



January 28, 2019
ADDENDUM NO. 2
REQUEST FOR PROPOSALS (RFP) # SJ1901- CONTINUING EDUCATION/PROFESSIONAL
DEVELOPMENT SAAS TOOL

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

All responses shall be addressed and returned to the new location by the extended due date:

**City Colleges of Chicago
Dawson Technical Institute
Procurement Services
3901 South State Street, Room 102
Chicago, IL 60609**

**Attention: Sheila Johnson, District Director, Business and Procurement Services
Responses must be received no later than 12:00 p.m. local Chicago time, on
Friday, February 22, 2019**

Part I - Questions, Responses and Clarification of Information:

Summary of CCC RFP Request:

City College of Chicago (CCC) is looking for the vendor to provide the following:

This SAAS Request for Proposal is designed to determine the best solution for enrolling students into City Colleges of Chicago's Continuing Education courses. The requirements laid out below are designed to meet the need for enrolling students in the open enrollment continuing education courses offered at City Colleges as well as standardizing contract training procedures across the district. The proposals will be judged based on both the user experience and the back end functionality with the primary emphasis being placed on the user experience.

There are two user experience criteria that should be considered when submitting a proposal.

Accessibility – It is vitally important for people who are looking for courses be able to research, select and enroll in courses with the fewest clicks possible. There should be no more than the following five steps to take a student from the beginning to the end of the process.

1. Search – Keyword search is vital to the continuing education enrollment process. The keyword search function should be prominent on all pages within the site. It will also be important for students to be able to filter courses by subject area and location as subsets of the keyword search.
2. Select – After the keyword of subject area search students should see enough information on each available course to be able to select and add to a shopping cart. More detailed course information should be accessible by clicking into the course if the student needs it.
3. Add to Cart – If the student clicks into the course to get additional information there should be an “Add to Cart” feature in the course description.
4. Sign In/Create Profile – In order to access the shopping cart students will need to log in or create a profile at this juncture. The profile fields will be based on the current CE enrollment form. If a student is already in the system, the student will simply log in.
5. Check Out – After logging in, the student should be given the option to pay by credit card and other available electronic payment methods or be given the option to pay by check or cash at the campus business office.

Presentation – In order to present CCC as a professional enterprise that operates at a high technical level and can provide sophisticated training in general continuing education and IT services, the website must be designed to function at a very high level. The initial impression left by the website will color all future interactions with CCC and drive revenue or significantly hinder the ability of CCC to attract enrollees. Marketing and CCC web services will drive the design and layout of the front facing CE website.

- Cloud-based (preferably SAAS) secure, stable, scalable, intuitive, attractive application solution for Continuing Education students
- Services - Bring in a team with a clear strategy and plan to implement the solution (can be "big-bang" or phased-approach taking into consideration business critical needs and priorities)
 - Project plan
 - Timing/Milestones
 - Resources (CCC and Vendor)
 - Costs (fixed and variable, project build-out/implementation, stabilization, ongoing support, future releases/versions maintenance)
 - Strategy
 - Methodology
 - Communication Plan
 - Change Management Plan
 - Training/Knowledge Transfer Plan
 - Deployment Plan
 - Stabilization Plan
 - Post-Production Support Plan
- Key Considerations
 - Students can be in one or more of the following categories within CCC
 - Adult Education
 - Continuing Education
 - Credit
 - Students can enroll at one or more colleges

- Browse (easy to use) catalogs/offerings
- User provisioning (guest, CCC) - Quick, No redundancies
- Complex integrations to/from CCC's third-party and internal systems (LMS, Bank Mobile, PeopleSoft Campus Solutions, Student Portal, etc...)
- History (conversions if needed)
- Where is the system of record for various types of information (application, matriculation, enrollment, payment, awards, etc...)?
- How will student finance payments be handled - CCC currently uses Touchnet (electronic payments) and Nelnet (payment plans)
- Faculty credentials
- Holds and delinquent accounts
- Alerts and notifications
- Waitlist Management
- Reporting (transactional, management, compliance)

Responses to Pre-Proposal Questions:

1. For integration with PeopleSoft Campus Solutions, does CCC have a preference of real-time or batch integration?

Response: It depends on the transaction and timing requirements – Some transactions may need to be real time (e.g., student balances/payment of fees, search match, holds), some can be near real-time (batch processes running frequently – User provisioning if required, faculty credentialing), and some can be batch (compliance data, BI data).

2. In the RFP, integration with LMS, CRM, and BI tools is requested. Please specify which tools CCC uses and they type of integration needed with them.

Response: Multiple integrations may be required: LMS – D2L/BrightSpace, CRM – Currently Oracle Service Cloud but may change, BI – Zogotech vendor built custom BI data warehouse using Microsoft technologies

3. Is there a projected timeline for the award of the RFP?

Response: April or May 2019

4. With the 7 colleges and satellite locations, does CCC want a centralized/single site (in which the colleges would be locations) or separate sites for each college?

Response: Centralized

5. For Exhibit A, Functional #40, are the referenced waivers financial waivers or are these more like liability waivers or a risk release?

Response: They are liability waivers.

6. For Exhibit A, Functional #41, what is meant by performance-based progression? Is this an LMS function? Or if this like a prerequisite?

Response: Some courses will require prerequisites.

7. What is the timeline award as it relates to Go Live

Responses: See response to question 3

8. Is the organization structure solution for 7 college sites or centralized

Response: Centralized

9. To clarify, is the target audience faculty/staff/administrators or is it also for existing students & non-CCC students wishing for continuing education and training development? If so, do these groups need to be segmented?

Response: The target audience is students of all kinds. The target audiences will range from parents enrolling kids in swim classes to companies sending employees to CCC for workforce training. Segmentation into categories is good as long as the primary means of finding classes is key word search and the search bar is prominent and easy to find.

The segmentation should be into categories such as Professional Development, Personal Development, Youth Programming and workforce Training. The segmentation can lead people browsing the site to descriptions of the different categories.

10. How many students do you serve in your program?

Response: Roughly 8,000 and growing. The goal is for the tool to greatly improve that number.

11. What system are you coming from? What are your challenges with the current system?

Response: The current system has a number of challenges. Proposals should address the requirements laid out for creating a process that mimics the highest eCommerce standards described in the RFP. Proposals should not try to build on current processes.

12. Please list each of the seven colleges and each of the 5 satellite locations. The continuing education location list on the website did not provide any information on satellite locations, therefore, a formal location list is helpful to understand the breadth of CCC as it relates to continuing education.

- A. Please provide the number of staff and administrators and break out by role (coordinator through provost or senior leadership) who work under the umbrella of the Division of Professional and Continuing Studies *at each of those locations*. For example: Richard J. Daley: 10 coordinators, 15 program managers, 4 directors, 1 AVP, 1 Provost, etc.
- B. Please confirm that each of the locations has a continuing education department (or similar non credit program) that will be served by the chosen software
- C. Please provide the duplicated and non-duplicated enrollment numbers for continuing education for each college / location. (number of students / number of unique enrollments)
- D. Will any of the colleges be able to “opt out” or is this a mandated CCC project required for all colleges and satellite locations?
 1. Will the colleges be responsible for paying for the chosen system at their location or is this project being funded by the collegiate system?

Response: For the purpose of this tool the locations should not be considered main and satellite locations. That is an internal designation and is irrelevant to the general public. The locations that will hold CE classes are Truman, Wright, Malcolm X, Kennedy King, Daley, Olive Harvey, Harold Washington, Humboldt Park Vocational, Dawson Technical Institute, Arturo Velasquez Institute. This list could grow. The tool should be flexible enough to add locations easily.

The roles and numbers of people vary at each location and are in constant motion. The tool should not be limited in the number of people able to use it. That decision will be made by DO and campus leadership.

Colleges will not opt out and the district will pay for the tool.

Current detailed information on roles, numbers and administrators will become irrelevant when the tool is implemented. The tool should plan to have capacity for 30,000 students and roughly 5 people per location to access reports and administer and monitor the tool.

13. Please list all software programs (payment processor, SIS (Peoplesoft), CMS, CRM, LMS, marketing software, Microsoft Office Suite, Conferencing Software, Scheduling Software, etc. including versions) you currently use within Continuing Education at CCC. For example: PeopleSoft, WordPress, Constant Contact, Salesforce, ProctorU, D2L, etc. It is important all software programs used are listed (even if not mentioned in RFP) because some software programs may compliment, compete, or conflict with proposed software functionality. Therefore, we need this information to provide an accurate recommendation, proposal, and consultation on overall services.

- Please list all of the software programs that you would like an integration with. It is clear CCC wants a PeopleSoft integration, but additional details on other integrations will be helpful, if they are desired.

D2L/BrightSpace

PeopleSoft Campus Solutions (9.0 or 9.2)

PeopleSoft Financials and Supply Chain Management (9.2)

PeopleSoft Integration Hub (Portal 9.1)

PeopleSoft Human Capital Management (9.2)

Nelnet

Touchnet

BI (Microsoft)

Ad Astra

Akademios

Oracle Service Cloud (CRM) or similar application

- A. For each requested integration, please list the type of integration desired. For example, flat file, real time, web services, etc.

Integration frequency/type will be determined as part of the project based on the future-state business process and vendor product capabilities. Please make assumptions as part of your estimates

- Do you have a written PeopleSoft integration plan that describes in more detail the desired integration points (list of all data fields for integration) and desired integration results (if this happens, then this is the result)? I assume if you had one, the vendors would have it as part of the RFP, but this is an important piece of providing accurate pricing as it relates to an SIS integration.

See previous responses

14. Please list all the online course providers currently offered by the CCC within the Continuing Education department. Ed2go, protrain, etc.

Response: Courses are currently not offered online. The CE teams currently use Microsoft office and PeopleSoft. If there are tools that would enhance the CE program they should be part of the proposal. The proposal should be creative in recommending tools that will increase enrollment.

15. What, if anything, would you like to change about your current reporting and distribution process?

Response: We need to have data that is easier to manipulate, lists that are easier to manipulate and visual representation of data.

16. Please provide, in an attachment, 3-5 examples of your most important reports currently used in CCC in continuing education.

Response: NA. We are asking for proposals to create an infrastructure for reports.

17. The conference call clearly indicated that the student experience was a key deciding factor. Web design and full design control over the student experience varies from program to program, based on expertise and overall collegiate initiatives.

- Do you want to utilize an xml feed to push information from the chosen provider to a website that your team fully controls? This information will help our team provide references that will be more meaningful to your needs.

Response: The student experience should not vary from program to program. We are looking for a tool that will allow potential students to search for classes across the district. The chosen provider will provide a fully functional website that CCC will be able to brand and customize.

18. What are the top 5 operational procedures that you or your students are required to follow? For example, refund policy, parking policy (for students), receipt policy, acknowledgment of students of certain policies, etc. doing business or operational procedures, etc.

Response: I'm sure others will add to this but there will need to be the following: Refund ability, notification of holds to students and staff, CS9 integration.

19. Please list the classes or programs that require an application process. Please provide examples of your application process. If there are none, please state none.

Response: The CE classes that require application processes such as the boot camps in swift coding and cybersecurity are the only ones we hold. Though that may change.

20. Which courses, if any, are offered as dual credit?

Response: None.

21. Please list any "custom questions" or "custom" requirements that are part of your registration process for particular programs. For example, for teacher continuing education classes there may be custom questions regarding licensure and custom requirements on certifying prior contact hours.

Response: This will have to be analyzed on a class by class basis. The one that will be common will be the prerequisites for swim classes.

22. Section VII, Executive Summary Form - please provide a version of this form in a WORD document that we can print on a single page. – Procurement to address.

23. CCC is known to be a public institution that prides itself on transparency. Therefore, please provide a list of the vendors that presented a demonstration for any college within CCC prior, to the bid release, within the last 12 months. Understanding which vendors are already a known entity is an important deciding factor to help determine baseline knowledge of the continuing e-commerce SIS continuing education environment as a whole.

Response: Please submit a FOIA request do such information.

Can companies from Outside USA apply? (examples India or Canada) Is the vendor required to come to City Colleges of Chicago for meetings or can tasks related to the RFP be performed outside of the USA in countries such as Canada or India?

Response: As long as the firms have a local presence for the implementation, proposals may be considered.

24. Can Proposal be submitted via email?

Response: No, per the RFP document responses shall be submitted in sealed envelope (s) or packages. One (1) original signature hard copy and two (2) USB drives.

Change in Due Date and Time

Currently Reads:

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**Attention: Sheila Johnson, District Director, Business and Procurement Services
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Monday, February 11, 2019***

Change to:

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**Please acknowledge receipt of all Addendums in your proposal responses.
END OF ADDENDUM**