**Illinois State**

**University**

Board of

**Trustees**

 **Report No. 2016.05/10**

**Authorization to Contract for E-commerce Services**

**Resolution**

Whereas, Illinois State University (the “University) requires an e-commerce solution with services that include an integrated student billing system, a secure electronic payment transmission system and a service to efficiently process on-line e-commerce transactions, and

Whereas, the University has determined that contracting out such e-commerce services to a qualified third party provider is the most cost effective and secure solution, and

Whereas, the University is conducting a competitive process and evaluating proposals that most effectively provide such e-commerce services, and

Whereas, upon conclusion of this competitive process, the University desires to enter into an agreement with the successful vendor with an initial term that will begin as soon as practicable and end June 30, 2021, and will also provide for five annual renewal options based upon satisfactory performance and a continuing need for such services.

Therefore, be it resolved that the Board of Trustees authorizes the President of the University to enter into an initial contract with the successful vendor through June 30, 2021, and at a total cost not to exceed $1,200,000.

Board Action on: Postpone:

 Motion by: Amend:

 Second by: Disapprove:

 Vote: Yeas: Nays: Approve:

 ATTEST: Board Action, May 6, 2016

 \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

 Secretary/Chairperson

 **Board of Trustees**

 **Illinois State University**

**Supplemental Information for**

**Authorization to Contract for E-commerce Service**

Illinois State University currently utilizes a one-stop, integrated portal for students to access their electronic billing statements, view current account activity and make electronic payments in real-time. Electronic payments improve the ability to make timely and accurate payments while ensuring the security of sensitive data. The electronic payments are posted directly to the student’s account avoiding errors that may occur due to similar names or undecipherable writing. Illinois State University has used a third party vendor for the past 10 years to provide these e-commerce services to the campus community.

Over this time frame, security requirements and service option needs have increased requiring the University to expand the scope of these contracted services. Enhanced user features include allowing students to pay with electronic check, enroll to receive refunds electronically, as well as authorizing parents or other users to access their account information and make student account payments. Students and authorized users are also able to make deposits to their Redbird Dollars account, the only account that allows students to purchase non-food items or services at various venues around campus. Additionally, the system allows university departments to set up an online marketplace for manuals, registration fees and other items specific to their department, utilizing a gateway where payments can be collected for these goods or services. We anticipate the demand for online services will continue to grow. Use of a third party provider has significantly improved the security and quality of e-commerce services utilized by the campus.

The agreement with the current provider will expire during this next year, therefore making it necessary to solicit competitive proposals and enter into a new contract. It is anticipated this process and contract negotiation will conclude by June 1, 2016. The solution will provide excellent customer service for the University’s students, staff, and other authorized users and will work in conjunction with our student information system (Oracle PeopleSoft).

The University requests approval to enter into an agreement with the successful vendor with an initial term that will begin as soon as practicable and end June 30, 2021, with a total cost not to exceed $1.2 million.

**Source of Funds**: General Revenue Operating