CITY COLLEGE OF SAN FRANCISCO

Addendum No. 02
RFP 2023-021
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**

This Addendum modifies and forms a part of the Request for Proposal (RFP) issued January 9, 2023 for the above-referenced project. Responders shall acknowledge receipt of this Addendum in the Attachment L, Addenda Acknowledgement Form which will be submitted on RFP due date.

This Addendum No. 2 consists of District responses to prospective responder questions 1-58 and Attachment X (18 pages)

	Question	District's Answer
1	Has CCSF installed Banner 9 Self Service? If so, which modules are installed and which modules are configured?	Yes. BannerFinanceSSB (installed & configured) BannerGeneralSsb (installed & configured) EmployeeSelfService (installed & configured) FacultySelfService (installed & configured) StudentRegistrationSsb (installed, currently NOT Active, but using the College Scheduler by Civitas for Student Self-Service Registration) StudentSelfService (installed & configured) BannerStudentE-Transcript (installed, not configured)
2	What is the current CCSF registration system that is approaching its end-of-life?	College Scheduler by Civitas
3	Is CCSF currently hosting Banner on premise? If not, who are you using for hosting?	Banner is hosted by Oracle in OCI (Oracle Cloud Infrastructure)

4	How many continuing ed courses does CCSF offer?	"Continuing Education" has been rebranded as "City Extension." We 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. Here is the link to our Extension courses: https://ccsf-extension.pdx.catalog.canvaslms.com/ Number of courses vary each term, but this is where the menu of classes lives.
5	What solution does CCSF currently use for advising?	CCSF uses Degree Works for Education Plan and Program Audit
6	Is a joint proposal between a Software/platform company (e.g., Salesforce) and its professional services partner/integrator (akaCRM/SIG)? E.g, license agreement for software and services agreement for implementation/support?	A joint proposal is acceptable with a clearly defined lead. Please review RFP section(s) on sub-consulting and SLBE (Article 5.2) for applicable terms and conditions.
7	Has the District evaluated platforms and if so, which platforms are being considered?	This RFP is conducted in a vendor-agnostic manner, and all proposals are welcome.
8	The RFP is very well-written and specific. Did CCSF have assistance external firm to develop the RFP?	Thank you. No, the District did not solicit external help with the RFP.
9	The Registration Process Overview (Section 1.2.2) describes the desired/required functionality. Many of these requirements would be developed as part of an implementation effort. In the RFP there are many "describe/illustrate" For the proposal, is a description of the approach sufficient for proposals?	Section 1.2.2 contains an overview of CCSF's existing business processes. CCSF is open to business processes modifications that will align with the proposed solution. Illustration/description of the approach to new business process(es) would be sufficient for a proposal.

10	The RFP describes a comprehensive end result. We have assisted another California Community College with a similar engagement which is ongoing after 5 years of effort. Will CCSF consider a phased implementation strategy?	CCSF will definitely consider a phased approach. Per RFP schedule of events, the desired rollout in production is targeted on or before Summer 2024. The reference to another CCC is noted.
11	Have you determined a date that the new platform will be live and the old platform retired? If so, what is that date?	At present, the existing contract with Civitas is set to expire on June 30, 2024.
12	SIG has assisted the San Mateo County CCD with a very similar project which began in 2017 and is continuing today. With this background as context:	Question is incomplete. Noted as a reference.
13	Which CCSF Executive is the Project Sponsor?	AVC of IT and CTO
14	Has CCSF contacted other institutions regarding costs for licensing, services and the need for ongoing institution staff dedicated to the project?	CCSF contacted various Higher Ed institutions with questions about their current Registration Platform solutions. Any additional costs for licensing, services, and additional staff will be determined in the course of this project.
15	Does CCSF have an approved budget for this project. Is that budget sufficient and does it cover multiple fiscal years?	CCSF has an approximate idea of the budget, and that budget is approved for multiple fiscal years. The final amount(s), of course, will depend on the solution offered in the proposal, subject to an additional budgetary approval, if necessary
16	Has CCSF designated an implementation team composed of key users and IT staff resources?	CCSF will designate necessary IT and non-IT resources depending on the proposed solution
17	What system is CCSF currently using for registration that is end-of-life? Is this College Scheduler Portal (Civitias)?	College Scheduler by Civitas
18	What is the end-date that CCSF has for its current registration date (when does it need to be fully replaced)?	Per RFP schedule of events, the desired rollout in production is targeted for Summer 2024.

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 sub-phases). 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 "M" 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.	To name a few: - 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 open, full, or full plus waitlist, campus/location, teaching modality, etc. That would reduce the amount of confusion students experience with the filters

23	Does the RFP and desired solution cover only "credit" courses, or are you intending to include registration around "free" and "non-credit" courses? Note section 1.2.2 sections A-D cover the degree-seeking scenarios. Are there any other non-degree seeking scenarios that are part of this RFP?	The desired solution should be for credit and noncredit courses, either degree seeking or non-degree seeking. If you have experience with similar or different scenarios for non-degree seeking students registration, please describe them in your proposal.
24	Are you looking for just the software under this RFP, or are you also looking for the professional services for the implementation, integration, training and support under this RFP?	CCSF is looking for software, hardware, professional services for implementation and support (including any integration), and training.
25	In addition to the CCCApply applications, it appears you have your own applications/process (https://www.ccsf.edu/apply-ccsf). Will you continue to use the applications and integrate them with the new Student Registration Platform, or do you wish to replace these?	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 non-credit applications, and this needs to be replaced holistically by the new platform.
26	Do you have application fees for any of your applications? If yes, do you have periods for "free applications" or promo codes to make the application free?	Application fees apply only to the International Students - CCSF doesn't have free application periods - CCSF doesn't currently have any promo codes
27	Can prospective students apply more than one time per session/semester? (i.e., apply to different programs)	CCCApply only allows one application per student per semester.
28	Can you track today applications that were started but were never submitted (abandoned applications)? If yes, how many per year are abandoned?	The question is not applicable to the application process. CCSF doesn't have any data about abandoned registration attempts, this is a strongly desirable feature for the new platform.

29	What technologies are you using for your internal applications (https://www.ccsf.edu/apply-ccsf)?	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 non-credit 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.

| 31 | Is there a selective process (criteria) for any of your programs? If yes – describe. | The following criteria are a few examples used generally for various reasons:
- residency status - specific for SF residents eligible for Free City program
- veterans, DSPS (Disabled Students Programs and Services), CalWorks, homeless, EOPS (Extended Opportunity Programs and Services), Foster Youth - for Tier 1 priority registration status
- students parent information - for parents' priority registration
- personal/family income - specific to Free City or financial aid

Additional Tier 2 priority registrations are given to students associated with the following programs:
A.S. Council
Athletes
Associated Student Representatives
Metro Transfer Program
Puente Program
SFUSD Graduates
Special Majors
Speech and Debate Club
Umoja Program
Working Adults Program
Writing Success Program

For more information on specific criteria applicable to academic programs, please see the list of programs and their links provided in Attachment X. |

32	For open enrollment, discuss what the criteria are to consider the applications valid and eligible for approval/acceptance.	CCCApply receives the applications and processes them for acceptance/eligibility. Applications can be suspended (not processed) due incorrect, missing, or invalid student information, or inconsistencies detected between their current and previous applications. We find issues mostly with residency status on the student application resulting in an email from CCSF requesting additional documentation to prove their residency. We also find issues with names, demographic information, etc. that do not match our system, they have to be suspended and staff needs to review the student records. The student is notified by email regarding their suspension status.
33	What technologies are you using for SMS/Texting today? Do you use WhatsApp or have a desire to use it?	RAVE - used by campus PD for emergency notifications Signal Vine - used by student affairs for important days and marketing outreach Canvas - allows notifications to go to students mobile devices-but they need to set it up Inbox - used for teacher-student communication Pronto - is in Canvas and has a stand alone app. It's similar to any chat app in look, feel, and functionality. MyCCSF mobile app for student forums and chats Campus doesn't currently use WhatsApp platform, and would not be opposed to using it
34	Can you confirm your internal staff email is based on a Microsoft Exchange or Office 365 environment (vs. Something else like Google).	All CCSF employees are issued an O365 email account (@ccsf.edu). In addition, an optional GMAIL accounts are available (@mail.ccsf.edu) based on individual requests.
35	What "print" capabilities are you expecting from the Platform? (see section 1.2.2 of RFP).	We would like students to be able to print Class Schedule.

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?	When selecting a model, it will be important for CCSF to consider the balance between upfront and on-going multi-year costs of the proposed model(s), implementation time, and platform's flexibility when it comes to making modifications. All proposals will be considered carefully. Please note that campus' student information system is no longer on-prem. 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.
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?	FASFA application is used for all Financial Aid needs, and is downloaded from https://studentaid.gov/h/apply-for-aid/fafsa. Student records are downloaded into Banner. Banner page RNANAxx is used to retrieve the information from downloaded student records. We are not looking to replace this as it is a federal application.
38	What form technology(ies) do you use for student application and other online forms?	Banner page SAAADMS NextGen Dynamic forms Adobe forms
39	Can remote services be performed outside of the US, or do you require all services to be performed within the US?	CCSF doesn't have a preference for location of resources used for the solution and support.

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 on-going support is part of this RFP. SLA's and costs should be clearly identified.
44	Does CCSF have a integration middleware or ETL 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 Registration Platform for pre-registration purposes. Depending on whether the platform will support class add requests, FT/PT faculty access may be needed.
47	Confirm that student advising is NOT a part of this RFP.	CCSF is using Banner Degree Works for Advising. The student's degree plan needs to be integrated with the new Registration Platform solution.

48	What form technology are you using for the program inquiry form?	Nursing Program is using Jotform Non-credit uses Qualtrics form Faculty uses Adobe form for student reinstatement (part of the registration process) Financial Aid, A&R, and Counseling use NextGen Dynamic form Ideally all programs would be using the same Registration Platform
49	Are you looking to replace that inquiry form or will it remain?	Ideally all programs would be using the same Registration Platform
50	Webinars or events referenced. Do you have specific requirements for your event management (simple or complex events)? A complex event might be a multi-day conference with ticket sales, options like food, housing, transportation, individual session registration, and ability to handle multiple people (e.g., families or corporate groups).	CCSF doesn't have any specific requirements.
51	For tracking in-person event attendance, how do you currently check people in or know they have attended? How would you like to be able to do this?	Majority of student recruitment events attendance is tracked manually. Some sports events are tracked using Gate mobile app.
52	How are prospective students assigned to recruiters? Geography, programs of interest, named schools, random, pool (no named assignment)?	We do not have recruiters assigned to prospective students. Students with inquiries may schedule on-line or in-person appointment with academic advisors.
53	If a student completes an inquiry form, how long do you continue to market to them before dropping them from your system?	Marketing features are not really in-scope for this RFP, however, if vendor has additional optional features that would help promote CCSF to prospective and past students, please include those as optional in your proposal.

54	How big is your prospective student database (# of emailable addresses)?	When prospective students apply via CCCApply and select CCSF as a 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)?	CCSF doesn't have an Marketing Officer who previously was responsible for marketing endeavors. Various departments use Facebook Twitter, LinkedIn, Instagram and other platform to advertise events or important dates.
56	What webinar platform(s) do you use?	CCSF currently uses Zoom
57	Can you provide example checklist of steps for completion of the CCSF admissions application (if you have multiple checklists, describe how many and if they are substantially similar).	Admission Process: - CCCApply application on-file - Admission Application is submitted - Follow received email containing gmail account and student id to login to student portal Registration Process: - Check that Holds (if any) are cleared - Complete Free City Affidavit (for San Francisco residents) - Confirm major - Fill out financial/funding information - Select term (semester/year) - Search for classes - Build and select suitable class schedule - Register - Pay for classes
58	If selected for interview/presentation/demonstration, can these be done by web conference?	Yes, any demo/interviews/presentations can be done via zoom. All sessions must be recorded and recording shared with participants.

END OF ADDENDUM NO. 2

Administration of Justice and Fire Science
African American Studies
Aircraft Maintenance Technology
Anthropology
Apprenticeship
Architecture
Art
Asian American Studies
Asian Studies
Astronomy
Automotive/Motorcycle, Construction, and Building Maintenance
Biological Sciences
Broadcast Electronic Media Arts
Business
Career Development
Chemistry
Child Development and Family Studies
Chinese
Cinema
Communication Studies
Computer Networking and Information Technology
Computer Science
Counseling Development
Counseling, New Student
Culinary Arts and Hospitality Studies
Dental Assisting
Disabled Students Programs and Services
Earth Sciences
Economics
Engineering and Technology
English
English as a Second Language
Environmental Horticulture and Floristry
Fashion
French

German
Health Care Technology
Health Education
History
Humanities
Interdisciplinary Studies
Italian
Japanese
Journalism
Labor and Community Studies
Latin American and Latino/a Studies
Learning Assistance
Lesbian, Gay, Bisexual, and Transgender Studies
Liberal Arts and Sciences
Library Information Technology
Maker Studies
Mathematics
Music
Nursing, Licensed Vocational
Nursing, Registered
Older Adults
Philippine Studies
Philosophy
Photography
Physical Education and Dance
Physics
Political Science
Psychology
Radiologic Sciences
Russian
Sociology
Spanish
Theatre Arts
Transitional Studies
Visual Media Design

Women's and Gender Studies
World Languages and Cultures

AA-T and AS-T Degree Programs

Art History AA-T
Business Admin AS-T
Child and Adolescence Development AA-T
Economics AA-T
English AA-T
Psychology AA-T
Social Justice Studies; Ethnic Studies AA-T
Social Justice Studies General Feminist Queer and Trans Studies AA-T
Social Justice Studies General Latin American and Latino/A Studies AA-T
Sociology AA-T
Spanish AA-T

AA and AS Degree Programs
CNIT;Cisco Net Working AS
CNIT; Computer Technical Support As
CNIT; Internet Web Development
CNIT Network Security AS
CNIT Wireless Network AS
Computer Science AS
English AA
Film Studies AA
General Business AS
Health Education AS
Latin American; LAtino/A studies AA
Lesbian, Gay, Bisexual Transgendered Studies AA
Library information Tech AS
Liberal Arts & Science Arts Humanities AA
Liberal Arts & Science Communication AA
Liberal Arts Science-Science Math AS
Liberal Arts Science Social Behavioral AS
Liberal Arts Science Behavioral AS
Real Estate AS

Certificate Programs

Community Health Worker Cert

Computer Techincal Support Cert
Computer Programing;Java Cert
Computer Programing C++ Cert
Crestive Wtriting Cert
Film Studies Cert
Healthcare Interpreting Cert
Intersegmental General Education Transfer Curriculum Cert
Latin American and Latino/a Studies Cert
Multimedia Content Creation for the Internet Cert
Web Application Programming Cert