

Agenda Item No. V. B. 1. a.
Washburn University Board of Regents

SUBJECT: Request for Proposal – Information Technology Systems Consulting Services

BACKGROUND:

On February 13, 2009, a Request for Proposal was issued to thirty-one (31) consulting firms capable of providing professional consulting/planning services relative to the University's short- and long-term technology environment. The purpose of the consulting engagement is to determine the most economical and efficient method for providing computing services to the Washburn campus and to review, assess and analyze the current organization and operational structure of the Washburn University Information Systems and Services (ISS) Department. A pre-proposal conference held on February 23, 2009 was attended by one (1) firm in person and by ten (10) firms via conference call.

DESCRIPTION:

On March 23, 2009, the University received proposals from eight (8) firms: Elert & Associates; Huron Consulting; Kaludis Consulting; Millennium Technical Consultants, Inc.; Moran Technology Consulting; Plante & Moran, PLLC; Quattlebaum and Graham Consulting; and Vantage Technology Consulting Group. (Attached are the cost comparisons for each proposal submitted.)

The proposals were evaluated by the Technology Steering Committee with additional input from the ISS Faculty Advisory Council based on the following criteria:

- The firm must have a large/diversified client base and have a demonstrated commitment to higher education so the needs and requirements of the University are not unique to the firm.
- Have information technology consulting expertise and resources in support thereof.
- Qualifications of staff, including consultants to be assigned to the project. University will consider education, position in firm, and years and types of experience (determined from resumes submitted by firm).
- The firm's understanding of work to be performed and the approach to be used by the firm to complete the project.
- The firm's responsiveness to proposal requirements.
- Total cost proposed by the firm for completion of the project, and the length of time proposed by the firm to complete the project.
- The firm's policies on notification of changes in key personnel.

After evaluating the proposals, two firms, Huron Consulting Group and Kaludis Consulting were selected for presentations.

Based on the proposal evaluations, and formal presentations, the evaluation committee recommends an award be made to Kaludis Consulting in accordance with the following scope of work proposed in the RFP.

1. Consultant services should address the technical, economic, operational, and schedule feasibilities in the following areas:
 - a. Are the ISS department's structure and activities aligned with the mission, values, structure and plans of the overall University organization?
 - b. Does the staff possess the skills, training and qualifications to be able to accomplish the necessary activities to support and advance the overall University organization. A matrix comparing skills needed to those offered by current staff, highlighting any missing areas will be required.
 - c. Is the overall structure of the ISS department appropriate to support the different types of applications and needs for instructional, research, and administrative support?
 - d. Is the ISS organization providing effective infrastructure and services for:
 - i. University-wide teaching and learning environment (classroom, laboratory and on-line) for both current and future academic initiatives
 - ii. E-mail and related spam control
 - iii. Identify management and directory services
 - iv. Data communications and data security
 - v. Appropriate network security for all functions (administrative, academic and research initiatives)
 - vi. Data center operations
 - vii. Computing/information technology policy development and monitoring
 - viii. Help desk support
 - ix. Data warehousing, data analytics, and supplemental reporting
 - x. Library digital initiatives
 - xi. Disaster recovery and business continuity planning
 - xii. Research and communication about new technology
 - xiii. System redundancy/fault tolerance
 - xiv. Appropriate and flexible research computing environment
 - xv. Physical location of computing resources and data storage
 - xvi. User control of desktop work stations
 - xvii. Law School digital initiatives
 - xviii. "HiPACE" academic and research computing environment
 - xix. Ability to support second campus (Kaw Area Technical School)
 - e. How does ISS compare to best practices in higher education information technology in terms of:
 - i. Overall budget
 - ii. Size of staff

- iii. Appropriate organizational structure
- iv. Appropriate allocation of resources for academic and administrative computing
- v. Effective professional development and performance management
- vi. Quality of services provided to the university community
- vii. Quality of leadership provided to ISS operations and the University community

FINANCIAL IMPLICATIONS:

Total cost of consulting and implementation assistance requested in the amount of \$67,068 to be funded from university reserves.

RECOMMENDATION:

President Farley recommends the Board of Regents approve awarding the information technology systems consulting services contract to Kaludis Consulting in the amount of \$67,068.

Date _____

Signature _____
Jerry Farley, President