

Competitive Metric	Required or Preferred
<p>General Overview</p>	<p>Miles College (Miles) is a senior, private, liberal arts, and Historically Black College with roots in the Christian Methodist Episcopal Church that motivates and prepares students, through committed faculty, to seek knowledge that leads to intellectual and civic empowerment. The Miles College education engages students in rigorous study, scholarly inquiry, and spiritual awareness, enabling graduates to become life-long learners and responsible citizens who help shape the global society. Therefore, Miles is issuing this Request for Proposal (RFP) to identify vendor resources, services, and products to replace its current process, server, and web-based Enterprise Resource Planning (ERP) system used in every facet of the college. Selected vendors will be requested to supply written information and to participate in a demonstration of their products. Vendors must be prepared to demonstrate and answer questions from Miles Stakeholders, drafting the work plan and Request for Proposals (RFP) that will follow.</p> <p>Responses to this RFP will assist Miles in furthering its scope of work. Additionally, it will ensure that products and services are not excluded from consideration. Miles intends to enter into a multi-year contract with a single vendor to provide delivery of the ERP.</p>
<p>Depth and Breadth of proposed ERP</p>	<ul style="list-style-type: none"> • Complete ERP and available today • Fully SaaS Deployment of the entire Suite of Modules proposed • Including: 1) Student 2) Financial Aid 3) Finance 4) Human Resources/Payroll • Delivered Workflows Out of the Box to support common institutional workflows • Robust self-service Capabilities for students and faculty from any device (phone, tablet, computer) • Intuitive financial aid processes that remove obstacles for students and creates efficiencies for staff • Complete support of traditional and non-traditional learners
<p>Features delivered in proposed ERP</p>	<ul style="list-style-type: none"> • Proxy capability (Parent, Guardian or Other Designated Person to) --- <ul style="list-style-type: none"> ○ Make payments on their student accounts ○ View Student finance accounts ○ View grades ○ View Financial Aid information – and take action on Financial Aid ○ Employee Time Entry Approval Proxy for Supervisors/Managers ○ View federal tax information ○ View notifications ○ View required documents • Intuitive student academic planning capabilities with real-time information to students, staff and advisors in order to provide the most concise, beneficial academic path. <ul style="list-style-type: none"> ○ Student can view in real-time the fastest path toward academic program completion ○ “On track” and “on time” student indicators for degree completion

	<ul style="list-style-type: none"> ○ Schedule planning and registration integrated in real-time. Student can register for all planned courses on their schedule with a click of a button ○ Student can leverage sample degree plans (help students understand which courses are required for their field of study and when they should be taken to meet their graduation goals) or have pre-loaded degree plans (to help students better understand pre-requisites and course sequencing) ○ Planning tool gives students who rely on federal financial assistance a reference that indicates how they should complete the degree requirements during their period of eligibility ○ ERP vendor will be preferred if they are a leader in delivering Financial Aid Regulatory releases on time when the U.S. Department of Education makes information available ○ Breadth and depth of Financial Aid capability, guiding students and proxies intuitively through the financial aid process with an interactive checklist. An easy to view Go/No-Go checklist positions students for fiscal responsibility. Allows Financial Aid administrators to view the same financial aid data that the students and proxies view ○ Seamlessly integrates in real-time with Student and Student Finance information ○ Validate paying appropriate funds for Title IV eligible programs (ability to define, view and validate the academic programs are Dept. of Ed Title IV funded to ensure only paying for courses within a Title IV eligible program (all with real-time, seamless data integration between Student, FA) ○ Financial Aid checklist configurability so that the checklist only reflects items relevant to the specific student (not a generic checklist) ○ Student-centric award letter configurability in Financial Aid (designate if student is required to sign award letter, electronic signature on award letter, etc.) ○ Students can view their anticipated disbursement dates and transmitted amounts for their Title IV awards in Self-Service ● Faculty self-service capabilities, including faculty roster, add authorization to course section, course and non-course attendance tracking, faculty course consent, faculty view of section seat counts, faculty prerequisite waivers and faculty student petitions, faculty student profile quick view, faculty textbook maintenance, faculty view of contracts in self-service, midterm/final grades ● Human resources capabilities in the areas of Faculty Contracts, Student Employment, Adjunct/Student Rapid Rehire, Benefits Management, Leave Management, Employment, Payroll, Regulatory
<p>Strength of Community</p>	<ul style="list-style-type: none"> ● Please describe your national and regional events and presence at Higher Ed industry conferences ● Collaboration, input, and visibility with existing client base (Feedback loop) ● ERP Vendor must provide dedicated online forums and community with active users including posts, documents, and comments ● Executive advisory council and access to ERP Vendors leadership Team

	<ul style="list-style-type: none"> Customer advocacy program and programs your company has in place to support collaboration with your other customers
Partner Ecosystem	<ul style="list-style-type: none"> Strong and large partner community in higher education Rigorous partner vetting process (selective in companies you work with) Real time Integration to mission critical 3rd party solutions Vendors' partners have adopted the delivered Integration Framework in use Architecture to support real time integration and analytics.
SaaS Deployment	<ul style="list-style-type: none"> All modules (Student, Financial Aid, Finance and HR/Payroll) are managed within a single database that is cloud enabled. *One Database* Single data definition and data source for all core ERP capabilities Maintain one version of code across SaaS deployments (no versioning issues) SaaS solution with 100% access remotely. ERP vendor must run, manage, upgrade, update, and patch the system for the College.
Open Integration Architecture	<ul style="list-style-type: none"> ERP vendor must have an ecosystem of solutions, partners, services, choices, data, and insights ERP vendors architecture simplifies and unifies institutional data.
Consistent Data Model	<ul style="list-style-type: none"> Single, shared line of code with one, singular database. Not multiple systems with different databases for Finance, HR, and Financial Aid Complete Enterprise Architecture delivers a common and consistent user experience Persona driven design process Extensive configurability to meet the needs of higher education <ul style="list-style-type: none"> Examples include deep configuration options to meet numerous use cases in the areas of: <ul style="list-style-type: none"> Sponsor Billing configurability Registration and Student Billing, including student payment option configurations Student Hold configurability Deposit Due configurability Attendance and non-course attendance tracking configurability Ability to define additional institution-specific extensible fields that are not delivered in Colleague. For example, if you want to enter more data about a student injury incident, you can add an extensible field to add that data to a profile of a student. Additional text can be configured on every self-service page Hyperlinks can be added to self-service navigation on any menu or submenu
Service and Delivery	<ul style="list-style-type: none"> Rapid Implementation Services –Ability to “onboard” into SaaS within 12 months 98% on time and on budget project completion rate

	<ul style="list-style-type: none">• The SaaS environment is always on and the ERP vendors services are built to deliver non disruptive upgrades through efficient proven practices resulting in the College having the most optimal solution
--	--

Additional Notes:

- Having a proven, reliable, singular ERP (Including Financial Aid) running on the same, singular database is critically important to future proofing our College.
- Having the ERP Vendor of choice “Run” the ERP while we simply “Access” and use those services provided to us allows us to focus on driving the school forward. We can now focus on more impactful activities, since the ERP supports our work.

Institutional Contact: Michael Johnson, Vice President of Enrollment Management and Chief Innovation Officer
Email: majohnson@miles.edu
Phone: (205) 929-1656