



Workday Implementation Services RFP

Illinois Central College invites you to submit a proposal for Workday Implementation Services. Proposals are due on **Monday, February 5, 2024 at 8:00 AM CST**. They should be e-mailed to purchasing@icc.edu. E-mail subject line: **“Proposal- Workday Implementation Services.”** High importance. A receipt confirmation will be returned.

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Project Description

Illinois Central College (ICC) has embarked on a transformational, once-in-a-generation opportunity to modernize its enterprise resource planning (ERP) solution and related processes, thus, this effort has the potential to create a tremendous amount of positive change for ICC students, faculty, and staff. The purpose of this effort is to establish a strategic direction to enable student success and improve operating effectiveness by modernizing the College's ERP/SIS technology, improving access to data and redesigning processes in support of student services, finance, and human resource management.

ERP Selection: Workday was selected, and the following products are in scope for this implementation:

- Finance SKU LIST: Core Financials, Revenue Management, Expenses, Financial Planning (Adaptive Planning), Grants Management, Projects, Procurement, Strategic Sourcing
- HCM/Payroll SKU LIST: Core Human Capital Management (HCM), Journeys, Absence Management, Benefits, Cloud Connect for Benefits, Peakon, Help, People Analytics
- Learning, Cloud connect for learning, Payroll, Recruiting, Talent Optimization & Time Tracking
- Technology: Workday Extend
- Analytics & Reporting: Prism Analytics
- Core Student: Recruiting, Admissions, Registration, Records, Advising, Financial Aid, Student Finance.

Key Objectives: The key objectives include, but not limited to the following:

- **Student Experience.** Improving the student experience is the primary goal of the ERP selection which is supported by the strategic goals in the OneICC Strategic Plan and other strategic engagements currently in progress. While the ERP solution is foundational many processes contribute to the overall student experience (LMS, IAM, Library, Tutoring, etc.).
- **Employee Experience.** On the administrative side, HR has been identified as an area that could benefit from an ERP that improves process, integrations, and reduces duplication of work. Overall, processes can be automated, which will allow staff to spend less time on mundane tasks and more time on differentiating high value work.
- **Data, Data, Data.** Currently many of the systems across the college are not integrated which makes it difficult to drive data analytics, machine learning, or automation.
- **Technology.** By moving to a more modern, cloud-based ERP platform, ICC will benefit from enhanced functionality, a more user friendly, mobile first software platform that also will reduce the amount of ongoing technical support and maintenance of the product.

Key Tenets: The following key tenets have been identified as strategic pillars to help inspire and guide this transformational effort.

- **Degree Planner** – Integrated academic plan to completion
- **Financial Aid** – Provide a full picture of support for Federal, State, Foundation, and External Grant sourced assistance from application through disbursement.
- **Lifelong Learning** – Lifetime Learner Record containing Micro-credentials, Credit for Prior Learning, and Competency Based Learning achievements.
- **Transcripts** – Student transcript that reflects all activity: credentials, badges, certs, credit/non-credit

- **Student Success** – Support for early alert system integrations between ERP, LMS, CRM, etc. and tracking of student outcomes.
- **Usability** – System developed for mobile with ease of navigation and supports many communication channels to reach Students.
- **Data Visualization** – Enhance access to data and dashboards to improve decision making.
- **Operational** – Improved administrative functions and integrations through the use of workflow and automated processes.

ICC Background

ICC is located in the Greater Peoria area within driving distance of three major cities; Chicago, St. Louis, and Indianapolis. ICC serves all or parts of 10 Central Illinois counties: Peoria, Tazewell, Woodford, Bureau, Logan, Marshall, Livingston, McLean, Stark, and Mason.

Illinois Central College first started classes on September 18, 1967, in temporary buildings at its East Peoria location. Situated on over 400 acres of wooded terrain, the East Peoria Campus is now home to the Edwards Library Administration Building, Academic Building, Agricultural and Industrial Technologies Building, CougarPlex, Performing Arts Center, the Caterpillar Building, and the Horticulture Land Laboratory.

Student: Annual unduplicated enrollment for FY 2023 was just under 10,000 students. Typical enrollment at ICC is approximately 30% Full-time and 70% Part-time. Three out of ten graduating high school seniors living in the ICC district choose Illinois Central College.

Academic: Illinois Central College is accredited by the Higher Learning Commission of the North Central Association of Colleges & Schools. ICC offers over 1,360 classes each Fall. The average class size is 15. ICC annually awards more than 1,800 degrees and certificates. Degrees and Certificates are offered in the following areas:

- Associate, Arts: 41 programs of study
- Associate, Science: 17 programs of study
- Associate, Applied Science: 43 programs of study
- Occupational Certificate: 56 certificates

Faculty/Staff: Total number of full-time employees is around 515 with part-time coming in around 340 for FY24.

ICC Readiness

The College has also recognized that to have a true transformation involves creating a culture of change. In 2022 the college engaged an outside vendor to assist with the evaluation readiness for the college and data governance and some of the outcomes are listed as follows:

- **Established Culture of Change Management:** ICC practices Prosci ADKAR model.

- **Identity and Access Management (IAM):** Technology Services is actively progressing on the development and implementation of a new directory and unified password solution that will reduce the number of login/passwords that students and staff are required to remember.
- **Reimagine Data Management:** Effort to evaluate and improve processes around Data Management (Governance, Quality, Integrations, Analysis, and Security). ICC has engaged with Huron to help establish functions around Data Governance which completed January 2024.
- **Capability and Process Mapping:** Conversations on how to document the capabilities of ICC that would depict “What we do” at a central level and the process mapping effort that define “How we do it” across the college. Process mapping is progressing in preparation of an ERP implementation.

Institutional Effectiveness Priorities Committee

The Institutional Effectiveness Priorities Committee (IEPC) functions to provide a common approach to solicit, review, prioritize, and execute projects across ICC. It puts functional areas in the driver's seat to directly manage change and cross-functional leaders in a position to review and prioritize for the college. Functions include but not limited to:

- Any project that involves resources from a department, information technology, or consultant
- Any project that will impact or interface with an Enterprise system
- Any project that requires funding, resources, or an expedited timeframe
- Development and management of project documentation, roadblocks, and communication

Change management is an integral function of IEPC and the college a long-time adopter of Prosci’s ADKAR model to help plan and guide change activities. Enterprise and departmental change can impact the entire college, so the IEPC process manages change across all of ICC.

ICC Enterprise Environment

ICC’s current PeopleSoft ERP is hosted in OCI and runs on an Oracle database. The Enterprise Systems department (comprised of 12 people) is responsible for maintaining the three main PeopleSoft applications: HR, Finance, and Campus Solutions as well as a significant number of third-party systems and integrations. The Enterprise Systems team consists of 1 director, 4 technical staff, 6 business analysts, and a project manager.

Current Systems Environment

The College currently utilizes Oracle’s PeopleSoft ERP to administer its Student, Human Resource, and Finance business functions, which have been in place since the late 1990’s. The versions of the ERP utilized are PeopleSoft Campus Solutions 9.2, Human Capital Management 9.2, and Finance 9.2. All three systems are running on People Tools 8.60.05.

The systems all operate on an Oracle database and are cloud hosted in the Oracle Cloud Infrastructure (OCI) environment. The new ERP solution will need to interface with Canvas (LMS), Blackboard Analytics (Data warehouse), Touchnet (Credit Card & payment processor), Target-X (CRM), Coursedog (event

scheduling/academic scheduling/Curriculum/Catalog), ImageNow document imaging, and many other third-party systems that will be identified during requirement review. API and flat-file integration should be possible.

The following are key things to know and consider regarding the current ERP environment at ICC:

- The current PeopleSoft system was originally implemented between 1999 and 2001 and has been highly customized over time.
- Key functional modules that are part of the PeopleSoft functionality suite were never implemented, including Candidate Gateway and Talent Acquisition Manager. (Neogov is being used for this purpose)
- While functioning and supporting ICC at present, the current PeopleSoft environment has many highly manual processes and steps that hinder ICC’s ability to fully serve students, faculty, and staff.
- Several payroll processes are specific to certain pay groups. Faculty pay is an extremely complex process and highly manual.
- There are a significant number of custom reports for State, Federal, and administrative use.
- Knowing that the College will need to have key resources dedicated to the implementation project, the College is committed to plan for interim staffing support or backfill support but will rely on the implementation partner for guidance in this area in terms of impact to each functional area.

ICC is operating PeopleSoft 9.2 to support HR, Finance and Student focused administrative functions. Here are the current modules used by ICC.

Human Resources

- Talent Management
(not installed, but desired)
- Core Human Resources
- Employee Self Service and Manager Self Service
- Benefit Administration
- Payroll for North America
- Absence Management
(installed, no longer used)
- Faculty Workload
(not in use)
- Learning Management
(not installed, but desired)
- ePerformance
(not installed, but desired)

Finance

- General Ledger
- Procurement
- eProcurement
- Purchasing
- Expenses
- Banking
- Accounts Payable
- Accounts Receivable
- Asset Management
- Grants
- Project Costing
(not installed, but desired)
- Commitment Control

Student

- Recruiting and Admissions
- Records and Enrollment
- Student Administration
- Academic Advisement
- Student Financials
- Financial Aid
- Campus Community
- Self Service
- Curriculum Management

Systems and Integrations (RFP Response Table #1)

System	Description	Integration Type	Expect to keep and integrate new ERP (Y or N)	Vendor has created integrations to or from this system?
PeopleSoft (HCM,Fin, Campus Solutions)	Core ERP for Administrative Systems	N/A	N	
Canvas	external script - direct database connection executes stored procedure that outputs results to flat file	Scripts/API	Y	
BB Analytics	Data Warehouse - Direct database connection/external queries by remote MSSQL Server	ETL/API	Y	
Touchnet	PS Project integrates with hosted TN systems and scheduled PeopleSoft process imports flat file from fileserver	API/File	Y	
TargetX	PeopleSoft SQR that outputs to flat files which are uploaded to TargetX via informatica middleware	Middleware/File	Y but prefer part of new ERP	
Twilio SMS	Twilio SMS API	API	Y	
Twilio Authy	Twilio Authy API	API	N	
Accuplacer	Import Accuplacer placement test scores into PeopleSoft	Middleware/Scripts/File	Y	
Appian	ERP Firewall - PeopleSoft Project	API	N	
Bookstore	script to update bookstore balance for the printed student schedule	Scripts/API	Y	
Clean Address	PeopleSoft project and weblogic servlet installed on PeopleSoft web server connects to web service hosted on premises	API	Y	
CourseDog	IB integration that reads/writes schedule data to and from PeopleSoft in real-time	API/Integration Broker	Y	
Credentials	PeopleSoft project - PS app server connects to middleware hosted on premises	API/Middleware	Y	
Federated Views	Campus and HR have federated views to some of each other's tables	API	N	
Foundation Scholarship	PeopleSoft WSDL Custom application	API	Y but prefer part of new ERP	
GT eForms	project	API	N	

HighPoint Advisee Relationship Management	Advisee relationship management software implemented via PeopleSoft project	API	N	
HighPoint Campus Experience	Campus Experience UI implemented via PeopleSoft project	API	N	
HighPoint Course Auditor	Financial Aid Course auditor software implemented via PeopleSoft project	API	N	
HighPoint Degree Planner	Degree Planner software implemented via PeopleSoft project	API	N	
HighPoint Message Center	PeopleSoft messaging software implemented via PeopleSoft campus solutions	API	N	
HighPoint Schedule Builder	Student scheduling software implemented via PeopleSoft campus solutions	API	N	
HighPoint SIS Automation	SIS automation software implemented via campus solutions	API	N	
ICCNET	ICCNET custom applications connected to PeopleSoft databases	API	Y but prefer part of new ERP	
ICCNET: Appropriation Budget	external script runs direct database query that outputs to web page	API	Y but prefer part of new ERP	
ICCNET: Class Schedule	external script runs direct database query that outputs to web page	API	Y but prefer part of new ERP	
ICCNET: Employee Directory	external script runs direct database query that outputs to web page	API	Y but prefer part of new ERP	
ICCNET: Grant Budget	external script runs direct database query that outputs to web page	API	Y but prefer part of new ERP	
ICCNET: Purchase Order Lookup	external script runs direct database query that outputs to web page	API	Y but prefer part of new ERP	
ImageNow	Document imaging application interfacing with PeopleSoft	API	Y	
Maxient	external script runs direct database query that outputs to web page	Scripts/API	Y	
Nagios	external script runs direct database query	API	N	
NOID (employee/student file to populate AD)	external script executes stored procedure that populates single table	API	Y	
Printed Student Schedule	asp web site hosted on premises executes a stored procedure	API	Y but prefer part of new ERP	

Peoria Promise	asp web service hosted on premises executes a stored procedure	API	Y	
PNC	file received from PNC via FTP is processed by PeopleSoft	File	Y	
Rave Alert	Rave user provisioning process	Scripts/API	Y	
SendGrid	Enterprise Mail Relay Server	API	Y but prefer part of new ERP	
UKG Ready	PeopleSoft SQR that outputs to flat files (need to keep clock integration)	Middleware/API/File	N/Y	
Bookstore load	PeopleSoft app engine processes flat file generated by bookstore system	File	Y	

Implementation Partner Requirements

In this section are described key requirements that the College seeks in an implementation partner. The last time ICC implemented an ERP system was in 1999 to 2001, so the College recognizes this project as a once in a generation opportunity to truly transform the way the College serves its students, faculty, and staff. As such, the College has high expectations for the implementation partner that will be the best fit for ICC.

ICC requires an implementation partner that is certified by Workday for Higher Education implementation with the following characteristics:

- ICC seeks and requires an experienced implementation partner with specific, recent, and successful experience implementing the Workday software solution for higher education clients in a Community College setting.
- ICC seeks an implementation partner that has experience converting clients from PeopleSoft applications to Workday.
- ICC seeks a firm that has demonstrated experience in helping a college like ICC identify and reach a desired state and make a true transformation from legacy, on premise ERP to a cloud-based, flexible, mobile-friendly, analytics-driven, modern system.
- ICC seeks a firm to help implement both HCM and Finance (Workday Platform) as well as Student.
- ICC seeks an implementation partner that recognizes and integrates student success and associated metrics within the Workday software solution, ensuring a seamless and student-centric experience throughout the transition and beyond.
- ICC seeks a firm willing to commit to staffing its best, most experienced resources and is willing to make firm commitments around that requirement, especially regarding staff continuity.
- ICC seeks a firm with documented Workday Extend experience that can assist ICC's technical team with building or adopting Extend functionality.

The College requires an implementation partner with extensive experience implementing Workday HCM, Finance, and Student so please provide the detailed information outlined below:

Focus Area (RFP Response Table #2)	Experience (Yes or No)	If required, how many clients
Certified Workday Service Partner		
Experience in Higher Education (community college preferred)		
Converting from PeopleSoft HCM, Finance and Campus Solutions		
Experience implementing Workday Student		
Integration with Salesforce TargetX (CRM)		
Integration with Canvas (LMS)		
Integration with CourseDog (Scheduling)		
Ability to create Workday Extend applications		

RFP Response Questions

Please answer the following questions with appropriate detail in your Proposal.

1. Organizational Questions

- 1.1. Provide an introduction and general description of the background of your organization.
- 1.2. Provide a few key factors that differentiate your company from other Workday partners.
- 1.3. Provide background specific to experience in deploying Workday for a community college. Please list all Higher Education institutions where your firm has worked or is working on implementation of Workday in the past 5 years.
- 1.4. Describe the firm’s qualifications to deploy Workday Student. How many Student projects have you worked on?
- 1.5. Please provide the specific number of FTEs on your team who are certified in the product by module.

2. Implementation Questions

- 2.1. Describe the implementation plan that would be used for our project.
- 2.2. Describe where your company is unique in incorporating project efficiencies and cost saving strategies.
- 2.3. Describe your experience in deploying Workday for customers moving off PeopleSoft
- 2.4. Describe the coordination and communication process between Workday and your implementation firm/team during implementation. Include a detailed escalation process for actions, issues, risks, decisions, and product gaps/blockers identified during the implementation.
- 2.5. Describe what can be expected for the amount of time consultants will spend time onsite at ICC vs. online.
- 2.6. Describe the process of managing the Workday software updates and patches during the implementation activities.

3. Deployment Approach

- 3.1. Please provide a detailed proposal outlining your approach and cost. Please outline any pricing assumptions we should be aware of when reviewing your proposal.
- 3.2. Please provide resumes of the lead consultants assigned to the project.

- 3.3. ICC has a target start date for Workday Platform implementation no later than July 2024. Please provide a detailed timeline by phase for our project.

4. Integration Experience

- 4.1. The College seeks a well-qualified and deeply experienced implementation partner that will help lead the College through this as a true transformation, and not simply as a technology replacement project. Please in your response describe how you would support the College in this requirement.
- 4.2. The College requires an implementation partner with a proven approach for getting our project team appropriate exposure and training on the selected software product. Please describe in detail your approach for onboarding our team, orienting, and training them appropriately to be effective project team members. Please describe the recommended timing and anything unique about your approach that adds value. Role-based training is desired along with deliberate cross training of staff within and across departments.
- 4.3. Mentoring College staff is critical to this project's success, and the College wants examples of how your approach can meet these goals. For example, the College expects our implementation partner to help the College decide which integrations to keep and which can be retired because the system can be replaced by Workday. In addition, please provide clear descriptions of how you as the implementation partner would convert our data into the new system, how you would run workshops for us to determine what criteria to use for moving data vs. archiving it, and how these decisions impact future functionality for our community college students (who do not always take classes in consistent semesters or years) and staff.
- 4.4. The College desires an implementation partner with strong experience in designing, building, testing, and deploying critical integrations. Please describe your experience in this area, and any tools, techniques or approaches you would leverage to make creating and maintaining key integrations easier and more efficient. Please highlight how your team will train the College on these tools and help oversee any development assigned to internal team members.

5. Data Conversion

- 5.1. The College requires an implementation partner that has successfully converted a client from PeopleSoft to the Workday software solution. Please describe your experience relative to PeopleSoft data structures and best practices for converting PeopleSoft HCM, Finance and Student data into Workday. In your response, please provide a list of typical data concerns that the College is likely to face, based on your experience

6. Change Management and End User Training

- 6.1. The College desires an implementation partner that will partner on change management and end user training capabilities. Please describe your firm's capabilities in this area and identify the specific change management components your team will assist with and

provide examples of similar projects where change management assistance was provided.

RFP Process, Timeline, & Proposal Requirements

Questions

Any questions related to the RFP Process or Project in general should be e-mailed to purchasing@icc.edu by January 31, 2024 at Noon. All inquiries will be addressed and shared via e-mail by February 1st. The Q&A document will also be posted to icc.edu/purchasing under "Current Solicitations."

Proposal Requirements

Proposals shall include:

1. Answers to Questions 1.1 through 6.1 located on pages 9-10.
2. Answers to "Systems and Integrations" (**RFP Response Table #1**) located on pages 6-8.
3. Answers to "Focus Area" (**RFP Response Table #2**) located on page 9.
4. Contact information for further correspondence.
5. Certification Form located on page 13.

Submitting a Proposal

Proposals will be due Monday, February 5, 2024 at 8AM CST. They should be e-mailed to purchasing@icc.edu. E-mail subject line: "**Proposal- Workday Implementation Services.**" High importance. A receipt confirmation will be returned.

Virtual Presentations

The Purchasing Department will contact Finalists via e-mail before EOB on Monday, Feb. 5, 2024 to schedule virtual presentations. Finalists will be invited to provide one 2-hour virtual presentation to the RFP Selection Team, Project Steering Committee, and other stakeholders via Zoom during one of the following timeslots:

- **Tuesday, Feb. 6, 2024 from 2:00– 4:00 PM CST**
- **Wednesday, Feb 7, 2024 from 10:00 AM- 12:00 PM CST**
- **Wednesday, Feb 7, 2024 from 1:30- 3:30PM CST**

Timeslots will be reserved on a first-come, first-serve basis. The meeting Zoom link will be shared with the requestor as a timeslot confirmation.

The virtual presentation will be guided by the proposer and consist of an up to 90-minute services/solution overview followed 30 minutes of Questions and Answers. The virtual presentation will last no longer than two hours. The virtual presentation will be recorded.

Scoring Detail

The RFP Selection Team will evaluate and score all solutions using the Evaluation Criteria identified below.

A. Firm Experience – 30% B. Proposed Approach – 25% C. Team/Resources – 30% D. Pricing – 15%

Intent to Award

The RFP Selection Team plans to make a Recommendation to Award to the Illinois Central College Board of Trustees at the scheduled Board Meeting on Thursday, February 15, 2024. If approved, an Intent to Award will be issued to all proposers via e-mail the following day. Contract negotiation will begin thereafter.

CERTIFICATION FORM

By signing this required form, the undersigned agrees that said bidder is responsible as defined below. Minority-owned, female-owned, and person with disability-owned businesses are encouraged to apply. **NOTE: THIS INFORMATION WILL BE USED AS A CRITERIA IN THE EVALUATION OF VENDORS. FAILURE TO COMPLY WITH ANY OF THE BELOW MAY RESULT IN DISQUALIFICATION OF YOUR BID.**

-Successful Bidder will submit a certificate of insurance indicating the coverage required by bid specifications.
Yes ___ No ___

-Bidder and all subcontractors will comply with all provisions of the Illinois Prevailing Wages Act.
Yes ___ No ___

-The contractor/bidder certifies that it is not barred from bidding on 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.
Yes ___ No ___

-Bidder is a certified Minority-owned Business Enterprise, Female-owned Business Enterprise, Person-with Disability-owned Business Enterprise, or Veteran-owned Business Enterprise. If yes, what Agency? E.G. Illinois Department of Central Management Services (CMS)...
Yes ___ No ___ Certifying Agency _____

-Bidding company, having 25 or more employees, does hereby certify pursuant to section 3 of the Illinois Drug-Free Workplace Act (Chapter 30 ICLS 580) that (he, she, it) shall provide a drug-free workplace for all employees engaged in the performance of work under the contract by complying with the requirements of the Illinois Drug-Free Workplace Act and, further certifies, that (he, she, it) is not ineligible for award of the contract by reason of debarment for a violation of the Illinois Drug-Free Workplace Act.
Yes ___ No ___ N/A ___

The Undersigned states that the signature of the person on the signature page is the signature of a person who is authorized to sign the bid proposal. Such proposal is genuine and bidder has not directly, or indirectly, conspired, combined or agreed with any other person, officers, agents or committee of any entity to prevent free competition in the letting of the contract for the work covered by aforesaid proposal, or to fix the bid price or any item or factor thereof, or to induce any person not to enter into such competition.

THIS FORM **MUST** BE RETURNED WITH YOUR BID

Signature of Company Official

Title of Company Official

Date