

AMENDMENT 4

**Request for Information (RFI)
UOG RFI No. I24-01**

Date Issued: May 1, 2024

“ENTERPRISE RESOURCE PLANNING (ERP) SYSTEM SOFTWARE”

This is to notify all prospective offerors of the following amendment set forth below:

- 1.1 The DEADLINE FOR SUBMISSIONS of responses to UOG RFI I24-01 is extended to Tuesday, May 21, 2024, ON OR BEFORE 4:00PM Guam Time to the UOG ERP share folder link to be provided to all registered offerors.**
- 1.2 Question and Answer Sheet 1 set forth as attached.**

All other terms and conditions remain the same.



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Elsa Flores
Associate Comptroller

Please acknowledge receipt and return by email to

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Name of company: _____

Print Name/Signature/Date

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QUESTION & ANSWER SHEET NO. 1

May 1, 2024

In response to the written “Questions” and/or ‘Request for Clarifications’ UOG received as of April 4, 2024 @ 4:35 am from vendor: Ellucian

Student Financial Assistance and Scholarship Management

Question 1: Please provide additional details on your current process for tracking VOE documents for Student Financial Assistance Programs.

Answer: UOG Bursar Office states: VOEs are due every June and December. We update our excel spreadsheet as VOEs are being processed monthly. Email reminders are sent via Communication Management.

Question 2: Please give an example of a financial aid-related automated planning agreement you currently manage.

Answer: UOG states: This is not currently automated. Currently we email the student appeal form to complete, they submit it back into our office, once approved we prepare a planning agreement and have the student come into our office to sign.

Question 3: What specific student document collection and storage processes are complicated or time-intensive?

Answer: UOG Bursar Office states: Completed SFAP files are received from the Financial Aid Office. Students are required to sign an exit interview after graduation along with their submission of their transcripts. Currently we are using one drive. A link to our office’s main one drive is provided in Self Service to upload their documents. When we get the document, a staff is then assigned to place them in their assigned folder on one drive. With SoftDocs, we plan to still use the one drive link on Self Service and then move those documents into Etrieve.

Question 4: Please provide examples of when you need to collect e-signatures from students and parents.

Answer: UOG Bursar Office states: E-signatures are needed when students request payment plans via email or are submitting any other forms required by our office such as a FERPA form.

Student Financial Assistance and Scholarship Management

Question 5: Do you need to track or collect Veteran's Affairs documents from students?

Answer: UOG Accounts Receivable states: On the Accounts Receivable side, we collect the documents provided by third parties of the Veteran's Affairs. These third parties include the students' purchase orders for their tuition balances and their tuition assistance request forms. Currently the University does not match students with any scholarships.

Question 6: What processes related to scholarship management are labor and time-intensive?

Answer: UOG states: For our scholarships coming from the Micronesia Islands, students would request for COA Certification. We normally have an influx of student requests near the beginning of each semester.

Question 7: How does the University match students with internal and external scholarships? How does the University vet external scholarships?

Answer: UOG states: Currently the University does not match students with any scholarships.

Question 8: On Appendix A, under Financial Aid, can you please elaborate on 'Automated Planning Agreements' and 'Automated Income Reduction'?

Answer: UOG states: An example of automation for the Planning Agreement would be: Email sent to student that they did not meet SAP for 2 consecutive semesters. Student submits an appeal – from the time the appeal is submitted by the student It will go thru a review and then an approval before a planning agreement is created for the student. We want to be able to track the process from the start to the end where the student signs the Planning agreement.
Automated Income Reduction:
Student submits Income reduction request, it gets logged in
Forwards to Title IV advisor for review
Forwards to Title IV supervisor for approval if required.
Just like Planning agreement we want to be able to track the process from start to finish.

Software and Solutions Use:

Question 9: Do you use a third-party curriculum review and approval software today, and if so, what are you using?

Answer: UOG states: NONE – NO, UOG does not use a third-party curriculum review and approval software today.

Question 10: Do you use a third-party room scheduling software today, and if so, what are you using?

Answer: UOG states: NONE – no UOG does not use a third-party room scheduling software today.

Question 11: What solution do you currently use to support Advancement?

Answer: UOG states: NONE – UOG does not currently use a solution to support Advancement.

Question 12: What solution(s) do you currently use to support employee recruiting, onboarding, performance evaluations, and learning?

Answer: UOG states: PeopleAdmin software is used for employee recruitment.

Question 13: How are you currently using CASHNet vs. Colleague's cashiering functions today?

Answer: UOG states: Currently, we are utilizing CASHNet for all transactions. The Colleague cashiering system is in the process of being updated to allow us to process payments via CREN.

Question 14: Please provide examples of some of your communication management practices today.

Answer: UOG Bursar Office states: Communication management is being utilized to send weekly account balances to students' gotriton emails. In addition, the same method is used to send emails for VOE submission reminders.
In Financial Aid office, CM is used to generate email notifications for students to:

1. Login to self-service account to review their FA profile and FA award(s) options the student is qualified to accept. This is notified when student ISIRs and award packaging are processed in Colleague.
2. Accept awards displayed in student self-service.
3. Accept awards in self-service if he/she has not done so already as a reminder.

Email (Office 365) - to students, staff, faculty, inter-departments; Admissions webpage updating admissions & registration information

Financial and Vendor Management:

Question 15: What are your 'need to haves' for a vendor management system?

Answer: UOG Accounts Payable states: We need an interactive accounts payable aging report on the accounts payable side. The report should show the yet unpaid balances of invoices owed to each supplier. Each invoice line should show invoice number, invoice date, payment terms, and due date information based on the payment terms. It may also indicate the purchase order number (PO number) or another type of document reference number like a credit memo number associated with the invoice. It should also show line items for each invoice within a vendor grouping, with related invoice balance due amounts by current, past-due age range, and total.
General need to have: Vendor self-service – account management and updates, uploading of invoices, communications. It would be great to have a purchasing system to link back to the vendor self-service.

Question 16: How are you currently handling travel and expense-related needs such as requests, per diems, etc.?

Answer: UOG states: The current process is mainly manual with documents routed by email.

Question 17: How are you currently handling procurement, bids/RFP submissions, quotations, etc.?

Answer: UOG states: The current process is mainly manual utilizing tools such as Adobe Acrobat, and Microsoft OneDrive. Documents routed by email.

Question 18: Please provide more detail on what is meant by vendor self-service profile?

Answer: UOG Accounts Payable states: On the Accounts Payable side, the vendor Self-service profile will allow vendors to upload their bank information, outstanding invoices, statement of the account, and w9 form. The vendor also can track the status of invoices to log in their account. It will ensure we have the most up to date information from vendors.

Compliance, Reporting, and Forms:

Question 19: What is the purpose and intended use for the Annual Community Service Reporting Form, the Conflict of Interest Annual Disclosure Form form?

Answer: UOG states: Not familiar with the “Annual Community Service Reporting Form”. The “Conflict of Interest or Commitment Disclosure Form” assists in the management and/or avoidance of any conflicts of interest or commitment at the University. The University does not preclude its employees from having outside business interests or employment, so long as such interests or employment are disclosed to the University, do not interfere with performance of official duties, and are not otherwise in direct conflict with Guam law and University rules, regulations, and policy.

Question 20: Why do you collect the following information, and how is it used: Medical Exam / Test Reporting / Document Storage (per HIPAA, FMLA)?

Answer: UOG states: Medical Exam/Test/Tuberculosis Clearance forms are used to comply with Guam’s current recruitment law (Section 25103, Title 10, Guam Code Annotated) , which requires college or university employees to undergo a physical examination, to include a test for tuberculosis (skin or x-ray), prior to employment and at least annually thereafter. Guam Law, specifically Section 25103 of Title 10 of Guam Code Annotated, states in part: "All employees of said institution shall, before employment and at least annually thereafter, have a physical examination, including a test for tuberculosis (skin or x-ray) performed by a physician licensed to practice within a state or territory of the United States."
The collection and use of medical exam results, test reporting, and document storage in the university’s admissions processes is aimed at promoting student health and safety, assessing academic readiness (English & Math), and complying with relevant legal and regulatory requirements.

Question 21: Why do you collect the nepotism notice, and how is this information used?

Answer: UOG-OIT states: This information is used to determine if the potential new hire has any family ties to another employee within the same department. The University follows the Government of Guam law, which prohibits the spouse of the "single point of hire," from being employed at the same agency. Additionally, no two persons of the same family may hold positions in which one of them is directly responsible for recommendations or decisions involving the other in such matters as initial appointment, retention, promotion, tenure, salary, leave of absence, or any other job related function of a supervisory or evaluative nature as stated in the RRPM. The purposes of Nepotism question in the Application for Employment Form is to avoid violation whereby spouses and persons within the first degree of "blood relationship" may not be employed in the same department or agency in a supervisor-subordinate relationship and where two or more family members under the same household are prohibited; exception to this rule may be made for the good of the government service. The question in the Suitability Determination Form includes the following question:

3. FAMILY MEMBERS IN THE GOVERNMENT Does this agency currently employ, in any capacity, any immediate member of your family? <input type="checkbox"/> Yes <input type="checkbox"/> No		
If "yes", please list the name(s), relationship, and position title. (The purpose of this question is to avoid violation of the Nepotism Rule, or related statutes, whereby spouses and persons within the first degree of "blood relationship" may not be employed in the same department or agency in a supervisor-subordinate relationship and where two or more family members under the same household are prohibited; exception to this rule may be made for the good of the government service.)		
NAME	RELATIONSHIP	POSITION TITLE

Process Enhancement and Automation:

Question 22: Please provide 1-2 examples of some manual processes you want to enhance or automate.

Answer: UOG-OIT states: Generating Bursar restriction reports for balances paid in full for various AR types to end Bursar restrictions in batch. Attach supporting documents such as Doctor's certification to Sick Leave Request in self-service. Senior Citizen's List, Dean's List, President's List, Regent's List, Academic Standing, Prospective graduates list, Final graduates list

Question 23: Please elaborate on the Forms and Report Designer requirement in Appendix A's Business Office section.

Answer: UOG states: To clarify, the Business Office would like a powerful yet easy-to-use reporting solution. Currently, generating financial statements and other types of reports requires a lot of manual steps to produce desired results. In addition, they would like the ability to easily customize canned reports to meet their needs. Generally, UOG would like a solution that puts the power of reporting and forms creation for ALL ERP data. A "low code / no code" solution is ideal and would boost productivity. Also, the addition to AI would help UOG users expand the potential and effectiveness of the system.