

**REQUEST FOR PROPOSAL**

**PROJECT NO. RFP 18-15**

**STUDENT EXPERIENCE SOFTWARE AS A SERVICE (SAAS)**

**QUESTIONS AND ANSWERS NO. 3**

Date: March 9, 2018

To: Prospective Respondents

From: Procurement Operations Department, Houston Community College

Subject: Questions and Answers Responses

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1. We understand that HCC is looking for a rate card based proposal with detailed of resourcing schedule and defined milestones. Is our assumption correct?

Response: HCC requires each bidder to submit a project schedule and timeline with deliverables and milestones to meet the proposed launch date (Section 1, Item 2) to deliver the Scope of Services (Section 1, Item 3). Each bidder's project schedule, timeline and milestones will be evaluated under the criteria "Proposed Approach and Methodology" (Section 3, Item 1).

2. For 3.1.5, can you please estimate the number of Day 0 reports that will have to be built?

Response: Vendor should provide a list of reports that are delivered as part of the proposed solution.

3. Please elaborate on specific expectation from Multi-Lingual system?

Response: HCC is looking for a system solution capable of interfacing with users in many languages, with the default primary language being American English. HCC's primary languages are English, Spanish, Vietnamese, and Mandarin.

4. In reference to section 3.4.1, ServiceNow does not have an off-the-shelf solution for student experience. We will need to custom build this solution on the ServiceNow platform. In that regard, what is it that you would require from us in response to this question?

Response: HCC is engaged in an RFP to find the best value for Student Experience Software as a Service (SaaS). Your proposal should reflect what is required to build this solution in your proposed platform.

5. Please elaborate on the verification of assessment credentials. How is the verification of records planned by HCC?

Response: (Do we mean records in terms of blind data files, or student content records that contain assessments/TSI scores/course transcription/etc?)

6. Relating to 3.1.3, is the expectation that HCC will continue to use Emsi for actual career services, including applications and items in 3.1.3.1.2, or do you expect for the new solution to reproduce the functionality currently handled by Emsi? If you will continue to use Emsi, to what level should the data be brought over?

Response: We expect to continue using Emsi. The level of integration will be based on what is required to support student success and informed program, degree, and career choice.

7. How many years of past performance data of students would be available for analysis and what would be data size overall?

Response: Approximately 19 years of student data would be available for analysis, as needed. The overall database size is 1.5 terabytes.

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