

**November 15th 2021**

**ADDENDUM 1 for (RFP) #NG2101**

**STUDENT PAYMENT SYSTEMS**

**FOR THE OFFICE OF FINANCE**

**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:

City Colleges of Chicago

Dawson Technical Institute

Procurement Services

3901 S. State Street, Room 102

Chicago, IL 60609

**Attn:** **Nick Gibb – Associate Director of Procurement**

***Proposals must be received no later than 12:00 p.m. CST, Monday, November 22nd, 2021***

**Addendum Item No. 1**

**Questions, Responses and Clarification of Information**

1. How many students were enrolled in payment plans during the Fall 2019, Spring 2020, Fall 2020, Spring 2021, and Fall 2021 semesters? Average count enrolled in plan is 8,900 How many students do you anticipate needing this integrated solution? 9,000
2. Does CCC charge an enrollment/setup fee for payment plans and, if so, what is the amount of that fee? Yes. $30
3. On page 5 of the **RFP Student Payment Systems-RFP Package** document, in the second paragraph, what do you mean by “a system that will provide professional and educational development”? Possibly provide students with a tutorial on financial literacy and money management.
4. With regard to the Format of Response on page 6 of the RFP Package document, our company's sustainability policies prohibit the unnecessary waste of natural resources. With that in mind, may we print our response on both sides of the paper instead of simply on one side? Please print the materials one (1) side only as stated in Section III (A).
5. On page 8 of the RFP Package document, item o under section **6. Methodology/Implementation**, does “Reporting Plan” refer to reports provided as a part of the proposed system or to reporting that happens during the implementation process? It refers to your strategy during implementation for reviewing, designing, and developing reports that CCC needs. Please discuss what is included in your proposal as it relates to implementation of delivered reports and if required, creating new or modifications to meet CCC’s needs.
6. On page 13 of the RFP Package document, section F regarding addenda, could you please clarify whether we are to acknowledge receipt of each addendum in the cover letter or in the Executive Summary section? Please acknowledge receipt of all addenda in your Executive Summary Letter (see RFP section III – Submittal Requirements, subsection B – Contents of Response, item 2 – Executive Summary and Executive Summary Sheet)
7. Appendix VI, **Tech Interrogatories SaaS** tab, line 18, what do you mean by information CCC needs to provide to the application? Can you please provide examples? What integrations are needed from CCC? You don’t have to list all data elements just describe high-level (e.g., biodemographic information)?
8. Appendix VI, **Tech Interrogatories SaaS** tab, lines 74, 79, 83, and 84: Are we to submit a SOC 2 and/or PCI Attestation Of Compliance with our response, or are you simply asking if we would be able/willing to do so if requested? If we are to submit either or both of those documents with our proposal, a non-disclosure agreement would be needed. If needed, may we send you a copy of our standard non-disclosure agreement? In your RFP submission – Appendix VI, Tech Interrogatories SaaS: For questions 74,79, 83 and 84, please state whether or not you can provide the requested reporting. You can submit your standard NDA language as part of your final RFP proposal package, but CCC will only review and and sign the NDA if we are requesting any audit/certification documentation from your company.
9. Appendix VI, **Tech Interrogatories SaaS** tab, lines 119-129, what do you mean by “Additional SaaS”? These are just more SAAS questions. Please answer as appropriate
10. With regard to the Minority/Women Business Enterprise Plan (M/WBE) form, it is our understanding that if we choose to request a Waiver, we are to submit only Schedule D and the other Schedules are not required. Is that correct? This is correct. You will submit your completed Schedule D along with a detailed narrative explaining why a waiver is being requested and what steps were taken to try to source a M/WBE supplier (which were unsuccessful).
11. Can you further explain the PeopleSoft environment related to the multiple campuses (satellite locations)? Is there a unique PeopleSoft environment for each campus or a single environment utilizing business units? Single PeopleSoft Campus Solutions production environment – We use campus field to differentiate. We have different business units with PeopleSoft FSCM.

Single PeopleSoft Portal production environment.

1. Regarding the multiple campuses and satellite locations, are the campuses unique in regard to payment posting or payment plans offered? No. All postings and payment plans are under one umbrella, as City Colleges of Chicago
2. Page 7, Item 6. a. Regarding the request for suppliers to provide a “High-level project plan”, could the school provide additional clarity on the anticipated dates for implementation start and Go Live? Please provide a plan with duration and an assumed start/end date. We would like to start implementation the week of February 7, 2022. Go-live date on or before April 15, 2022.
3. Can you please describe the current campus-wide eCommerce environment? This question is very vague, and CCC cannot answer this due to this ambiguity. How many storefronts does the school currently have and what is the future need? Again, CCC does not use the term “storefront” and is unaware of the context you are using it in. Therefore, we cannot answer the question at this time. Should your company move forward to Oral Presentations, you can revisit this question at that time.
4. Can you please clarify if the institution is looking to accept over-the-counter credit card payments? If so, for what types of transactions? No. We are not accepting over the counter credit cards.
5. Does the school have a need for other payment types beyond CC and ACH? i.e. International Payment Integrations, etc.? Proposers may include its ability for other payment types.
6. Throughout the RFP credit card processing is discussed. Can you please provide information on your processor? Who is the vendor that handles the processing? Online credit payments are processed by TouchNet
7. Multiple SIS Integration RFP page 4. **-** *“Ability to integrate with multiple Student Information Systems at the same time and to have one account if a student is in both systems (e.g., Credit Students and Continuing Education students.”*

Please expand on this requirement to provide clarity around the need for integration with multiple Student Information Systems. How does your current solution meet this need, or how do you envision a solution meeting this need? Does CCC have multiple instances of PeopleSoft across CCC campuses? This is a new requirement as CCC is implementing/looking to leverage Destiny Solutions (DS) for Continuing Education (Campus Solutions will still be used for Credit and Adult Education students). If a student is in both CS and DS (e.g., Credit and Continuing Education student), can there be separate interfaces (one from CS and second from DS) to the payment solution but one a single account for the same student.

1. Third Party Partners RFP page 5 **-** *“[. . .] ability to integrate with CCC’s current ERP (PeopleSoft Campus Solution system) and other 3rd party partners [. . .]”*

What additional “3rd parties” does the College work with that may require integration outside of Oracle Peoplesoft, Destiny Solutions, and Chatbox? Per Section II of the RFP Intent and Scope (Technical Overview):

Some critical existing CCC systems that may be candidates for integration with the Student Payments solution:

PeopleSoft Portal (my.ccc.edu)  Version 9.1

PeopleSoft Campus Solutions      Version 9.2

CCC website (ccc.edu) -- Current

System implementations that are in progress and may be candidates for integration with the Student Payments solution:

CRM

CCC Website (ccc.edu) – Redesign (in progress)

Chatbox application/technology

Destiny Solutions Continuing Education application

The CRM is Salesforce.com

CCC also uses PeopleSoft FSCM Version 9.2 for possible Finance/GL integration

1. Can the College describe the types of payments you need to be collected through your electronic payment solution? For example, are you collecting only tuition-related payments, or do you need a non-tuition payment collection solution as well? We are currently only collecting payment for tuition and educational fees.
2. Clients and Portfolio RFP page 7 **-** *“Proposers shall provide five (5) client examples [. . .]”*

During the pre-proposal conference, vendors were instructed to provide three (3) client examples. Can the College please clarify? Please provide five (5) examples as directed in the RFP

1. Is the College interested in the ability to accept PCI-compliant in-person payments (e.g., at the Bursar’s office)? No. Not at this time
2. Are proposers required to provide hard copies of financial statements, or can these be uploaded to the USBs as additional files (due to the volume of information requested)? Proposers may provide financial statements on separately marked USBs. Proposers bear the risk of USBs that are damaged or otherwise non-functioning.
3. Will CCC accept digital signatures and notaries for Schedule A-D documents? Our current relationships with MBE and WBE vendors span multiple states. We will need wet signatures and wet notarized signatures. Please note that Schedules A through D require signatures from either the prime vendor or the subcontractors, but not both.

**Addendum Item No. 2**

Modifications to the RFP document

Add the following language to the RFP Section III- Submittals

17. Non Disclosure Agreement

If the submittal of any documents, requested in Appendix VI- RFP Deliverables Excel Workbook, Technical Interrogatories, is conditioned upon the execution of a a Non-Disclosure Agreement, please provide a copy of the proposed Non-Disclosure Agreement. CCC may require the execution of a Non-Disclosure Agreement as part of this RFP, prior to the execution of the professional services agreement, or at anytime after the execution of the professional services agreement.

**Addendum Item No. 3**

Modifications to the RFP document

Modifications were made to 04 RFP Student Payment Systems - Appendix VI – RFP Deliverables

The following Technical Interrogatories are revised as follows:

74. When was the most recent 3rd party audit performed? ~~and can you~~ ~~p~~Provide the results to CCC or confirm that you will comply with the submittal request of a Non-Disclosure Agreement as set forth in Section III – Submittals, 17 Non-Disclosure Agreement.

79. How often are 3rd party security audits performed? Provide the most recent report(s), or confirm that you will comply with the submittal request of a Non-Disclosure Agreement as set forth in Section III – Submittals, 17 Non-Disclosure Agreement.

83. The vendor shall provide applicable Service Organization Reports (SOC II type 1 and 2) or ~~complete the CCC Audit Checklist if it does not perform SOC testing~~ or confirm that you will comply with the submittal request of a Non-Disclosure Agreement as set forth in Section III – Submittals, 17 Non-Disclosure Agreement.

84. The vendor shall address PCI compliance requirements in a manner that minimizes risk to the College, ~~provide~~ ~~certification~~ certifying its ~~of~~ compliance with all current Payment Card Industry (PCI) standards (if applicable)

**Please use 04 RFP Student Payment Systems – Appendix VI – RFP Deliverables – REVISED 11.15.2021 when answering questions and when submitting your RFP package.**