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## Request For Proposals

**#11300**

**For**

***Diploma Services***

Issue Date: February 24, 2025

*Delivery Address:*

Ball State University  
Purchasing Department  
3401 N. Tillotson Avenue  
Muncie, Indiana 47304

*Contact:*

Branden Roberts – [cbroberts@bsu.edu](mailto:cbroberts@bsu.edu)  
Purchasing Agent  
Tel. 765-285-1538 · Fax 765-285-5505

**Received by (BSU use only):**

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# REQUEST FOR PROPOSALS (“RFP”)

## 1. GENERAL INFORMATION

### 1.1 INTRODUCTION

Ball State University (hereinafter “Ball State” or the “University”) is soliciting competitive sealed proposals for diploma services. Proposals will be accepted by invitation only. All proposals must be provided in accordance with the terms, conditions, and requirements set forth in this RFP.

### 1.2 INFORMATION ABOUT BALL STATE AND THE BSU RFP PROCESS

Information about Ball State University and the RFP Process can be found [at this web site](#). Please review the information and requirements available through this link closely. Failure to follow instructions may result in the proposal being rejected or considered non-responsive.

### 1.3 DUE DATE AND FORMAT FOR PROPOSALS

**All proposals must be received at the address below no later than 3/17/2025 at 1:00 p.m. Eastern Daylight Savings Time (EST).** Submit a link to a download site where the PDF files for your response can be retrieved electronically to [cbroberts@bsu.edu](mailto:cbroberts@bsu.edu). E-mailing the entire submission as an attachment is not recommended. You may contact the Purchasing Agent, Branden Roberts, concerning any questions regarding this submission by phone or email:

Branden Roberts  
Purchasing Agent  
Ball State University  
Purchasing Services  
3401 N. Tillotson Avenue  
Muncie, Indiana 47304  
(765) 285-1538  
[cbroberts@bsu.edu](mailto:cbroberts@bsu.edu)

**Caution to Respondents regarding mailing and electronic delivery:** Electronic submissions should be completed far enough in advance to resolve any problems. In any event, it is the responsibility of the Respondent to ensure the proposal is actually and fully received by the Purchasing Department on or before the designated time and date.

### 1.4 SUMMARY OF MILESTONES

The following is the expected timeline for this RFP:

<u>ACTIVITY</u>	<u>COMPLETION DATE</u>
<b>RFP published/released</b>	<b>02/24/2025</b>
<b>Inquiry period ends 2:00 p.m. (EST)</b>	<b>03/05/2025</b>
<b>Proposal due 1:00 p.m. (EST)</b>	<b>03/17/2025</b>

## 2. PROPOSAL PREPARATION INSTRUCTIONS

### 2.1 GENERAL INSTRUCTIONS

Your proposal should include a letter indicating the RFP number from the front of this RFP, along with a signed statement from an authorized representative indicating your ability to fulfill the requirements of this RFP. You will also need to provide a business proposal, a representative contract, and firm information as described below.

## 2.2 BUSINESS PROPOSAL

Your business proposal and exhibit attachments should be concise and include the specific information requested in the Scope of Work (Exhibit A) included below; requests for presentations to provide or explain the requested information will generally be denied.

## 2.3 GENERAL REQUIREMENTS

By submitting a proposal, the Respondent attests that all methodology, requirements, terms, and conditions in this RFP, including those provided on the RFP [informational web site](#) have been read, understood, and accepted. Unless the Respondent expressly and specifically provides otherwise in its written proposal, the proposal received in response to this RFP shall automatically be deemed to include the Respondent's agreement to all terms and conditions of this RFP and its exhibits, and in the event of a conflict, the terms of this RFP shall prevail.

## 2.4 MANDATORY TERMS AND CONDITIONS

All terms in the [University's Exhibit B](#) must be included in their unaltered entirety in the draft agreement submitted in conjunction with Respondent's proposal.

Greatest weight will be given to Respondents who incorporate Exhibit B terms without modification, however Respondents may include clearly delineated proposed modifications to specific terms. Please note that proposed modifications will generally not receive legal review until after an award; however, the presence of any proposed modifications in the response will be considered during the selection process and may weigh significantly against the Respondent's proposal. Rejection of Exhibit B terms, or failure to incorporate Exhibit B will likely result in the entire proposal being deemed non-responsive.

Also please note any selection or award is made contingent upon final negotiation, and no terms proposed by the Respondent, nor any proposed omission or modification of Exhibit B terms will be deemed accepted in any manner until included in a mutually executed final agreement.

## 2.5 E&I COOPERATIVE SERVICES

Ball State University is a member of *Educational & Institutional Cooperative Services, Inc.* (E&I) which is a non-profit cooperative that allows member institutions to utilize agreements resulting from solicitations such as this one. As a respondent to this RFP, your participation is voluntary, and dependent upon subsequent approval and agreement with the E&I consortium. If you wish to be considered for inclusion in the E&I portfolio, please submit the completed copy of the [University's Exhibit C](#) with your proposal. In the event you decide to participate and a contract results from this proposal, the final resulting contract will be shared with E&I. The university will facilitate a discussion between E&I and the vendor but will not be a party to any resulting agreement.

## 2.6 FIRM BACKGROUND INSTRUCTIONS

Please complete the [University's Exhibit D](#) and attach a signed copy to your proposal submission. This background information is required for all vendor submissions.

## 2.7 REPRESENTATIVE AGREEMENT

Attach a representative agreement reflecting the requirements of this RFP and its associated exhibits and assume for purposes of this section that the resulting Agreement would include all of the work proposed in response to this RFP.

## EXHIBIT A: SCOPE OF WORK

Ball State University seeks proposals from vendors qualified to provide a solution for printed and digitally certified diplomas and certificates (credentials). The solution should integrate with Ellucian's Banner Student Module. The vendor should facilitate the physical printing and shipping of printed credentials and provide certified electronic credentials.

Ball State University's current credentials are defined below.

### **Doctoral Diplomas**

- Size 14 X 17, landscape
- Signatures include Chair of the Board of Trustees and President of the University
- Academic Year 2023-2024 Printed Totals: 93
  - Quantity Printed based on graduation: 78
  - Reprints due to damage or lost in mail: 5
  - New Orders: 10

### **Associates, Bachelors, Masters Diplomas**

- Size 8 X 10, landscape
- Signatures include Chair of the Board of Trustees and President of the University
- Academic Year 2023-2024 Printed Totals: 7,630
  - Quantity Printed based on graduation: 7,200
  - Reprints due to damage or lost in mail: 100
  - New Orders: 330

### **Certificates**

- Size 8 X 10, landscape
- Signature Dean of Graduate School
- Academic Year 2023-2024 Printed Totals: 927
  - Quantity Printed based on graduation: 877
  - Reprints due to damage or lost in mail: 50

Reprinted and reordered credentials should be printed with the signatures and titles of the university administration where the credential was originally awarded.

In your business proposal, please include an executive summary, a statement of your ability to provide the solution and scope of work requested, a summary of your firm's history and your selected client references.

Please also indicate the three (3) most recent institutions of higher education in the United States serviced by your firm, who utilize Ellucian Banner as their ERP, and a summary of the scope of your service.

**Please answer each question completely. Please provide details as requested in the following sections, retaining the numbering format provided.**

### **A1. SOLUTION REQUIREMENTS/SPECIFICATIONS**

**A1.1. Required:** Describe how your solution can meet the following requirements:

**A1.1.1.** Describe how you can create printed credentials comparable to in-house ones. Please include the following examples:

- Doctoral Diplomas
- Associate, Bachelor, and Master Diplomas

- Certificates
- Posthumous Degrees
- Honorary Degrees

**A1.1.2.** Describe how you can create a “verified” e-diploma that students can use to share via social media or other methods.

**A1.1.3.** Describe how you can ship printed credentials promptly while offering expedited options when needed.

**A1.1.4.** Describe how you can offer online requests and PCI payment compliance systems.

**A1.1.5.** Describe how you can print Latin Honors, needed signatures, etc., on diplomas as needed.

**A1.1.6.** Describe how you can print a diploma in-house if an urgent need arises.

**A1.2. Preferred:** Describe how your solution can meet the following preferred requirements:

**A1.2.1.** Describe how you can print the preferred name, if desired, on the credential.

**A1.2.2.** Describe how you can print up to 4 majors on a diploma as needed.

**A1.2.3.** Explain your capacity to embed additional data into the credential to better understand the student's completed credential.

**A1.2.4.** Explain how you can support a student's request for a notarization.

**A1.2.5.** Explain how you support student requests for an Apostille.

**A1.3. Data Import/Export:** Provide technical information regarding the ability of your proposed system to generate or allow automated file extracts and to accept imports from data files as part of an automated process. Describe any other available means of data exchange implemented in your proposed system, such as APIs or web services.

**A1.4. Authoritative Source of Data:** Based on your established best practices, describe which data elements should remain in other BSU databases and which should be managed solely in your proposed solution. If intentionally managed in both, please describe. Indicate whether fields in your proposed solution can be “locked” in the user interface so that updates to these fields are limited to changes received through automated data imports. Indicate which, if any, data elements in your proposed system cannot be exported through an automated file export process.

**A1.5. Data Warehouse Support:** Ball State utilizes an enterprise data warehouse for institutional data. If applicable, provide a data-flow diagram showing your recommendations for how data would flow from existing BSU systems into your proposed system and from your system to existing BSU systems. Include details in this section about the associated data dictionary you offer and any machine-readable metadata you offer natively. List the most recent clients you've worked with to integrate data your system generates into existing enterprise data warehouse environments.

**A1.6. Environment:** The University strongly prefers a hosted solution. Please describe availability of separate “production” and “test” instances.

**A1.7. Authentication and User Profiles:** Faculty and students use an existing Microsoft Active Directory account to authenticate via Shibboleth/SAML v2.0 or CAS. Additionally, user profiles within your system should be manageable through a programmatic API or scheduled file import routine; at a minimum, profile

management should include profile creation, permission management and deprovisioning as well as any other functions required to allow BSU to manage access controls using processes which do not depend on manual human intervention. Please describe how the proposed solution meets these requirements.

**A1.8. Demographic Information:** The University strongly favors solutions where demographic data in the proposed solution can be managed through either web-based API's or via scheduled automated batch imports. Additionally, data elements that are synchronized from BSU to the remote system (elements that the proposed solution is not the source of record for) are not to be edited in the proposed solution. Finally, the University desires that the proposed solution support the use of an immutable identifying value distinct from the username to manage identity, so that username and email address changes can be managed across multiple systems and services hosted inside and outside the University. Describe how the proposed solution meets these requirements.

**A1.9. Accessibility:** Ball State University is committed to ensuring academic and administrative systems are accessible to individuals with disabilities to the greatest practical extent given available technologies, and in particular to ensuring such systems are in compliance with state and federal accessibility laws, including without limitation Section 504 of the Rehabilitation Act of 1973 and the Americans with Disabilities Act of 1990. Please provide details regarding:

**A1.9.1. Web Based Solutions:** For any web-based environment, describe how and to what extent your proposed solution has been tested to conform with Web Content Accessibility Guidelines ("WCAG") 2.2 level AA (available at <http://www.w3.org/WAI/intro/wcag.php>). Disclose and describe in detail any and all areas of known or suspected noncompliance with WCAG 2.0 level AA, as well as the anticipated timeframe you expect compliance to be achieved if applicable.

**A1.9.2. Other Environments:** For products or systems which are not web-based, please describe how and to what extent your proposed solution has been made accessible. In particular, indicate whether your proposed solution has been tested to conform to the applicable sections of the Voluntary Product Accessibility Template (VPAT) under Section 508 of the Rehabilitation Act, and provide any details regarding such testing. Disclose and describe in detail any and all areas of known or suspected inaccessibility, as well as the anticipated timeframe you expect accessibility to be achieved if applicable.

## A2. INFORMATION

**A2.1. Administration Training:** Describe available training for administrators to manage the proposed solution, including an overview of what is included, how many hours of training would be provided, and what training would need to be conducted on-site.

**A2.2. Reporting:** Describe the reporting options that are provided with your solution. Please provide canned reporting options and custom reporting features that are available. Please verify that the reporting data is accessible via enterprise reporting.

**A2.3. Auditing:** Describe the audit options that are provided with your solution. Please provide audit options and examples of audit features that are available. Please include details regarding validation that occurs when time entries are made, approved and submitted for processing.

### A3. IMPLEMENTATION PLAN

The selected firm will be responsible for implementing the proposed solution, including keeping the implementation on schedule, and assisting the University with overall management of solution implementation. Provide an overview and sample work plan for your approach to implementation of the proposed solution. Please include an estimated duration for this project based on the summary paragraph provided.

### A4. COSTS

- A4.1. Cost Detail Quote:** Provide a complete itemized quote for the proposed solution, including costs for all proposed options. Please provide multi-year discounts.
- A4.2. Cost for Optional Components or Services:** For any services, modules, or components recommended which fall outside the scope of the core proposed system, please provide a cost sheet which would be used to budget for delivery and implementation of any such additional services or components.
- A4.3. Support/Maintenance:** In the event support and or maintenance is priced separately, please provide itemized pricing for ongoing support and maintenance. If there are options or various service levels, please describe and provide pricing for each.
- A4.4. Installation and implementation:** In the event installation is required, please provide itemized costs for full implementation of the proposed system. Implementation costs should be separated from licensing costs.

### A5. ADDITIONAL INFORMATION

Provide any additional information regarding services or components recommended by your firm not specifically called out in the above sections. Optionally, outline any unique characteristics, insights, or opportunities, which differentiate the proposed approach recommended by your firm. Please provide separate pricing information, warranty and contract samples for this option.