JOLIET JUNIOR COLLEGE
—1901—

REQUEST FOR PROPOSAL
#R24007

Joliet Junior College
Request for Proposal

Background

Joliet Junior College (JJC), the nation's first public community college is a comprehensive community college. The college offers pre-baccalaureate programs for students planning to transfer to a four-year university, occupational education leading directly to employment, adult education and literacy programs, work force and workplace development services, and support services to help students succeed. The College has a combined total of 11,411 full time and part time students enrolled in Spring 2022 classes and about 1,377 staff on its main campus located within the city of Joliet, and its 5 extension campuses located in Romeoville, Morris, Frankfort, Weitendorf, and City Center in downtown Joliet.

JJC is the only public postsecondary institution within District 525 boundaries. JJC is located approximately 45 miles south of Chicago, the third largest city in the United States. Today, the 1,442-square mile district serves over 700,000 residents in Will, Grundy, Kendall, LaSalle, Kankakee, Livingston, and Cook counties. Multiple locations exist to serve residents throughout the district. The College consists of one (1) main campus (2) extended campuses, three (3) education centers, and multiple satellite locations throughout the district.

JJC has approximately 12,000 students per year enrolled in credit courses.

Vision Statement
Joliet Junior College is the first choice for learning, working and cultivating pathways to prosperity.

Mission Statement
Joliet Junior College inspires learning, strengthens communities and transforms lives.

OVERVIEW

The Board of Trustees of Joliet Junior College (hereinafter, "JJC") is requesting proposals from Providers for services relating to Continuing Education Registration Software.

Additional scope is discussed in the **SCOPE OF WORK** section of this proposal.

I.   RFP SCHEDULE & SUBMISSION INSTRUCTIONS

Date **(2024)**	**Event**
Tuesday, May 28, 2024	Vendors contacted via email / advertised
Thursday, June 6, 2024 at 2:00 PM CST	Last date/time for submission of written questions through the ESM sourcing solutions tool under the Q and A section.
Tuesday, June 11, 2024	Responses to questions will be addressed through the ESM sourcing solutions tool under the Q and A section.
Thursday, June 20, 2024, by 2:00 PM CST	Proposals must be submitted electronically through the ESM Solutions electronic sourcing site.
June 21- 28, 2024	JJC Evaluation Team reviews proposal
July 8-11, 2024	Possible presentations by two top short-listed firms
August 16, 2024	Notification of Award

A. **ADVICE:** The department responsible for this RFP is the Business and Auxiliary Services located at Campus Center, Building A, Room 3100, 1215 Houbolt Rd., Joliet, IL 60431-8938. The JJC contact will be the Senior director of Business and Auxiliary Services, telephone (815) 280-6640.

B. **SUBMISSION:** The submission of a response shall be prima facie evidence that the supplier has full knowledge of the scope, nature, quality of work to be performed, the detailed requirements of the project, and the conditions under which the work is to be performed.

Faxed and hard copy proposals ARE NOT acceptable. All RFPs must be submitted by the date and time of public opening (see above). All proposals must be submitted electronically through the ESM Solutions electronic sourcing site. Please note that all vendors will have to complete an on-line registration process prior to submitting your proposal.

A step-by-step supplier registration guide is posted to the college's website for your reference. General supplier guides are also available on the ESM website. If you have any questions during the registration process, contact ESM Solutions Customer Support (877) 969-7246 Option 3.

Registration Link:
https://supplier.esmsolutions.com/registration#/registration/contactInformation/
General Supplier Guide (ESM Documents):

https://support.esmsolutions.com/hc/en-us/sections/115000917048-Supplier-Guides
Supplier Registration Guide (JJC Document):
https://www.jjc.edu/sites/default/files/Purchasing/FY2019/Supplier%20Registration%20Screenshots%20Final.pdf

Please note the electronic sourcing tool will allow you to attach supporting documentation.

RFPs not submitted in the format as instructed by this RFP will not be accepted.

RFPs received after the date and time specified shall be considered LATE, and shall not be opened.

Accuracy of Proposals / Withdrawal of Proposals prior to RFP Opening: Proposals will represent a true and correct statement and shall contain no cause for claim of omission or error. Proposals may be withdrawn in writing or by facsimile (provided that the facsimile is signed and dated by vendor's authorized representative) at any time prior to the opening hour. However, no proposal may be withdrawn for a period of one hundred twenty (120) days subsequent to the opening of the RFP without the prior written approval of the Senior director of Business and Auxiliary Services or Joliet Junior College.

C. **ADDENDA:** The only method by which any requirement of this solicitation may be modified is by written addendum.

D. **BLACKOUT PERIOD:** After the College has advertised for proposals, no pre-proposal vendor shall contact any College officer(s) or employee(s) involved in the solicitation process, except for interpretation of specifications, clarification of proposal submission requirements or any information pertaining to preproposal conferences. Such vendors making such request shall email the Senior director of Business and Auxiliary Services, at purchasing@jjc.edu No vendor shall visit or contact any College officers or an employee until after the proposal is awarded, except in those instances when site inspection is a prerequisite for the submission of a proposal. During the black-out period, any such visitation, solicitation or sales call by any representative of a prospective vendor in violation of this provision may cause the disqualification of such response.

II.   **GENERAL TERMS AND CONDITIONS**
See Appendix A – These terms and conditions will become part of the final awarded contract. Please note any of the terms that your firm wants to consider for negotiation.

III. **FORMAT FOR RESPONSE**

To achieve a uniform review process and obtain the maximum degree of comparability, it is required that the proposal be organized in the format specified. All proposals must be submitted via email through the ESM Solutions electronic sourcing site. Please note that all vendors will have to complete an on-line registration process prior to submitting your proposal. See item I.B above for more information.

A. TITLE PAGE: Show the RFP subject, the name of the vendor's firm, address, telephone number, name of contact person, and date.

B. TABLE OF CONTENTS: Clearly identify the materials by sections and page number(s).

C. LETTER OF TRANSMITTAL: Limit to one or two pages.

1. Briefly state the vendor's understanding of the scope of services to be provided and make a commitment to provide the services within the time period.
2. List the names of the persons who will be authorized to make representations for the vendor, their titles, address, and telephone numbers.
3. Vendor shall note any and all relationships that might be a conflict of interest and include such information with the proposal.

D. PROFILE OF VENDOR: Indicate the number of people in the organization and their level of experience and qualification and the percentage of their time that will be dedicated to this process.

1. Provide a list of the vendor's top five current and prior two-year clients indicating the type of services the organization has performed for each client.
2. Submit independently audited financial statements (one copy only). Such information will be considered in strict confidence.
3. Indicate any third-party firms involved with your program and state their role(s).
4. Provide contact information (name, phone number, and email address of at least three (3) references for projects of similar size and scope.

E. SCOPE SECTION: Clearly describe the scope of services to be provided based upon the information in the scope section. Respond to each item listed.

F. RESPONSES TO ADDENDUM

G. PRICES RESPONSE

H. INVOICING PROCEDURE

1. Describe the firm's invoicing procedures.
2. Include documentation identifying all of the vendor's fees.

I. PROPOSED CONTRACT: Please submit a draft contract for the services being offered.

J. CERTIFICATION OF CONTRACT/BIDDER

IV. SCOPE OF WORK
See Appendix B

V.   SUPPLEMENTAL QUESTIONS

If the proposed product/service involves the usage, storage, or transmission of Joliet Junior College's stakeholder data, please respond to the following:

A. Describe your organizations approach to the management of information security and to securely managing client information.
B. Does your organization have an information security management policy?
C. How do you safeguard client information at your organization?
D. Does your organization have a comprehensive risk management structure for the management of client information?
E. Do you utilize an independent third party to conduct annual information security penetration tests of your IT systems?
F. List the type of documented information security policies that your firm has in place.
G. Has your organization implemented any ISO27001 (or similar) principles or requirements?
H. Has your organization experienced any information security breaches, ransomware, phishing, or malware incidents?

VI.   PROPOSED PRICING

The vendor should furnish a list of proposed prices for all services and materials to be used during the term of the contract. The list of proposed prices should be structured to allow for the calculation of unit cost analyses. The prices included herein are to be firm through the contract term, unless noted otherwise by the vendor.

VII.   EVALUATION

In evaluating the proposals submitted, JJC will apply the "Best Value" standard in selecting the supplier to be awarded a contract for this project. Purchase price is not the only criteria that will be used in the evaluation process. Any award resulting from this RFP will be made to that vendor whose offer conforms to the RFP and it is determined to be the most advantageous, of "best value" to JJC, in the sole judgment of JJC. The selection process will include the following considerations through a weighted scoring system:

	DESCRIPTION	WEIGHT
1	The quality of equipment and services the firm proposes to provide and the extent to which they meet RFP criteria, including knowledge transfer to the client.	20%
2	The firm's overall experience, reputation, expertise, stability, and financial responsibility.	20%
3	The experience and qualifications of the staff assigned to service JJC's account and the firm's ability to provide service expediently and efficiently.	10%
4	Vendor's financial terms offered to JJC.	25%
5	Commitment to diversity*	20%
6	Any other relevant factor a business entity would consider in selecting a supplier.	5%

*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

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<u>CERTIFICATION</u> <u>OF</u> <u>CONTRACT/BIDDER</u>

The below signed contractor/bidder hereby certifies that it is not barred from bidding on or responding to this or any other contract due to any violation of either Section 33E-3 or 33E-4 of Article 33E, <u>Public Contracts</u>, 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.

_____
SIGNATURE OF CONTRACTOR/BIDDER

_____
TITLE

_____
DATE

THIS FORM **MUST** BE ATTACHED WITH YOUR PROPOSAL

Appendix A

General Terms and Conditions

Applicability: These general terms and conditions will be observed in preparing the proposal to be submitted.

Purchase: After execution of the contract, purchases will be put into effect by means of purchase orders or suitable contract documents executed by the Senior director of Business and Auxiliary Services.   Purchases may be subject to the Illinois Prompt Payment Act. Note that the college requires Net 45 payment terms.

Right to Cancel: JJC may cancel contracts resulting from this RFP at any time for a breach of any contractual obligation by providing the contractor with thirty-calendar days written notice of such cancellation. Should JJC exercise its right to cancel, such cancellation shall become effective on the date as specified in the notice to cancel.

Governing Law and Venue: This contract shall be construed in and governed under and by the laws of the State of Illinois. Any actions or remedies pursued by either party shall be pursued in the State and Federal Courts of Will County, Illinois, only after Alternate Dispute resolution (ADR) has been exhausted.

Dispute Resolution: JJC and the contractor shall attempt to resolve any controversy or claim arising from any contractual matter by mediation. The parties will agree on a mediator and shall share in the mediation costs equally.

Costs: All costs directly or indirectly related to preparation of a response or oral presentation, if any, required to supplement and/or clarify a proposal shall be the sole responsibility of and shall be borne by the vendor.

Proprietary Information: Vendor should be aware that the contents of all submitted proposals are subject to public review and will be subject to the Illinois Freedom of Information Act. All information submitted with your proposal will be considered public information unless vendor identifies all proprietary information in the proposal by clearly marking on the top of each page so considered, "Proprietary Information." The Illinois Attorney General shall make a final determination of what constitutes proprietary information or trade secrets. While JJC will endeavor to maintain all submitted information deemed proprietary within JJC, JJC will not be liable for the release of such information.

Illinois Department of Human Rights Act
The parties to any contract (inclusive of subcontractors) resulting from this RFP hereto shall abide by the requirements of Executive Order 11246, 42 U.S.C. Section 2000d and the regulations thereto, as may be amended from time to time, the Illinois Human Rights Act, and the Rules and Regulations of the Illinois Department of Human Rights. Any vendor awarded a contract as a result of this RFP must comply with the Illinois Department of Human Rights Equal Opportunity Act/Rules Sections 750.5 and 5/2-105.

Sexual Harassment Policy
Pursuant to Section 50-80 of the Illinois Procurement Code, each bidder/respondent who submits a bid, proposal, or offer for a State of Illinois contract under this Code shall have a sexual harassment policy in accordance with paragraph (4) of subsection (A) of Section 2-105 of the Illinois Human Rights Act. A copy of the policy shall be provided to the college entering into the contract upon request.

Illinois Criminal Code of 1961
Responding vendors must not be barred from bidding on/responding to this or any other contract due to any violation of either Section 33E-3 or 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.

Business Enterprise Program (BEP):
Joliet Junior College will make every effort to use local business firms and contract with small, minority-owned, women-owned, and/or persons with a disability-owned business in the procurement process. This solicitation strives to meet the 30% aspirational goal established for businesses owned and controlled by minorities, females, and persons with disabilities in the College's procurement and contracting processes in accordance with the State of Illinois' Business Enterprise for Minorities, Females, and Persons with Disabilities Act [30 ILCS 575] as outlined below. Because these goals vary by business ownership status and category of procurement, we urge interested businesses to visit the Department of Central Management Services (CMS), Business Enterprise Program (BEP) web site to obtain additional details. To qualify, prime vendors or subcontractors must be certified by the CMS as BEP vendors prior to contract award. Go to
https://www2.illinois.gov/cms/business/sell2/bep/Pages/Vendor_Registration.aspx for complete requirements for BEP certification. BEP certified firms and firms utilizing subcontractors for the project shall submit a utilization plan and letter of intent that meets or exceeds the college's 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.

Negotiation: JJC reserves the right to negotiate all elements, which comprise the vendor's proposal to ensure the best possible consideration, be afforded to all concerned. JJC further reserves the right to waive any and all minor irregularities in the proposal, waive any defect, and/or reject any and all proposals, and to seek new proposals when such an action would be deemed in the best interest of JJC.

Award: The successful vendor, as determined by JJC, shall be required to execute a contract for the furnishing of all services and other deliverables required for successful completion of the proposed project. The supplier may not assign, sell, or otherwise transfer its interest in the contract award or any part thereof without written permission from JJC.

Retention of Documentation: All proposal materials and supporting documentation that are submitted in response to this proposal becomes the permanent property of JJC.

Opening of Proposals: Proposals will be opened in a manner that avoids disclosure of the contents to competing vendors. Contents for proposals will remain confidential during the negotiations period. Only the proposal number and the identity of the vendor submitting the proposal response will be made available to the public.

Quantity: There is no guaranteed amount of services intended either expressly or implied, to be purchased or, contracted for by JJC. However, the supplier awarded the contract shall furnish all required services to JJC at the stated price, when and if required.

Insurance: The supplier performing services for JJC 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 TWO MILLION DOLLARS ($2,000,000) 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.

Taxes: JJC is exempt from all federal excise, state and local taxes unless otherwise stated in this document. In the event taxes are imposed on the services purchased, JJC will not be responsible for payment of the taxes. The supplier shall absorb the taxes entirely. Upon request, JJC's Tax Exemption Certificate will be furnished.

Indemnification: The supplier shall protect, indemnify and hold JJC harmless against any liability claims and costs of whatsoever kind and nature for injury to or death of any person or persons and for loss or damage to any property occurring in connection with or in any incident to or arising out of occupancy, use, service, operations or performance of work in connection with the contract, resulting in whole or in part from the negligent acts, falsification of information, or omissions of the supplier.

In the event the supplier breaches its Business Enterprise Program (BEP) obligation as described within the State of Illinois' Business Enterprise for Minorities, Females, and Persons with Disabilities Act (30 ILCS 575) and pledged within the supplier's submitted utilization plan, the supplier is required to pay liquidated damages to Joliet Junior College equal to 20% of the award amount for college-funded projects. For projects involving state or federal funds, the supplier is required to pay liquidated damages to Joliet Junior College equal to the full amount of the award amount.

Appendix B

Scope of Work

TERM OF CONTRACT: Any contract, which results from this RFP, shall be for a period of three (3) 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 two (2) 1-year terms.

SCOPE OF WORK BACKGROUND
While vendors are working on their response, they should consider the following: the purpose of this project is to find a software solution that meets the needs and expectations of Continuing Education, its students and staff. Currently, Continuing Education utilizes Dynamic Forms for all student registrations and online payment processes. The Department also has access to the Nelnet Storefront product. The college is in the midst of a migration to Colleague SAAS and Continuing Education requires a product that provides instant registration that integrates with Colleague SAAS. The required integration will occur after the product is implemented and Colleague SAAS is live.

VENDOR HIGHLIGHTED REQUIREMENTS
- Students/Community Members can easily create and manage their online account, locate and register for a class, and make payments.
- Community Education staff can assist students with their account, registrations and payments, assist instructors with their account and submitting proposals, run reports (rosters, billing, instructor payment due, transactions, balance due, etc.,), reconcile accounts, build classes, etc.,
- The product is required to integrate with Ellucian Colleague SAAS and ability to integrate w/Colleague SaaS cashiering and (or and/or) NBS cashiering/storefront. Describe how the product integrates with the Ellucian Colleague SAAS environment and either SAAS Cashiering and/or NBS cashiering/storefront.
- **For a full-list of software requirements, please refer to the solution requirement spreadsheet located in Appendix C.**

SECURITY AND COMPLIANCE REQUIREMENTS
- Provide a document that articulates your architecture
- Provide a document that articulates your license agreements
- Vendors are required to provide a formal summary of their security. A HECVAT is preferred, as is a SOCX, otherwise vendors are encouraged to provide an equivalency to those documents.
- American Disabilities Act: All products should be in compliance with ADA/504/508 law. The college reserves the right to test all products (including third party tools your solution leverages) prior to purchase to ensure compliance is met. Please provide us with the VPAT and any additional accessibility statements from your organization.   For products you are proposing that are not 508 and/or WCAG (minimum of version 2.1) compliant, please provide information on your organization's current plans and commitment to progress.
  - What types of documentation can you provide about the product's accessibility performance?
  - Do you have a VPAT?
  - Do you work with any third-party vendors to certify your product is WCAG 2.1 compliant? If the awarded vendor requires administrative access, they must comply with the policy outlined

in the "Outside Party Administrative access" section below.
- Firms must be willing to sign the college's "Third-Party Network Connection Agreement" if JJC Network Access will be required. A sample agreement has been included within the bid documents for your reference.
  o Any email service provided by the vendor will need to be authenticated. One of two scenario email configurations will be accepted at JJC. The second option is the preferred method.
  o The email will be sent by the vendor owned domain. If this option is selected the email must come from a secured environment and email server information (IP addresses, etc.) will need to be provided to JJC IT department. This means that if not properly configured by the vendor email may be seen as spam, junk, or malicious and will be rejected.
  o If the email will be sent by a JJC owned email address (the JJC domain) the vendor must support DKIM/DMARC. JJC uses Mimecast as its DMARC Analyzer. Email workflow must be set up using this method. If it is not used, all emails from the vendors platform will be rejected.

- Solution should comply with the following:
  o Audit Trail
  o Dynamic Password (Alphanumeric)
  o Tool should allow JJC to be HIPAA Compliant

- This proposed product/service involves the usage, storage, or transmission of Joliet Junior College's stakeholder data, please respond to the following:
  o Describe your organizations approach to the management of information security and to securely managing client information.
  o Does your organization have an information security management policy?
  o How do you safeguard client information at your organization?
  o Does your organization have a comprehensive risk management structure for the management of client information?
  o Do you utilize an independent third party to conduct annual information security penetration tests of your IT systems?
  o List the type of documented information security policies that your firm has in place.
  o Has your organization implemented any ISO27001 (or similar) principles or requirements?
  o Can you provide an audit report?
  o Has your organization experienced any information security breaches, ransomware, phishing, or malware incidents?

PROJECT IMPLEMENTATION
Vendor to provide a clear strategy and process for the following (but not limited to):
- Project Implementation Timeline
- Scope, Limitations, Dependencies, Assumptions
- Training Strategy, User Adoption and Training Materials
- Users
- Reports

RESOURCES, ROLES AND RESPONSIBILITIES
The proposal should include clear definition of the roles performed by the vendor, versus JJC, in

partnering together to complete all phases of implementation.

The vendor should detail in proposal all work that is being proposed to be on-site versus completed remotely. Rates should be detailed by function and locations of any proposed work. Costs for any associated travel expenses should be included and detailed in the proposal but cannot exceed 10% of total proposed cost. The college prefers the total project cost include all travel and related expenses.

WARRANTY, SUPPORT AND MAINTENANCE
- Vendor to define committed Solution Uptime (should be at a minimum 99.99% for FOUR or more Quarters).
- Vendor to define if support and maintenance is direct from the manufacturer or bid partner or both.
- Vendor to define process and downtime (if any) for Solution Upgrade and Maintenance
- JJC is requiring 24/ 7 Live Support within US
- SLA (Service Level Agreement) and Escalation Procedure Post Project Implementation
    - Severity Level
    - Response Time
    - Resolution Time
    - Escalation Path

OUTSIDE PARTY ADMINISTRATIVE ACCESS
Joliet Junior College reserves the right to request a background check for any individual requiring administrative access. Proposal should detail if subcontractors of the contracted firm will be leveraged for the implementation. Access cannot be granted to subcontractors of the contracted firm without written confirmation by the college. All vendors will be subject to the same access criteria. The college will not grant administrative-level access to individuals located outside of the United States for security measures.

NOTES ON PAYMENT TERMS/FEES/INVOICES/ CONTRACT- Take note on your Masters Agreement and Contracts
- JJC follows the Illinois Prompt Payment Act that allows up to 60 days without interest and/or fees since we are a state non-profit entity.
- Payment Terms: JJC is Net 45 days
- Invoice Date: Ensure latest invoice date are updated in case of revisions. Payment Terms applies on Invoice Date.
- Ensure that in the contract it is mentioned that RFP Documents and Proposals should be consistent to the contract that will be signed or at a minimum reference as binding documents. There are vendors who are detailed in the proposal but will not reflect this information on the contract and may cause disagreements on SOW later on.
- Ensure the contract have clear payment terms, termination clause, renewal notification that is consistent with JJC Policies.

DIRECTIONS TO RESPONDENTS
- In their responses, respondents should complete the following:
    - Utilize the template included in the RFP
    - Respond to questions in Appendix B, Scope of Work

- o Complete Appendix C, System requirements
- o Provide pricing information that includes number of licenses included, length of contract, implementation costs and integration to colleague SAAS
- o Top respondents may be asked to prepare up to a 1-hour demonstration for RFP Committee to review product features and system requirements as listed in Appendix C.

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Appendix C

Category	Description	Importance (Required, Preferred)	Respondent Response (enter one) Yes/Partial/No	Respondent's Comments
USER INTERFACE	Provides web-based student/member registration interface/portal for both new and existing students.	Required		
	Provides user-friendly interface to view course catalogs with complete course information and an online shopping cart.	Required		
	Provides ability to create student/member accounts	Required		
	Provides robust help function for system	Required		
	Provides a customizable web interface to allow branding by the University, such as logo, contact information, help links, etc., with a customer friendly interface.	Required		
	Provides a FACULTY interface/portal	Required		
	Provides a COORDINATOR/STAFF interface/portal	Required		
	Provides a CONTRACT TRAINING/STAFF interface/portal	Required		
	Provides a customizable interface with the ability to rename fields, tabs, etc.	Preferred		
	The design of the registration page presents all course information clearly, e.g. content, sections, price, dates, and full schedule.	Required		
	Requires students/members to read and acknowledge policies at time of registration	Required		
	The solution allows direct online access to transcripts or course history	Preferred		
	The solution allows students/members to indicate preferred method of contact	Preferred		
	The solution allows students/members to initiate communication (e.g., a student can request a call/email from an administrator or instructor)	Preferred		
	The solution allows students/members to share (download, email/forward) courses/programs to friends/contacts	Preferred		
	Supports the detection of duplicate student/member registrations	Preferred		

	The solution allows for additional fields for asking custom questions (account creation/registration/event)	Required		
INSTRUCTOR	Provides instructors access the system to view course information.	Required		
	Provides instructors access to email students/members and include attachments.	Required		
	The solution allows for multiple instructors per class.	Required		
	The solution allows the ability to login, change his/her contact information and passwords (including "forgot password")	Required		
	The solution allows view of course information, syllabus and resources	Preferred		
FINANCIALS	Ability to integrate w/Colleague SaaS cashiering and (or and/or) NBS cashiering/storefront	Required		
	Provides robust payment system which allows for refunds, transfers, credits.	Required		
	Provides reconciliations against payment processor report balances.	Required		
	Provides an easily accessible audit trail of student/member transactions.	Required		
	Provides for discounts / waivers	Required		
	Provides automatic invoice and statement generation to participants in an email (PDF) format	Required		
	Provides reporting in an exportable format (xls/csv) for our GL ERP	Required		
	Provides ability to place account holds.	Preferred		
	Provides ability to offer refunds	Required		
	Provides income, expense, and profit/loss tracking course by course or by program	Preferred		
	The solution allows payment using multiple tenders	Preferred		
STUDENT/ MEMBER ACCOUNT MGMT	The solution allows for additional fields for asking custom questions (account creation/registration/event)	Required		
	The solution allows the ability to login, change his/her contact information and passwords (including "forgot password")	Required		
	Provides a "Do not contact after" field	Preferred		
	Supports a notification process by which students/members can ask to be notified when the next class of a selected course is offered (with automated notification).	Preferred		
	The solution also allows notes/comment relating to a student/member.	Preferred		

ENROLLMENT MGMT	Provides the ability to manage course cancellations, waiting lists, dropping students, changing section status.	Required		
	Supports production of class lists	Required		
	Provides accurate, real time enrollment counts.	Required		
	Provides communication of course confirmations	Required		
	Provides records of student/member activity, e.g. waitlisted, withdrew, refunded, credited.	Required		
	Supports high volume at one time, registration windows.	Required		
	Provides notification of max enrollment.	Preferred		
	Provides ability to notify students/members in bulk	Preferred		
ADMINISTRATION	Provides robust student/member record functions including preventing multiple records, and merging of duplicate records.	Required		
	Allows for searching for students/members in multiple ways.	Required		
	Provides robust help function for system administration.	Required		
	Provides the ability to export/publish course catalog	Required		
	Supports entering course information in rich text format (not html).	Required		
	Provides online course catalog that is easily maintained with complete course descriptions, the ability to copy courses from previous catalogs, and previewing before publishing.	Required		
	Provides flexibility in class duration, frequency, and timing.	Required		
	Provides option to outline pre-requisite requirements by course or program.	Required		
	Provides the ability to create courses with delayed publishing.	Required		
	Supports emailing students/members - and allows attachments	Required		
	Allows for permissioning or roles for users	Required		
	Provides ability to save class management information, e.g. setup, food, books, materials, and generate a report	Preferred		
	It also allows administrative notes/comment relating to a person.	Preferred		
	Provides multiple session catalogs	Preferred		
REPORTING	Provides a robust reporting and BI analysis system	Required		
	Reporting system is customizable and allowing ad-hoc reports.	Required		

	Report options include; membership mailing list	Required		
	Allows for reports to be output in multiple formats	Required		
	Allows reporting based permissioning or roles	Required		
	Provides the ability to schedule reports to run automatically and emailed to specific individuals or groups of individuals	Required		
	Provides the ability to export/publish course catalog	Required		
MIGRATION	Ability to transfer migrate data from existing system	Required		
	Solution must integrate with Colleague SAAS	Required		
TECHNICAL	Solution must be Cloud based system	Required		
	Solution must be Mobile-friendly	Required		
	Solution allows for registration links to be sent directly to customers. Dynamic link which takes them directly to the course	Required		
	Notification process when there is an issue with platform	Required		
	Ability to utilize single-sign on (SSO Integration)	Preferred		