



**February 4, 2021
ADDENDUM NO. 2
REQUEST FOR PROPOSALS (RFP) #MWJ2102
FINANCIAL AID SOFTWARE DOCUMENT IMAGING SYSTEM**

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

**City Colleges of Chicago
Dawson Technical Institute
Procurement Services
3901 S. State Street, Room 102
Chicago, IL 60609
Attn: Marietta Williams-Johnson, Buyer**

All proposals are due Tuesday, February 23, 2021, no later than 12:00 p.m. local Chicago CST. Proposals can be delivered/dropped-off at the rear parking lot building entrance.

Answers to questions

- Q1. Whether companies from Outside USA can apply for this? (like, from India or Canada)
- A. As long as the companies can provide all services set forth in the RFP, including compliance with the Minority Business Enterprise and Women Business Enterprise Participation Plan, are registered and approved to work in the US, including registration with the Illinois Secretary of State's Office, and complies with all federal, state and local laws and regulations there is no specific requirement for the companies to be headquartered/incorporated in the US. However, CCC prefers at least 50/50 onsite/offsite work once it possible and safe (COVID-19 situation improves). In addition, CCC prefers foreign companies which have branches in the US and/or a local presence with experience with US clients and can provide timely, contingency onsite support.
- Q2. Whether we need to come over there for meetings?
- A. Due to COVID-19, we are ok with 100% remote until the situation allows for onsite. We would ask the vendor to provide both onsite and remote rates (all-inclusive of travel) to allow us future flexibility (during the project as well as future/post-implementation support).
- Q3. Can we perform the tasks (related to RFP) outside USA? (like, from India or Canada)
- A. Yes, as long as project deliverables are stored within CCC's servers and applications such as SharePoint. CCC would also require the vendor to work during CCC normal business hours and collaborate with CCC employees periodically after-hours or weekends during peak times. Please be cognizant of the minimum 50% onsite requirement once it is safe to do so.

Q4. Can we submit the proposals via email?

A. No, we do not accept electronic submission of proposal responses.

Q5. May we know what CCC is currently using to 'Verify' the student's financial documents?

A. CCC is currently using ProEducation Solutions to verify student's financial documents. In the new process, the Financial Aid Advisors at the campus will verify student's financial documents.

Q6. What types of doc scanners are we to suggest? Low, mid, or high volume?

A. Please provide all options based on your experiences with Higher Ed environments similar to CCC's and our requirements for the following roles – Student – Kiosks, Support staff – Processing on behalf of students, and Support staff – Processing historical conversion to the new system.

Q7. Are phone cameras and APPs ok?

A. Yes. Please provide all recommended options that are compatible with the proposed application and are suitable and convenient for students, faculty, and staff.

Q8. Will you consider SaaS software that specializes in the verification of financial aid documents? (Thong)

A. We will consider all options but prefer something that integrates with our current Peoplesoft System (delivered out-of-the-box or customizable). Student user friendliness is a top priority. We prefer not to have students go to an external site to submit documents. It must within their student portal or the experience of connecting applications/websites should be seamless, convenient, and intuitive.

Q9. Are you looking to also work C-Codes, SAP Appeals, PJ's?

A. Yes. We want to use the document imaging system for all documents related to financial aid. That includes all verification documents, residency documents, C-Codes, Sap Appeals and Professional Judgements.

Q10. What is your desired "go-live" date for this project?

A. Spring 2022 (January 2022). New ISIRS (FAFSAs) for the 2021-22 aid year will open on October 1, 2022. We want to be live for the new ISISR cycle.

Q11. Will you allow vendor presentations after you narrow things down to a short stack?

A. Yes. Once we narrow now potential vendors, we will do presentations with a committee.

Q12. Do you have one instance of Peoplesoft for all campuses or separate?

A. Yes. We have one instance of PeopleSoft Campus Solutions for all campuses.

Q13. On Page 4 concerning the previous year files that need converting, in what format are those files, paper, microfilm, microfiche, digital? If a mix of formats, can you provide approximate volumes for each format? If electronic, can you provide file types? Any detail would be greatly appreciated.

A. The files are a mix of paper, digital. From 2018-2019 to current we have 57,539 files and counting. Within the RFP, it has an average.

- Q14. On Page 4, is it only documents concerning students that require verification that will be stored in the new system? Or, is it FAFSA related documents for all students submitting FAFSA? If the later, how many students is that per year?
- A. It will be all documents related students submitting FAFSA applications. CCC has on average 70,000 students annually of which 30% (21,000) is selected for verification.
- Q15. What is the CRM application currently being implemented that is a candidate for integration?
- A. Target-X/Salesforce
- Q16. Due to COVID-19 restrictions are you open to documents signed via DocuSign, electronic signature, or a scanned version that includes the signature? CCC will accept documents signed via DocuSign. However, all documents requiring a notary requires a wet signature.
- a. For the forms that need to be notarized will you accept a scanned version, or do you require the physical copy? The hard copy submitted should include the notarized documents.
- Q17. Confidential information is being requested for customer references and financials; are you open to signing an NDA?
- A. Procurement will not execute any Non-Disclosure Agreement. Please comply with Section V. Transparency Websites; Trade Secrets to request designating certain portions of the RFP as confidential.
- Q18. What is the name and version of the third-party servicer system from which historical documents need to be converted?
- A. The system is proprietary to our current vendor (ProEducation). They also utilize DocuSign in some cases. Please assume the format common attachment formats such as .csv, .pdf, .jpg, etc...
- Q19. Is there just one third party servicer system and one instance of that system that requires conversion?
- A. Please assume that CCC will at minimum have a download repository where all the files will be located, named, and organized to facilitate conversion (potentially SharePoint or One Drive).
- a. If multiple systems or instances, how many are there of each?
- Q20. Is the third-party servicer system that requires conversion installed in an on-premise location or is it hosted by the third party?
- A. Please assume that CCC will at minimum have a download repository where all the files will be located, named, and organized to facilitate conversion (potentially SharePoint or One Drive).
- Q21. Will you be able to provide direct, remote access to the third-party servicer system for extraction purposes during the conversion?
- A. Yes.

- a. If not, will you or the third party be able to provide an extract of all documents and metadata in a specified format? **Yes**
- Q22. What is the total number of documents stored in just the third-party servicer system that require conversion (vs. the internal CCC system)?
- A. **The third party system currently has 57,539 documents but expected to be closer to 60,000.**
- Q23. What is the total storage amount for the documents in the third-party servicer system in GB or TB?
- A. **Please provide some assumptions and price ranges based on the information provided in the RFP. We are working with ProEd to get a more precise number but may not get it quickly**
- Q24. What is the total number of individual document types/categories that are utilized in the third-party servicer system?
- A. **There are 19 different documents used in Federal Verification, C-Codes, Professional Judgements and SAP Appeals.**
- Q25. Is the third-party servicer system database SQL or Oracle?
- A. **Please see response to question 20**
- Q26. What is the third-party servicer system operating system?
- A. **Please see response to question 20**
- Q27. Is Financial Aid the only department that stores documents in the third-party servicer system from which conversion will take place? **Within this RFP, Yes.**
- a. If not, is conversion required for more than just the Financial Aid department documents?
- b. If so, what are the names of the other departments that require conversion of documents from the system? **Just Financial Aid.**
- Q28. What is the name and version of the internal CCC system from which historical documents need to be converted?
- A. **Please see response to question 20 for ProEd system. We are storing financial aid year 2022 in a customized application built within PeopleSoft Campus Solutions which is utilizing Oracle database.**
- Q29. Is there just one internal CCC system and one instance of that system that requires conversion?
- A. **One internal system – PeopleSoft Campus Solutions**
- a. If multiple systems or instances, how many are there of each?
- Q30. Is the internal CCC system that requires conversion installed in an on-premise location or is it hosted by a third party?
- A. **It is remotely hosted by a 3rd party but CCC will work with them to provide access to either the database, operating system (UNIX), or files.**

- Q31. Will you be able to provide direct, remote access to the internal CCC system for extraction purposes during the conversion?
- A. Yes, via VPN and/or RDP
- a. If not, will you be able to provide an extract of all documents and metadata in a specified format?
- Q32. What is the total number of documents stored just in the internal CCC system that require conversion (vs. the third-party servicer system)?
- A. Please see response to question 23
- Q33. What is the total storage amount for the documents in the internal CCC system in GB or TB? (Thong)
- A. Please see response to question 23
- Q34. What is the total number of individual document types/categories that are utilized in the internal CCC system?
- A. There are 19 different documents used in Federal Verification, C-Codes, Professional Judgements and SAP Appeals.
- Q35. Is the internal CCC system database SQL or Oracle?
- A. Duplicate question – Please see prior response
- Q36. What is the internal CCC system operating system?
- A. Please see response to question 30 (UNIX)
- Q37. Is Financial Aid the only department that stores documents in the internal CCC system from which conversion will take place?
- a. If not, is conversion required for more than just the Financial Aid department documents?
- b. If so, what are the names of the other departments that require conversion of documents from the system? Just Financial Aid, however, we will look for a solution that could scale to an enterprise version in the future if CCC deems are formidable and such solutions are within the scope of this RFP and the executed contract, and any increase to contract will not require CCC to issue a new RFP.
38. If either the third-party servicer system or internal CCC system is not an application requiring conversion, can you describe the specific other conversion needs?
- a. For example, do you need a paper back-filing conversion of historical Financial Aid documents? CCC does have paper verification files dating back to 2007 but an accurate count of how many paper documents at each campus hasn't been performed. CCC will use staff to upload the documents to the document imaging repository at a later date after implementation.

- b. Or, are the historical documents stored in local file shares?
 - i. If so, can you specify the structure used for storage (e.g., how many locations, how many folders, how are the files named, etc.)?
39. Regarding retention, do you purge Financial Aid documents individually based on age of document?
Not at this time.
- a. Or, do you purge documents as part of a record, that includes all Financial Aid documents for a student expiring at the same time, based on either a date or trigger event/status?
40. Please confirm the actual RFP number that is required to be associated with City Colleges' of Chicago RFP. Please note that two different RFP numbers are listed on Page 1 of the Request For Proposal document #MWJ2102 and #MWJ2101.
- A. RFP #MWJ2102**

END OF ADDENDUM