

Illinois Central College ERP RFP Q&A

1. Are you able to share an Executive Overview and recommendations from the Strata meetings this summer so we can better understand your change management requirements?
The purpose of engaging with Strata was to develop the RFP; therefore, there is nothing related to change management. Pages 3, 4, 5 of the RFP discuss the outcomes of the Strata engagement. The College uses the Prosci ADKAR model for Change Management.
2. The RFP mentions Finance and HR systems having fewer modifications available. Can you clarify what is meant by modifications and can you provide examples or elaborate? *Modifications could also be characterized by “customizations” to the delivered PeopleSoft environment. Example: ICC has developed add-on functionality for faculty pay/the faculty workload process.*
3. Understanding ICC will seek a partner firm to provide Project/Change Management and Implementation and Training services under a separate Request for Proposal once the software selection decision is finalized, what information on certified partners would ICC like to receive included in the response to this RFP? *A list of certified partners and the typical client space that they operate within. Product knowledge in Higher Education is preferred.*

RE: Page 6, Section III, Public Information. This section states that all material submitted is available for public inspection and that no part of a proposal or any other material submitted may be marked as confidential. We have the following questions:

4. Our organization has an existing Nondisclosure agreement with the College which would, by its terms, apply to the proposal materials. That Nondisclosure agreement has terms that allow for disclosure of materials when required by law, such as the Illinois Freedom of Information Act. How does the College propose to reconcile the Nondisclosure agreement with the RFP’s wording? *See “Answer 4-6” on following page.*
5. The Illinois Freedom of Information Act includes various exemptions to the disclosure of records. One of those exemptions is one for Trade Secret and commercial or financial information (5 ILCS 140 Section 7(1)(g)). The Public Information section of the RFP is phrased as if the College intends to ignore these exemptions. Is the College asking vendors to give up their valuable financial interest in trade secrets in order to submit proposals? If so, how is this consistent with the public policy of the State of Illinois as expressed in the exemption for trade secret and commercial or financial information found in the Illinois Freedom of Information Act? *See “Answer 4-6” on following page.*
6. It is extremely unlikely that the College can make a procurement decision without having access to a vendor’s confidential information which would ordinarily qualify as exempt under Section 7(1)(g) under the Illinois Freedom of Information Act. Examples of trade secret information that Higher Education customers normally review during procurements include detailed system security information and a vendor’s non-public plans for future functionality. Examples of commercial information (which may also qualify as trade secrets) would be non-public detailed information about solution functionality. Examples of financial information would be detailed pricing that is not publicly available and which is reviewed only during the procurement process, but is not on the executed contract. We note that the College has stated, on page 12 of the RFP, that it is concerned with information security so it seems quite unlikely that the procurement could be completed without, at a minimum, a thorough review of the selected

vendor's system security. The College has also, on page 17, Question 7, asked a detailed question about security, and on page 18, question 12, asked for roadmaps for proposed and future product features. There are other questions in the RFP that would require information that is exempt under the Freedom of Information Act for a complete response. These questions cannot be answered if the College will not maintain the confidentiality of the responses consistent with the exemptions under the Illinois Freedom of Information Act. Will the College kindly consider allowing vendors to submit information marked confidential which is subject to exemption under the Illinois Freedom of Information Act and affording them the exemptions allowed by the Illinois Freedom of Information Act? See "Answer 4-6".

Answer 4-6: Vendors cannot indicate that their entire response is confidential. However, ICC is amending the RFP to allow vendors to mark portions of their response documents confidential per the following terms:

- A. By responding to the RFP, the responder acknowledges that Illinois Central College is a public body subject to the Freedom of Information Act, 5 ILCS 140/1, et seq. ("FOIA"), and any information submitted to Illinois Central College is potentially subject to disclosure to third parties in accordance with FOIA.
- B. If the responder wishes for Illinois Central College to withhold the responder's trade secrets, commercial information, or financial information from disclosure to a third party in response to a FOIA request, the responder must include with its RFP response a written notification specifically identifying such information, along with a statement that disclosure of such information will cause competitive harm to the responder, as provided by Section 7(1)(g) of FOIA (5 ILCS 140/7(1)(g)). Any content not so marked by the responder at the time of the submittal will be presumed to be open to public inspection. The responder may be required to substantiate the basis for its claims at a later time.
- C. Notwithstanding any contrary provision in the RFP or this notice, Illinois Central College reserves the right, in its sole discretion and subject only to applicable law, to withhold or release the subject information in response to a FOIA request. Illinois Central College shall be the sole arbiter of whether Section 7(1)(g) of FOIA (5 ILCS 140/7(1)(g)) exempts the disclosure of any documents received in response to the RFP. The responder specifically acknowledges that Illinois Central College has no duty to invoke any exemption under FOIA to prevent the disclosure of any information received in response to the RFP.

RE: Page 7, "Payment."

7. Please provide a copy of the policies and procedures applicable to payment.
<https://icc.edu/about-icc/files/JH-Purchasing-terms-and-conditions.pdf>
8. The College is seeking a pre-existing SaaS solution, for which there is no "completion" and no "acceptance." Acceptance might apply to the implementation work that will be done pursuant to a separate procurement. Please confirm that the College understands that SaaS solutions are not typically subject to acceptance as they are not customized for the College and that subscriptions typically require annual payment in advance of the subscription term. **Confirmed-**

the College understands that acceptance is related to the implementation work. It is our intent to negotiate Payment Terms at the time of contract development.

RE: Pages 7- 8, “Business Enterprise Program”

9. The College is seeking a pre-existing SaaS solution. There are typically no subcontracting opportunities associated with such solutions, as they are operated on a one-to-many basis with pre-existing personnel and infrastructure. Please confirm that the College understands that there may be no opportunities for subcontracting. **ICC confirms that there may be no opportunities for subcontracting.**
10. Because SaaS solutions rarely offer substantial subcontracting opportunities, will the College consider the vendor’s own workforce composition to fulfill the utilization plan? **Yes.**
11. Because SaaS solutions rarely offer substantial subcontracting opportunities, will the College consider a bid with a minority/woman/disabled-owned company acting as a reseller to fulfill the utilization plan? **Yes, the College would consider a bid from a vendor acting as a reseller.**

RE: Pages 8-9, “Insurance”

12. SaaS vendors do not typically purchase insurance on a per-customer basis and are limited to the insurance policies they have in place. With that in mind, should the vendor provide information about their actual coverage? **Yes.**
13. Will the College’s risk management team accept an umbrella policy to cover any gaps between a vendor’s individual policies and the requested amount of coverage? **Yes.**

RE: Pages 9-10, “Indemnity Agreement and Liability Insurance”

14. SaaS vendors do not typically purchase insurance on a per-customer basis and are limited to the insurance policies they have in place. With that in mind, should the vendor provide information about their actual coverage? **Yes.**
15. Will the College’s risk management team accept an umbrella policy to cover any gaps between a vendor’s individual policies and the requested amount of coverage? **Yes.**
16. The language of the indemnification clause appears to shift all liability to the vendor regardless of the extent to which the vendor might be responsible for a harm. For example, if a vendor was determined to be 10% at fault while the College was 90% at fault, this language would still place 100% of the liability on the vendor. Illinois has adopted a “modified comparative negligence” standard (735 ILCS 5/2-1116) as the standard for recovery of damages. Under modified comparative negligence, an injured party may recover damages only if he/she is less than 50% at fault for the injury or damages. Will the College reword its indemnification clause to be consistent with the public policy of Illinois as stated in its statutes? **Yes. Please provide the proposed language for the College to review for rewording.**

RE: Page 10, “Procurement Process.”

17. Please provide a copy of or a link to the College’s procurement policies and procedures.
<https://icc.edu/about-icc/files/JH-Purchasing-terms-and-conditions.pdf>

RE: Page 11, V. Instructions to Proposers.

18. "The electronic file should be in MS-Word format." Will ICC consider allowing proposals be submitted in a searchable PDF format? **Searchable PDF is fine.**

RE: Page 11, V. Instructions to Proposers.

19. Can attachments and supplemental documents be provided with proposals? If so, are there any file format requirements for supplemental documents? **Yes, PDF.**

RE: Page 11, V. Instructions to Proposers.

20. RE: "Vendors are required to submit an electronic copy that contains a single document rather than a collection of multiple files." Since ICC requests the Pricing Proposal under a separate cover letter, should this be submitted as a separate document from the rest of the proposal? **It is acceptable as a separate document.**

RE: Page 17, Question 7.

21. Please explain how the vendor should "demonstrate" the abilities requested in a written response. Alternatively, please change "demonstrate" to "describe." **Yes, "demonstrate" should read, "describe."**

Page 25, Vendor Certification Form.

22. Please confirm that the College is not expecting that vendors will apply the Illinois Drug-Free Workplace Act to workplaces outside Illinois. Each such workplace would be subject to applicable state and local laws. **Confirm- the College does not expect to apply the Act to workplaces outside Illinois.**

RE: Page 26, Section 2: Vendor Profile, f. Identify proposed staff and provide resumes.

23. What proposed staff and resumes would ICC expect to receive given the software only scope of this RFP? **This applies to solutions not utilizing outside vendors to implement their system.**

RE: Page 29, Section 4.

24. Please confirm that it was the intention of the College to have the vendors fill out the Description column as Required, Optional, or Advisable. **Yes, that is our intent.**

25. Please describe ICC's planned implementation approach.

In reading ICC's [Strategic Directions document](#) as well as your [Blueprint for the Future](#), your focus on student-centered initiatives appears to prioritize advising, retention, and student success. With that said, please describe ICC's desired implementation approach. **The College intends to Go-live with HR/Finance first followed by SIS.**

Second, please specify your preferred sequence to rollout solutions that Illinois Central College intends to deploy. **See above.**

26. Per Page 12 of the RFP, ICC is currently making a significant investment in transferring assets to an Oracle Cloud Infrastructure (OCI). If ICC makes the decision to select an SIS/ERP that is not compatible with OCI technology, how will ICC develop a business case to justify changing into another new infrastructure – given that ICC already made a significant investment in Oracle in January of 2022? **The decision to move to OCI was driven by DB2 support being deprecated. It is understood that there will be a period of running parallel with the old environment and the new environment. Our OCI strategy is intended to support this environment until the new ERP system is selected.**
27. Is Illinois Central College a primarily-Google campus, or Microsoft campus for productivity tools (e-mail, spreadsheets, documents, etc.)? If ICC leverages both, please describe. **The College is primarily Microsoft-centered although student e-mail is currently Google-based. The College’s plan is to transition student e-mail to Microsoft O365 by 2024.**
28. Page 4 of the RFP lists that ICC wishes to have “streamlined and automated business processes to improve efficiencies and reduce time to delivery.”
- Please list all ICC departments/offices that have automation/streamlining needs in terms of efficiencies to be gained? **All departments/offices will benefit from new automation and streamlining.**
 - Please describe each department’s efficiency needs. **All departments vary significantly.**
 - Please rank** the top three (3) departments requiring the biggest gains (in efficiencies). **We are viewing this as an opportunity for the entire College to improve business processes. We haven’t ranked departments that may benefit.**
29. Please explain why TargetX CRM is not integrated with the core SIS/Student Cloud. **TargetX has several flat file integrations with PeopleSoft.**
30. Please describe/share what ICC wishes to achieve with a new CRM – specifically, strategic and our tactical outcomes that are not being met now. **Please reference page 4 on the RFP.**
31. In terms of a CRM, which departments does ICC envision having access to a new CRM? On Page 4 of the RFP, it says “all” departments. Please define “all” to clarify departments outside of Admissions and Recruiting. **Any department that interacts with students and/or prospective students.**
32. Regarding CRM, how many full users (able to configure the system, update settings/workflows, write reports, use live chat, own cases) do you anticipate will access the solution? **Without understanding your solution, it is difficult to determine user level counts. Our best estimate is less than 100.**
33. Regarding CRM, how many light users (create and update contacts, run/ view pre-written reports, manage communication and events) do you anticipate will access the solution? **Likely more than 100. The College expects that the selected vendor’s solution will be very flexible from a licensing perspective and be easily moved between user types.**

34. If Illinois Central College has conducted student focus-groups or gathered feedback from students relative to what their consumer-based experience is while attending ICC, what were the key findings? **We have not conducted student focus-groups based on consumer experience.**
35. Please see ICC's grid on Page 13. For Highpoint HCX, there was a missing designation. Can you please indicate if Illinois Central College wishes to replace Highpoint HCX? **Yes.**
36. The RFP requires that vendor's proposals be submitted in MS Word format. However, there are also forms in the RFP that require vendors' signatures. As it is not possible to ink-sign native MS Word documents, is the college amenable to vendors inserting scanned images of those forms, images that would include the required information and signatures? **Yes.**
37. In the RFP, "Section 9: Proposed Contracts" is followed immediately by "Section 11: Additional Information." Are we correct that there is no intermediate Section 10? That is, are we correct in assuming that Section 10 was deliberately removed from the RFP for this procurement? **Yes, Section 10 of Appendix B was removed intentionally.**
38. In the RFP section called "General Systems," you ask vendors to provide the production status of each of the vendor's software application in use at the reference sites, Can you clarify what you mean by "production status?" For example, are you referring to alpha, beta, pre-release, final, etc? **Yes, some vendors have not released a full SIS product. We are trying to determine the maturity of the applications.**
39. On page 28, Section 14: Contact Information Page, it appears as a requirement for a Seal. Our company has moved to a digital signature process and we are unable to provide the seal. We assume this process will be acceptable. Please confirm. **Yes, this is acceptable in lieu of a seal.**