



**March 4, 2020
ADDENDUM NO. 2
RFP #SN2002 – COLLEGE CREDENTIAL SERVICES**

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

All bid responses shall be addressed and returned to this location by the due date listed below:

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

Attention: Steve Nash, Contract Administrator

***Bid responses must be received no later than 12:00 p.m. local Chicago time, on
Friday, March 20, 2020***

Addendum Item No. 1

Questions, Responses and Clarification of Information

Q1. In the desired new workflow, will the submission of student graduate rosters be conducted centrally by the district office or separately by each accredited college?

Response: The new desired workflow will be for District Office to complete the graduate roster submission during standard conferral periods. The awarding colleges will submit graduate credential verification for students who are requesting a diploma reprint or their credential was awarded after the standard conferral period

Q2. Page 4-5, Scope of Services: A reference is made to the quality control and proofing requirements. Can you please expand on the definition related to “editorial guidelines” as it related to the quality control and proofing?

Response: We want to ensure all credentials are printed in a standard format and the quality of the credentials being sent to students is consistent with the approved layout at time of deployment. Editorial guidelines refers to: Marketing will review the diploma and certificate layouts for editorial and branding accuracy from the selected vendor prior to their production.

Q3. Page 5, General Requirements indicates the requirement “Have the ability to confirm a student’s address prior to mailing.” Please provide confirmation on this requirement, is CCC looking for address validation and formatting, or is this a requirement to collect the graduates address at the time of order?

Response:

- CCC is looking for address validation from the student prior to mailing.
- CCC will include student mailing addresses in the credential files, however, we would like the student to confirm the mailing address listed is correct prior to issuing to the student.
- Students should have the ability to change their mailing address if needed prior to mailing their credential.

Q4. Page 5, General Requirements states a 3 to 5-day turnaround time for reprints and order verifications. Will CCC accept alternative turnaround times for reprints? Is seven (7) business days acceptable? Order verifications are sent to learners via email within 24 hrs. of the award date.

Response: CCC will work out a business process with the approved vendor regarding reprints to assure speedy turnaround time, but would ideally like credential to ship within 3-5 business days. CCC understands verification from the college may be needed prior to printing credentials, this time frame is separate from the requested 3-5 business day turnaround time from the vendor. Students should receive receipt of order verification within 3-5 business days.

Q5. Page 5, General Requirements: Can CCC expand on the requirement to provide verification services to ensure the correct student is requesting the credential? Is this requirement inferring that a registration process must exist?

Response: Part of the scope is that the approved vendor handles the distribution of credentials; we want students’ credentials held until they confirm their address and request the credential is sent to them. Because of this, we need to understand the method the approved vendor will employ to ensure the student receiving the credential is the correct student. Responses to this RFP must be able to answer the following questions:

- Will each student receive a verification code to use when requesting the credential? If yes, how does this work for reprint requests?
- Can the student create a profile on your site?

We want to allow the student to request a copy of their credential via paper or electronic at any time. The process may look different based on the vendor, but we need some type of verification plan in place.

Q6. Page 6, Delivery Requirements, will CCC consider submissions with shipping completed outside of the five (5) business day requirement? Is seven (7) business days acceptable?

Response: This may be acceptable, but CCC will need to discuss the business process with the approved vendor to confirm speedy process flow

- Q7. Is the proposer allowed to modify the Technical interrogatories tables in order to include visual representation (images, screenshots, etc.) of the proposed solution?
Response: CCC will allow the addition of information in response to the interrogatories. All additions and/or exceptions should be noted in a separate transmission
- Q8. Can CCC provide information on how many students earn more than one diploma or certificate from City Colleges of Chicago institutions?
Response: Approximately 3,780 students earned more than 1 credential in the last 3 years.
- Q9. Is there a process for vendors to take exceptions to any of the terms, conditions, or requirements? Where in the bidder response should these be noted? Additionally, can bidders provide a sample terms and conditions for the proposed service with the response?
Response: Yes – In your response add a section identified as “Exceptions” Vendors may also add section of sample terms and conditions for CCC review.
- Q10. EXHIBIT A – TECHNICAL INTERROGATORIES is not listed in the B. Contents of Response Section. May bidders include this exhibit within Section 4 – Experience and Statements of Qualifications of the bidder response? Or should EXHIBIT A – TECHNICAL INTERROGATORIES provided in its own section?
Response: Responses to EXHIBIT A – TECHNICAL INTERROGATORIES should be in its own section in proposals.
- Q11. Page three (3) of the Economic Disclosure Statement form provides a link to the full text of CCCs Ethics Policy and a training program. The link provided is http://www.ccc.edu/files/Ethics_Policy.pdf , but when trying to access we receive an error message stating: “404 NOT FOUND.” Can the committed please provide the official URL to the Ethics policy, or possibly provide a copy of the PDF for bidder internal review and distribution?
Response: The official URL to the CCC Ethics policy is https://apps.ccc.edu/files/Ethics_Policy.pdf
- Q12. In regards to the MBE/WBE form, if bidders actively use women or minority owned businesses that are not yet certified by the certifying agencies listed in the terms, what is the process for including in the response? Can they be included in the form?
Response: Yes - City Colleges of Chicago accepts Indirect Participation of MBE and WBE vendors for credit as outlined on Schedule A. Appendix A section 5.1C addresses vendors who are not presently certified by the 5 agencies listed. Other certifying agencies are considered on a case by case basis.
- Q13. If a student earns more than one credential (e.g., a diploma and a certificate) today, is CCC sending those combined credentials together in a single package or are they mailed separately?
Response: If a student is requesting more than one credential at a time, it is mailed in one package.

Q14. Digital Diplomas: Is it a requirement for CCC students to be able to easily share their digital diplomas and certificates on social networks like LinkedIn, Facebook or Twitter upon receipt of the awarded credential?

Response: Yes, it is a requirement.

Q15. Digital Diplomas: Is it a requirement for CCC students to be able to easily share their digital diplomas and certificates via a secure, verifiable link that is unique to their credential?

Response: Yes, it is a requirement.

Q16. Is it a desire for CCC to enable students the ability to store & access their previously issued credentials such as transcripts and other requested documents in a student's profile?

Response: Students should be able to access their digital diploma when needed. They would need to request and pay for a reprint of a paper credential.

Addendum Item No. 2

Credential Samples

Please see the following attached pages for CCC credential samples.

END OF ADDENDUM

Please acknowledge receipt of all Addenda in your bid responses.

City Colleges of Chicago

Harry S Truman College

The Board of Trustees of the City Colleges of Chicago Community College, District Number 508 County of Cook and State of Illinois by virtue of the authority vested in the Board and upon recommendation of the Faculty confers upon

the degree of

Associate in Arts

Honors

With all of the Rights, Privileges, and Honors thereto pertaining.

Given in Chicago, Illinois on the eleventh day of May in the year two thousand nineteen.

Chair, Board of Trustees

Provost, City College of Chicago



Chancellor, City Colleges of Chicago

President, Harry S Truman College

City Colleges of Chicago
RICHARD J. DALEY COLLEGE

certifies that

has completed the required course of study and is awarded the

**BASIC CERTIFICATE
INDUSTRIAL WELDING**

*by authority of the Board of Trustees of the City Colleges of Chicago,
Community College District 508, County of Cook and State of Illinois.*

DECEMBER 14, 2019

CHAIR, BOARD OF TRUSTEES

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