



President's Report

to the Board of Trustees

Thursday, February 11, 2021

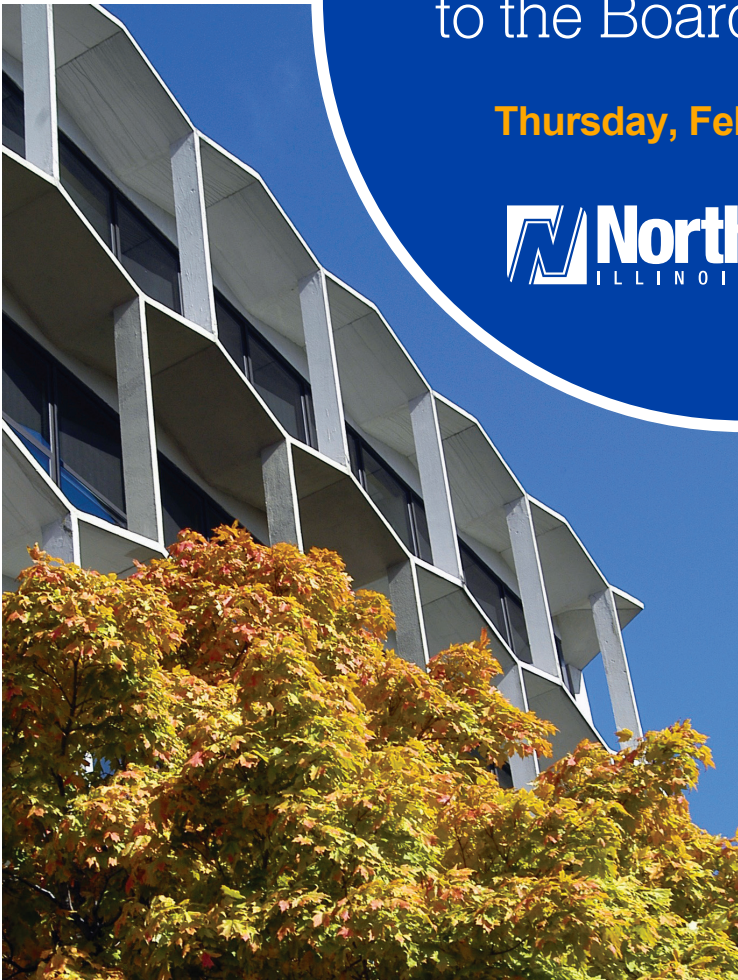


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ACTION ITEM I. A. PURCHASES GREATER THAN \$100,000: MERCHANT SERVICES

Project Background

The University partners with a service provider for merchant services to accept debit cards, credit cards and other forms of electronic payments to the University for tuition, fees and other sources.

Project Scope

Merchant services are required for daily operations to enable the University's finance, human resources, payroll, student information system, financial aid, and enterprise portal to accept electronic financial transactions.

Over 29,000 payment transactions valued over \$22.5 million are processed annually that accept payments by students and other users. Merchant Services allow for the acceptance of debit cards, credit cards and other forms of electronic payment for tuition and fees to the University, 24 x 7 x 365. Payments are received both on-line and in person.

Services include produce monthly merchant statements, data security and industry compliance, risk monitoring, dispute and fraud losses process, provide payment gateway to link to University website, authentication and verification of transactions, provide comprehensive equipment and software (chip card reader, point-of-sale equipment), handle adjustments and charge back processing, provide web-based reporting tools for up-to-date daily transaction information, and terminal support 24/7.

Recommended Service Provider

JP Morgan Chase Bank, NA (JPMC) is the recommended service provider. NEIU has partnered with JPMC for over 10 years and has relied heavily on the bank's capabilities and ease to seamlessly interface with our core Banner ERP systems. JPMC Merchant Services are integral components to the University's financial operations and provide for an efficient ability to collect revenue and maintain operations.

A sole source procurement was approved by the State's Chief Procurement Officer to award JPMC a two-year contract.

Cost

Not to exceed \$800,000 (assessment, processing and interchange fees)

Source of Funds

University Funds

Recommended Vendor

JP Morgan Chase

ACTION ITEM I. B. PURCHASES GREATER THAN \$100,000: CUSTOMER RELATIONSHIP MANAGEMENT (CRM) SYSTEM

Project Background

The University needs a modern Customer Relationship Management (CRM) system software to manage new enrollment communications and data.

Project Scope

A modern and effective CRM is the fundamental tool in a university's new enrollment efforts. A CRM is the software or licenses that help a university manage their communication with prospective students.

Recommended Consultant

Technolutions is the recommended firm based on their strong record of success at other institutions, the tools of their product, and the fact that it was designed specifically for higher education.

Technolutions requested a waiver of the State's 20 percent Business Enterprise Program (BEP) goal. Due to the SLATE system being proprietary to Technolutions, the BEP goal is waived for this procurement.

Technolutions was one of three firms reviewed by committee via the competitive sealed proposals (RFP) process as set forth in the Illinois Compiled Statutes (30 ILCS 500). The fee for their product was the lowest of the respondents at \$75,000 per year.

Board approval is requested for a three-year contract with Technolutions that will commence on approximately February 15, 2021. After that period, there will be an option to renew for up to three years.

Project Cost

Initial three-year term: Not to exceed \$225,000 (\$75,000 per year)

Renewal Year 1: Not to Exceed \$75,000

Renewal Year 2: Not to exceed \$75,000

Renewal Year 3: Not to exceed \$75,000

Source of Funds

Initial three-year term: GEERS Formula Grant

Renewal Years: Operations Fund (cost of existing CRM at \$86,670 per year)

Recommended Vendor

Technolutions
157 Church Street, 22nd Floor
New Haven, CT 06510

Summary of Respondents:

Ellucian Company, LP	Enrollment RX	Technolutions
Servio Consulting, LLC	SLG Innovation/Verity	Target X