DATE: December 20, 2023

Joliet Junior College
1215 Houbolt Road
Joliet, IL 60431

TO: Prospective Respondents
SUBJECT: Addendum No. 1
PROJECT NAME: Workday Services Partner
JJC PROJECT NO.: R24004

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 in the space provided on the Bid Form. FAILURE TO DO SO MAY SUBJECT BIDDER TO DISQUALIFICATION.

Questions Received:

1. Please provide a list of Workday modules implemented and currently in use.
    LDPHCM Core Human Capital
    Management - LDP
    LDPCCB Cloud Connect for Benefits -
    LDP
    LDPBEN Benefits - LDP
    LDPUSP Payroll for United States - LDP
    LDPLRN Learning - LDP
    LDPREC Recruiting - LDP
    LDPPD Performance and Development - LDP
    LDPSP Succession Planning - LDP
    LDPFIN Core Financials - LDP
    LDPRM Revenue Management - LDP
    LDPGM Grants Management - LDP
    LDPTT Time Tracking - LDP
    LDPAM Absence Management - LDP
    LDPEXP Expenses - LDP
    LDPPRO Procurement - LDP
    MCNF Media Cloud
    LDPPLNF Financial Planning
    DPPRA Prism Analytics – LDP
    Workday Student Service (Live with Recruiting and Student Applications)

2. Please list integrations between Workday and other systems in current use and/or planned for.
   - *Integrations JJC runs are consistent with what is to be expected of an Institution of our size.*
   - *JJC Integration Inventory includes roughly 95 integrations.*
   - *Integrations are built for stakeholder areas, which include Information Technology, Admissions – Recruiting, Purchasing, Accounting/Finance, HR(Benefits), HR(Hiring), Payroll, Financial Aid, Admissions/Applications, and Testing/Equivalency/placement.*
   - *Integrations are about a fair even mix of CC, Studio, DT or CC/CCB in nature*
   - *Workday Student integrates with Ellucian Colleague for student information.*

3. Please share Workday workbook and/or configuration documentation
   The configuration JJC runs is consistent with what is expected of an institution of our size and usage, and we would prefer not to publicly share this level of detail. Vendors are encouraged to caveat assumptions on our configuration in their bid.

4. Please share a list of pain points and history of service requests raised and resolutions
   - *Integration development, support, modification, and configuration*
   - *Report development, support, modification, and configuration*
   - *Configuration, reporting, and integration changes related to regulatory/business changes.*
   - *Advanced Workday configuration and workflow*
   - *Security setup, maintenance, complexity*
   - *Support of testing and break-fix from Workday releases*
   - *The ability to further adopt and leverage Workday features*

5. What Workday modules are currently being used at JJC?
   See #1

6. What is the current ticket count for support requests?
   Current AMS usage is between 0 and 7 tickets, and approximately 80 hours of support per month.

7. Is Workday software integrated with other applications? If yes, is support required for integrated apps?
   Yes. See question 4.

8. Is this RFP considered as a Level 3 Support model?
   Not explicitly – certainly, a portion of the AMS usage of JJC is support, but additionally, AMS is used to help with project issues and enhancements.

9. Is there SLA on tickets and what is that SLA?
   The vendor is encouraged to define and describe the SLA metrics they are proposing based on ticket criticality and type.

10. What firm is doing the Workday configuration, which modules?
    The future vendor who will provide AMS in conjunction with JJC will be doing the configuration.

11. Is the firm working on the configuration an incumbent for managed services?
    The future vendor providing AMS in conjunction with JJC will do the configuration. Our existing and all AMS providers are welcome to bid, and our existing provider will work with JJC on the transfer of configuration.

12. What is the roadmap for Workday ERP at JJC?
    We are focusing on gaining knowledge and experience with the Platform system and related integrations, along with continued adoption and optimization of system features. We are continuing our integration with the Ellucian Colleague Student system.

13. How many users of the system by module?
    The Workday modules are licensed based on a worker equivalent count of roughly 900.

14. Is it only JJC employees or students also using workday?
    Employees use the Platform modules described. Student Applicants and Prospects leverage the recruiting and admission portions of Workday Student. We are not live with Students in Workday. Student components will be in Colleague SaaS.

15. What hours of operation is support required?
    JJC working hours are 8-5, but encourage vendors to provide details on options for after-hours support and coverage, especially for urgent issues.

16. Regarding Section VII. and the 20% weight of the evaluation based on this –
    "*Commitment to diversity considerations may include: • Business Enterprise Program (BEP) certification or utilization that meets or exceeds the college's 30% goal • Assistance to BEP firms in obtaining lines of credit, insurance, equipment, supplies, or related services • Percentage of prior year revenues for projects that incorporate the involvement of BEP firms • Existence of a written supplier diversity plan or training/mentoring program for BEP firms • Percentage of members serving the firm's governing board, senior executive, and managers who are women, minorities, or persons with a disability" Question: Please provide additional details on desired format and information that the College seeks for this criteria other than BEP certification? Also, when will the 20% weight be applied, during the evaluation period or after presentations?
    The respondent should describe their firm's BEP actions and policies related to the commitment to traditionally disadvantaged business enterprises. Responses will be evaluated on the demonstrated levels of commitment to BEP during the evaluation period.

17. What does your internal HRIT/HRIS, Fins and Student IT team look like (roles, number of resources)? Where is it managed out of (IT, HR, etc.)? How is it structured (Centralized, Decentralized, etc.)? Do you have a separate HR and FINs Operations and HRIT team?
    JJC has an IT applications team of 6 focused on ERP and support stakeholders. They are also trained in Workday in departments, which include HR, Finance, Procurement, Payroll, and Admissions. We do not define our HR team members as HRIT. The support of Workday is a combination of IT and stakeholders. The stakeholder organization structure is consistent with schools of our size and nature.

18. Are you expecting these AMS resources to be onsite?
    There is no expectation for onsite work. There is a high expectation that if extraordinary circumstances arise, the awarded vendor will support the needs of JJC.

19. Are you looking for a vendor to monitor and manage integrations to and from Workday? If so how many integrations are currently deployed?
    The scope of AMS is to help us debug, fix, configure, or even architect and build integrations, but not to monitor and manage. See question #2 for more details.

20. Are you currently outsourced today?
    JJC employees maintain JJC Systems. However, we augment support at times with contractors, including leveraging AMS services today.

21. When did you go live on Workday?
    Workday Platform – July 2021
    Workday Recruiting and Admission – October 2021
    Workday Prism – Aug 2022
    Workday Adaptive Planning –November 2022
    Learning and Talent (rolling adoption) – February 2023

22. How many PRISM sources are you ingesting today?
    We are only live with a small PRISM production report for payroll data. Our leveraging of Prism is in its infancy

23. How many integrations are running today for PRISM?
    The source of our PRISM report today is just Workday.

24. How many Extend applications are currently deployed?
    None

25. What use cases are you using PRISM and Extend for if deployed?
    None

26. Can you share what is on your roadmap for development work?
    See question 10.

27. Please provide your SDLC e.g. waterfall, Agile?
    Our projects leverage a hybrid iterative waterfall approach with aspects of Agile but not full Agile. We try to leverage proper ITIL change control for changes to production.

28. What are you looking to optimize in your tenant?
    See question 4.

29. Have you completed a tenant assessment or any review or recommendation? If so can you please provide any details from those activities. If not are you looking for your partner to conduct an assessment of all deployed SKUs?
    Not fully. We are also not looking for this to be a key part of the scope. Respondents may feel free to include this activity as an option in their proposal.

30. Who supports your day to day research, questions and business as usual activities? Is that something that will remain with JJC or is that work that you expect your partner to provide?
    While this is not the primary focus of the AMS support, with the primary onus being on JJC, we would encourage proposals/recommendations of this in the vendor's bid.

31. How are you managing your Workday Feature Releases today? Do you feel you are able to take advantage of optional features and properly regression test the mandatory feature releases?
    Our focus has been on testing (manually) the key changes to features/functions live today, and with the semi-annual releases, Improvements could be made to take advantage of both optional features and automated testing.

32. Do you use any online ticket/service management portal to record and process requests? Can you provide the last year ticket volumes and types?
    Our current AMS provider provides a portal, and per the RFP, we ask the vendor to detail their offering and related reporting. See question 6 for volumes.

33. Are you expecting your partner to provide you with a fully managed service or is this just-in- time needs for development activities?
    Somewhere in the middle. We do prioritize break-fix and keeping production working but will look for some enhancement and development support.

34. Re: Planning – When where you deployed?
    See question 21.

35. Re: Planning – What integrations do you have in place?
    See question 2.

36. Re: Planning – Do you have metadata setup currently for Adaptive Planning through Workday data management?
    Yes

37. Re: Planning – Do you have all three financial statements set up for planning? Or just Income Statement planning?
    Adaptive Planning is used for budget reporting.   Our financial statements are

created offline and manually from a handful of reports that come out of Workday. We desire to get financial statements fully and automated out of Workday in the future and hope to leverage other reporting aspects in more detail. Part of the AMS work may be in this area, and vendors are encouraged in their bid to recommend how they can help us leverage reporting capabilities in Workday more efficiently.

38. Please clarify what is meant by "Workday interfaces" in Section A4 of Appendix A; is this referencing the case management solution?
If your offering, including your ticket system, interfaces directly to Workday or imports/integrates with our tenant, please describe it.

39. Does your organization prefer US based resources?
All work must be done in a way that is consistent with our security policy. Joliet Junior College reserves the right to request a background check for any individual requiring administrative access. Proposals should detail if subcontractors of the contracted firm will be leveraged for the implementation. Access cannot be granted to subcontractors of the contracted firm, only to direct employees of the awarded firm unless approved by JJC. The college will not grant administrative-level access to individuals outside the United States for security measures.

40. Are there anticipated reporting and/or integrations support needs? Please describe.
Yes. Please refer to answers in several previous questions on integrations and reporting.

41. What level of PM support and engagement is desirable for the terms of the contract?
We expect some PM oversight on AMS tickets and overall management of the process. We encourage vendors to detail expectations and costs in their proposals on PM efforts.

42. We are unable to open the hyperlinks on page 12 of the RFP to access the BEP Utilization Plan and Letter of Intent. Will the College provide those as an attachment?
The updated forms can be found at: https://cei.illinois.gov/content/dam/soi/en/web/cei/documents/UtilizationPlan.pdf. This utilization plan and participation agreement (letter of intent) can be submitted to demonstrate BEP certification or utilization that meets or exceeds the college's 30% goal.
Alternatively, the college will accept a dedicated section within your proposal demonstrating the firm's commitment to diversity, as described on page 7 of the RFP document.

43. What level of Workday expertise does JJC's team currently have?
While the resources described in question 17 have all generally been trained in Workday, our knowledge is still growing, especially in applying the Workday knowledge to certain complex functional and technical components of our system.

44. What is your current support model? Please describe your current governance model?
Users are encouraged to submit Workday issues to our IT Help Desk. Tickets for Workday get routed to an analyst in IT who works with the resources described in

question 17. From there, we work internally to decide if an AMS ticket for support and/or skills augmentation is required.

45. Do you have a Service Delivery Model defined or do you need assistance constructing (or optimizing) one?
We tend to lean toward ITIL methods in our service delivery and change control. This is not a primary focus of the RFP, but we are okay with proposals/recommendations of this in the vendor's bid.

46. Do you have a backlog of Reporting needs? (example – Dashboards, enhanced custom reporting needs)?
Some. This is not the major focus of our AMS tickets, but some additional reporting generation will be in scope.

47. Do you have an automated testing tool?
No

48. Do you have a regression test plan in place for testing feature?
We also have some documented test scripts and rely heavily on users to validate systems on their own by testing features critical to them.

49. Do you have a team available to perform testing on the solutions provided?
It is not a separate team but an additive task of the users described in question 6.

50. When did you go live with Workday?
See question 21.

51. How many Workday integrations are you currently live with?
See question 2.

52. Among the Workday functional areas implemented at JJC as detailed in Appendix A – Scope of Work's second paragraph in the RFP for "Workday Human Capital Management, Financial Management, Prism Analytics, Admission/Recruiting, and Adaptive Planning," which area presents the greatest opportunity for improvement or has the most significant pain points?
HCM Financials presents a challenge based on it is the most robust and leveraged area.
Prism presents challenges in it does not leverage much at all.
Admission/Recruiting presents challenges in that it is a bridge between Workday and Colleague, and its future is unclear, and in the interim has some difficult integrations.

53. Is there a dedicated team at JJC that is evaluating the twice-yearly releases to help assess and guide the organization on what and how to adopt new functionality?
Not a separate team but an additive task of the users described in question 6.

End of Addendum #1

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JUNIOR COLLEGE
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Joliet, IL 60431

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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.

_____
Company Name

_____
Printed Name

_____
Title

_____
Signature