



Addendum No. 1
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DATE: June 11, 2024

Joliet Junior College
1215 Houbolt Road
Joliet, IL 60431

TO: Prospective Respondents
SUBJECT: Addendum No. 1
PROJECT NAME: Continuing Education Registration Software
JJC PROJECT NO.: R24007

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. RFP Reference: "The product is required to integrate with Ellucian Colleague SAAS" Question: Could you specify which critical data streams between our education registration platform and Ellucian Colleague SAAS require real-time integration? For instance, are there specific student registration events, financial transactions, or academic records that necessitate immediate updates to maintain operational accuracy and compliance? Are there particular workflows, such as registration closure periods or financial aid disbursement dates, where batch processing would be preferred to optimize system performance and data throughput?

Some of our requirements for integration are to be determined and will be done in collaboration with the provider we chose, so we encourage vendors to describe their Ellucian Colleague SaaS integration experience and make recommendations in their response. In general, the source of truth of students, courses, and registration data for JJC is in Colleague today and in 2025 will be Ellucian Colleague SaaS as we convert our systems. Having integration options for our desired registration solution to Ellucian Colleague SaaS for course offerings, registrations, payments, etc. for students will only add efficiency to our new solution.

2. RFP Reference: "Currently Continuing Education utilizes Dynamic Forms" Question: Could you clarify if the migration from Dynamic Forms to the new platform should include a built-in tool tailored to convert and map existing form data directly, or would you prefer leveraging a specialized third-party service for this transition? Specifically, how critical is it to maintain historical data integrity, such as past student registrations or payment records, during this migration?

There will not be a data migration from Dynamic Forms to the new platform. Any requested migrations will occur from Colleague on premises to the awarded bidding solution.

3. RFP Reference: "If the email will be sent by a JJC owned email address" Question: Does JJC require the new system to facilitate batch email processing, or is there a need for integration with specific third-party email management tools that comply with your established DMARC and DKIM settings? For instance, are there particular types of communications, such as enrollment confirmations or payment receipts, that should be prioritized for real-time delivery versus those that can be batched for efficiency?

We do not feel batch email processing is a requirement per se, but we do anticipate that a registration software solution involves numerous amounts of email traffic to be sent to students and applicants. If these emails are real-time, or near time but batched are both acceptable as long as the delays in sending email make sense and do not impede the user's registration process or experience.

Per DMARC and DKIM, our desire is to have a cloud solution for registration software. How the solution initiates emails from the cloud and sends emails on behalf of JJC should be described by the vendors. But in whatever recommended method of email being sent, it is important the solution has the ability to set DMARC/DKIM settings through that method so that emails going to students and prospects have less chance to be marked as spam by their recipients.

4. RFP Reference: "Solution should comply with the following: Audit Trail, Dynamic Password" Question: Could you specify the essential elements you require for the audit trail functionality? For instance, are there specific user actions or system events, such as login attempts, data modifications, or access level changes, that must be recorded to meet your compliance and monitoring needs? What are the standards for password complexity and the frequency of required rotations to align with your security protocols?

JJC does not have specific guidelines for what elements are required for an audit trail, and vendors are encouraged to describe what their solution provides in this area and what is reasonable.

For the proposed solution, in cases where a user (maybe during their prospect phase prior to registration) is not using single-sign-on to our Azure AD, the solution should mimic as near it can our password policy. While we reserve the right to tweak these settings, but if maintained in the solution we desire the password policy to a best as possible mimic our policy of:

- ***Minimum Password Length: 16 characters***
- ***Password History: Cannot use last 3 passwords***
- ***Must meet password complexity requirements (3 of 4)***
 - ***Uppercase, lowercase, numerical, special characters***
- ***Minimum password age: 1 day***
- ***Maximum password age: must be changed every 90 days***

5. RFP Reference: "Students/Community Members can easily create and manage their online account" Question: What detailed features are you looking for in the account

management functionality for students and community members? Could you clarify if capabilities such as password recovery options, real-time account updates, or multi-factor authentication are required to enhance security and user convenience? Moreover, are there other advanced features, such as biometric authentication or customizable security questions, that JJC considers necessary for this platform?

Per Appendix C:

- ***Provides ability to create student/member accounts***
- ***Provides robust help function for system***
- ***The solution allows for additional fields for asking custom questions (account creation/registration/event)***
- ***The solution allows the ability to login, change his/her contact information and passwords (including "forgot password")***
- ***Ability to utilize single-sign on (SSO Integration) (preferred)***

6. RFP Reference: "Community Education staff can assist with account registrations and payments" Question: What precise functionalities does JJC need to empower staff in managing student accounts and handling payments? Are capabilities like manual override for registration errors, transaction reversal in case of payment discrepancies, and application of special discounts or financial aid adjustments essential components of the new system? Could you also detail if there are any specific reporting requirements or audit trails associated with these administrative interventions?

The system should allow for manual override for registration errors, transaction reversals, and application of special discounts. These capabilities should provide a report/audit trail when utilized by staff.

7. RFP Reference: "Students/Community Members can locate and register for a class, and make payments" Question: Could JJC detail the specific search functionalities required for students and community members to efficiently locate and register for classes? For instance, should the search feature include filters by subject area, class times, instructor names, or tuition costs? What payment methods need to be integrated into the system—such as credit cards, PayPal, or campus card systems—and are there preferences for direct billing or installment payment plans?

Students should be able to search by class, subject area, and course code. Payment methods such as credit cards are required.

8. RFP Reference: "assist instructors with their account and submitting proposals" Question: Could JJC specify the functionalities needed to facilitate instructors in their account management and course proposal submissions? Are there particular tools or features, such as the ability to upload and manage course materials, oversee course approval workflows, or access detailed enrollment statistics, that you consider essential? Is there a need for integration with other institutional platforms to synchronize course information and updates seamlessly?

As stated in Appendix C:

- ***Provides instructors access the system to view course information***

- *Provides instructors access to email students/members and include attachments*
- *The solution allows for multiple instructors per class*
- *The solution allows the ability to login, change his/her contact information and passwords (including "forgot password")*
- *The solution allows view of course information, syllabus and resources*
- *Provides accurate, real time enrollment counts*

9. RFP Reference: "run reports (rosters, billing, instructor payment due, transactions, balance due, etc.)" Question: What are the specific requirements for the format and frequency of reports related to rosters, billing, and other financial transactions? Does JJC require these reports to be readily exportable to external systems or formats, such as Excel or PDF, for further analysis or archival purposes? Moreover, are there any real-time reporting capabilities or automated report-generation features that you foresee as necessary to enhance administrative efficiency and decision-making?

As stated in Appendix C:

- *Reporting system allows for BI analysis system*
- *Reports are customizable and allows for ad-hoc reports*
- *Options include membership mailing list*
- *Allows for reports to be output in multiple formats*
- *Allows reporting based on permissioning or roles*
- *Provides the ability to schedule reports to run automatically and emailed to specific individuals or groups of individuals*

10. RFP Reference: "build classes, etc." Question: Could JJC provide detailed requirements for the functionalities involved in building and managing class schedules within the system? Specifically, what are the essential features for setting prerequisites, managing enrollment capacity limits, and linking multiple class sections? How should these class setup features be integrated with JJC's existing academic calendar? Are there particular constraints or dependencies, such as term start and end dates or mid-term breaks, that the system should automatically recognize and accommodate in the class scheduling process?

As stated in Appendix C:

- *Provides the ability to export/publish course catalog*
- *Supports entering course information in rich text format (not html)*
- *Provides online course catalog that is easily maintained with complete course descriptions, the ability to copy courses from previous catalogs, and previewing before publishing*
- *Supports production of class lists*
- *Provides accurate, real time enrollment counts*
- *Provides the ability to manage course cancellations, waiting lists, dropping students, changing section status.*
- *Provides records of student/member activity, e.g. waitlisted, withdrew, refunded, credited.*
- *Provides flexibility in class duration, frequency, and timing*
- *Supports high volume at one time, registration windows*
- *Provides option to outline pre-requisite requirements by course or program*

- ***Provides the ability to create courses with delayed publishing***
- ***Provides ability to save class management information, e.g. setup, food, books, materials, and generate a report (preferred)***

11. How many internal users will need access to the system? How many users will need access to reports?

12 internal users will need access to the system and reports

12. Approximately how many emails per day do you anticipate the system will need to send?

Approximately 100-250

13. Can the college contract with multiple vendors for the RFP? For example, one vendor would provide the technology, and the other would complete the implementation.

No. However, subcontractors, especially BEP subcontractors, may be considered. All proposed subcontractors shall be clearly stated in the proposal. If awarded, the prime vendor may not change the proposed subcontractor without written consent from JJC. Subcontractors will be subject to JJC approval before any project work begins. If approved by the college, any subcontractors will be the prime vendor's responsibility. The prime vendor will accept any and all liability for any subcontractors.

14. Is there an existing migration middleware tool (i.e. ETL, iPaaS) in place at JJC? Are there other integrations planned for Colleague?

JJC does not have a separate iPaaS per se today. We plan to leverage Ethos, Data Connect and the Ellucian Data model when we convert to Ellucian Colleague SaaS for integrations. In addition, we leverage the Workday Integration Platform for integrations into our Workday system we use for HR, Finance, Procurement, and payroll. Ethos and the Workday Integration Platform are as near an iPaaS solution as JJC has today.

15. What payment gateway does JJC use?

PayPal Payflow Gateway

16. Proposed Pricing: Does JJC require a fixed bid, or can a vendor respond at an hourly rate and estimated hours?

While JJC prefers a fixed bid, a vendor can provide a estimated bid that includes an hourly rate and estimated hours.

17. Appendix C, User Interface: Our solution utilizes a portal for external users (customers/students) and a direct system interface for internal users. Appendix C references "Coordinators/Staff" and "Contract Training/Staff," which we assume are internal users. Is our assumption correct? What actions/functions are required for "Faculty" users?

Both Coordinators/Staff and Contract Training/Staff are internal users

Per Appendix C for Faculty/Instructors:

- **Provides instructors access the system to view course information**
- **Provides instructors access to email students/members and include attachments**
- **The solution allows for multiple instructors per class**
- **The solution allows the ability to login, change his/her contact information and passwords (including "forgot password")**
- **The solution allows view of course information, syllabus and resources (preferred)**

18. Appendix C, User Interface: “..direct online access to transcripts..” Are these official transcripts or, rather, a summary of the non-credit courses a student has taken?

Summary of non-credit courses a student has taken.

19. Appendix C, Financials: What function(s) does the “NBS Storefront” perform? Does JJC have an existing eCommerce Storefront that needs to be utilized for this project?

An existing eCommerce Storefront (including NBS Storefront) does not need to be utilized for this project.

20. Can you provide titles or roles for the different types of users who will need access to the system?

Please provide the different roles/users options provided by the system

Per Appendix C:

- **Allows for permissioning or roles for users**

21. In your RFP this section on page 14...”Utilize the template included in the RFP” Is the “template” the same as Appendix C?

Appendix C is the template

22. What is the total number of non-credit course registrations per year/annually?

Approximately 2750

23. Do you now or in the future, plan to offer apprenticeships of any kind that will be tracked, etc. by your group in part or whole? If so, can you tell us a bit about how many apprenticeship programs you offer and how many students you anticipate would participate?

Currently no apprenticeships are offered via Continuing Education at JJC. This is not an issue of consideration for this RFP.

24. What CE programs will use the system you are considering purchasing. (For example, CE/Workforce, Corporate Training, Internal Staff training, etc.)

CE and Corporate Training are the primary stakeholders for this system. If the system is also able to provide event management and Workforce functionality, it will be a secondary consideration and is not included in the evaluation matrix.

25. What LMS do you plan to use?

An LMS will not be used.

26. What payment gateway do you plan to use?

PayPal Payflow Gateway

27. What is your revenue for all CE programs combined? What dollar amount or percentage of this revenue is from grants?

Approximate revenue is \$1,000,000. 10% is grant funded

28. How many individual students (non-duplicated) did you serve last year total? (For the CE/Workforce side)

Due to current reporting limitations, we do not have a report showing the unduplicated number of students served in the past year.

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
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I acknowledge receipt of Addendum #1.

Company Name

Printed Name

Title

Signature