

CITY COLLEGES[®] OF CHICAGO

September 14, 2023
ADDENDUM NO. 2

RFP #SN2304 – Continuing Education (CE) Enrollment System

ONE (1) ORIGINAL SIGNATURE HARD COPY AND TWO (2) USB OF THE BID TO BE SUBMITTED TO:

City Colleges of Chicago
Dawson Technical Institute
Business and Procurement Services
3901 S. State Street, Room 102
Chicago, IL 60609
Attn: Steve Nash, Sr. Contract Administrator

All proposals are due Monday, September 18, 2023, no later than 12:00 p.m. local Chicago CDT

Part I – Additional Questions, Answers and Clarification of Information

Q1 Is CCC open to a solution that manages student support workflows in-system and also direct students to ancillary systems for payment, catalogs, etc.?

A No. We envision all interfaces to external systems to be invisible to the student.

- We envision the solution to support catalog information sourced from our PeopleSoft system of record.*
- Provide functionality to walk the student through the shopping cart experience local to the application for course selection.*
- Support a student profile build/login process (interfacing with our Peoplesoft Campus solution system for validation processing).*
- The ability to enroll the student in the applicable courses complete with interfaces to our Nelnet payment processing system.*
- Return enrollment/financial details back to Peoplesoft Campus Solutions.*

Q2 With regards to the following functionality: “Robust marketing capabilities including but not limited to pictures, videos, and testimonials at the campus, course, section and instructor level” are you looking for CRM-type capabilities that will enable outbound marketing to prospective students, or is the desire for these capabilities to be embedded in the user experience of the platform?

A Capabilities embedded in the system in support of the user experience and the branding of the seven colleges. Data synchronizations with external CRMs would also be desirable for outbound marketing.

Q3 Are you expecting the vendor’s solution to include the ability to host an application for prospective students to fill out to enroll at CCC?

- A Yes, but validations between the solution and our Peoplesoft system of record will be required. Results to feed back to Peoplesoft Campus Solutions which is our system of record.*
- Q4 At what point are you expecting students to be able to interact with this platform? After has been accepted and received a student ID or while the student is still a prospect and has not yet applied?
- A Students should be able to interact with the system first as a guest. The ability to peruse the available course content and add an applicable course/section to the shopping cart should not be dependent on the creation of an existing profile.*
- Q5 Can you provide examples of the types of marketing data that you would expect to be exported from the platform?
- A Ideally, marketing materials such as videos, pictures, and textual content should be housed in designated fields on the platform, complete with metadata and categorized by class. This content ought to be easily accessible and sharable to other platforms, possibly via an API.*
- Q6 Can you provide examples of the types of education platforms you are expecting to be supported for this functionality: “Ability to support multiple education platforms (onsite, remote, online).”
- A To be clear, we are not expecting this system to be an education platform. We are looking for a system to support student enrollments for the continuing education student population. We would require onsite, remote, and online as course scheduling options in addition to combinations of the three when maintaining a weekly schedule for the specified course/section.*
- Q7 Is this requested functionality “Functionality to support contract training related course/section management” looking for training for CCC users by the vendor on how to use the platform?
- A While we will require training for staff during the implementation process, this speaks to ability to support corporate clients as a function. Specifically, one-off courses developed explicitly for a corporate customer enrollments.*
- Q8 Will proposals that do not include support for payments be considered?
- A No. Interface capabilities between the proposed solution and Nelnet for payment processing is a requirement. Post payment, all enrollment and financial data should be transmitted to Peoplesoft Campus Solutions our designated system of record.*
- Q9 As a private Company, we require an NDA before we can provide a copy of our audited financial statements, thus would a D&B Report suffice for this requirement to assist CCC in assessing our firm’s financial health? If not, is CCC willing to sign an NDA prior to the RFP submission deadline so that we may provide our audited financial statements in a protected manner?
- A A D&B report would be welcome, but it does not replace the financial documents requested in the RFP. Currently, in order for CCC to consider signing an NDA, it would have to be first approved by Procurement leadership, and then vetted by our Legal department, and the proposing firm would be in jeopardy of missing our submission deadline. Additionally, omission of this information can deem a firm’s proposal as unresponsive. Procurement recommends that you send this sensitive information to us encrypted on a USB drive.*

Q10 Would you be open to vendors moving the Excel file into Word so that we can expand upon our response and include screenshots/images where necessary while ensuring the vendors maintain integrity of the Excel file?

A Yes; this is perfectly acceptable, as long as the information appears in the order requested in the RFP document.

Q11 Are you willing to accept an electronic signature in lieu of a wet ink signature on all forms?

A No, wet signatures are required for all submitted forms.

Q12 Are you willing to waive notary requirements for this RFP?

- If not, is e-notary acceptable?

A CCC is not willing to waive notary requirements, and e-notary is currently not acceptable.

Q13 Is it acceptable for an authorized agent to sign on behalf of a company officer, accompanied by a letter of authority, to help streamline signature requirements?

A Yes, but the letter of authority must be signed by the requisite company officer.

END OF ADDENDUM