



Bid Number: 50018-270007

DATE: OCTOBER 6, 2026

TITLE: Information Technology Managed Services

BID SCHEDULE: NOVEMBER 10, 2026

DUE DATE/TIME (*email only*): NOVEMBER 10, 2026, BY 2:00 PM

CST BID OPENING (*Zoom*): NOVEMBER 10, 2026, AT 2:00 PM CST

MEETING ID: 878 0937 9912 PASSWORD: 586922

<https://us06web.zoom.us/j/87809379912?pwd=fyCPmTCGj9yXc7DWgtKcBS69elrUxR.1>

**SUBMIT BID TO: Grambling State
University Purchasing Department**
purchasingbids@gram.edu

To maintain the integrity of the bid process, please **do not cc** any other University email address when submitting your bid.

**Purchasing Department Contacts: Erin
Walker (318-274-3280)**
walkere@gram.edu



Request for Proposals
for
Information Technology Managed Services
Issued by
State of Louisiana
Grambling State University



Solicitation Number 50018-270007



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RFP Overview

I. Introduction

The purpose of this Request for Proposals (RFP) is to obtain competitive proposals as allowed by Louisiana Revised Statute [39:1595](#) from qualified Proposers who are interested in providing Information Technology Managed Services to support Grambling State University's enterprise systems, cybersecurity, and end user functionality..

The State intends to award to a single Proposer.

II. General Information and Instructions

A. RFP Contact. The following individual is the sole contact for this RFP:

Erin Walker
Purchasing Director
Grambling State University
walkere@gram.edu

B. LaPAC Website. This RFP is available in electronic form at the Louisiana Procurement and Contract Network (LaPAC) website.

C. RFP Documents. This RFP consists of this RFP Overview, the following attachments, and any information or materials posted by the State to the LaPAC Website, as amended:

1. [Attachment A, Standard RFP Terms and Conditions](#)
2. [Attachment B, Special RFP Terms and Conditions](#)
3. [Attachment C, Scope of Work](#)
4. [Attachment D, RFP Evaluation Plan](#)
5. [Attachment E, Sample Contract](#)
6. [Attachment F, Protest Information](#)
7. [Attachment G, Hard Copy Proposal Submittal](#)
8. [Attachment H, Proposal](#)

D. Schedule of Events.

Event	Date	Time (CT)
RFP posted and Blackout Period begins	October 9, 2026	9am CST
Deadline to submit questions	October 20, 2026	8am CST
Proposal opening date (Proposal submission deadline)	November 10, 2026	2pm CST

Responses to questions should be posted no later than 14 calendar days prior to proposal opening date.

Dates and deadlines are subject to change. Proposers should continue checking the LaPAC Website for the most up-to-date information.



E. How to Ask Questions.

- 1. Read and review this RFP, including all attachments, exhibits, and addenda.**
2. For questions about the content of this RFP, submit your questions to the RFP Coordinator. Questions must reference the specific section of the RFP to which the question relates. Only those questions received by the established deadline shall be considered by the State.

F. How to Respond.

- 1. Read and review this RFP, including all attachments, exhibits, and addenda.**
2. Prepare a proposal that:
 - a. Follows the requested format;
 - b. Includes the Solicitation Number on all materials making up the proposal;
 - c. Addresses each question and request for a response in this RFP, including all questions in Attachment H, Proposal;
 - d. Clearly demonstrates your ability to meet the Scope of Work described in Section III, Scope of Work and Term of Contract and Attachment C, Scope of Work; and
 - e. Includes all required submissions identified in Section IV, Proposer Response.
3. Submit your proposal by the Proposal opening date via Hard Copy by following the instructions in Attachment G, Hard Copy Proposal Submittal.

III. Scope of Work and Term of Contract

A detailed description of the Deliverables being sought through this RFP is attached as Attachment C, Scope of Work.

The term of any contract resulting from this RFP shall be for an initial period of 12 months to begin on or about January 1, 2027 and to end on or about December 31, 2027, unless otherwise terminated in accordance with the termination provisions of the Contract.

At the option of the State and acceptance of the Contractor, the contract may be extended for up to 48 months at the same prices, terms, and conditions. Total Contract time may not exceed 60 months.

Prior to the extension of the Contract beyond a 36 month term, prior approval by the Joint Legislative Committee on the Budget (JLCB) or other approval authorized by law shall be obtained. Such written evidence of JLCB approval shall be submitted, along with the Contract Amendment to the Office of State Procurement (OSP) to extend Contract term beyond the 36 month term.



IV. Proposer Response

Firms or individuals who are interested in providing services requested under this RFP must submit a proposal containing the mandatory information specified in this RFP. The proposal must be received in hard copy (printed) version by the RFP Coordinator on or before the date and time specified in the Schedule of Events. Fax and email submissions are not acceptable.

A. Hard Copy Proposal Submittal. Proposers must submit their proposal via hard copy to Grambling State University. See Attachment G, Hard Copy Proposal Submittal for details regarding hard copy submittal.

B. Required Submissions. The following must be submitted with your proposal:

1. Completed and signed Attachment H, Proposal, Part 1: Proposer Information, Acknowledgement, and Certification;
2. Response to Part 2: Technical Proposal;
3. Response to Part 3: Financial Proposal;
4. Completed Part 5: Proposed Modifications to Sample Contract with a redlined copy of Attachment E, Sample Contract, if proposing modifications; and
5. Redacted copy of the Proposal clearly marked as such, if claiming confidential, proprietary, or protected information.

C. Other Documents. The following are informational only and do **not** need to be submitted with your proposal:

1. This RFP Overview
2. Attachment A, Standard RFP Terms and Conditions
3. Attachment B, Special RFP Terms and Conditions
4. Attachment C, Scope of Work
5. Attachment D, RFP Evaluation Plan
6. Attachment E, Sample Contract (unless proposing modifications)
7. Attachment F, Protest Information
8. Attachment G, Hard Copy Proposal

V. Evaluation

A. State Evaluation Committee.

1. The State will utilize a committee whose members have expertise in various areas to evaluate all proposals.
2. The State Evaluation Committee may consult Subject Matter Expert(s) (SMEs) to serve in an advisory capacity regarding any Proposer or Proposal. Such input may include, but not be limited to, analysis of Proposer financial statements, review of technical requirements, or preparation of cost score data.

B. Proposals will be sealed until the proposal opening date and time. After opening, proposals will be evaluated in stages for the purpose of selecting the proposal(s) most



advantageous to the State, taking into consideration price and the other evaluation factors as set forth in this section and further detailed in Attachment D, **RFP Evaluation Plan**.

1. **Stage 1: Initial Responsiveness.** Proposals will be reviewed for completeness and initial responsiveness. Proposals omitting required documents or responses may be rejected in accordance with Attachment A, **Standard RFP Terms and Conditions** and Attachment B, **Special RFP Terms and Conditions**.
2. **Stage 2: Mandatory Minimum Requirements.** Complete and responsive proposals will be reviewed for compliance with Mandatory Minimum Requirements. Proposals failing to meet or exceed all Mandatory Minimum Requirements identified in Attachment D, **RFP Evaluation Plan** may be rejected in accordance with Attachment A, **Standard RFP Terms and Conditions** and Attachment B, **Special RFP Terms and Conditions**.
3. **Stage 3: Technical Criteria.** Proposals meeting or exceeding the Mandatory Minimum Requirements will be evaluated against the Technical Criteria set forth in Attachment D, **RFP Evaluation Plan**. A consensus-based evaluation process shall be used to evaluate responses. For a Proposer to proceed to the Financial Proposal and Veteran and Hudson Initiative evaluation (if applicable), the Proposer shall achieve a minimum score equivalent to 50% of the possible points assigned to the Technical Proposal. Any Proposal failing to receive the minimum score at the completion of the detailed evaluation of the Technical Proposals will not be evaluated further and will be ineligible for award.
4. **Stage 4: Cost and Veteran and Hudson Initiative.** Financial Proposals and Veteran and Hudson Initiative (if applicable), for proposals not rejected following evaluation of Technical Criteria, will be evaluated in accordance with Attachment D, **RFP Evaluation Plan**.
5. **Stage 5: Written or Oral Clarifications/Presentations, if required.** The State, at its sole discretion, may require all Proposers who submit proposals determined to be reasonably susceptible of being selected for the award to provide a written or oral clarification or presentation of how they propose to meet the Using Agency's objectives in accordance with Attachment A, **Standard RFP Terms and Conditions**. Written or oral clarification/presentations may be held prior to Stage 4 at the State's sole discretion.
6. **Stage 6: Best and Final Offer (BAFO), if required.** The State reserves the right to conduct a BAFO with one or more Proposers determined by the State Evaluation Committee to be reasonably susceptible of being selected for award in accordance with Attachment A, **Standard RFP Terms and Conditions**.

C. Determination of Responsibility. Determination of the Proposer's responsibility relating to this RFP shall be made according to the standards set forth in the Louisiana Administrative Code, Title 34, Part V. The State must find that the selected Proposer:



1. Has adequate financial resources for performance, or has the ability to obtain such resources as required during performance;
 2. Has the necessary experience, organizations, technical qualifications, skills, and facilities, or has the ability to obtain them;
 3. Is able to comply with the proposed or required time of delivery or performance schedule;
 4. Has a satisfactory record of integrity, judgment, and performance; and
 5. Is otherwise qualified and eligible to receive an award under applicable laws and regulations.
- D. After evaluations are completed, written recommendation for award shall be made to OSP for the responsible Proposer whose proposal, conforming to this RFP, will be the most advantageous to the State, price and other factors considered. The State Evaluation Committee may recommend rejecting any or all proposals to OSP if it is considered in the best interest of the State.

VI. Negotiation and Award Process

- A. The Using Agency shall negotiate a contract with the responsible Proposer whose proposal is determined in writing to be the most advantageous to the State, taking into consideration review of price and the evaluation factors set forth in this RFP.
- B. **Elements of Contract Negotiation.**
Contract negotiations shall be directed toward:
1. Making certain the responsible Proposer has a clear understanding of the Scope of Work, essential requirements involved in providing the services outlined in the Scope of Work;
 2. Determining that the Proposer will make available the necessary personnel and facilities to perform the services within the required time; and
 3. Agreeing upon compensation which is fair and reasonable.
- C. Upon OSP's review and approval of the negotiated Contract, OSP will issue a "Notice of Award" in accordance with Attachment A, **Standard RFP Terms and Conditions**.



Attachment A, Standard RFP Terms and Conditions

This RFP and Proposer's participation therein is subject to the following terms and conditions. **In the event of a conflict between the Standard RFP Terms and Conditions and the Special RFP Terms and Conditions, the Special RFP Terms and Conditions shall govern.**

I. Definitions

- A. Agency** means any department, commission, council, board, office, bureau, committee, institution, agency, government, corporation, or other establishment of the executive branch of the State of Louisiana authorized to participate in any contract resulting from this RFP.
- B. Award** means the issuance of a "Notice of Award" to all Proposers.
- C. Can** denotes a permissible action.
- D. Contract** means a legal binding agreement, resulting from this RFP, between the State and the awarded Contractor(s).
- E. Contractor** means a Proposer with whom the State executes a Contract resulting from this RFP.
- F. Day** means a calendar day, unless explicitly identified otherwise.
- G. Deliverable** means a good, product, service, solution, result, labor, or other effort being sought through this RFP.
- H. Discussions** means a formal, structured means of conducting written or oral negotiations with selected responsible Proposer(s) who submit proposals in response to this RFP.
- I. DOA** means the Louisiana Division of Administration.
- J. LaPAC** means Louisiana Procurement and Contract Network.
- K. May** denotes an advisory or permissible action per La. R.S. 39:1556(34).
- L. Must** denotes mandatory requirements.
- M. Negotiation** means the formulation of a contractual relationship through discussions as may be allowed under the Louisiana Procurement Code.
- N. OSP** means the Louisiana Office of State Procurement.
- O. Proposal** means the document(s), data, information, and other media submitted by a Proposer in response to this RFP, including information submitted after the proposal opening date at the request of the State.
- P. Proposer** means an entity or individual submitting a proposal in response to this RFP. The successful Proposer responsive to this RFP is also described as the Contractor in this document.
- Q. RFP** means this request for proposals, including all attachments and exhibits and any information posted by the State to the LaPAC Website, as amended.
- R. Shall** denotes mandatory requirements per La. R.S. 39:1556(53).
- S. Should** denotes a desirable action.
- T. State** means the State of Louisiana and its departments, agencies (including the Using Agency), boards, and commissions as well as their officers, agents, servants, employees, and volunteers.



- U. Using Agency** means the governmental body of the State (including any authorized users) which is procuring any supplies, services, or major repairs, or any professional, personal, consulting, or social services under this RFP pursuant to the Louisiana Procurement Code, La. R.S. 39:1551-1755.
- V. Will** denotes mandatory requirements.

II. Governing Law and Venue

- A.** All activities associated with this procurement shall be interpreted under Louisiana Law, including but not limited to La. R.S. 39:1551-1736 (Louisiana Procurement Code) and La. R.S. 39:196-200 (Information Technology Procurement Code), if applicable; purchasing rules and regulations; executive orders; terms and conditions; and specifications listed in this RFP.
- B.** Venue of any action brought with regard to all activities associated with this procurement shall be in the Nineteenth Judicial District Court, Parish of East Baton Rouge, State of Louisiana.
- C.** The Proposer and Proposer's participation in this RFP must comply with all applicable federal, state, and local laws, rules, and policies.
- D.** All Deliverables proposed by the Proposer must comply with all applicable federal, state, and local laws, rules, and policies.

III. RFP Documents

A. LaPAC.

- 1.** The LaPAC Website is the sole source for official RFP documents and updates.
- 2.** Documents from this RFP may be posted on multiple websites, including Using Agency websites and non-State procurement solicitation boards, or distributed through other channels, such as email. Such distribution is for advertising and informational purposes only, and documents and information from sources other than the LaPAC Website should not be relied upon to develop or submit a proposal.
- 3.** Proposals or questions submitted through any means other than those specified in this RFP may not be addressed or considered by the State.

B. RFP Addenda.

- 1.** The State reserves the right to change the Schedule of Events or issue addenda to this RFP at any time. Information shared orally or in informal communications will not be considered an addendum unless documented in writing on the LaPAC Website.
- 2.** It is the Proposer's responsibility to check the LaPAC Website frequently for any possible addenda that may be issued.



3. The Proposer is wholly responsible for reviewing addenda and updates to the LaPAC Website, acknowledging addenda as required, and submitting a proposal that is responsive to and compliant with this RFP as amended.
4. The State is not responsible for a Proposer's failure to review or download any addenda documents required to complete and submit a proposal.

C. Waiver of Administrative Informalities.

1. The State reserves the right, at its sole discretion, to waive administrative informalities contained in any proposal.

D. Conflicts and Issues.

1. The following should be brought to the attention of the State using the process described in this RFP for asking questions or, if applicable, by filing a protest using the process described in Attachment F, **Protest Information**:
 - a. Any alleged conflict among the materials comprising this RFP; and
 - b. Any alleged issue relating to the content of this RFP, including instructions, requirements, or specifications alleged to be ambiguous, unduly restrictive, erroneous, anticompetitive, or unlawful.
2. Any protest, claim, dispute, or action based upon a conflict or issue described in 1.a or 1.b of this paragraph shall be filed no later than two days prior to the Proposal opening date.
3. Proposers shall be responsible for determining that there will be no conflict or violation of the Louisiana Ethics Code if their company is awarded the Contract. The Louisiana Board of Ethics shall be the only entity which can officially rule on ethics issues.

- E. Blackout Period.** The Blackout Period is a specified period of time during a competitive sealed procurement process in which any Proposer, Bidder, or its Agent or Representative, is prohibited from communicating with any State employee or Contractor of the State involved in any step in the procurement process about the affected procurement. The Blackout Period applies not only to State employees, but also to any Contractor of the State. "Involvement" in the procurement process includes but may not be limited to project management, design, development, implementation, procurement management, development of specifications, and evaluation of proposals for a particular procurement. All solicitations for competitive sealed procurements will identify a designated contact person. All communications to and from potential Proposers, Bidders, Vendors and/or their representatives during the Blackout Period must be in accordance with this solicitation's defined method of communication with the designated contact person. The Blackout Period will begin upon posting of the solicitation. The Blackout Period will end when the contract is awarded.



In those instances in which a prospective Proposer is also an incumbent Contractor, the State and the incumbent Contractor may contact each other with respect to the existing contract only. Under no circumstances may the State and the incumbent Contractor and/or its representative(s) discuss the blacked-out procurement.

Any Bidder, Proposer, or State Contractor who violates the Blackout Period may be liable to the State in damages and/or subject to any other remedy allowed by law. Further, failure to comply with these requirements may result in the Proposal's disqualification.

Any costs associated with cancellation or termination will be the responsibility of the Proposer or Bidder.

Notwithstanding the foregoing, the Blackout Period shall not apply to:

1. A protest to a solicitation submitted pursuant to La. R.S. 39:1671;
2. Duly noticed site visits and/or conferences for Bidders or Proposers;
3. Written or oral presentations during the evaluation process; or
4. Communications regarding a particular solicitation between any person and staff of the procuring agency provided the communication is limited strictly to matters of procedure. Procedural matters include deadlines for decisions or submission of proposals and the proper means of communicating regarding the procurement, but shall not include any substantive matter related to the particular procurement or requirements of the RFP; or
5. Contract negotiation for this RFP with the selected responsible Proposer.

IV. Proposals

- A. Late Delivery or Non-delivery of Proposal.** The Proposer is wholly responsible for ensuring the Proposer's proposal is complete and submitted timely to the State in the format required by this RFP. The State will not accept a proposal after the Proposal opening date and time.
- B. Legibility/Clarity.** Responses to the requirements of this RFP in the formats requested are desirable with all questions answered in as much detail as practicable. The Proposer's response is to demonstrate an understanding of the requirements. Proposals prepared simply and economically, providing a straightforward, concise description of the Proposer's ability to meet the requirements of this RFP is also desired. Each Proposer is solely responsible for the accuracy and completeness of its proposal.
- C. Errors and Omissions in Proposal.** The State will not be liable for any errors or omissions in the Proposal. The Proposer will not be allowed to alter proposal documents after the deadline for proposal submission, except under the following condition: The State reserves the right to make corrections or clarifications due to patent errors identified in proposals by the State or the Proposer. The State, at its option, has the right to request clarification or additional information from the Proposer.



D. Proposal Changes Prior to Proposal Opening.

1. **Hard Copy Proposals.** See Attachment G, **Hard Copy Proposal Submittal** for details regarding changes prior to the Proposal opening date and time.

E. Withdrawal of Proposal Prior to Proposal Opening.

1. **Hard Copy Proposals.** See Attachment G, **Hard Copy Proposal Submittal** for details regarding withdrawal of the Proposal prior to the Proposal opening date and time.

F. Material in the RFP. Proposals shall be based only on the material contained in this RFP. The RFP includes official responses to questions, addenda, and other material, which may be provided by the State pursuant to this RFP.

G. Use of Subcontractors.

1. Each Contractor shall serve as the single prime Contractor for all work performed pursuant to its contract. The prime Contractor shall be responsible for all deliverables referenced in this RFP. This general requirement notwithstanding, Proposers may enter into subcontractor arrangements.
2. The Proposers may submit a proposal in response to this RFP, which identifies subcontract(s) with others, provided that the prime Contractor acknowledges total responsibility for the entire Contract.

H. Financial Proposal.

1. The Proposer must complete all required elements of Part 3: Financial Proposal of Attachment H, **Proposal**. The format and structure of the Financial Proposal is intended to allow for a fair evaluation of like costs among Proposers. Deviation from the format or structure of the Financial Proposal may result in the Proposer's proposal being deemed non-responsive.
2. The Proposer is wholly responsible for ensuring figures and calculations submitted in Proposer's completed Financial Proposal are accurate, even if formulas have been provided by the State as a courtesy.
3. Any taxes, other than State and local sales and use taxes, from which the State is exempt, shall be assumed to be included within the Proposer's cost.
4. Inclusion of cost or pricing information in any document other than the Financial Proposal may result in the Proposer's proposal being deemed non-responsive.

I. Proposed Modifications to the Sample Contract.

1. The State may, but is not obligated to, consider proposed modifications to Attachment E, **Sample Contract**.
2. Proposer-specific modifications to Attachment E, **Sample Contract**, may be proposed as part of the Proposer's proposal in Part 5: Proposed Modifications to Sample Contract of Attachment H, **Proposal**, but are strongly discouraged. Proposing excessive or overly restrictive modifications, or proposing modifications



upon which the Proposer's proposal is conditioned, may result in the Proposer's proposal being deemed non-responsive.

3. The following will not be considered by the State:

- a. Any proposed modification of a non-negotiable term listed in Part 5: Proposed Modifications to Sample Contract of Attachment H, **Proposal**;
- b. Any proposed modification not submitted with the Proposer's proposal in Part 5: Proposed Modifications to Sample Contract of Attachment H, **Proposal**;
- c. Any proposed modification not accompanied by an explanation as required in Part 5: Proposed Modifications to Sample Contract of Attachment H, **Proposal**;
- d. Any proposed modification not reflected in redlined edits to the Sample Contract and submitted with Proposer's proposal; and
- e. Any proposed modification merely referencing another document or a URL.

4. Proposers may propose additional terms but must include them in Part 5: Proposed Modifications to Sample Contract of Attachment H, **Proposal** and must clearly identify where any terms conflict with the Sample Contract.

- J. Proposal Contact.** Proposers should ensure that the contact information associated with the Proposer's Vendor account is current throughout the RFP process. The Proposal Contact identified by the Proposer in Part 1, Proposer Information, Acknowledgements, and Certifications of Attachment H, **Proposal**, must be able to respond timely to communications from the State. The Proposer must, within 24 hours, notify the State of any change to Proposer's Proposal Contact. The proposer is wholly responsible for ensuring communications received by the Proposer's Proposal Contact are reviewed and addressed timely by the appropriate personnel.
- K. Proposal Development Costs.** The State shall not be liable for any costs incurred by prospective Proposers or Contractors prior to issuance of or entering into a Contract. Costs associated with developing the Proposal, preparing for oral presentations, and any other expenses incurred by the Proposer in responding to this RFP shall be entirely the responsibility of the Proposer, and shall not be reimbursed in any manner by the State of Louisiana.
- L. Proposal Validity.** All proposals shall be considered valid for acceptance until such time an award is made. Award should be made within 180 days.
- M. Ownership of Proposals.** All materials submitted in response to this RFP become the property of the State. Selection or rejection of a proposal does not affect this right. All proposals submitted will be retained by the State and not returned to Proposers. Any copyrighted materials in the Proposal are not transferred to the State.



N. Business Confidentiality, Trade Secrets, and Proprietary Information.

1. The designation of certain information as trade secrets and/or privileged or confidential proprietary information shall only apply to the technical portion of the Proposal. The Financial Proposal will not be considered confidential under any circumstance. Any proposal copyrighted or marked as confidential or proprietary in its entirety may be rejected without further consideration or recourse.
2. For the purposes of this procurement, the provisions of the Louisiana Public Records Act (La. R.S. 44.1 et. seq.) shall be in effect. Pursuant to this Act, all proceedings, records, contracts, and other public documents relating to this procurement shall be open to public inspection. Proposers are reminded that while trade secrets and other proprietary information they submit in conjunction with this procurement may not be subject to public disclosure, protections must be claimed by the Proposer at the time of submission of its Technical Proposal. Proposers should refer to the Louisiana Public Records Act for further clarification.
3. If Proposer is claiming any portion of its proposal as confidential, proprietary, or protected, the Proposer must complete the required sections of Part 6: Claim of Business Confidentiality of Attachment H, **Proposal**, and submit with the Proposer's proposal a redacted copy of the Proposer's proposal, which must be clearly marked as such.
4. If the Proposer does not submit the redacted copy, it will be assumed that any claim to keep information confidential is waived.
5. Proposers must be prepared to defend the reasons why the material should be held confidential. By submitting a proposal with data, information, or material designated as containing trade secrets and/or privileged or confidential proprietary information, or otherwise designated as "confidential", the Proposer agrees to indemnify and defend (including attorney's fees) the State and hold the State harmless against all actions or court proceedings that may ensue which seek to order the State to disclose the information.
6. The State reserves the right to make any proposal, including proprietary information contained therein, available to OSP personnel, the Office of the Governor, or other State Agencies or organizations for the sole purpose of assisting the State in its evaluation of the proposal. The State shall require said individuals to protect the confidentiality of any specifically identified proprietary information or privileged business information obtained as a result of their participation in these evaluations.
7. Additionally, any proposal that fails to follow this section and/or La. R.S. 44:3.2.(D)(1) shall have failed to properly assert the designation of trade secrets and/or privileged or confidential proprietary information and the information may be considered public records.

O. Evaluation and Selection. A consensus-based evaluation process shall be used to evaluate responses. The State Evaluation Committee will determine which proposals are



reasonably susceptible of being selected for award. If required, written or oral discussions may be conducted with any or all of the Proposers to make this determination. The committee reserves the right to make an award recommendation without further discussion of the proposal submitted based on the initial offers received.

P. Written or Oral Clarifications/Presentations.

1. The State, at its sole discretion, may require all Proposers who submit proposals determined to be reasonably susceptible of being selected for the award to provide an oral presentation of how they propose to meet the Using Agency's objectives.
2. Any commitments or representations made by the Proposer during clarifications/presentations, if conducted, may become formally recorded in the final Contract.
3. Written or oral clarifications/presentations may be conducted to enhance the State's understanding of any or all of the proposals submitted. No changes, modifications, or additions to the proposals will be allowed during clarifications.
4. The State reserves the right to adjust the original scores based on the information received in the oral presentations, if conducted, using the original evaluation criteria. The cost score will remain unchanged.

Q. Best and Final Offers (BAFO).

1. The State reserves the right to conduct a BAFO with one or more Proposers determined by the committee to be reasonably susceptible of being selected for award. If conducted, the Proposers selected to participate will receive written notification of their selection, with a list of specific items to be addressed in the BAFO along with instructions for submittal. The BAFO negotiation may be used to assist the State in clarifying the scope of work or to obtain the most cost effective pricing available from the Proposers.
2. The written invitation to participate in a BAFO will not obligate the State to enter into a contract.

R. Contract Negotiations.

1. This RFP, including any addenda, and the proposal of the responsible Proposer will become part of any contract initiated by the State. The mandatory RFP requirements shall become contractual obligations. The State reserves the right to contract for all or a partial list of supplies and/or services offered in the proposal.
2. Negotiation may include revision of pricing, and clarification of the scope of work, as well as any non-mandatory terms or conditions included in Part 5: Proposed Modifications to Sample Contract of Attachment H, **Proposal** as deemed to be in the best interest of the State.



3. If for any reason, the responsible Proposer does not agree to a contract, that proposal shall be rejected and the State may negotiate with the next most advantageous responsible Proposer.
4. If the contract negotiation period exceeds 30 days or if the selected Proposer fails to sign the Contract within seven calendar days of delivery of it, the State may elect to reject the proposal and negotiate the Contract with the next most advantageous responsible Proposer.
5. OSP must approve the final Contract to complete the process.

S. Notice of Award.

1. The "Notice of Award" is the notification of successful negotiations and award of the Contract.
2. OSP will notify all unsuccessful Proposers as to the outcome of the evaluation process. The proposals received (except for that information appropriately designated as confidential in accordance with La. R.S. 44.1 et. seq.) along with the evaluation factors, points, evaluation committee member names, and the completed evaluation summary and recommendation report are public record and shall be made available, upon request, to all interested parties after the "Notice of Award" has been issued.
3. Any person aggrieved by the award has the right to submit a protest by using the process described in Attachment F, **Protest Information**. Issuance of the "Notice of Award" starts the protest period.

T. Secretary of State Requirements.

1. In accordance with Louisiana law, all corporations (see La. R.S. 12:262.1) and limited liability companies (see La. R.S. 12:1308.2) must be registered and in good standing with the Louisiana Secretary of State in order to hold a purchase order and/or a contract with the State.

V. Rights Reserved To the State

A. Rejection of Proposals.

1. Issuance of this RFP in no way constitutes a commitment by the State to award a contract. The State reserves the right to accept or reject any or all proposals submitted or to cancel this RFP if it is in the best interest of the State to do so. Further, the State reserves the right to cancel or decline to enter into a contract with the successful Proposer at any time after the award is made and before the Contract receives final approval from the Division of Administration, Office of State Procurement.
2. In accordance with the provisions of La. R.S. 39:2192, in awarding contracts, any public entity is authorized to reject a proposal or bid from, or not award the contract to, a business in which any individual with an ownership interest of five percent or more, has been convicted of, or has entered a plea of guilty or nolo



contendere to any State felony or equivalent federal felony crime committed in the solicitation or execution of a contract or bid awarded under the laws governing public contracts under the provisions of Chapter 10 of Title 38 of the Louisiana Revised Statutes of 1950, or the Louisiana Procurement Code under the provisions of Chapter 17 of Title 39.

B. Cancellation.

1. The State may cancel this RFP at any time if the State determines that cancellation is in the best interest of the State.

C. Proposer's Cooperation.

1. Any Proposer has the duty to fully cooperate with the State and provide any and all requested information, documentation, etc. to the State when requested. This applies even if an eventual contract is terminated and/or a lawsuit is filed. Specifically, the Proposer shall not limit or impede the State's right to audit or to withhold State owned documents.

D. No Guarantee of Quantities.

1. The quantities referenced in this RFP are estimated to be the amount needed. In the event a greater or lesser quantity is needed, the right is reserved by the State to increase or decrease the amount, at the unit price stated in the proposal, if applicable.
2. Neither the State nor Using Agency obligates itself to contract for or accept more than their actual requirements during the period of the Contract, as determined by actual needs and availability of appropriated funds.



Attachment B, Special RFP Terms and Conditions

I. Project-Specific Definitions

- A. **CXDSO** means Chief Experience & Digital Strategy Officer.
- B. **Ellucian Banner ERP** is Banner Enterprise Resource Planning (Higher Ed. Platform)
- C. **Enterprise Systems / Banner Team** means dedicated and shared resources that support Grambling's Ellucian Banner ERP system and related third-party integrations.
- D. **FERPA** means Family Educational Rights and Privacy Act.
- E. **GLBA** means Gramm-Leach-Bliley Act.
- F. **GSU** means Grambling State University.
- G. **HIPPA** means Health Insurance Portability and Accountability Act.
- H. **HR** means Human Resources.
- I. **IT** means Information Technology.
- J. **Service Delivery Manager** means the primary lead and manager responsible for coordinating the work of all IT Managed Services resources and reporting directly to the CXDSO.
- K. **SLA** means Service Level Agreements. This defines how fast the team must reply to a support ticket and fix the problem

II. Veteran-Owned and Service-Connected Disabled Veteran-Owned Small Entrepreneurships (Veteran Initiative) and Louisiana Initiative for Small Entrepreneurships (Hudson Initiative) Programs Participation

- A. The State of Louisiana Veteran and Hudson Initiatives are designed to provide additional opportunities for Louisiana-based small entrepreneurship (sometimes referred to as LaVet's and SE's respectively) to participate in contracting and procurement with the State. A certified Veteran-Owned and Service-Connected Disabled Veteran-Owned small entrepreneurship (LaVet) and a Louisiana Initiative for Small Entrepreneurships (Hudson Initiative) small entrepreneurship are businesses that have been certified by the Louisiana Department of Economic Development. All eligible vendors are encouraged to become certified. Qualification requirements and online certification are available on the Louisiana Economic Development's [website](#).
- B. If a Proposer is not a certified small entrepreneurship as described herein, but plans to use certified small entrepreneurship(s), the Proposer shall include in their proposal the names of their certified Veteran Initiative or Hudson Initiative small entrepreneurship subcontractor(s), a description of the work each will perform, and the percentage value of the total work each subcontractor is expected to complete.
- C. During the term of the Contract and at expiration, the Contractor will also be required to report Veteran-Owned and Service-Connected Disabled Veteran-Owned and Hudson Initiative small entrepreneurship subcontractor or distributor participation and the dollar amount of each.
- D. In RFPs requiring the compliance of a good faith subcontracting plan, the State may require Proposers to submit information on their business relationships and



- arrangements with certified LaVet or Hudson Initiative subcontractors at the time of proposal review. Agreements between a Proposer and a certified LaVet or Hudson Initiative subcontractor in which the certified LaVet or Hudson Initiative subcontractor promises not to provide subcontracting quotations to other Proposers shall be prohibited.
- E. In performing its evaluation of proposals, the State reserves the right to require a non-certified Proposer to provide documentation and information supporting a good faith subcontracting plan. Such proof may include contracts between the proposer and certified Veteran Initiative and/or Hudson Initiative subcontractor(s).
 - F. If a Contract is awarded to a Proposer who proposed a good faith subcontracting plan, the Using Agency, the Louisiana Department of Economic Development (LED), or the Office of State Procurement (OSP) may audit Contractor to determine whether Contractor has complied in good faith with its subcontracting plan. The Contractor must be able to provide supporting documentation (i.e., phone logs, fax transmittals, letter, e-mails) to demonstrate its good faith subcontracting plan was followed. If it is determined at any time by the Using Agency, LED, or the OSP Director that the Contractor did not in fact perform in good faith its subcontracting plan, the Contract award or the existing Contract may be terminated.
 - G. The statutes (La. R.S. 39:2171 et. seq.) concerning the Veteran Initiative may be viewed on the State Legislature's [website](#).
 - H. The statutes (La. R.S. 39:2001 et. seq.) concerning the Hudson Initiative may be viewed on the State Legislature's [website](#).
 - I. The rules for the Veteran Initiative (LAC 19:IX Chapters 11 and 13) and for the Hudson Initiative (LAC 19:VIII Chapters 11 and 13) may be viewed on the Louisiana State Register's [website](#).
 - J. A current list of certified Veteran-Owned and Service-Connected Disabled Veteran-Owned and Hudson Initiative small entrepreneurship may be obtained from the Louisiana Economic Development Certification System [online](#).
 - K. Additionally, a list of Hudson and Veteran Initiative small entrepreneurship, which have been certified by the Louisiana Department of Economic Development and who have opted to register in the [State of Louisiana LaGov Supplier Portal](#).
 - L. This may be accessed from the [State of Louisiana Procurement and Contract \(LaPAC\) Network](#). When using this site, determine the search criteria (i.e. alphabetized list of all certified vendors, by commodities, etc.) and select Smalle, VSE, or DVSE.



Attachment C, Scope of Work

I. Overview

The Contractor shall provide ERP managed services, staff augmentation, technical expertise, and related deliverables to support the University's Ellucian Banner modules and associated functionality. Services shall support Banner availability, performance, maintenance, configuration, integration, and continuous improvement to ensure reliable and effective services for students, faculty, and staff.

The Contractor shall work collaboratively with University IT and functional departments to provide functional and technical support, troubleshooting, system configuration, upgrades, integrations, reporting, process improvements, and specialized Banner expertise across the University's supported Banner modules.

II. Goals and Objectives

The goal of this engagement is to provide Grambling State University with a stable, highly available, secure, and well-supported Banner ERP environment. The Contractor shall operate as an extension of University IT, providing technical and functional expertise while partnering with departments to maintain system reliability, resolve issues, improve business processes, and support critical University operations.

Key goals and objectives include:

- System Availability: Provide 24x7x365 monitoring, incident response, maintenance, and performance management to support Banner uptime and reliability.
- Functional Support: Provide Banner expertise for Student, Finance, Registrar and Financial Aid, including configuration, troubleshooting, and departmental support.
- Application & Database Management: Support Banner administration, maintenance, upgrades, patching, optimization, and database services.
- Business & Technical Resources: Provide Business Analyst and Programmer Analyst resources to support requirements, integrations, reporting, automation, and process improvements.
- Service Management: Provide clear ticket ownership, escalation, prioritization, performance reporting, and regular communication with university stakeholders.
- Continuous Improvement: Identify opportunities to improve Banner processes, integrations, automation, and the overall student and employee experience.
- Knowledge Transfer: Maintain documentation and transfer knowledge to University IT and functional teams to strengthen internal ERP capabilities.

III. Background

GSU is a comprehensive public institution founded in 1901 and is part of the University of Louisiana System. The University serves a diverse student body across academic, athletic, and administrative units on a 600-acre campus totaling approximately 2.0 million square feet of



facilities. GSU is a teaching and research university comprised of three (3) colleges and divisions, awarding forty-seven (47) degrees at the Bachelors, Masters, and Doctoral Levels. In August 2024, GSU opened a new 50,000-square-foot Digital Library & Learning Commons to further advance research and teaching. In 2026, GSU opened the Student Success Center to strengthen our ability to support and modernize our student experience. GSU remains committed to its long-standing mission that "Grambling State University is the place where everybody is somebody."

GSU's technical infrastructure includes but is not limited to:

A. Enterprise Resource Planning (ERP)

- Ellucian Banner (core HR, Finance, Student Services, and Financial Aid modules);
- Degree Works for academic planning; and
- Various third-party Banner integrations (e.g., payment processors, learning systems).

B. Network, Infrastructure, and Systems

- Campus-wide wired and wireless network, supporting approximately 5,500 students and 700 employees and management of core switches, firewalls and access points in collaboration with vendor; and
- Systems Administration for all core enterprise applications including Microsoft 365 and other enterprise security, identify and other critical systems that support the institution. VPN services for secure remote access.

C. Cybersecurity and Identity Management

- Active Directory and Single Sign-On (SSO) authentication; .
- Security monitoring, firewall rulesets, and endpoint protection tools; and
- Compliance requirements for GLBA, FERPA, HIPAA, and State of Louisiana standards.

D. Classroom and Digital Services (Alternate)

- Digital Library (opened 2024) with advanced technology infrastructure;
- A/V systems, telephony, and classroom support systems across campus; and
- Online learning platforms (Blackboard/Canvas or equivalent, if applicable).

E. End-User Support Environment

- Help Desk ticketing system;
- Desktop and laptop environment across faculty, staff, and labs; .
- Support for hybrid and remote work technologies.

F. Cloud and Hosting Services

- Use of hosted/cloud platforms for enterprise and academic functions; and
- Existing vendor contracts (e.g., Microsoft 365, cloud-based services).



IV. Deliverables

The Contractor shall provide the following deliverables throughout the term of the engagement:

A. Components

1. Kick-Off & Transition Package

- a. Initiate services within 15 calendar days of contract execution.
- b. Conduct a formal kick-off with University IT and key functional stakeholders.
- c. Deliver a transition plan identifying resources, roles, escalation paths, communication protocols, and initial priorities.

2. Service Delivery Management

- a. Assign a Service Delivery Manager (SDM) to serve as the primary point of accountability and function as the engagement Project Manager.
- b. Coordinate Contractor resources, priorities, escalations, projects, and service requests.
- c. Conduct recurring service reviews and provide updates on performance, risks, issues, and upcoming activities.

3. Banner Functional Support

- a. Provide functional and technical support across **Banner Student Services, Finance, HR, Financial Aid, and other University-supported Banner modules.**
- b. Provide Business Analysts, Programmer Analysts, and specialized Banner resources to support departmental needs, configurations, and operational improvements.

4. Admin Computing / ERP Ticket Management

- a. Manage, prioritize, resolve, and escalate Banner support tickets in accordance with established service levels, while identifying recurring issues for improvement.

5. Application Availability & Support

- a. Provide 24x7x365 monitoring and support for critical Banner applications and services.
- b. Maintain availability and performance of Application Navigator, SSB9, Banner Administrative Pages, DegreeWorks, integrations, and critical jobs.



6. Maintenance, Upgrades & Technical Services

- a. The Contractor shall ensure that at least one (1) designated Banner Programmer/Analyst or qualified technical resource attends Ellucian's weekly technical stand-up meetings. The designated resource shall remain informed of system changes, patches, upgrades, software releases, database administration, application maintenance, integrations, and technical issues that may impact the University's Banner Student Self-Service 9 (SSB9) environment.

7. Continuous Improvement & SaaS Readiness

- a. Provide regular reporting on system availability, incidents, ticket volume, response/resolution performance, recurring issues, and project activities.
- b. Support Ellucian SaaS readiness through technical assessments, gap identification, and migration planning.

B. Reports and Documentation

The Contractor shall maintain and provide appropriate reporting and documentation throughout the engagement, including:

- **Monthly Service Report:** Submit by the **10th business day** of each month, summarizing Banner availability, ticket and SLA performance, major incidents, project status, risks, and required actions.
- **Technical & Operational Documentation:** Maintain current records of Banner configurations, integrations, system changes, and support procedures.

Acceptance Criteria. Deliverables must be complete, accurate, and submitted by the agreed due dates; conform to the formats and depths described above; and satisfy applicable laws, standards, and GSU policies. Failure to meet SLAs or deliverable quality may trigger corrective action per the contract.

V. Detailed Requirements

A. Technical Requirements

The contract shall provide the following services:

- Provide functional and technical support for IT, Banner Student Services, Finance, HR, Financial Aid, Registrar and other supported Banner modules.
- Provide administration support for Banner Administrative Pages, Application Navigator, Self-Service Banner 9 (SSB9), and Degree Works.
- Provide 24x7x365 monitoring of critical Banner applications and services, including timely incident identification, escalation, and resolution.



- Provide Banner database and application administration, including configuration, maintenance, patching, upgrades, troubleshooting, and performance optimization.
- Support Banner integrations, interfaces, APIs, scheduled jobs, and data exchanges with university systems and third-party applications.
- Provide technical troubleshooting, including the ability to review logs, execute approved scripts and queries, diagnose application/database issues, and support data-related requests.
- Manage and respond to Admin Computing/ERP Banner tickets, including assignment, prioritization, escalation, resolution, and documentation.
- Follow University requirements for security, access control, change management, testing, and production deployment.
- Maintain appropriate documentation for system configurations, integrations, changes, procedures, and recurring operational processes.

B. Project Requirements

1. Coordination and Management

The Contractor shall:

- Begin transition and onboarding activities within 15 calendar days of contract execution.
- Provide a formal kick-off and transition plan identifying resources, responsibilities, priorities, communication procedures, and escalation paths.
- Assign a Service Delivery Manager responsible for overall coordination and project/service management.
- Coordinate Banner projects, upgrades, enhancements, integrations, and functional initiatives with University IT and departmental stakeholders.
- Maintain a process for tracking projects, milestones, risks, issues, dependencies, decisions, and action items.
- Conduct recurring service meetings with University IT to review operational performance, projects, priorities, and emerging risks.
- Coordinate planned system changes and maintenance to minimize disruption during critical University periods, including registration, financial aid processing, billing, grading, and fiscal-year activities.
- Provide required monthly service reporting and identify opportunities for process improvement, automation, and optimization.



2. Project Management and Reporting

- The Contractor shall utilize recognized project management practices (e.g., PMI or equivalent) for agile planning, monitoring, and delivery services.
- The Contractor shall maintain project/work plans, status reports, and risk/issue logs in accordance with the reporting requirements.
- The Contractor shall adhere to GSU and State of Louisiana for procurement and IT policies and ensure compliance with Louisiana state procurement and IT regulations.

3. Contractor Responsibilities

- The Contractor shall ensure that IT governance, service planning, and decision-making are aligned with GSU's academic, administrative, and institutional priorities.
- The Contractor shall provide all personnel, tools, training, technology, and other resources necessary to perform the services described in this RFP, except where specifically identified as university- or State-furnished resources.
- The Contractor shall manage assigned projects and initiatives to meet agreed-upon scope, schedule, budget, quality, and University objectives, with timely communication and escalation of risks or delays.
- The Contractor shall maintain sufficient qualified staffing and backup resources to meet established SLAs and ensure continuity of ERP services during employee turnover, absences, peak operational periods, and other service disruptions.

4. State-Furnished Resources

- GSU will provide reasonable office space, campus network access, and coordination with designated University personnel as necessary to perform onsite services. Duties are expected to be performed remote
- GSU will assign an internal Contract Monitor to coordinate with the Contractor on scheduling, issue resolution, and deliverable acceptance.

5. Timelines and Issue Management

- The Contractor shall adhere to timelines established in the approved work plan.
- Issues affecting scope, schedule, or cost must be logged and communicated to the CIO within two business days of identification.

C. Personnel Requirements

The Contractor shall provide dedicated and flexible resources with demonstrated higher education and Ellucian Banner experience, including two (2) dedicated Programmer Analysts throughout the engagement. Additional specialized resources shall be available



based on functional, technical, and project needs, with increased support capacity during peak registration periods and other critical University operations.

1. Dedicated Resources

- **Programmer Analysts – Two (2) Dedicated Resources:** The Contractor shall provide two dedicated Programmer Analysts with demonstrated Banner expertise to develop, test, troubleshoot, and support scripts, queries, integrations, reporting, automation, and related technical needs. Each resource shall be available 25–40 hours per week, with increased availability during peak registration periods and other critical University operations.
 - Develop intermediate and advanced SQL queries that combine data from multiple Banner tables, apply conditional logic, transform or recode data, and extract information based on specifications provided by functional and financial subject matter experts.
 - Develop, test, and maintain automated processes to execute scheduled queries, generate required data files, compress files when required, and securely transmit files to designated SFTP locations.
 - Support Banner-related data extracts, integrations, interfaces, scripts, scheduled jobs, reporting, and automation.
 - Perform data loading, testing, troubleshooting, error resolution, and production support for assigned technical solutions.
 - Work closely with functional, financial, data, and University IT teams to validate requirements, troubleshoot issues, and ensure accuracy of developed solutions.
 - Participate in applicable project meetings, technical sessions, and functional working sessions and dedicate sufficient time outside scheduled meetings to complete development and support activities.
 - Manage and resolve assigned Admin Computing/ERP tickets and maintain appropriate documentation for scripts, queries, integrations, and automated processes.

2. Flexible Resources

The following resources shall be available to GSU on a flexible basis based on operational needs, projects, incidents, upgrades, and departmental requirements:



- **Service Delivery Manager – Flexible**
 - Serve as the primary point of coordination between the Contractor, University IT, and functional stakeholders for service delivery, projects, priorities, and escalations.
 - Coordinate Contractor resources, track SLAs, tickets, risks, milestones, and action items, and provide recurring service and performance updates to University IT.
- **Banner Functional Resources – Part-Time/Flexible**
 - Provide experienced functional support across Banner Student Services, Finance, HR, and Financial Aid.
 - Work directly with University departments on configuration, troubleshooting, testing, business processes, and functional improvements.
- **Banner Database/Application Administrator – As Needed**
 - Provide expertise in Banner application and database administration, including monitoring, maintenance, upgrades, patching, performance optimization, and troubleshooting.
 - Support system availability, technical incidents, application changes, and other database or application administration requirements.
- **Data Analyst – Flexible**
 - Provide data analysis and reporting expertise using tools such as Argos, Tableau, Power BI, SQL, and Banner data sources.
 - Partner with functional and technical stakeholders to develop reports and dashboards, validate data requirements, analyze trends, and translate business needs into actionable data solutions.

The Contractor shall ensure that flexible resources are available within agreed-upon service levels and that sufficient backup resources are maintained to prevent disruption due to **turnover, absences, competing priorities, or changes in workload**.

D. Timelines and Communications Plan

The Contractor shall maintain consistent and proactive communication with GSU to support coordination, timely decision-making, and resolution of Banner ERP matters.

GSU is a Microsoft environment, and Microsoft Teams shall serve as the primary platform for virtual meetings and collaboration. Contractor personnel will be issued University email accounts, as appropriate, and are expected to use their university credentials to participate in Microsoft Teams meetings and other approved collaboration activities.



GSU IT will generally schedule and coordinate recurring meetings. The Service Delivery Manager (SDM) shall support the Chief Experience & Digital Strategy Officer (CXDSO) and Technology Manager with meeting coordination, follow-up, Contractor resource engagement, and escalation as needed.

A. Daily Operational Stand-Ups

- **Attendees:** Dedicated Programmer Analysts, designated GSU IT staff, and other resources as needed.
- **Purpose:** Brief Microsoft Teams meeting during the normal business week to review open tickets, daily priorities, active Banner work, roadblocks, and immediate support needs.

B. Monthly Service Meeting

- **Attendees:** Service Delivery Manager, GSU IT leadership, Contract Monitor, and appropriate Contractor resources.
- **Purpose:** Review overall service performance, priorities, concerns, escalations, and upcoming activities.

C. Departmental and Project Meetings

Contractor personnel may be required to participate in departmental, functional, technical, or project meetings with GSU IT and University stakeholders when Banner expertise or Contractor support is needed. The SDM shall assist with coordinating the appropriate Contractor resources.

D. Ad Hoc / Critical Issue Meetings

Appropriate Contractor resources shall be available for Microsoft Teams or other approved meetings to address critical Banner issues, outages, escalations, data concerns, or other time-sensitive matters.

E. Ongoing Communication

Microsoft Teams, University email, the ERP ticketing system, phone, and other GSU-approved collaboration tools shall be used for ongoing communication. Roadblocks, delays, risks, dependencies, and critical issues shall be communicated promptly and shall not be held until the next scheduled meeting.

The Contractor shall participate in regular meetings with Grambling State University (GSU) to ensure effective coordination, transparency, and accountability. At a minimum, the following meetings are required:

VI. Location and Hours of Operation

A. Primary Location



- The primary location for service delivery shall be **Grambling State University, 403 Main Street, Grambling, Louisiana 71245.**
- Certain services (such as enterprise systems support, cybersecurity oversight, and project management) may be performed remotely, provided that the Contractor ensures availability during GSU business hours and complies with all data security and confidentiality requirements.

B. Remote/On-Site Presence

- The Contractor shall provide remote services.
- The Contractor shall be available on campus or remote for scheduled quarterly reviews, and major project implementations as directed by the University.

C. Hours of Operation

- Standard University operating hours are **Monday through Thursday, 7:30 a.m. to 5:00 p.m. Central Time and Fridays, 7:30 a.m. to 11:30 a.m.,** excluding State holidays.
- Additionally, Contractor(s) are expected to deliver 24/7 support coverage, including weekends and holidays, to address the ongoing technology needs arising from student activities, athletic events, research operations, and other university functions that occur outside normal business hours. Contractor(s) must demonstrate the capability to provide timely incident response and resolution during these extended hours to ensure uninterrupted IT service delivery.
- The Contractor's leadership staff (IT Advisor, Project Managers) shall be available during standard University operating hours and as needed.
- IT Support Services (help desk, network/system monitoring, and incident response) must provide coverage to meet service-level agreements, including **after-hours and 24x7 availability for critical incidents.**

VII. Performance Requirements

A. Performance Standards

The Contractor shall meet or exceed the following performance standards. These requirements will form the basis for Service Level Agreements (SLAs) and may be tied to penalties or other contractual remedies for non-performance.

1. System Availability

- Critical enterprise systems (Banner, DegreeWorks, network infrastructure, authentication services) must maintain **99.9% uptime** measured monthly, excluding scheduled maintenance approved in advance by GSU.



2. Incident Response and Resolution

- **Critical Incidents (Severity One):** Defined as outages or degradations that impact a significant portion of students, faculty, or staff (e.g., Banner unavailable, major network outage, cybersecurity breach).
 - Acknowledgement within **15 minutes** of report.
 - Restoration or acceptable workaround within **four hours**.
 - Root cause analysis report delivered within **five business days**.
- **High Priority Incidents (Severity Two):** Significant impact but with limited scope or available workaround.
 - Acknowledgement within **one hour**.
 - Resolution within **eight business hours**.
- **Medium/Low Incidents (Severity Three to Four):** Minor issues with limited user impact.
 - Resolution within **three to five business days**, depending on priority.
 - Contractor shall participate in **quarterly strategic reviews** and provide documented recommendations.

3. Staffing and Continuity

- The Contractor shall maintain stable staffing levels and ensure all personnel meet the qualifications outlined in Section B. Personnel Qualifications.
- Any proposed staff substitutions must be pre-approved by GSU and replaced with equally qualified personnel within **30 days**.

B. Performance Measurements and Corrective Action

The Contractor's performance will be measured against the requirements set forth in Section VI, Performance Requirements, using the following service level agreements (SLAs) and compliance standards:

1. System Availability

- Requirement: Maintain 99.9% monthly availability for Contractor-supported critical Banner ERP services, including Banner Administrative Pages, Application Navigator, Self-Service Banner 9 (SSB9), DegreeWorks, and other designated Banner applications, excluding scheduled maintenance approved in advance by GSU.
- Measurement: Application monitoring, service records, and monthly availability reporting.
- Remedy for Non-Performance: Failure to meet the established availability requirement shall be documented as an SLA exception. The Contractor shall



identify the cause, corrective actions, and measures to prevent recurrence. Repeated or material failures may require a formal corrective action plan and may result in additional contractual remedies as determined by GSU and permitted under the Contract.

2. Incident Response & Resolution

- Severity 1 – Critical: Banner ERP service is unavailable or a critical University business process is significantly impacted with no reasonable workaround. Acknowledge within fifteen (15) minutes and restore service or provide an acceptable workaround within four (4) hours.
- Severity 2 – High: Significant Banner functionality, integration, data processing, or departmental operations are impacted. Acknowledge within one (1) hour and resolve or provide an acceptable workaround within eight (8) hours.
- Severity 3–4 – Medium/Low: Routine Banner functional, technical, reporting, configuration, or support requests that do not significantly disrupt University operations. Target resolution within three (3) to five (5) business days, based on complexity and priority.
- Measurement: Performance shall be measured using ERP ticket timestamps, incident records, escalation documentation, and restoration or resolution times.
- Remedy for Non-Performance: Missed SLAs shall be documented and reviewed with the Contractor. Recurring or significant SLA failures may require root-cause analysis, a corrective action plan, additional management oversight, or other contractual remedies available to GSU.

3. SLA Corrective Action

When established service levels are not met, GSU may require the Contractor to:

- Provide a root-cause analysis and corrective action plan within a timeframe established by GSU.
- Implement remediation activities and provide increased service oversight at no additional cost to GSU.
- Participate in an executive-level service review when SLA failures are repeated or materially impact University operations.
- Address continued non-performance through contractual remedies available to GSU, up to and including termination where permitted by the Contract and applicable procurement requirements.

Specific financial remedies or other penalties, if applicable, shall be defined during contract negotiations and incorporated into the final Contract.



4. Staffing Continuity

- Requirement: All staff substitutions must be pre-approved and replaced within 30 days by equally qualified personnel.
- Measurement: Staffing reports, résumé/CV reviews.
- Penalty: Unauthorized substitutions may result in rejection of staff and non-payment for unapproved hours.

C. Monitoring Plan

The CXDSO will monitor the Contractor's compliance with the Scope of Work and document any performance issues or disputes.



Attachment D, RFP Evaluation Plan

I. Initial Responsiveness

Proposals will be reviewed for completeness and initial responsiveness. Proposals omitting required documents or responses may be rejected in accordance with Attachment A, **Standard RFP Terms and Conditions**.

II. Mandatory Minimum Requirements

Not applicable to this RFP.

III. Technical Factors

Proposals meeting or exceeding the Mandatory Minimum Requirements will be evaluated in light of the material and the substantiating evidence presented to the State, not on the basis of what may be inferred. The following Technical Criteria are of importance and relevance to the evaluation of this RFP and will be used by the State Evaluation Committee in the evaluation of the technical proposal:

Factor	Points Possible
Company Background and Experience	15
Approach and Methodology	30
Staff Qualifications	18
Technical Total:	63

For a Proposer to proceed to the Financial Proposal and Veteran and Hudson Initiative evaluation, the Proposer shall achieve a minimum score equivalent to 50% of the possible points assigned to the Technical Proposal. Any Proposal failing to receive the minimum score at the completion of the detailed evaluation of the Technical Proposals will not be evaluated further and will be ineligible for award.

IV. Cost

Financial Proposals for proposals not rejected following evaluation of Technical Criteria will be evaluated. The following financial criteria will be evaluated: the Total Cost of Services as submitted in the completed Price Schedule (Attachment H. The Price Schedule is available in Attachment H, Proposal, Part 3: Financial Proposal. Prices proposed shall be firm.

The information provided in response to this section will be used in the Financial Evaluation to calculate lowest evaluated cost.

A Proposer's computed cost score will be based on the cost information provided in Price Schedule Attachment and computed as follows:

$$CCS = (LPC/PC \times FPP)$$

Where: CCS = Computed cost score (points) for Proposer being evaluated
LPC = Lowest proposed cost of all Proposers



PC = Total cost of Proposer being evaluated
 FPP = Financial Proposal Points

V. Veteran-Owned and Service-Connected Disabled Veteran-Owned Small Entrepreneurships (Veteran Initiative) and Louisiana Initiative for Small Entrepreneurships (Hudson Initiative) Programs Participation.

Twelve percent (12%) of the total evaluation points in this RFP are reserved for Proposers who are certified small entrepreneurship or who will engage the participation of one or more certified small entrepreneurship as subcontractors. Reserved points shall be added to the applicable Proposers' evaluation score as follows:

Proposer Status and Allotment of Reserved Points

- A.** If the Proposer is a certified Veterans Initiative small entrepreneurship, the Proposer shall receive points equal to 12% of the total evaluation points in this RFP.
- B.** If the Proposer is a certified Hudson Initiative small entrepreneurship, the Proposer shall receive points equal to 10% of the total evaluation points in this RFP.
- C.** If the Proposer demonstrates its intent to use certified small entrepreneurship(s) in the performance of contract work resulting from this solicitation, the Proposer shall receive points equal to the net percentage extent of contract work which is projected to be performed by or through certified small entrepreneurship subcontractors, multiplied by the appropriate number of evaluation points.
- D.** The total number of points awarded pursuant to this Section shall not exceed 12% of the total number of evaluation points in this RFP.

VI. Evaluation Summary

Stage	Points Possible
Technical Criteria Evaluation	63
Cost Evaluation	25
Veteran and Hudson Initiative Evaluation	12
Total:	100

VII. Award Selection

The scores for the Financial Proposals, Technical Proposals and Veteran and Hudson Initiative will be combined to determine the overall score. The Proposer with the highest overall score will be recommended for award.



Attachment E, Sample Contract

1.0 Contract

Be it known, that effective upon approval by the Office of State Procurement, as evidenced by the Director's, or designee's, signature on this document, Grambling State University (hereinafter sometimes referred to as GSU or "State") and (Contractor Name) (hereinafter sometimes referred to as "Contractor") do hereby enter into this Contract for Information Technology Managed Services under the following terms and conditions.

2.0 Term of Contract

This Contract shall begin on [Start Date] and shall end on [End Date] unless otherwise terminated in accordance with the Termination provisions of this Contract. At the option of the State of Louisiana and acceptance of the Contractor, this Contract may be extended for 48 months at the same prices, terms, and conditions. Total contract time may not exceed 60 months.

Prior to the extension of the contract beyond a 36 month term, prior approval by the Joint Legislative Committee on the Budget (JLCB) or other approval authorized by law shall be obtained. Such written evidence of JLCB approval shall be submitted, along with the contract amendment to the Office of State Procurement (OSP) to extend contract terms beyond the 36 month term.

3.0 Statement of Work

The Contractor hereby agrees to furnish the following services as detailed in the **Statement of Work** Attachment of this Contract.

4.0 Payment Terms

The State shall pay the Contractor a maximum amount of \$____ per year in accordance with the **Price Schedule** Attachment. The Contractor may invoice the GSU monthly at the billing address designated by the State. Payments will be made by the State within approximately 30 days after receipt of a properly executed invoice, and approval by the State. Invoices shall include the contract and order number, using department and product purchased. Invoices submitted without the referenced documentation will not be approved for payment until the required information is provided.

Payment will be made only upon approval of the Chief Operating Officer.

4.1. Late Payments

Interest due by GSU for late payments shall be in accordance with La. R.S. 39:1695 at the rates established in La. R.S. 13:4202.

4.2. Prohibition Against Advance Payments

No compensation or payment of any nature shall be made in advance of services actually performed, unless allowed by law or otherwise stated herein.



5.0 Taxes

The Contractor agrees that all applicable taxes are included in the **Price Schedule** Attachment to this Contract. State agencies are exempt from all State and local sales and use taxes.

The Contractor acknowledges that: (1) a LDR tax clearance certificate is required for approval of this contract and (2) Contractor is currently compliant in filing all applicable tax returns and reports, and in the payment of all taxes, interest, penalties, and fees owed to the State. The State reserves the right to withdraw its consent to this contract without penalty and to proceed with alternate arrangements should the Contractor fail to resolve any identified outstanding tax compliance discrepancies with the LDR within seven business days of such notification.

6.0 Veteran-Owned Small Entrepreneurships (Veteran Initiative) and Louisiana Initiative for Small Entrepreneurships (Hudson Initiative) Programs Reporting Requirements

During the term of this Contract and at expiration, the Contractor will be required to report Veteran-Owned and Service-Connected Disabled Veteran-Owned and Hudson Initiative small entrepreneurship subcontractor or distributor participation and the dollar amount of each.

If the Contractor proposed a good faith subcontracting plan, the GSU, the Louisiana Department of Economic Development (LED), or the Office of State Procurement (OSP) may audit the Contractor to determine whether the Contractor has complied in good faith with its subcontracting plan. The Contractor must be able to provide supporting documentation (i.e., phone logs, fax transmittals, letter, e-mails) to demonstrate its good faith subcontracting plan was followed. If it is determined at any time by the GSU, LED, or the OSP Director that the Contractor did not in fact perform in good faith its subcontracting plan, the contract award or the existing Contract may be terminated.

7.0 Termination

The State of Louisiana has the right to terminate this Contract immediately for any of the following reasons: (a) misrepresentation by the Contractor; (b) Contractor's fraud, collusion, conspiracy or other unlawful means of obtaining any contract with the State of Louisiana; (c) conflict of contract provisions with constitutional or statutory provisions of State or Federal Law; (d) abusive or belligerent conduct by the Contractor towards an employee or agent of the State; (e) Contractor's intentional violation of the Louisiana Procurement Code (La. R.S. 39:1551 et seq.) and its corresponding regulations; or, (f) any listed reason for debarment under La. R.S. 39:1672.

7.1. Termination for Cause

The State of Louisiana may terminate this Contract for cause based upon the failure of the Contractor to comply with the terms and/or conditions of this Contract, or failure to fulfill its performance obligations pursuant to this Contract, provided that the State shall give the Contractor written notice specifying the Contractor's failure. If within 30 days after receipt of such notice, the Contractor shall not have corrected such failure or, in the case of failure which cannot be corrected in 30 days, begun in good faith to correct such failure and thereafter proceeded diligently to complete such correction, then the State may, at its option, place the Contractor in default and this Contract shall terminate on the date specified in such notice.



The Contractor may exercise any rights available to it under Louisiana law to terminate for cause upon the failure of the State to comply with the terms and conditions of this Contract, provided that the Contractor shall file a claim with the Chief Procurement Officer under La. R.S. 39:1671 -1673.

7.2. Termination for Convenience

The State of Louisiana may terminate this Contract for convenience at any time (1) by giving thirty (30) days written notice to the Contractor of such termination; or (2) by negotiating with the Contractor an effective date. The State shall pay the Contractor for, if applicable: (a) deliverables in progress; (b) the percentage that has been completed satisfactorily; and, (c) for transaction-based services up to the date of termination, to the extent work has been performed satisfactorily.

7.3. Termination for Non-Appropriation of Funds

The continuation of this Contract is contingent upon the appropriation of funds to fulfill the requirements of this Contract by the legislature. If the legislature fails to appropriate sufficient monies to provide for the continuation of this Contract or if such appropriation is reduced by the veto of the Governor or by any means provided in the appropriations act or Title 39 of the Louisiana Revised Statutes of 1950 to prevent the total appropriation for the year from exceeding revenues for that year, or for any other lawful purpose, and the effect of such reduction is to provide insufficient monies for the continuation of this Contract, this Contract shall terminate on the date of the beginning of the first fiscal year for which funds are not appropriated.

When funds are not appropriated or otherwise made available to support continuation of performance in the following fiscal year of a multiyear contract for professional or consulting services, the Contract for the remaining term shall be cancelled and the Contractor shall be reimbursed in accordance with the terms of the Contract for the reasonable value of any nonrecurring costs incurred but not amortized in the price of services delivered pursuant to the Contract. The cost of cancellation may be paid from appropriations made specifically for the payment of such cancellation costs or from unobligated funds of GSU.

With respect to all multiyear contracts for professional services and consulting services pursuant to this Subsection, there shall be no provisions for a penalty to the state for cancellation or early payment of the Contract.

8.0 Contract Modifications

No amendment or modification of the terms of this Contract shall be valid unless made in writing, signed by the parties and approved as required by law. No oral understanding or agreement not incorporated in this Contract is binding on any of the parties.

Changes to this Contract include any change in a) compensation; b) beginning/ending date of this Contract; c) scope of work; and/or d) Contractor change through the assignment of contract process. Any such changes, once approved, will result in the issuance of an amendment to this Contract.

9.0 Ownership of Work Product

All data, files, documentation, records, worksheets, or any other related materials obtained, prepared, or developed by the Contractor under this Contract are the property of the State. If applicable, all



software and customizations developed under this Contract are the property of the State. Contractor, at its expense, shall deliver this property to the State at the termination or expiration of this Contract, unless otherwise required by this Contract. Delivery of this property shall be in a form specified by the State.

10.0 Record Ownership

All records, reports, documents and other material delivered or transmitted to the Contractor by the State shall remain the property of the State. Contractor, at its expense, shall return this property to the State at the termination or expiration of this Contract, unless otherwise required by this Contract. Delivery of this property shall be in a form specified by the State.

11.0 Use of State Property

Any property of the State furnished to the Contractor shall, unless otherwise provided herein, or approved by the State and/or GSU, be used only for the performance of this Contract.

The Contractor shall be responsible for any loss or damage to property of the State and/or GSU which results from willful misconduct or lack of good faith on the part of the Contractor or which results from the failure on the part of the Contractor to maintain and administer that property in accordance with sound management practices, to ensure that the property will be returned to the State and/or GSU in like condition, except for normal wear and tear, to that in which it was furnished to the Contractor. Upon the happening of loss, or destruction of, or damage to property of the State, the Contractor shall notify the State thereof and shall take all reasonable steps to protect that property from further damage.

The Contractor shall surrender to the State and/or GSU all property of the State and/or GSU prior to completion, termination, or cancellation of this Contract, unless otherwise specified herein. All reference to the Contractor under this section shall include any of its employees, agents, or subcontractors.

12.0 State Project Manager

State shall appoint a Project Manager for this Contract who will provide oversight of the activities conducted hereunder. Notwithstanding the Contractor's responsibility for management during the performance of this Contract, the assigned Project Manager shall be the principal point of contact on behalf of the State and will be the principal point of contact for the Contractor concerning Contractor's performance under this Contract.

13.0 Waiver

Waiver of any breach of any term or condition of this Contract shall not be deemed a waiver of any prior or subsequent breach. No term or condition of this Contract shall be held to be waived, modified or deleted except by the written consent of both parties.



14.0 Warranties

The Contractor warrants that all services shall be performed in good faith, with diligence and care, by experienced and qualified personnel in a professional, workmanlike manner, and according to its current description (including any completion criteria) contained in the scope of work.

No Surreptitious Code Warranty. The Contractor warrants that the Contractor will make all commercially reasonable efforts not to include any Unauthorized Code in the software provided hereunder. "Unauthorized Code" means any virus, Trojan horse, worm or other software routine or component designed to permit unauthorized access to disable, erase, or otherwise harm software, equipment, or data, or to perform any other such actions. Excluded from this prohibition are identified and State-authorized features designed for purposes of maintenance or technical support.

The Contractor further warrants that it has the right to provide and or license its product to the State and that it will operate in accordance with this Contract. In the event of a material failure of Contractor's product to function and operate, and/or failure by the Contractor to perform its obligations, in accordance with the terms and conditions of this Contract that results in the termination of this Contract for cause by the State, the State will not be obligated to compensate the Contractor of any costs incurred by Contractor.

Extent of Warranty: These warranties replace all other warranties, express or implied, including the implied warranties of merchantability and fitness for a particular purpose.

15.0 Duty to Defend

Upon notice of any claim, demand, suit, or cause of action against the State, alleged to arise out of or be related to this Contract, The Contractor shall investigate, handle, respond to, provide defense for, and defend at its sole expense, even if the claim, demand, suit, or cause of action is groundless, false, or fraudulent. The State may, but is not required to, consult with or assist the Contractor, but this assistance shall not affect the Contractor's obligations, duties, and responsibilities under this section. The Contractor shall obtain the State's written consent before entering into any settlement or dismissal.

16.0 Liability and Indemnification

16.1. Contractor Liability

The Contractor shall be liable without limitation to the State for any and all injury, death, damage, loss, destruction, damages, costs, fines, penalties, judgments, forfeitures, assessments, expenses (including attorney fees), obligations, and other liabilities of every name and description, which may occur or in any way arise out of any act or omission of Contractor, its owners, agents, employees, partners or subcontractors.

16.2. Force Majeure

It is understood and agreed that neither party can foresee the exigencies beyond the control of each party which arise by reason of an Act of God or force majeure; therefore, neither party shall be liable for any delay or failure in performance beyond its control resulting from an Act of God or force majeure. The State shall determine whether a delay or failure results from an Act of God or force



majeure based on its review of all facts and circumstances. The parties shall use reasonable efforts, including but not limited to, use of continuation of operations plans (COOP), business continuity plans, and disaster recovery plans, to eliminate or minimize the effect of such events upon the performance of their respective duties under this Contract.

16.3. Indemnification

The Contractor shall fully indemnify and hold harmless the State, without limitation, for any and all injury, death, damage, loss, destruction, damages, costs, fines, penalties, judgments, forfeitures, assessments, expenses (including attorney fees), obligations, and other liabilities of every name and description, which may occur or in any way arise out of any act or omission of Contractor, its owners, agents, employees, partners or subcontractors. The Contractor shall not indemnify for the portion of any loss or damage arising from the State's act or failure to act.

16.4. Intellectual Property Indemnification

The Contractor shall fully indemnify and hold harmless the State, without limitation, from and against damages, costs, fines, penalties, judgments, forfeitures, assessments, expenses (including attorney fees), obligations, and other liabilities in any action for infringement of any intellectual property right, including but not limited to, trademark, trade-secret, copyright, and patent rights.

When a dispute or claim arises relative to a real or anticipated infringement, the Contractor, at its sole expense, shall submit information and documentation, including formal patent attorney opinions, as required by the State.

If the use of the product, material, service, or any component thereof is enjoined for any reason or if the Contractor believes that it may be enjoined, Contractor, while ensuring appropriate migration and implementation, data integrity, and minimal delays of performance, shall at its sole expense and in the following order of precedence: (i) obtain for the State the right to continue using such product, material, service, or component thereof; (ii) modify the product, material, service, or component thereof so that it becomes a non-infringing product, material, or service of at least equal quality and performance; (iii) replace the product, material, service, or component thereof so that it becomes a non-infringing product, material, or service of at least equal quality and performance; or, (iv) provide the State monetary compensation for all payments made under the Contract related to the infringing product, material, service, or component, plus for all costs incurred to procure and implement a non-infringing product, material, or service of at least equal quality and performance. Until this obligation has been satisfied, the Contractor remains in default.

The Contractor shall not be obligated to indemnify that portion of a claim or dispute based upon the State's unauthorized: i) modification or alteration of the product, material or service; ii) use of the product, material or service in combination with other products not furnished by Contractor; or, iii) use of the product, material or service in other than the specified operating conditions and environment.



16.5. Limitations of Liability

For all claims against the Contractor not governed by any other provision of this Section, regardless of the basis on which the claim is made, the Contractor's liability for direct damages shall be limited to two times the maximum dollar amount of the Contract.

The Contractor shall not be liable for incidental, indirect, special, or consequential damages, unless otherwise specifically enumerated herein, or in a resulting task order or purchase order mutually agreed upon between the parties. In no circumstance shall the State be liable for incidental, indirect, special, or consequential damages; lost profits; lost revenue; or lost institutional operating savings.

16.6. Other Remedies

If the Contractor fails to perform in accordance with the terms and conditions of this Contract, or if any lien or claim for damages, penalties, costs and the like is asserted by or against the State, then, upon notice to the Contractor, the State may pursue all remedies available to it at law or equity, including retaining monies from amounts due the Contractor and proceeding against any surety of the Contractor.

17.0 Insurance

The Contractor shall purchase and maintain for the duration of the contract insurance against claims for injuries to persons or damages to property which may arise from or in connection with the performance of the work hereunder by the Contractor, its agents, representatives, employees or subcontractors.

The Contractor shall furnish the State with certificates of insurance effecting coverage(s) required by this contract in accordance with the **Insurance Requirements for Contractors** Attachment. The certificates for each insurance policy are to be signed by a person authorized by that insurer to bind coverage on its behalf. The certificates are to be received and approved by the State before work commences. The State reserves the right to require complete certified copies of all required policies, at any time. The Contractor shall maintain the insurance as specified shown in the **Insurance Requirements for Contractors** Attachment for the full term of the Contract. Failure to comply shall be grounds for termination of the Contract.

18.0 Licenses and Permits

The Contractor shall secure and maintain all licenses and permits, and pay inspection fees required to do the work required to complete this Contract, if applicable.

19.0 Severability

If any term or condition of this Contract or the application thereof is held invalid, such invalidity shall not affect other terms, conditions or applications which can be given effect without the invalid term, condition or application; to this end the terms and conditions of this Contract are declared severable.



20.0 Subcontractors

The Contractor may, with prior written permission from the State and/or GSU, enter into subcontracts with third parties for the performance of any part of the Contractor's duties and obligations. In no event shall the existence of a subcontract operate to release or reduce the liability of the Contractor to the State and/or GSU for any breach in the performance of the Contractor's duties. The Contractor will be the single point of contact for all subcontractor work.

21.0 Substitution of Personnel

If, during the term of the contract, the Contractor or subcontractor cannot provide the personnel as proposed and requests a substitution, that substitution shall meet or exceed the requirements stated herein. A detailed resume of qualifications and justification is to be submitted to the State for approval prior to any personnel substitution. In the event that any Contractor personnel become unavailable due to resignation, illness, or other factors, excluding assignment to project outside this contract, outside of the Contractor's reasonable control, as the case may be, the Contractor shall be responsible for providing an equally qualified replacement in time to avoid delays in completing tasks. It shall be acknowledged by the Contractor that every reasonable attempt shall be made to assign the personnel listed in the Contractor's proposal.

The State shall reserve the right to require removal and replacement of any contract personnel whose performance it considers unacceptable.

22.0 Assignability

The Contractor may assign its interest in the proceeds of this Contract to a bank, trust company, or other financial institution. Within 10 calendar days of the assignment, the Contractor shall provide notice of the assignment to the State and the Office of State Procurement. The State will continue to pay the Contractor and will not be obligated to direct payments to the assignee until the State has processed the assignment.

Except as stated in the preceding paragraph, the Contractor shall only transfer an interest in the Contract by assignment, novation, or otherwise, with prior written consent of the State. The State's written consent of the transfer shall not diminish the State's rights or the Contractor's responsibilities and obligations.

23.0 Code of Ethics

The Contractor acknowledges that Chapter 15 of Title 42 of the Louisiana Revised Statutes (La. R.S. 42:1101 et. seq., Code of Governmental Ethics) applies to the Contracting Party in the performance of services called for in this Contract. The Contractor agrees to immediately notify the State if potential violations of the Code of Governmental Ethics arise at any time during the term of this Contract.

24.0 Confidentiality

All financial, statistical, personal, technical and other data and information relating to the State's operation which are designated confidential by the State and made available to the Contractor in order to carry out the contract, or which become available to the Contractor in carrying out the contract, shall



be protected by the Contractor from unauthorized use and disclosure through the observance of the same or more effective procedural requirements as are applicable to the State. The identification of all such confidential data and information as well as the State's procedural requirements for protection of such data and information from unauthorized use and disclosure shall be provided by the State in writing to the Contractor. If the methods and procedures employed by the Contractor for the protection of the Contractor's data and information are deemed by the State to be adequate for the protection of the State's confidential information, such methods and procedures may be used, with the written consent of the State, to carry out the intent of this paragraph. The Contractor shall not be required under the provisions of this paragraph to keep confidential any data or information which is or becomes publicly available, is already rightfully in the Contractor's possession, is independently developed by the Contractor outside the scope of this contract, or is rightfully obtained from third parties.

Under no circumstance shall the Contractor discuss and/or release information to the media concerning this project without prior express written approval of GSU.

25.0 Contract Controversies

Any claim or controversy arising out of this Contract shall be resolved by the provisions of Louisiana Revised Statute 39:1671-1673, as applicable.

26.0 Right to Audit

The State Legislative auditor, federal auditors and internal auditors of GSU, Division of Administration, or others so designated by the DOA, shall have the option to audit all accounts directly pertaining to this Contract for a period of five years from the date of final payment or as required by applicable State and Federal Law. The Contractor and subcontractor shall maintain such books and records for this five-year period and cooperate fully with the authorized auditing agency. Records shall be made available during normal working hours for this purpose.

27.0 Data/Record Retention

The Contractor and subcontractor shall retain all their books, their records, and their other documents relevant to this Contract and the funds expended hereunder for five years after final payment or, if Federal funds are used, as required by applicable Federal law, whichever is longer.

28.0 Sanitization of State Data/Records in Contractor's Custody

The Contractor shall sanitize all State data and records in compliance with NIST SP 800-88 Rev 1, and any future revisions thereto, unless a specific alternative is approved in writing by the Louisiana DOA OTS Information Security Team. The Contractor shall provide quarterly a Certificate of Sanitization to the GSU's contract monitor.

29.0 Contractor's Certification of No Federal Suspension or Debarment

The Contractor has a continuing obligation to disclose any suspensions or debarment by any government entity, including but not limited to General Services Administration (GSA). Failure to disclose may



constitute grounds for suspension and/or termination of the Contract and debarment from future Contracts.

30.0 Contractor's Cooperation

The Contractor has the duty to fully cooperate with the State and provide any and all requested information, documentation, etc. to the State when requested. This applies even if this Contract is terminated and/or a lawsuit is filed. Specifically, the Contractor shall not limit or impede the State's right to audit or shall not withhold State owned documents.

31.0 Security

The Contractor's personnel shall comply with all security regulations in effect at the State's premises and externally for materials and property belonging to the State or to the project. Where special security precautions are warranted (e.g., correctional facilities), the State shall provide such procedures to the Contractor, accordingly.

The Contractor shall comply with the Office of Technology Services' [Information Security Policy](#).

The Contractor is responsible for promptly reporting to the State any known breach of physical or information security.

31.1. Cybersecurity Training

In accordance with La. R.S. 42:1267(B)(3) and the State of Louisiana's Information Security Policy, if the Contractor, any of its employees, agents, or subcontractors will have access to State government information technology assets, the Contractor's employees, agents, or subcontractors with such access must complete cybersecurity training annually, and the Contractor must present evidence of such compliance annually and upon request. The Contractor may use the cybersecurity training course offered by the Louisiana Department of State Civil Service without additional cost.

For purposes of this Section, "access to State government information technology assets" means the possession of credentials, equipment, or authorization to access the internal workings of State information technology systems or networks. Examples would include but not be limited to State-issued laptops, VPN credentials to access the State network, badging to access the State's telecommunications closets or systems, or permissions to maintain or modify IT systems used by the State. Final determination of scope inclusions or exclusions relative to access to State government information technology assets will be made by the Office of Technology Services.

32.0 Commencement of Work

No work shall be performed by the Contractor and the State shall not be bound until such time as this Contract is fully executed between the State and the Contractor and all required approvals are obtained.

33.0 Compliance with Civil Rights Laws

The Contractor agrees to abide by the requirements of the following as applicable: Title VI and Title VII of the Civil Rights Act of 1964, as amended by the Equal Employment Opportunity Act of 1972, Federal



Executive Order 11246 as amended, the Federal Rehabilitation Act of 1973 as amended, the Vietnam Era Veteran's Readjustment Assistance Act of 1974, Title IX of the Education Amendments of 1972, the Age Discrimination Act of 1975, the Fair Housing Act of 1968 as amended, and the Contractor agrees to abide by the requirements of the Americans with Disabilities Act of 1990.

The Contractor agrees not to discriminate in its employment practices, and will render services under this Contract without regard to race, color, religion, sex, sexual orientation, national origin, veteran status, political affiliation, disability or age in any matter relating to employment. Any act of discrimination committed by Contractor, or failure to comply with these statutory obligations when applicable shall be grounds for termination of this Contract.

34.0 Anti-Kickback Clause

The Contractor hereby agrees to adhere to the mandate dictated by the Copeland "Anti-Kickback" Act which provides that each Contractor or subgrantee shall be prohibited from inducing, by any means, any person employed in the completion of work, to give up any part of the compensation to which he is otherwise entitled.

35.0 Clean Air Act

The Contractor hereby agrees to adhere to the provisions which require compliance with all applicable standards, orders or requirements issued under Section 306 of the Clean Air Act which prohibits the use under non-exempt Federal contracts, grants or loans of facilities included on the Environmental Protection Agency (EPA) list of Violating Facilities.

36.0 Energy Policy and Conservation Act

The Contractor hereby recognizes the mandatory standards and policies relating to energy efficiency which are contained in the State energy conservation plan issued in compliance with the Energy Policy and Conservation Act (P.L. 94-163).

37.0 Clean Water Act

The Contractor hereby agrees to adhere to the provisions which require compliance with all applicable standards, orders, or requirements issued under Section 508 of the Clean Water Act which prohibits the use under non-exempt Federal contracts, grants or loans of facilities included on the Environmental Protection Agency (EPA) List of Violating Facilities.

38.0 Anti-Lobbying and Debarment Act

The Contractor will be expected to comply with Federal statutes required in the Anti-Lobbying Act and the Debarment Act.



39.0 Prohibition of Discriminatory Boycotts of Israel

In accordance with La. R.S. 39:1602.1, for any contracts with a value of \$100,000 or more and for any Contractor with five or more employees, the Contractor certifies that it is not engaging in a boycott of Israel and it will, for the duration of its contractual obligations, refrain from a boycott of Israel.

The State reserves the right to terminate this Contract if the Contractor, or any Subcontractor, engages in a boycott of Israel during the term of this Contract.

40.0 Prohibition of Companies That Discriminate Against Firearm and Ammunition industries:

In accordance with La. R.S. 39:1602.2, the following applies to any competitive sealed bids, competitive sealed proposals, or contract(s) with a value of \$100,000 or more involving a for-profit company with at least fifty full-time employees:

Unless otherwise exempted by law, by submitting a response to this solicitation or entering into this contract, the Bidder, Proposer or Contractor certifies the following:

1. The company does not have a practice, policy, guidance, or directive that discriminates against a firearm entity or firearm trade association based solely on the entity's or association's status as a firearm entity or firearm trade association;
2. The company will not discriminate against a firearm entity or firearm trade association during the term of the contract based solely on the entity's or association's status as a firearm entity or firearm trade association.

The State reserves the right to reject the response of the Bidder, Proposer or Contractor if this certification is subsequently determined to be false, and to terminate any contract awarded based on such a false response or if the certification is no longer true.

41.0 Prohibited Use of Funds

The Contractor agrees not to use contract proceeds to urge any elector to vote for or against any candidate or proposition on an election ballot nor shall such funds be used to lobby for or against any proposition or matter having the effect of law being considered by the Louisiana Legislature or any local governing authority. This provision shall not prevent the normal dissemination of factual information relative to a proposition on any election ballot or a proposition or matter having the effect of law being considered by the Louisiana Legislature or any local governing authority.

42.0 E-Verify

The Contractor shall comply with the provisions of La. R.S. 23:995 and federal law pertaining to E-Verify in the performance of services under this Contract.

43.0 Headings

Descriptive headings in this Contract are for convenience only and shall not affect the construction of this Contract or meaning of contractual language.



44.0 Governing Law

This Contract shall be interpreted under Louisiana Law, including but not limited to La. R.S. 39:1551-1736 (Louisiana Procurement Code) and La. R.S. 39:196-200 (Information Technology Procurement Code), if applicable; purchasing rules and regulations; executive orders; terms and conditions; and specifications listed in the RFP and this Contract. Venue of any action brought, after exhaustion of administrative remedies, with regard to all activities associated with this Contract shall be in the Nineteenth Judicial District Court, Parish of East Baton Rouge, State of Louisiana.

45.0 Complete Contract

This is the complete Contract between the parties with respect to the subject matter and all prior discussions and negotiations are merged into this Contract. This Contract is entered into with neither party relying on any statement or representation made by the other party not embodied in this Contract and there are no other agreements or understanding changing or modifying the terms. This Contract shall become effective upon final statutory approval.

46.0 Order of Precedence

The Request for Proposals (RFP) [Enter RFP #], dated [RFP Posted Date], addenda thereto, and the Contractor's Proposal dated [Proposal Signed Date], are attached hereto and, incorporated into this Contract as though fully set forth herein. In the event of an inconsistency between this Contract, the RFP and addenda thereto, and/or the Contractor's Proposal, unless otherwise provided herein, the inconsistency shall be resolved by giving precedence first to this Contract, then to the RFP and addenda thereto, and finally, the Contractor's Proposal.

In witness whereof, the parties have executed this Contract.

[Contractor Name] Signature:

Grambling State University Signature:

By:

By:

Name:

Name:

Title:

Title:

Date:

Date:



Insurance Requirements for Contractors Attachment

The Contractor shall purchase and maintain for the duration of the Contract insurance against claims for injuries to persons or damages to property which may arise from or in connection with the performance of the work hereunder by the Contractor, its agents, representatives, employees or subcontractors.

A. Minimum Scope and Limits of Insurance

1. Workers Compensation

Workers Compensation insurance shall be in compliance with the Workers Compensation law of the State of the Contractor's headquarters. Employers Liability is included with a minimum limit of \$1,000,000 per accident/per disease/per employee. If work is to be performed over water and involves maritime exposure, applicable LHWCA, Jones Act, or other maritime law coverage shall be included. A.M. Best's insurance company rating requirement may be waived for workers compensation coverage only.

2. Commercial General Liability

Commercial General Liability insurance, including Personal and Advertising Injury Liability and Products and Completed Operations, shall have a minimum limit per occurrence of \$1,000,000 and a minimum general annual aggregate of \$2,000,000. The Insurance Services Office (ISO) Commercial General Liability occurrence coverage form CG 00 01 (current form approved for use in Louisiana), or equivalent, is to be used in the policy. Claims-made form is unacceptable.

3. Automobile Liability

Automobile Liability Insurance shall have a minimum combined single limit per accident of \$1,000,000. ISO form number CA 00 01 (current form approved for use in Louisiana), or equivalent, is to be used in the policy. This insurance shall include third-party bodily injury and property damage liability for owned, hired and non-owned automobiles.

4. Professional Liability (Errors and Omissions)

Professional Liability (Error & Omissions) insurance, which covers the professional errors, acts, or omissions of the Contractor, shall have a minimum limit of \$1,000,000. Claims-made coverage is acceptable. The date of the inception of the policy must be no later than the first date of the anticipated work under this Contract. It shall provide coverage for the duration of this Contract and shall have an expiration date no earlier than 30 days after the anticipated completion of the Contract. The policy shall provide an extended reporting period of not less than 24 months, with full reinstatement of limits, from the expiration date of the policy.

5. Cyber Liability

Cyber liability insurance, including first-party costs, due to an electronic breach that compromises the State's confidential data shall have a minimum limit per occurrence of \$1,000,000. Claims-made coverage is acceptable. The date of the inception of the policy must be no later than the first date of the anticipated work under this contract. It shall provide coverage for the duration of this contract and shall have an expiration date no earlier than 30 days after the anticipated



completion of the contract. The policy shall provide an extended reporting period of not less than 36 months from the expiration date of the policy, if the policy is not renewed.

B. Deductibles and Self-Insured Retentions

Any deductibles or self-insured retentions must be declared to and accepted by the Agency. The Contractor shall be responsible for all deductibles and self-insured retentions.

C. Other Insurance Provisions

The policies are to contain, or be endorsed to contain, the following provisions:

1. Commercial General Liability and Automobile Liability Coverages

- a. The Agency, its officers, agents, employees and volunteers shall be named as an additional insured as regards negligence by the Contractor. ISO Forms CG 20 10 (for ongoing work) AND CG 20 37 (for completed work) (current forms approved for use in Louisiana), or equivalents, are to be used when applicable. The coverage shall contain no special limitations on the scope of protection afforded to the Agency.
- b. The Contractor's insurance shall be primary as respects the Agency, its officers, agents, employees and volunteers for any and all losses that occur under the Contract. Any insurance or self-insurance maintained by the Agency shall be excess and non-contributory of the Contractor's insurance.

2. Workers Compensation and Employers Liability Coverage

To the fullest extent allowed by law, the insurer shall agree to waive all rights of subrogation against the Agency, its officers, agents, employees and volunteers for losses arising from work performed by the Contractor for the Agency.

3. All Coverages

- a. All policies must be endorsed to require 30 days written notice of cancellation to the Agency. Ten-day written notice of cancellation is acceptable for non-payment of premium. Notifications shall comply with the standard cancellation provisions in the Contractor's policy. In addition, the Contractor is required to notify Agency of policy cancellations or reductions in limits.
- b. The acceptance of the completed work, payment, failure of the Agency to require proof of compliance, or Agency's acceptance of a non-compliant certificate of insurance shall release the Contractor from the obligations of the insurance requirements or indemnification agreement.
- c. The insurance companies issuing the policies shall have no recourse against the Agency for payment of premiums or for assessments under any form of the policies.
- d. Any failure of the Contractor to comply with reporting provisions of the policy shall not affect coverage provided to the Agency, its officers, agents, employees and volunteers.



D. Acceptability of Insurers

1. All required insurance shall be provided by a company or companies lawfully authorized to do business in the jurisdiction in which the Project is located. Insurance shall be placed with insurers with an A.M. Best's rating of **A-:VI or higher**. This rating requirement may be waived for workers compensation coverage only.
2. If at any time an insurer issuing any such policy does not meet the minimum A.M. Best rating, the Contractor shall obtain a policy with an insurer that meets the A.M. Best rating and shall submit another Certificate of Insurance within 30 days.

E. Verification of Coverage

1. The Contractor shall furnish the Agency with Certificates of Insurance reflecting proof of required coverage. The Certificates for each insurance policy are to be signed by a person authorized by that insurer to bind coverage on its behalf. The Certificates are to be received and approved by the Agency before work commences and upon any Contract renewal or insurance policy renewal thereafter.
2. The Certificate Holder Shall be listed as follows:

State of Louisiana

Agency Name, Its Officers, Agents, Employees and Volunteers

Address, City, State, Zip

3. In addition to the Certificates, The Contractor shall submit the declarations page and the cancellation provision for each insurance policy. The Agency reserves the right to request complete certified copies of all required insurance policies at any time.
4. Upon failure of the Contractor to furnish, deliver and maintain required insurance, this Contract, at the election of the Agency, may be suspended, discontinued or terminated. Failure of the Contractor to purchase and/or maintain any required insurance shall not relieve the Contractor from any liability or indemnification under the Contract.

F. Subcontractors

The Contractor shall include all subcontractors as insureds under its policies OR shall be responsible for verifying and maintaining the Certificates provided by each subcontractor. Subcontractors shall be subject to all of the requirements stated herein. The Agency reserves the right to request copies of subcontractor's Certificates at any time.

G. Workers Compensation Indemnity

In the event the Contractor is not required to provide or elects not to provide workers compensation coverage, the parties hereby agree that Contractor, its owners, agents and employees will have no cause of action against, and will not assert a claim against, the State of Louisiana, its departments, agencies, agents and employees as an employer, whether pursuant to the Louisiana Workers Compensation Act or otherwise, under any circumstance. The parties also hereby agree that the State of Louisiana, its departments, agencies, agents and employees shall in no circumstance be, or



considered as, the employer or statutory employer of Contractor, its owners, agents and employees. The parties further agree that the Contractor is a wholly independent contractor and is exclusively responsible for its employees, owners, and agents. The Contractor hereby agrees to protect, defend, indemnify and hold the State of Louisiana, its departments, agencies, agents and employees harmless from any such assertion or claim that may arise from the performance of this Contract.



Attachment F, Protest Information

This attachment is intended to provide Proposers with an overview of the State's protest law, procedures, and requirements, which may be updated and amended without notice. Proposers filing a protest are wholly responsible for locating, understanding, and complying with protest law, procedures, and requirements in effect at the time of the protest.

Any person aggrieved in connection with this RFP or the specifications contained therein has the right to protest in accordance with La. R.S. 39:1671. Such protest shall be made in writing to the Director of State Procurement at least two days prior to the proposal opening date.

Any person aggrieved by a proposed award has the right to submit a protest in writing, in accordance with La. R.S. 39:1671, to the Director of State Procurement, within 14 days of the award. The "Notice of Award" starts the protest period.

Protest Bond/Security

- A. A protester who has timely protested an award may only apply for a stay during the time period to protest an award by posting a Protest Bond/Security.
- B. During the protest period, the protester shall submit to the Chief Procurement Officer, at the time of filing a notice of protest, a bond with a good and solvent surety authorized to do business in the State or submit other security, in a form approved by the Office of State Procurement. The Office of State Procurement shall hold the bond or other security until a final determination is made on the protest.
- C. The Protest Bond/Security shall be payable to the State of Louisiana in the amount equal to 25% of the maximum amount of the protested awarded contract. If the total value of the awarded contract cannot be determined because the total requirements for the Contract are estimated as of the date of the award, a bond posted or other security submitted with a protest shall be in an amount equal to 25% of the estimated total value of the Contract. Upon request, the State Chief Procurement Officer shall provide the estimated total value of the Contract or the method for determining the estimated total value of the Contract, based on records of past experience and estimates of anticipated requirements furnished by the Using Agency.
- D. If the protest is upheld and the award is cancelled, the bond posted or other security submitted with the protest shall be returned to the person who posted the bond or submitted the security.
- E. If the protest is rejected and the award is upheld, a claim may be made against the bond or other security by the Using Agency to the Office of State Procurement in an amount equal to the expenses incurred and other monetary losses suffered by the State resulting from the unsuccessful protest. The Chief Procurement Officer shall hold an informal hearing on the claim. Any money not awarded by the Chief procurement officer shall be returned to the person who posted the bond or submitted the security.



Attachment G, Hard Copy Proposal Submittal

I. Hard Copy Proposal Submittal

- A. Proposers must submit their proposal via Hard Copy to the Grambling State University
- B. The Financial Proposal should be sealed separately from the Technical Proposal and should be clearly marked as "Financial Proposal". The Technical and Financial Proposals may be submitted in the same package.
- C. Proposals may be mailed or delivered by hand or courier service to the Grambling State University physical location at:

Erin Walker
GSU Box 4269
Grambling State University
Grambling, La 71245
- D. Proposers should be aware of security requirements for the Grambling State University campus. All vendor representatives are required to check in at the University Police Station, where they will be issued a temporary identification badge.
- E. The Proposer is solely responsible for ensuring that its courier service provider makes inside deliveries to the physical location. The State is not responsible for any delays caused by the Proposer's chosen means of proposal delivery. The Proposer is solely responsible for the timely delivery of its proposal. Failure to meet the proposal opening date and time shall result in rejection of the proposal.
- F. **Important:** Clearly mark outside of envelope, box or package with the following information:
 - 1. Proposal Name
 - 2. Solicitation Number
 - 3. Proposal opening date and Time

II. Number of Copies of Hard Copy Proposals

- A. The Proposer shall submit one signed (containing signature(s) of those company officials or agents duly authorized to sign proposals or contracts on behalf of the organization) original hard copy and four numbered copies of the Technical Proposal and one original copy of the Financial Proposal which should be packaged and sealed separately from the Technical Proposal and marked as Financial Proposal. Signed originals should be clearly marked "original".
- B. The Proposer should submit one USB flash drive containing all parts from Attachment H, **Proposal**.



1. All parts should be saved as individual files in Microsoft Word or portable document format (.pdf).
2. All subparts of Part 2: Technical Proposal should be saved as individual files.
3. All individual files should be clearly labeled with the part or subpart.
4. The Financial Proposal should be saved in Microsoft Excel format.
5. A redacted copy of the proposal, if applicable, should be saved in portable document format (.pdf).

III. Hard Copy Proposal Response Format

- A. Hard Copy Proposals submitted for consideration should use the forms in Attachment H, Proposal.

IV. Proposal Changes Prior to Proposal Opening.

- A. If the Proposer needs to submit changes or addenda, such shall be submitted in writing, signed by an authorized representative of the Proposer, cross-referenced clearly to the relevant proposal section, prior to the proposal opening date, and should be submitted in a sealed envelope. Such shall meet all requirements for the proposal.

V. Withdrawal of Proposal Prior to Proposal Opening.

- A. A Proposer may withdraw a proposal that has been submitted at any time up to the proposal opening date. To accomplish this, a written request signed by the authorized representative of the Proposer must be submitted to the RFP Coordinator at Grambling State University.



Attachment H, Proposal

Part 1: Proposer Information, Acknowledgements, and Certifications

I. Proposer Information

(If the Proposer is already registered with the State of Louisiana in LaGov, please ensure the information provided below matches the information on the Proposer's LaGov Vendor Profile.)

- A. **Company's Full Legal Name:** Click or tap here to enter text.
- B. **Primary Business Address:** Click or tap here to enter text.
- C. **Federal Tax Identification Number:** Click or tap here to enter text.
- D. **Entity Type:**
 - ☐ Sole Proprietorship
 - ☐ Partnership
 - ☐ Limited Liability Company
 - ☐ Corporation

II. Business Details

- A. **Company Website.** Provide a URL for your company's website.
Click or tap here to enter text.
- B. **Company History.** Provide a brief history of your company, including the year of its founding and any material acquisitions or mergers in which it has been involved.
Click or tap here to enter text.
- C. **Company Size.** Identify the number of employees working for your company.
Click or tap here to enter text.
- D. **Ownership Structure.** Describe your company's ownership structure.
Click or tap here to enter text.
- E. **Litigation.** List all claims of non-performance or breach from customers in excess of \$5,000, including all pending litigation matters (including civil, criminal, or appellate) or criminal convictions in the past five years for the company and all principals. Attach an additional document if necessary.
Click or tap here to enter text.



III. Proposal Contact

The Proposal Contact must be able to respond timely to communications from the State. The Proposer must, within 24 hours, notify the State of any change to the Proposer's Proposal Contact.

- A. **Proposal Contact Name:** Click or tap here to enter text.
- B. **Proposal Contact Title:** Click or tap here to enter text.
- C. **Proposal Contact Email:** Click or tap here to enter text.
- D. **Proposal Contact Phone Number:** Click or tap here to enter text.

IV. Company Financial Information

Upon request of the State, the selected Proposer(s) shall provide financial information that will allow the State to ascertain the financial stability of the firm.

If a public company, the Proposer should provide their most recent audited financial report.

If a private company, the Proposer should provide a copy of their most recent internal financial statement and a letter from their financial institution on the financial institution's letterhead, stating the Proposer's financial stability.

V. Acknowledgements and Certifications

By signing below and submitting a response to this RFP, the Proposer acknowledges and certifies the following:

A. Debarment. (Check one of the below.)

- ☐ Neither the Proposer nor its principals are presently debarred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded from participation in public procurement or contracting by any governmental department or agency.
- ☐ The Proposer cannot certify the statement above, and the Proposer will affix a written explanation to this attachment for review by the State. If after reviewing the Proposer's written explanation the State determines it is not in the best interest of the State to award the Proposer a Contract, the State may reject the Proposer's proposal.

B. Federal Suspension or Debarment.

1. By signing and submitting any proposal for \$25,000 or more, the Proposer certifies that their company, any subcontractors, or principals are not suspended or debarred by the General Services Administration (GSA) in accordance with the requirements in 2 CFR §200 Subpart F "Audit Requirements in Subpart F of the Office of Management and Budget's Uniform Administrative Requirements, Cost



Principles, and Audit Requirements for Federal Awards” (formerly OMB Circular A-133).

A list of parties who have been suspended or debarred can be viewed via the [internet](#).

C. Non-collusion.

1. This proposal has been developed independently by the Proposer and has been submitted without collusion and without any agreement, understanding, or planned common course of action with any other Proposer or supplier of Product in a manner designed to limit fair and open competition.
2. The contents of this proposal have not been communicated by the Proposer or its employees or agents to any person not an employee or agent of the Proposer and will not be communicated to any such persons prior to the proposal opening date.

D. Data Disclosure to Foreign Governments. (Check one of the below.)

- ☐ The Proposer is not an entity subject to laws, rules, or policies potentially requiring disclosure of, or provision of access to, customer data to foreign governments or entities controlled by foreign governments.
- ☐ The Proposer cannot certify the statement above, and the Proposer will affix a written explanation to this attachment for review by the State. If after reviewing the Proposer’s written explanation the State determines it is not in the best interest of the State to award the Proposer a Contract, the State may reject the Proposer’s proposal.

E. Discriminatory Boycotts of Israel.

1. In accordance with La. R.S. 39:1602.1, the following applies to any Proposal with a value of \$100,000 or more and to Proposers with five or more employees.
2. By submitting a response to this solicitation, the bidder or proposer certifies and agrees that the following information is correct: In preparing its response, the Proposer has considered all proposals submitted from qualified, potential subcontractors and suppliers, and has not, in the solicitation, selection, or commercial treatment of any subcontractor or supplier, refused to transact or terminated business activities, or taken other actions intended to limit commercial relations, with a person or entity that is engaging in commercial transactions in Israel or Israeli-controlled territories, with the specific intent to accomplish a boycott or divestment of Israel. The Proposer has also not retaliated against any person or other entity for reporting such refusal, termination, or commercially limiting actions. The State reserves the right to reject the response of the Proposer if this certification is subsequently determined to be false, and to terminate any contract awarded based on such a false response.



F. Prohibition of Companies That Discriminate Against Firearm and Ammunition industries:

In accordance with La. R.S. 39:1602.2, the following applies to any competitive sealed bids, competitive sealed proposals, or contract(s) with a value of \$100,000 or more involving a for-profit company with at least 50 full-time employees:

Unless otherwise exempted by law, by submitting a response to this solicitation or entering into this contract, the Bidder, Proposer or Contractor certifies the following:

1. The company does not have a practice, policy, guidance, or directive that discriminates against a firearm entity or firearm trade association based solely on the entity's or association's status as a firearm entity or firearm trade association;
2. The company will not discriminate against a firearm entity or firearm trade association during the term of the contract based solely on the entity's or association's status as a firearm entity or firearm trade association.

The State reserves the right to reject the response of the Bidder, Proposer or Contractor if this certification is subsequently determined to be false, and to terminate any contract awarded based on such a false response or if the certification is no longer true.

G. Conflicts of Interest. (Check one of the below.)

- ☐ The Proposer represents that none of its officers or employees are officers or employees of the State and that none of its officers or employees have a conflict of interest as defined by the laws, rules, or policies of the State.
- ☐ The Proposer cannot certify the statement above, and the Proposer will affix a written explanation to this attachment for review by the State. If after reviewing the Proposer's written explanation the State determines it is not in the best interest of the State to award the Proposer a Contract, the State may reject the Proposer's proposal.

H. Tax Clearance. The proposer understands that, if selected as a contractor, the Louisiana Department of Revenue (LDR) must determine that it is current in the filing of all applicable tax returns and reports and in payment of all taxes, interest, penalties, and fees owed to the state and collected by the LDR. The Proposer shall comply with La. R.S. 39:1624(A)(10) by providing its seven-digit LDR account number in order for tax payment compliance status to be verified.

The Proposer further acknowledges its understanding that issuance of a tax clearance certificate by LDR is a necessary precondition to the approval of any Contract by the Office of State Procurement. The contracting agency reserves the right to withdraw its consent to any Contract without penalty and proceed with alternate arrangements, should a



prospective contractor fail to resolve any identified outstanding tax compliance discrepancies with the LDR within seven days of such notification.

- I. **Confidential, Proprietary, or Protected Information.** As set forth in Attachment A, **Standard RFP Terms and Conditions**, if the Proposer is claiming any portion of its proposal as confidential, proprietary, or protected, the Proposer must complete the required sections of Part 6, **Claim of Business Confidentiality**, and submit with the Proposer's proposal a redacted copy of the Proposer's proposal, which must be clearly marked as such. The Proposer may not mark pricing or the Proposer's entire proposal as confidential, proprietary, or protected. Submission of a Claim of Business Confidentiality does not guarantee that information claimed by Proposer as confidential, proprietary, or protected will not be subject to disclosure in accordance with applicable public information laws, rules, and policies. If the Proposer fails to submit a redacted copy of the Proposer's proposal, or fails to claim information as confidential, proprietary, or protected in compliance with this RFP, the Proposer releases the State from any obligation to keep the information confidential and waives all claims of liability arising from disclosure of the information.
- J. **Understanding of the RFP.** The Proposer has read the RFP in its entirety and understands and agrees to comply with all requirements set forth therein. Any conflicts in the materials composing the RFP and any issues relating to the content of the RFP, including instructions, requirements, or specifications the Proposer believes to be ambiguous, unduly restrictive, erroneous, anticompetitive, or unlawful, have been brought to the attention of the State using the process described in the RFP for asking questions or, if applicable, by filing a protest.
- K. **Acceptance of Procedures.** The Proposer accepts the procedures, evaluation criteria, mandatory contract terms and conditions, and all other administrative requirements set forth in this RFP.

Signature

The undersigned is one of the following:

1. The Proposer, if the Proposer is an individual;
2. A partner in the company, if the Proposer is a partnership; or
3. An officer or employee of the responding corporation having authority to sign on its behalf, if the Proposer is a corporation.

By signing below, the undersigned warrants that the representations made and the information provided in the Proposer's proposal are true, correct, and reliable for purposes of evaluation for a potential contract award. The submission of inaccurate or misleading information may be grounds for disqualification from contract award and may subject the undersigned, Proposer, or both to suspension or debarment proceedings, as well as other remedies available to the State by law, including termination of any Contract awarded to the Proposer.



Proposer:

Signature

Date

Printed Name

Title

Email Address

Phone Number



Part 2: Technical Proposal

The proposer must provide complete and succinct responses to each item below. **Insert your responses into this worksheet directly below each question or prompt.** While supplementary marketing materials are neither requested nor desired, the Proposer should provide all information necessary to demonstrate the Proposer's ability to meet the requirements of this RFP and the RFP's Scope of Work.

Subpart A: Use of Subcontractors

Check one of the following:

- ☐ The Proposer intends to enter into subcontractor arrangements. The Proposer will complete the subcontractor worksheet found below.
- ☐ The Proposer does not intend to enter into subcontractor arrangements.

Hudson/Veterans RFP Points Worksheet

Proposer:

The proposer should include the Subcontractor(s) Name, indicate if the Subcontractor is Hudson/Veteran certified, enter the Description of Work the Subcontractor will perform, and enter the percentage value of the Proposed Total Contract Amount which will be paid to the Subcontractor.

2. Subcontractor Information				
#	Subcontractor Name	Hudson/Veteran	Description of Work	Subcontract Value
A				
B				
C				
D				
E				
F				
G				
H				
I				
J				



Part 2: Technical Proposal

The proposer must provide complete and succinct responses to each item below. **Insert your responses into this worksheet directly below each question or prompt.** While supplementary marketing materials are neither requested nor desired, the Proposer should provide all information necessary to demonstrate the Proposer's ability to meet the requirements of this RFP and the RFP's Scope of Work.

Subpart B: Company Background and Experience

- I. Proposer should clearly describe its background and experience that demonstrates its ability to exercise the necessary organization, technical qualifications, skills, and ability to provide the required services, including the following particulars:

Provide evidence showing it has at least five years experience providing managed Information Technology Managed Services to higher education or public sector clients of comparable size and complexity;

Provide sufficient information to demonstrate that it has capability and experience working within environments of comparable size, scope, and complexity; and

Demonstrate direct experience supporting Ellucian Banner ERP systems and related third-party integrations, including DegreeWorks.

- II. Provide the name of each higher education or state client the Proposer has serves, over the past 5 years and for how long has it served each client? For each such client, describe the project or projects, the dates of the project, and whether or not the project is complete
- III. Provide at least two examples of recent projects similar in scope to GSU's IT Managed Network requirements.



Part 2: Technical Proposal

Subpart C: Approach and Methodology

I. Essential Services:

The Proposer should describe its approach to fulfilling the services described in the Scope of Work. Proposer should include in its response:

- A. The type of facility or network assessment process it will use to inform network design and upgrades;
- B. The process and resources it will use to ensure reliable, secure wireless and wired connectivity across GSU's campus;
- C. Its incident response and resolution processes;
- D. How it defines, measures, and enforces SLAs across critical services (ERP, LMS, telephony, security systems, etc.) in a higher education environment;
- E. Its approach to resource allocation during peak university cycles; and
- F. How it will meet the requirement to provide 24/7 network monitoring and incident response.

II. Technology Solution & Equipment Standards

- A. Will all new equipment be provided for this project? If not, specify what refurbished or legacy equipment will be used.;
- B. Describe which wireless standard(s) will be deployed (e.g., Wi-Fi 6/6E, 802.11ax);
- C. Describe what type(s) of network equipment (switches, access points, firewalls, servers) will be provided, and from which manufacturers;
- D. Describe how the proposed equipment meets current industry standards for reliability, scalability, and security; and
- E. Provide information on warranties and support agreements on the proposed equipment (e.g., manufacturer or vendor-backed).

III. Service Quality and Customer Support: Demonstrate Proposer's approach to ensuring high-quality customer service and operational reliability. Responses should include, but are not limited to:

- A. How Proposer collects and utilizes end-user satisfaction data (e.g., surveys, reporting tools, customer feedback systems);
- B. Details on Proposer's average response time to service outages and the process used to resolve issues (including escalation procedures);
- C. Explain how Proposer communicates with clients during service outages, including notification methods, frequency of updates, and designated points of contact; and
- D. Proposer's approach to 24/7 support services and escalation protocols.

IV. How will Proposer measure success and drive continuous improvement and innovation for university IT operations? The response should include:



- A. The key metrics and KPIs you will use to define success (e.g., SLA adherence, system uptime, student/faculty satisfaction, cost savings); and
 - B. Your structured approach to continuous improvement (e.g., quarterly reviews, maturity assessments, benchmarking).
- V. Proposer should provide innovative concepts, if any, for the State’s consideration. Innovative concepts may include new methods, tools, or technology used in performing services that provide value to the State or enhance efficiency of the program. This is an opportunity for the Proposer to demonstrate original or creative ideas.



Part 2: Technical Proposal

Subpart D: Staff Qualifications and Support

- I. The Proposer should provide detailed information about the experience and qualifications of the personnel who will be assigned to this contract, including: education, training, certifications technical experience, functional experience, specific dates and names of employers, relevant and related experience, and past and present projects with dates and responsibilities. At a minimum, Proposer's response should include in its response its Service Delivery Manager, vCISO, and IT Advisor.
 - Proposer should include sufficient information to demonstrate that its proposed Virtual Chief Information Security Officer candidates have a minimum of seven years of IT strategy and governance experience and have the capacity to deliver cybersecurity services;
 - Proposer should include sufficient information to demonstrate that its proposed IT Advisor Candidates have a minimum of seven years of IT strategy and governance experience; and
 - Proposer should include sufficient information to demonstrate that its proposed personnel satisfy the personnel requirements described in the Scope of Work.
- II. The Proposer should provide job descriptions, hiring plan, procedures, and policies for any positions not filled at the time of submission of the proposal or for filling future vacancies. Describe a comprehensive method for staffing the services described in the Scope of Work with the necessary skill set to ensure that the Proposer will effectively meet the needs of GSU.



Part 3: Financial Proposal

The proposer must complete all required elements of this Financial Proposal. The format and structure of the Financial Proposal is intended to allow for a fair evaluation of like costs among Proposers. Deviation from the format or structure of this Financial Proposal may result in Proposer's proposal being deemed non-responsive.

The proposer is wholly responsible for ensuring figures and calculations submitted in Proposer's completed Financial Proposal are accurate, even if formulas have been provided by the State as a courtesy.

Inclusion of cost or pricing information in any document other than this Financial Proposal may result in the Proposer's proposal being deemed non-responsive.

Proposed Costs

The Financial Proposal will consist of a Price Schedule. The Price Schedule is available as an Excel document on the LaPAC website.

The total amount available for the services described in this Request for Proposals (RFP) **shall not exceed \$462,000** for the initial contract term. The maximum contract amount includes all costs associated with providing the required services, including, but not limited to, professional fees, labor, materials, supplies, travel, administrative costs, and any other expenses incurred by the Proposer in performing the work. Proposers shall submit a detailed cost proposal demonstrating how the proposed services will be provided within the stated budget. **Proposals exceeding the maximum available budget of \$462,000 may be deemed non-responsive and may not be considered for award.** The University reserves the right to negotiate the final scope of services and contract amount with the selected Proposer, provided that any resulting contract remains within the maximum amount authorized for this procurement and complies with all applicable Louisiana procurement requirements. The University does not guarantee that the full amount of the stated budget will be awarded or expended. Payment shall be made only for services satisfactorily performed and accepted in accordance with the contract once it is executed.



Part 4: Veteran Initiative and Hudson Initiative Programs

Check one or more of the following, as applicable:

- ☐ The Proposer is a certified **Veterans Initiative** small entrepreneurship.
- ☐ The Proposer is a certified **Hudson Initiative** small entrepreneurship.
- ☐ The Proposer will engage the participation of one or more certified small entrepreneurship as subcontractor(s). The Proposer will complete the subcontract worksheet with each certified small entrepreneurship subcontractor in order to obtain any applicable Veterans Initiative or Hudson Initiative points.
- ☐ The Proposer is not a certified Veterans Initiative or Hudson Initiative small entrepreneurship.



Part 5: Proposed Modifications to Sample Contract

The State may, but is not obligated to, consider proposed modifications to Attachment E, **Sample Contract**.

Provisions of the Sample Contract that are generally inapplicable to, incompatible with, or unsuitable for the subject of this RFP should be brought to the attention of the State using the process described in this RFP for asking questions and will be addressed only at the sole discretion of the State.

Proposer-specific modifications to the Sample Contract may be proposed as part of the Proposer's proposal in this part but are **strongly discouraged**. Proposing excessive or overly restrictive modifications, or proposing modifications upon which the Proposer's proposal is conditioned, may result in the Proposer's proposal being deemed non-responsive.

Proposer's Proposed Modifications. (Check one of the below.)

- ☐ The Proposer has no proposed modifications to Attachment E, **Sample Contract**.
- ☐ The Proposer proposes the modifications set forth in the table below and **will submit with the Proposer's proposal a redlined copy of Attachment E, Sample Contract** incorporating each proposed modification. The Proposer understands, acknowledges, and agrees to comply with the following:
 - The following will not be considered by the State:
 - Any proposed modification not submitted in this attachment;
 - Any proposed modification not accompanied by an explanation as required in this attachment;
 - Any proposed modification not reflected in redlined edits to the Sample Contract and submitted with the Proposer's proposal;
 - Any proposed modification merely referencing another document or a URL; and
 - Any proposed modification to the following non-negotiable contract terms: Taxes, Assignability, Right to Audit, Compliance with Civil Rights Laws, Data/Record Retention, Complete Contract, Order of Precedence , Contract Modification, Governing Law, Contract Controversies, and Termination for Non-Appropriation of Funds.
 - Proposers may propose additional terms but must include them in this attachment and must clearly identify where any terms conflict with the Sample Contract.
 - Each of the following fields **must** be completed for each proposed modification to the Sample Contract:
 - **Sample Contract Section Reference:** The page, section, or paragraph in the Sample Contract that is the subject of the Proposer's proposed modification.
 - **Sample Contract Language:** The language in the Sample Contract that the Proposer is proposing to modify.



- **Proposed Changes and Alternate Language:** The Proposer’s proposed changes to the Sample Contract language including, if applicable, the Proposer’s proposed alternate language.
- **Justification for Proposed Change:** The Proposer’s justification for the proposed change.
- **Risk and Benefits of Acceptance:** The Proposer’s analysis of the risk and benefits to the State—including quantifiable costs or cost savings—if the Proposer’s proposed change is accepted by the State.

Sample Contract Section Reference	Sample Contract Language	Proposed Changes and Alternate Language	Justification for Proposed Change	Risk and Benefits of Acceptance

{Add additional rows as needed.}



Part 6: Claim of Business Confidentiality

Proposer's Claims of Business Confidentiality. (Check one of the below.)

- ☐ The Proposer is not claiming any information within the Proposer's proposal as confidential, proprietary, or protected. (Check box and skip to **Signature** section below.)
- ☐ The Proposer claims the information set forth in the table below as confidential, proprietary, or protected and **will submit with the Proposer's proposal a redacted copy of the Proposer's proposal**, which must be clearly marked, redacted and blacked out as such. The Proposer understands, acknowledges, and agrees to comply with the following:
- Each of the following fields **must** be completed for each claim asserted by the Proposer:
 - **Proposal Section Reference:** The page, section, or paragraph in the Proposer's proposal containing the information claimed to be confidential, proprietary, or protected.
 - **Confidential Information:** A description of the information claimed to be confidential, proprietary, or protected.
 - **Basis for Claim and Explanation:** The basis for the Proposer's claim and explanation of how the information claimed to be confidential meets the basis for the claim.
 - The Proposer shall mark each page containing confidential, proprietary, or protected information as "Confidential".
 - **The Proposer may not mark pricing or the Proposer's entire proposal as confidential, proprietary, or protected.**

Proposal Section Reference	Confidential Information	Basis for Claim and Explanation

{Add additional rows as needed.}



Signature

By signing below, the undersigned certifies under penalty of perjury that the representations made and the information provided herein are true and correct and may be relied upon by the State for purposes of determining the validity of the Proposer's claim(s). The Proposer understands that submission of a Claim of Business Confidentiality does not guarantee that information claimed by the Proposer as confidential, proprietary, or protected will not be subject to disclosure in accordance with applicable laws, including, but not limited to, Louisiana Public Records Law. The Proposer further agrees that if the Proposer fails to submit a redacted copy of the Proposer's proposal, or fails to claim information as confidential, proprietary, or protected in compliance with this RFP, the Proposer releases the State from any obligation to keep the information confidential and waives all claims of liability arising from disclosure of the information.

Proposer:

Signature

Date

Printed Name

Title

Email Address Phone Number



Part 7: Electronic Vendor Payment Solution

In an effort to increase efficiencies and effectiveness as well as be strategic in utilizing technology and resources for the State and Contractors, the State intends to make all payments to Contractors electronically. The LaCarte procurement card will be used for purchases of \$5,000 and under, and where feasible, over \$5,000. Contractors will have a choice of receiving electronic payment for all other payments by selecting the Electronic Funds Transfer (EFT). If you receive an award and do not currently accept the LaCarte card or have not already enrolled in EFT, you will be asked to comply with this request by choosing either the LaCarte Procurement Card and/or EFT. You may indicate your acceptance below.

The **LaCarte** Procurement Card uses a Visa card platform. Contractors receive payment from state agencies using the card in the same manner as other Visa card purchases. Contractors cannot process payment transactions through the credit card clearinghouse until the purchased products have been shipped or received or the services performed.

For all statewide and agency term contracts:

- Under the LaCarte program, purchase orders are not necessary. Orders must be placed against the net discounted products of the contract. All contract terms and conditions apply to purchases made with LaCarte.
- If a purchase order is not used, the Contractor must keep on file a record of all LaCarte purchases issued against this contract during the contract period. The file must contain the particular item number, quantity, line total and order total. Records of these purchases must be provided to the Office of State Procurement on request.

EFT payments are sent from the State's bank directly to the payee's bank each weekday. The only requirement is that you have an active checking or savings account at a financial institution that can accept Automated Clearing House (ACH) credit files and remittance information electronically. Additional information and an enrollment form is available by contacting the Office of Statewide Reporting & Accounting Policy at doa-osrap-eft@la.gov.

To facilitate this payment process, you will need to complete and return the EFT enrollment form. If an award is made to your company, please check which option you will accept or indicate if you are already enrolled.

Payment Type	Will Accept	Already Enrolled
LaCarte	☐	☐
EFT	☐	☐

Printed Name of Individual Authorized

Authorized Signature for payment type chosen

Date

Email address and phone number of authorized individual

RFP for Information Technology Managed Services						
for Grambling State University						
Attachment H, Proposal, Part 3: Financial Proposal						
Price Schedule						
Proposers Name:						
Prices proposed shall be furnished on this Price Schedule Worksheet. The final contractual agreement will be based upon prices submitted on this worksheet, pending contract negotiation. Costs proposed shall be inclusive of all services provided, all deliverables proposed, and any assumptions made in developing pricing. All equipment, supplies, resources, costs and expenses (including travel) required for the provision of all services described in the Scope of Work shall be included in the prices provided below.						
Any and all payments will be based upon successful completion of tasks, services, and deliverables. Travel and other allowable expenses shall be reimbursed in accordance with the Division of Administration State General Travel Regulations, within the limits established for State Employees as defined in Division of Administration Policy						
If needed, additional lines may be added to each category, but no other changes shall be made to this Price Schedule.						
*For evaluation purposes, the Estimated Hours per Month for Part-time Staff will be 80 hrs per month. This number is for evaluation purposes only and does not dictate the actual amount of hours to be worked during the Contract term.						
The Total Expenses included in each of these categories will be added together to Calculate the Total Annual Cost of the Contract: Full-time Staff, Part-Time Staff, and Service and Maintenance Costs. The Proposer's cost proposal will be evaluated based on Total Proposed Annual Cost.						

The total amount available for the services described in this Request for Proposals (RFP) **shall not exceed \$462,000** for the initial contract term. The maximum contract amount includes all costs associated with providing the required services, including, but not limited to, professional fees, labor, materials, supplies, travel, administrative costs, and any other expenses incurred by the Proposer in performing the work. Proposers shall submit a detailed cost proposal demonstrating how the proposed services will be provided within the stated budget. **Proposals exceeding the maximum available budget of \$462,000 may be deemed non-responsive and may not be considered for award.** The University reserves the right to negotiate the final scope of services and contract amount with the selected Proposer, provided that any resulting contract remains within the maximum amount authorized for this procurement and complies with all applicable Louisiana procurement requirements. The University does not guarantee that the full amount of the stated budget will be awarded or expended. Payment shall be made only for services satisfactorily performed and accepted in accordance with the contract once it is executed.

Full-time Staff Title	Number of Employees Required	Monthly Rate	Estimated Monthly Benefits	Monthly Total	Extended Total	
Service Delivery Manager				\$0.00	\$0.00	
Programmer Analyst				\$0.00	\$0.00	
Add additional titles if needed				\$0.00	\$0.00	
				\$0.00	\$0.00	
		Total Full-time Staff Salaries			\$0.00	
Part-time Staff Title/ Services		Hourly Rate	Estimated Hours per Month*	Monthly Total	Extended Total	
Programmer Analyst			80	\$0.00	\$0.00	
Functional Module Support SME (Banner Finance)			80	\$0.00	\$0.00	
Functional Module Support SME (HR)			80	\$0.00	\$0.00	
Functional Module Support SME			80	\$0.00	\$0.00	
Functional Module Support SME			80	\$0.00	\$0.00	
Functional Module Support SME			80	\$0.00	\$0.00	
Add additional titles if needed						
		Total Part-time Staff Salaries			\$0.00	
Services and Maintenance Costs	Unit Type	Cost per Unit	Number of Units per Year	Cost per Year	Extended Total	

The total amount available for the services described in this Request for Proposals (RFP) shall not exceed \$462,000 for the initial contract term. The maximum contract amount includes all costs associated with providing the required services, including, but not limited to, professional fees, labor, materials, supplies, travel, administrative costs, and any other expenses incurred by the Proposer in performing the work. Proposers shall submit a detailed cost proposal demonstrating how the proposed services will be provided within the stated budget. Proposals exceeding the maximum available budget of \$462,000 may be deemed non-responsive and may not be considered for award. The University reserves the right to negotiate the final scope of services and contract amount with the selected Proposer, provided that any resulting contract remains within the maximum amount authorized for this procurement and complies with all applicable Louisiana procurement requirements. The University does not guarantee that the full amount of the stated budget will be awarded or expended. Payment shall be made only for services satisfactorily performed and accepted in accordance with the contract once it is executed.						
Provide comprehensive Ellucian ERP support, including Banner and DegreeWorks administration, database and application management, business and programmer analyst services, functional support for Student, Finance, and Financial Aid, 24x7x365 application monitoring, and service delivery management.	One-Time Deliverable			\$0.00	\$0.00	
		Total Materials and Supplies			\$0.00	
			Total Annual Cost		\$0.00	