

Solicitation Amendment No. 001

To: Prospective Bidder/Offeror:	Date:
Prospective Proposers	September 25, 2015
Project No.:	
Student Learning Predictive Analytics	RFP 16-01

The Request For Proposal (Project No. 16-01) is hereby amended as set forth below:

1. Please submit all inquiries to the following email addresses: marilyn.vega@hccs.edu and hua.chiu@hccs.edu
2. Section 5. Price Proposal is hereby replaced in its entirety with the attached Section 5. Revised Price Proposal
3. Proposal response shall include the attached Functionality Response Document and shall be included as part of your response under Section 2.4.E (1) – Tab 3 Proposed Approach & Methodology. Proposers are asked to respond to each requirement noted and affirm if the proposed solution will deliver the requirement (yes/no). In addition, for each requirement noted in the attached, the Proposer shall describe how the functionality is delivered and note any special requirements including but not limited to 3rd party applications, technology, infrastructure, technical support, etc.
4. Describe what your company is doing with regards to research and development within both the software solution and the professional staff dedicated to the science of data analytics.

Continued next page

Acknowledgement of Amendment No. 001 by:	Date:
Company Name (Bidder/Offerer):	
Signed by:	
Name (Type or Print):	Title:

5. HCC General Information

The following is a list of information links to the Houston Community College website where you will find more information regarding the HCC Transformation plan including the roll out of the Centers of Excellence. Please consider this information in better understanding what HCC is considering with regards to this major initiative and how the scope of services as defined in this RFP can support HCC to improve the student experience.

- Transformation – <http://sites.hccs.edu/transformations/>
- Centers of Excellence – <http://www.hccs.edu/centers-of-excellence/>

6. Attachments:

The following attachments are made part of this Amendment No. 001 and included below.

- a. RFP 16-01 HCC Technical Landscape Document
- b. RFP 16-01 Student Learning Predictive Analytics QA 1

The following attachments are made part of this Amendment No. 001 and shall be posted to the [RFP 16-01 Website](#).

- c. HCC RFP 16-01 Functionality Response Document
- d. RFP 16-01 Revised - Section 5. Price Proposal

Except as provided herein, all terms and conditions of the solicitation remain unchanged and in full force and effect.

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RFP 16-01: Student Learning Predictive Analytics

HCC Technical Landscape Document

Created: September 21, 2015

The following is a summary of some of the items that were suggested yesterday, there may be others that you feel are important, feel free to include any and all. Consider providing anything that you think can help the bidders understand our environment while allowing them to make any recommendations on minimum requirements that we may need for the application to function optimally.

Item	Comment								Responsible Person
<ul style="list-style-type: none"> • Platform/version/build for <ul style="list-style-type: none"> ○ PS Finance ○ PS Student ○ OBIE 	<ul style="list-style-type: none"> • PS Finance <ul style="list-style-type: none"> ○ Application v9.1, ○ Tools v8.51.11, ○ Database v11.2.03 • PS Student <ul style="list-style-type: none"> ○ Applications v9.0 ○ Tools v8.52 Build 11. ○ Oracle 11.2g ○ PS Student is composed of Student Records, Financial Aid, Student Financials, Advising, Admissions and Campus Community ○ All Bundles and Patches are current and up to date. 								Ron and Thomas
<ul style="list-style-type: none"> • Description of current EPM and ETL 	<ul style="list-style-type: none"> • Oracle EPM/ETL: v9.1 MP4 with Bundle 10. • Production Server <ul style="list-style-type: none"> ○ SPACE - 1TB ○ MEMORY-64GB ○ OS-SOLARIS 10 								Thomas
<ul style="list-style-type: none"> • Description of current data warehouse storage/space/capacity and map 	Server Functions	Prod /Dev	OS	CPU Cores	Mem	SAN Size	Capacity	Model	Annette
DB	Prd	Ux	16	64G	4TB	46%	T4-2		
App/Web	Prd	Ux	16	64G	-	-	T4-2		

	App/Web	Prd	Ux	4	8G	400G	2%	T5220	
	App/Web	Prd		16	64G	-	-	T4-2	
	DB	Dev	Ux	4	16G	9TB	57%	M4000	
	App/Web	Dev	Ux	8	32G	550GB	45%	T5220	
	App/Web	Dev	Ux	8	32G	550GB	88%	T5220	
<ul style="list-style-type: none"> Description of current gigabit infrastructure (including WAP) to indicate throughput 	<ul style="list-style-type: none"> All wireless access points across the district are Cisco 3502/3602 802.11n or higher (3702/2702 802.11ac wave1 in select locations), all with gigabit switch uplinks. All AP's aggregate to either HCC Data Center at 3100 Main or 2811 Hayes via centralized wireless lan controllers with aggregated 10G uplinks. Public wireless has dedicated 1GB bandwidth for each data center. 								Kyle
<ul style="list-style-type: none"> Any available statistics/data on wireless user base and data usage 	<ul style="list-style-type: none"> HCC has anywhere from 6,000 to 8,000 active wireless users during peak business hours. See attached for respective client counts data and bandwidth utilization. 								Kyle
<ul style="list-style-type: none"> Anything that you feel needs to be articulated around hosted vs. on premise solution 	<ul style="list-style-type: none"> HCC has diverse Internet connectivity, with dual homed 1GB links to a Tier 1 ISP, and one 10G link to Internet2/LEARN. This connectivity supports both on premise hosted solutions, along with numerous third party hosted/cloud solutions. 								All

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**REQUEST FOR PROPOSAL
PROJECT NO. 16-01
STUDENT LEARNING PREDICTIVE ANALYTICS**

QUESTIONS AND ANSWERS NO. 1

Date: September 25, 2015

To: Prospective Respondents

From: Procurement Operations Department, Houston Community College

Subject: Questions and Answers Responses

1. Please confirm that Tab 5 – Price/Cost Schedules, Billing Rates and Section 5 Price Proposal should be in a separate document?
 - a. Please provide response to Tab 5 in a separate envelope and in a separate electronic file in response to the RFP.
2. Does HCC want a response to each requirements statement in Section 4 Scope of Work (3 Project Requirements and 4 Project Completion Schedule)? If so, under what Tab should these statements/responses is placed?
 - a. Response to the RFP shall be in accordance with Section 2, in addition, under Tab 3.1, Proposers shall respond to all requirements noted on the Functionality Response Document which includes a list of all requirements noted in the Scope of Services.
 - b. Detailed Completion Schedule shall be included using Microsoft Project (or similar) format ensuring response to all items noted.
3. Should Section 5 Price Proposal be placed under Tab 5 – Price/Cost Schedules, Billing Rates? Should this be in a separate document?
 - a. Please provide response to Tab 5 in a separate envelope and in a separate electronic file in response to the RFP.
4. Can you clarify what this statement means? In particular explain where “Section 2.3 above” can be found.
 - a. The stated reference which appears under “Note” in Tab 5 refers to the section titled Document Format and Content which is located under Section 2, number 3 (hence 2.3). This section describes the format requested for the proposal response, as amended.
5. Please confirm that Attachment 6 and Attachment 7 should be included with the proposal package.

- a. Yes, all attachments must be completed signed and notarized where requested. If a given request is not applicable, Proposer may make such a statement in the respective section.
6. Where would you like the pricing for requisite hardware for an on premise solution to be placed?
 - a. The revised Price Proposal shall include a section where any requisite hardware can be disclosed.
7. Please confirm where you would like license, subscription, and maintenance pricing to be placed?
 - a. The revised Price Proposal shall include a section where all pricing components can be disclosed.
8. Has this project been budgeted? If so, what is the budgeted amount?
 - a. A budget has not been defined.
9. Please confirm the email address to which we should submit the electronic RFP response.
 - a. Proposal responses must be submitted in accordance with the RFP instructions noted in Section 2.3. titled Document Format and Content which is located under Section 2, number 3 (hence 2.3). This section describes the format requested for the proposal response, as amended.
 - b. Specific to the proposal submittal location, please refer to Section 2.3, paragraph “g”.
10. A timeline to project completion was mentioned in the conference call of around 5 years. Can that be confirmed?
 - a. As noted in Section 1.2 (page 4 of 41) the proposed contract term under RFP 16-01 is a three (3) year initial term with up to two (2) one-year options to renew.
11. Will non-winning bids be ensured feedback on their proposal subsequent to the decision?
 - a. Proposal debriefs regarding your specific proposal shall be afforded to all respondents following award of the procurement.
12. Does HCC have a favored local IT implementation company that is SBDP qualified and that HCC has had good experience with implementing IT projects at this scale?
 - a. Proposers are required to propose their own Certified SBE as part of the solution response. A list of approved certifying bodies' online list of certified SBE's has been posted to the [Solicitation Website](#). Please see the attachment titled Small Business Document.
13. What analytics tools does HCC own today? Will HCC be using these tools as part of Student Analytics project?
 - a. Oracle OBIEE (v11.1.1.9.0).

- b.** Oracle EPM/ETL (v9.1).
 - c.** WebFocus (v8.x).
 - d.** HCC will continue to use these tools moving forward based on the proposed solutions and their capabilities.
- 14.** Does HCC currently own any software that will conduct extraction, transformation and loading of data? If so, what tool? Will any existing ETL tools be used to provide data mapping and data integration for this project?
 - a.** HCC uses Oracles EPM/ETL (v9.1) for the data warehouse.
 - b.** The PeopleSoft Campus Solutions systems (v9.0) utilizes Student Administration Integration Pack to integrate and extend all the systems that support the education experience such as learning management, collaboration and communication, analytics, identity management, library systems, parking.
 - c.** See RFP Sections 3.2.2 through 3.2.5.
- 15.** It looks like all the questions covering project requirements on page 21-22 (sections 3.1-3.4) are for service specifications but will HCC consider purchase of new software capable to achieve learning, academic, and predictive analytics?
 - a.** Vendor proposals must identify any and all software required to deliver their solution along with software cost, annual maintenance (5 years), hardware needs and support requirements.
- 16.** Is purchasing of new hardware required to be a part of the services/solution?
 - a.** Proposer shall define all hardware requirements that may be needed for an on premise or hosted solution.
 - b.** Vendor must provide Total Cost of Ownership (TCO) for all proposed hardware (servers, storage, racks/cabinets, UPS, etc.), must identify each component by brand, model, configuration, OS versions supported and include annual maintenance costs.
 - c.** If a cloud IaaS or PaaS solution is proposed, vendor must provide bandwidth and connectivity requirements.
 - d.** If hardware is to be supported by HCC IT, the vendor must provide a recommendation for staff required to support the proposed solution.
- 17.** Will HCC consider a solution that consists of both on premise and in the Cloud (Hybrid Model)?
 - a.** Yes, vendor must specify proposed configuration of PaaS model, private vs public cloud recommendation, requirements for connectivity, risk analysis of hybrid solutions and a recommendation for the number and type of IT staff required to support the proposed solution.

- 18.** What is the estimated amount of data which you intend to start with for loading from various institutional systems to combine into an Enterprise Data Warehouse?
- a.** The Oracle data warehouse has been allocated 4TB and is using 1.84TB or 46% to date. This includes 10-15 years of data.
 - b.** The DB Server has 16 CPU Cores with 64 GB of memory.
 - c.** Vendors should use their experience to size their system capabilities based on the solution(s) proposed. See RFP Section 3.2.9.
- 19.** For 3.2.5, can you define the meaning of ‘private instance in a cloud-based data repository’? Do you want to have a dedicated database instance, not shared schema or virtual image with shared resources? Please provide additional clarification.
- a.** A “cloud instance” refers to a virtual server instance from a public or private cloud network. In cloud instance computing, single hardware is implemented into software and run on top of multiple computers. Cloud instance computing is highly dynamic, enabling users not to worry about how many servers can fit on a single hardware application without causing major slowdowns during peak hours. If performance maxes out, resources can be freely allocated to and from other computers by the software, enabling maximum utilization and helping to prevent crashes. If the server grows beyond the limits of a single machine, cloud instance computing allows the cloud software to be easily expanded to span multiple machines, whether temporarily or permanently. Cloud instance computing also reduces the downtime associated with servicing hardware. A server in the cloud can be easily moved from one physical machine to another without going down. The abstraction associated with the cloud allows hardware to seamlessly transfer all data from one point to another without the end-user having any idea that it happened. In sum, cloud instance computing is highly dynamic, can reassign resources as needed, and allows for the movement of servers as they run in the cloud. (Retrieved from <http://apprenda.com/library/glossary/definition-cloud-instance-single-multi/> on 09/22/15).
 - b.** Private refers to the type of cloud service proposed.
 - c.** Vendor should propose the appropriate database instance with consideration of integration with HCC data, speed of access by internal and external stakeholders and cloud providers environment and data security.
- 20.** For 3.2.5, what type of FERPA compliance is HCC seeking for the Cloud vendor to satisfy, i.e. acceptable use, student/parent consent, confidentiality, etc.?
- a.** FERPA at Department of Education:
<http://www2.ed.gov/policy/gen/guid/fpco/ferpa/index.html>

21. Is there a go-live timeline?
- Vendor to propose implementation plan and timeline. See RFP Section 3.7.
 - Vendor will be evaluated based on Approach and Methodology, See RFP Section 3, pg. 18.
22. Please provide more information on what is currently available on the academic dashboard that HCC currently has in place (screenshots, examples, or description).
- Link: http://sy-dashboard.hccs.edu/ibi_apps/bip/portal/Access
23. Will the system need to access unstructured data? (i.e. data not in a relational database, such as social media data)
- Yes.
24. Can a data catalog be provided in advance of proposals, noting data sources, fields, descriptions, and location of key data to be used in the predictive modeling? Can be data proprietary to HCC or data it has unique access to already.
- Vendor must specify data requirements as part of their solution.
 - HCC data sources include the Oracle data warehouse and Oracle DBMS (11g).
 - Examples of Oracle DBMS data dictionaries are in their People Books for the Campus Solutions system which is available at:
http://docs.oracle.com/cd/E17566_01/epm91pbr0/eng/psbooks/psft_homepage.htm.
 - It is important to understand that HCC wants a solution that is agile enough to tie in internal and external data sources now and in the future. These data sources will be in different formats and will contain structured and unstructured data and may require encryption. See RFP Section 3.2.7.
25. What data privacy concerns do you have? Being more specific, is there data named in #1 that is subject to data sharing agreements, or confidentiality agreements we should be aware of? Is there any data in the requested catalog that would require additional permissions to access and use in HCC's learning analytics work?
- FERPA at Department of Education:
<http://www2.ed.gov/policy/gen/guid/fpco/ferpa/index.html>
26. Will specific work with parallel institutions where analytics were deployed at great scale, such as academic hospitals, qualify the provider?
- Proposers are encouraged to include all references deemed to be relevant and describe the relevance and benefit of experience for those that may cross into other industries where data analytics have been historically used.

- b.** Proposals should be submitted with references for evaluation in accordance with the RFP. See RFP Tab 4 - Past Performance and References (pg. 16).
 - c.** The evaluation team will review proposals and use the evaluation criteria noted in RFP Section 3 Proposal Evaluations (page 18) which includes Past Performance and References.
- 27.** Can all the customer constituents of the data insights (e.g. faculty, students, etc.) as well as an associated population size of each constituent and preferred type of device to make the learning system accessible (e.g. mobile, web, proprietary software, Learning Management System (LMS), etc.) be provided?
 - a.** Stakeholders: Faculty (Full Time=800, Part Time=2500), Staff=2500, Students=70,000 per semester.
 - b.** Devices: all mobile devices and associated OSs; all brands of desktops, laptops and tablets and associated OS.
- 28.** Can HCC provide an example of an academic dashboard it is satisfied with?
 - a.** Link: http://sy-dashboard.hccs.edu/ibi_apps/bip/portal/Access
- 29.** Do HCC IT personnel want to be involved in both modeling and implementation, or prefer to simply manage the project?
 - a.** The vendor will provide project management and HCC IT will provide a project manager who will work directly with the selected vendor's team on the implementation.
- 30.** What is the scope of the Integration with these systems?
 - a.** Proposed solution must have proven track record of integrating with any data source.
 - b.** See all sections of the RFP including: 3.1.4, 3.1.13 through 3.1.17 and 3.2.2 through 3.2.7.
- 31.** Please specify the LDAP, Email Exchange and SSO systems which are required to be integrated with BI solution.
 - a.** Active Directory on premise.
 - b.** MS365 with Azure in the cloud for all faculty, staff and students by August 2017.
 - c.** HCC does not have an SSO at this time but is currently looking at options.
- 32.** Are curriculum/program design currently configured as the academic advisement (AA) rules in Campus Solutions?
 - a.** Yes.
- 33.** Please elaborate on the communication tool requirement from the solution.
 - a.** HCC is moving to MS 365 for all faculty, staff and student email by August 2017. The solution must provide integration with this product.

- b.** Solution must be able to use text, call and all forms of social media communication tools. A demonstrated ability to handle these different types of communication. See RFP Section 3.5.2.
 - c.** Solution must be device, OS and browser agnostic.
- 34.** What are the types and number of reports required to be developed as part of the solution?
 - a.** See RFP Sections 3.1.13 through 3.1.17.
- 35.** What is the application database version for various HCC systems?
 - a.** Oracle DBMS: 11g
 - b.** Oracle EPM/ETL: v9.1
 - c.** MoodleRooms: 2.8.7. – however HCC is currently considering options available with regards to other similarly scaled learning management systems, such decision has not yet been made. Any related decision will be made with consideration of a prospective implementation beginning either summer or fall of 2016.
- 36.** Are there any exceptions where some programs do not have AA rules configured?
 - a.** No.

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