

REQUEST FOR PROPOSAL

PROJECT NO. RFP 18-15

STUDENT EXPERIENCE SOFTWARE AS A SERVICE (SAAS)

QUESTIONS AND ANSWERS NO. 1

Date: March 1, 2018

To: Prospective Respondents

From: Procurement Operations Department, Houston Community College

Subject: Questions and Answers Responses

1. 3.1.1.5. Social network websites - what do you mean? How would HCC like social media incorporated?

Response: Social media could/should connect to the overall student experience. For example, through RSS feeds or push notifications, we would like to incorporate messages about student activities, events or critical dates such as registration and graduation deadlines.

2. 3.1.2.1.5. What communications does HCC envision sending to an individual or group?

Response: Information about financial aid, payment and registration deadlines, graduation notification, advisor appointments, early alert notifications, student activity events and promotions are just a few examples.

3. 3.1.2.2.6. Can HCC please define "important notices/announcements"?

Response: Information about financial aid, payment and registration deadlines, graduation notification, advisor appointments, early alert notifications, student activity events and promotions are just a few examples.

4. 3.1.2.2.12. Please define warehouse. Do you mean the student folder serves as the "warehouse" of activity related to that one student?

Response: Yes, a repository for information pertaining to the student.

5. 3.1.3.1.1. Can you please provide more information around what HCC wants with the Career Coach Application?

Response: Career assessment using the Career Coach tool is part of student onboarding and is also used for career advising in the first-semester student success course. The chosen solution will need to interface with the Career Coach and included occupation and wage data.

6. 3.1.3.2. What do you mean by stackable credentials?

Response: Stackable credentials provide students with "milestone" awards for each level of education/training earned. For example a student may progress from a Level 1 certificate then move to Level 2 (in the same field of study) then progress to a degree in the same field of study. The credentials "stack" in that coursework for a prior level is contained within the requirements for a subsequent level of certificate or degree.

7. 3.1.4.1. Proactive/reactive – Does HCC have specific situations where you want us to explain how we could strategically integrate Starfish?

Response: HCC does not use Starfish.

8. 3.1.4.4. What kinds of deadlines? Class assignments, FAFSA deadlines, other things?

Response: Information about financial aid, payment and registration deadlines, graduation notification, advisor appointments, early alert notifications, student activity events and promotions are just a few examples.

9. 3.1.5.3. What would you like for us to describe here in relation to PeopleSoft?

Response: Vendor should describe the interface and data requirements needed to implement the solution with HCC's student ERP system, Oracle PeopleSoft Campus Solutions.

10. 3.1.5.7. How does HCC define "Touchpoints" and how would HCC like us to talk about touchpoints in relation to this section on data?

Response: Touchpoints throughout the student life cycle include: Recruitment (prospects), Applicant (but not enrolled), Student (enrolled & registered), Graduate, Alumni.

11. 3.1.5.8. What kind of monitoring are you looking for? Monitoring of data, people, something else?

Response: Specifically, the ability to track student progress through completion of their program of study to include interventions, communications and interactions with faculty, staff and advisors. Additionally, the ideal solution should provide back-end reports on student persistence, enrollment, progression, SAP, etc.

12. 3.1.6.5. TSI prescriptive analytics – can you please define what this is? In addition, can you please provide more details on how you use My Checklist, Eagle Launch, Eagle Landing, and Eagle Planner?

Response: TSI placement exam provides diagnostic information for suggested course placement for students. Mychecklist is an automated application and onboarding checklist built in PeopleSoft. Eagle Launch is the informational, online component of NSO while Eagle Landing is our in-person orientation. Eagle Planner is a degree-mapping and course registration solution developed in-house using the planner tool in PeopleSoft.

13. Will you accept more than one solution to meet the requirements of this RFP?

Response: No, HCC envisions making a single award to the firm that demonstrates best value as defined in RFP 18-15.

14. Has a vendor already been identified for this RFP? Per this press release: <http://uh.edu/news-events/stories/2018/february-2018/02212018victoria.php>

Response: No, it is the intention of HCC to complete the competitive procurement process as defined in RFP 18-15.

15. What are we using for the end date on the 1 year 8-31-18 (Begin 9-1-17)?

Response: Question is not clear; HCC fiscal year is September 1 to August 31. The Project Schedule Milestone noted in the Scope will be updated by way of amendment to reflect an anticipated project kickoff of June 1, 2018 to meet a May 1, 2019 product launch.

16. Please elaborate on the number of ISDs, which we plan to interface/ integrate with?

Response: A minimum of 7 ISDs (including Charter schools).

17. Elaborate on interfacing needs for these ISD: will ISDs access the portal or do we need to integrate with existing ISD systems?

Response: Integration of existing systems used by ISDs to warehouse student information related to their endorsements, extracurricular activities, career interests and portfolios (if available).

18. Request for Number of User Types who would access this system and the number of users?

Response: The system would be used by students, faculty and staff at HCC. The number of possible users within a given semester is estimated between 45K-60k users.

19. For, Student Academic Profile, we assume all the data (academic, career, personal) would be fetched from the systems like Canvas, Student orientation, Oracle. Is there an expectation for capture of some additional data which is not in these systems?

Response: It is possible that additional student data related to their involvement in extracurricular and academic support activities and programs would also need to be included. These data may be used by the college.

20. Is there an expectation for a workflow-based system? Are there particular processes which would need workflow?

Response: Yes, the initial student onboarding process (MyChecklist), Early Alert notification, Satisfactory Academic Progress (Financial Aid), and Completion of Core Coursework are just a few examples.

21. Please provide us with the number of external sources that we need to integrate with for local job market data?

Response: This data is included with Career Coach.

22. We are unclear about the expectation for Data and Reports. For the sub sections 3.1.5.1 to 3.1.5.9 - do we have specific reports which need to be developed within the scope of this RFP?

Response: We are interested in the overall capacity of a given solution—the availability of predefined reports and dashboards as well as functionality that enables us to create these on our own as needed.

23. Elaborate on the "Capacity" as defined in 3.1.6.1.

Response: The extent to which a single solution is comprehensively robust while being responsive and easy to use.

24. Does HCC have any existing Student Success / Student retention solution?

Response: No.

25. Is there an existing analytics solution available? Do we need to build the analytics over the existing solution?

Response: No.

26. Please elaborate on specific reports which HCC needs as an outcome of this RFP.

Response: We are interested in the overall capacity of a given solution—the availability of predefined reports and dashboards as well as functionality that enables us to create these on our own as needed. the ability to track student progress through completion of their program of study to include interventions, communications and interactions with faculty, staff and advisors. Additionally, the ideal solution should provide back-end reports on student persistence, enrollment, progression, SAP, etc.

27. Please elaborate "TSI Predictive in MyChecklist".

Response: MyChecklist is embedded as part of the Student Center in the current SIS. This module provides students with step-by-step instructions on items required to complete the registration process. The Checklist is based on student information such as TSI test score data, residency requirements, degree/area of study.

28. We assume 'MyChecklist' is an existing application and the scope requires an integration with the existing portal?

Response: MyChecklist is embedded as part of the Student Center in the current SIS. This module provides students with step-by-step instructions on items required to complete the registration process. The Checklist is based on student information such as TSI test score data, residency requirements, degree/area of study.

29. Please confirm the scope of this RFP is for Public cloud solution?

Response: The RFP is for a cloud based, Software-as-a-Solution product.

30. In the Year 1 pricing are we supposed to include the implementations cost as well?

Response: Yes.

31. Throughout the RFP, Administrators, Advisors, Faculty Mentors, Tutors, Faculty, Instructors/Professors, and Data Analysts are all mentioned as needed access to the platform. (Section 1.1, 3.1.2.1, 3.1.2.2.10-11, 3.1.4.3, 3.1.4.5.5-6, 3.1.5.1, etc.) Do you intend to give all HCC employees' access to the Student Experience SaaS?

Response: No.

32. How many of each category listed need access?

Response: The system would be used by students, faculty and staff at HCC. The number of possible users within a given semester is estimated between 45K-60k users.

- Administrators Instructors/Professors
- Data Analysts
- Students
- Prospective Students
- Advisors
- Faculty Mentors
- Tutors
- Faculty

33. Has there been budget allocated for this project? If so, can you please share the amount?

Response: It is the intention of HCC to complete the competitive procurement process as defined in RFP 18-15 and issue an award based on best value; this process will determine the value.

34. Regarding Tab 4 Past Performance and Reference requirement vi. - are we able to provide customer testimonials in lieu of an official letter of recommendation?

Response: In accordance with the RFP Section 4.4.f.i – Past Performance and References, proposers are required to provide contact information including names, telephone numbers and email addresses.

35. If one company provides implementation services and a separate company provides product/licensing. Neither company has a prime/subcontractor relationship with the other has the ability to resell of the other's services. If a joint response is submitted are you able to contract with each entity, separately upon award despite the statement listed in Section 4.4.a "HCC will contract only with the individual firm or formal organization that submits a response to this RFP."? Can the award extend to more than one firm or organization based on a joint response?

Response: No.

36. 3.1.1.4, do you require one-to-one texting capabilities or more of a short-code outbound texting?

Response: Short-code outbound texting.

37. 3.1.1.6-3.1.1.8, will these be associated with the profile as a document/series of documents upload?

Response: It will vary by account type.

38. 3.1.2.2, is the vision to build a unified student portal, bringing in data from the LMS, SIS, and other systems, without the need for student to leave the portal to obtain information listed in 3.1.2.2.3? For example, you want class assignments and their due dates brought in from Canvas and if the student clicks on the assignment, they will be forwarded to Canvas?

Response: Yes.

39. Please elaborate on your vision of the warehouse in requirement 3.1.2.2.12.

Response: Yes, a repository for information pertaining to the student.

40. Will the placement, occupation, and wage data listed in 3.1.3.1 be available/provided as a document upload?

Response: Access to these data sets could be via Emsie/Career Coach.

41. For 3.1.6, do you already have developed methodology for each of the requested items, or do you need vendor's assistance in working out the necessary metrics and indicators?

Response: Some assistance from the vendor may be necessary.

42. Please describe the expected nature of the interfaces for section 3.3.4.1

Response: Cross-institutional degree-mapping, student engagement tracking and analytics.

43. Can you provide an overall summary of the desired student experience? i.e. a day in the life example.

Response: The student will have access to a one stop shop of user friendly information about:

- academic plan
- transfer pathway options
- career matching crosswalks
- mobile communication capability with relevant stakeholders (advisors, faculty, etc.)
- course scheduling/planning
- Event/activity planning & RSVP
- Social media & interactive hangouts (with student groups)
- Advisor appointment scheduling
- Career planning portal

44. Can you provide an overall summary of the desired administrator / advisor experience? i.e. a day in the life example.

Response: The advisor/administrator will access to the following:

- predictive analytics reports
- student dashboards (data fetch on student)
- mobile communication capability
- advisor dashboards (data on assigned advisor caseload)
- appointment scheduling
- faculty/advisor –Early alert interventions/follow-up/communication

45. Would you be open to user interface enhancements to your existing student system?

Response: HCC uses Oracle PeopleSoft Campus Solutions version 9.0. We are upgrading to v9.2 in October 2018. HCC uses Student Administration Integration Pack (SAIP) for secure integration with 3rd party systems. HCC anticipates the vendor solution will be the main interface to Campus Solutions system and vendors should propose the best solution to achieve his goal. Any solution proposed must provide secure, encrypted data exchange between the systems.

46. Would you be open to a services based approach to enhance the student user experience of your existing student systems?

Response: Vendor should propose the best solution based on the scope.

47. How many users do you anticipate directly using the system?

Response: The system would be used by students, faculty and staff at HCC. The number of possible users within a given semester is estimated between 45K-60k users.

48. How would envision your constituents accessing the system? Desktop, Mobile, etc.?

Response: Solution must be device, browser and OS agnostic.

49. How many different departments do you plan to have using this system?

Response: The system would be used by students, faculty and staff at HCC. The number of possible users within a given semester is estimated between 45K-60k users.

50. Number of Students that will be accessing the system?

Response: 45k-55k per semester.

51. Number of potential Student that would accessing the system?

Response: 45k-55k per semester.

52. What additional internal systems do you plan to connect with this system?

Response: Primarily HCC's Oracle PeopleSoft and Active Directory systems.

53. What is the peak times of usage per year and the minimum time of year, and was the delta of usage?

Response: August-September, January-February, May-June; Minimum: October, March and July.

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