u>
Project Manager or Functional Lead	\$185/hr.	\$145/hr.	n/a
Technical Lead, Systems Eng, Sr. Developer	\$170/hr.	\$130/hr.	\$65/hr.
Business Analyst or Developer	\$150/hr.	\$110/hr.	\$55/hr.



## Section IV. PROPOSED COST AND PRICING SCHEDULE (Typical Role Description)

### Functional Lead: Senior PeopleSoft HCM/FSCM/CS (12+ years of experience)

- Proven experience as Lead working with PeopleSoft's platform
- Experience implementing, upgrading and/or supporting PeopleSoft (all Modules)
- Experience in documenting business processes, leading requirements gathering / design sessions and building configured instance
- Ability to create detailed process flows using Visio or similar tools
- Ability to interact with a diverse client population
- Have excellent listening skills and excellent oral and written communication skills
- Have ability to work directly with customers and vendors to understand and resolve functional or technical issues or concerns
- Have previously participated in developing use cases, test scenarios, and test scripts
- Experience in Oracle PeopleSoft training delivery

### Project Manager: PeopleSoft (12+ years of experience)

- Proven experience managing client engagements involving PeopleSoft applications
- Create a detailed dependency-driven schedule of the hundreds of tasks required to implement or upgrade PeopleSoft applications, updated on a daily or weekly basis depending on the needs of the project
- Help create a mechanism for obtaining and distributing weekly updates from all project teams, and weekly status reports of progress against schedule
- Monitor and escalate to client management when critical path project tasks may be in jeopardy
- Support for regularly scheduled meetings of the implementation team, advisory team, and various project sub-teams up to and including scheduling, agenda setting, documentation of meeting minutes and action items, and inclusion of action items in the project implementation plan
- Create monthly narrative report of project progress, concerns, and recommended courses of action;
- Contribute to monthly executive dashboard reports showing progress against schedule and progress against budget
- Facilitate and support formal review sessions with executive stakeholders when determined to be necessary by the project leadership team
- Provide leadership and organizational change coaching sessions with project team leaders and others when needed
- Provide training of project team meeting skills, decision-making skills, problems solving skills, and consensus building skills, as needed
- Guidance and assistance in regards to the development of the project communication plan, and support and tracking of the communication plan once executed
- Facilitation of problem-solving sessions, teambuilding sessions, and other organizational development interventions as needed, to improve the effectiveness of the project implementation

**PeopleSoft Technical Lead or Senior PeopleSoft Technical Developer (12+ years of experience)**

- Gather technical specifications from users
- Design and develop standard reporting needs
- Design and develop technical solutions adhering to either institution's development standards, policies and procedures.
- Based on Oracle PeopleSoft knowledge, identify product delivered or custom solutions quickly to help escalate and facilitate discussions for best practice and, where needed, custom solutions
- Assist in developing interfaces from Oracle PeopleSoft to systems internal and external to the Universities
- Proven experience working with HCM, Financials or Campus Solutions products
- Experience with PeopleTools 8.57 or above and Experience with PeopleSoft application release 9.2
- Experience with common PeopleSoft Technical tools
- Minimum of 12 years of Proven PeopleSoft experience

**Senior PeopleSoft Systems Engineer / Architect (12+ years of experience)**

- Based on Oracle PeopleSoft knowledge, identify product delivered or custom solutions quickly to help escalate and facilitate discussions for best practice and where needed custom solutions
- Design and develop technical solutions according to the institution's development standards
- Assist in the design and implementation of solutions architecture in accordance with either institution's standards.
- Design and develop custom interfaces
- Design and develop reports
- Assist in developing processes to migrate data from an Oracle PeopleSoft SQL Server database to a data warehouse
- Assist in design and development of data conversion processes
- Assist in design and development of solutions to ensure applications or systems required to interface with the Oracle PeopleSoft ERP system are fully supported and properly integrated
- Mentor technical staff throughout the Oracle PeopleSoft implementation
- Experience applying Oracle Critical Patches
- Experience with Oracle's common tools (Integration Broker, Component Interfaces, Application Engines, PeopleTools, SQR, PUMPS, Upgrade/Change Assistant or other niche tools.
- Minimum of 12 years of Proven PeopleSoft experience

**Oracle PeopleSoft Database Administrator/ System Administrator**

- Oracle DBMS or SQL Server in a PeopleSoft ERP Experience
- Production Support
- Service Asset & Configuration Management
  - database, application server & Weblogic web server
- Information Security Management
- Availability Management
- Capacity Management
- Service Continuity Management
- Release & Deployment Management
- Experience with PeopleTools 8.58 or above
- Experience with PeopleSoft application release 9.2
- Experience with common PeopleSoft Technical tools
- Application Security Expertise
- Experience apply Tax Updates, Tools Upgrades and PUMS
- Minimum of 10 years of Proven PeopleSoft experience

#### **Section IV. PROPOSED COST AND PRICING SCHEDULE (PeopleSoft Training)**

SpearMC is an Authorized Oracle Training Partner specializing in PeopleSoft and PeopleTools Training:

- [https://docs.oracle.com/cd/E52319\\_01/infoportal/training.html](https://docs.oracle.com/cd/E52319_01/infoportal/training.html)

This page provides a detailed description of available training classes and per student pricing. We include a pricing schedule starting with a training baseline of minimum six (6) attendees. Current PeopleSoft Training Classes and Pricing is kept up to date on this page. <https://spearmc.com/peoplesoft-training/>

#### **PeopleSoft Financials (priced at daily rate of \$595 per student)**

- PeopleSoft 9.2 Foundations (FSCM)
- Introduction to 9.2 Financials
- General Ledger, Commitment Control
- Purchasing, Accounts Payable, eProcurement
- Accounts Receivable, Asset Management
- Grants Management (**\$895 per student per day**)
- Lease Administration
- nVision, Kibana for FSCM

#### **PeopleSoft Human Resources (priced at daily rate of \$595 per student)**

- PeopleSoft 9.2 Foundations (HCM)
- Introduction to 9.2 HCM
- Base Benefits / Benefits Admin
- Workforce Administration
- Labor Cost Distribution
- Payroll / Time & Labor, Absence Mgmt
- Recruiting and Candidate Gateway
- Enterprise Learning Management
- Kibana for HCM

#### **Campus Solutions (priced at daily rate of \$595 per student)**

- 3Cs: Communications, Checklists and Comments
- Academic Advisement (Degree Audits)
- Academic Structure
- Admissions Applications
- Campus Community
- Contributor Relations
- Financial Aid and Student Financials
- Student Enrollment
- Student Records and Registration

**PeopleTools Training (priced at daily rate of \$695 per student – except Tools Bootcamp)**

- PeopleTools 8.56-8.60 I & II Accelerated
- PeopleTools 8.56-8.60 System Administration: Maintenance and Troubleshooting
- PeopleTools 8.56-8.60 PUM (PeopleSoft Update Manager) and ElasticSearch
- PeopleTools 8.56-8.60 Security Technical or Functional
- PeopleTools Bootcamp 8.56-8.60 (**priced at a daily rate of \$795 per student**)
- PeopleTools 8.56-8.60 Deployment Packages (DPK)
- PeopleTools 8.56-8.60 PeopleSoft on Oracle Cloud Infrastructure (OCI)
- PeopleSoft Test Framework 8.56-8.60
- PeopleTools 8.56-8.60 Object-Oriented Programming
- PeopleTools 8.56-8.60 Delta Concepts
- PeopleTools 8.56-8.60 Portal Technologies
- PeopleTools 8.56-8.60 Oracle SQL for PeopleSoft
- PeopleTools Fluid Development 8.56-8.60
- Application Engine 8.56-8.60
- Integration Broker 8.56-8.60
- Web Services 8.56-8.60
- PUM and ElasticSearch 8.56-8.60
- BI Publisher for PeopleTools 8.56-8.58
- PeopleSoft Integration Tools 8.56-8.58
- PeopleTools Interaction Hub 8.56-8.60



#### **Section IV. PROPOSED COST AND PRICING SCHEDULE (PeopleSoft Training Description)**

This page provides a detailed description of available training options offered by SpearMC.

**Expert PeopleSoft Training Services Provider:** SpearMC is an Authorized Oracle University Training Partner. We add value to many of our project engagements with resources who conduct hands-on training as part of ERP upgrades and implementations and have made it an art form to customize the training experience to the client needs. Our consultants incorporate “real world” examples to the usability and functionality of applications and share “tested and tried” best practices.

- <https://spearmc.com/peoplesoft-training/>

SpearMC has an existing library of pre-developed training materials. Below is a high-level training agenda. Our intention is to work with JMU on ensuring topics are relevant and at the appropriate level of details. Also, whether the course is delivered in person or virtual a copy of a recorded class will be provided.

With 20 years as a PeopleSoft Training Provider, we have the demonstrated experience to fulfill all requirements with regards to the delivery of PeopleSoft and PeopleTools Training. SpearMC is a leader in PeopleSoft HCM, FSCM and CS training services for Higher Ed. We have a vast library of pre-developed training content and a large stable of certified PeopleSoft instructors who are not just trainers but are also consultants who actually design, develop and install PeopleSoft.

#### **Delivery Methods**

- On-Site or Live Virtual Training (LVT): It is SpearMC’s preference to always deliver training in live, instructor-led classes. Live classes present the best opportunity for student interaction with the instructor as well as with other Students. Of course sometimes in-person events are not always possible, so we will perform live virtual classes, which since 2020 has been the de-facto method.
- Recorded Sessions: SpearMC offers all of our clients the option to record and playback any of their live class events. These recordings become the property of our clients and can be used on an unlimited basis.

#### **Class size and agendas**

- Class Size: Typically we recommend maximum class sizes of up to 16 students for courses with hands on activities. Class sizes can increase to much more for live webinar training and lecture/demo style courses.
- Custom Agendas: We understand that time is valuable, and we will tailor our vanilla training agendas to remove topics not pertinent to a client’s business and often add additional topics as required for non-standard business processes.

**Section V. OFFEROR DATA SHEET (Attachment A)**

1. **QUALIFICATIONS OF OFFEROR:** Offerors must have the capability and capacity in all respects to fully satisfy the contractual requirements.
2. **YEARS IN BUSINESS:** Indicate the length of time you have been in business providing these types of goods and services. **Founded January 1, 2004. Years: 19 and Months: 6**
3. **REFERENCES:** Indicate below a listing of at least five (5) organizations, either commercial or governmental/educational, that your agency is servicing. Include the name and address of the person the purchasing agency has your permission to contact.

CLIENT	LENGTH OF SERVICE	ADDRESS	CONTACT PERSON/PHONE #
Temple University Health	Jan 2021 to Current	3401 N. Broad Street, Philadelphia, PA 19140	Josh Dayanim, Director, Administrative and Financial Applications (215) 707-2492 Joshua.Dayanim@tuhs.temple.edu
North Dakota University System and State of North Dakota	October 2020 to Current	4201 Normandy Street, Bismark, ND 58503	John Wohl, Connect ND IT Program Manager (701) 328-2482 jowohl@nd.gov
Simon Fraser University	January 2020 to November 2022	8888 University Dr W, Burnaby, BC V5A 1S6, Canada	Daniel Blue, Director Financial Services (778) 782-4708 daniel_blue@sfu.ca
State University of New York (SUNY-Westchester)	August 2021 to Current	75 Grasslands Rd, Valhalla, NY 10595	Hector Graciano, Associate Dean Adjunct Services, Professional Development 914-606-6987 Hector.Graciano@sunywcc.edu
California State University Chancellor's Office	2016 to Current	401 Golden Shore, Long Beach, CA 90802	Duke Low, Human Resources Manager (253) 218-5141 dlow@calstate.edu

4. List full names and addresses of Offeror and any branch offices which may be responsible for administering the contract.

Logesh Balasubramaniam, Managing Director 1004 Glendale Chase Ct. Morrisville, NC 27560

Marcus Bode, President 5020 Franklin Drive, Pleasanton CA 94588

5. **RELATIONSHIP WITH THE COMMONWEALTH OF VIRGINIA:** Is any member of the firm an employee of the Commonwealth of Virginia who has a personal interest in this contract pursuant to the CODE OF VIRGINIA, SECTION 2.2-3100 – 3131?

[ ] YES [X] NO

IF YES, EXPLAIN: \_\_\_\_\_

**Section VI. Small, Women and Minority-owned Businesses (SWaM) Utilization Plan (Attachment B)**
**Offeror Name: SpearMC Consulting, Inc.**
**Preparer Name: Marcus Bode**
**Date: August 8, 2023**

 Is your firm a **Small Business Enterprise** certified by the Department of Small Business and Supplier Diversity (SBSD)? Yes \_\_\_\_\_ **No X**

If yes, certification number: \_\_\_\_\_ Certification date: \_\_\_\_\_

 Is your firm a **Woman-owned Business Enterprise** certified by the Department of Small Business and Supplier Diversity (SBSD)? Yes \_\_\_\_\_ **No X**

If yes, certification number: \_\_\_\_\_ Certification date: \_\_\_\_\_

 Is your firm a **Minority-Owned Business Enterprise** certified by the Department of Small Business and Supplier Diversity (SBSD)? Yes \_\_\_\_\_ **No X**

If yes, certification number: \_\_\_\_\_ Certification date: \_\_\_\_\_

 Is your firm a **Micro Business** certified by the Department of Small Business and Supplier Diversity (SBSD)? Yes \_\_\_\_\_ **No X**

If yes, certification number: \_\_\_\_\_ Certification date: \_\_\_\_\_

**Instructions:** *Populate the table below to show your firm's plans for utilization of small, women-owned and minority-owned business enterprises in the performance of the contract. Describe plans to utilize SWaMs businesses as part of joint ventures, partnerships, subcontractors, suppliers, etc.*

**Small Business:** "Small business " means a business, independently owned or operated by one or more persons who are citizens of the United States or non-citizens who are in full compliance with United States immigration law, which, together with affiliates, has 250 or fewer employees, or average annual gross receipts of \$10 million or less averaged over the previous three years.

**Woman-Owned Business Enterprise:** A business concern which is at least 51 percent owned by one or more women who are U.S. citizens or legal resident aliens, or in the case of a corporation, partnership or limited liability company or other entity, at least 51 percent of the equity ownership interest in which is owned by one or more women, and whose management and daily business operations are controlled by one or more of such individuals. **For purposes of the SWaM Program, all certified women-owned businesses are also a small business enterprise.**

**Minority-Owned Business Enterprise:** A business concern which is at least 51 percent owned by one or more minorities or in the case of a corporation, partnership or limited liability company or other entity, at least 51 percent of the equity ownership interest in which is owned by one or more minorities and whose management and daily business operations are controlled by one or more of such individuals. **For purposes of the SWaM Program, all certified minority-owned businesses are also a small business enterprise.**

**Micro Business** is a certified Small Business under the SWaM Program and has no more than twenty-five (25) employees **AND** no more than \$3 million in average annual revenue over the three-year period prior to their certification.

**All small, women, and minority owned businesses must be certified by the Commonwealth of Virginia Department of Small Business and Supplier Diversity (SBSD) to be counted in the SWaM program. Certification applications are available through SBSD at 800-223-0671 in Virginia, 804-786-6585 outside Virginia, or online at <http://www.sbsd.virginia.gov/> (Customer Service).**

## Section VI. Small, Women and Minority-owned Businesses (SWaM) Utilization Plan (Attachment B)

Procurement Name and Number: **JMU FDC-1175 IT Consulting**

Date Form Completed: **August 8, 2023**

Listing of Sub-Contractors, to include, Small, Woman Owned and Minority Owned Businesses for this Proposal and Subsequent Contract

Proposer: **SpearMC Consulting, Inc.**

Address: **5020 Franklin St. Suite 100, Pleasanton CA 94588**

Contact: **Marcus Bode**

Sub-Contractor's Name and Address	Contact Person & Phone Number	SBSD Certification Number	Services or Materials Provided	Total Subcontractor Contract Amount (to include change orders)	Total Dollars Paid Subcontractor to date (to be submitted with request for payment from JMU)
ACCESS TECH SOLUTIONS LLC 2816 Brier Pond Cir Woodbridge, VA 22191	Ben Roland Tshibuabua Phone: (703) 459-7907	828665	Project Management		

*(Form shall be submitted with proposal and if awarded, again with submission of each request for payment)*

**RETURN OF THIS PAGE IS REQUIRED**

**CERTIFIED**

**SWaM** Small, Women and Minority-Owned  
Supplier Diversity Strengthens the Commonwealth

**by the Virginia Department of Small Business & Supplier Diversity**

**Section VII. Sample of Standard Contract (Attachment C)**

## ATTACHMENT C


**COMMONWEALTH OF VIRGINIA  
 STANDARD CONTRACT**

Contract No. \_\_\_\_\_

This contract entered into this \_\_\_\_\_ day of \_\_\_\_\_, 20\_\_\_\_, by \_\_\_\_\_ hereinafter called the "Contractor" and Commonwealth of Virginia, James Madison University called the "Purchasing Agency",

WITNESSETH that the Contractor and the Purchasing Agency, in consideration of the mutual covenants, promises and agreements herein contained, agree as follows:

SCOPE OF CONTRACT: The Contractor shall provide the services to the Purchasing Agency as set forth in the Contract Documents.

PERIOD OF PERFORMANCE: From \_\_\_\_\_ through \_\_\_\_\_

The contract documents shall consist of:

- (1) This signed form.
- (2) The following portions of the Request for Proposals dated \_\_\_\_\_:
  - (a) The Statement of Needs,
  - (b) The General Terms and Conditions,
  - (c) The Special Terms and Conditions together with any negotiated modifications of those Special Conditions;
  - (d) List each addendum that may be issued
- (3) The Contractor's Proposal dated \_\_\_\_\_ and the following negotiated modification to the Proposal, all of which documents are incorporated herein.
  - (a) Negotiations summary dated \_\_\_\_\_.

IN WITNESS WHEREOF, the parties have caused this Contract to be duly executed intending to be bound thereby.

CONTRACTOR:

PURCHASING AGENCY:

 By: \_\_\_\_\_  
 (Signature)

 By: \_\_\_\_\_  
 (Signature)

 \_\_\_\_\_  
 (Printed Name)

 \_\_\_\_\_  
 (Printed Name)

Title: \_\_\_\_\_

Title: \_\_\_\_\_





**Section VIII. VASCUPP MEMBER INSTITUTION SALES**

SpearMC Consulting, Inc. has had zero (none) sales during the last twelve months with each VASCUPP Member Institution.



# Request for Proposal

## **RFP# FDC-1175**

**Information Technology Consulting Services**

**June 15, 2023**





# ***REQUEST FOR PROPOSAL***

## ***RFP# FDC-1175***

**Issue Date:** June 15, 2023  
**Title:** Information Technology Consulting Services  
**Issuing Agency:** Commonwealth of Virginia  
James Madison University  
Procurement Services MSC 5720  
752 Ott Street, Wine Price Building  
First Floor, Suite 1023  
Harrisonburg, VA 22807

**Period of Contract:** From Date of Award Through One Year (Renewable)

**Sealed Proposals Will Be Received Until 2:00 PM on August 3, 2023 for Furnishing the Services Described Herein.**

*SEALED PROPOSALS MAY BE MAILED, EXPRESS MAILED, OR HAND DELIVERED DIRECTLY TO THE ISSUING AGENCY SHOWN ABOVE.*

All Inquiries For Information And Clarification Should Be Directed To: Doug Chester, Buyer Senior, Procurement Services, [chestefd@jmu.edu](mailto:chestefd@jmu.edu); 540-568-4272; (Fax) 540-568-7935 by July 20, 2023 by 5:00 PM EST.

**NOTE: THE SIGNED PROPOSAL AND ALL ATTACHMENTS SHALL BE RETURNED.**

In compliance with this Request for Proposal and to all the conditions imposed herein, the undersigned offers and agrees to furnish the goods/services in accordance with the attached signed proposal or as mutually agreed upon by subsequent negotiation.

Name and Address of Firm:

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

By: \_\_\_\_\_  
(Signature in Ink)

Name: \_\_\_\_\_  
(Please Print)

Date: \_\_\_\_\_

Title: \_\_\_\_\_

Web Address: \_\_\_\_\_

Phone: \_\_\_\_\_

Email: \_\_\_\_\_

Fax #: \_\_\_\_\_

ACKNOWLEDGE RECEIPT OF ADDENDUM: #1\_\_\_\_\_ #2\_\_\_\_\_ #3\_\_\_\_\_ #4\_\_\_\_\_ #5\_\_\_\_\_ (please initial)

SMALL, WOMAN OR MINORITY OWNED BUSINESS:

☐ YES; ☐ NO; *IF YES* ⇒ ☐ SMALL; ☐ WOMAN; ☐ MINORITY ***IF MINORITY:*** ☐ AA; ☐ HA; ☐ AsA; ☐ NW; ☐ Micro

**Note:** This public body does not discriminate against faith-based organizations in accordance with the *Code of Virginia*, § 2.2-4343.1 or against an offeror because of race, religion, color, sex, national origin, age, disability, or any other basis prohibited by state law relating to discrimination in employment.

# ***REQUEST FOR PROPOSAL***

***RFP # FDC-1175***

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## **I. PURPOSE**

The purpose of this Request for Proposal (RFP) is to solicit sealed proposals from qualified sources to enter into a contract to provide information technology consulting services for James Madison University (JMU), an agency of the Commonwealth of Virginia. Initial contract shall be for one (1) year with an option to renew for four (4) additional one-year periods.

## **II. BACKGROUND**

James Madison University is a comprehensive university in Harrisonburg, Virginia and is part of the statewide system of public higher education in the Commonwealth. The university offers programs at the bachelor's, master's and doctoral levels with its primary emphasis on the undergraduate student. JMU's current enrollment is approximately 22,000 full and part-time students. The university employs approximately 4,000 faculty and staff. Further information about the University can be found at the following website: [www.jmu.edu](http://www.jmu.edu).

James Madison University's Office of Information Technology is responsible for technology initiatives for campus. JMU was an early adopter of PeopleSoft/Oracle's Campus Solutions product, serving as a beta for its development and implementation. Additionally, the University uses Oracle's PeopleSoft Financials, Human Resources, and the Interaction Hub for JMU's self-service portal. The University also currently uses Oracle's Identity Management suite. JMU actively manages Windows and Macintosh computer systems. The University's network is powered by Cisco technologies. A series of NEC Private Branch Enterprises (PBX's) and gateways constitute the Voice network.

James Madison University is currently utilizing the following technologies:

- Oracle Identity Management Suite 11g R2 P3
- Oracle/PeopleSoft Campus Solutions 9.2; PeopleTools 8.55.x
- Oracle/PeopleSoft Human Resources 9.2; PeopleTools 8.55.x
- Oracle/PeopleSoft Financial Management 9.2; PeopleTools 8.55.x
- Oracle/PeopleSoft Enterprise Application Portal 9.2; PeopleTools 8.55.x
- WebLogic
- Desktop Management: Microsoft Windows and Macintosh (SCCM, JAMF, Apple Enterprise Connect)
- Microsoft 365 (A5 license)
- Microsoft Active Directory
- Federation Services (Shibboleth, OpenID)
- Cisco technologies (including but not limited to network and video conferencing)
- Virtualization technologies (VMWare)
- Cherwell ITSM
- Salesforce (Enterprise CRM)
- NEC Voice and Collaboration Technologies
- Boomi

Additionally, JMU is engaged in a multi-year initiative ("Reengineering Madison") that will include implementing significant technology platforms such as an enterprise Customer Relationship Management (CRM) platform (Salesforce) and new data solutions for managing and visualizing JMU's data. Reengineering Madison will also involve replacing JMU's current PeopleSoft ERP (Enterprise Resource Management) platform, including Finance, Human Resources, and Student Administration applications, as well as current applications used for

managing the identities of JMU's constituents. For more information on Reengineering Madison, see <https://www.jmu.edu/computing/projects/reengineering-madison/index.shtml>.

The University is aware of other cooperative contracts awarded by higher education institutions in the Commonwealth. Firms currently on a cooperative contract with these institutions are not required to respond to this solicitation. The University reserves the right to request quotes from firms on other cooperative contracts, when it is deemed in the best interest of the University.

James Madison University reserves the right, when not in the best interest of the university, to decline award to any firm already on an existing VASCUPP cooperative contract in order to avoid duplication of contracts.

### **III. SMALL, WOMAN-OWNED AND MINORITY PARTICIPATION**

It is the policy of the Commonwealth of Virginia to contribute to the establishment, preservation, and strengthening of small businesses and businesses owned by women and minorities, and to encourage their participation in State procurement activities. The Commonwealth encourages contractors to provide for the participation of small businesses and businesses owned by women and minorities through partnerships, joint ventures, subcontracts, and other contractual opportunities. Attachment B contains information on reporting spend data with subcontractors.

### **IV. STATEMENT OF NEEDS**

James Madison University desires to contract with qualified firms to provide expertise and a range of services to support technologies used by the University. Contractor shall serve on special projects as a technology expert when requested and as needed. Reports shall be provided back to the University summarizing options and providing recommendations. Contractor shall serve as a technology advisor to understand, communicate, and propose solutions as requested. Contractor shall serve as a resource of research, implementation, troubleshooting, and other technical tasks to support the efforts of James Madison University Information Technology (JMU IT) staff. Functional consultants shall be represented by the Contractor as experts in the tasks and functions assigned. The University reserves the right to accept or reject any proposed or assigned consultant, without cause, at any time during the duration of the contract.

1. Describe your corporate competencies/experience providing IT consulting services for one or more of the technologies listed below.
  - a. Oracle Core Technologies
  - b. Oracle/PeopleSoft Enterprise Solutions
  - c. Desktop and Mobile Device Management
  - d. Microsoft Azure and M365
  - e. Okta
  - f. Data Analytics/Visualization/Warehouse/Lake
  - g. Change Management Training, Services, & Certification
  - h. Security and Federation Services
  - i. Cisco Technologies, Infrastructure Support, and Virtualization
  - j. Audio Visual Technologies

- k. Secure Research Enclaves
  - l. Other Technology
- 2. Describe approach and methodology that will be used to provide IT consulting services to James Madison University. Include how your firm would manage the scope of projects.
- 3. Provide the names, qualifications, and experience of personnel to be assigned to James Madison University. Designate who would be assigned as the primary contact for the account.
- 4. Describe the ability to provide continuity of consultants throughout the duration of a project.
- 5. Describe IT consulting services available from your firm. Examples of services may include, but are not limited to, the following:
  - a. Implementation
  - b. Development
  - c. Project Management
  - d. Architecture and Design
  - e. Capacity Planning
  - f. Installation and Configuration
  - g. Performance and Scalability
  - h. Conversion
  - i. Monitoring, Administration and Upgrades
  - j. Training Development
  - k. Operations Metrics
- 6. Describe training options and specify associated costs in *Section X. Pricing Schedule*. Include a catalog of training offerings and differentiation between technical staff and end-user training.
- 7. Provide examples of recent projects at higher education institutions comparable to James Madison University. Describe the project, time frame, end result, etc.
- 8. Describe the ability to provide for a thorough transfer of knowledge to JMU IT on any given project.
- 9. Describe your approach to project management.
- 10. Describe how your firm would propose a functional staffing plan indicating the number, characteristics, and schedule for the consultants.
- 11. Describe the functions that may be provided by a subcontractor of your firm. Specify the expertise and credentials required from the subcontractor.

## V. PROPOSAL PREPARATION AND SUBMISSION

### A. GENERAL INSTRUCTIONS

**To ensure timely and adequate consideration of your proposal, offerors are to limit all contact, whether verbal or written, pertaining to this RFP to the James Madison University Procurement Office for the duration of this Proposal process. Failure to do so may jeopardize further consideration of Offeror's proposal.**

1. RFP Response: In order to be considered for selection, the **Offeror shall submit a complete response to this RFP**; and shall submit to the issuing Purchasing Agency:
  - a. **One (1) original and four (4) copies** of the entire proposal, INCLUDING ALL ATTACHMENTS. Any proprietary information should be clearly marked in accordance with 3.f. below.
  - b. **One (1) electronic copy in WORD format or searchable PDF** (*flash drive*) of the entire proposal, INCLUDING ALL ATTACHMENTS. Any proprietary information should be clearly marked in accordance with 3.f. below.
  - c. Should the proposal contain **proprietary information**, provide **one (1) redacted hard copy** of the proposal and all attachments with **proprietary portions removed or blacked out**. This copy should be clearly marked "*Redacted Copy*" on the front cover. The classification of an entire proposal document, line-item prices, and/or total proposal prices as proprietary or trade secrets is not acceptable. JMU shall not be responsible for the Contractor's failure to exclude proprietary information from this redacted copy.

No other distribution of the proposal shall be made by the Offeror.

2. The version of the solicitation issued by JMU Procurement Services, as amended by any addenda, is the mandatory controlling version of the document. Any modification of, or additions to, the solicitation by the Offeror shall not modify the official version of the solicitation issued by JMU Procurement services unless accepted in writing by the University. Such modifications or additions to the solicitation by the Offeror may be cause for rejection of the proposal; however, JMU reserves the right to decide, on a case-by-case basis in its sole discretion, whether to reject such a proposal. If the modification or additions are not identified until after the award of the contract, the controlling version of the solicitation document shall still be the official state form issued by Procurement Services.
3. Proposal Preparation
  - a. Proposals shall be signed by an authorized representative of the Offeror. All information requested should be submitted. Failure to submit all information requested may result in the purchasing agency requiring prompt submissions of missing information and/or giving a lowered evaluation of the proposal. Proposals which are substantially incomplete or lack key information may be rejected by the purchasing agency. Mandatory requirements are those required by law or regulation or are such that they cannot be waived and are not subject to negotiation.

- b. Proposals shall be prepared simply and economically, providing a straightforward, concise description of capabilities to satisfy the requirements of the RFP. Emphasis should be placed on completeness and clarity of content.
  - c. Proposals should be organized in the order in which the requirements are presented in the RFP. All pages of the proposal should be numbered. Each paragraph in the proposal should reference the paragraph number of the corresponding section of the RFP. It is also helpful to cite the paragraph number, sub letter, and repeat the text of the requirement as it appears in the RFP. If a response covers more than one page, the paragraph number and sub letter should be repeated at the top of the next page. The proposal should contain a table of contents which cross references the RFP requirements. Information which the offeror desires to present that does not fall within any of the requirements of the RFP should be inserted at the appropriate place or be attached at the end of the proposal and designated as additional material. Proposals that are not organized in this manner risk elimination from consideration if the evaluators are unable to find where the RFP requirements are specifically addressed.
  - d. As used in this RFP, the terms “must”, “shall”, “should” and “may” identify the criticality of requirements. “Must” and “shall” identify requirements whose absence will have a major negative impact on the suitability of the proposed solution. Items labeled as “should” or “may” are highly desirable, although their absence will not have a large impact and would be useful, but are not necessary. Depending on the overall response to the RFP, some individual “must” and “shall” items may not be fully satisfied, but it is the intent to satisfy most, if not all, “must” and “shall” requirements. The inability of an offeror to satisfy a “must” or “shall” requirement does not automatically remove that offeror from consideration; however, it may seriously affect the overall rating of the offeror’s proposal.
  - e. Each copy of the proposal should be bound or contained in a single volume where practical. All documentation submitted with the proposal should be contained in that single volume.
  - f. Ownership of all data, materials and documentation originated and prepared for the State pursuant to the RFP shall belong exclusively to the State and be subject to public inspection in accordance with the Virginia Freedom of Information Act. Trade secrets or proprietary information submitted by the offeror shall not be subject to public disclosure under the Virginia Freedom of Information Act; however, the offeror must invoke the protection of Section 2.2-4342F of the Code of Virginia, in writing, either before or at the time the data is submitted. The written notice must specifically identify the data or materials to be protected and state the reasons why protection is necessary. The proprietary or trade secret materials submitted must be identified by some distinct method such as highlighting or underlining and must indicate only the specific words, figures, or paragraphs that constitute trade secret or proprietary information. The classification of an entire proposal document, line-item prices and/or total proposal prices as proprietary or trade secrets is not acceptable and will result in rejection and return of the proposal.
4. Oral Presentation: Offerors who submit a proposal in response to this RFP may be required to give an oral presentation of their proposal to James Madison University. This provides an opportunity for the Offeror to clarify or elaborate on the proposal. This is a fact-finding and explanation session only and does not include negotiation. James Madison University will schedule the time and location of these presentations. Oral presentations are an option



of the University and may or may not be conducted. Therefore, proposals should be complete.

**B. SPECIFIC PROPOSAL INSTRUCTIONS**

Proposals should be as thorough and detailed as possible so that James Madison University may properly evaluate your capabilities to provide the required services. Offerors are required to submit the following items as a complete proposal:

1. Return RFP cover sheet and all addenda acknowledgements, if any, signed and filled out as required.
2. Plan and methodology for providing the goods/services as described in Section IV. Statement of Needs of this Request for Proposal.
3. A written narrative statement to include, but not be limited to, the expertise, qualifications, and experience of the firm and resumes of specific personnel to be assigned to perform the work.
4. Offeror Data Sheet, included as *Attachment A* to this RFP.
5. Small Business Subcontracting Plan, included as *Attachment B* to this RFP. Offeror shall provide a Small Business Subcontracting plan which summarizes the planned utilization of Department of Small Business and Supplier Diversity (SBSD)-certified small businesses which include businesses owned by women and minorities, when they have received Department of Small Business and Supplier Diversity (SBSD) small business certification, under the contract to be awarded as a result of this solicitation. This is a requirement for all prime contracts in excess of \$100,000 unless no subcontracting opportunities exist.
6. Identify the amount of sales your company had during the last twelve months with each VASCUPP Member Institution. A list of VASCUPP Members can be found at: [www.VASCUPP.org](http://www.VASCUPP.org).
7. Proposed Cost. See Section X. Pricing Schedule of this Request for Proposal.

**VI. EVALUATION AND AWARD CRITERIA**

**A. EVALUATION CRITERIA**

Proposals shall be evaluated by James Madison University using the following criteria:

1. Quality of products/services offered and suitability for intended purposes
2. Qualifications and experience of Offeror in providing the goods/services
3. Specific plans or methodology to be used to perform the services
4. Participation of Small, Women-Owned, & Minority (SWaM) Businesses
5. Cost

Allocation of points for evaluation criteria will be published to the eVA solicitation posting prior to the closing date and time.

**AWARD TO MULTIPLE OFFERORS:** Selection shall be made of two or more offerors deemed to be fully qualified and best suited among those submitting proposals on the basis of the evaluation factors included in the Request for Proposals, including price, if so stated in the Request for Proposals. Negotiations shall be conducted with the offerors so selected. Price shall be considered but need not be the sole determining factor. After negotiations have been conducted with each offeror so selected, the agency shall select the offeror which, in its opinion, has made the best proposal, and shall award the contract to that offeror. The Commonwealth reserves the right to make multiple awards as a result of this solicitation. The Commonwealth may cancel this Request for Proposals or reject proposals at any time prior to an award and is not required to furnish a statement of the reasons why a particular proposal was not deemed to be the most advantageous. Should the Commonwealth determine in writing and in its sole discretion that only one offeror is fully qualified, or that one offeror is clearly more highly qualified than the others under consideration, a contract may be negotiated and awarded to that offeror. The award document will be a contract incorporating by reference all the requirements, terms and conditions of the solicitation and the contractor's proposal as negotiated.

## **VII. GENERAL TERMS AND CONDITIONS**

- A. **PURCHASING MANUAL:** This solicitation is subject to the provisions of the Commonwealth of Virginia's Purchasing Manual for Institutions of Higher Education and Their Vendors and any revisions thereto, which are hereby incorporated into this contract in their entirety. A copy of the manual is available for review at the purchasing office. In addition, the manual may be accessed electronically at <http://www.jmu.edu/procurement> or a copy can be obtained by calling Procurement Services at (540) 568-3145.
- B. **APPLICABLE LAWS AND COURTS:** This solicitation and any resulting contract shall be governed in all respects by the laws of the Commonwealth of Virginia and any litigation with respect thereto shall be brought in the courts of the Commonwealth. The Contractor shall comply with applicable federal, state and local laws and regulations.
- C. **ANTI-DISCRIMINATION:** By submitting their proposals, offerors certify to the Commonwealth that they will conform to the provisions of the Federal Civil Rights Act of 1964, as amended, as well as the Virginia Fair Employment Contracting Act of 1975, as amended, where applicable, the Virginians With Disabilities Act, the Americans With Disabilities Act and §10 of the Rules Governing Procurement, Chapter 2, Exhibit J, Attachment 1 (available for review at <http://www.jmu.edu/procurement>). If the award is made to a faith-based organization, the organization shall not discriminate against any recipient of goods, services, or disbursements made pursuant to the contract on the basis of the recipient's religion, religious belief, refusal to participate in a religious practice, or on the basis of race, age, color, gender, sexual orientation, gender identity, or national origin and shall be subject to the same rules as other organizations that contract with public bodies to account for the use of the funds provided; however, if the faith-based organization segregates public funds into separate accounts, only the accounts and programs funded with public funds shall be subject to audit by the public body. (*§6 of the Rules Governing Procurement*).

In every contract over \$10,000 the provisions in 1. and 2. below apply:

1. During the performance of this contract, the contractor agrees as follows:

- a. The contractor will not discriminate against any employee or applicant for employment because of race, religion, color, sex, sexual orientation, gender identity, national origin, age, disability, or any other basis prohibited by state law relating to discrimination in employment, except where there is a bona fide occupational qualification reasonably necessary to the normal operation of the contractor. The contractor agrees to post in conspicuous places, available to employees and applicants for employment, notices setting forth the provisions of this nondiscrimination clause.
  - b. The contractor, in all solicitations or advertisements for employees placed by or on behalf of the contractor, will state that such contractor is an equal opportunity employer.
  - c. Notices, advertisements, and solicitations placed in accordance with federal law, rule, or regulation shall be deemed sufficient for the purpose of meeting these requirements.
- 2. The contractor will include the provisions of 1. above in every subcontract or purchase order over \$10,000, so that the provisions will be binding upon each subcontractor or vendor.
- D. ETHICS IN PUBLIC CONTRACTING: By submitting their proposals, offerors certify that their proposals are made without collusion or fraud and that they have not offered or received any kickbacks or inducements from any other offeror, supplier, manufacturer or subcontractor in connection with their proposal, and that they have not conferred on any public employee having official responsibility for this procurement transaction any payment, loan, subscription, advance, deposit of money, services or anything of more than nominal value, present or promised, unless consideration of substantially equal or greater value was exchanged.
- E. IMMIGRATION REFORM AND CONTROL ACT OF 1986: By entering into a written contract with the Commonwealth of Virginia, the Contractor certifies that the Contractor does not, and shall not during the performance of the contract for goods and services in the Commonwealth, knowingly employ an unauthorized alien as defined in the federal Immigration Reform and Control Act of 1986.
- F. DEBARMENT STATUS: By submitting their proposals, offerors certify that they are not currently debarred by the Commonwealth of Virginia from submitting proposals on contracts for the type of goods and/or services covered by this solicitation, nor are they an agent of any person or entity that is currently so debarred.
- G. ANTITRUST: By entering into a contract, the contractor conveys, sells, assigns, and transfers to the Commonwealth of Virginia all rights, title and interest in and to all causes of action it may now have or hereafter acquire under the antitrust laws of the United States and the Commonwealth of Virginia, relating to the particular goods or services purchased or acquired by the Commonwealth of Virginia under said contract.
- H. MANDATORY USE OF STATE FORM AND TERMS AND CONDITIONS RFPs: Failure to submit a proposal on the official state form provided for that purpose may be a cause for rejection of the proposal. Modification of or additions to the General Terms and Conditions of the solicitation may be cause for rejection of the proposal; however, the Commonwealth reserves the right to decide, on a case-by-case basis, in its sole discretion, whether to reject such a proposal.

I. CLARIFICATION OF TERMS: If any prospective offeror has questions about the specifications or other solicitation documents, the prospective offeror should contact the buyer whose name appears on the face of the solicitation no later than five working days before the due date. Any revisions to the solicitation will be made only by addendum issued by the buyer.

J. PAYMENT:

1. To Prime Contractor:

- a. Invoices for items ordered, delivered and accepted shall be submitted by the contractor directly to the payment address shown on the purchase order/contract. All invoices shall show the state contract number and/or purchase order number; social security number (for individual contractors) or the federal employer identification number (for proprietorships, partnerships, and corporations).
- b. Any payment terms requiring payment in less than 30 days will be regarded as requiring payment 30 days after invoice or delivery, whichever occurs last. This shall not affect offers of discounts for payment in less than 30 days, however.
- c. All goods or services provided under this contract or purchase order, that are to be paid for with public funds, shall be billed by the contractor at the contract price, regardless of which public agency is being billed.
- d. The following shall be deemed to be the date of payment: the date of postmark in all cases where payment is made by mail, or the date of offset when offset proceedings have been instituted as authorized under the Virginia Debt Collection Act.
- e. Unreasonable Charges. Under certain emergency procurements and for most time and material purchases, final job costs cannot be accurately determined at the time orders are placed. In such cases, contractors should be put on notice that final payment in full is contingent on a determination of reasonableness with respect to all invoiced charges. Charges which appear to be unreasonable will be researched and challenged, and that portion of the invoice held in abeyance until a settlement can be reached. Upon determining that invoiced charges are not reasonable, the Commonwealth shall promptly notify the contractor, in writing, as to those charges which it considers unreasonable and the basis for the determination. A contractor may not institute legal action unless a settlement cannot be reached within thirty (30) days of notification. The provisions of this section do not relieve an agency of its prompt payment obligations with respect to those charges which are not in dispute (*Rules Governing Procurement, Chapter 2, Exhibit J, Attachment 1 § 53; available for review at <http://www.jmu.edu/procurement>*).

2. To Subcontractors:

- a. A contractor awarded a contract under this solicitation is hereby obligated:

- (1) To pay the subcontractor(s) within seven (7) days of the contractor's receipt of payment from the Commonwealth for the proportionate share of the payment received for work performed by the subcontractor(s) under the contract; or

- (2) To notify the agency and the subcontractors, in writing, of the contractor's intention to withhold payment and the reason.
    - b. The contractor is obligated to pay the subcontractor(s) interest at the rate of one percent per month (unless otherwise provided under the terms of the contract) on all amounts owed by the contractor that remain unpaid seven (7) days following receipt of payment from the Commonwealth, except for amounts withheld as stated in (2) above. The date of mailing of any payment by U. S. Mail is deemed to be payment to the addressee. These provisions apply to each sub-tier contractor performing under the primary contract. A contractor's obligation to pay an interest charge to a subcontractor may not be construed to be an obligation of the Commonwealth.
  3. Each prime contractor who wins an award in which provision of a SWAM procurement plan is a condition to the award, shall deliver to the contracting agency or institution, on or before request for final payment, evidence and certification of compliance (subject only to insubstantial shortfalls and to shortfalls arising from subcontractor default) with the SWAM procurement plan. Final payment under the contract in question may be withheld until such certification is delivered and, if necessary, confirmed by the agency or institution, or other appropriate penalties may be assessed in lieu of withholding such payment.
  4. The Commonwealth of Virginia encourages contractors and subcontractors to accept electronic and credit card payments.
- K. PRECEDENCE OF TERMS: Paragraphs A through J of these General Terms and Conditions and the Commonwealth of Virginia Purchasing Manual for Institutions of Higher Education and their Vendors, shall apply in all instances. In the event there is a conflict between any of the other General Terms and Conditions and any Special Terms and Conditions in this solicitation, the Special Terms and Conditions shall apply.
- L. QUALIFICATIONS OF OFFERORS: The Commonwealth may make such reasonable investigations as deemed proper and necessary to determine the ability of the offeror to perform the services/furnish the goods and the offeror shall furnish to the Commonwealth all such information and data for this purpose as may be requested. The Commonwealth reserves the right to inspect offeror's physical facilities prior to award to satisfy questions regarding the offeror's capabilities. The Commonwealth further reserves the right to reject any proposal if the evidence submitted by, or investigations of, such offeror fails to satisfy the Commonwealth that such offeror is properly qualified to carry out the obligations of the contract and to provide the services and/or furnish the goods contemplated therein.
- M. TESTING AND INSPECTION: The Commonwealth reserves the right to conduct any test/inspection it may deem advisable to assure goods and services conform to the specifications.
- N. ASSIGNMENT OF CONTRACT: A contract shall not be assignable by the contractor in whole or in part without the written consent of the Commonwealth.
- O. CHANGES TO THE CONTRACT: Changes can be made to the contract in any of the following ways:
1. The parties may agree in writing to modify the scope of the contract. An increase or decrease in the price of the contract resulting from such modification shall be agreed to by the parties as a part of their written agreement to modify the scope of the contract.



2. The Purchasing Agency may order changes within the general scope of the contract at any time by written notice to the contractor. Changes within the scope of the contract include, but are not limited to, things such as services to be performed, the method of packing or shipment, and the place of delivery or installation. The contractor shall comply with the notice upon receipt. The contractor shall be compensated for any additional costs incurred as the result of such order and shall give the Purchasing Agency a credit for any savings. Said compensation shall be determined by one of the following methods:
    - a. By mutual agreement between the parties in writing; or
    - b. By agreeing upon a unit price or using a unit price set forth in the contract, if the work to be done can be expressed in units, and the contractor accounts for the number of units of work performed, subject to the Purchasing Agency's right to audit the contractor's records and/or to determine the correct number of units independently; or
    - c. By ordering the contractor to proceed with the work and keep a record of all costs incurred and savings realized. A markup for overhead and profit may be allowed if provided by the contract. The same markup shall be used for determining a decrease in price as the result of savings realized. The contractor shall present the Purchasing Agency with all vouchers and records of expenses incurred and savings realized. The Purchasing Agency shall have the right to audit the records of the contractor as it deems necessary to determine costs or savings. Any claim for an adjustment in price under this provision must be asserted by written notice to the Purchasing Agency within thirty (30) days from the date of receipt of the written order from the Purchasing Agency. If the parties fail to agree on an amount of adjustment, the question of an increase or decrease in the contract price or time for performance shall be resolved in accordance with the procedures for resolving disputes provided by the Disputes Clause of this contract or, if there is none, in accordance with the disputes provisions of the Commonwealth of Virginia Purchasing Manual for Institutions of Higher Education and their Vendors. Neither the existence of a claim nor a dispute resolution process, litigation or any other provision of this contract shall excuse the contractor from promptly complying with the changes ordered by the Purchasing Agency or with the performance of the contract generally.
- P. DEFAULT: In case of failure to deliver goods or services in accordance with the contract terms and conditions, the Commonwealth, after due oral or written notice, may procure them from other sources and hold the contractor responsible for any resulting additional purchase and administrative costs. This remedy shall be in addition to any other remedies which the Commonwealth may have.
- Q. INSURANCE: By signing and submitting a proposal under this solicitation, the offeror certifies that if awarded the contract, it will have the following insurance coverage at the time the contract is awarded. For construction contracts, if any subcontractors are involved, the subcontractor will have workers' compensation insurance in accordance with § 25 of the Rules Governing Procurement – Chapter 2, Exhibit J, Attachment 1, and 65.2-800 et. Seq. of the Code of Virginia (available for review at <http://www.jmu.edu/procurement>) The offeror further certifies that the contractor and any subcontractors will maintain these insurance coverage during the entire term of the contract and that all insurance coverage will be provided by insurance companies authorized to sell insurance in Virginia by the Virginia State Corporation Commission.

MINIMUM INSURANCE COVERAGES AND LIMITS REQUIRED FOR MOST CONTRACTS:

1. Workers' Compensation: Statutory requirements and benefits. Coverage is compulsory for employers of three or more employees, to include the employer. Contractors who fail to notify the Commonwealth of increases in the number of employees that change their workers' compensation requirement under the Code of Virginia during the course of the contract shall be in noncompliance with the contract.
  2. Employer's Liability: \$100,000
  3. Commercial General Liability: \$1,000,000 per occurrence and \$2,000,000 in the aggregate. Commercial General Liability is to include bodily injury and property damage, personal injury and advertising injury, products and completed operations coverage. The Commonwealth of Virginia must be named as an additional insured and so endorsed on the policy.
  4. Automobile Liability: \$1,000,000 combined single limit. *(Required only if a motor vehicle not owned by the Commonwealth is to be used in the contract. Contractor must assure that the required coverage is maintained by the Contractor (or third party owner of such motor vehicle.)*
- R. ANNOUNCEMENT OF AWARD: Upon the award or the announcement of the decision to award a contract over \$100,000, as a result of this solicitation, the purchasing agency will publicly post such notice on the DGS/DPS eVA web site ([www.eva.virginia.gov](http://www.eva.virginia.gov)) for a minimum of 10 days.
- S. DRUG-FREE WORKPLACE: During the performance of this contract, the contractor agrees to (i) provide a drug-free workplace for the contractor's employees; (ii) post in conspicuous places, available to employees and applicants for employment, a statement notifying employees that the unlawful manufacture, sale, distribution, dispensation, possession, or use of a controlled substance or marijuana is prohibited in the contractor's workplace and specifying the actions that will be taken against employees for violations of such prohibition; (iii) state in all solicitations or advertisements for employees placed by or on behalf of the contractor that the contractor maintains a drug-free workplace; and (iv) include the provisions of the foregoing clauses in every subcontract or purchase order of over \$10,000, so that the provisions will be binding upon each subcontractor or vendor.
- For the purposes of this section, "drug-free workplace" means a site for the performance of work done in connection with a specific contract awarded to a contractor, the employees of whom are prohibited from engaging in the unlawful manufacture, sale, distribution, dispensation, possession or use of any controlled substance or marijuana during the performance of the contract.
- T. NONDISCRIMINATION OF CONTRACTORS: An offeror, or contractor shall not be discriminated against in the solicitation or award of this contract because of race, religion, color, sex, sexual orientation, gender identity, national origin, age, disability, faith-based organizational status, any other basis prohibited by state law relating to discrimination in employment or because the offeror employs ex-offenders unless the state agency, department or institution has made a written determination that employing ex-offenders on the specific contract is not in its best interest. If the award of this contract is made to a faith-based organization and an individual, who applies for or receives goods, services, or disbursements provided pursuant to this contract objects to the religious character of the faith-based organization from which the individual receives or would receive the goods, services, or

disbursements, the public body shall offer the individual, within a reasonable period of time after the date of his objection, access to equivalent goods, services, or disbursements from an alternative provider.

- U. eVA BUSINESS TO GOVERNMENT VENDOR REGISTRATION, CONTRACTS, AND ORDERS: The eVA Internet electronic procurement solution, website portal [www.eVA.virginia.gov](http://www.eVA.virginia.gov), streamlines and automates government purchasing activities in the Commonwealth. The eVA portal is the gateway for vendors to conduct business with state agencies and public bodies. All vendors desiring to provide goods and/or services to the Commonwealth shall participate in the eVA Internet eprocurement solution by completing the free eVA Vendor Registration. All offerors must register in eVA and pay the Vendor Transaction Fees specified below; failure to register will result in the proposal being rejected. Vendor transaction fees are determined by the date the original purchase order is issued and the current fees are as follows:

Vendor transaction fees are determined by the date the original purchase order is issued and the current fees are as follows:

1. For orders issued July 1, 2014 and after, the Vendor Transaction Fee is:
    - a. Department of Small Business and Supplier Diversity (SBSD) certified Small Businesses: 1% capped at \$500 per order.
    - b. Businesses that are not Department of Small Business and Supplier Diversity (SBSD) certified Small Businesses: 1% capped at \$1,500 per order.
  2. For orders issued prior to July 1, 2014 the vendor transaction fees can be found at [www.eVA.virginia.gov](http://www.eVA.virginia.gov).
  3. The specified vendor transaction fee will be invoiced by the Commonwealth of Virginia Department of General Services approximately 60 days after the corresponding purchase order is issued and payable 30 days after the invoice date. Any adjustments (increases/decreases) will be handled through purchase order changes.
- V. AVAILABILITY OF FUNDS: It is understood and agreed between the parties herein that the Commonwealth of Virginia shall be bound hereunder only to the extent of the funds available or which may hereafter become available for the purpose of this agreement.
- W. PRICING CURRENCY: Unless stated otherwise in the solicitation, offerors shall state offered prices in U.S. dollars.
- X. E-VERIFY REQUIREMENT OF ANY CONTRACTOR: Any employer with more than an average of 50 employees for the previous 12 months entering into a contract in excess of \$50,000 with James Madison University to perform work or provide services pursuant to such contract shall register and participate in the E-Verify program to verify information and work authorization of its newly hired employees performing work pursuant to any awarded contract.
- Y. CIVILITY IN STATE WORKPLACES: The contractor shall take all reasonable steps to ensure that no individual, while performing work on behalf of the contractor or any subcontractor in connection with this agreement (each, a "Contract Worker"), shall engage in 1) harassment (including sexual harassment), bullying, cyber-bullying, or threatening or violent conduct, or 2) discriminatory behavior on the basis of race, sex, color, national origin, religious belief,

sexual orientation, gender identity or expression, age, political affiliation, veteran status, or disability.

The contractor shall provide each Contract Worker with a copy of this Section and will require Contract Workers to participate in training on civility in the State workplace. Upon request, the contractor shall provide documentation that each Contract Worker has received such training.

For purposes of this Section, "State workplace" includes any location, permanent or temporary, where a Commonwealth employee performs any work-related duty or is representing his or her agency, as well as surrounding perimeters, parking lots, outside meeting locations, and means of travel to and from these locations. Communications are deemed to occur in a State workplace if the Contract Worker reasonably should know that the phone number, email, or other method of communication is associated with a State workplace or is associated with a person who is a State employee.

The Commonwealth of Virginia may require, at its sole discretion, the removal and replacement of any Contract Worker who the Commonwealth reasonably believes to have violated this Section.

This Section creates obligations solely on the part of the contractor. Employees or other third parties may benefit incidentally from this Section and from training materials or other communications distributed on this topic, but the Parties to this agreement intend this Section to be enforceable solely by the Commonwealth and not by employees or other third parties.

## VIII. SPECIAL TERMS AND CONDITIONS

- A. **AUDIT:** The Contractor hereby agrees to retain all books, records, systems, and other documents relative to this contract for five (5) years after final payment, or until audited by the Commonwealth of Virginia, whichever is sooner. The Commonwealth of Virginia, its authorized agents, and/or State auditors shall have full access to and the right to examine any of said materials during said period.
- B. **CANCELLATION OF CONTRACT:** James Madison University reserves the right to cancel and terminate any resulting contract, in part or in whole, without penalty, upon 60 days written notice to the contractor. In the event the initial contract period is for more than 12 months, the resulting contract may be terminated by either party, without penalty, after the initial 12 months of the contract period upon 60 days written notice to the other party. Any contract cancellation notice shall not relieve the contractor of the obligation to deliver and/or perform on all outstanding orders issued prior to the effective date of cancellation.
- C. **IDENTIFICATION OF PROPOSAL ENVELOPE:** The signed proposal should be returned in a separate envelope or package, sealed and identified as follows:

From:	_____	_____	_____
	Name of Offeror	Due Date	Time
	_____	_____	_____
	Street or Box No.	RFP #	
	_____	_____	_____
	City, State, Zip Code	RFP Title	
	_____	_____	_____
	Name of Purchasing Officer:		

The envelope should be addressed as directed on the title page of the solicitation.

The Offeror takes the risk that if the envelope is not marked as described above, it may be inadvertently opened and the information compromised, which may cause the proposal to be disqualified. Proposals may be hand-delivered to the designated location in the office issuing the solicitation. No other correspondence or other proposals should be placed in the envelope.

- D. LATE PROPOSALS: To be considered for selection, proposals must be received by the issuing office by the designated date and hour. The official time used in the receipt of proposals is that time on the automatic time stamp machine in the issuing office. Proposals received in the issuing office after the date and hour designated are automatically non responsive and will not be considered. The University is not responsible for delays in the delivery of mail by the U.S. Postal Service, private couriers, or the intra university mail system. It is the sole responsibility of the Offeror to ensure that its proposal reaches the issuing office by the designated date and hour.
- E. UNDERSTANDING OF REQUIREMENTS: It is the responsibility of each offeror to inquire about and clarify any requirements of this solicitation that is not understood. The University will not be bound by oral explanations as to the meaning of specifications or language contained in this solicitation. Therefore, all inquiries deemed to be substantive in nature must be in writing and submitted to the responsible buyer in the Procurement Services Office. Offerors must ensure that written inquiries reach the buyer at least five (5) days prior to the time set for receipt of offerors proposals. A copy of all queries and the respective response will be provided in the form of an addendum to all offerors who have indicated an interest in responding to this solicitation. Your signature on your Offer certifies that you fully understand all facets of this solicitation. These questions may be sent by Fax to 540/568-7935.
- F. RENEWAL OF CONTRACT: This contract may be renewed by the Commonwealth for a period of four (4) successive one year periods under the terms and conditions of the original contract except as stated in 1. and 2. below. Price increases may be negotiated only at the time of renewal. Written notice of the Commonwealth's intention to renew shall be given approximately 90 days prior to the expiration date of each contract period.
1. If the Commonwealth elects to exercise the option to renew the contract for an additional one-year period, the contract price(s) for the additional one year shall not exceed the contract price(s) of the original contract increased/decreased by no more than the percentage increase/decrease of the other services category of the CPI-W section of the Consumer Price Index of the United States Bureau of Labor Statistics for the latest twelve months for which statistics are available.
  2. If during any subsequent renewal periods, the Commonwealth elects to exercise the option to renew the contract, the contract price(s) for the subsequent renewal period shall not exceed the contract price(s) of the previous renewal period increased/decreased by more than the percentage increase/decrease of the other services category of the CPI-W section of the Consumer Price Index of the United States Bureau of Labor Statistics for the latest twelve months for which statistics are available.
- G. SUBMISSION OF INVOICES: All invoices shall be submitted within sixty days of contract term expiration for the initial contract period as well as for each subsequent contract renewal period. Any invoices submitted after the sixty day period will not be processed for payment.
- H. OPERATING VEHICLES ON JAMES MADISON UNIVERSITY CAMPUS: Operating vehicles on sidewalks, plazas, and areas heavily used by pedestrians is prohibited. In the unlikely event a driver should find it necessary to drive on James Madison University

sidewalks, plazas, and areas heavily used by pedestrians, the driver must yield to pedestrians. For a complete list of parking regulations, please go to [www.jmu.edu/parking](http://www.jmu.edu/parking); or to acquire a service representative parking permit, contact Parking Services at 540.568.3300. The safety of our students, faculty and staff is of paramount importance to us. Accordingly, violators may be charged.

- I. COOPERATIVE PURCHASING / USE OF AGREEMENT BY THIRD PARTIES: It is the intent of this solicitation and resulting contract(s) to allow for cooperative procurement. Accordingly, any public body, (to include government/state agencies, political subdivisions, etc.), cooperative purchasing organizations, public or private health or educational institutions or any University related foundation and affiliated corporations may access any resulting contract if authorized by the Contractor.

Participation in this cooperative procurement is strictly voluntary. If authorized by the Contractor(s), the resultant contract(s) will be extended to the entities indicated above to purchase goods and services in accordance with contract terms. As a separate contractual relationship, the participating entity will place its own orders directly with the Contractor(s) and shall fully and independently administer its use of the contract(s) to include contractual disputes, invoicing and payments without direct administration from the University. No modification of this contract or execution of a separate agreement is required to participate; however, the participating entity and the Contractor may modify the terms and conditions of this contract to accommodate specific governing laws, regulations, policies, and business goals required by the participating entity. Any such modification will apply solely between the participating entity and the Contractor.

The Contractor will notify the University in writing of any such entities accessing this contract. The Contractor will provide semi-annual usage reports for all entities accessing the contract. The University shall not be held liable for any costs or damages incurred by any other participating entity as a result of any authorization by the Contractor to extend the contract. It is understood and agreed that the University is not responsible for the acts or omissions of any entity and will not be considered in default of the contract no matter the circumstances.

Use of this contract(s) does not preclude any participating entity from using other contracts or competitive processes as needed.

- J. SMALL BUSINESS SUBCONTRACTING AND EVIDENCE OF COMPLIANCE:

1. It is the goal of the Commonwealth that 42% of its purchases are made from small businesses. This includes discretionary spending in prime contracts and subcontracts. All potential offerors are required to submit a Small Business Subcontracting Plan. Unless the offeror is registered as a Department of Small Business and Supplier Diversity (SBSD)-certified small business and where it is practicable for any portion of the awarded contract to be subcontracted to other suppliers, the contractor is encouraged to offer such subcontracting opportunities to SBSD-certified small businesses. This shall not exclude SBSD-certified women-owned and minority-owned businesses when they have received SBSD small business certification. No offeror or subcontractor shall be considered a Small Business, a Women-Owned Business or a Minority-Owned Business unless certified as such by the Department of Small Business and Supplier Diversity (SBSD) by the due date for receipt of proposals. If small business subcontractors are used, the prime contractor agrees to report the use of small business subcontractors by providing the purchasing office at a minimum the following information: name of small business with the SBSD certification number or FEIN, phone number, total dollar amount subcontracted, category type (small, women-owned, or minority-owned), and type of product/service provided.



**This information shall be submitted to: JMU Office of Procurement Services, Attn: SWAM Subcontracting Compliance, MSC 5720, Harrisonburg, VA 22807.**

2. Each prime contractor who wins an award in which provision of a small business subcontracting plan is a condition of the award, shall deliver to the contracting agency or institution with every request for payment, evidence of compliance (subject only to insubstantial shortfalls and to shortfalls arising from subcontractor default) with the small business subcontracting plan. **This information shall be submitted to: JMU Office of Procurement Services, SWAM Subcontracting Compliance, MSC 5720, Harrisonburg, VA 22807.** When such business has been subcontracted to these firms and upon completion of the contract, the contractor agrees to furnish the purchasing office at a minimum the following information: name of firm with the Department of Small Business and Supplier Diversity (SBSD) certification number or FEIN number, phone number, total dollar amount subcontracted, category type (small, women-owned, or minority-owned), and type of product or service provided. Payment(s) may be withheld until compliance with the plan is received and confirmed by the agency or institution. The agency or institution reserves the right to pursue other appropriate remedies to include, but not be limited to, termination for default.
  3. Each prime contractor who wins an award valued over \$200,000 shall deliver to the contracting agency or institution with every request for payment, information on use of subcontractors that are not Department of Small Business and Supplier Diversity (SBSD)-certified small businesses. When such business has been subcontracted to these firms and upon completion of the contract, the contractor agrees to furnish the purchasing office at a minimum the following information: name of firm, phone number, FEIN number, total dollar amount subcontracted, and type of product or service provided. **This information shall be submitted to: JMU Office of Procurement Services, Attn: SWAM Subcontracting Compliance, MSC 5720, Harrisonburg, VA 22807.**
- K. AUTHORIZATION TO CONDUCT BUSINESS IN THE COMMONWEALTH: A contractor organized as a stock or nonstock corporation, limited liability company, business trust, or limited partnership or registered as a registered limited liability partnership shall be authorized to transact business in the Commonwealth as a domestic or foreign business entity if so required by Title 13.1 or Title 50 of the Code of Virginia or as otherwise required by law. Any business entity described above that enters into a contract with a public body shall not allow its existence to lapse or its certificate of authority or registration to transact business in the Commonwealth, if so required under Title 13.1 or Title 50, to be revoked or cancelled at any time during the term of the contract. A public body may void any contract with a business entity if the business entity fails to remain in compliance with the provisions of this section.
- L. PUBLIC POSTING OF COOPERATIVE CONTRACTS: James Madison University maintains a web-based contracts database with a public gateway access. Any resulting cooperative contract/s to this solicitation will be posted to the publicly accessible website. Contents identified as proprietary information will not be made public.
- M. CRIMINAL BACKGROUND CHECKS OF PERSONNEL ASSIGNED BY CONTRACTOR TO PERFORM WORK ON JMU PROPERTY: The Contractor shall obtain criminal background checks on all of their contracted employees who will be assigned to perform services on James Madison University property. The results of the background checks will be directed solely to the Contractor. The Contractor bears responsibility for confirming to the University contract administrator that the background checks have been completed prior to work being performed by their employees or subcontractors. The Contractor shall only assign to work on the University campus those individuals whom it deems qualified and permissible

based on the results of completed background checks. Notwithstanding any other provision herein, and to ensure the safety of students, faculty, staff and facilities, James Madison University reserves the right to approve or disapprove any contract employee that will work on JMU property. Disapproval by the University will solely apply to JMU property and should have no bearing on the Contractor's employment of an individual outside of James Madison University.

- N. INDEMNIFICATION: Contractor agrees to indemnify, defend and hold harmless the Commonwealth of Virginia, its officers, agents, and employees from any claims, damages and actions of any kind or nature, whether at law or in equity, arising from or caused by the use of any materials, goods, or equipment of any kind or nature furnished by the contractor/any services of any kind or nature furnished by the contractor, provided that such liability is not attributable to the sole negligence of the using agency or to failure of the using agency to use the materials, goods, or equipment in the manner already and permanently described by the contractor on the materials, goods or equipment delivered.
- O. ADDITIONAL GOODS AND SERVICES: The University may acquire other goods or services that the supplier provides than those specifically solicited. The University reserves the right, subject to mutual agreement, for the Contractor to provide additional goods and/or services under the same pricing, terms, and conditions and to make modifications or enhancements to the existing goods and services. Such additional goods and services may include other products, components, accessories, subsystems, or related services that are newly introduced during the term of this Agreement. Such additional goods and services will be provided to the University at favored nations pricing, terms, and conditions.
- P. SUBCONTRACTS: No portion of the work shall be subcontracted without prior written consent of the purchasing agency. In the event that the contractor desires to subcontract some part of the work specified herein, the contractor shall furnish the purchasing agency the names, qualifications and experience of their proposed subcontractors. The contractor shall, however, remain fully liable and responsible for the work to be done by its subcontractor(s) and shall assure compliance with all requirements of the contract.
- Q. PRIME CONTRACTOR RESPONSIBILITIES: The contractor shall be responsible for completely supervising and directing the work under this contract and all subcontractors that he may utilize, using his best skill and attention. Subcontractors who perform work under this contract shall be responsible to the prime contractor. The contractor agrees that he is as fully responsible for the acts and omissions of his subcontractors and of persons employed by them as he is for the acts and omissions of his own employees.
- R. CONFIDENTIALITY OF PERSONALLY IDENTIFIABLE INFORMATION: The Contractor assures that information and data obtained as to personal facts and circumstances related to students, faculty, and staff will be collected and held confidential, during and following the term of this agreement, and will not be divulged without the individual's and the agency's written consent and only in accordance with federal law or the *Code of Virginia*. Contractors who utilize, access, or store personally identifiable information as part of the performance of a contract are required to safeguard this information and immediately notify the agency of any breach or suspected breach in the security of such information. Contractors shall allow the agency to both participate in the investigation of incidents and exercise control over decisions regarding external reporting. Contractors and their employees working on this project may be required to sign a confidentiality statement.

## **IX. METHOD OF PAYMENT**

The contractor will be paid based on invoices submitted in accordance with the solicitation and any negotiations. James Madison University recognizes the importance of expediting the payment process for our vendors and suppliers; we request that our vendors and suppliers enroll in our bank's Comprehensive Payable options: either the Virtual Payables Virtual Card or the PayMode-X electronic deposit (ACH) to your bank account so that future payments are made electronically. Contractors signed up for the Virtual Payables process will receive the benefit of being paid Net 15. Additional information is available online at:

<http://www.jmu.edu/financeoffice/accounting-operations-disbursements/cash-investments/vendor-payment-methods.shtml>

## **X. PRICING SCHEDULE**

The Offeror shall provide onsite and offsite hourly rates broken down by position type for the proposed services. Onsite hourly rates shall include all billables (e.g. travel, lodging, meals, etc.). See Attachment D.

In addition to completing Attachment D, the Offeror shall also provide pricing for all other services, including training offerings.

Specify any associated charge card processing fees, if applicable, to be billed to the university. Vendors shall provide their VISA registration number when indicating charge card processing fees. Any vendor requiring information on VISA registration may refer to <https://usa.visa.com/support/small-business/regulations-fees.html> and for questions <https://usa.visa.com/dam/VCOM/global/support-legal/documents/merchant-surcharging-qa-for-web.pdf>.

## **XI. ATTACHMENTS**

Attachment A: Offeror Data Sheet

Attachment B: Small, Women, and Minority-owned Business (SWaM) Utilization Plan

Attachment C: Standard Contract Sample

Attachment D: Pricing Schedule

## ATTACHMENT A

### OFFEROR DATA SHEET

#### TO BE COMPLETED BY OFFEROR

1. **QUALIFICATIONS OF OFFEROR:** Offerors must have the capability and capacity in all respects to fully satisfy the contractual requirements.
2. **YEARS IN BUSINESS:** Indicate the length of time you have been in business providing these types of goods and services.

Years \_\_\_\_\_ Months \_\_\_\_\_

3. **REFERENCES:** Indicate below a listing of at least five (5) organizations, either commercial or governmental/educational, that your agency is servicing. Include the name and address of the person the purchasing agency has your permission to contact.

CLIENT	LENGTH OF SERVICE	ADDRESS	CONTACT PERSON/PHONE #
--------	-------------------	---------	---------------------------


4. List full names and addresses of Offeror and any branch offices which may be responsible for administering the contract.


5. **RELATIONSHIP WITH THE COMMONWEALTH OF VIRGINIA:** Is any member of the firm an employee of the Commonwealth of Virginia who has a personal interest in this contract pursuant to the [CODE OF VIRGINIA](#), SECTION 2.2-3100 – 3131?

[ ] YES [ ] NO

IF YES, EXPLAIN: \_\_\_\_\_


## ATTACHMENT B

### Small, Women and Minority-owned Businesses (SWaM) Utilization Plan

**Offeror Name:** \_\_\_\_\_ **Preparer Name:** \_\_\_\_\_

**Date:** \_\_\_\_\_

Is your firm a **Small Business Enterprise** certified by the Department of Small Business and Supplier Diversity (SBSD)? Yes \_\_\_\_\_ No \_\_\_\_\_

If yes, certification number: \_\_\_\_\_ Certification date: \_\_\_\_\_

Is your firm a **Woman-owned Business Enterprise** certified by the Department of Small Business and Supplier Diversity (SBSD)? Yes \_\_\_\_\_ No \_\_\_\_\_

If yes, certification number: \_\_\_\_\_ Certification date: \_\_\_\_\_

Is your firm a **Minority-Owned Business Enterprise** certified by the Department of Small Business and Supplier Diversity (SBSD)? Yes \_\_\_\_\_ No \_\_\_\_\_

If yes, certification number: \_\_\_\_\_ Certification date: \_\_\_\_\_

Is your firm a **Micro Business** certified by the Department of Small Business and Supplier Diversity (SBSD)? Yes \_\_\_\_\_ No \_\_\_\_\_

If yes, certification number: \_\_\_\_\_ Certification date: \_\_\_\_\_

**Instructions:** *Populate the table below to show your firm's plans for utilization of small, women-owned and minority-owned business enterprises in the performance of the contract. Describe plans to utilize SWaMs businesses as part of joint ventures, partnerships, subcontractors, suppliers, etc.*

**Small Business:** "Small business " means a business, independently owned or operated by one or more persons who are citizens of the United States or non-citizens who are in full compliance with United States immigration law, which, together with affiliates, has 250 or fewer employees, or average annual gross receipts of \$10 million or less averaged over the previous three years.

**Woman-Owned Business Enterprise:** A business concern which is at least 51 percent owned by one or more women who are U.S. citizens or legal resident aliens, or in the case of a corporation, partnership or limited liability company or other entity, at least 51 percent of the equity ownership interest in which is owned by one or more women, and whose management and daily business operations are controlled by one or more of such individuals. **For purposes of the SWaM Program, all certified women-owned businesses are also a small business enterprise.**

**Minority-Owned Business Enterprise:** A business concern which is at least 51 percent owned by one or more minorities or in the case of a corporation, partnership or limited liability company or other entity, at least 51 percent of the equity ownership interest in which is owned by one or more minorities and whose management and daily business operations are controlled by one or more of such individuals. **For purposes of the SWaM Program, all certified minority-owned businesses are also a small business enterprise.**

**Micro Business** is a certified Small Business under the SWaM Program and has no more than twenty-five (25) employees **AND** no more than \$3 million in average annual revenue over the three-year period prior to their certification.

**All small, women, and minority owned businesses must be certified by the Commonwealth of Virginia Department of Small Business and Supplier Diversity (SBSD) to be counted in the SWaM program. Certification applications are available through SBSD at 800-223-0671 in Virginia, 804-786-6585 outside Virginia, or online at <http://www.sbsd.virginia.gov/> (Customer Service).**

***RETURN OF THIS PAGE IS REQUIRED***

**ATTACHMENT B (CNT'D)**  
Small, Women and Minority-owned Businesses (SWaM) Utilization Plan

Procurement Name and Number: \_\_\_\_\_

Date Form Completed: \_\_\_\_\_

Listing of Sub-Contractors, to include, Small, Woman Owned and Minority Owned Businesses  
for this Proposal and Subsequent Contract

Offeror / Proposer:

\_\_\_\_\_  
Firm

\_\_\_\_\_  
Address

\_\_\_\_\_  
Contact Person/No.

Sub-Contractor's Name and Address	Contact Person & Phone Number	SBSD Certification Number	Services or Materials Provided	Total Subcontractor Contract Amount (to include change orders)	Total Dollars Paid Subcontractor to date (to be submitted with request for payment from JMU)

*(Form shall be submitted with proposal and if awarded, again with submission of each request for payment)*

***RETURN OF THIS PAGE IS REQUIRED***



ATTACHMENT C



**COMMONWEALTH OF VIRGINIA  
STANDARD CONTRACT**

Contract No. \_\_\_\_\_

This contract entered into this \_\_\_\_\_ day of \_\_\_\_\_, 20\_\_\_\_, by \_\_\_\_\_ hereinafter called the "Contractor" and Commonwealth of Virginia, James Madison University called the "Purchasing Agency".

WITNESSETH that the Contractor and the Purchasing Agency, in consideration of the mutual covenants, promises and agreements herein contained, agree as follows:

**SCOPE OF CONTRACT:** The Contractor shall provide the services to the Purchasing Agency as set forth in the Contract Documents.

**PERIOD OF PERFORMANCE:** From \_\_\_\_\_ through \_\_\_\_\_

The contract documents shall consist of:

- (1) This signed form;
- (2) The following portions of the Request for Proposals dated \_\_\_\_\_:
  - (a) The Statement of Needs,
  - (b) The General Terms and Conditions,
  - (c) The Special Terms and Conditions together with any negotiated modifications of those Special Conditions;
  - (d) List each addendum that may be issued
- (3) The Contractor's Proposal dated \_\_\_\_\_ and the following negotiated modification to the Proposal, all of which documents are incorporated herein.
  - (a) Negotiations summary dated \_\_\_\_\_.

IN WITNESS WHEREOF, the parties have caused this Contract to be duly executed intending to be bound thereby.

CONTRACTOR:

PURCHASING AGENCY:

By: \_\_\_\_\_  
(Signature)

By: \_\_\_\_\_  
(Signature)

\_\_\_\_\_  
(Printed Name)

\_\_\_\_\_  
(Printed Name)

Title: \_\_\_\_\_

Title: \_\_\_\_\_

## Attachment D – Pricing Schedule

For each technology/category listed below, provide your company's hourly rate for each of the three roles listed. If you refer to the role by a different name, list it in the space provided next to the corresponding role. Onsite pricing must be inclusive of all billables (travel, lodging, meals, etc.)

**\*\*\*\*\* The Offeror shall also provide onsite and offsite pricing for all other services/roles not listed below, including training offerings. \*\*\*\*\***

	Onsite	Offsite		Onsite	Offsite
<b>Oracle Core Technologies</b>			<b>Change Management Training, Svcs, &amp; Cert.</b>		
Project Manager or _____	_____/hr.	_____/hr.	Project Manager or _____	_____/hr.	_____/hr.
Senior Engineer or _____	_____/hr.	_____/hr.	Senior Engineer or _____	_____/hr.	_____/hr.
Engineer or _____	_____/hr.	_____/hr.	Engineer or _____	_____/hr.	_____/hr.
<b>Oracle/PeopleSoft Enterprise Solutions</b>			<b>Security and Federation Services</b>		
Project Manager or _____	_____/hr.	_____/hr.	Project Manager or _____	_____/hr.	_____/hr.
Senior Engineer or _____	_____/hr.	_____/hr.	Senior Engineer or _____	_____/hr.	_____/hr.
Engineer or _____	_____/hr.	_____/hr.	Engineer or _____	_____/hr.	_____/hr.
<b>Desktop and Mobile Device Management</b>			<b>Cisco Technologies, Infrastructure Support, and Virtualization</b>		
Project Manager or _____	_____/hr.	_____/hr.	Project Manager or _____	_____/hr.	_____/hr.
Senior Engineer or _____	_____/hr.	_____/hr.	Senior Engineer or _____	_____/hr.	_____/hr.
Engineer or _____	_____/hr.	_____/hr.	Engineer or _____	_____/hr.	_____/hr.
<b>Microsoft Azure and M365</b>			<b>Audio Visual Technologies</b>		
Project Manager or _____	_____/hr.	_____/hr.	Project Manager or _____	_____/hr.	_____/hr.
Senior Engineer or _____	_____/hr.	_____/hr.	Senior Engineer or _____	_____/hr.	_____/hr.
Engineer or _____	_____/hr.	_____/hr.	Engineer or _____	_____/hr.	_____/hr.
<b>Okta</b>			<b>Secure Research Enclaves</b>		
Project Manager or _____	_____/hr.	_____/hr.	Project Manager or _____	_____/hr.	_____/hr.
Senior Engineer or _____	_____/hr.	_____/hr.	Senior Engineer or _____	_____/hr.	_____/hr.
Engineer or _____	_____/hr.	_____/hr.	Engineer or _____	_____/hr.	_____/hr.
<b>Data Analytics/Visualization/Warehouse/Lake</b>			<b>Other Technology</b>		
Project Manager or _____	_____/hr.	_____/hr.	Project Manager or _____	_____/hr.	_____/hr.
Senior Engineer or _____	_____/hr.	_____/hr.	Senior Engineer or _____	_____/hr.	_____/hr.
Engineer or _____	_____/hr.	_____/hr.	Engineer or _____	_____/hr.	_____/hr.



July 25, 2023

**ADDENDUM NO.: One**

**TO ALL OFFERORS:**

**REFERENCE:** Request for Proposal No: **RFP# FDC-1175**  
Dated: **June 15, 2023**  
Commodity: **Information Technology Consulting Services**  
RFP Closing On: ~~Thursday, August 3, 2023, at 2:00 p.m.~~  
**Tuesday, August 15, 2023, at 2:00 p.m.**

Please note the clarifications and/or changes made on this proposal:

**James Madison University has extended the RFP closing date to Tuesday, August 15, 2023 at 2:00 p.m.**

Due to the volume of questions received, an additional addendum may be posted at a future date.

1. Question – On the 3<sup>rd</sup> page of the solicitation it states the period of performance is from date of award through one year (renewable). How many renewals periods does JMU expect in terms of being renewable?  
**Answer – Section VII. Special Terms and Conditions, Item F states that JMU has the option to extend the original contract for four (4) successive one-year periods.**
2. Question – How many FTEs are estimated to be needed onsite versus remote?  
**Answer – This would depend on the nature of the engagement.**
3. Question – In order to be awarded this project, does at least one (1) team member need to be SWaM certified? Do sub-contractors need to be small business and SWaM certified?  
**Answer – SWaM certification is not a requirement for award; however, JMU tries to work with SWaM vendors whenever possible. Evaluation points will be given to vendors that are a SWaM vendor or that use SWaM sub-contractors. Additionally, all vendors should complete the SWaM Utilization Plan in the RFP document.**
4. Question - Is there a page limit to RFP response?  
**Answer – No; however, proposals should be prepared simply and economically (see section V.A.3.b.).**
5. Question – What industry partner currently performs this work? What is the incumbent contract number and total dollar value if there is one? Please confirm if we can get the previous proposals or pricing of the incumbent(s).  
**Answer – The University currently has contracts in place with the following vendors - Unicon, Inc., Sierra-Cedar, Inc., Securance Consulting, HyperGen, Inc, Plante & Moran, PLLC, Cherry Bekaert Advisory**

MSC 5720  
752 Ott Street, Room 1042  
Wine Price Building  
Harrisonburg, VA 22807  
540.568.3145 Phone  
540.568.7935 Fax  
Office of  
PROCUREMENT SERVICES

LLC, Highstreet IT Solutions, LLC, Nautiquos Business Solutions, LLC, Assura, Inc., and Planet Technologies, Inc. Previous spend can be found at [www.eva.virginia.gov](http://www.eva.virginia.gov). Current contracts with the firms listed above can be found at <http://cipag.jmu.edu/cipag/>.

6. Question - Is remote only pricing an option? Will proposals be considered if only remote pricing is provided?  
**Answer – All proposals will be considered, including remote only pricing.**
7. Question – Can vendors only provide pricing for select areas as opposed to all areas?  
**Answer – Offerors may provide pricing for one or more of the technologies/categories listed in the RFP (see Section IV.1.). Offerors should identify their firm’s technology specializations in their proposal.**
8. Question – Is hosting included as part of the services required?  
**Answer – The scope may include hosting services, depending on the specific project.**
9. Question – Is operations and maintenance – patching, vulnerability scanning, remediation, etc. included as a part of the services requested?  
**Answer – The scope may include operations and maintenance services, depending on the specific project.**
10. Question – Given that Oracle’s Identity Management is currently used at JMU, how does JMU anticipate using Okta?  
**Answer – The University has selected Okta as its future Identity Management solution.**
11. Question – What is meant by Secure Research Enclaves?  
**Answer - Using Microsoft’s definition, the Secure Enclave for Research (also known as the Secure Research Enclave) is a reference architecture for a remotely-accessible environment for researchers to use in a secure manner while working on restricted data sets.**
12. Question – Does the scope of the contract include the design and implementation of any hybrid cloud infrastructure?  
**Answer – The scope may include the design and implementation of cloud/hybrid cloud infrastructure, depending on the specific project.**
13. Question – What criteria does the University use to accept or reject proposed or assigned consultants, and how does this impact the contractor’s role and responsibilities throughout the duration of the contract?  
**Answer – Consultants assigned to the University may be rejected based on a variety of reasons including, but not limited to, lack in professionalism, responsiveness, timeliness, knowledge and experience, etc.**
14. Question – Is the work expected to be SOW based or hourly based?  
**Answer – That will depend on the nature of the engagement; however, it is reasonable to expect that either could apply.**
15. Question – It is mentioned that sealed proposals will be received. Is there any that a vendor can submit a proposal online?  
**Answer – No. JMU is not set up to receive electronic responses through eVA or emailed proposal responses.**

16. Question – What is the annual spend at JMU for IT consulting services?  
**Answer – Previous spend can be found at [www.eva.virginia.gov](http://www.eva.virginia.gov).**
17. Question – Assuming an offeror currently holds a contract with a VASCUPP higher education institution, such as the University of Virginia or George Mason University, how does that impact our status on this RFP?  
**Answer – The last paragraph of the *Section II. Background* section states: “James Madison University reserves the right, when not in the best interest of the university, to decline award to any firm already on an existing VASCUPP cooperative contract in order to avoid duplication of contracts.”**
18. Question – Will you prefer vendors with a branch office presence in Harrisonburg? We are only present in Northern Virginia.  
**Answer – A branch office in Harrisonburg, VA is not required.**
19. Question - Are there specific technologies within the listed categories (such as Oracle Core Technologies, Microsoft Azure, etc.) that require specialized expertise or are of higher priority in the context of JMU’s Reengineering Madison?  
**Answer – See RFP *Section II. Background*.**
20. Question - Can you provide more information about the typical scope and size of projects at James Madison University? Are there any specific project management methodologies or frameworks that the university prefers? Do you have any major projects in progress?  
**Answer – The University’s major technology projects can be found at <https://www.jmu.edu/computing/projects-and-initiatives.shtml>.**
21. Question - What is the expected duration of the projects? Will the assignments be short-term or long-term?  
**Answer – The expected duration will depend on the specific project and may be short-term or long-term.**
22. Question - Are there any specific certifications or qualifications required for the assigned personnel?  
**Answer – Required certifications or qualifications will vary based on the specific project. Offerors should include the qualifications and experience of the personnel who may be assigned to perform work for the University in their proposals (See RFP *Section IV.3*).**
23. Question - Can you provide more details on the expected level of involvement and responsibilities of the primary contact for the account?  
**Answer – Expected level of involvement and responsibilities will vary based on the project.**
24. Question - Can you provide more information about the evaluation criteria for assessing the similarity of projects at higher education institutions?  
**Answer – Offerors should provide examples of recent projects at higher education institutions comparable to James Madison University. See RFP *Section II. Background* for more information about the University.**
25. Question - Are there any specific reporting or documentation requirements for IT consulting services?  
**Answer – Reporting and documentation requirements will vary depending on the project.**
26. Question – Allocation of points for evaluation criteria will be published to the eVA solicitation posting prior to the closing date and time. When will this be posted?  
**Answer – The points will be posted the day before the RFP closes.**

27. Question - Does the scope include advising and strategic planning support for the technologies listed?  
**Answer – The scope may include advising and strategic planning support, depending on the specific project.**
28. Question - What will be the engagement model for Vendors that are awarded this contract? Will JMU issue statements of work for the selected vendors to compete? Will the statements of work be for hourly staff augmentation or will it also include fixed price strategic engagements? Can you provide additional information on the anticipated level of collaboration and coordination between the successful bidder and JMU IT staff?  
**Answer – As information technology consulting needs arise, the University will contact a firm(s) on contract to discuss the project for which the University requires assistance. A statement of work will be requested from the vendor based on contract terms and pricing, and additional discussions will occur.**
29. Question - What will be the maximum number of awardees under this contract? Please confirm the anticipated number of awards.  
**Answer – The University does not have an anticipated or maximum number of awards for this RFP.**
30. Question – For this RFP, are resources expected to be on-site or remote in Harrisonburg, VA? Given the skill sets, we're assuming it's fully remote, but wanted to verify  
**Answer – Remote is usually acceptable; however, it would depend on the nature of the engagement.**
31. Question - How many users are on Office 365? What license do they have? Provide a license count.  
**Answer – Approximately 30,000 accounts. The majority have A5 licenses with a few having A3 licenses.**
32. Question - Are the licenses being purchased directly with Microsoft or through a Microsoft Partner?  
**Answer – SHI.**
33. Question - Do you currently use Microsoft Teams and/or Microsoft SharePoint?  
**Answer – Yes.**
34. Question - Is there a software in place currently to manage endpoints remotely? If so, what product(s) are being used?  
**Answer - JAMF Pro, Microsoft Intune, and Microsoft Endpoint Configuration Manager are used.**
35. Question - How often are the devices and endpoints being updated? Monthly/quarterly/etc. basis?  
**Answer – Endpoint patches are deployed typically the same month they become available.**
36. Question - Do you have employees working remotely that use a company device?  
**Answer – Yes.**
37. Question - Do you offer Bring Your Own Device (BYOD) to employees?  
**Answer – No.**
38. Question - Is there a Mobile Device Management (MDM) solution deployed?  
**Answer – Yes, for JMU owned devices.**



39. Question - How many desktops/laptops/mobile devices are you supporting?

**Answer – JMU IT actively manages roughly 4,500 Windows devices, 2,500 Mac devices, and 1,000 mobile devices.**

40. Question - Which version of Windows are the desktops/laptops running on?

**Answer – Primarily Windows 10 22H2.**

41. Question - Are user devices being backed up? If so, how often, and do you have retention policies in place?

**Answer – User devices are not centrally backed up.**

42. Question – Are the servers on-site or on the cloud? Hybrid?

**Answer - Servers are onsite.**

43. If you have a cloud environment, is it Azure/AWS/other?

**Answer – The University has applications in both Azure and AWS.**

44. Question - How many servers do you have? What operating system are they on? Do you have any Windows Server 2012/2012R2? Any Linux Servers? Microsoft is sunsetting Windows 2012 servers in October. Is there a plan to upgrade/replace your current 2012 servers? Please provide details.

**Answer – The University has approximately 500 servers. Windows and Linux.**

- **2012R2 (26 servers - all slated to decom by October, with the potential exception of 3 belonging to Card Services, which they handle on their own and are in discussions with IT-Sec about)**
- **2016 (89 servers)**
- **2019 (93 servers)**
- **2022 (7 servers)**
- **Linux (210 Servers) primarily running RHEL 7 & 8**
- **16 - VMware Host servers, and 3 management servers, running VMWare version 7. (13 normal hosts, 3 VDI hosts, 2 VCenter servers and the VRealize server)**
- **54 - additional servers are being tracked, but are either security servers (OS not maintained by us), Other Linux (CentOS) or OVAs (Virtual appliances)**

45. Question - Is there a Disaster Recovery plan in place? What is the infrastructure at the fail over location?

**Answer - Yes. Disaster Recovery plans exist for critical systems. There is geographical, power, and HVAC redundancy at the failover location, as well as off-site backups in the event of whole data center loss.**

46. Question - How many databases are you using? Please specify which ones.

**Answer – See RFP Section II. Background.**

47. Question - What are some of the critical applications being used today? Any ERP applications?

**Answer – See RFP Section II. Background.**

48. Question - What is the network topology currently used, and how are these locations communicating to each other?

**Answer - On campus locations are serviced via single mode fiber. Off campus locations are a combination of DIA circuits and wireless bridges.**

49. Question - Is there a VPN in place for remote access? Is there a firewall?  
**Answer - Yes to both.**
50. Question - What is the speed of the network connection to the internet? Do you have a backup connection?  
**Answer - Two 8Gbs pipes in active/active state.**
51. Question - How many Routers, Switches, and Firewalls are in your network?  
**Answer - L2 switches: 855  
L3 switches/routers: 10  
Firewalls: 4**
52. Question - How many buildings/locations?  
**Answer – The University has approximately 185 buildings on 750 acres. The campus is divided by interstate 81 and the C&P railroad.**
53. Question - How big is your current IT department, if any?  
**Answer - Approximately 150 employees**
54. Question - Please provide the brand for the switches, network devices, laptops, desktops, and printers.  
**Answer - Cisco Routers and switches for the wired network. The wireless network is Aruba. Laptop/Desktops are a mix of Dell and Apple. Printers vary, but a significant number are leased KM Bizhub devices.**
55. Question - Do you have any cameras to support?  
**Answer: Yes. Cameras are managed by Facilities Management.**
56. Question - Do you currently have a VOIP solution? Who is your VOIP provider? What is the brand of your desktop phones? How many extensions/DID numbers?  
**Answer – The University is currently deploying an NEC VoIP solution with Black Box Network Services, and have approximately 8,000 user and service type extensions. Phones are NEC.**
57. Question - Do you have ticketing system in place? Estimate of tickets per month/quarter?  
**Answer - Yes. The University uses Cherwell as its ITSM ticketing system and receives approximately 49,189 tickets per year.**
58. Question - Do you require someone to be on-site all the time?  
**Answer - That would depend on the nature of the engagement.**
59. Question - Is this a multi-vendor or single vendor award?  
**Answer – This is anticipated to be a multi-award contract.**
60. Question - Is there Change Management system in place?  
**Answer - Technical hardware or software changes are managed through the University's ITSM.**
61. Question - Is there an Information Technology Asset Management (ITAM) solution in place?  
**Answer – Not as such. The University uses Cherwell ITSM for CMDB, and JAMF Pro and Intune for MDM.**

62. Question - What applications are currently in use?

**Answer – See RFP Section II. Background.**

63. Question - The RFP has some focus on Salesforce in the opening. But I see that Huron was awarded a contract for Salesforce work less than 6 months ago. Is JMU looking to understand other options that can support the Salesforce deployment if needed?

**Answer – Yes, the University is interested in other Salesforce resources and skillset augmentation options.**

64. Question – Are there any pain points of issues with the current vendor(s)?

**Answer – No.**

Signify receipt of this addendum by initialing “*Addendum #1* \_\_\_\_\_” on the signature page of your proposal.

Sincerely,

Doug Chester  
Buyer Senior  
Phone: 540-568-4272



August 3, 2023

**ADDENDUM NO.: Two**

**TO ALL OFFERORS:**

**REFERENCE:** Request for Proposal No: **RFP# FDC-1175**  
Dated: **June 15, 2023**  
Commodity: **Information Technology Consulting Services**  
RFP Closing On: **Tuesday, August 15, 2023, at 2:00 p.m.**

Please note the clarifications and/or changes made on this proposal:

1. Question - How far along is the Reengineering Madison project? When is the new system expected to go live?  
**Answer - See RFP Section II. Background.**
2. Question - Can you please share the portfolio of projects/initiatives that will be executed under the Reengineering Madison program?  
**Answer - See RFP Section II. Background.**
3. Question - Can you provide ticket volumes that you are currently experiencing for PeopleSoft for the last one year, preferably by severity?  
**Answer - No. Ticket volume alone is not a good indicator.**
4. Question - What is the size of the existing support team supporting PeopleSoft?  
**Answer - 10 people.**
5. Question - Will existing support team members be moved to the Reengineering Madison project?  
**Answer - Yes, in part.**
6. Question - Can you provide the architecture diagram for your PeopleSoft application and its deployment?  
**Answer - This information may be provided depending on the engagement and after the execution of a SOW.**
7. Question - What is the current PUM level for each of the PeopleSoft application pillar?  
**Answer - This information may be provided depending on the engagement and after the execution of a SOW.**
8. Question - What is the number of environments that exist for each PeopleSoft application pillar (example - DEV, TEST, DMO, UAT etc.)?  
**Answer - 4 environments.**

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9. Question - What is the size of the production database for each of the PeopleSoft application pillar?  
**Answer - This information may be provided depending on the engagement and after the execution of a SOW.**
10. Question - Does Oracle Core Technologies mean the Oracle DBA skill set? If not, please provide more details.  
**Answer - Yes.**
11. Question - What skills are required in Desktop and Mobile Device Management?  
**Answer - Required skills, certifications, or qualifications will vary based on the specific project. Offerors should include the qualifications and experience of the personnel who may be assigned to perform work for the University in their proposals (See RFP Section IV.3.).**
12. Question - Please provide details of the services expected in the following technologies:  
a. Security and Federation Services  
b. Microsoft 365 (M365)  
c. Audio and Visual Technologies  
d. Secure Research Enclaves  
**Answer - Services may vary depending on the nature of the engagement.**
13. Question - What is expected from Svcs and Cert in Change Management? What are the roles of Senior Engineer/Engineer in Change Management?  
**Answer - See RFP Section IV. Statement of Needs and Section D. Pricing Schedule. If your firm refers to a specific role by a different name, list it in the space provided next to the corresponding role.**
14. Question - Does onsite pricing refer to work specifically performed on campus (in person), and does offsite work pertain to work conducted within the US but off-campus, remote?  
**Answer - Yes.**
15. Question - What positions are you looking to fill immediately? Is there current or future project you are expecting?  
**Answer - See RFP Section II. Background.**
16. Question - For onsite services, we find that a base billable rate is suitable for most of our clients, and hotel/travel expenses charged as actuals later. Would you still like a single blended hourly charge for these positions including all expenses?  
**Answer - Yes.**
17. Question - What are the Oracle core technologies focused on consulting services like OBIA, OBIEE, ODI, OAC, etc.?  
**Answer - Unavailable at this time.**
18. Question - Is there a preferred cloud provider like AWS, GCP, or Azure for a data lake/data warehouse solution?  
**Answer - No.**
19. Question - Is the data warehouse/data lake solution in place that required migrating to a new tool stack or a new solution is expected?  
**Answer - See RFP Section II. Background.**

20. Question - Is there a preferred visualization tool for analytics?  
**Answer - No.**
21. Question - Has Fluid UI been implemented in your PeopleSoft Application?  
**Answer - No.**
22. Question - Is the Boomi atom/molecule installed on-premises or in the cloud?  
**Answer – On-premises.**
23. Question - What Salesforce modules have been implemented/utilized?  
**Answer - Implementation is just beginning. See RFP Section II. Background.**
24. Question - Is it mandatory to showcase the amount of sales our company had during the last twelve months with each VASCUPP Member Institution? Can we skip this portion if we do not have an existing/ previous VASCUPP cooperative contract? Will the proposal be deemed non-responsive if we do not have sales during the last twelve months with each VASCUPP Member Institution?  
**Answer - A response to the question is required. If the answer is none/zero, indicate that as your answer. Previous sales/experience with a VASCUPP Member Institution is not a requirement for submitting a proposal or being awarded a contract.**
25. Question - Please confirm whether the "Secure Research Enclave" category includes CMMC readiness testing? Or, is this category meant for the development/implementation of the architecture for these enclaves?  
**Answer - Secure Research Enclave could include CMMC readiness or the development/implementation of the architecture for these enclaves.**
26. Question - How does JMU define "Consulting Services" and "technology advisor"?  
**Answer - See RFP Section IV. Statement of Needs.**
27. Question - Is this a new requirement or an existing requirement?  
**Answer - This RFP is to replace an existing contract with multiple vendors.**
28. Question - What are your Key Performance Indicators?  
**Answer - Key performance indicators will vary depending on the project.**
29. Question - If we have a teaming agreement with a subcontractor, does the subcontractor's experience count as experience for us?  
**Answer - The experience of a subcontractor specified in a proposal may be considered in the evaluation of the qualifications and experience of the Offeror.**
30. Question - Do we need to submit only one response including the price schedule?  
**Answer - Vendors should submit one (1) original and four (4) copies, and electronic copy in WORD format or searchable PDF (on a flash drive) of the entire proposal, INCLUDING ALL ATTACHMENTS. The original, copies, and electronic version should all be the same and include the pricing schedule.**



31. Question - As a firm registered on eVA, do we have to pay the fees before the submission of the proposal (i.e. this stage) or after award? Please also clarify that the subcontractor also has to pay this fee.

**Answer - eVA fees are only paid upon receipt of a purchase order issued through the eVA system. eVA fees are paid by the vendor listed on the issued purchase order. If a subcontractor is issued a purchase order directly, they would have to pay the associated eVA fees; however, if the purchase order is issued to the prime contractor, and the subcontractor is working under the prime contractor, the subcontractor would not pay the associated eVA fees. The University typically issues purchase orders to the prime contractor.**

32. Question - Do we need to submit provided RFP Cover Sheet as a Cover Page of the proposal?

**Answer - The RFP cover sheet does not need to be submitted as the cover page of a proposal.**

33. Question - Is there any local preference for this contract?

**Answer - No.**

34. Question - Is it mandatory to have experience with higher education institutions?

**Answer - Experience with higher education institutions is not required.**

35. Question - Please confirm whether security assessment and consulting services are included on this contract. If so, should we price this under the category "Security and Federation Services" on the Pricing Schedule?

**Answer - The scope may include security assessment and consulting services, depending on the specific project. In addition to completing *Attachment D*, Offerors should also provide pricing for all other services.**

36. Question - Is there any flexibility in the initial contract duration of one year? Is it safe to assume that the same terms and conditions will remain same when the project is renewed? Are there any pre-defined criteria to be met by the vendors to get the renewal of contract?

**Answer - JMU typically issues contracts for one year with subsequent one-year renewals. The terms and conditions of existing term contracts are reviewed at the time of renewal. Contract terms may be negotiated and modified as necessary. See RFP *Section VIII.F*.**

37. Question - Can you please specify the list of all technologies in each technology area under Section IV? Example: Do we need to consider Oracle Database, Fusions Middleware, SOA, BPM, Identity Management, MDM, Webcenter-Sites, Portal, Content, Social, OBIEE, Golden Gate and ODI when you refer to Oracle Core Technologies? Similarly, can you call out all technologies under each area?

**Answer - See RFP *Section II. Background*.**

38. Question - Can you provide more information about the technologies listed in Section II of the RFP, such as Oracle Core Technologies, PeopleSoft Enterprise Solutions, Microsoft Azure, Okta, etc.? What level of expertise and experience is JMU looking for in these areas?

**Answer - The level of expertise and experience required will vary based on the specific project. Offerors should include the qualifications and experience of the personnel who may be assigned to perform work for the University in their proposals (See RFP *Section IV.3*).**

39. Question - What are the expected outcomes of the trainings that a vendor needs to provide to the staff? How much training must be provided in a month? What will be the number of attendees in each session? Will it be a virtual or classroom training?

**Answer – Training outcomes, frequency, number of attendees, format, etc. will vary depending on specific training needs and agreed upon SOW.**

40. Question - Can you provide more details about the weightage or scoring system that will be used to evaluate proposals based on the criteria stated in the RFP? How will the award decision be made?

**Answer - See RFP Section IV. Evaluation and Award Criteria. Allocation of points for evaluation criteria will be published to the eVA solicitation posting prior to the closing date and time.**

41. Question - Can you provide more information on the Virtual Payables options mentioned? How can vendors and suppliers enroll in these options?

**Answer - Offerors may contact the JMU Accounts Payable office, at [acctspayable@jmu.edu](mailto:acctspayable@jmu.edu) or (540) 568-7397 to discuss payment enrollment options.**

42. Question - Please list all the technologies/tools that needs to be replaced/transformed as part of Reengineering Madison program. Are there specific projects the vendor team will be involved if selected?

**Answer - See RFP Section II. Background.**

43. Question - Does the University anticipate any of its current implementation partners will act as a Systems/Services Integrator and an offeror submitting a proposal in response to this solicitation act as subcontractor if selected?

**Answer - No.**

44. Question - Are you engaged with any cloud service provider? What is the scope of cloud-based solutions in this RFP?

**Answer - See RFP Section II. Background.**

45. Question - What are your expectations for the level of service that you would like to receive from the IT consulting firm? How would you measure the success of the IT consulting project?

**Answer - Expectations and measurements of success will vary depending on the engagement.**

46. Question - What are your expectations for the level of security that you would like to have in place?

**Answer - JMU follows the ISO standard. When needed other standards are used depending on the need, regulations, requirements, etc.**

47. Question - What are the specific challenges that you are facing with your current IT infrastructure compelling to go through Re-engineering Initiative?

**Answer - See RFP Section II. Background.**

48. Question - Could you provide more information about the anticipated scope of special projects where the contractor will serve as a technology expert? What are some examples of these projects and their objectives? Can you elaborate the expected deliverables and milestones for the projects covered in the scope this RFP?

**Answer - See RFP Section II. Background.**

49. Question - Is there any preference for local or regional vendors?

**Answer - No.**

50. Question - Is it safe to assume that offsite means offshore?

**Answer - No. For the purpose of this solicitation, offsite means remote work performed not on campus.**

51. Question - Resources working offshore need to align with client working hours as per US time zones?

**Answer - Yes.**

52. Question - Will JMU provide laptops to the vendor consultants?

**Answer - No.**

53. Question - Will any additional travel costs be considered in the pricing?

**Answer - No. See RFP Section X. Pricing Schedule.**

Signify receipt of this addendum by initialing "*Addendum #2* \_\_\_\_\_" on the signature page of your proposal.

Sincerely,

Doug Chester  
Buyer Senior  
Phone: 540-568-4272