



## Addendum #1

May 11, 2022

Joliet Junior College  
1215 Houbolt Road  
Joliet, IL 60431

**TO:** Prospective Respondents  
**SUBJECT:** Addendum No. 1  
**PROJECT NAME:** Cashiering Solution  
**JJC PROJECT NO.:** R22007

This Addendum forms a part of the Bidding and Contract Documents and modifies the original bidding document as posted on the JJC website. Acknowledge receipt of this addendum as specified at the end of this addendum. FAILURE TO DO SO MAY SUBJECT BIDDER TO DISQUALIFICATION.

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### Questions Received:

1. How many students were enrolled in payment plans during the Spring 2022, Fall 2021, Spring 2021, and Fall 2020 semesters? **22SP 2,506; 21FL 3,083; 21SP 3,054 & 20FL 3,723**
2. What is Joliet Junior College's annual credit card transaction volume, in both dollar amounts and number of transactions? **TSYS transactions 19,400 totaling \$10,301,164.81 + NBS Enterprise transactions 10,871 totaling \$3,525,347.09**
3. Given the volume of information requested and the short turnaround time, would JJC be willing to extend the proposal deadline? **No.**
4. Page 5, Term of Contract: What is the desired contract term? **We would like pricing for 1, 3, and 5 year terms, if possible.**
5. Page 11, item #10, what do you mean by "dataset of cash receipts"? Can you please provide an example? **Import batch payments into WD which have been collected by outside parties and post to individual student's account by academic period with distinction who received by. Payments received in batch on behalf of JJC by third parties (Illinois Debt Recovery Program; collection agency; Flywire)**
6. Page 11, item #10b: Can you please describe the functionality you are looking for with regard to the Illinois Debt Recovery Program? **See question #5 response**

7. What is JJC's desired go-live date? **April 2023, ultimately. However, we would like to be in a position to conduct testing with Workday September/October 2022.**
8. Letter of Transmittal "Briefly state [ . . . ] and make a commitment to provide the services within the time period." Can the College share an anticipated or desired go-live date? **See question 7.**
9. Storefronts "Provide ability to accommodate a wide variety of departmental merchant needs, i.e., camps, workshops, conferences, events, courses, merchandise, services, etc." Can the College share the number of storefronts you anticipate needing? **Went live w/NBS QuikPAY & Dynamic Forms in 2014 - 495 forms have been created to date (not all integrated w/payment link); 32 non-unique (meaning used more than 1x) NBS payment orders created. Anticipate continuous annual growth.**
10. JJC Cashiering Can the College identify how it is presently using Cashiering? What types of payments do you accept? How many transactions do you see annually broken out by student and non-student transactions? How many of these payments are in person vs. card not present? **Transitioning to Workday. We accept cash, check (paper & electronic), credit cards (with & without convenience fee added), Nelnet Enterprise payment plans and Nelnet QuikPAY. We do not track breakdown student/non-student transactions. Breakdown between in person/card not present not readily available.**
11. Preferences "Bills and statements (hard copy and electronic)." Can the College elaborate on this requirement? Is the College interested in a Student Billing solution? **We are open to, we are exploring our options.**
12. Term of Contract "Any contract, which results from this RFP, shall be for a period of XX year(s) from the date of the contract award. Assuming continued availability of funding; JJC may, at its sole option and with the consent of the supplier renew the contract for up to an additional XX(X) X-year terms." Can the College anticipate the duration of a resulting contract and any additional renewal period, as applicable? **See question 4.**
13. Pricing a. Does the College have a preference between pricing models, i.e., between a flat-rate, all-inclusive pricing model vs. a transaction fee pricing model? b. Can you please provide your most recent annual breakdown of ACH and credit card payments in dollar value and transaction volume that includes both tuition and non-tuition payments? **We are open to exploring different pricing models; see #2 response regarding credit card volume; ACH annual volume approx. 3,600 transactions totaling 1,000,000.00 via PayPal (now ACI) + NBS ACH 11,325 transactions totaling \$4,884,000.00**
14. Signatures Given the electronic nature of submission, will the College accept electronic signatures on original documents? **Yes.**
15. Business Enterprise Program (BEP) Can the College please clarify how vendors should calculate the 30% BEP Goal? Specifically, is the calculation based on the annual contract value of the vendor's products/services necessary to meet the requirements outlined within the solicitation, or are there additional factors that should be incorporated in the calculation? **The calculation should be based on the annual contract value of the vendor's products/services necessary to meet the requirements outlined within the solicitation.**

16. On Page 5 the RFP discusses Term of Contract. What is the number of years that JJC would prefer related to Term of Contract? **See question 4.**
17. On Page 10, Scope of Work item 7.a. the RFP discusses Cashiering and ecommerce. Can you please describe the school's meaning of "ecommerce"? Is the school requesting an online payment portal for tuition payments? **Electronically processed payments via internet (credit cards and ACH) that seamlessly integrates with Workday.**
18. On Page 11, Scope of Work item 8, the RFP discusses payment plans. Can you please describe the number of plans the school is currently servicing? Is JJC interested in Payment Plan Software so that the institution can offer their own internally managed payment plans and keep enrollment revenue? **Currently using Nelnet Enterprise (see question#1 response for #'s); open regarding payment plan software that we can manage.**
19. On Page 11, Scope of Work item 9, the RFP discusses shopping cart functionality for departments to take various payments. Can you please describe the number of online storefronts the school is currently using and where payments should post? Will the school need unique Merchant IDs for each storefront or eCommerce payment site? **See question #9 response; Payments should post to WD w/fund, cost center, revenue/spend category w/worktags as applicable; memo should encompass details of individual transaction. Number of merchant IDs will be dependent on ease of reconciliation between type of transactions, funds received and posting within Workday.**
20. On Page 11, Scope of Work item 11, the RFP discusses ACH and Credit Card payments. Can you please describe the number of ACH payments? **See question#13 response**
21. Are there other payment services needed? Does the school have a need for 1098-T services? **Not at this time.**
22. Could the University provide additional information on the anticipated dates for implementation start and Go Live? **See question #7 response**
23. Related to Processing, can you please share who are the school's current credit card processors in the various areas? **See above First Midwest Bank and Nelnet Business Solutions QuikPAY via TSYS; Nelnet Business Solutions Enterprise for payment plans.**
24. What is the schools preferred SSO solution? Is the school looking for a SSO solution for Administrative Users? **Microsoft Azure. Yes.**
25. Can you please describe the current Cashiering environment and the amounts of over the counter credit card payments? **See question#10; no breakdown of credit cards online vs in-person at this time**
26. The RFP references bank accounts, how many deposit accounts will the school use for the various modules including cashiering, department storefronts, and online payments? Who is the school's banking provider? **(2) First Midwest & First American**

27. In the RFP "Evaluation" on Page 9 section V., shows 20% weight going to "Commitment to diversity\*." Is a waiver request required/allowed for non BEP participants? **No, all firms will be evaluated on their commitment to diversity. Some examples of ways to demonstrate your commitment to diversity include:**
- 1. Business Enterprise Program (BEP) certification or utilization that meets or exceeds the college's 30% goal**
  - 2. Assistance to BEP firms in obtaining lines of credit, insurance, equipment, supplies, or related services**
  - 3. Percentage of prior year revenues for projects that incorporate the involvement of BEP firms**
  - 4. Existence of a written supplier diversity plan or training/mentoring program for BEP firms**
  - 5. Percentage of members serving the firm's governing board, senior executive, and managers who are women, minorities, or persons with a disability**
28. What prompted issuance of the RFP at this time? **Transition to new ERP - Workday**

**End of Addendum #1**



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**Please acknowledge receipt of these addenda by including this page with your proposal. Include your company name, printed name, title, and signature in your acknowledgement below. Failure to do so could result in disqualification of your bid.**

Issued by:

Matt Stephenson  
Senior Director of Business & Auxiliary Services  
Joliet Junior College  
815.280.6643

I acknowledge receipt of Addendum #1.

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Company Name

\_\_\_\_\_  
Printed Name

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Title

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Signature