



IOWA CENTRAL COMMUNITY COLLEGE  
PROCUREMENT DEPARTMENT  
ONE TRITON CIRCLE • FORT DODGE, IOWA 50501

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## **ENTERPRISE RESOURCE PLANNING (ERP) MODERNIZATION**

**DECEMBER 11, 2024**

RFP # 24-11152024

### **ADDENDUM 2.0 – 12/11/2024**

**- Schedule of Key Dates Updated**

**- Iowa Central Community College Response to  
Vendor Questions**

## SECTION 4: SCHEDULE OF KEY DATES

Iowa Central Community College will strive to follow this schedule to the best of our ability. If any material changes are required, an addendum will be issued to all participating vendors to update them on the schedule change. It is up to the vendors to monitor their emails once the process begins, and acknowledgement of any addendums is required.

\*\*\*UPDATED AS OF 12/11/2024. All anticipated dates revised.\*\*\*

Anticipated Date	Step in RFP Process
11/15/2024	RFP is Advertised and relevant vendors proactively contacted
12/06/2024	Last Date/Time for submission of written questions via email to Ryan Gruenberg, Iowa Central Community College Vice President of Operations at <a href="mailto:gruenberg@iowacentral.edu">gruenberg@iowacentral.edu</a> by 8pm eastern time.
12/11/2024	Responses to questions emailed to vendors
<b>1/13/2025</b>	<b>Deadline to submit proposal</b>
1/22/2025	ICCC's Evaluation Team Reviews Proposals
1/27/2025	Notify Vendors That Will Demo
1/17/2025 – 3/10/2025	Prepare Client and Vendors For Demos
2/17/2025 – 3/07/2025	Software Vendor Demos   Integrator Presentations Additional Analysis   Discussions with References
3/10/2025-3/21/2025	Final Analysis   Notify Vendor of Choice
4/18/2025	Contract and Statement of Work Finalized

## **Questions Received by Iowa Central Community College in Response to the Enterprise Resource Planning Request for Proposal**

### **Questions from Vendor: Black Text**

#### **Responses by Iowa Central Community College: Red Text**

The timeline for the RFP requests clarification questions by 8pm Eastern on November 29<sup>th</sup> (this Friday). The team is seeking to evaluate the requirements and provide a thorough and thoughtful response for Iowa Central to consider. Due to this week's Thanksgiving holiday, we respectfully request an extension for the questions to be submitted by Friday, December 6<sup>th</sup>.

Please advise if that may be approved and questions submitted next week after the holidays.

**We have extended the timeline for questions to the end of this week. We are hoping that will give enough time for everyone, but we will evaluate as needed.**

We greatly appreciate the opportunity to respond to ICC's RFP for Enterprise Resource Planning modernization and are committed to providing a comprehensive and thoughtful proposal. Given the upcoming holidays, we kindly request an extension of the submission deadline, if feasible. An extension until 1/17 would allow us to ensure the highest quality and completeness of our response.

**a) Iowa Central Community College has evaluated the requests for an extension and proposals will now be due January 13<sup>th</sup>, 2025.**

2. Page 21, Section 5.1.1 and page 34, section 7.2 mention an Excel Workbook that must be completed. Can you please share this Excel spreadsheet or provide further guidance on how to complete this?

**a) The Excel workbook was not shared in the initial RFP. It has been sent to vendors and posted to the Iowa Central Public Notices website.**

3. Regarding CRM:

• How many current contacts do you have in your prospect database?

**a) We currently have anywhere between 100,000–500,000 active contacts in our prospect database. This includes 19,115 active external users, but there are additional students in the system we contact who do not have an active external user.**

- How many full users (able to configure the system, update settings/workflows, write reports, use live chat, own cases) do you anticipate will access the solution?
    - a) Currently we have 3 users, and we would anticipate 2–3 full users in the future.
  - How many light users (create and update contacts, run/ view pre-written reports, manage communication and events) do you anticipate will access the solution?
    - a) We anticipate 10–12 light users accessing the solution.
  - How many applications do you process annually?
    - a) We process anywhere between 4,000–6,000 applications annually. Recently, we implemented an international application through our CRM, which has increased our application numbers.
  - Are you interested in implementing a live chat feature between staff and students? If so, how many live chat users from your staff do you anticipate will access the solution?
    - a) At this time, we would not be interested in implementing a live chat between staff and students. We tried this with the IvyChat Bot, and it proved too difficult for the advisors to respond to the live chat promptly with their schedule of advising appointments and walk-in appointments. Also, students would want to chat with a specific advisor and that advisor would not be available. The questions that we did receive were mainly directed for East Campus as well. Another issue with IvyChat Bot was that we would receive most of the live chats after our business hours.
  - Are you interested in non-live chatbot? This chatbot performs multiple tasks, saving staff time and going well beyond simple questions and answers. This assistant answers questions and can route the conversation to a live person if needed and create follow-up help tickets.
    - a) A non-live chatbot could be a helpful tool for recruiting prospective students. It would save staff time and enhance our communication capabilities. We currently have this except for the ability for the chatbot to create help tickets.
4. Does the College wish to explore retention + advising solutions?
- a. Yes, these areas are being considered as part of this process.

5. What gaps, if any, exist with Campus Logic?
  - a. The main thing we need from the new product in regards to campus logic would be a place for students to upload their documents when they are selected for verification or we require documents from them instead of having them mail or email their documents. There are a few things that it does not automatically add for us and we have to manually add the documents we need into Campus Logic now called Student forms by Ellucian. We do not use the product yet at this time to its fullest potential. An update was released with a way for us to create our own forms which would be very helpful with a new platform. We need to be able to create documents for the students to complete if they don't come custom from the platform.
6. Is Campus Logic currently integrated within ICCC's current SIS, or is it stand-alone?
  - a. It is a stand-alone product that we direct students to through a link we add into self-service.
7. Please share current I.T. Department staffing – with roles/titles included.
  - a. Information Services – Management of all software, integrations, workflows, ERP customizations. All things software across the institution.
    - Director of Information Services – Oversees department. Heavily involved in institutional software from concept to implementation.
    - Two Computer Systems Analysts – Continued maintenance of ERP systems as well as project design and implementation.
    - Proposed Business Analyst Position (currently vacant) – Upcoming Computer Systems Analyst position that is being evaluated pending vacancy.
  - b. Institutional Technology – Management of networks, servers, security systems, SSO, internet systems across the institution.
    - Two Network and Computer Systems Administrators – Oversee department. One more focused on phones, security systems, network. Other focused on SSO, servers, and network.
    - Two Technology Specialists – Manage daily maintenance, imaging, and smaller projects.
  - c. On-site 3<sup>rd</sup>-party contractor

- Organization handles all lifecycle management of computers and printer/copiers along with managing Help Desk. Handle the majority of physical assets related to technology.

8. Does ICCC have an integration built between Lumens and Colleague?

- a. We do not. Lumens does not have a robust API.

9. What gaps, if any, exist in Lumens? What would ICCC like to have that Lumens does not supply?

- a. We moved back to Colleague from Lumens because it became a struggle to be able to provide the students that we serve all the services that the credit student receives. Examples include manual process for our students to access Canvas. They could not get the same access to get Triton Alerts, email addresses for students in some of our longer programs, also things like getting student id's. When we went to Lumens it allowed us to do online enrollment and payment, but it also put us in a silo from our student population perspective. We did not necessarily want to set separate systems for all of these services, we want our students to have access to everything that all of the other students have access to. Lumens financials reside outside the College's accounting system (Colleague at present). This requires the Economic Development Department responsibility for monthly financial close, invoicing, collections, & MIS (reporting data to the Iowa Department of Education). Such processes would ideally remain with the Business Office and IT (for data reporting).

10. Why is Salesforce in place for the 8-week Online Program at ICCC? Why wouldn't the College elect to use Colleague for this program?

There are certain aspects of recruitment and retention that we do not believe Colleague is able to assist our 8 Week Online programs. These include:

- Task Management –Our processes of contacting recruits and managing how and when those recruits are being contacted before they become an application.
  - Once they complete an application, we continue to work the recruit until they begin in a program.
    - Example: If an inquiry lead comes in, the following process happens: Day 1 call and send email. Day 2 call again. Day 3 call and email. Day 4 call. . . and so on. . . Our recruitment plan continues for four months. Each of these are a task that Salesforce helps us to manage when/how to reach each student. Colleague does not have this follow through (task management).
  - Once they are an official student, Salesforce continues to be our database used to connect with students and follow up with any issues they may have

throughout their time as a student through graduation. However, Colleague is the “official” database record. Salesforce is simply used as a CRM.

- Salesforce allows us to manage the above items throughout all of their time at Iowa Central. Colleague does not have a function that allows us to create a task list and manage those lists. We keep very documented details each time a student is contacted and how they respond (or lack of) . This allows us to then create a task of when/how to connect with the student the next time. Colleague does not have this function other than to run a report to see when a student was last contacted (for tomorrow, next week, next month, etc.).
- Mass Emails – Salesforce gives us additional functionality that allows us to send a targeted email to students (and document that to each student this was sent).
  - We send mass emails to groups of students such as: students who have an inquiry but no app, students who stop attending with hopes of getting them to return, etc.
  - There are times when communication to our 8-week students is different than the All Student emails sent. Examples:
    - Withdraw dates
    - Refund dates
    - General Reminders – course agreements and others
- Reports – We have the availability to run reports specific to data within Salesforce. Examples:
  - Students projected to start by term and where they are in the enrollment process (we have very specific steps that each student must complete prior to enrolling online – different than campus).
  - Reports by Online Enrollment Rep for their students
    - Also to know/ensure that staff is completing their tasks on students (evaluation purposes too)
  - Marketing – Tracking where our inquiries are coming from: Organic, Social Media, Paid Leads,
    - Managing on how each of the sources of leads are performing
  - Automation of tracking any student who inquires (such as social media, paid leads, etc.) to track and retain where the inquiries are coming from.
    - Email confirmation that we received their information (tracked and documented automatically).

Summary: Our most important aspect of Salesforce is the utilization of Task Management. Without this key aspect, we feel that we would either need to completely retool our onboarding processes or the process would become very time intensive to manage touch points. As noted above with the three key points, we feel that Colleague does not have the ability to track students to the fine details of our tracking of 8 Week Online students. Recruitment of 8 Week Online is very different than campus recruiting in terms of how and when to contact students. Online students live a very busy life, typically with a job (most full time), family, and trying to navigate their way to a college degree and requires more

assistance through the enrollment process. Salesforce helps us to manage and navigate each through every step of the enrollment process.

11. On Page 43 of the RFP, ICCC mentions non-standard terms.

a. Currently, how many courses does ICCC have using non-standard terms?

- Roughly 150

b. Is this considered a growth area (non-standard terms) for the College?

- Yes, this is considered to be a large growth area for our institution.

12. Does the College follow the AACC's Guided Pathways?

a. Yes, we are implementing guided pathways and will be fully implemented soon.

13. What solutions does the College use for degree audit?

a. We utilize the delivered version from Colleague.

14. If ICCC is a Microsoft institution, which Microsoft license(s) does the College have?

a. Dynamics 365 Business Central for IWs

b. Microsoft Fabric (Free)

c. Microsoft Power Apps Plan 2 Trial

d. Microsoft Power Apps for Developer

e. Microsoft Power Automate Free

f. Office 365 A1 Plus for faculty

g. Office 365 A1 Plus for students

h. Office 365 A1 for faculty

i. Office 365 A1 for students

j. Power Pages vTrial for Makers

Will ICCC accept bids from multiple SIs leveraging the same software vendor? I believe having multiple options will provide the most competitive price offering for ICCC.

ICCC Response: Yes, we are willing to explore this option.



Due to the unavailability of many of our team due to the holiday season, and our deep interest in submitting a comprehensive proposal that fully addresses all of Iowa Central's requirements, we are requesting a 2-week extension until January 17, 2025. This additional time will allow us to: Complete thorough technical evaluations, finalize partnerships, conduct detailed cost analyses, provide robust responses, and perform comprehensive quality assurance reviews.

We understand that this request may impact your evaluation timeline, and we appreciate your consideration.

a) Iowa Central Community College has evaluated the requests for an extension and proposals will now be due **January 13<sup>th</sup>, 2025**.

Can ICCC please provide a list of known integrations, for example:

- HCM - Medical benefits providers, employment verification, life insurance providers, retirement
  - We have a loose integration with Wellmark to compare 1095C coverage throughout the year.
- Payroll - third-party tax provided if applicable
  - We don't have any 3rd party services, but the payroll system is heavily reliant upon custom built forms for balancing with benefits and other HR modules.
- Financials - Financial institution, punch-outs for procurement
  - Flat file upload/formatting to assist with PCARD and reconciliation.
  - We've done some work on making sure ACH files are properly formatted for the bank, although I would expect another system to be able to handle that.
  - We have a daily sync with AdAstra for financial analysis on our courses
- Student - transcript, cashiering, curriculum, LMS, etc.
  - National Student Clearing house automated transcript delivery
  - TouchNet for payments
  - Canvas for our LMS
  - Accudemia for our Library
  - Accommodate for accommodations
  - Alexandira for our library
  - Recruit CRM connects with Colleague for applications

- Former integration between Lumens and Canvas with ICCC as a middleman for moving students between systems.
- Everbridge for texting students
- Twilio for text messaging students and other communications
- Upswing/Ana which has a once a term upload for the ARC
- Several gradebook upload mechanisms to import data from 3rd party exports into the gradebook automatically.
- We have a custom-built process to automatically build and export required MIS state files for yearly reporting.
- Handshake integrations.
- Other
  - There is a sync that runs daily for Team Dynamix to automatically upload students and staff into that system and update their accounts if needed
  - Integrations with Microsoft Systems to display work calendar information in Self-Service.
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  - There is a sync that runs daily for Team Dynamix to automatically upload students and staff into that system and update their accounts if needed
  - Integrations with Microsoft Systems to display work calendar information in Self-Service.
- In addition to these items above we also have several Single Sign On integrations with other parties

Please let this email serve as a request to extend the due date for the RPF response from 1/3/25 to 1/10/25 due to the holiday.

- a) Iowa Central Community College has evaluated the requests for an extension and proposals will now be due **January 13<sup>th</sup>, 2025.**