



Request for Information

Managed Services for Oracle PeopleSoft in AWS Cloud

Central Washington University

Ellensburg, WA

Reference Bid: RFI# 25-003

Issue Date: October 15, 2025

Proposals Due: October 29, 2025, 3:00 PM (PDT)

Return Proposals To:

**Central Washington University
Purchasing Office - Mail Stop 7480
2nd Floor Mitchell Hall
400 E. University Way
Ellensburg, WA 98926-7480**

Email: Charity.Thornton@cwu.edu

Note: This RFP document and subsequent associated information will be posted on CWU's Internet Site and the State of Washington's WEBS site:

CWU Procurement: <http://www.cwu.edu/contracts/current-bid-opportunities>

State of Washington's WEBS:

<http://des.wa.gov/services/ContractingPurchasing/Business/Pages/WEBSRegistration.aspx>

REQUEST FOR INFORMATION

Note: This RFI document is posted on our website

<https://www.cwu.edu/about/offices/contracts/purchasing/current-bid-opportunities.php>

GENERAL INTENT:

Central Washington University (CWU) invites qualified organizations to submit information regarding their capabilities to provide managed services for CWU's Oracle PeopleSoft environments hosted in the Amazon Web Services (AWS) cloud. This RFI is intended to inform a potential Request for Proposal (RFP) process and to assess the market's ability to meet CWU's operational, security, and compliance needs.

CWU seeks a partner with proven experience in managing complex ERP systems in cloud environments, particularly Oracle PeopleSoft, and who can provide scalable, secure, and cost-effective solutions.

The issuance of any resulting RFP will be contingent upon available funding and upon satisfactory results from the RFI process.

OBJECTIVES:

This RFI is being issued by Central Washington University with the following objectives:

1. To research the capabilities of providers to meet the needs of the University.
2. To establish a basis for RFP specifications, both mandatory and desired.
3. To assist in establishing the evaluation criteria and weighting process to be utilized in an RFP process.
4. To furnish providers with feedback about their capacity to meet CWU's need, should an RFP process proceed.

CONFIDENTIALITY.

This RFI constitutes a preliminary step in a formal procurement process. CWU will maintain the confidentiality of information received in response to this RFI until such time as a contract is awarded subsequent to an RFP process or the determination is made not to conduct such a process. Any document(s) or information which the responder believes is exempt from public disclosure per RCW 42.17.310 shall be clearly identified by the responder and the words "proprietary data" along with a statement of the basis for such claim of exemption. CWU's sole responsibility shall be limited to maintaining such information in a secure area and to notifying the responder of any request(s) for disclosure within a period of five years from date of award. Failure to so label such materials or failure to provide a timely response after notice of a public disclosure request has been given shall be deemed a waiver by the responder of any claim that such materials are, in fact, so exempt.

REQUIREMENT TO RESPOND:

While failure to respond to the RFI will not preclude any provider from responding to the subsequent RFP, the following benefits may accrue to participants in the RFI process:

- Better understanding of the university's needs.
- Opportunity to better prepare submittals and presentations as a result of the university's feedback.
- Opportunity to spread resource utilization over a longer time period. For example, some
- responders may wish to incorporate content prepared for the RFI into a RFP submittal.

BACKGROUND:

Central Washington University (CWU) is a publicly assisted university located in Ellensburg, Washington, 100 miles east of Seattle. The governing board of the university is appointed by the governor. About 8,000 full-time equivalent students attend the university, 1700 of whom attend one of six satellite campuses located in Des Moines, Lynnwood, Lakewood, Moses Lake, Wenatchee, and Yakima; and two Instructional Sites located in Sammamish, and at the Joint Base Lewis-McChord. CWU has approximately 1,400 faculty and staff located at the various facilities. Further information about the university may be found on the following web site: www.cwu.edu. Ninety-five percent of CWU students are Washington residents.

About 80 percent of CWU students are from western Washington, with concentrations in King, Pierce, Snohomish, and Yakima counties. About 30 percent of students are people of color. Sixty-five percent of graduates transferred to CWU from another institution.

The university colleges, departments, and development divisions work with advisory boards that include membership of business leaders from throughout the state.

CWU is a master's degree-granting university. Some signature areas of study at CWU include music, information technology and administrative management, education, supply chain management, geology, aviation, and paramedics.

Central Washington University is supported by the Central Washington University Foundation, a separate 501c3 non-profit organization. Vendors wishing to inquire about philanthropic opportunities may contact the CWU Foundation at 509-963-2160 or visit their website at: www.cwu.edu/foundation.

RFI EVALUATION PROCESS:

The submittals will be reviewed by CWU personnel to identify the vendors that warrant further consideration. Vendors whose services do appear to address the needs of the university will be placed on the bid list for any subsequent RFP process. Vendors whose services do not appear to satisfy all of the university's requirements will be notified of deficiencies.

SUBMITTING INFORMATION:

Respondents must submit their information to the Central Washington University Purchasing Office by email and the response must arrive at the Purchasing Office no later than October 29, 2025, 3 pm, Pacific Daylight Time

Delivery via e-mail should be sent to: Charity.Thornton@cwu.edu: All emailed proposals will be confirmed with a return email. It is the vendor's responsibility to verify that their proposal has been received by CWU's Purchasing Office.

Interviews: The University reserves the right to schedule demonstrations with vendors who submit responses that appear to meet the university's needs. These demonstrations will be used to gather additional information for any resulting RFP.

Due Date: Please respond by October 29, 2025, at 3PM PDT

SCOPE OF SERVICES

CWU currently operates Oracle PeopleSoft for its core administrative functions and is in the process of optimizing its infrastructure within AWS. CWU has licensed five PeopleSoft pillars; Campus Solutions (CS), Human Capital Management (HCM), Financial Supply Chain Management (FSCM), Enterprise Learning Management (ELM), and Interaction Hub (IH). Each pillar has six different environments; 1 upgrade, 1 demo, 3 non-productions, and 1 production.

CWU is seeking information on managed service offerings that include, but are not limited to:

- Full lifecycle management of Oracle PeopleSoft environments in AWS.
- 24/7 monitoring, incident response, and performance tuning.
- Cost analysis, cost reporting, cost optimization and resource scaling strategies in AWS.
- Patch management, upgrades, and security hardening.
- Backup and disaster recovery planning and execution.
- Compliance with FERPA, HIPAA, and other applicable standards.
- Integration support with third-party systems and services.

REQUESTED INFORMATION

Please limit your response to no more than 10 pages and include the following:

- **Company Overview:** Qualifications, experience, and references relevant to Oracle PeopleSoft and AWS. Describe any relevant experience you have with providing these services to higher education organizations.
- **Solution Description:** Detailed description of your managed services approach, including tools, processes, cloud cost optimization methods, and staffing models, including subcontractors.
- **Technology:** Describe any technology provided with or recommend for providing your services, including the capabilities and features it would provide.
- **Security and Compliance:** How your services meet higher education compliance requirements.
- **Service Levels:** Describe your general approach to service delivery, uptime guarantees, support tiers, and escalation procedures.
- **Customer Service:** Please describe your approach to customer service and service structure. What opportunities for added value does your firm provide?
- **Cost Structure:** Overview of pricing models. What are the main pricing factors and components for providing this service?
- **Acquisition Process:** Please provide brief information if any streamlined purchasing process for government agencies exist (ie cooperative contracts, WA State Contracts, WHIPE).
- **CWU Support Requirements:** Outline any expected responsibilities for CWU staff, including Peoplesoft and security administration duties.
- **Timeline:** Estimated onboarding and transition timelines.