

**35318**  
**ADOPTED-BOARD OF TRUSTEES**  
**COMMUNITY COLLEGE DISTRICT NO. 508**  
**DECEMBER 5, 2024**

**BOARD OF TRUSTEES OF COMMUNITY COLLEGE DISTRICT NO. 508**  
**COUNTY OF COOK AND STATE OF ILLINOIS**

**STUDENT PAYMENT SYSTEMS (CREDIT CARD PROCESSING AND STUDENT PAYMENT PLANS)**  
**NELNET BUSINESS SERVICES D.B.A. NELNET CAMPUS COMMERCE**  
**THE OFFICE OF FINANCE**  
**DISTRICT WIDE**  
**(RENEWAL OPTION - 34414)**

**THE CHANCELLOR RECOMMENDS:**

that the Board of Trustees authorizes the Chair, upon final approval of the General Counsel as to the legal form of such agreements, to authorize the execution of an agreement with Nelnet Business Services d.b.a. Nelnet Campus Commerce (Nelnet) to continue to provide the Student Payment Plan and credit card payment processing program to City Colleges of Chicago for the period from March 1, 2025 through February 28, 2027, at a total cost not to exceed \$950,000.

**VENDOR:** Nelnet Business Solutions, Inc.  
121 South 13th Street, Suite 300  
Lincoln, NE 68508

**USER:** District Wide

**ORIGINAL TERM:**

In accordance with board report 34414, the original term of the agreement commenced June 1, 2022, and will end on February 28, 2025, with an option to extend for an additional two (2) one-year periods or one (1) two-year period.

**RENEWAL TERM:** [06]

The term of this agreement shall begin on March 1, 2025, and shall end on February 28, 2027, with no additional options to renew.

**SCOPE OF SERVICES:**

The scope includes licenses, subscriptions, and implementation services for the Student Payment Plan program and the Credit Card Payment Processing program.

1. Student Payment Services:

- a) Allow students to sign-up for the payment plan electronically;
- b) Allow students to pay the full amount due via CCC's student portal; provide services with no interest, no pre-qualifying, and no credit check;
- c) Allow students to participate in a payment plan or to pay in full using a wide range of payment options; (i.e., checking account and/or credit card and /or debit card; Visa, MasterCard, American Express etc.);
- d) Allow students to set-up authorized users who have permission to view and make payments on their account;

- e) Handle chargebacks and return items;
  - f) Give CCC the option to include the credit card processing fee as part of the transaction.
  - g) Allow students to submit payment via mobile device
  - h) Allow in-person credit card payments through PCI compliant Bluefin devices
2. Customer service support for students 24 hours a day, 7 days a week, either on-line or via telephone. Customer services includes, but is not limited to the following:
- a) Easy online support service;
  - b) Customer services via telephone;
  - c) Online reference guide that can provide step-by-step guidance
3. City Colleges of Chicago support and customer services including:
- a) Provide CCC with marketing materials and supplies;
  - b) Allow CCC to establish the payment date options (i.e., weekly, bi-weekly, monthly, etc. and a cutoff date;
  - c) Integrating the payment plan with PeopleSoft Campus Solution system;
  - d) Provide CCC with monthly reconciliation reports;
  - e) Allow CCC to view and make changes on existing agreements;
  - f) Provide online reporting tools of “real-time” data to CCC staff;
  - g) Online access to view agreements and monitor accounts 24/7 availability.
4. Additional services and benefits:
- a) Collect payments from student and deposit into CCC’s bank account for ACH and/or settlement account (for credit and debit card);
  - b) Accept, at a minimum; Visa, MasterCard, and American Express;
  - c) Provide a secure data storage environment;
  - d) Provide CCC with secure access to web payment portal;
  - e) Adhere to all rules and regulations that govern electronic payment processing, including: Red Flag Rule, PCI Compliance; FDIC; and SAS 70.
5. This will also allow for CCC to accept credit cards and ACH payments from students through the City Colleges of Chicago website as a service for students and staff.

**BENEFIT TO CITY COLLEGES OF CHICAGO:**

Payment plan processing services for will assist City Colleges of Chicago in improving student and family services, improve affordability and retention, reduce receivables, streamline our business office processes; and ease the workload in managing the payment plan. Such services can reduce bad debt expenses and maximize revenue. Students will have the option to enroll in payment plans for current and prior term debts.

Furthermore, Nelnet is payment card industry (PCI) compliant and thus reduces the risk to the District associated with storing sensitive personal financial data at the colleges. It improves the student experience for those students who desire to pay in-person rather than on-line and provides ease of access for students while simultaneously reducing maintenance and other costs to the District.

**VENDOR SELECTION CRITERIA:**

Pursuant to Board Report #34414, Specifications were prepared by District Procurement staff and Request for Proposals (RFP) #NG2101 was advertised and sent to seven (7) companies on October 25, 2021. Three (3) companies responded: 1) Nelnet 2) TouchNet and 3) Transact.

All proposals were reviewed, evaluated and ranked by staff, which included the Office of Information Technology, Harold Washington College, Richard J. Daley College and the Office of Student Financials. The evaluation committee members individually scored each proposal based on the evaluation criteria in the RFP:

1. Technical Interrogatories
2. Qualifications of firm and resources provided (portfolio of past work, resumes, experience with large, complex organizations similar to CCC – Higher Ed, Government, knowledge of pertinent business processes/requirements)
3. Viability of implementation (methodology, project plan, approach, realistic timelines, etc...)
4. Cost
5. MBE/WBE compliance

Procurement Services compiled the evaluators' scores and comments and calculated an average score for each written proposal. The Committee held a consensus meeting with Procurement Services to discuss the merits of the submitted proposals.

Based on the written proposal rankings, the evaluation committee invited all three participants to present oral presentations/demonstrations of their systems. The committee asked the proposers to highlight their system offerings based on the following evaluation criteria:

1. Initial project implementation strategy
2. End-user experience from the student and staff perspective
3. End-to-End process. How and what does the student do?
4. What does the college staff see in Peoplesoft?
5. Financial Aid payment plan functionality
6. Rebalancing for enrollment
7. Reversals of transactions resulting in cc dispute and or NSF
8. Credit card disputes
9. Correspondence to student and or staff
10. Reports
  - a. Transactions at a given point and time
  - b. Students data
  - c. Aging of account and history
11. What various users and various roles access your student payment application
12. How you intend to integrate with CCC's Microsoft ADFS (Active Directory Federated Services)
13. Scenarios/type of incidences where vendor Help Desk is utilized
14. Vendor offering if CCC needs information (extract or report) that was not identified initially during implementation
15. How upgrades/releases are performed
16. Clarifications to pricing

The Evaluation Committee recommends Nelnet to provide both the Credit Card Payment Processing and the Student Payment Plan programs for City Colleges of Chicago. As part of this RFP process, not only was

a “bundled” approach reviewed (one supplier providing both services), but also a “split” service model was evaluated (one supplier providing credit card payment processing services with another providing the student payment plan program). Based on the scoring criteria for both the written and oral portions of the RFP, Nelnet was the highest scoring provider overall. No other supplier could provide “best-in-class” service that would justify splitting the services between two suppliers. Therefore, Nelnet is being recommended as the provider for both services.

**MBE/WBE COMPLIANCE:**

The Office of Procurement Services has reviewed the proposed compliance plan and has determined that the vendor has complied with the Board Approved MBE/WBE Contract Participation Plan with a recommended 7 % waiver of the WBE goal.

<u>Vendor</u>	<u>MBE or WBE</u>	<u>%</u>	<u>Participation</u>	<u>Certifying Agency</u>
Gate 3, LLC 25 NW Point Blvd., Ste. 860 Elk Grove, IL 60007	MBE	25	Direct	State of IL – CEI, Cook County

**GENERAL CONDITIONS:**

Inspector General- It shall be the duty of each party to the agreement to cooperate with the Inspector General for City Colleges of Chicago in any investigation conducted pursuant to the Inspector General’s authority under Article 2, Section 2.7.4(b) of the Board Bylaws.

Ethics – It shall be the duty of each party to the agreement to comply with the applicable provisions of the Board’s Ethics Policy adopted January 7, 1993, and as amended by the Board.

Contingent Liability – Pursuant to Section 7-14 of the Illinois Public Community College Act, all agreements authorized herein shall contain a clause that any expenditure beyond the current fiscal year is subject to appropriation in the subsequent fiscal year.

**FINANCIAL**

**Total:** \$950,000

**Charge to:** Office of Finance and Business Enterprises

**Source of Funds:** Education Fund

**Budget Line:** 530000-00003-0010103-80000

Respectfully submitted,

Juan Salgado  
Chancellor

December 5, 2024 – Office of Finance and Business Enterprises