

# BAY COLLEGE RESPONSES TO SUBMITTED ERP RFP BID QUESTIONS

October 21, 2024

*All bidders had the opportunity to submit questions by October 8, 2024, concerning the Bay College ERP RFP released on September 24, 2024. The questions and answers are shared without disclosing the names of the or*

1. When does the college's current Jenzabar contract end?  
**3/31/2025. Jenzabar requires 60 days prior to end of contract for termination.**
2. What Microsoft licensing does Bay College have: A3 or A5?  
**Bay College has A5 Licenses.**
3. Does Bay College use Microsoft Teams (in addition to Zoom)?  
**We do use Teams.**
4. The grid on Page 20 does not explicitly call out HR and Payroll applications. Does Bay College use Jenzabar's HR/Pay solution or third-party solutions? If third-party solutions are in place, do you wish to replace or keep them?  
**Bay College uses Jenzabar's HR/Payroll module. We also use People Admin applicant tracking. We would keep People Admin if the ERP does not contain sufficient functionality.**
5. Does Bay College wish to keep People Admin Applicant Tracking or replace it?  
**If the ERP system can accomplish what People Admin currently provides for HR, no. If the solution does not provide the same functionality, then we would keep it.**
6. Please discuss Bay College's CBE program in terms of:
  - a. Number of students currently participating, and  
**Currently Bay College has two programs utilizing CBE – Water Technology and Early Childhood Education. These encompass fewer than 40 students per semester.**
  - b. The overall scope and vision for CBE at Bay College.  
**Bay College would like to expand CBE offerings to include more programs.**
7. Please discuss Bay College's Workforce Development and/or Continuing Education programs:  
  
**Bay College delivers customized trainings for businesses and industry. Courses and programs may include non-credit and continuing education units (CEUs). Many of the technology non-credit courses are for continuing education units. We consistently run the C.N.A. program as non-credit on both Escanaba and Iron Mountain Campuses. Recent organizational changes are positioning Bay College to grow in the areas of Workforce and Continuing Education operations. Bay College does not have a**

strong presence within lifelong learning, personal enrichment, and community education courses. Our hope is this will change as part of the reorganization. It is worth noting with the RFP, that all of the non-credit/customized training courses and programs and students, currently reside in a separate system outside the Jenzabar system. This disconnect has caused efficiencies and inaccuracies for internal operations and the students we serve. Generating reports to support data, including revenues, is not easy. Workforce, lifelong learning students, non-credit students must all be stored in one system.

- a. Please describe the overall scope and vision for Bay College's CE and WD departments.

Bay College is making organizational changes to grow workforce and community education at Bay College. Please see prior statements.

- i. What is the annual revenue for Workforce Development?

Estimate: \$300,000.00

- ii. What is the annual revenue for Continuing Education?

N/A

- iii. What are the challenges around Bay College's workforce solution, XenDirect? Do you wish to replace it?

XenDirect does not integrate with our current SIS, meaning we have two systems, each a source of truth for different pieces of data. This also presents problems with billing (handled through the SIS). We wish to replace XenDirect with a system directly linked to the SIS.

8. Does Bay College currently deploy – or wish to deploy in the future – non-term or non-standard academic terms, et. al., to meet market demands?

Yes, we would like to leverage non-standard academic terms to meet the demands of our business partners and changing student demographics.

9. Does Bay College have specific plans around increasing its Online Learning in terms of the number of courses offered or student growth?

Bay College does not have any specific plans to increase the number of online courses that are offered. Currently, around 50% of course offerings are online.

10. Is Bay College using Degree Pathways for Academic Advising?

Bay College uses Jenzabar's Academic Plans functionality, although not fully. We are in the process of leveraging this option more fully.

11. On Page 22, Question 11, Bay College asks about Survey Management solutions. How is Bay

College handling surveys now? Is it course surveys only?

Bay College makes surveys using Survey Monkey. These are not just course surveys, but also graduate follow-up surveys, and alumni surveys that allow tracking and outreach.

12. On Page 22, Question 8, Bay College asks about curriculum management. How are you handling that process now? Do you wish to keep or replace that solution?

Bay College currently utilizes Acalog and Curriculog which does have connectors to the data currently housed in J1. We would not need to keep this solution if an ERP had such functionality built in.

13. Regarding Page 24, Advancement and Alumni:

a. What solutions is Bay College currently using for:

i. Advancement CRM

Jenzabar development module

ii. Alumni Giving/Alumni Directory

Jenzabar development module

iii. Does Bay College wish to replace current solutions, or does Bay College want to invest in these technology solutions for the first time?

Replace

iv. Should vendors include Advancement & Alumni Solutions in our responses?

Yes

v. How much is Bay College raising for its annual fund?

\$100000

vi. Does Bay College plan on holding a capital campaign?

Not currently but hold fundraising events

vii. How many employees work in the Advancement/Foundation who would require software licenses?

2

14. Regarding Academic Advising at Bay College:

a. How many professional advisors does Bay College have on staff?

Bay College has 10 advisors in some capacity, most are split between advising and other duties.

b. Does Bay College have Faculty Advisors? If so, how many faculty advisors?

All full-time faculty have an advising load.

15. What Parent Portal is Bay College currently using? Do you wish to replace it or keep it?

Bay College uses, but does not fully leverage, the Jenzabar Parent Portal. We would like to replace this solution.

16. On Page 27 of Bay College's RFP:

a. What is the annual grant volume (\$\$) that Bay College manages?

Bay College annual grant volume ranges between \$7.5 million to \$9 million over 10-15 individual grants.

b. Regarding question 9, what inventory does Bay College wish to track?

Our intention is to track non-capital grant assets through an ERP provided inventory system. This required information is currently maintained in a standalone database.

17. What integration platform (iPaas) solution is Bay College currently using, and do you wish to keep or replace it?

Bay College is currently not using an iPaas. All integrations are homegrown solutions. We would like to replace this system.

18. How is Bay College currently accessing analytical reporting?

Bay College currently uses a combination of homegrown reports housed in Microsoft Reporting Services and Infomaker.

19. On Page 32, Bay College mentions a Library Management system. Are you looking to replace your current solution?

If an ERP can provide library functionality that is acceptable, we would replace the current system.

20. What is the budget allocated for Bay College's project deployment?

Bay College will review the pricing submitted.

21. Regarding CRM for Admissions end, how many employees would utilize the application?

Bay College has 3 full-time employees in the Admissions Office.

22. On a scale of 1-10, how important is it to the Bay College IT Department to have solution capabilities built into the SIS platform versus bolt-on solutions? Please explain your ranking.

This would rate a 6. It's not important that the SIS itself have built-in capabilities vs use bolt-on solutions. The important part is that SIS is not solely reliant on homegrown solutions to facilitate communication between systems.

23. Regarding CRM, 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?

There would be 3 full-time IT admin teammates who would be system admins. There would be a

lower level of people that would have more than basic access – 12 module managers.

24. Regarding CRM, how many light users (create and update contacts, run/ view pre-written reports, manage communication and events) do you anticipate will access the solution?

There are 70 light users in the current ERP system.

25. 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 live chat feature with advisors would be a feature Bay College would like to explore. We would not entertain having 24/7 availability.

26. Are you interested in a non-live chatbot? This chatbot performs multiple tasks, saving staff time and going well beyond simple questions and answers. This assistant answers questions, can route the conversation to a live person if needed, and can create follow-up help tickets.

A chatbot with AI capabilities would be an ideal solution.

27. How many alumni contacts do you communicate with annually?

1200

28. Regarding Finance/HR/Payroll, how many full access users (able to configure the system, update settings/workflows, perform accounting and finance back-office tasks (AP, AR, GL, process transactions, generate financials), write reports, approve and manage budgets, and other higher-level functions) do you anticipate will access the solution?

There will be 4 full access users for the Finance/HR/Payroll module.

29. Regarding Finance/HR/Payroll, how many limited access users (only able to view pay stubs/W-2s, view and select benefits, update personal information (address, demographic info), submit and approve timecards and expense reports, submit budget and purchasing requests) do you anticipate will access the solution?

There will be 12 limited use Finance/HR/Payroll users. There are approximately 55 users who are budget managers through the JICS portal and 75 who can submit requisitions.

Approximately 300 employees annually obtain paystubs from JICS.

30. Can you provide the totals for each of the following?

a. Number of Full-Time Faculty

Bay College has 38 full-time faculty.

b. Number of Part-Time Faculty

Bay College has 72 part-time faculty.

c. Number of Departmental Administrators/Managers

Bay College has 39 dept/admins/managers.

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d. Number of Regular FT Employees

Bay College has 85 FT employees.

e. Number of Regular PT Employees

Bay College has 25 PT employees.

f. Number of Student PT Employees

Bay College has 71 PT student employees.

g. Number of W2's (Annual)

Last year Bay College issued 425 W-2s.

31. Does Bay College use borrower-based academic years (BBAY) to determine when students are eligible for federal student loans?

Bay College does not use borrower-based academic years.

32. Appendix 2: Admissions and Recruitment Requirements, 2. *User Interface Customization: The system should allow customizable page layouts, with critical features like timecards prioritized for mobile views to ensure efficiency.* Please provide clarification on how timecards prioritized for mobile views relate to admissions.

Timecards do not relate to admissions. This requirement was duplicated in an incorrect area.

33. RFP section 7.4.2 lists the evaluation criteria, will Bay College share how each of the four areas will be weighed for the evaluation?

There is no weighting for any of the criteria.