



CITY COLLEGE OF SAN FRANCISCO

Addendum No. 01  
RFP 2023-021R – Student Registration Platform  
Proposals Due Date: March 18, 2024 at 11:00 AM PST

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DATE: March 7, 2024  
TO: Prospective Proposers  
FROM: Maritza Rodriguez-Vivas, Purchaser  
SUBJECT: Addendum No. 01 to RFP 2023-021R – Student Registration Platform

This Addendum modifies and forms a part of the Request for Preproposal (RFP) issued February 20, 2024 for the above-referenced project. Proposers shall acknowledge receipt of this Addendum in the cover letter. Failure to do so may subject the Proposer to disqualification.

This Addendum No. 1 consists of receiving questions from various sources and District responses.

**Deadline for Submission of bids is till March 18, 2024 @ 11:00 AM PST**

**Below are the listing of questions received and the District's responses**

	<b>VENDOR QUESTIONS</b>	<b>DISTRICT ANSWERS</b>
1	Was any consultant and/or subcontractor involved in a pre-RFP assessment and/or assisting in preparing the RFP?	No consultant was involved with this RFP
2	Will any consultant and/or subcontractor who performed a pre-RFP assessment and/or assisted in writing the RFP be eligible to respond to the RFP?	No
3	Will any consultant and/or subcontractor be involved in the decision-making / awarding process of this RFP?	No
4	Is an incumbent consultant and/or subcontractor already providing similar software implementation services to CCSF? Will that consultant and/or subcontractor be eligible to respond to this RFP?	NO
5	Will any on-site meetings or duties be required?	Not required by CCSF
6	Roughly how many CCSF faculty and/or staff members will utilize the CCSF registration platform?	1,500
7	Roughly how many CCSF students are anticipated to utilize the CCSF registration platform?	20,000
8	Roughly how many system administrators are anticipated to utilize the CCSF registration platform?	5
9	Can you share the titles /roles of the evaluation committee members awarding this RFP?	This is confidential
10	Has a budget been established for this project? If so, can you please share the budget bracket to support scoping alignment?	Yes, a budget has been established. Any budget alignment is subject to internal CCSF decisions and approvals.

General Requirements		
11	What are CCSF's top 5 priorities for the future-state registration platform?	<ol style="list-style-type: none"> <li>1. Platform based on a vendor-hosted solution will be available 24x7x365</li> <li>2. Platform has ability to continuously synchronize sections information to display added/removed/edited classes information promptly</li> <li>3. Platform has the ability to add, track, report, import and export data from/to Banner ERP</li> <li>4. Platform is compliant with the State of California State Reporting</li> <li>5. User interface is easy to navigate for students with limited English proficiency and/or can be translated into multiple languages</li> <li>6. User's education plan is linked to user's registration profile, displaying courses needed by registration</li> </ol>
12	What type(s) of appointments does CCSF want/need to include in the future-state registration platform?	Refer to page 3 of the RFP, paragraph 1.2.2 Registration Process Overview. These workflows need to be redesigned to ensure student ease of use.
13	Does CCSF have clear processes for scheduling or will those processes need to be created as a part of the implementation effort?	Current scheduling processes will need to be redesigned to be adequately supported by the implementation of the new platform
14	How does CCSF currently differentiate between College students and dual enrollment (high school) students during the scheduling process? (Ex: what system(s) and data point(s) are used to distinguish between College and non-College students?)	Based on information submitted on the application and student type.
15	How is the system designed today to be able recognize and differentiate between internal and external CCSF users?	External potential students or internal existing students use the registration system in the same manner. To register at CCSF, students first need to go through a CCCApply process.
15a	Please describe the high-level rights for each user category?	Platform administrator, A&R staff, faculty and students
15b	Please confirm any priorities for access and security for the future state system.	Security protocols will be designed during the discovery phase
16	What is the current approval processes for registrations.	To register at CCSF, students first need to go through a CCCApply process, clear holds, and check the schedule or consult with the counselor about their academic goals.

	<b>Contract Terms</b>	
17	Per RFP page 14 “Expressly state that, should the Proposer’s proposal be accepted, the Proposer agrees to enter into a contract under the terms and conditions as set forth herein within this RFP. Proposals that take exception to any District’s terms and conditions shall be rejected as being non-responsive.” Can proposers leverage existing contract agreements?	Yes
	<b>1.2.2 REGISTRATION PROCESS OVERVIEW</b>	
	<b>A. New Degree/Certificate or Transfer-Seeking Student Marketing and Lead Conversion:</b>	
18	How does the Student Registration Platform acknowledge event registrations for prospective students?	The registration platform currently does not offer event registrations, however, that sounds like a great feature.
	<b>What are the staff touchpoints in the acknowledgment process? Event Follow-up and Prospective Student Tracking: Describe the process for tracking prospect attendance after an event.</b>	
19	How does the platform handle communications for prospects who attended an event?	The current platform does not track prospective students, however, that sounds like a great feature.
	<b>Campus Visit Scheduling:</b>	
20	If a prospect schedules a campus visit, what are the communication processes leading up to the visit?	Outreach Department may use various communication channels (email, text, social media, website virtual tours) to invite prospective students for a campus visit.
21	Outline the workflow touchpoints between the platform and the recruiter/staff.	The Outreach Department may engage with prospective students through various media and refer them to counseling for more information
	<b>Application Submission:</b>	
22	What are CCFS’s top priorities for application submission with the future state system?	CCCApply, managed by the CCC Chancellor’s Office is in the process of their application process transformation. Application through CCCApply allows prospective students to register for any CCC District. Intuitiveness and the ease of campus registration would be the two District’s priorities.
23	Provide details on the checklist for completing the District admissions for applications submitted through CCCApply.	The district has an open Admissions policy For details of registration scenarios, including relevant steps, please refer to Section 1, paragraph 1.2.2.
24	Does CCFS have processes for reviewing prospect lists? If so, please briefly describe.	The district has an open Admissions policy

25	Does CCFS have processes for triggering follow-up communications with applicants?	Yes, based on the student's answers to application questions, i.e. application with a name and date of birth discrepancies from a previously submitted application on file will trigger a follow-up communication.
<b>Prospects Not Attending Events:</b>		
26	How many drip campaigns does CCFS envision for the future state system?	This is a subject to initial discovery engagement
27	Does CCFS have all desired drip campaigns for the future state system mapped out?	We do not. This is a subject to initial discovery engagement
28	Does CCFS require omni-channel campaigns (ex: email and SMS messaging)?	Yes. The District uses the following communication channels: <ul style="list-style-type: none"> <li>• Text message (SMS)</li> <li>• Email</li> <li>• Messages containing QR codes</li> <li>• Mobile push notification</li> <li>• In-platform messaging (announcements, alerts, notifications, etc.)</li> <li>• Direct message/chat</li> <li>• Phone calls and voicemails</li> <li>• Web portal</li> <li>• Social media blog posts, podcasts, and videos</li> <li>• Newsletters</li> <li>• In-person</li> </ul>
29	What marketing and social media channel options exist for prospects not attending events?	CCSF doesn't have a 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.
30	What platform does CCFS use for a student information system (SIS)?	Ellucian Banner
31	Does CCFS use the same SIS for both credit seeking and non-credit seeking students?	Yes
32	Are there any other systems other than the SIS that are used as a part of the enrollment process? If so, please name the tools/systems?	Please refer to the technical environment in Section 1, paragraph 1.3.2 for details
33	What system does CCFS use for financial aid?	Campus Logic
<b>Application Process for Returning Students:</b>		
34	What is the high-level process for returning students after a two-semester absence?	Must reapply using CCCApply.
35	What is the application process for returning students?	CCCApply

	<b>C. Non-Degree Credit Student Enrollment Steps for Non-Degree Credit Students:</b>	
36	What are the steps involved in the enrollment process for non-degree credit students?	Please refer to Chapter 1, paragraph 1.2.2 for details
37	What are the conditions for receiving priority registration?	State-mandated groups, local approval, quality points. Students should complete the process as early as possible to receive a priority registration appointment (APPLICATION FOR ADMISSION, ORIENTATION, ASSESSMENT AND PLACEMENT, MEETING WITH A COUNSELOR)
	<b>D. High School Student (Credit Dual Enrollment) Dual Enrollment Outreach:</b>	
38	How does CCSF conduct outreach in high schools? (Ex: school visits)	Partnered with SFUSD.
39	Describe the communication tracks for high school events and actions for prospect conversion.	The Outreach Department's "Bridge to Success" program focuses on incoming college student efforts. The partners are San Francisco Unified School District (SFUSD), City College of San Francisco (CCSF), and San Francisco State University (SFSU).
	<b>Post-Event Engagement:</b>	
40	What are CCSF's top priorities for post-event engagement?	1. Continued targeted communication with attendees 2. Information exchange including event details and relevant CCSF programs/classes of potential interest.
41	Does CCSF have defined processes for prospect uploads, communication tracks, and recruiter options following the high school events?	Nothing outside of partnership with SFUSD. .
42	What is the process for parent engagement and information handling?	Outreach Department engages with prospective students directly.
	<b>E. Prospective dual enrollment student</b>	
	<b>Communication Process:</b>	
43	Please provide a high-level overview of the dual enrollment recruitment process.	Please refer to Chapter 1, paragraph 1.2.2 for details
44	What is the communication process leading up to in house application days or campus visits?	CCSF email communication, SFUSD email communication.
45	How do recruiters engage with prospective dual enrollment students?	No outside recruiters involved.
	<b>F. Section F: Prospective High School Student (Attending upon Graduation) Post-High School Graduation Enrollment Path Options:</b>	
46	What is the checklist of steps for the completion of the District admissions application through CCCApply?	Please refer to Chapter 1, paragraph 1.2.2 for details

47	Explain the follow-up communication process with prospects and parents until the CCCApply application is submitted. How many touch points are needed?	Email communication after submission of application to student only not parents. Touch points = 4
	<b>G. New Noncredit Student</b>	
	<b>Process:</b>	
48	How is the noncredit ESL placement process currently managed?	Online self-guided placement tools
	<b>H: Noncredit High School (Credit Recovery)</b>	
	<b>Credit Recovery</b>	
49	What features does the Student Registration Platform provide for handling the High School Permission Form for credit recovery students?	The form is a stand-alone process, not part of the registration platform. However, that sounds like a feature that can be explored during the initial discovery phase.
	<b>I: International Students Records</b>	
50	Is there an interface between the Platform and CCCApply for international students' records?	International students application is separate then the standard application. Please see Chapter 1, paragraph 1.2.2 for application details.
	<b>Additional QUESTIONS Services &amp; Resources 1. Service Plans</b>	
51	Please describe the process CCSF uses to create and manage service plans.	The College primarily uses CourseLeaf, from Leepfrog, to create and manage the schedule of classes. Additionally, the College has built some quality assurance reporting using the Argos system, from Evisions. Finally, the College has implemented a series of forms and workflows using Microsoft Forms, Teams, and Power Automate to manage some detailed elements of the college schedule.
52	How many service plans does CCSF create each year?	The College is on the semester system, with most class sections falling into the Fall and Spring terms (approximately 2,300 each fall and spring). The College additionally runs approximately 500 class sections during the summer term.
53	What are the top 5 most important features/capabilities CCSF needs in a scheduler for Service Plans?	<ol style="list-style-type: none"> <li>1. Integration with the Ellucian Banner system</li> <li>2. Support of the scheduling requirements of California Community Colleges, and in particular, the CALBSTU customizations of the Ellucian Banner system.</li> <li>3. Support of a decentralized schedule development process. We have over 50 individual departments scheduling classes, and limited central staff.</li> <li>4. Support of approval workflows for schedule development and maintenance</li> <li>5. Platform-independent software; ideally a web-based platform that integrates with our single-sign-on system.</li> </ol>

<b>2. Accommodations tools</b>		
54	Please describe the process CCSF uses regarding accommodations.	<p>At CCSF, we offer a broad range of legally mandated accommodations including but not limited to:</p> <ul style="list-style-type: none"> <li>• Modifications of academic requirements which may include changes in the length of time necessary for the completion of degree requirements, the substitution of specific required courses, and adaptations in the manner courses are conducted or learning is demonstrated. Requirements essential to the program of instruction or related to licensing requirements are not regarded as discriminatory.</li> <li>• Auxiliary aids for students with impaired sensory, manual, language or processing skills. Such aids may include taped texts, readers, interpreters, note-takers, tape recorders, adapted classroom equipment, and other similar services or equipment. DSPP assists students with auxiliary aid requirements.</li> <li>• Tests administered in such a manner that results for students with sensory, manual, speaking or learning disabilities measure the students' aptitudes or achievement levels rather than the functional limitations of their disabilities.</li> </ul>
55	What are the top 5 most important features/capabilities CCSF needs in a scheduler for accommodations?	<ol style="list-style-type: none"> <li>1. accessibility</li> <li>2. priority registration</li> <li>3. compatibility with assistive listening device</li> <li>4. ability to generate a letter to bypass line (for in-person appointments)</li> <li>5. access to academic materials in an alternative format</li> </ol>
56	Other than ADA compliance, are there any specific accessibility or accommodation standards that CCSF utilizes? If so, please describe.	Please refer to Section 5, paragraph 5.2.3 covering Section 508 compliance
57	Will any notifications be required for accommodations tools? If so, please describe.	Notifications schedule needs to be developed shortly following the discovery phase and needs to accommodate all students
58	What type(s) of users will require accommodations tools for the scheduling solution?	The scheduling solution needs to be developed shortly following the discovery phase and needs to accommodate all students
<b>3. Check-in Tools</b>		
59	What is CCSF's desired check-in process? Please describe each step of the process.	The check-in process needs to be developed shortly following the discovery phase and will be supported by the selected technical solution
60	What are the top 5 most important features/capabilities CCSF needs for Check-in Tools for the future state scheduling solution?	The check-in process needs to be developed shortly following the discovery phase and will be supported by the selected technical solution



61	Which type(s) of users should be able to complete a check-in?	The check-in process needs to be developed shortly following the discovery phase and will be supported by the selected technical solution
62	Is there a need for any notifications associated with check-ins? If so, please describe the notifications.	The check-in process needs to be developed shortly following the discovery phase and will be supported by the selected technical solution
<b>4. Professor tools</b>		
63	What are the top 5 most important features/capabilities CCSF needs for Professor tools for the future state scheduling solution?	The scheduling solution needs to be developed shortly following the discovery phase and needs to accommodate all faculty, credit, and non-credit
64	What tools or processes does CCSF currently have for Professor tools?	Current faculty processes will need to be discovered and re-developed to be supported by the new platform
65	How many professors will utilize professor tools for the future-state system?	The District has under 1,000 faculty
66	Will any notifications be required for accommodations tools? If so, please describe.	Please see #57 above
67	What process(es), if any, associated with Professor Tools would require automation? Please describe.	It is the District's preference to automate as many processes as possible. The automation should take place during the implementation phase.
<b>Reporting &amp; Analytics</b>		
<b>1. Analytics scheduling on demand</b>		
68	What are the top 5 most important features/capabilities CCSF needs for Analytics scheduling on demand for the future state scheduling solution?	<ol style="list-style-type: none"> <li>1. schedules comparison/uniqueness to avoid overlap</li> <li>2. analytics on most requested classes (including waitlist analytics)</li> <li>3. analytics on least requested classes</li> <li>4. analytics on most/least requested sections per campus</li> <li>5. alternative schedules auto-generation based on the criteria selected</li> </ol>
69	Which type(s) of users should be able to use Analytics scheduling on demand?	All users
70	Is there a need for any notifications associated with Analytics scheduling on demand? If so, please describe the notifications.	The notification schedule needs to be developed shortly following the discovery phase and will be supported by the selected technical solution
71	What CCSF business process(es) are associated with Analytics scheduling on demand?	Business processes not described in the RFP will be discovered, documented, and, if necessary, redesigned to be adequately supported by the proposed solution
72	What system does CCSF currently use for reporting and analytics?	ARGOS and Ellucian Banner for reporting. All other tools listed in Section 1, paragraph 1.3.2 have some reporting capabilities, and a few analytics capabilities

73	What are CCSF's top five (5) priorities for reporting and analytics?	<ol style="list-style-type: none"> <li>1. Automated delivery of reports to approved users/departments</li> <li>2. Ease of creation of ad-hoc reports or use of existing frequently used reports</li> <li>3. Analytics focused on improving enrollment and enrollment management</li> <li>4. Reports and analytics showing effectiveness of the new registration platform</li> <li>5. Reports and analytics that existing staff could be trained to produced at will.</li> </ol>
	<b>System Integrations</b>	
	<b>1. Payment processing:</b>	
74	What payment processor does CCSF use?	Nelnet
75	What payment gateway does CCSFU use?	Nelnet
	<b>2. Texting tool:</b>	
76	Does CCSF currently use a texting tool? If so, please name the current solution/platform.	Signalvine, not integrated with Registration Platform
77	What are the top 5 priorities CCSF has for a texting tool?	<ol style="list-style-type: none"> <li>1. low cost</li> <li>2. able to handle high volume of communications</li> <li>3. accessible</li> <li>4. possibility of two-way communication</li> <li>5. integration with MyCCSF mobile app.</li> </ol>
78	Are there any enterprise packages (like SAP, Oracle CRM, Microsoft Dynamics, ServiceNow, etc.) to be integrated that may/will be a part of the awardee's responsibilities to maintain or interact with?	Not at this time. Any additional integrations will be awardee's responsibilities to maintain and troubleshoot. A viable support plan needs to be provided by the awardee on how this will be achieved.
79	Are there any "home-grown" or proprietary software applications to be integrated that will be a part of the awardee's responsibilities to maintain or interact with?	There are customized integrations and reports developed in-house. These will continue to be maintained by internal staff. Solution maintenance and support model needs to be flexible to be adjusted, if necessary, to obtain additional support.
80	What system(s) will the scheduler solution need to be integrated with? (Example: Student Information System, Recruitment System, Learning Management System.)	Please see Section 1, paragraph 1.3.2 for current Banner SIS integrations
	<b>Data Migration</b>	
81	Is there any data that would need to be migrated into the future state registration platform? If yes, please answer the following questions data migration questions. If no, please skip the following data migration questions.	All and any data to be migrated will be identified during the Planning phase of the project.

82	How many records and years back of data should be included in the data migration for estimation purposes?	All and any data to be migrated will be identified during the Planning phase of the project. The relevant data will be migrated, if necessary, in its entirety.
83	From what types of system(s) will this data be sourced? Please name all systems.	All student information data is in Ellucian Banner system. Other systems, as indicated in Section 1, paragraph 1.3.3 either integrate with Ellucian Banner to pull/process/push data or have some data stored on servers running those applications
84	Will the data be extracted by CCSF or will the awardee be responsible for data extraction?	This will be a joint effort, following the District's change management process
85	Will CCSF be responsible for data cleansing? Or is it desirable that the awardee have expertise in cleansing, deduplicating, or otherwise scrubbing complex data?	The data scrubbing, if necessary, will be a joint effort.
86	Will the new chancellor search affect the timeline of CCSF's RFP?	No
87	How will CCSF handle the decision process if not enough bids are submitted?	CCSF may choose to award to a proposer, reissue the RFP or select a firm using the piggyback option.
88	Will CCSF accept digital-only submissions?	Yes
89	Is the proposed solution replacing College Scheduler and/or Banner Student Registration	The proposed solution will replace any technology that will no longer provide a benefit to the District
	<b>Self-Service</b>	
90	Will the proposed solution be used for current students to register for courses, or only new/returning students?	All students
91	Which CCSF Executive is the Project Sponsor?	AVC of IT and CTO
92	Does CCSF have an approved budget for this project? Is that budget sufficient and does it cover multiple fiscal years?	There is an approved project, and the budget will depend on the proposed solution. Ideally, the replacement to current registration system will go live in Summer 2025. A portion of the costs may be carried over to FY 25.
93	Has CCSF designated an implementation team composed of key users and IT staff resources?	Yes
94	Is a joint proposal between a Software/platform company and its professional services Partner/integrator? E.g., license agreement for software and services agreement for implementation/support?	Yes

95	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.
96	The RFP describes a comprehensive end result. 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 2025. The reference to another CCC is noted.
97	Have you determined a date that the new platform will be live and the old platform retired? If so, what is that date?	The new system should go live in the Summer of 2025.
98	What is the end-date that CCSF has for its current registration date (when does it need to be replaced)?	The current platform has an ongoing contract for as long as necessary to replace it. Per RFP schedule of events, the desired rollout in production is targeted for summer of 2025.
99	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 anticipating the following phases – Discovery, Planning, Procurement, Implementation, Test, Production, Support, and Decommissioning of the legacy system  Ideally, the Production phase will be completed by Summer 2025. If there are minor additional features implementations (functional or business processes), they can be addressed subsequently upon mutual agreement from all parties.
100	Does CCSF intend to support this platform with internal resources, or will you request a separate support agreement for the Platform?	The support of new platform will be a combination of external vendor support and internal resources.
101	How many CCSF staff will need access to the Student Registration Platform by role/group (e.g., recruiters, marketers, IT professionals, executives, etc.)?	IT professionals – 10 Executives - 2 A&R - 10 Enrollment Office - 10 Recruiters, marketers - not applicable
102	Can you confirm that faculty (FT and PT) do NOT need access to the Student Registration	CCSF confirms that FT and PT faculty do NOT need access to the Student Registration Platform for pre-registration purposes. Depending on whether the platform will support class add requests, FT/PT faculty read access may be needed.
	<b>Platform</b>	
103	Please 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.

104	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.
105	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.
106	If selected for an 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 shared with CCSF Purchasing Department.
107	Is the outreach & admissions team part of this student registration system RFP?	Yes
108	That includes being a part of the decision committee and having access to the system?	Yes
109	Would CCSF consider expanding on current technology if the solution meets the requirements in the RFP, or do they hope for an entirely new, separate environment?	The district is open to either approach.
110	What is your payment processor?	Nelnet
111	When do you plan to enter a contract with the awarded vendor?	Before July 1, 2024
112	When do you hope to go live with a new system?	Summer 2025
113	Has budget already been allocated for the purchase of this platform?	Yes
114	Are you considering a platform to support your 'non-credit' programs and students 'as well as' a platform to support your 'for credit' programs and students?	The platform needs to support all students
115	If you are considering this for 'non-credit' as well, how many 'non-credit' enrollments do you have annually? For example, how many 'non-credit' enrollments did you generate in 2023? And/or 2022?	The Annual number is approximately 12,000 Noncredit students.
116	If you are considering this for 'non-credit' as well, how much revenue did you generate in 2023? And/or 2022?	Yes, non-credit needs to be included as well. Revenue information can be found on our website.

117	If you are considering this for 'non-credit' as well, how many courses do you run annually?	Roughly 300+ courses.
118	If you are considering this for 'non-credit' as well, how many certificates do you award annually?	Currently it's between 1,500 and 2,000 noncredit certificates annually.
119	What external system is this system expected to integrate with (if any)?	Section 1, paragraph 1.3.3 lists all external systems currently integrated. It will be at the bidder's discretion to build the system with all and any necessary integrations to meet the requirements of this RFP.
	<b>Please clarify the use cases for these 2 questions from the RFP.</b>	
120	<i>"Platform supports interface with campus MyCCSF mobile app on smartphones and tablets to ensure ease of use on any device. CCSF's mobile app available in Apple and Google app stores."</i>	Correct
121	<i>"Can provide metrics to set goals for improving software and use by end user."</i>	The metrics and KPI's are to be developed and provided by the awardee to the District.
122	Does CCSF have an integration middleware or ETL tool it prefers?	CCSF uses recently implemented ETHOS by Ellucian.
123	Are there any custom applications that you want to create outside of CCC Apply?	No
124	Do continuing ed students register through CCC Apply?	No
125	How much engagement do you have with non-credit applicants?	Throughout the enrollment steps.
126	Do you use inquiry forms? If yes, where are they created and managed?	No
127	Do you use international agents?	No
128	How many users do they anticipate using the CRM for recruitment?	IT professionals – 10 Executives - 2 A&R - 10 Enrollment Office - 10 Recruiters, marketers - not applicable
129	Bulk emails are sold in blocks of 250,000 email sends. Would you like this included in the quote? If so, how many blocks?	Yes. One block needs to be itemized in the proposal.

130	What is the communication strategy the institution is looking to deploy? Are you reviewing multiple methods of communication (email, text, chat, etc...)?	A very interactive/live communication process that included all methods of communication (email, text. Phone, etc.)
131	What about your current recruitment platform that is not working for your needs or not in alignment with your desired outcomes or goals?	Current platform is not on a current recruitment platform.
132	What SSB9 modules do you have installed and implemented to date? Particularly, do you have SSB9 AR/Financial Aid, Registration, Catalog, and Schedule?	CCSF is currently using the following SSB9 modules Banner Employee SSB9 Banner Finance SSB9 Banner Student/Student Profile SSB9 Banner Personal Information SSB9 Banner General SSB9
133	Do you have Self-Service Planning (Plan Ahead) in SSB9 connected with/turned on to work with Degree Works/SEPs?	Any and all integrations are expected to be integrations are expected to be identified during discovery and planning phases, please refer to Section 1, paragraph 1.3.3 for technology currently used by the District and propose, if possible, integrations that may be needed by the new platform.
134	How do your students currently use Experience to navigate to self-service registration?	Ellucian Experience is not currently deployed.
135	Would CCSF consider accepting the email submission to meet the due date of March 18 Noon PT and the electronic version on the USB to arrive the next day, March 19?	Please adhere to the proposal submissions stated in the RFP.

No other Changes to the RFP

End of Document