

Request to Approve Purchase of PowerFAIDS Software

Recommendation:

As a result of the Request for Proposals AS#19-01, staff recommends an approval to purchase PowerFAIDS financial aid processing software for \$171,472.88.

Summary:

This purchase includes a one-time licensing fee of \$115,613.39, a one-time implementation fee of \$33,123.00, and an annual maintenance fee of \$22,736.50 (all dollar amounts include applicable taxes which account for the increase over the RFP quotes). Annual maintenance is expected to increase at the industry standard of 6-8% each year. The software will allow financial aid staff to automate several time consuming processes that contribute to delays in awarding financial aid. Benefits of the software include improved efficiencies by simplifying the federal reporting process, reducing federal compliance bottlenecks in awarding student aid, simplifying the internal and external reconciliation of Title IV funding (including Federal Pell Grants, Federal Supplemental Education Opportunity Grants (FSEOG), and Federal Work Study), providing a better student experience and improving student retention.

The only other bid received was for the newest Jenzabar Financial Aid module for a total of \$77,688.10 which includes a one-time implementation fee of \$32,167.32 and recurring annual fee of \$45,520.78 which is expected to increase at the industry standard of 6-8% each year (these amounts also include applicable taxes).

Rationale for choosing the PowerFAIDS software is based on several critical factors. The Jenazabar solution is a new product that does not have any existing customers that have completed implementation. Staff feel that it is unwise to be the first customer to adopt the software solution when any problems could put our federal compliance and ability to offer federal financial aid at risk.

While the upfront costs of the software are significantly different, the reduced annual maintenance costs of the PowerFAIDS software makes it a better long-term



Northland Pioneer College

Post Office Box 610 • Holbrook, AZ 86025 • (928) 524-7311 • Fax (928) 524-7312 • www.npc.edu

solution. Beginning with year nine, the total costs of the Jenzabar option will have exceeded the total costs of the PowerFAIDS option.

When comparing the software features of the two systems, the PowerFAIDS functionality was ranked higher than Jenzabar according to the scoring instrument that we used to evaluate the software. Significant limitations of the Jenzabar product include dependency on third party software to generate the required federal reports. Purchasing this reporting software would increase the costs of this option. Implementation for Jenzabar is estimated to take four to five months where PowerFAIDS implementation is estimated to be as little as three months. Additional limitations are identified in the scoring sheets included with this recommendation.



Northland Pioneer College

Post Office Box 610 • Holbrook, AZ 86025 • (928) 524-7311 • Fax (928) 524-7312 • www.npc.edu

Executive Summary

Jenzabar Financial Aid

Jenzabar Financial Aid is the industry's next-generation financial aid software designed so you're compliant, accurate, and fast with your award packages, giving you a critical competitive advantage. With new state-of-the-art automation, packaging, and reporting, Jenzabar Financial Aid will increase your productivity enabling you to spend more time helping your students succeed.

Northland Pioneer College needs reliable, accurate information to put together the best award packages for your students. Jenzabar Financial Aid's embedded analytics and reports easily give you the data you need right at your fingertips to make the best decisions.

Jenzabar Financial Aid's workflow and automation will easily guide you through regulations to ensure that you are compliant.

Jenzabar and PowerFAIDS

Jenzabar has maintained a long partnership with PowerFAIDS and the College Board due to the deep and robust financial aid processing functionality provided by PowerFAIDS.

PowerFAIDS is in its 24th year and currently has over 650 clients relying on its solution. Of those using the solution, half are also Jenzabar clients. PowerFAIDS continually stays in compliance with federal financial aid standards and provides seamless processing of a variety of transactions including R2T4, COD, FISAP, and verification. FA SAP calculations are created in Jenzabar using our flexible Rules Based Update function which allows any database element to be used in the calculation. The final calculated satisfactory academic progress (SAP) value is then communicated to PowerFAIDS. Furthermore, any additional school desired data elements can be configured in the integration tool and will transfer upon the next update (as quickly as every two minutes).

Student data from institutional student information records (ISIR) imported into PowerFAIDS can be exported to create candidate records using system tools. Disbursement reconciliation tools provide a quick confirmation of fund balances between both systems and facilitate monthly direct loan reconciliation requirements. Also, integration with payroll enables tracking of work study awards and disbursements. Federally eligible hours are calculated allowing schools to stay compliant with federal award requirements.

Over 325 Jenzabar schools serving tens of thousands of students successfully operate PowerFAIDS seamlessly with the Jenzabar Student Financials solution. Jenzabar has developed the best and most efficient PowerFAIDS interface available.

A Team of Experts to Achieve Your Goals

The Jenzabar team is highly effective at providing the entire implementation life cycle, from supporting change management to training and knowledge transfer. Our project team is comprised of industry experts and structured in a way that is ideally suited for Northland Pioneer College to be successful with a project of this magnitude.

Vibrant Client Community

Our client community is one of the most active and engaged in the industry, demonstrating consistently high levels of customer involvement and satisfaction year after year. Our customer advisory boards help shape the future of our products and services.

A Strong Financial Position

As a privately held company with solid financial footing and a strong balance sheet, Jenzabar takes a long-term perspective, valuing customer satisfaction and enduring client relationships. Jenzabar is a stable partner. Our clients rely on us to remain committed to their best interests. We do that by providing the most advanced, innovative, award-winning solutions for higher education, and by delivering exceptional value with low total cost of ownership.

- Jenzabar **is singularly committed** to higher education
- Our products are in use at over **1,300 campuses around the world** – more institutions have chosen a Jenzabar Student solution over the past five years than any other vendor
- We enjoy extremely **long-term relationships with our customers** – over 250 have been with us for over 25 years
- Our client facing employees have on average **over 20 years of experience in higher education** – this translates into extraordinary customer service
- Our customers trust Jenzabar to **run their solutions in the cloud** – strategic spending and peace of mind.

The Jenzabar Difference

At Jenzabar, we firmly believe in a one size fits one approach. This philosophy is based on our deep higher education roots and our experience in implementing the Jenzabar solution at hundreds of institutions around the world. Our implementation approach allows for quick wins and lays the foundation for a long-term vision.

With a comprehensive solution portfolio designed specifically for higher education, a strong roadmap for future innovation and a collaborative approach to product development, Jenzabar is the industry leading choice for higher education.

Pricing

NORTHLAND PIONEER COLLEGE PROPOSAL SUBMISSION FORM RFP AS #19-01

Financial Aid Processing Solution

The Offeror will furnish all materials and services as required in accordance with the Scope of Work & Specifications, Special Terms & Conditions, and General Terms & Conditions of the proposed contract for the amount(s) listed herein.

Pricing will include a one-time cost (if applicable) and recurring annual cost for the maintenance and support of the proposed Financial Aid Processing Solution (FAPS).

Jenzabar Financial Aid (JFA)

Required Products/Services	One-time cost	Recurring cost/Annual (if applicable)
Financial Aid Processing Solution (FAPS) as outlined in the Scope of Work and Specifications and Appendix A.	\$	\$41,916
Professional Services for installation, configuration, and training.	\$29,620	\$
Maintenance (updates and technical support)	\$	\$
OTHER	\$	\$

Confidential

PowerFAIDS –Pricing for requested seven (7) licenses

Required Products/Services	One-time cost	Recurring cost/Annual (if applicable)
Financial Aid Processing Solution (FAPS) as outlined in the Scope of Work and Specifications and Appendix A.	\$106,458	\$
Professional Services for installation, configuration, and training.	\$30,500	\$
Maintenance (updates and technical support) * *Estimates as this is billed directly by College Board	\$	\$20,936
OTHER	\$	\$

Signature 

Date 1/10/19

Email: Legal@Jenzabar.com

Disclaimer: Jenzabar's proposal contains Jenzabar's estimate, based on the information provided by Northland Pioneer College, for a proposed price for software licenses. Jenzabar has also proposed an estimate as to the amount of professional services required for the proposed solution. Consistent with industry practices, the fee associated with such professional services is an estimate and any additional fees shall be agreed upon by both parties and set forth in writing.

*Jenzabar's acceptance of the terms and conditions contained herein is subject to its disclaimers, the provisions of its Master Agreement, and the Exceptions appendix.

PowerFAIDS Scoring Sheet						
Evaluation Criterion	Good (Score = 2)	Acceptable (Score = 1)	Unacceptable (Score = 0)	Score (2,1,0)	Weight	Weighted Score
1. Appropriate solution for the appropriate problem	Solution is designed for comprehensive financial aid processing. Meets strategic priority outcomes to automate awarding and reduce processing times.	Solution meets many of the strategic priority outcomes, but not all of them. Features or functionality of the software fall short of expectations.	Solution is not the appropriate solution to obtain the goals of the strategic priority.	1.67	100	167
2. Ease of use (end user)	Interfaces are simple and intuitive. System responds to user input and queries in a timely fashion. System understands and accommodates the needs of its users.	Solution is slow.	Unnecessarily complex processes. Cumbersome or unintuitive user interface (e.g., multiple clicks to achieve a task). Not user friendly.	1.67	100	167
3. Security, privacy, local, state, and federal laws	Role-based access control at a detailed level. Secure web site and secure communication (https), and encryption of relevant data.	Some role-based access control. Unclear security features and/or encryption of relevant data.	Lack of role-based access to data. Insecure web site (http). Lack of proper encryption.	2	50	100
4. Proven and verifiable record of success	Provided positive references and information on 3 or more significant Jenzabar CX implementations.	Has some demonstrated experience with Jenzabar.	Claims of success with little or no evidence. No Jenzabar experience.	2	25	50
5. Flexible roles	Provides the ability to have multiple users access student record as well as one user to multiple students (many-to-many relationship).	Unclear ability to have multiple users access student record as well as one user to multiple students (many-to-many relationship).	Does not provide the ability to have multiple users access student record as well as one user to multiple students (does not support many-to-many relationship).	1.67	25	42
6. Add Custom Fields	Ability to add custom fields that can be used in packaging process. Fields can be included in system logic to help determine student eligibility and compliance with Title IV regulations.	Limited ability to add custom fields.	Can't add custom fields.	1.83	25	46
7. Auto Packaging	Ability to automatically package students that are not selected for verification and do not have actionable C codes.	Limited auto packaging.	No auto packaging.	2	25	50

8. Satisfactory Academic Progress (SAP)	Ability to track factors of SAP, calculate student academic progress, and identify students that fail to meet SAP requirements. Tracks SAP appeals, denials and approvals.	Limited SAP functionality.	No SAP functionality.	1.67	25	42
9. Ability to audit data – actions, communications, and omissions of users	Yes.	Limited.	No.	1.67	25	42
10. Technology implementation	Database is Informix or Microsoft SQL Server.	Database is MySQL.	Database is proprietary to the solution.	1	25	25
11. Cost of maintenance	Fixed and reasonable.	Variable and difficult to predict for budgeting purposes.	Unreasonable.	2	25	50
12. Cost and ease of integration with existing systems	Fixed and reasonable cost of integration or migration of data to the new financial aid processing system; i.e., Jenzabar CX, OnBase, and CampusLogic. Recent experience integrating with Jenzabar CX.	Unclear cost of integration or migration of data to the new financial aid processing system. No recent experience integrating with Jenzabar CX.	Open-ended cost structure. Unclear path for migration of data.	1.33	25	33
13. Ability to enter notes/summaries to student portfolios/files	Yes.	Limited.	No.	2	25	50
14. Student segmenting and sorting by award type, date, and status	Yes.	Limited.	No.	2	25	50
15. R2T4 and Overpayment	Ability to easily identify students that have decreased their enrollment status (Half-time, Withdrawn etc.).	Can run a report for changes to student enrollment (12 credits, 9 credits, etc.).	System doesn't connect to registration data.	1.5	25	38
16. Reconciliation	Ability to easily access student award summaries for COD reconciliation.	Can run reports on student awards.	Difficult or cumbersome reconciliation process.	2	25	50
17. Flexible reporting	Ability to schedule reports to run on a regular basis. Reports can be created in MS Word, Excel, or PDF file formats.	Ability to run reports, but with little or no automation. Report file formats are limited.	Rigid or inadequate reporting; labor-intensive processes.	2	25	50
18. Timely software upgrades / responsiveness	Quick to respond to changes in federal regulations. Committed to federal compliance.	Slow to respond to changes in federal regulations. Burden of federal compliance placed solely on users.	Not responsive to changes in federal regulations.	2	25	50

19. Dashboard and real-time graphic reports	One click access to most frequently asked questions Provides a variety of graphs for most frequently asked questions.	Limited graphical access to data. Unclear graphs, difficult to access, or interpret data.	No dashboard or graphic reports available.	1	10	10
20. Context sensitive help	Built in FAQs, context sensitive help, tool tips, video tutorials.	Printed manuals. Requires financial aid staff, IT staff, and administrators to attend training sessions for an extended period of time.	No documentation and help is provided or incomplete help is provided.	1.3	10	13
21. Communication tools to create email, text, and snail mail documents	Yes.	Limited.	No.	1.3	10	13
22. Scalability	The system should be scalable. Accommodate the natural growth of the college. Scalability does not require an increase in the cost of hardware or software.	Scalability may require reasonable increase in the cost of hardware or software.	System design is not scalable or requires significant increase in the cost of software or hardware.	1.3	10	13
23. Cost of supporting software tools and infrastructure	No hidden costs for additional software licensing. Preferably using mature public domain tools and technologies.	Unclear cost structure. Reasonable licensing costs.	Some software applications include a hidden licensing cost (such as having to purchase runtime libraries, database systems, development tools, etc.).	1.3	10	13
24. Initial software price	Fixed and reasonable	Variable and difficult to predict for budgeting purposes	Unreasonable	1.3	5	7
25. Cost of hardware and network (servers, network traffic, etc.)	Fixed and reasonable.	Variable and/or unclear costs.	Variable and unreasonable costs.	1.3	5	7
26. Student schedules – ability to identify financial aid eligible courses.	Yes.	Limited.	No.	1.3	5	7

Total Score:

1183

Max Score:

1380

Jenzabar Scoring Sheet						
Evaluation Criterion	Good (Score = 2)	Acceptable (Score = 1)	Unacceptable (Score = 0)	Score (2,1,0)	Weight	Weighted Score
1. Appropriate solution for the appropriate problem	Solution is designed for comprehensive financial aid processing. Meets strategic priority outcomes to automate awarding and reduce processing times.	Solution meets many of the strategic priority outcomes, but not all of them. Features or functionality of the software fall short of expectations.	Solution is not the appropriate solution to obtain the goals of the strategic priority.	1	100	100
2. Ease of use (end user)	Interfaces are simple and intuitive. System responds to user input and queries in a timely fashion. System understands and accommodates the needs of its users.	Solution is slow.	Unnecessarily complex processes. Cumbersome or unintuitive user interface (e.g., multiple clicks to achieve a task). Not user friendly.	1.67	100	167
3. Security, privacy, local, state, and federal laws	Role-based access control at a detailed level. Secure web site and secure communication (https), and encryption of relevant data.	Some role-based access control. Unclear security features and/or encryption of relevant data.	Lack of role-based access to data. Insecure web site (http). Lack of proper encryption.	2	50	100
4. Proven and verifiable record of success	Provided positive references and information on 3 or more significant Jenzabar CX implementations.	Has some demonstrated experience with Jenzabar.	Claims of success with little or no evidence. No Jenzabar experience.	1.17	25	29
5. Flexible roles	Provides the ability to have multiple users access student record as well as one user to multiple students (many-to-many relationship).	Unclear ability to have multiple users access student record as well as one user to multiple students (many-to-many relationship).	Does not provide the ability to have multiple users access student record as well as one user to multiple students (does not support many-to-many relationship).	2	25	50
6. Add Custom Fields	Ability to add custom fields that can be used in packaging process. Fields can be included in system logic to help determine student eligibility and compliance with Title IV regulations.	Limited ability to add custom fields.	Can't add custom fields.	1.5	25	38
7. Auto Packaging	Ability to automatically package students that are not selected for verification and do not have actionable C codes.	Limited auto packaging.	No auto packaging.	1.33	25	33

8. Satisfactory Academic Progress (SAP)	Ability to track factors of SAP, calculate student academic progress, and identify students that fail to meet SAP requirements. Tracks SAP appeals, denials and approvals.	Limited SAP functionality.	No SAP functionality.	1.33	25	33
9. Ability to audit data – actions, communications, and omissions of users	Yes.	Limited.	No.	1.67	25	42
10. Technology implementation	Database is Informix or Microsoft SQL Server.	Database is MySQL.	Database is proprietary to the solution.	1.33	25	33
11. Cost of maintenance	Fixed and reasonable.	Variable and difficult to predict for budgeting purposes.	Unreasonable.	1.67	25	42
12. Cost and ease of integration with existing systems	Fixed and reasonable cost of integration or migration of data to the new financial aid processing system; i.e., Jenzabar CX, OnBase, and CampusLogic. Recent experience integrating with Jenzabar CX.	Unclear cost of integration or migration of data to the new financial aid processing system. No recent experience integrating with Jenzabar CX.	Open-ended cost structure. Unclear path for migration of data.	1.33	25	33
13. Ability to enter notes/summaries to student portfolios/files	Yes.	Limited.	No.	2	25	50
14. Student segmenting and sorting by award type, date, and status	Yes.	Limited.	No.	1.67	25	42
15. R2T4 and Overpayment	Ability to easily identify students that have decreased their enrollment status (Half-time, Withdrawn etc.).	Can run a report for changes to student enrollment (12 credits, 9 credits, etc.).	System doesn't connect to registration data.	1.33	25	33
16. Reconciliation	Ability to easily access student award summaries for COD reconciliation.	Can run reports on student awards.	Difficult or cumbersome reconciliation process.	1.33	25	33
17. Flexible reporting	Ability to schedule reports to run on a regular basis. Reports can be created in MS Word, Excel, or PDF file formats.	Ability to run reports, but with little or no automation. Report file formats are limited.	Rigid or inadequate reporting; labor-intensive processes.	.67	25	17
18. Timely software upgrades / responsiveness	Quick to respond to changes in federal regulations. Committed to federal compliance.	Slow to respond to changes in federal regulations. Burden of federal compliance placed solely on users.	Not responsive to changes in federal regulations.	1.67	25	42

19. Dashboard and real-time graphic reports	One click access to most frequently asked questions Provides a variety of graphs for most frequently asked questions.	Limited graphical access to data. Unclear graphs, difficult to access, or interpret data.	No dashboard or graphic reports available.	.67	10	7
20. Context sensitive help	Built in FAQs, context sensitive help, tool tips, video tutorials.	Printed manuals. Requires financial aid staff, IT staff, and administrators to attend training sessions for an extended period of time.	No documentation and help is provided or incomplete help is provided.	1.3	10	13
21. Communication tools to create email, text, and snail mail documents	Yes.	Limited.	No.	1.67	10	17
22. Scalability	The system should be scalable. Accommodate the natural growth of the college. Scalability does not require an increase in the cost of hardware or software.	Scalability may require reasonable increase in the cost of hardware or software.	System design is not scalable or requires significant increase in the cost of software or hardware.	1.67	10	17
23. Cost of supporting software tools and infrastructure	No hidden costs for additional software licensing. Preferably using mature public domain tools and technologies.	Unclear cost structure. Reasonable licensing costs.	Some software applications include a hidden licensing cost (such as having to purchase runtime libraries, database systems, development tools, etc.).	1.67	10	17
24. Initial software price	Fixed and reasonable	Variable and difficult to predict for budgeting purposes	Unreasonable	1.83	5	9
25. Cost of hardware and network (servers, network traffic, etc.)	Fixed and reasonable.	Variable and/or unclear costs.	Variable and unreasonable costs.	1.67	5	8
26. Student schedules – ability to identify financial aid eligible courses.	Yes.	Limited.	No.	1.67	5	8

Total Score:

1013

Max Score:

1380