



Solicitation Amendment No. 1

To: Prospective Proposer/Offeror:	Date:
Prospective Proposers	February 11, 2020
Project Title:	Project No.:
Curriculum & Catalog Management Software	RFP 20-16
<p>Description of Solicitation Amendment: The Request for Proposals (Project RFP No. 20-16) is hereby amended as set forth below:</p> <p>1. Questions and answers have been released (below).</p> <p>Please visit our website at https://www.hccs.edu/about-hcc/procurement/</p> <p>Except as provided herein, all terms and conditions of the solicitation remain unchanged and in full force and effect.</p>	
Acknowledgement of Amendment No. by:	Date:
Company Name (Bidder/Offerer):	
Signed by:	
Name (Type or Print):	Title:

REQUEST FOR PROPOSAL

PROJECT NO. RFP 20-16

Curriculum & Catalog Management Software

QUESTIONS AND ANSWERS No. 001

Date: February 11, 2020

To: Prospective Respondents

From: Procurement Operations Department, Houston Community College

Subject: Questions and Answers Responses

Q1. Does HCC have a preferred method of Single Sign On?

Response: HCC technology solutions must be SAML compatible with Shibboleth and/or ADFS (Active Directory Federation Services) for SSO.

Q2. Pg. 5 - 5.2.22 "Ability to report and pull the required information for Financial Aid." What information are you looking to pull? Would API capabilities cover this requirement?

Response: No API needed. We need to run reports specifically for different departments. For example, a department needs a list of all Certificate Awards that are eligible for Financial Aid based on the total Credit Hours that are active and deactivated with the total number contact hours, total number of semesters and total number of credit hours. While the Catalog only displays the total number of semester credit hours (SCH) along with the courses and their rubric + number. In the curriculum management functionality, HCC needs to also store the total hours for each course in the plan.

The ability to store all the information in the curriculum management tool and then display items needed for the Catalog or Run reports with different criteria displayed is vital.

Q3. Pg. 5 - 5.2.23 "Ability to configure the degree plans based on first proposed AA, AS, AAS, C1, C2, C3(ESC), OSA, ATC, AAT, Field of Study Curricula, etc. and ...prompt for Financial Aid eligibility." Please expand upon what HCC is trying to accomplish with this request.

Response: Program Coordinators (faculty) from each program are responsible for all awards in their area of study. There are several awards that exist, but the faculty may want to propose a NEW Award which could be one of any award OPTIONS. HCC needs to store different iterations of proposals and be able to reissue for approvals as needed. HCC wants to keep different versions of submitted proposal as an archive of work.

The “prompt for FA” – If possible, as the proposal of the degree plan is being built by the Program Coordinator (faculty) they enter only 12 total (SCH) Semester Credit Hours as a plan, the curriculum tool could prompt or flag or not allow them to complete the degree plan until they have 16 SCH in total for Financial Aid eligibility before submitting it as a final proposal to the Curriculum Office.

Ideally, the software would have different template forms for each type of award (AA, AS, AAS, C1, C2, C3 (ESC), OSA, ATC, AAT, Field of Study Curricula) from the onset of proposal to work within or if needed change from a C1 to a C2 easily once the template is in progress.

- Q4. Pg. 7 - 5.7.7 "Ability to have an annual cycle of Curriculum Review that is customizable with the ability to edit at any time." Is this related to the 5.2.17 point? If not, can you please elaborate on your current Curriculum Review cycle and how you would like it to function within the solution?

Response: As part of the workflow for curriculum management and Catalog management of changes, we need to have an annual review cycle of all degree plans. HCC has almost 300 awards to review, so an automated cycle that reminds the Program Coordinators that their plans are under review different months over the year. This type of customization allows the College to add new or deactivate other awards would need to be customizable since we are adding new or deactivating other awards every year. The ability to edit the degree plans or proposals at any time, archive versions, or send reminder is needed.

- Q5. Pg. 11 and 12 - 5.21.6 "Resources" and 5.23.1 "Webtools". Can you please expand on these entries and what you are looking for from them?

Response: Webtools – we need the ability to add graphics, or photos to our Catalog as a cover sheet or photos of program specific information. Will there be tools in the Catalog software such as webtools to edit graphics?

Resources - It should be a title of “Resources and Labor” (5.22)

- Q6. Do you have a timeframe for the presentations? Will they be live or web-based?

Response: At this time, HCC does not have a timeframe for presentations.

- Q7. Do you intend to issue a “best and final offer” request?

Response: HCC cannot answer this question at this time.

- Q8. Wondering what catalog management software you are using or plan to use?

Response: Currently, everything is manual using excel that is exported to a PDF file or a web-based/ flipbook PDF reader or paper at this time. There are several individuals adding the degree plans information into different systems manually after the excel files are completed such as the HCC Website Database in Terminal 4, VA WEMS system, and PeopleSoft.

HCC plans to purchase one that fits our workflow needs, has API technology and cloud-based functionality, and best overall scalable solution for the size of HCC.

Q9. Wondering if the selected catalog management software will be COTS based?

Response: HCC has not selected the catalog management software yet, so that is the question you as a vendor will have to provide us with in your response to the proposal.

Q10. Please clarify if HCCS is looking for one system or individual instances.

Response: We are looking for the best solution that can either be one system or integrated systems that work seamlessly together and that meet our workflow needs.

Q11. p. 29, item 33 requests W9 form and says it must be submitted online. Where online?

Response: You must submit your W-9 with your response. Do not submit online.

Q12. For item 5.2.17, Can you clarify your expectation or system need for the ability to create a curriculum annual management cycle?

Response: As part of the workflow for curriculum management and Catalog Management changes we need to have an annual review cycle of all degree plans. Otherwise, in the curriculum management tool work can continue for the next year's cycle. This would need to be customizable since we are adding new, revising, modifying or deactivating other awards every year.

The cycle includes curriculum development and approval processes and procedures that require multiple individuals to approve and multiple documents to create and share with those approving the documents.

Q13. For item 5.16.4, Please clarify what is meant by "three-way workflow."

Response: The "three-way workflow" (meaning the level of workflow and the parties involved) in the cycle process includes approvals from different individuals to start any process, to edit documents, and to finalize the cycle in order for the College to Offer a New Award, to modify or revise an award, or to deactivate an award. First, Program Coordinators need to initiate the process of creating "new" or "deactivating" or "revising" or "modifying" an award with the Program Committee and Advisory Committees with approvals. Then, the Dean must approve the change and the President must approve in that order. The Curriculum Office shepherds the Program Coordinator through the approvals process from the Deans and Curriculum Councils to the SACSCOC compliance Office, Financial Aid eligibility, 3rd Party Accreditation requirements etc. In process of approvals, the councils or individuals approving could require changes to the degree plan and any other documentation presented. Versions of those changes should be recorded and time stamped in the software with additional ability to upload minutes at any point in the process.

At each approval phase, the Director of Curriculum has the ability to set requirements or share documents to be signed etc. or exported, or by using, an API pulled into the website as needed.

- Q14. 5.2.1: “Easily configurable workflow that is dynamically adjusted based on content owner and requirements of department, college, external, and processing steps and branding” Can HCC provide a use case or example of this “dynamic adjustment” that is required?

Response: The case of “dynamic adjustment” can occur in the Curriculum Management or the Catalog Management tool at any time.

For example, Catalog Management – Faculty may need to revise a course, credit hour or any content that is part of the catalog being front matter (student service materials) or curriculum related materials such as a degree plan, faculty qualification or course description needed to be changed. Using an API to dynamically change the website to match the changes being made in the Catalog is vital for versioning control.

Branding the Catalog design and brand with graphics, photos, layout design and HCC Logos etc.

- Q15. 5.2.2: “Ability to make a change that can be changed across plans or Catalog as needed simultaneously or individually” What sort of changes does HCC anticipate being made “simultaneously”? Please provide a couple of examples.

Response: If a change is made in the Curriculum Management tool on a degree plan, it will simultaneously update the Catalog degree plan in the Catalog tool as well.

If a course changes in every instance of the entire catalog all 300 awards it can be changed in the curriculum tool or in the catalog tool and it will be changed (once) and it will be changed everywhere.

- Q16. 5.2.22 “Ability to report and pull the required information for Financial Aid”. What Financial Aid information does HCC anticipate needing from the Curriculum/Catalog system?

Response: See response to question 2.

- Q17. 5.2.23 “Ability to configure the degree plans based on first proposed AA, AS, AAS, C1, C2, C3(ESC), OSA, ATC, AAT, Field of Study Curricula, etc. and to prompt for total credits allowed, total contact hours for completion of an award in that type of award and prompt for Financial Aid eligibility.” With respect to prompting for Financial Aid eligibility, who is being prompted? What sort of Financial Aid eligibility information should be prompted for at this point in the Curriculum process?

Response: See response to question 3.

- Q18. 5.2.31 “Searchable, downloadable file or separate files” What is this file or files expected to contain?

Response: There needs to be a search function to quickly search for a degree plan, a course number etc. to easily find a plan.

The software must allow a print of a degree plan, or save a degree plan as a PDF file that can be either exported or downloaded from the software to share with others.

Q19. 5.4.15" Notification for Meetings, Approvals, necessary procedures"

Can HCC please clarify what is expected in terms of "notification for meetings"?

Response: In the Curriculum Development Approval process, there are meetings and approvals that the Director of Curriculum and others need to have in sequence to prepare or revise documents. Once the documents are finalized in the Curriculum Management tool such as a prospectus (which includes a degree plan, data, Labor Market Data, budget files, etc. and other files to complete the Curriculum Development), the documents must be moved into a workflow for an approval process.

All documentation and approval process must be documented in the Curriculum Management tool.

Q20. 5.5.2: "Vitality Report Data from Tableau is pulled into customized dashboards"

Can HCC clarify specifically what "Vitality Report Data from Tableau" consists of? Can HCC provide a sample?

Response: This request is optional...please provide if you are able to use an API or other solution to pull data from Tableau to insert into a prospectus it would save time and be more efficient it would be highly desirable.

The HCC Vitality Report is pulling data dynamically from PeopleSoft to generate data over the past 5 years on the vitality of an award based on completion data and other data in the software Tableau.

Q21. 5.5.4 "Ability to create customized substantive C form templates". Please clarify what a "substantive C form" is.

Response: SACS-COC accreditation requires that we are compliant. If there is a change to an award that is "substantive" – a major change from the initial documents presented for approved date then SACS must be notified or approve the change being made in order to remain in compliance with our accrediting body. In order to make a change to a degree plan, create a new award, deactivate an award, add a physical location of program offering etc. The Director of Curriculum must fill out a Substantive Change Form (SUB C) that is submitted to the Accreditation Compliance Office at HCC and if necessary,

Q22. 5.8.2: "Ability to export to Website (Terminal 4 software integration) for Catalog"

Can HCC clarify what sort of data Terminal 4 can consume? Is well-formed XML an option? If not, what other formats are supported?

Response: Terminal4 can consume xml and csv. Code will have to be written to visually format any xml or csv files that can easily be read. Ideally, we would like to leverage an API so that we do not have to deal with consuming xml or csv databases into terminal4.

- Q23. 5.10.5 “**Back-ups, Archives, and Automatically Saving:** Retrieval ability” – How does HCC envision the retrieval process to work?

Response: HCC would like to have fully digital backups with the ability to singularly revert any changes that are made if necessary.

- Q24. 5.11.4 “Ability to pull or push information to the website on demand.” What website is HCC referring to in this? What sort of information will need to be pulled or pushed? What technical facilities for import/export are supported by this website?

Response: If HCC use an API like desired, any changes that are made should be automatically updated. In the event that an API is not applicable we have the ability to push information to the site on demand.

- Q25. 5.12.1 “Ability to retrieve a report and access communications generated by automated emails via login on the web.”

Response: The Curriculum Management tool should be able to store “communications” in the process of curriculum development workflow and approvals regarding each award. There should be a way to report at any given time all the communications between the office and the faculty for transparency reporting of who said what when and about what.

- Q26. Can HCC elaborate on what is meant by “access communications generated by automated emails” and how this relates to the report or reports identified in this requirement?

Response: See response to question 26.

- Q27. 5.13.1 “Ability to measure and analyze instructional effectiveness and efficiency in the curriculum revision cycle”. What measures of instructional effectiveness and efficiency are relevant to HCC in the context of curriculum revision?

Response: The measures of instructional effectiveness and efficiency include reports but not limited to the following: report the number of new programs created over time with award names, report the number of deactivated programs over time with award names, report the amount of time spent on creating a new award or deactivating a new award with faculty.

Q28. 5.16.4 “Three-way workflow to manage changes”. Please clarify what HCC expects in terms of a “three-way workflow”.

Response: See response to question 13.

Q29. 5.20.1 “Ability to measure and analyze institutional effectiveness and efficiency in the catalog revision cycle”. What measures of instructional effectiveness and efficiency are relevant to HCC in the context of catalog revision?

Response: See response to question 28.

Q30. Section 8.1 of the attached Services Agreement states: “This Agreement may be terminated for convenience by either Party with or without cause upon ten (10) days prior written notice to the other Party.”

Is this a negotiable requirement? Our business model is based upon Annual Recurring Licensing fees and, as such, termination for convenience is not compatible with our business model in addition to being extremely unusual in the SaaS Software industry. Our standard Client Services Agreement (CSA) provides for termination on the proviso that the client provides written notice 60 days prior to any optional renewal period and this has been a satisfactory provision for all current clients. In addition, our standard CSA provides industry standard terms relating to termination for breach of the agreement.

Response: If your company has any exceptions to HCC Master Service Agreement, you should submit them with your company’s proposal response.

Q31. Section 5.1.8: How is “front matter” different than attachments?

Response: Front matter of our Catalog (see Catalog 2019-20 flipbook online). The information is in paragraph format and describes student services and curriculum information with some graphics or photographs dispersed throughout.

Q32. Section 5.2.3: Does Houston CC use Instructor Advisor tables or Committee tables in Campus Solutions?

Response: Yes, we use Instructor Advisor Tables in Peoplesoft for credentialing faculty to their programs.

Q33. Section 5.2.17: What does a Curriculum Annual Management Cycle entail?

Response: See response to question 4.

Q34. Section 5.2.26: Does this mean planning offerings into the future to ensure a viable plan for degree?

Response: See response to question 21.

Q35. Section 5.2.28: What kind of photographs or graphics need to be added?

Response: Jpegs, PNG etc.

Q36. Section 5.4: How does HCC use Awards and how are they related to curriculum?

Response: An "Award" is the degree. The curriculum degree plan lists every course in the award that the student needs to take in order to earn a degree. The awards are the curricula for all College and Universities.

Q37. Section 5.5.1: What kind of labor market data is being tracked?

Response: Some of the Labor Market data being tracked include but not limited to: salaries, job placement, job titles, grown statistics in the field. This would need to be placed into the prospectus form during Curriculum process for a New Award.

Q38. Section 5.5.4: What is a C form?

Response: See response to question 22.