



Workday Implementation Services RFP

Question & Answer

February 1, 2024

Table of Contents

General.....	2
Institutional Effectiveness.....	4
Enterprise.....	8
Workday Platform.....	8
Workday Student	9

General

1. Is ICC tax exempt? Is there a need for sales tax to be calculated on supplier invoices (AP) or customer invoice (AR) transactions?
 - a. ICC is tax exempt. There is not a need for sales tax to be calculated on supplier invoices (AP). For AR we do have areas such as the bookstore and fitness center that sell items and collect sales tax. Those are both done in external systems and brought into PeopleSoft Finance today for the payment of the taxes. We would expect that to continue with Workday.

2. Will there be more than one legal entity included in the implementation? If so, how many legal entities will be included?
 - a. There are two legal entities that will be included. The College and the ICC Education Foundation. The Foundation is currently setup as a separate fund in the Finance system.

3. Is there a need for consolidations or intercompany transactions? Do all entities operate on the same fiscal schedule?
 - a. The two entities (College & Educational Foundation) both operate on same fiscal schedule (7/1-6/30) and do not require consolidations.

4. Does ICC have unions? If yes, how many and what complexities or unique requirements are there for Time Tracking?
 - a. The college has 2 collective bargaining units – Full time Faculty and the Carpenters union which includes facilities workers and skilled trades.
 - b. ICC does not expect any complexities related to the implementation of Finance or HCM as it relates to the tracking of time.

5. Is ICC open to a solution that includes some level of offshore consulting? If so, are there any parameters we should consider around offshore consulting.
 - a. ICC prefers to not leverage off-shore consulting but open to discussion for targeted engagements. The parameters around such an engagement include:
 - i. ICC data must reside within the 48 states so any resources outside of the US will need to accommodate this requirement.
 - ii. All resources will need to adapt to CTS time zone.
 - iii. All resources will need to communicate effectively

6. Does ICC have an effort certification process? If so, how often does the College go through it?
 - a. No

7. Does ICC have a resource backfill strategy? If so, what does it look like?
 - a. ICC is currently working on the backfill strategy and an official plan will not be completed within the time frame of this RFP. Some potential solutions include, but not limited to, the following:
 - i. 3rd Party Project Manager
 - ii. Change Management
 - iii. Staff Augmentation in functional areas
 - iv. Stipends for individuals dedicated to the implementation

8. What type of grants does ICC receive?
 - a. ICC receives numerous Private, State, and Federal grants. Approximately 10-Private, 15-State, and 20-Federal. These include Illinois MAP, College work study, Pell, IT Good Jobs Grant, Trio SS, Trio Upward Bound, Trio Talent search, Perkins, and Federal Adult Education to name a few.

9. In the Certification Form, ICC requests the bidder to submit a certificate of insurance indicating the coverage required by the bid specifications, however, there were no ICC insurance coverage specifications listed in the RFP. Can ICC provide the insurance coverage information, so Cognizant can complete the form?
 - a. Please provide proof of general and professional liability, Cyber liability, auto, work comp, and any umbrella coverage that you may have for those policies.

10. Does ICC have Student Workers? If so, approximately how many. Also, are the Student Workers included in the Faculty and Staff numbers we received.
 - a. Yes, ICC does have student workers, but they were not included in the faculty/staff numbers provided. The numbers will vary ranging from 75 – 130 students.

11. Most of our higher education clients implement Workday Learning with the Enterprise Learning add-on product from Workday. This allows people to take learning who would not otherwise have a Workday person record (volunteers, suppliers, customers, etc.). Please confirm whether or not this functionality should be included:
 - a. ICC does intend to implement Workday Enterprise Learning for the reason stated in the question.

12. Workday Messaging is a new product that we typically see included whenever Recruiting (HR, not Student) is in scope. This allows Workday generated messages to be delivered via SMS. Please confirm whether this functionality should be included:
 - a. Yes, ICC would like this functionality included as part of HR Recruiting.

13. ICC made heavy reference to Workday Extend in the RFP. This is essentially a customization tool Workday delivers to extend the platform. Please describe any specific use cases ICC has identified where delivered Workday functionality is inadequate to meet its requirements.
 - a. Extensibility is an important feature to ICC and the only identified use case is an Outlook Connector to sync advising calendars. The functionality has already been developed by a different institution and the college would like to explore the opportunity of code sharing. This aside, we would be interested to hear what Extend solution you have developed, especially around Faculty Workload and student success/early warning applications.

14. Do you currently outsource your employment tax filing, wage garnishment and employment verification processes to a 3rd party vendor (such as ADP or Ceridian)? These processes are not performed within Workday and typically require an automated integration between WD and 3rd Party vendor.
 - a. Tax filing & wage garnishment is done in-house and not outsourced
 - b. Employment verification is done in-house.

Institutional Effectiveness

1. Has the Project Manager been identified? Will they be an internal or external resource?
 - a. ICC acknowledges that a project manager is required but still in discussions on an internal vs. external resource.

2. What are some past projects the College has executed and how did they go? What were the pain-points? How was the change received?
 - a. In 2021 the College migrated its existing PeopleSoft on premise system to OCI and at the same time converted from a DB2 database platform to Oracle database platform. This was a successful project. The main pain point was the interactive testing required and rewriting of queries and code to accommodate the switch to an Oracle Database.

- b. Currently the college is implementing a PeopleSoft add on called Advisee Relationship Management (ARM). Overall, a successful project but did experience some delays due to scope creep and the vendor not releasing feature updates and fixes on-time.
 - c. The college moved to Coursedog from 25live for academic and event scheduling. In addition, we implemented the Coursedog curriculum management module, and online catalog functionality. This was a significant integration challenge and took a lot of change management on the event management side. Overall, it was a successful implementation and change management was well done.
- 3. Are there change management specialists in-house and do they have bandwidth to assist with this initiative (i.e., stakeholder and readiness assessments, communications, change champion network, training materials and delivery, and post go live sustainment strategies)?
 - a. Yes, ICC has approximately 20 certified Prosci CMP's and currently in discussion if internal folks have the bandwidth or if a change management professional is required on a limited engagement. The college spent significant time and resources to train most of the college in the ADKAR methodology so, in addition to CMP's, most of the staff have working knowledge of ADKAR.
- 4. Has the governance structure been defined, along with roles and responsibilities, authority levels of different teams, decision making approaches, and advisory groups and escalation paths that are needed to build consensus and make decisions for this project?
 - a. Institutional Effectiveness Priorities Committee (IEPC) is in the approval stage and will be responsible for recommending processes related to institutional planning and assessment, evaluation, and coordinating activities leading to improvement of institutional effectiveness. The committee provides a common approach to solicit, review, prioritize, and execute projects across the college.
- 5. Has ICC defined the Vision, Guiding Principles, Objectives, Value Statements, and/or Success Metrics for the project? If yes, can a reference be shared to what has been defined?
 - a. Most of this information was provided in the RFP document.
- 6. Has the College done any pre-work in identifying challenges and gaps with the current HCM and Finance processes? Has ICC documented all the touchpoints to processes outside of the system of record such as integrations, reports, or interpersonal communication?
 - a. Process Mapping: Completed for Finance and HCM is expected to be completed in February

- b. Reports: Finance and HCM are in progress
 - c. Integrations: Completed for Finance, HCM, and Student
- 7. Does ICC intend to have a resource that will manage system testing on the College's end to ensure that testers are executing test scenarios, logging defects, and retesting in a timely manner or does the institution anticipate needing assistance with the management of system testing?
 - a. ICC intends to assign distinct, internal project managers to Finance, HCM, and Student that will manage the testing requirements of the college with the appropriate subject matter experts.
- 8. How are reporting requests currently supported? Is there a centralized team managing these requests or is access granted to many users to create reports?
 - a. ICC has a central IR team that drives data reporting for the college. Report specific to a functional area are managed by specific people in those areas and/or in partnership with business analysis in Enterprise and IR. Complex data requests are completed by Enterprise upon request. IR has a data request form. IR maintains a BI center for various reports.
- 9. How many unique reports/queries have been executed in your current platform within the past 12 months?
 - a. Unique custom SQR reports in PeopleSoft for the last 12 months were: 77- Campus Solutions, 94-HCM, and 31- Finance.
 - b. Unique custom queries run in PeopleSoft for the past 12 month were: 564- Campus Solutions, 309- HCM, 114 – Finance.
- 10. Do you have reporting resources that will be dedicated to the project?
 - a. ICC reporting resources will be distinctly assigned to Finance, HCM, and Student. We have an Institutional Research department that is tasked with reporting and dashboards in our current data warehouse and we expect that to continue along with them configuring high level institutional dashboards and reports such as enrollment metrics, etc. In the new environment.
- 11. Briefly describe ICC's culture and estimated level of resistance to change/adoption of technology. Are there any groups or populations that may be more resistant to change than others?
 - a. The project has the full support of the Executive team, and the project at its importance has been widely communicated throughout the College. The

Institutional Effectiveness Priorities Committee (IEPC) will lead all change events for the college by pulling the right people together to reimagine a process, manage communication around change, and/or address any roadblocks.

12. Is ICC interested in pre-packaged reports or in building reports specifically for your organization? Pre-package reports can include: preconfigured custom reports, dashboards, and discovery boards to address commonly needed metrics across major functional areas.
- a. Yes, pending analysis between what is required vs what is natively provided from a reports/dashboard perspective.
13. Which regulatory reports, both federal and state, do you have to account for within your HR and Financial reporting? Is this data stored in a database?
- a. This information is stored in PeopleSoft and/or the
 - b. data warehouse.
 - i. Payroll – Quarterly 941, Monthly & Quarterly Unemployment, W-2s
 - ii. Financial – State Illinois Community College Board (ICCB) Reports – Annual Budget, Certificate of Tax Levy, External Audit, Annual Financial Report, Uniform Financial Reporting System Data, Certification of Chargeback
 - iii. State & Federal Grants – State CYEFR (Consolidated Year End Financial Report); Monthly / Quarterly Grant Reporting; Program Risk Questionnaire (College & Grant level); Internal Control Questionnaire (ICQ); Organizational Risk Assessment;
 - iv. ICCB reports- C1, C3, Affirmative Action, Dept. Of Labor monthly new hire report, Labor Statistics quarterly. Provide unions with monthly list of membership
 - v. Institutional Research department is responsible for clearing house monthly enrollment reports, grads only and degree verification per term, IPEDS credit hour claims- 2 per term, ICCB reports A1, A2, ID, AC, N1, and E1 for fall enrollment.
14. The RFP shows that ICC's uses Informatica as an ETL tool. Please describe ICC's approach to use of this (and any other ETL) tool(s), including proposed ETL end points and the required inbound data to load the ETL
- c. Informatica is only used for importing data into the current CMS- Target X and is not used beyond that. We are investigating other tools to use during the Workday project and moving forward as a standard. We are currently discussing with other schools what is working for them. There is a nightly load from

PeopleSoft Campus Solutions to our data warehouse that includes an ETL as part of the process.

Enterprise

1. Has ICC done any pre-work in identifying current integration touchpoints between PeopleSoft and 3rd Party Systems? Can ICC share an integrations inventory?
 - a. The RFP contained the main integration list in Table #1

2. The integration list provided in the RFP includes a continuing integration touch point with Canvas (LMS). Please describe how Canvas fits into ICC's future state LMS landscape alongside of Workday Learning.
 - a. The future state is to establish an integration between Canvas and Workday for information related to roster and grades which will aid efforts around student success. Canvas will be the primary LMS system utilized.

3. The RFP includes an integration for PeopleSoft Campus solutions as 'Not expected to keep and integrate with new ERP'. Between the gap of the Platform and Student deployments, how do you plan on synching worker and foundational (Orgs/Jobs) data between the two systems? Will an interim integration be required?
 - a. ICC understands that during the transition period between PeopleSoft Campus Solutions and Workday there will be a need to have an interim integration and will rely on our implementation partner for guidance and assistance in this area.

Workday Platform

1. Please describe a typical budget cycle period at ICC, including when annual financial budgets are approved. Is the Budget cycle centralized or decentralized?
 - a. Budgeting Timelines – Centralized Budget
 - i. Department Budgets: Starts February and due March
 - ii. Budget Consolidation: April / May
 - iii. Board of Trustees Review: June
 - iv. Final Approval: Approved by the Board of Trustees in July or August

4. Are benefits currently being administered in-house or via a 3rd-party provider? What's the desired future state for benefits administration?
 - a. ICC uses a mix of both. We use TPA's for claims administration, but we enter information in the system internally for premium payment, plan selection. We would

like to make all enrollments (initial and annual open) electronic through the system.

5. Please provide a list of all of the benefit vendors that ICC is currently working with.

- a. Consociate-HealthPlan TPA, COBRA TPA, FSA/Dependent Care TPA
- b. AFLAC- Supplemental policies
- c. Lifelock- Identity protection
- d. ACA Works- 1095 compliance
- e. Hartford- Supplemental LTD
- f. Symetra- Life, AD&D
- g. Siriuspoint America- Stop loss insurance
- h. SURS- Retirement
- i. Telus Health- EAP
- j. American Funds- 403b
- k. AXA/Equitable- 403b
- l. Fidelity- 403b
- m. TIAA-Cref- 403b
- n. AIG- 403b

6. How many pay groups does ICC have?

- a. Bi-Weekly Hourly Pay Groups:
 - i. HPG – Hourly Pay Group (FT Staff – Carpenter’s Union and Classified)
 - ii. PTB – PT Staff with regular schedules (SURS eligible)
 - iii. PTO – PT Other (PT Temp Staff with irregular schedules – FICA)
 - iv. STU – Regular Students
 - v. CWS – Federal Work Study Students
- b. Monthly Salaried Pay Groups:
 - vi. ADM – Administrative, Professional Staff
 - vii. PTM – Adjunct Faculty/PT Staff (Coaches, etc.)
 - viii. F10 - 10-Pay FT Union, FT Temp Faculty
 - ix. F12 – 12 Pay FT Union Faculty
- c. Non-Active Pay Groups:
 - x. CON – History EE’s Converted from Main Frame
 - xi. RET - Retirees

Workday Student

1. What Workday Strategy Sourcing SKU was purchased – Expert or Essentials?

- a. Essentials

2. Can ICC confirm if they intend to use native Workday Recruiting & Admissions and Financial Aid functionality? Is ICC currently using any 3rd party systems for these functions?
 - a. ICC will explore opportunities around Workday Recruiting & Admissions and reimagine how to best engage with students and the community. ICC will retain a 3rd party CRM solution until this process improvement effort is analyzed.
 - b. ICC plans to leverage native financial aid via Workday. Current Financial aid processing is done in PeopleSoft but is supplemented by an add- forms tool that resides within PeopleSoft.

3. Does this implementation include non-credit/workforce/continuing education programs – those courses/activities associated with your Corporate and Continuing Education?
 - a. Are these considered a separate set of programs from the credit-bearing programs?
 - i. Corporate and Continuing Education non-credit programs include Adult Community Programs, College for Kids, and 2 Court Appointed programs and they will be managed OUTSIDE of Workday. Campus CE is the current tool being used.
 - ii. ICC has a number of programs under the “Workforce” umbrella. These programs have both credit and non-credit components. In many cases the Workforce area is merely the funding mechanism. Future state for Workforce students is full integration into Workday.

 - b. If yes, will there need to be an integration into Workday Student
 - i. Programs in 3.a.1 above will NOT need integration into Workday. It is our goal to get as much integrated into Workday Student as possible.

4. Please describe ICC’s faculty workload calculation process.
 - a. Full time faculty have a base pay of 15 ECH as their expected teaching load. Any additional hours taught above 15 get paid at the contracted overload rate. In addition to more teaching hours there are a number of other ways that “release” time is credited and paid at the overload rate. There are over 40 release codes that can be used. Some of the challenges with the current process are that academic departments are not standard on the breakdown of credit hours. We try to square up the pay each month instead of once at the end of term. There are many different codes for release time depending on the work being done. Adjunct Faculty are paid like an hourly worker at the contracted rate but still part of the workload process.

5. How many unique academic calendars does the institution expect to utilize?
 - a. ICC expects to leverage a single academic calendar. Having said that, we don't fully understand the capabilities in Workday Student and how the academic calendar works. We run a traditional Fall, Spring, Summer term schedule today for financial aid purposes. We do need the flexibility to have classes start and stop outside of the traditional term dates and cycle at multiple, variable intervals within the stated terms.