ADDENDUM #1

The following questions were received in association with the RFP
SPC# 06-16-17 – Technology Review, Posted Friday, June 02, 2017

RFP Deadline: Friday, June 23, 2017 2:00PM

Additional questions will be accepted until 02:00 PM on Tuesday, June 16, 2017

Questions:

1. What external factors drove this decision to have the current focus on student facing systems and the student life cycle?

Answer: There is Title III grant that is funding the review.

2. When you talk about the experience related to PeopleSoft, Desire 2 Learn (D2L) and Salesforce, what kind of experience are you looking for and what kind of insight are you expecting the vendors to provide relevant to those specific applications?

Answer: Having expertise in these systems will allow the vendor to quickly identify and leverage potential overlap with existing systems.

3. How did you arrive at the schedule of 5 months and a budget of $250,000.00?

Answer: Our Grant dictates the cost. Five months will allow us time to incorporate findings into next year's budget cycle.

4. In the selection criteria, you talk about preference being given to firms that are local, minority owned and/or veteran owned? What is the criteria related to these specifically? Are waivers or subcontractors considered for this criteria?

Answer: Because this project is grant funded, the procurement requirements provide additional preference for minority and veteran owned businesses.

5. Pg. 9 of the RFP, states questions will no longer be accepted after 6/16/17 up to 2:00 pm? Please clarify can we still submit question all the way up to 6/16/17? When will those questions be answered in return?

Answer: Questions can be submitted up to 6/16/17 at 2:00 PM Eastern Time. The questions will be answered no later than 6/20/17 at 2:00 PM Eastern Time.

6. Is your intent to questions post this call to collect them and then reply two days after the 6/16/17 date or as soon as they come.

Answer: The intent is answer and post the questions as soon as possible but no later than 6/20/17 at 2:00 PM Eastern Time.

7. In Project Goals, pg. 10 item 2b refers to ensure protection of SPC data and then question requirement pg. 11 item 10 speaks to the company's ability to demonstrate the privacy of student records. Is the intention of these two that there is some amount of data examination inside of the disparate systems to determine where data is stored and how that data should be better managed? Or is that merely an indication of the desire to ensure the protection of student records? Is there a desire on the part of SPC to have the awarding company review data in the disparate systems to determine where data actually exists on the campus or is this more a function of ensuring the company is mindful and focused on the security of the data being managed?

Answer: A modest amount of data review may be required, only insomuch as it provides insight into the way that student data is being handled in the disparate systems.

8. Is this assessment for the student services only? Or other department systems outside?

Answer: Primarily student services, with the understanding that non-student services systems may hold functionality that can be leveraged to facilitate the reduction in redundancy.

9. Is there any firm idea on how many systems that hold the student information, i.e. registrar, financial aid, scheduling, how many systems hold student information?

Answer: PeopleSoft is our system of record for student information. D2L is our system of records for LMS. We've just begun to use Salesforce. We have over 20 systems that are used for various student success initiatives. Some are cloud-based and others where the data is managed by us.

10. What is the end goal? What prompted SPC to explore this assessment?

Answer: RFP: "The College is seeking a professional review of all student related systems to maximize student and employee efficiency and minimize redundancy."

11. Is a global delivery model an option?

Answer: Yes

12. In the RFP, you indicate a desire to invest effort in cultural immersion by interviewing stakeholders, you list stakeholder groups; students, staff, faculty, administrators, can you provide an estimate of the number of individuals you want to include in work sessions or interviews for each of those groups to estimate timing? Are those individual or group interview sessions? Individual interviews or group work sessions (number or range)?

Answer: SPC has several learning sites in Pinellas County; all should be taken into consideration. Group interviews are acceptable. There are approximately 175 academic advisors and faculty advisors; a representative sample from the different campuses and online would need to be included. Advising managers – can be done in one group. Administrators (3-8) would be individual.

13. When you indicate an interest in best practices are you wanting to include peer institutional outreach or benchmarking as part of the analysis leading to recommendation? If there is a desired peer component, or do you have a specific peer group you can identify?

Answer: Not necessarily. If desired, compare to Florida State Colleges and to corporations of similar size.

14. Clarify what is included in the 45 page limit? What documents are required?

Answer: The 45 page limit is for the answers to the questions in questions section. Tables, charts, graphs can be included as addendum to any question and they will not count in the 45 page limit. The only documents required are the ones included in the RFP, Drug Free Work Place, W-9, etc….

15. Are you planning on any interviews or follow up? Or will you receive proposals and make a decision?

Answer: No

16. Identify the structure of the internal working project team and the amount of time they are expected to dedicate to this project over the 5 month period?

Answer: The project will be led by the Executive Director, Academic Technologies; expectation is that 50% of his time can be devoted to the project during the 6 months.

He will be supported by administrative services in Online Learning & Services for scheduling and room reservations. This project is under the leadership of the Vice President, Administrative, Business Services & IT and the Associate Vice President, Online Learning & Services. This is a critical project within St. Petersburg College and appropriate resources will be provided to support it.