GRAMBLING
STATE UNIVERSITY®

PURCHASING DEPARTMENT
ADDENDUM NO. 4
50018-270007 RFP for IT Managed Services

This Addendum No. 3 forms a part of the Request for Proposals (RFP) and Contract Documents and provides additional clarifications and responses to questions received from potential Proposers. All provisions not specifically modified by this Addendum shall remain in full force and effect.

QUESTIONS AND RESPONSES

ITEM 1: Proposal Submission Method

Question: The RFP contains conflicting instructions regarding electronic and hard-copy proposal submissions. Which method governs?

University Response: Please refer to Addendum No. 1, Item 1, which clarifies the acceptable proposal submission methods and requirements.

ITEM 2: Scope of Services

Question: Does this solicitation include University-wide managed IT services, network infrastructure, cybersecurity, help desk, telephony, and other enterprise systems?

University Response: Please refer to Addendum No. 1, Item 2, and Addendum No. 2, Items 1, 4, 5, and 6.

As previously clarified, this solicitation is limited to Ellucian Banner ERP administration, support, and related integrations. Infrastructure, cybersecurity, and end-user support services are excluded.

ITEM 3: Current Contractor and Banner Environment

Question: Can the University identify the current service provider, Banner hosting environment, system versions, staffing levels, and existing third-party support arrangements?

University Response: Please refer to Addendum No. 1, Item 6, which identifies Oculus IT as the current service provider.

The University's Banner environment is hosted in Ellucian Managed Cloud.

Internal Staffing: The University maintains an internal IT team responsible for system administration, application support, troubleshooting, and coordination with external service providers.

Third-Party Support: Ellucian provides managed cloud hosting services, while Oculus IT provides supplemental Banner support. The University retains internal oversight and coordinates responsibilities across service providers.

The proposed services are intended to **augment the University's existing IT resources**, rather than replace internal staffing or existing managed cloud services.

The University operates **Ellucian Banner 9 (SSB9)** within the **Ellucian Managed Cloud environment, hosted on Amazon Web Services (AWS)**. The current production (PROD) environment runs **version 3.23.2**.

ITEM 4: Banner Modules, Integrations, and Administration

Question: Which Banner modules, integrations, and reporting systems are included in the contract? Does database administration include the server and operating system layers?

University Response:

The Contractor shall provide Ellucian Banner ERP administration, support, and related integrations consistent with Attachment C and previous Addenda. The included modules, supporting applications, and tools are listed below.

Core Banner Modules

- Banner Student
- Banner Finance
- Banner HR & Payroll
- Banner Financial Aid
- Banner Communication Management (BCM)

Supporting Applications & Tools

- Degree Works
- Evisions Argos (Reporting)
- Evisions FormFusion
- Evisions FormDirector
- Banner Document Management (ApplicationXtender)

ITEM 5: Monitoring Tools and Software Licenses

Question: Which monitoring tools, ticketing systems, software licenses, remote-access tools, and test environments will be provided by the University, and which must be supplied by the Contractor?

University Response:

The University will provide access to all necessary applications and remote-access resources. The Contractor shall provide any other tools and resources necessary to perform the services outlined in Attachment C, except those specifically provided by the University.

ITEM 6: 24/7 Monitoring and After-Hours Support

Question: Does the 24x7x365 monitoring requirement require continuous staffing, or is an automated alert and on-call response model acceptable? Who will perform after-hours incident triage?

University Response:

The Contractor shall meet the monitoring and incident response requirements established in Attachment C. After-hours incident response is expected during the working week, although such incidents are anticipated to be infrequent. The University closes at 11:30 a.m. on Fridays; the Contractor shall continue monitoring and supporting open tickets until 4:00 p.m. Central Standard Time on Fridays.

The Contractor's services are intended to augment the University's existing IT team rather than replace internal operations. Automated monitoring and alerts are permissible.

First-line triage is typically managed by University IT staff, with joint support and coordination from the Contractor's Service Delivery Manager as needed.

Routine weekend coverage is not required. However, occasional after-hours or weekend support during the transition from Banner SSB8 to SSB9.

These activities are generally planned to minimize disruptions to University operations and may occur approximately four times annually, depending on operational needs. The Contractor will coordinate scheduling and resource availability with University IT in advance.

Note: Emergency incident response requirements remain subject to the Severity 1 SLA provisions outlined in Attachment C.

ITEM 7: Historical Support and Incident Volumes

Question: Can the University provide historical Banner support ticket volumes, including Severity 1 and Severity 2 incidents, after-hours incidents, and support cases opened directly with Ellucian?

University Response:

This information is documented but not available for release due to all tickets across IT or combined, and they do not reflect the Banner Admin Services/Support

ITEM 8: Service Level Agreements and Availability

Question: Which Banner applications are subject to the 99.9% uptime requirement? How will SLA compliance be measured when incidents involve University-managed infrastructure, third-party vendors, or systems outside the Contractor's control?

University Response:

Please refer to Addendum No. 2, Items 4, 5, and 6, for clarification of the scope of services.

Grambling State University utilizes Ellucian Managed Cloud, which is responsible for hosting, infrastructure availability, and maintaining the 99.9% uptime requirement for Banner applications.

The Contractor will not be responsible for guaranteeing application uptime but will be responsible for providing timely technical and functional support for Banner applications within the approved scope of work.

The Contractor's responsibilities include:

- Critical Application Support: Prioritize Banner Payroll, Financial Aid, Human Resources (HR), and Finance modules.
- Incident & Ticket Management: Receive, document, troubleshoot, track, and resolve issues within the Contractor's scope of responsibility.
- Vendor Coordination: Work with Ellucian, University IT, and applicable third-party vendors to escalate and resolve issues.
- SLA Reporting: Provide ticket status, response times, resolution progress, and documentation of escalations or dependencies.

ITEM 9: Severity 1 and Severity 2 Response Requirements

Question: Does the 15-minute Severity 1 acknowledgment requirement apply 24 hours a day? When does the four-hour restoration period begin? Does the Severity 2 resolution requirement mean eight hours or eight business hours, and does the five-business-day root cause analysis requirement remain applicable?

University Response:

The University will clarify the applicable response, restoration, and reporting requirements outlined in Attachment C, Section VII.

Severity 1 incidents require 24/7 acknowledgment within 15 minutes. The four-hour restoration target begins when the incident is reported through an approved support channel.

Example: A critical Banner Payroll issue preventing employee payments or a Financial Aid system failure delaying student disbursements during critical processing periods.

Resolution may require troubleshooting, code modifications, configuration changes, or temporary workarounds. The Contractor is expected to work collaboratively with the University's internal programmers, IT staff, Ellucian Managed Cloud, and applicable vendors to restore essential functionality.

Severity 2 incidents require resolution within eight business hours. The five-business-day root cause analysis requirement remains applicable to Severity 1 incidents following restoration.

SLA Accountability: The Contractor is responsible for timely acknowledgment, troubleshooting, ticket management, escalation, and coordination through resolution. Documented third-party dependencies or complex code changes will be considered when evaluating SLA compliance.

ITEM 10: Scheduled and Emergency Maintenance

Question: Are there limits on scheduled maintenance hours, and will upgrades, patches, Ellucian-required releases, and emergency maintenance be excluded from uptime calculations?

University Response:

Scheduled maintenance approved in advance by the University shall be treated in accordance with Attachment C. University personnel will manage emergency communications in coordination with contract partners and Oculus IT. A system outage will be flagged as a Priority 1 (P1) incident with the University's Managed Cloud provider. Patching is ongoing.

ITEM 11: Dedicated Programmer Analyst Staffing

Question: Should the two dedicated Programmer Analysts be priced at 25 hours, 40 hours, or another fixed number of hours per week? Does the stated range represent expected utilization or guaranteed availability?

Proposed University Response — pricing basis pending confirmation:

Please refer to Addendum No. 2, Items 2 and 3, which require two dedicated Programmer Analysts, each available 25 to 40 hours per week. The recommended pricing basis is 40 hours per week for one Programmer Analyst and 25 hours per week for the other to maintain coverage.

ITEM 12: Flexible Banner Support Resources

Question: What minimum hours or level of effort are expected for the Service Delivery Manager, Banner Functional Resources, Database/Application Administrator, and Data Analyst? Should these positions be priced hourly, monthly, or annually?

University Response:

Please refer to Addendum No. 2, Items 2 and 3, regarding staffing and fixed annual pricing.

Flexible resource hours shall vary based on University demand throughout the contract term. Resources shall support the University's needs and the requirements outlined in Attachment C, including peak registration demand during the Fall and Spring terms.

ITEM 13: Personnel Qualifications and Subcontracting

Question: What minimum qualifications are required for Banner personnel? May qualified subcontractors provide experience, references, and named personnel to meet the RFP requirements?

University Response:

Subcontracting services to another company is not permitted, except for an individual contributor operating under a business name. The Contractor shall directly manage all work, projects, and contracts and remain responsible for the performance of all personnel, including any such individual contributors. All personnel shall meet the qualifications established in the RFP.

ITEM 14: Remote Work, Offshore Personnel, and Onsite Visits

Question: Are Contractor personnel permitted to work outside the United States? Are onsite visits required, and what restrictions apply to offshore access to University systems and protected information?

University Response:

Please refer to Addendum No. 1, Item 4, which clarifies that Contractor personnel are expected to perform services remotely.

Offshore resources are permitted. All Contractor resources shall comply with applicable state security requirements.

ITEM 15: Ellucian SaaS Readiness and Migration

Question: Is the SaaS readiness assessment limited to evaluation, gap identification, and migration planning, or does the contract include migration implementation? What is the University's anticipated SaaS migration timeline?

University Response:

The Contractor shall perform Ellucian SaaS readiness activities as outlined in Attachment C, taking a process-improvement approach and sharing recommendations with the University. The University has no definitive dates or committed actions for a transition to SaaS.

ITEM 16: Financial Proposal and Contract Budget

Question: Does the $462,000 maximum budget include all labor, travel, tools, software licenses, equipment, and other costs? How should Proposers allocate these costs in the pricing schedule?

University Response:

Please refer to Addendum No. 1, Item 5, and Addendum No. 2, Item 3, regarding the pricing sheet and fixed annual pricing requirements. The maximum contract budget is $462,000. No purchases or equipment are anticipated or required.

ITEM 17: Financial Remedies and Staff Substitutions

Question: Can the University clarify the anticipated financial remedies for missed SLAs and the approval process for replacement personnel, including temporary absences?

University Response:

Financial remedies shall be addressed in accordance with Attachment C, Section VII.B.3. Personnel substitutions shall follow Attachment C, Section VII.B.4. The Contractor shall mitigate resource changes within three days so that University operations are not impacted.

ITEM 18: Proposal Format, Award Timeline, and Escalation Contact

Question: Is there a page limit for the technical proposal? What is the anticipated award timeline, and who is the University's designated escalation contact?

University Response:

Proposers shall follow the proposal format established in Attachment H. The technical proposal shall not exceed 10 pages

END OF ADDENDUM NO. 3

All other terms, conditions, specifications, and requirements of the original RFP and previously issued Addenda shall remain unchanged unless specifically modified by this Addendum.