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ADDENDUM NO:	2
IFB/RFP No:	NS-50-12
Commodity:	Retention/Intervention Management Software
Date:	May 30 2012
Open Date:	June 8, 2012

BIDDER/RESPONDER SHALL CONFORM TO THE FOLLOWING CHANGES AS SAME SHALL BECOME BINDING UPON THE CONTRACT TO BE ISSUED IN RESPONSE TO THIS INVITATION FOR BID/REQUEST FOR PROPOSAL.

The following address questions regarding this Invitation for Bid/Request for Proposal.

Attachments

Response to questions

Bidder must acknowledge receipt of this and any addenda with bid.
or
Proposer must acknowledge receipt of this and any addenda in their RFP cover letter.

T H E   E N D

By: Eli Baird
        Bid Specialist
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1. Finally, under functional requirements, req. no. 21, it asks whether one service provider associate can add another provider to a student's network. I was just hoping for some clarification on the definition of a service provider associate.

   A service provider is anyone working with a student. It could be a faculty, a staff person, or even a student leader (like a Resident Assistant). The question relates to the ability of a service provider to add another service provider to the student's network upon learning from the student that he/she is working with that person on campus.

   This does not mean, however, that all service providers who are added would be able to see all notations on the student. It would simply be a way for each person working with the student to know who that student is interacting with, i.e. who is in that student's network.

2. Do the customer's internal systems have the ability to pass us the threshold information, or are they looking for OnBase to be able to accept values from their systems, compute the change in values, and store the threshold data?

   If we need to do something on our end to determine students to be included based on their gpa, etc. we can do that. A database would be in sql or mysql.

3. Will the customer be able to create a table or view to store the threshold information that we could query to ingest the data? If so will that database be Oracle or SQL?

   See response to questions 2

4. Are we interfacing with Banner and Qualtrics to gather the information?

   Our student info system is SAP but there would be no direct interfacing. We would expect ability to pass files.

5. What data (evaluation criteria) do they want to capture and where is it coming from? Inside the SIS?

   We want to access student data from our SIS and possibly other systems like tutortrac, prosam

6. What are the thresholds (key indicators) that will show that action will need to be taken?

   Key indicators could be things like attendance, changes in financial assistance, change in schedule,I.e. drop a class...

7. What are they doing with the information? How will it be processed? What will the WF look like? Who does it need to be routed to?

   The information will be used by faculty, staff, and designated student leaders to become aware of the interactions the student is having across campus. The info will be used to support the student, and also fac and staff as they become aware of the interventions being used with the student

8. Who will need to access this solution?

   Please see response to question 6.

9. How do they want the student to interact with the system? Do they already have a student portal now? Are Student IDs their way in?

   We have a portal and usernames are the key. we would expect to set up authentication with ldap.

10. Will you take follow up questions even if they are after May 28th?

    We will not be extending the date for questions. All proposals will still be due on the Due Date.

11. Please provide the intended size of the student population for each phase of the rollout e.g. Sep 1, 2012 for 2,000 students; Jan 1 2013 for 15,000 students.

    Unless there is disagreement, I envisioned that The first roll out will be fewer than 500. We may be able to increase to 1000 in Jan 2013 with the advising center getting underway, but am not sure as we may want to move more slowly to ensure all is working well. I envision all first time first year students as they enroll summer of 2013. We will add more students incrementally...

12. Should the system provide single login with Blackboard? If so, what authentication technique is your Blackboard configured for?

    we use Microsoft LDAP authentication and we will want single sign on but do not envision through Blackboard.

13. Should the system automatically raise flags based on grade book data, including weighted grades and grade formulas such as "drop the lowest grade"?

    That would be good, however there needs to be flexibility as not every faculty member uses gradebook.

14. Should the system automatically raise flags based on discussion board activity?

    See question 13

15. Should the system automatically raise flags based on course access activity?

    See question 13

16. Which brand and version of Student Information System do you use?

    SAP. We will not directly interface with SAP - that is not done. We expect to pass files to retention solution.

17. Should the system automatically raise flags for students who don't register for the next term if they should?

    Yes

18. Should the system automatically raise flags for students who do not complete financial aid workflows?

    Yes our Financial Aid system is Sigma Prosam and key information is sent to SAP.

19. Should the system automatically raise flags for students who drop their classes?

    Yes