



**ILLINOIS CENTRAL COLLEGE
ILLINOIS COMMUNITY COLLEGE DISTRICT #514**

**REQUEST FOR PROPOSAL
ENTERPRISE RESOURCE PLANNING (ERP) SOFTWARE SOLUTION**

Issue Date: August 22, 2022

Illinois Central College (ICC) is soliciting interest and invites you to submit a proposal for an Enterprise Resource Planning (ERP) Software Solution. **All proposals are due by September 30, 2022, at 3pm CST** and should be e-mailed to: purchasing@icc.edu. A delivery confirmation will be returned.

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I. INTRODUCTION AND BACKGROUND

Illinois Central College began classes at the East Peoria location in September of 1967 and serves the residents of all or parts of 10 counties in Central Illinois (Peoria, Tazewell, Woodford, Bureau, Logan, Marshall, Livingston, McLean, Stark, and Mason) encompassing a land area of 2,322 square miles and a population of approximately 365,000. Illinois Central College is a public community college providing a dynamic learning environment that fosters excellence, opportunity, and innovation in meeting the educational needs of our diverse students and community. (You can review or download ICC essential facts at <https://icc.edu/about-icc/institutional-research/essential-facts/>)

Illinois Central College has two campuses: East Peoria and Peoria and one remote location: Pekin. Campus Housing opened in August of 2004 and is owned by the ICC Educational Foundation and managed by a third-party housing management company. The complex offers 330 bed spaces to students in an on-campus, apartment-style living option.

Illinois Central College has been utilizing the Oracle Campus Solutions, HCM/Payroll and Finance (PeopleSoft) solutions for the past 22 years. Over time it has been customized locally and several third-party ancillary software applications have been added to provide additional functionality not available in the Oracle solution.

II. PURPOSE / OBJECTIVE

The objective of this RFP is to identify and select the most appropriate software vendor that can meet the functional and business process requirements, technical requirements, and information security requirements of Illinois Central College. The College is seeking a statement of qualifications from vendors to provide proposals for the procurement of enterprise Finance, Human Resources and Payroll, Constituent Relationship Management (CRM), Admissions, Registration, Academic Records, Degree Audit, Financial Aid, Student Services, Student Success, Self-Service Mobile and Reporting software. In addition, 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.

From June 25 through August 2, 2022 the College engaged a consultant from Strata Information Group to conduct 26 separate 45-minute discovery calls with 24 Academic and Administrative departments. Each meeting was focused on determining the key issues/pain points ICC staff and students had with the existing ERP system and identifying what users were looking for regarding new features and functionality. The following major points were identified as needs in a new ERP:

- Integrated CRM/Communications tool that will track all interactions with students from initial contact through graduation or program completion. Includes ability to support multiple applications and capture supplemental data for specific programs such as Health Careers, Early College, and Adult Education.
- End-user reporting tools that provide personalized dashboards with Key Performance Indicators and Analytics that support decision making and preclude the need for IT resources to generate such dashboards and reports.
- Data Warehouse solution that supports reporting across all areas of ICC, including Financial, Student, Academic, and Employee data.
- 360 view of student data for all departments with controlled permissions and security.
- Single ERP solutions to support the For Credit, Not for Credit, Corporate and Continuing Education programs.
- Reduction in the number of disparate systems needed at ICC by finding a more integrated ERP solution.
- Robust Web forms and workflow tools to allow for automation of business processes.
- Improved process and tracking of Faculty Workload data across Academic Divisions, Human Resources, and Payroll.
- More current technology stack to support seamless, real-time integration with required third-party software.
- Support for State of Illinois ICCB reporting requirements.
- Streamlined and automated business processes to improve efficiencies and reduce time to delivery.
- Efficient and easy access to data, information, and transaction processing by business areas (non-IT).

The high-level guiding themes for the new ERP platform are as follows:

- Improve services to students - The new ERP will be the heart of all the College's mission-critical business functions. It must be robust and integrated to facilitate all standard higher education operations; inform students and guide them to success, improve employee effectiveness by automating manual processes when possible; flexible to support institutional growth and change.
- User-centric – The design will enable the user experience for students, staff, and faculty to be intuitive, visually appealing, enable efficient access to information, and leverage a responsive design that supports multiple device types.

- Minimize customizations - The new ERP will be highly configurable and extensible to minimize the need for customizations or third- party add-ons.
- Modern Enterprise Architecture - The technology platform for the ERP solution will include shared data assets; common vocabulary; cloud computing architectures; cloud-based service delivery including PaaS, IaaS, and/or SaaS; and robust user interface, reporting, and data analytics. Strong preference will be given to solutions with architectures (such as SaaS) that allow ICC IT staff avoid on-going efforts in patching, provisioning, and other administrative tasks in the maintenance of the solution.
- Information Security – ICC leverages information security best practices to ensure compliance with industry, state, and federal regulations and to protect the privacy of its students, workforce, and stakeholders. The new ERP must adhere to modern information security principles while also allowing for efficient college operations.
- Cost – The total cost of ownership and return on investment (ROI) of the new ERP platform will be important factors in the evaluation and decision. Transition costs, including implementation and savings from the elimination of third-party integrated applications will be included in the cash flow projections for each solution’s ROI. The college’s decision will not be made on lowest cost alone.
- Enhanced reporting and automation – The new ERP will provide self-service operational reporting and built-in analytics to all levels of users at the college. Enhanced reporting capability should support more efficient compliance, improved decision-making, intelligent automation, and predictive analytics.

The vendor will need to demonstrate how their systems would fulfil the following capabilities and implementation requirements:

1. Replacement of the college’s current ERP system with a modern, cloud-based service delivery solution that comprises core HR, Finance, and Student system capabilities.
2. Implementation, project, and change management professional services that support the proposed solution and are appropriate for an organization of our size (will be bid separately after the application vendor is chosen).
3. Appropriate functional and technical training (and associated documentation) of designated college staff and stakeholders.
4. Identification of third-party applications that can be eliminated because of being collapsed into core ERP platform functionality.
5. Industry standard and modern integration platform for supporting required third-party interfaces, both existing and future.
6. A detailed understanding of the vendor’s ERP product roadmap.

This RFP includes a presentation of general system requirements and technical requirements. Vendors are encouraged to be as responsive as possible to each item within this document.

III. GENERAL INFORMATION

Public Information

All material submitted is available for public inspection. Every proposer is hereby warned that no part of their proposal or any other material submitted may be marked as confidential information and that any material so designated by the proposer will be made public information by its inclusion in the proposal.

Errors and Omissions

All documents shall be completed as requested by the College. No claim for errors or omissions in the bidding will be considered. Should a bidder find during the examination of specifications or other contract documents, discrepancies, omissions, ambiguities, or conflict among contract documents or be in doubt as to their meaning, it is the responsibility of the bidder to notify the ICC Purchasing Coordinator who will then issue the necessary clarifications to all prospective bidders by means of addenda.

Disclaimers

Any Request for Proposal issued may or may not result in an award contract. However, Illinois Central College reserves the right to cancel any request, at any time, for any reason, and to reject all proposals. Receipt of RFP materials from the College or submission of a proposal to the College confers no rights upon the vendor nor obligates the College in any manner.

The determination of whether any proposal submitted by a vendor does or does not conform to the conditions and specification of this Request for Proposal is the responsibility of the College.

Any contract resulting in an award from this Request for Proposal is invalid until properly approved and executed by the College.

The successful vendor must not commence any billable work until a valid contract is executed.

A contract resulting from the Request for Proposal shall not preclude the College from obtaining equipment or services from other vendors if the successful vendor for this Request for Proposal is unable to satisfy the project needs in an acceptable manner.

Clarification of Proposals

The College reserves the right to obtain clarification of any point in a firm's proposal or to obtain additional information. Failure of a proposer to respond to such a request for additional information or clarification could result in rejection of the proposal.

Firms may be asked to make oral presentations to explain their proposal more fully if requested by the College. These presentations would be held subsequent to the opening of the responses to provide an opportunity for the firm to clarify their proposal. The College would schedule a time and location for each oral presentation.

Award

The award of the contract, if it is awarded, will be to the firm who in the College's opinion serves the best interest of the College. Illinois Central College reserves the right to reject any or all proposals and to waive minor informalities in any quotation in order to make this award.

Payment

Payment will be made in accordance with the policies and procedures of the Board of Trustees of Illinois Central College, District #514. The College will make payment in approximately thirty (30) days following completion and acceptance of contract work.

Acknowledgment of Addenda

Original signature of company official on an addendum document shall be construed as an acknowledgment of receipt of any and all addenda pertaining to any specific bid. Identification of addenda by number should be noted on the proposal form, as provided.

Equal Opportunity and Affirmative Action

It is the policy of Illinois Central College that no person shall, on the grounds of race, color, religion, sex, age, national origin, ancestry, disability, sexual orientation, or veterans' status, be excluded from consideration for employment, denied employment with or be subject to discrimination of any kind by the College. This contract is subject to the provisions of the "EQUAL EMPLOYMENT OPPORTUNITY CLAUSE" as provided by the Illinois Fair Employment Practices Commission and the Illinois Compiled Statutes.

In accordance with this policy, we support and encourage minority and female participation in all aspects of our institution, as well as with those individuals who interact with us.

Business Enterprise Program

Illinois Central College recognizes the importance of increasing the participation of businesses owned by minorities, females, and persons with disabilities in public contracts. It is the College's policy to promote the economic development of businesses owned by minorities, females, and persons with disabilities as outlined by the Business Enterprise for Minorities, Females, and Persons with Disabilities Act, 30ILCS 575/0.01 et seq.

Illinois Central College has set an aspirational participation goal of 20% minorities, females, or persons with disabilities perform or provide the anticipated services and/or supplies required by

this solicitation. The College has an expectation that the successful bidder of this project will reach this goal.

For applicable projects, vendors may be asked to submit a utilization plan and letter of intent that meets or exceeds the identified goal. If a vendor cannot meet the goal, documentation, and explanation of good faith efforts to meet the specified goal may be required within the utilization plan.

After the contract is awarded, said Vendor would be required to assist Illinois Central College in monitoring minority participation and tracking progress toward compliance with established goals. Minority participation information will be recorded in a compliance management system, ePrismSoft.

It is the policy of the College that no person, by race, color, religion, sex, national origin, age, handicap, or veteran's status, shall be discriminated against in employment, in educational programs and activities or admissions. The College stands committed to diversity in all its dimensions and embraces, values, and encourages diversity at all levels of its operation. The College stands for tolerance, non-discrimination, and cultural sensitivity.

Compliance with Rehabilitation Act and Americans with Disabilities Act (ADA)

Vendor's solutions must be compliant with Rehabilitation Act and Americans with Disabilities Act (ADA) as it pertains to Information Technology. To assist in identifying any issues regarding the solution offered, the College reserves the right to request a voluntary product accessibility template (VPAT) from the successful Vendor.

Insurance

The supplier performing services for ICC shall:

Maintain **Worker's Compensation insurance** as required by Illinois statutes, for all employees engaged in the work.

Maintain **Commercial Liability, Bodily Injury and Property Damage insurance** against any claim(s), which might occur in carrying out the services, referenced in this RFP. Minimum coverage will be FIVE MILLION DOLLARS (\$5,000,000) liability for bodily injury and property damage including product liability and completed operations.

Provide **Motor Vehicle** insurance for all owned, non-owned and hired vehicles that are used in carrying out the services described in this RFP. Minimum coverage shall be TWO MILLION DOLLARS (\$2,000,000) per occurrence combined single limit for automobile liability and property damage.

Maintain **Professional Liability (Errors and Omissions Liability), including Network Security and Privacy Liability**: The policy shall cover professional misconduct or lack of ordinary skill for those positions defined in the scope of services of this contract.

If the professional liability insurance required by this contract is written on a claims-made basis, Contractor warrants that any retroactive date under the policy shall precede the effective date of this contract; and that either continuous coverage will be maintained, or an extended discovery period will be exercised for a period of two (2) years beginning at the time work under this contract is completed.

If such insurance is maintained on an occurrence form basis, Contractor shall maintain such insurance for an additional period of one (1) year following termination of contract. If such insurance is maintained on a claims-made basis, Contractor shall maintain such insurance for an additional period of three (3) years following termination of the contract.

If Contractor contends that any of the insurance it maintains pursuant to other sections of this clause satisfies this requirement (or otherwise insures the risks described in this section), then Contractor shall provide proof of same.

The insurance shall provide coverage for the following risks:

- Liability arising from theft, dissemination, and/or use of confidential information (a defined term including, but not limited to, bank account and credit card account information and personal information, such as name, address, social security numbers, etc.) stored or transmitted in electronic form.
- Network security liability arising from the unauthorized access to, use of, or tampering with computer systems, including hacker attacks or inability of an authorized third-party to gain access to your services, including denial of service, unless caused by a mechanical or electrical failure.
- Liability arising from the introduction of a computer virus into, or otherwise causing damage to, a customer's or third person's computer, computer system, network, or similar computer-related property and the data, software, and programs thereon.

The Contractor shall not commence work under the Contract until he has obtained all insurance required by this Article and until insurance has been approved by the College. All specified insurance shall be provided by the Contractor and at the Contractor's own expense. Said insurance shall remain in full force and effect until the term of the Contract is completed.

Indemnity Agreement and Liability Insurance

The Contractor shall indemnify and hold harmless the College, its trustees, and employees against all loss, damage and expense which they may sustain or become liable for on account of injury to or death of persons, or on account of damage to or destruction of property resulting from the performance of work under the contract by the Contractor or Subcontractors or due to or arising in any manner from the wrongful act of negligence of the Contractor or Subcontractor or any

employee of any of them, or due to the condition of the premises or other property of the College, upon, about or in connection with which any work incident to the performance of the Contract is carried on.

The Contractor shall cause a Certificate of Insurance to be issued. The Certificate of Insurance shall be provided by an insurance company with the rate of B+: VI or better in the current edition of Best's Key Rating Guide. This Certificate of Insurance must be received and approved before commencement of operations. The Certificate must evidence the following coverage in at least the limits stipulated. The Contract must agree to maintain such insurance for the duration of the project or the term for which services will be rendered.

- A. Worker's Compensation (including Occupational Disease) under the terms of the Illinois Workmen's Compensation Act.
- B. General Liability:
 - Bodily Injury: \$5,000,000 per occurrence
 - Property Damage: \$500,000,000 per occurrence
 - Product Liability and Completed Operations: \$5,000,000
- C. Automotive Liability:
 - Bodily Injury: \$2,000,000 Combined Single Limit
 - OR
 - Bodily Injury: \$2,000,000 per occurrence
 - Property Damage: \$2,000,000 per occurrence

IV. PROCUREMENT PROCESS

This RFP and any resulting contract or awards shall be governed by policies and procedures dictated by Illinois Central College.

The College's procurement process will entail four major steps:

Step One:

Vendors will be invited to submit proposals in response to this RFP. Proposals must at a minimum meet the College's mandatory requirements, as listed in the "**Essential Criteria for Proposed Software**" section of this RFP. Responses should focus on products that best satisfy the College's needs, as presented in this RFP. Initial high-level software cost information is desired from vendors in Step One of the procurement processes, see Appendix B for formatting of pricing proposals.

Step Two:

The College evaluation committee will evaluate vendors' written responses with respect to the College's needs and critical criteria, as presented in this RFP. Qualified vendors will be invited to continue in the procurement process.

Step Three:

Qualified software vendors will be asked to perform in-depth product demonstrations (preferably on-site). Such demonstrations will be based upon the College's specific functional needs and requirements and will last up to one week and one day in length.

Step Four:

After a thorough evaluation of vendors' proposals and on-site demonstrations, the College will solicit best and final pricing from qualified vendors. Furthermore, the College may ask qualified vendors to refine their proposals for various products and services. At the conclusion of such a process, the College anticipates they will make a final recommendation to the College's leadership to authorize a contract.

V. INSTRUCTIONS TO PROPOSERS

ALL PROPOSALS MUST BE EMAILED TO PURCHASING@ICC.EDU NO LATER THAN SEPTEMBER 30, 2022, at 3:00pm CST. Late proposals will not be considered.

The electronic file should be in MS-Word format. Vendors are required to submit an electronic copy that contains a single document rather than a collection of multiple files.

RFP packets and proposals shall be binding upon the provider for 180 calendar days following the award recommendation date. All terms and specifications included in or appended to this solicitation apply to any subsequent award.

- Each RFP packet shall conform to the format presented in Appendix A, and all information shall be presented in the order that is identified in Appendix A.

Any questions about the RFP can be e-mailed to the ICC Purchasing Coordinator molly.walker@icc.edu. Questions should be sent no later than September 2, 2022, at 3:00pm CT to ensure a formal response is returned via e-mail by September 9, 2022, at 3:00pm CT.

ICC has also engaged the services of Strata Information Group to assist in this procurement process and will be represented by Harold George, General Manager of Professional Services. Mr. George's contact information is george@sigcorp.com, mobile: 210-364-1349.

VI. GENERAL BACKGROUND AND CURRENT ENTERPRISE SYSTEMS ENVIRONMENT

Illinois Central College has been utilizing the Oracle PeopleSoft Campus Solutions, HCM/Payroll and Finance solutions for the past 22 years. These applications are run on top of IBM DB2 databases. Through the years the college has customized the Peoplesoft applications to varying degrees to meet the ever-changing needs of our students and staff. The Campus Solutions application has been customized the most through the years and there has been a significant number of third-party systems and solutions added to it. Most of the new third-party applications leverage modern technology and cloud architectures. Building and maintaining interfaces to these third-party applications continues to increase complexity and put additional burden on the college's support resources. At the same time these items create significant additional expenses.

The HR and Finance applications have fewer modifications but are not used as efficiently as they could due to some functionality never being implemented. The College uses UKG Workforce Ready to collect employee time, accrue sick and vacation, and manage time off requests and approvals. Hours are interfaced back to the PeopleSoft Payroll system.

In addition, Oracle has announced that the Campus Solutions application will no longer be supported on DB2 for any PeopleTools released after version 8.57, the current version being utilized. This means ICC will not be able to upgrade PeopleTools to be compliant with Oracle maintenance guidelines.

At the time of issuance of this RFP the server and storage infrastructure is located in a modern data center at the ICC East Peoria campus. In January of 2022 the college began a project to convert the database from DB2 to an Oracle database and at the same time migrate the entire PeopleSoft server environment to Oracle Cloud Infrastructure (OCI). The database conversion and OCI migration project is slated to be completed in the late fall of 2022.

Additionally, ICC Technology Services (IT) staff have been reviewing the current-state security architecture of the enterprise. The existing current-state needs update and consolidation with a renewed focus on leveraging Identity Access Management systems. A new dedicated Security and IAM department has been created and is currently reviewing IAM technologies from leading software providers. The College expects to have a new IAM solution in place prior to the start of the ERP implementation in the summer of 2023. It is assumed the IAM solution will utilize industry-standard security protocols and architectures that will integrate with any modern ERP platform, with an end goal of streamlining, managing, and unifying the provisioning of ERP user access with other mission-critical systems in the institution.

A diagram of the current [ICC Enterprise Solution with Integrations to third-party Systems](#) can be found in at the end of this document in Appendix-C.

Current Enterprise Application Software Supported

Systems Name	Vendor/Source	Areas Supported	Functional Description	System expected to be replaced by new ERP (Y or N)
Student Information System (SIS)	Oracle PeopleSoft Campus Solutions version 9.2	Students, faculty, staff	Enterprise Student Admissions, Registration, Academic Records, Degree Audit, and Student Accounts	Y
CRM	Target X (works on Salesforce)	Students	CRM for prospects and recruiting. Special application for Health Careers programs	Y
Student Portal	Highpoint HCX	Students	Peoplesoft add on project	
Finance, HR, and Payroll Systems	Oracle PeopleSoft HCM 9.2, Peoplesoft Finance and SCM 9.2	Faculty & staff	Used for payroll and staff position management, and all finance and purchasing.	Y
Operational Data Store for Reporting	Blackboard Analytics (formerly I-strategy DW)	Student Data	Data Warehouse for Campus Solutions data	Y
Corporate and Continuing Education	Campus CE	Students and public	All class management, registration, and payment for Community Ed.	Y
Enterprise Document Management	ImageNow	Faculty, staff, and student	Document Management	N

Complimentary Systems used with current Enterprise Solution

Systems Type	Functional Description	Expect to keep and integrate new ERP (Y or N)
Canvas	Learning Management System	Y
TouchNet	Payment Gateway	Y
Coursedog-Event Scheduling	Non-Academic room scheduling	Y-depends on capability of ERP
Coursedog-Academic Scheduling	Academic Room scheduling & optimization software	Depends on capability of ERP.
Coursedog-Catalog management	Catalog management	Depends on capability of ERP.
Coursedog-Curriculum management	Curriculum development and management	Depends on capability of ERP.
Target X CRM	CRM	N
Accuplacer tests	Placement tests	Y
Clean Address	USPS address compliance	Depends on capability of ERP.
Parchment/Credentials	Transcript processing	Y
UKG Workforce ready	Time collection and Vacation accrual and approval	Depends on capability of new ERP
GT eForms	Forms tool within Peoplesoft	N
Sendgrid bulk mail sending	Sends bulk emails from SIS to avoid SPAM	Y
Twilio MFA	Multi-factor authentication for HCM	N
Appsian	PeopleSoft Firewall & Security add on.	N
Highpoint -SIS automation	Peoplesoft add in for automation in Campus Solutions	N
Highpoint- FACA	PeopleSoft Financial Aid Course Auditor	N
Highpoint-Degree audit	Degree pathways for Students and Advisor planning	N
Highpoint - ARM	Advisee relationship management	N
Highpoint-Message center	PeopleSoft message tracking and analysis	N
Maxient	Student Conduct Software	Y
Rave My Alert	Emergency notification system	Y

VII. IMPORTANT FACTS AND DATES

Important Facts and Numbers:

Website	www.icc.edu
Spring 2022 Student Headcount	6848
Spring 2022 Student FTE	3559
Number of Full-Time Faculty	154
Number of Part-Time Faculty	254
Number of Departmental Administrators/Managers	73
Number of Regular FT Employees	444
Number of Regular PT Employees	340
Number of Users who access and utilize your Finance systems	200
2021-2022 General and Educational Budget	Education fund-\$56,437,108/ Total Budget - \$113,545,817
Accreditation	Higher Learning Commission

Key Project Dates:

*All Dates are subject to change at the discretion of the College

Event	Date/Timeframe
Release of RFP	August 22, 2022
Deadline for vendors' questions to College	September 2, 2022
Deadline for College to respond to vendor questions	September 9, 2022
Deadline for vendors' submission of proposals	September 30, 2022
Selection of vendors who will be invited to give onsite demonstrations	October 14, 2022
On-site vendor functional demonstrations and presentations	November 14-18, 2022 November 28-Dec 2, 2022 January 9-13, 2023
On-site vendor Technical demonstrations	January 17-19, 2023
Request for Best and Final Pricing Proposals issued	February 13, 2023
Potential Implementation Partner evaluation sessions	February 27, 2023
Pricing Proposals Due	March 10, 2023
Finalization of contract terms and pricing	April 2023
Approval of contract award by the College	April 2023
Desired Beginning of ERP Implementation	June/July 2023

Vendors are strongly encouraged to schedule their resources according to the above dates and timeframes.

VIII. ESSENTIAL CRITERIA FOR PROPOSED SOFTWARE

Describe how your solution will provide for the following “Essential Criteria” desired in the selected solution.

1. One of the primary goals for Illinois Central College in this Enterprise Software selection process is to identify a vendor who can provide as many of the following modules as possible in a single integrated solution. For each of the major functional areas listed below please indicate if your solution provides an integrated module supported by the primary vendor or if you are utilizing a third-party partnership solution. If any module within your solution is provided by a third-party, please indicate the name of the vendor and the level and type of integration included in your solutions offering and who would provide the direct support for this module.
 - Financials information systems:
 - Budget planning and management
 - Finance including chart of accounts and general and subsidiary ledger support
 - Grant accounting
 - Procurement management
 - Travel and expense tracking and reporting
 - Cash management and general cashiering functionality.
 - Human resources and payroll systems:
 - Applicant tracking and recruitment
 - Employee on-boarding
 - Employee profile and general HR data
 - Position management
 - Salary management
 - Deductions and benefits management
 - Performance management
 - Talent management
 - Time and absences entry and tracking
 - Payroll processing
 - Student Information System – Support for Credit, Non-Credit, Corporate and Continuing Education
 - Recruiting and admissions
 - Course and schedule development

- Registration and academic records
 - Student educational planning
 - Guided pathways
 - Program and degree audit
 - Student housing and meal plan tracking to support student billing
 - Student accounts receivable
 - Financial aid
- Enterprise constituent relationship management (CRM)
 - Support for recruiting and communications
 - Support for multiple admissions applications including supplemental applications for specialized programs
 - Communication and tracking of continuing student progress, early alert, and retention.
2. Describe how your software will provide a single integrated solution to support CRM, admissions, course and scheduled development, registration, academic records for Credit, Non-Credit, and Corporate and Continuing Education programs.
 3. Describe how proposed solution is designed to be web and mobile-first and include self-service applications for students, faculty, staff, and vendors. Web interfaces should use a responsive design to automatically scale to fit the user's web viewing platform, e.g., mobile phone, table, laptop, or PC.
 4. Describe how the proposed solution supports a flexible non-term based educational environment where academic programs and courses can start and stop on numerous schedules not related to the typical term/semester calendar. Support for this type of schedule in managing financial aid awarding.
 5. Describe how your solution has utilized newer technologies such as machine learning, AI, Chatbots to provide improved efficiencies, ease of use and a transformational user experience that make navigation intuitive for the casual user.
 6. Describe if your system supports the ability to make local modifications or extensions to the software. If extensions are supported, describe how your systems reduces the impact of local extensions on regular software updates.
 7. Demonstrate the ability of the systems to provide for multiple levels of data security, including field-level security, and demonstrate how the system ensures the integrity of the data being entered.

8. Describe how the systems provide for the automation of business processes utilizing a web form, workflow engine, workflow modeling, and workflow definition tool that will allow Illinois Central College to automate many multi-step processes.
 - Describe how the systems provide support for a paperless solution for implementing the business processes.
 - Describe notification email template features, proxy capabilities, and reminder notices for the business processes.
 - Describe how workflows can change as Illinois Central College changes and the training and support required to modify the business processes.
9. Describe the various levels of reporting capabilities and demonstrate that they easily access data for daily transaction reporting as well as complex multi-level reporting in support of executive decision making and institutional research type of objectives.
10. Describe your solutions integrated Data Warehouse capabilities including the ability to load data from external third-party systems which may be required by the College.
11. Describe your solutions support of technologies that will allow for tighter, effective, real-time integration of data between the enterprise solution and necessary third-party and in-house developed applications.
12. Provide roadmaps for future development of your proposed and future product features and function for the next 2 to 3 years and beyond.
13. Describe how clients contact your support staff and how client inquiries are managed until resolution. What online support capabilities does your organization offer in support?

IX. ADDITIONAL QUESTIONS

The following questions are important with respect to the evaluation of proposals. Vendors should provide clear and detailed responses to each item.

A. General Systems:

1. Please provide detailed information about reference sites. We are specifically interested in your most recent implementations. Please include the following:

- a. Names of institutions
- b. Contact names, titles, telephone numbers, and email addresses
- c. List of installed software products and the production status of each, when they were implemented, and which release.

Please organize the information about reference sites with respect to the following categories:

- Community Colleges in Illinois
 - Community Colleges of similar size and complexity as ICC
 - Public Institutions
 - All others
2. Is the proposed software web-enabled? If so, please describe. What browsers and versions do you support?
 3. Please describe how your solution meets Section 508 accessibility requirements. Please include a copy of your VPAT document.
 4. Please describe any online training materials that Illinois Central College should consider.
 5. Please describe the support and training provided on a regular basis after implementation.
 6. Please describe data migration and integration APIs or Web Services available within your solution. We are particularly interested in understanding how your solution support real-time integration with third-party applications.
 7. Illinois Central College anticipates that several ancillary systems will need to be integrated with the new Enterprise software solution. The following provides a listing of those solutions that are likely to remain and require integration with the selected vendor's solution. Please answer the questions listed after the table for each of these applications listed.

List of Ancillary software products likely to require integration with Enterprise software solution:

Systems Type	Functional Description	Expect to keep and integrate new ERP (Y or N)
Canvas	Learning Management System	Y
TouchNet	Payment Gateway	Y
Coursedog-Event Scheduling	Non-Academic room scheduling	Y-depends on capability of ERP
Coursedog-Academic Scheduling	Academic Room scheduling & optimization software	Y-Depends on capability of ERP.
Coursedog-Catalog management	Catalog management	Y-Depends on capability of ERP.
Coursedog-Curriculum management	Curriculum development and management	Y-Depends on capability of ERP.
Accuplacer tests	Placement tests	Y
Clean Address	USPS address compliance	Depends on capability of ERP.
Parchment/Credentials	Transcript processing	Y
Sendgrid bulk mail sending	Sends bulk emails from SIS to avoid SPAM	Y
Maxient	Student Conduct Software	Y
Rave My Alert	Emergency notification system	Y
UKG Workforce Ready	Time and Leave tracking system	Depends on capability of new ERP.

- i. Does the vendor have a formal business relationship or partnership with the ancillary software vendor listed above?
- ii. Does the vendor provide a standard interface for this ancillary software product?
- iii. Is the software integration for this ancillary product provided by the ancillary product vendor?
- iv. If the vendor does not provide a standard interface, has the vendor work with other customers to build a custom interface for this software integration? If yes, please provide two or three client references.
- v. Does the vendor know of customers who have done their own integration with this product, and would they be willing to share their solution? Please

provide the names of two or three clients who would be willing to share the solution.

- vi. Does the vendor provide for an integrated solution which you are proposing that would replace the functionality of the ancillary software product?

B. Finance Systems:

1. Describe your solutions "Chart of Accounts" structure and explain how flexible the chart is related to the number of components and their relative size. Describe any controls that your system utilizes to limit access and the creation of invalid COA numbers.
2. Describe your budget planning and management solutions. Does your solution support multiple budget modeling scenarios? How does your budget planning solutions provide for individual budget managers to provide input into the budget model? What level of approval and review of budget requests is supported?
3. Describe your solutions support for Grant and Endowment Accounting.
4. Describe your solutions support for pre-encumbering at requisition, encumbering at purchase order and the release of the encumbrance on the submission of an invoice.

C. Human Resource and Payroll Systems:

1. Please describe if your solution has its own integrated recruiting applicant tracking and on-boarding module allowing for paperless forms processing with e-signatures; and the benefits of utilizing the integrated solutions over a third-party product.
2. Describe how your solution will allow for employees to utilize an on-line web-based time entry solution that allows for recording of time by multiple positions with different pay rates? Describe how your solution allows for the online review and approval of this entered time.
3. Describe what self-service functionality is available within your HR/Payroll solution for employees and supervisors (i.e., online open enrollment in a cafeteria style benefit program, vacation request and approval, W2s, leave balances).

4. Describe your solutions functionality as it pertains to employee evaluations, including 360 style survey input.
5. Describe if you solution provides functionality for Faculty Tenure Tracking and Monitoring.
6. Describe how your payroll solution interacts with the budget management solution in supporting the encumbrance of payroll using position management/budget functionality.
7. Describe how your payroll solutions supports retro-active pay and adjustments?

D. Student Information Systems:

1. Describe how your solution provides students with an easy to admit, enroll, and pay experience. It must be intuitive, mobile friendly, real-time, and agile.
2. Describe how your solution will provide faculty and staff the ability to quickly access a clear snapshot of where the student has been and where they are headed without going into and out of various points of a system. This improves customer service and efficiency. It also helps identify areas that need to be completed or where training needs to occur to ensure we are serving the student.
3. Describe how your solution would provide to an administrator or faculty member clear and comprehensive overview of student status at any given time and the ability to easily navigate through the various categories of enrollment status, financial aid, scheduling, academic records, program requirements, student progress, advising data in a single view.
4. Describe any capabilities your solution provides for student housing processing and tracking and student conduct monitoring tools. Please keep in mind that Illinois Central College does not currently have a student housing and residence life software solution and will need to continue to track basic room assignments and generate student account transactions for housing plans.
5. Describe how your solution integrates student academic information to Financial Aid to track, monitor and control awarding of aid under rules of Course program of Study guidelines.

6. Describe the process involved in the management of refunding student financial aid whether it be to an awarding agency or to the student in support of non-direct cost such as housing, transportation or books and supplies.

E. Corporate and Continuing Education:

1. ICC desires to support in a single ERP solution our Credit, Non-Credit, Corporate and Continuing Education programs. As such the following links will provide you insight into the kinds of functionality that Corporate and Continuing Education requires to support its' programs. Describe how you solution might support each of these areas in a single ERP solution.

Links to Corporate and Continuing Education registration sites:

<https://campusce.icc.edu/acp/category/category.aspx?C=&S=283>

<https://campusce.icc.edu/traffic/course/course.aspx?C=541&pc=96&mc=&sc=>

<https://campusce.icc.edu/motorcycle/category/category.aspx>

F. General Technical:

1. Please indicate if the system is offered as any of the following:
 - a. Cloud-Based Software as a Service (SaaS)
 - b. Hosted Application Services (ASP)
 - c. On-premises
2. Describe the SaaS or ASP environment and services included to support the systems being proposed.
3. Describe your various Service Level Agreements with regards to security, availability, and performance of Cloud-based or Hosted Applications Services? Include a copy of the SLA's with your response.
4. Describe the process for supporting the installation of software updates. Including a matrix of tasks and responsibility for each would be helpful.

Suggestion:

Identification of tasks to be performed and the responsible parties for each of those tasks. Include a description of time spent with College IT staff and expectations of College staff time.

Provide an overview of the process, project requirements, and tasks to be completed. Identify any innovative or creative approaches or strategies that will be brought to the project.

Time frames to perform the identified tasks including key dates and milestones

The selected Vendor will be responsible for seeing that all activities are properly coordinated between parties and to modify assignments as needed to meet project timeline.

5. Describe the technology used to support data integration between the hosted SaaS (cloud) applications and other applications that remain on-premises.
6. Does your application run on a variety of client workstations, e.g., PCs, Macs, Mobile?
7. Does your solution support a completely browser-based work environment? If not, is such an environment planned? If planned, when is it scheduled to be released?
8. Please describe a typical technical and support staff structure to maintain and support your solution for a campus of our size (e.g., database administrators, system administration, business analysts, programmers, help desk, etc.)
9. Please describe how any customizations needed to the solution are managed including development platform and source control capabilities.

ILLINOIS CENTRAL COLLEGE
ONE COLLEGE DRIVE
EAST PEORIA, IL 61635

VENDOR'S CERTIFICATION FORM

(Must be returned with bid proposal.)

By signing this required form, the undersigned agrees the said contractor/vendor is responsible as defined below. This information may be used as a criteria in the evaluation of vendors. Failure to comply with any of the below may result in disqualification of your proposal.

- Contractor/vendor certifies that it is not barred from bidding on this or any other contract due to any violation of either Section 5/33E-3 or 5/33E-4 of Article 33E, Public Contracts, of the Illinois Criminal Code of 1961, as amended. This certification is required by Public Act 85-1295. This Act relates to interference with public contracting, bid rigging and rotating, kickbacks, and bribery.

NO _____ YES _____

- Contractor/vendor is a certified Minority-owned Business Enterprise, Female-owned Business Enterprise, Person with Disability-owned Business Enterprise, or Veteran-owned Business Enterprise. If yes, please specify your certifying agency.

NO _____ YES _____ Certifying Agency _____

- Contractor/vendor, having 25 or more employees, does hereby certify pursuant to Section 3 of the Illinois Drug-Free Workplace Act (Chapter 30 ICLS 580) that (he, she, it) shall provide a drug-free workplace for all employees engaged in the performance of work under the contract by complying with the requirements of the Illinois Drug-Free Workplace Act and, further certifies, that (he, she, it) is not ineligible for award of the contract by reason of debarment or a violation of the Illinois Drug-Free Workplace Act.

NO _____ YES _____ N/A _____

The Undersigned states that the signature of the person is authorized to sign the proposal.

By: _____ Date: _____

(Signature of Company Official)

(Title of Company Official)

APPENDIX A – REQUIRED FORMAT FOR RFP RESPONSES

Section 1: Executive Summary

Provide an executive summary that summarizes the proposal.

Section 2: Vendor Profile

Provide the following information:

- a. Name of vendor
- b. Vendor’s mailing address, telephone number, FAX number, and web site address
- c. Vendor’s primary contact person
- d. Primary contact person’s title, mailing address, telephone number(s), FAX number, and email address
- e. Brief overview of the vendor’s company, products, and services
- f. Identify proposed staff and provide resumes

Section 3: Vendor’s Understanding of the RFP

- a. Provide a statement that acknowledges the vendor’s understanding of the “Procurement Process” as presented in the RFP.
- b. Provide a statement that acknowledges the vendor’s understanding of the “RFP Instructions and Requirements” as presented in the RFP.

Section 4: Essential Criteria for Proposed Software

Provide responses to each of the items within the “Essential Criteria for Proposed Software” section of the RFP.

Section 5: Proposed Software Products

Identify all application software that is proposed or required.

Section 6: Additional Questions

Provide a response to each of the items within the “Additional Questions” section of the RFP.

Section 7: Proposed Training and Implementation Services

- a. Describe the training and implementation support that is required, recommended, available or provided for each proposed software product, including the database management system.
- b. Provide a suggested implementation schedule, including major milestones.
- c. Estimate the number of hours of vendor-provided professional services that are needed.
- d. Describe all additional services (e.g., remote technical support) that are required, recommended, and available or provided for each proposed product.

- e. Provide information about national-, regional-, and state-specific Users Groups that are supported by your company. Include contact information for Officers of those User Groups.

Section 8: Data Conversion and System Interfaces

- a. Describe the products, utilities, processes, and services that are recommended or needed for the conversion or loading of the College's existing data.
- b. Identify a means of developing and maintaining interfaces between this system and Peoplesoft and other College enterprise systems during the implementation process.

Section 9: Software Maintenance and Enhancements

- a. Describe the benefits, impacts, and schedules of new releases and modules. State the circumstances under which such releases are mandatory or optional.
- b. Describe, both during and after the warranty period, the procedures for obtaining product support.
- c. Explain how custom modifications can be made by the vendor and/or College. In addition, describe the alternative mechanisms for maintaining such modifications over time.

Section 10: Vendor's Corporate Strength

Describe the vendor's corporate history, market segment(s), client base, employee base, research and development programs and financial well-being.

Section 11: Optional Products and Services

Describe, in detail, all optional products and services. Vendors are hereby advised that the College may want to procure an optional item but might not be able to do so if it is not formally declared in this section. Optional products might include query tools, workflow systems, utilities, documentation, training materials, data warehouses, database technologies, security mechanisms, etc.

Section 12: Additional Information

Provide any additional information that the College should consider in its evaluation of proposals. This would include a list of whether your company is currently involved in litigation with any of your clients. Do not provide marketing brochures or generic information that does not meet your specific solution to this Request for Proposal.

Section 13: Acknowledgement of Addenda

Provide a statement that acknowledges understanding and compliance with RFP conditions and acknowledges the issuance and receipt of any RFP addenda, if applicable.

Section 14: Contact Information Page

Company Name:

Mailing Address:

City, State, and Zip Code:

Telephone Number:

FAX Number:

Name of Signatory:

Title of Signatory:

Individual

Name: _____

Title: _____

Partnership

Name: _____

Name of Signatory: _____

Title: _____

Corporation

Name: _____

(a _____ Corporation)

President: _____

Secretary: _____

[Seal]

APPENDIX B – REQUIRED FORMAT FOR RFP INITIAL PRICING PROPOSALS

Response Template

Section 1: Cover Letter

Provide a brief cover letter that summarizes the pricing proposal.

Section 2: Vendor Profile

Vendor's company name	
Vendor's mailing address, telephone number, FAX number, and web site address	
Vendor's primary contact person	
Primary contact person's title, mailing address, telephone number(s), FAX number, and email address	

Section 3: Diagram of Proposed Enterprise Solution

Provide a high-level diagram of the proposed enterprise solution. Graphically, depict all system components (e.g., portal, databases, servers, client applets/interfaces and integration links with ancillary systems). Moreover, ensure that the diagram explains the physical and logical links among various components.

Section 4: Proposed Pricing for Software – Software as a Service (SaaS/Cloud) Model

Please complete this section if you are offering your solution under the “Software as a Service” (SaaS) Model. Please indicate if the model is best on a Single or Multi-tenant environment. If you provide both and costs are different, please provide costs for both environments.

Please provide details on the Service Level Agreements which are included with the (SaaS) model as well as details about service types and level of services provided for database and systems administration and for any disaster recovery included in the annual pricing.

Below, vendors must itemize the cost of all software. Such products must include those items that are needed for the implementation and operation of a solution, whether they are provided by the vendor or a third party.

Software	Description: Required (R), Optional (O), or Advisable (A)	Single or Multi- Tenant	Total Costs for Year 1	Total Costs for Year 2	Total Costs for Year 3	Total Costs for Year 4	Total Costs for Year 5	Total Costs for Years 1-5
Required Application Software Modules								
Constituent Relationship Management System								
• CRM Solutions Recruiting								
• CRM Solutions Continuing Students								
• CRM Solutions Human Resource								

Software	Description: Required (R), Optional (O), or Advisable (A)	Single or Multi- Tennent	Total Costs for Year 1	Total Costs for Year 2	Total Costs for Year 3	Total Costs for Year 4	Total Costs for Year 5	Total Costs for Years 1-5
Student Information Systems								
• Recruiting and Admissions								
• Registration								
• Academic Records								
• Degree Auditing and Student Educational Planning								
• Student Success								
• Student Accounts Receivable								
• Financial Aid								
• Others (please list by SKU if demoed)								
•								
•								
HCM/Payroll Application Software								
• Core HCM								
• Position Management								
• Applicant Tracking								
• Onboarding								
• Performance Review								
• Time and Leave								

Software	Description: Required (R), Optional (O), or Advisable (A)	Single or Multi- Tennent	Total Costs for Year 1	Total Costs for Year 2	Total Costs for Year 3	Total Costs for Year 4	Total Costs for Year 5	Total Costs for Years 1-5
• Payroll								
• Other (please list by SKU if demoed)								
•								
•								

Software	Description: Required (R), Optional (O), or Advisable (A)	Single or Multi- tenant	Total Costs for Year 1	Total Costs for Year 2	Total Costs for Year 3	Total Costs for Year 4	Total Costs for Year 5	Total Costs for Years 1-5
Financials Application Software								
• Core Financials								
• Budget and Planning								
• Grants Management								
• Procurement / Spend Mgmt / Fixed Assets								
• Travel Expense Mgmt								
• Other (please list by SKU if demoed)								
Required Ancillary Software								
• Reporting & Analytics								
• Data Warehouse								
• Document Imaging								

Software	Description: Required (R), Optional (O), or Advisable (A)	Single or Multi- tenant	Total Costs for Year 1	Total Costs for Year 2	Total Costs for Year 3	Total Costs for Year 4	Total Costs for Year 5	Total Costs for Years 1-5
• Integration Tools								
• Workflow								
• Others (please list by SKU if demoed)								
•								

Section 5: Optional pricing for 10 year commitment

Please indicate if the vendor is willing to offer a fixed annual pricing for years 6-10 if the College was willing to commit to a 10-year contract. If not, what pricing would the vendor be willing to commit to for years 6-10.

Section 6: Licensing Model

In detail, describe the licensing model(s) (e.g., unlimited, server-based, number of concurrent users, number of named users and number of processors) that is associated with each software product. Specifically, explain how pricing is determined for each item.

Assuming the College enterprise solution grows over time (e.g., additional servers, additional users), explain how software licenses can be modified to align with such growth at no (or very nominal) additional cost.

Section 7: Proposed Pricing for Miscellaneous Items

Please provide pricing for all miscellaneous items (e.g., shipping, documentation, services, products)

Section 8: Pricing Assumptions

Please declare all assumptions that were made with respect to proposed pricing including information the basis for calculating prices such as FTE enrollment, employee count, seat license restrictions, concurrent vs. name users, Operating Budget, remote vs. locally hosted application.

Section 9: Proposed Contracts

Provide proposed contracts for all license agreements, maintenance agreements, service level agreements, service offerings, etc. including those for third party offerings.

Section 11: Additional Information

Provide any additional information that Illinois Central College should consider in its evaluation of proposed pricing.

Section 12: Signature Page

The person whose signature appears below is legally empowered to bind the company in whose name the proposal is entered.

Company Name:

Mailing Address:

City, State, and Zip Code:

Telephone Number:

FAX Number:

By (Actual Signature):

By (Typed Name of Signatory):

Title of Signatory:

Date of Signature:

APPENDIX C – ICC ENTERPRISE SYSTEMS: PEOPLESOFT AND CONNECTED/INTEGRATED SYSTEMS



PeopleSoft Overview
with connected and i