ACTION ITEM: EXPENDITURE RECOMMENDATIONS FOR PURCHASES OF $100,000 OR MORE – 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: EXPENDITURE RECOMMENDATIONS FOR PURCHASES OF $100,000 OR MORE – CUSTOMER RELATIONSHIP MANAGEMENT SYSTEM (CRM)

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
Servio Consulting, LLC.
Technolutions
Enrollment RX
SLG Innovation/Verity
Target X
A CRM is the Core of an Enrollment Operation

- Manages all enrollment communications (text, email/white listed, print)
- Track and efficiently process all applications
- Produces clean reports and live dashboards
- Easily accepts inbound data (behavioral management data)
- Archives all enrollment data and integrates seamlessly with the SIS
- Document Imaging
- Financial Aid Information
- Creative Use of Graphics and Templates
Technolutions/Slate

- Lowest pricing of all vendors
- Unlimited number of users
- Technolutions was founded and Slate was developed exclusively for higher education enrollment operations
- Slate has a printing tool not offered by the other vendors
- Front facing pages use NEIU URL’s
- Most automated admission processing operation of all three
- Industry standard CRM
- Other institutions with Slate: University of Illinois System, DePaul, NIU, Marquette and more
CRM

**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)
EDUCATION BUILDING
CAMPUS IMPACT

A GATEWAY ENTRANCE TO THE ACADEMIC CAMPUS
FIRST IMPRESSION UPON ARRIVAL FROM FOSTER
CENTRALIZED HUB OF ACTIVITY FOR ALL STUDENTS
FROM THE NEST RESIDENCE HALL
PROGRAM DISTRIBUTION

177,000 GSF

- 9 GROUP ROOMS (44 SEATS)
- 3 MAKER/RESOURCE AREAS (132 SEATS)
- 1 COMPUTER LAB (40 SEATS)
- 14 MEETING ROOMS (76 SEATS)
- 5 INFORMAL/OPEN SEATING AREAS (101 SEATS)
- DIVISIBLE CONFERENCE (230 BANQUET)
- 3 BREAKOUT ROOMS (76 TOTAL SEATS)
- 1 COMPUTER LAB (28 TOTAL SEATS)
- 2 PRIVATE OFFICES
- 31 PRIVATE OFFICES
- 32 WORKSTATIONS
- 4 SEMINAR ROOMS (34 SEATS)
- 1 TEACHING LAB (25 SEATS)
- 20 GROUP ROOMS (82 SEATS)
- 5 TUTORING ROOMS (10 SEATS)
- 4 TEACHING LABS (126 TOTAL SEATS)
- 19 CLASSROOMS (675 TOTAL SEATS)
- 61 PRIVATE OFFICES
- 55 WORKSTATIONS
- 7 MEETING ROOMS (59 TOTAL SEATS)
FLOOR PLANS

4TH FLOOR

3RD FLOOR

2ND FLOOR

1ST FLOOR

(BASEMENT NOT SHOWN)
CONFERECE CENTER ENTRY
CONFERENCE CENTER

MULTIPURPOSE FLAT FLOOR ROOM WITH MOBILE FURNITURE CAN BE SUBDIVIDED INTO 3 SMALLER SPACES VIA MOVABLE PARTITIONS TO ACCOMMODATE VARIOUS MODES OF INSTRUCTION AND PARTICIPANT SIZE.

EXTRA LARGE PROJECTION SCREENS WITH MULTIPLE SCREEN CONTROL AT FRONT OF ROOM

AUDIO AMPLIFICATION SYSTEM

AUDIO AND VIDEO RECORDING SYSTEMS

ADJACENT VIDEO RECORDING COMMAND CENTER

AMPLE STORAGE FOR FURNITURE TO FACILITATE ALTERNATE MODES OF INSTRUCTION

(3) ADJACENT 30-PERSON BREAK-OUT ROOMS FOR CONFERENCES
ACTIVE LEARNING CLASSROOM
ACTIVE LEARNING CLASSROOM

(15) 32 STUDENT CLASSROOMS (2ND-4TH FLOOR)
(4) 50 STUDENT CLASSROOMS (1ST FLOOR)

VIDEO/AUDIO RECORDING AND TELEPRESENCE
CAPABILITY FOR HYBRID INSTRUCTION

PERSONAL DEVICE CONNECTION AT (5) MONITORS
AND MULTIPLE SCREEN CONTROL

MOVABLE FURNITURE TO ACCOMODATE VARIOUS
MDES OF INSTRUCTION

WRITABLE SURFACES THROUGHOUT
TEACHER LEARNING RESOURCE CENTER
THANK YOU!
INFORMATION ITEM: CONSTRUCTION UPDATE

Electric Cable Replacement Project Phase 1
Awaiting formal bid results from the Capital Development Board (CDB).

Campus Roof Replacements
Awaiting formal bid results from the Capital Development Board (CDB).

Campus Entrance and Walkway Repairs
The Program Analysis / Schematic Design phase is continuing.

Education Building
Smithgroup submitted updated 50% Construction Documents (CD’s) complying with current code requirements.

El Centro Signage
The University is beginning a new Signage/AE vendor selection process for campus branding and signage. A vendor recommendation will be presented in the August 23 FBG Committee meeting.
INFORMATION ITEM: NOTIFICATION TO THE BOARD OF CERTAIN EXPENDITURES: PURCHASES OF AT LEAST $50,000 BUT LESS THAN $100,000

Board of Trustees’ Regulations require that the President report to the Board purchases of at least $50,000 but less than $100,000 other than those exempt from Board approval (e.g. utilities). The following lists those purchases since the last Board meeting.

At the Board’s request, vendors engaged by the University who have Business Enterprise Program (BEP) status are indicated below with an asterisk (*). The Business Enterprise Program was created under the guidelines of the Business Enterprise for Minorities, Women, and Persons with Disabilities Act (30 ILCS 575) to foster an inclusive and competitive business environment for businesses owned by minorities, women, and persons with disabilities.

<table>
<thead>
<tr>
<th>VENDOR</th>
<th>DESCRIPTION</th>
<th>PURCHASE ORDER AMOUNT</th>
</tr>
</thead>
<tbody>
<tr>
<td>SEM Works, LLC (Non-BEP)</td>
<td>Analysis of Enrollment Services Department</td>
<td>$54,000.00</td>
</tr>
<tr>
<td>Jones, Lang LaSalle Americas (Illinois), L.P. (Non-BEP)*</td>
<td>Real Estate Advisory Services</td>
<td>$78,080.00</td>
</tr>
<tr>
<td>Pantheon Services, Inc. (Non-BEP)</td>
<td>36-month Subscription for Website Hosting Platform</td>
<td>$90,475.00</td>
</tr>
<tr>
<td>Snow Systems, Inc. (Non-BEP)**</td>
<td>Snow Removal Services</td>
<td>$90,000.00</td>
</tr>
</tbody>
</table>

*Jones Lang LaSalle Americas – BEP Subcontractors (Neal & Roy 5%- African American Male) and (Goodman Williams Group, Inc. 15%- Caucasian Female)

**Snow Systems, Inc.- BEP Subcontractor (AMS Elite Solutions, Inc. 20%- Caucasian Female)
INFORMATION ITEM: SECOND QUARTER BUDGET TO ACTUAL REPORT

The Northeastern Illinois University Board of Trustees at its June meeting approved the University preliminary operating budget, which represented preliminary spending plans for fiscal year 2021 (FY2021). The Board of Trustees approved the final FY2021 operating budget in September 2020.

The operating budget for FY2021 totals $153,945,700. Of that total, $86,876,600 is the University’s unrestricted general operating budget supported by State appropriation and student tuition. In addition, the University’s restricted funds budget amount of $67,069,100 is supported by student fee programs, auxiliary services, grants and contracts.

At the Board’s request, quarterly reports are provided for the unrestricted operating budget, which supports most University departments and ongoing operations. This report provides an update through the second quarter of FY2021 in the unrestricted budget and is summarized in Table 1 at the end of this report. Table 1 also includes a comparison with year-to-date spending from FY2020.

Revenues
The FY2021 budget includes State support of $35,566,900 for the University’s unrestricted general operating budget, or 40.9 percent of that budget. University Income Funds are comprised primarily of tuition revenues. The FY2021 budget includes estimated income funds of $51,309,700, or 59.1 percent of the general operating unrestricted budget.

Through the second quarter, the University has vouchered a total of $31,381,646. Of this amount, through the second quarter, $14,364,587 was received.

Through the second quarter, 54.6 percent of estimated tuition and income fund revenue was recorded, after adjusting for anticipated waivers and bad debt. These amounts primarily represent the second half of summer 2020 and fall 2020 enrollments. Table 1 reflects a change in accounting methodology that reflects Spring tuition revenue at the beginning of the term, rather than the time of registration.

Enrollment projections and the resultant revenue projections for the FY2021 budget are based upon historical enrollment trends, the advice of Enrollment Management Services, and available current registration data. This altogether resulted in total annual credit hour enrollment projected to decline by 10.0 percent from FY2020 levels. Summer 2020 enrollments grew by 10.1 percent and Fall 2020 enrollments fell by 4.1 percent, both exceeding the budgetary projection. Spring 2021 actual enrollments are tracking near projected enrollments.

Final revenue numbers will be available after the University makes all accounting adjustments during the year-end reconciliation period following June 30, 2021. These adjustments are required to account for activity such as class drop refunds, statutory waivers, bad debt allowances, and fees associated with outstanding account balances.

Expenses
Through the second quarter, the University spent $38,694,188 or 44.5 percent of the total $88,846,700 general operating unrestricted preliminary budget. The University has been able to
rly in part on funding through the CARES act to support operations through the COVID-19 pandemic.

Table 1 provides an outline the actual University revenues and expenses compared to budget through the second quarter of FY2021.
Table 1
NORTHEASTERN ILLINOIS UNIVERSITY
FISCAL YEAR 2021 BUDGET TO ACTUAL COMPARISONS
FOR THE PERIOD ENDING December 31, 2020
UNAUDITED FIGURES

General Operating Budget

<table>
<thead>
<tr>
<th></th>
<th>FY2020 Actual Prior Year to Date</th>
<th>FY2021 Actual Year to Date</th>
<th>Adopted Budget</th>
<th>Current Budget</th>
<th>% of Current Budget</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Revenue</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>State Appropriations</td>
<td>$33,129,687</td>
<td>$31,946,158</td>
<td>$35,566,900</td>
<td>$35,566,900</td>
<td>89.8%</td>
</tr>
<tr>
<td>Net Tuition Revenue</td>
<td>37,289,722</td>
<td>27,512,828</td>
<td>49,346,700</td>
<td>49,346,700</td>
<td>55.8</td>
</tr>
<tr>
<td>Net Differential Tuition Revenue</td>
<td>342,464</td>
<td>293,755</td>
<td>643,000</td>
<td>643,000</td>
<td>45.7</td>
</tr>
<tr>
<td>All other sources</td>
<td>868,569</td>
<td>225,464</td>
<td>1,320,000</td>
<td>1,320,000</td>
<td>17.1</td>
</tr>
<tr>
<td><strong>Total Revenue</strong></td>
<td>$71,630,442</td>
<td>$59,978,204</td>
<td>$86,876,600</td>
<td>$86,876,600</td>
<td>69.0%</td>
</tr>
<tr>
<td><strong>Expenditures</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Personal Services</td>
<td>33,366,036</td>
<td>32,494,328</td>
<td>69,505,369</td>
<td>69,799,342</td>
<td>46.6%</td>
</tr>
<tr>
<td>Contractual Services</td>
<td>4,731,186</td>
<td>4,019,773</td>
<td>11,762,180</td>
<td>12,054,651</td>
<td>33.3</td>
</tr>
<tr>
<td>Equipment</td>
<td>204,234</td>
<td>170,484</td>
<td>845,080</td>
<td>202,042</td>
<td>84.4</td>
</tr>
<tr>
<td>Commodities</td>
<td>174,873</td>
<td>130,982</td>
<td>745,301</td>
<td>738,090</td>
<td>17.7</td>
</tr>
<tr>
<td>Telecommunications</td>
<td>11,513</td>
<td>123,359</td>
<td>236,389</td>
<td>272,784</td>
<td>45.2</td>
</tr>
<tr>
<td>Travel</td>
<td>54,930</td>
<td>163</td>
<td>188,377</td>
<td>177,787</td>
<td>0.1</td>
</tr>
<tr>
<td>Permanent Improvements</td>
<td>-</td>
<td>-</td>
<td>49,585</td>
<td>49,585</td>
<td>-</td>
</tr>
<tr>
<td>Operation of Auto Equip</td>
<td>16,660</td>
<td>15,998</td>
<td>21,304</td>
<td>37,304</td>
<td>42.9</td>
</tr>
<tr>
<td>Tuition Scholarships</td>
<td>613,936</td>
<td>644,054</td>
<td>1,322,015</td>
<td>1,344,015</td>
<td>47.9</td>
</tr>
<tr>
<td>Debt Service</td>
<td>1,081,522</td>
<td>1,095,047</td>
<td>2,201,000</td>
<td>2,201,000</td>
<td>49.8</td>
</tr>
<tr>
<td><strong>Total Expenditures</strong></td>
<td>$40,254,890</td>
<td>$38,694,188</td>
<td>$86,876,600</td>
<td>$86,876,600</td>
<td>44.5%</td>
</tr>
</tbody>
</table>

Notes:
1. Adopted Budget column reflects the FY2021 budget approved by the Board of Trustees in September, 2020.
2. Year-to-date expense activity does not include encumbrances.
3. The Current Budget reflects budget transfers processed between organizations and accounts.
4. FY2021 Tuition Revenues Year to Date reflect an accounting change regarding the timing of recognizing Spring tuition revenues.
INFORMATION ITEM: FY2020 BUSINESS ENTERPRISE PROGRAM (BEP) RESULTS

This report provides an update of University’s FY2020 BEP expenditures and its efforts in attaining minority, women and persons with disabilities owned businesses contracting goals.

Overview

To comply with guidelines established by this program, the State of Illinois sets goals for all state agencies and public universities and specifically requires Northeastern to establish a goal of making at least 20 percent of all purchases of commodities, equipment, and contractual services, after allowable exemptions, from certified minority, women, and persons with disabilities owned businesses. The certification takes place through the State of Illinois Department of Central Management Services (CMS).

Northeastern Illinois University, through the University’s Purchasing Office, is committed to attaining the goals established by CMS and submits two reports to the State CMS BEP Department each fiscal year. Those reports are the Fiscal Year Compliance Plan, which details the University’s goals for the upcoming fiscal year, and the Fiscal Year Expenditure Report, which details the University’s achievements relative to its goals for the past fiscal year.

The University establishes a minimum 20 percent contracting goal for BEP owned firms for each construction solicitation advertised on the Illinois Public Higher Education Procurement Bulletin. Additionally, BEP owned firms certified through the Business Enterprise Program are contacted by the University to inform them of the availability of bid documents relevant to their field of expertise.

FY2020 Purchases from Minority, Women, and Persons with Disabilities Owned Businesses

In fiscal year 2020, the University established an aggregate BEP Compliance Plan Goal of $1,120,259.00. The table below summarizes FY2020 payments made to BEP owned firms by certification designation. Actual expenses exceeded the goal by $327,636.22.

<table>
<thead>
<tr>
<th>Certification</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>African American Males</td>
<td>$75,322.04</td>
</tr>
<tr>
<td>African American Females</td>
<td>56,473.54</td>
</tr>
<tr>
<td>Hispanic American Males</td>
<td>402,491.00</td>
</tr>
<tr>
<td>Hispanic American Females</td>
<td>111,445.64</td>
</tr>
<tr>
<td>Asian American Males</td>
<td>134,560.00</td>
</tr>
<tr>
<td>Caucasian Females</td>
<td>663,524.00</td>
</tr>
<tr>
<td>Sheltered Workshops</td>
<td>4,079.00</td>
</tr>
<tr>
<td><strong>Total FY2020 Payments Made to BEP firms</strong></td>
<td><strong>$1,447,895.22</strong></td>
</tr>
</tbody>
</table>
President’s Report to the Board of Trustees of Northeastern Illinois University
January 25, 2021 Committee Meeting
February 11, 2021 Board Meeting

Due to the pandemic, all in person vendor fairs were cancelled. However, the University participated in various Minority, Women and Veteran owned Business Enterprise Virtual Networking Sessions.

September 30, 2020: The University of Illinois/Black Contractors Owners and Executives (BCOE) virtual meet and greet event.

October 28, 2020: NEIU in collaboration with Central Management Services (CMS) and Representative Eva Dina Delgado participated in a virtual workshop on how firms can register in the State’s BEP and the Small Business Set Aside Program.

December 15, 2020: Illinois State Black Chamber of Commerce- Surviving the Pandemic Virtual 2020 State Conference

Summary
The University is encouraged by the level of participation by minority, women, and persons with disabilities owned businesses in University contracts, especially during difficult financial times, and will continue its outreach in an effort to increase BEP participation.
JLL’s Public Institutions and Higher Education group combines public and private sector best practices and experience to deliver a full range of integrated transaction solutions and financial advisory services focused on the unique needs and missions of higher education organizations.

### JLL Scope of Services

- **Market Analysis**
  - Collect data
  - Analyze market real estate trends
  - Community Feedback

- **Site Assessment**
  - Zoning analysis
  - Known site conditions
  - Available public subsidy

- **Financial Feasibility Analysis**
  - Financial modeling
  - Feasibility assessment

- **Valuation**
  - Potential fee simple sales proceeds
  - Potential ground rent proceeds

- **Draft Reports**
  - Compile findings
  - Recommend development strategies

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**Community Engagement**