Selection Process

Background

Rogue Community College (RCC) utilizes an internally developed Enterprise Resource Planning (or ERP) system. The ERP is the information system used by RCC students, faculty, and staff to complete administrative functions. RCC's ERP system is more than 25 years old and requires programming staff for reporting, processing, software, and system support. The College desires its ERP to properly align with the current generation of applications, architectures, and technologies. We can't improve students' success at our institution with a 25-year-old system. ERP applications have evolved to become more open and flexible, supporting new and evolving technology such as mobile-friendly, flexible, automation, reporting, and integration.

In the fall of 2021, the College formed an ERP Steering Committee. The committee, along with a hired consulting firm, and stakeholders from across the college, developed process maps of the College's current practices and basic needs assessment. This information was used to create the Request for Proposal issued in May 2022.

ERP Steering Committee

The Steering Committee provides executive leadership for the selection and implementation of the new ERP. Committee members

Jodie Fulton, Director, Contract and Procurement	Laurie Roe, Director, Institutional Research
Dani Crouch, Director, Enrollment Services/Registrar	Lisa Stanton, VP of Operations and Finance/CIO
Debbie Dice, Accountant II – Financial Systems	Jeremy Taylor, Faculty and Information Technology

Selection Process

The ERP Steering Committee contracted with the Government Finance Officers Association (GFOA) to assist with the planning and selection process and to provide general guidance during the implementation of the selected solution. GFOA has over 20 years of experience in enterprise resource planning (ERP) system assessments, procurement, contract negotiation, and implementation advisory services. Their approach to ERP projects focuses on business process improvement, effective governance, and building organizational readiness.

The general approach to selecting a vendor was a two-phase approach.

Phase 1 – Business Process Improvement

During the first phase, a project plan was developed, and it was determined how the project would be managed and who would be involved. With the assistance of GFOA, stakeholders documented and analyzed their processes to determine their base needs, discuss best practices, and catalog recommendations for the new solution. The Steering committee and GFOA then developed a plan of action for the RFP (Request for Proposals), selection, and contracting process.

Phase 2– RFP Development and Selection Assistance

During this phase, a comprehensive list of functional and technical requirements based on phase one work. An RFP was developed that addressed the following:

1. Procurement terms and conditions
2. Detailed vendor response templates
3. Templates to build core elements of vendor statement of work
4. Functional Requirements
5. Interface Definitions
6. Technical Documentation
7. Key Objectives / Goals / Critical Success Factors for the Project
8. Service Level Agreements
9. Other information necessary for vendors to prepare a detailed response that meets the College's needs.

The RFP was released in April, with responses due on May 5, 2022. RCC held a pre-proposal meeting which was attended by four firms and received two complete proposals. During the selection process, the Steering Committee followed GFOA's recommended strategy to evaluate the proposal through a selection process that consisted of analyzing the written proposal, the demonstrations, and calling and visiting other colleges using the system.

Stakeholder participation in the demonstrations was extremely important. The technical and functional stakeholders

participated in detailed demonstrations related to their function, while the entire college community was invited to participate in demonstrations on the student and faculty portals. Participants were provided an evaluation score sheet that allowed them to share their feedback which was included in the final scoring. Jenzabar was the top candidate.

The ERP Steering Committee Several performed reference checks on Jenzabar before a final decision was made. In addition to phone reference checks, the ERP Steering Committee visited Southwestern Oregon Community College and Treasure Valley Community College for an in-depth review of the product in a live environment.

Reasons Jenzabar was selected over Ellucian

- Jenzabar's database is not a proprietary database structure.
    - With Jenzabar's SQL solution, RCC will be able to find Database Administration (DBA) easier and, if the need arises, the ability to move our data from Jenzabar to a new solution.
- Jenzabar fully integrates with PowerFaids
    - The ability to process and award student financial aid correctly and timely is imperative. Jenzabar has a fully functioning API to integrate with PowerFaids and ensures timely updates between the two systems; therefore, a change in financial aid software will not be needed. PowerFaids has been proven to be an efficient financial aid system.
- Student's ability to interact with the online portal.
    - Jenzabar's registration page clearly showed the student's degree audit, guided pathway data, and class availability to fulfill their degree requirements and register for the upcoming term. The interface was clean and easy to navigate.
- Successfully used by five other Oregon Community Colleges
    - Jenzabar has a proven track record as an Oregon community college solution and has already developed data reports necessary for State reporting. The Oregon community college's using Jenzabar will also be helpful to collaborate with during and post-implementation.
- Implementation and Project Management
    - Jenzabar's implementation strategy is clear and concise, focusing on training and continuous improvement.

Contracting

In association with GFOA, RCC will develop a Scope of Work and attempt to negotiate a contract with Jenzabar.