LOS RIOS COMMUNITY COLLEGE DISTRICT

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Phone (916) 568-3071   FAX (916) 568-3145
Purchasing Department

Sacramento City College   American River College   Cosumnes River College   Folsom Lake College

ADDENDUM NO. 1

ISSUE DATE: November 14, 2017

STUDENT EXPERIENCE LIFE CYCLE SOLUTION
LRCCD RFP NO. 18014

Issued By:

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This addendum forms a part to the Contract Documents. The addendum items supersede and supplement all portions of the bidding documents with which it conflicts. All workmanship, materials, appliances and equipment which may be included in the following addendum items shall be of the same relative quality as described for similar work set forth in the general or main specifications of which these addendum items shall be considered a part.

This Addendum has been acknowledged in the space provided on the Bid Form and is considered part of the bid documents.

This addendum consists of 3 pages.

1. Is LRCCD hoping to use this solution as a process to centralize and systemize a workflow (e.g., academic planning, onboarding practices) across the District, or centralize only a few processes at the District level and have the colleges' workflow in the solution be based more on their own, individual processes?
   Answer: As with most large implementations in our multi-college district, we attempt to centralize where it makes sense, and allow for the colleges to have autonomy where needed.

2. Is there an incumbent providing similar services to your institution? If yes, then please name the incumbent. If yes, can you please describe why you are proceeding with an RFP to procure services?
Answer: We have a multitude of providers in our organization providing wide and varied services. We do not have a seamless, integrated and mobile friendly system that allows our colleges to track the student journey from pre-application, to enrollment, to completion.

3. Are there any existing technology investments in student intervention? How would LRCCD imagine a new solution to integrate with them?
Answer: We are seeking full integration with all of our existing instructional and student support services.

4. What other technologies does LRCCD use to manage the advising process and interact with students?
Answer: We have a locally developed student education plan; we use the PeopleSoft Student Planner and Academic Advising modules.

5. Do you have a designated project team or assigned technical staff assigned for a new technology implementation coming out of this RFP process?
Answer: We will be hiring one full time IT staff member. With regards to technical integration of the product, we are hoping to leverage off the vendor's implementation team with limited IT support. With regards to a project implementation team and defining new business processes, a project team will be formed and certain elements are in place but not the full team.

6. What is the level of support – in implementation, launch, and ongoing support – that you require and want out of a partner vendor?
Answer: With regards to the technical level of support for implementation, we are looking to the vendor to provide the key integration methodology and technical support to our student information system (SIS). With regards to the technical level of support for launch and ongoing support, we are looking to the vendor to provide a mechanism to report, track and remedy issues related to the technical maintenance and functioning of the system, to include the integration and support of the purchased software.

7. Are there specific goals or measureable outcomes LRCCD is looking to achieve? And in what time period?
Answer: Our project goal is to be set-up technically and have the appropriate college personnel trained on any new business processes by the start for Spring term 2019, approximately January 12, 2019.
Successful completion of this project is intended to achieve the following objectives:
   a. *Introduce a technology solution designed to improve the student experience and administer pathways at scale*
   b. *Empower the colleges to interact with prospective/enrolled students in a responsive and cohesive manner*
   c. *Equip employees with tools to facilitate case management, promote engagement, and encourage retention and student persistence to completion of their educational goal(s).*
   d. *Equip students with tools which support educational planning, foster enrollment, and clearly indicate progress towards completion*
   e. *Enhance communication through automated reminders, messaging, and guided self-service options as well as referral mechanisms, alerts, shared notes, or similar functionality*
   f. *Assess and refine existing business practices which impact the student experience*

       g. *Deliver a comprehensive view of each student's journey which allows aggregated data to be utilized for ongoing research, enrollment management, and continuous improvement*

8. What are some challenges unique to LRCCD that you think proposing vendors should be aware of as they compose their responses?
   Answer: LRCCD uses the SIS; PeopleSoft CS 9.0 with PeopleTools 8.54. LRCCD is a multi-college district. LRCCD is set-up in the SIS as one institution, but 4 colleges separated at the "career" level.   This set-up has allowed LRCCD to gain efficiencies at the district level, while still maintaining logical separation at the college level.

9. Has funding been identified?
   Yes.

10. Several questions and suggested changes have been requested to our RFP and Service Agreement/contract.
    Response: The RFP will not be changed. The agreement/contract terms will be negotiated with the awarded vendor.

11. How are undeclared students managed at Los Rios Community College District, (e.g. are students required to declare a degree or other completion goal, are they asked to select a general studies area, or can they remain undeclared until the students select their goals)?
    Answer: Students can remain "Undecided" until they declare a program of study.

12. Whether companies from outside USA can apply for this?
    Answer: Companies with the qualifying experience as described in the RFP may apply; consideration will be weighed on on-site support and references.

13. Whether we need to come over there for meetings?
    Answer: Yes, there is an expectation that vendors will be providing on-site support and facilitate implementation and provide trainings at the District and Colleges.

14. Can we perform the tasks (related to RFP) outside USA?
    Answer: Please refer to number 12 above.

15. Can we submit the proposals via email?
    Answer: No, please refer to submittal instructions.

END OF SECTION.