

CITY COLLEGE OF SAN FRANCISCO

Addendum No.02
RFP 2023021
Student Registration Platform

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DATE: January 30, 2023
TO: Prospective responders
FROM: Maritza Rodriguez-Vivas, Purchaser
SUBJECT: Addendum No.02 to RFP #2023-021, Student Registration Platform

4	How many continuing ed courses does CCSF offer?	<p>"Continuing Education" has been rebranded as "City Extension." don't enroll students through the Banner system we have our own registration system through Catalog, which interfaces with Canvas. Contract Education & Extension has our own Canvas instance that we pay for separately, since our students are outside of the Banner system.</p> <p>Here is the link to our Extension courses: https://ccsf-extension.pdx.catalog.canvaslms.com/</p>

19	Are you open to a phased approach?	CCSF will definitely consider a phased approach. Please describe your approach in your proposal.
20	Depending on the answers to these questions, we may recommend a phase 1: deep dive requirements definition phase, followed by a phase 2 implementation (with the potential for multiple subphases). Are you anticipating this approach?	CCSF is hoping that phase 1 will be very short since most of the requirements were outlined in Attachment O. Phase 2 needs to result in a new student registration platform going live in Summer 2024. If there are minor improvements (functional or business processes), they can be addressed subsequently upon mutual agreement from all parties.
21	What are the primary inflexibilities of the current system to be replaced?	All mandatory requirements for the new platform are marked as "I" in Attachment O.
22	What areas have your users (students and staff) found to be unintuitive—the more we understand the easier it will be to ensure they don't continue to have these concerns.	<p>To name a few:</p> <ul style="list-style-type: none"> - to many clicks to get to end result - language that is hard for students to understand with regard to the next step(s) - class schedule generation is too difficult - error codes are not self-explanatory - student payments need to be searched for to be found - error messages need to be detail and clear to the student, and need to include the resolution details and contact information of which department can help clear the error, i.e. email , building room number - it would help if platform content presentation was more graphical and less verbose - navigation between screens needs to be more logical - it would be nice to simplify filters on the registration page. Maybe something like when a student wants to add a class, that class will pop-up with additional class information. For example, searching for PSYC 1, will display whether the class is opt t3 (u)2.1l3 (, 7c)9 (o)-6.r (e)10.(3 (u)2.1l if p)2.36 (u)2

29	What technologies are you using for your international applications (https://www.ccsf.edu/applyccsf)?	CCSF uses CCCApply applications for Credit, Noncredit and International students. This is a separate platform administered by CCC Chancellor's office, and we need to continue using it with all necessary integrations. We also use the Qualtrics as a temporary solution and a simplified version of CCCApply for our noncredit applications, and this needs to be replaced holistically by the new platform.
30	Approximately how many applications do you receive per year?	Approximately 47,000 applications per year.

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32	For open enrollment, discuss what the criteria	

36	Do you prefer a solution/platform that is delivered in the Software-as-a-Service (SaaS) model, or do you prefer an on-premise (or client hosted) solution?	<p>When selecting a model, it will be important for CCSF to consider balance between upfront and ongoing multiyear costs of the proposed model(s), implementation time, and platform's flexibility when it comes to making modifications. All proposals will be considered carefully.</p> <p>Please note that campus' student information system is no longer on prem.</p> <p>If SaaS solution is presented, a vendor hosted systems datacenter is expected to be fully compliant with HIPPA, FERPA, SSAE 16, and ISAE 3402 standards, have an Internet backbone with a minimum of 10GB Ethernet connection, utilize next generation firewall with intrusion detection system (IDS), utilize backup levels that incorporate daily full backups with a minimum 30 day retention policy, support Disaster Recovery and Data Continuity plans in the event of primary system's failure, and sustain 99.99% availability.</p>
37	Outside of student applications, are forms like the "Free Application for Federal Student Aid" based on a form technology you will continue to use or are you trying to replace that technology?	<p>FASFA application is used for all Financial Aid needs, and is downloaded from https://studentaid.gov/h/apply-for-aid/fafsa.</p> <p>Student records are downloaded into Banner.</p> <p>Banner page RNANAXX is used to retrieve the information from downloaded student records.</p> <p>We are not looking to replace this as it is a federal application.</p>
38	What form technology(ies) do you use for student application and other online forms?	<p>Banner page SAAADMS</p> <p>NextGen Dynamic forms</p> <p>Adobe forms</p>
39	Can remote services be performed outside of the US, or do you require all services to be performed within the US?	<p>CCSF doesn't have a preference for location of resources used for solution and support.</p>

40	What marketing automation technology are you using for emails to prospective students? Will it remain, or do you need the registration platform to handle email marketing?	We use SignalVine to text prospective students. We also use the Banner Communication Management tool to send emails to our students. Marketing features of the registration platform are optional.
41	Describe the availability of IT support staff at CCSF to assist with integrations.	While CCSF has limited IT staff, given advanced planning, ITS will make resources available to assist with integrations
42	Does CCSF intend to support this platform with internal resources, or will you request a separate support agreement for the Platform?	CCSF's current support model heavily relies on vendor's assistance. CCSF would be open to a hybrid support model.
43	If you will look for external support agreement, will it be part of this RFP response or will that be a separate RFP?	External ongoing support is part of this RFP. SLA's and costs should be clearly identified.
44	Does CCSF have a integration middleware or tool it prefers?	CCSF uses recently implemented ETHOS by Ellucian.
45	How many CCSF staff will need access to the Student Registration Platform by role/group (e.g. recruiters, marketers, IT professional, executives, etc.)?	IT professionals 8 Executives 4 A&R- 50 Enrollment Office 20 Recruiters, marketers not applicable
46	Can you confirm that faculty (FT and PT) do NOT need access to the Student Registration Platform?	CCSF confirms that FT and PT faculty do NOT need the access to the Student Regi EMC ET /TD <<4 313.2 2.7 f Oo

54	How big is your prospective student database (of emailable addresses)?	When prospective students apply via CCCApply and select CCSF potential school, we receive their application information prior to their CCSF registration. Currently, we have a 12 month count of 47,000 students admission applications information in Banner.
55	What social media platforms does CCSF utilize (e., Facebook, Twitter, LinkedIn, others)?	

END OF ADDENDUM NO. 2

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