

REQUEST FOR PROPOSAL

PROJECT NO. RFP 18-15

STUDENT EXPERIENCE SOFTWARE AS A SERVICE (SAAS)

QUESTIONS AND ANSWERS NO. 2

Date: March 8, 2018

To: Prospective Respondents

From: Procurement Operations Department, Houston Community College

Subject: Questions and Answers Responses

1. 3.1.1.5 How many Social Media Accounts do you manage?

Response: 5-6

2. How many additional social media channels do you plan to connect with?

Response: 5-6

3. How many sessions do you anticipate occurring with a Month/Year?

Response: Specific to registration sessions - 16 per semester.

4. Please describe your current method for integrating PeopleSoft with other external systems. Do you currently use an ETL tool? If so, which one? Do you currently have a MDM strategy defined and implemented? If so, what is the platform it is based on?

Response:

A) Our current methodology for integrating PeopleSoft with external systems includes Database connections, File transfers and Web services;

B) Our current ETL tools is IBM DataStage 8.5; and

C) Currently, we do not have a defined or implemented MDM strategy.

5. Please describe technology you currently use for single sign-on. Do you support Shibboleth? What is the currently supported SAML version? Do you currently have a lightweight authentication protocol solution implemented? Do you allow any of your constituents to login to any HCC system using their social media accounts? If so, what is the technology used to achieve that?

Response:

A) HCC currently uses Identity Automation IDM system for our SSO solution;

B) Shibboleth can authenticate with our IDM system via SAML or LDAP connection;

C) We currently support SAML version 2.0;

D) We utilize Microsoft LDAP authentication protocol for systems. We do not currently support Lightweight Authentication Protocol (LAP) for mobile, smartcard or RFID devices; and

- E) We do not allow users to use their social media accounts to authenticate into any of the HCC systems.
6. Do we see video or streaming / unstructured data ingestion also as scope of this project?
- Response: Only if respondent deems it vital for support of their proposed system model.
7. Since the solution is on public cloud - what level of data security do we envisage - it is ok to assume that data security is not a high priority?
- Response: Data security, regardless of private, public or hybrid cloud, is of utmost importance and priority within HCC IT review. As identified in the RFP scope, all third-party solutions and/or integrations are required to undergo an application security assessment conducted by HCC Cyber Security & Networks, which documents and ensures effective administrative and technical controls are duly defined and implemented.
8. The following statement is mentioned: If the Solution Provider plans to utilize a pre-existing software system, any plug-ins required for use of the system must be available at no cost to HCC's users and be downloadable from within the HCC network. ServiceNow is a cloud-based solution and some plugins are activated by ServiceNow upon purchase of the same. Is the customer agreeable to associated cost for required plug-ins?
- Response: Any plug-ins required for use of the system must be available at no cost to HCC's users and be downloadable from within the HCC network.
9. In the context of a ServiceNow solution are you expecting to know about the new features (not necessarily in the student experience space) in the upcoming releases?
- Response: We are looking for a solution with current functionality to meet our needs.
10. In the Year 1 pricing are we supposed to include the implementations cost as well?
- Response: Yes, the Price Proposal must be in accordance with the Revised Price Proposal as noted in Solicitation Amendment No. 1.
11. As there is not much detail on Year 2 and Year 3 implementation. Can we consider only the support cost for Year 2 and Year 3?
- Response: No, the Price Proposal must be in accordance with the Revised Price Proposal as noted in Solicitation Amendment No. 1. More specifically, the response shall also include detailed Implementation Cost Breakdown for the "Future Capabilities."
12. Which of the following channels do you envision students using to schedule an advising appointment? Chat, Text, Email, Social Media, Walk up, Phone call?
- Response: All channels referenced may be used.
13. We understand the HCC is looking for an unlimited licensing option however, from a SaaS perspective can University provide details on the number of users who will be using this, just for us to evaluate what best subscription licensing will best suited the engagement.
- Response: Additional information regarding FTSE has been included in Solicitation Amendment No. 1.

14. Please highlight the IMS Standard, which is being referred to? Are we expecting any Learning related data to be covered under scope of this RFP? Please elaborate on reference to SCORM compliance?

Response: IMS Global is a learning consortium that certifies interoperability standards. SCORM (Sharable Content Object Reference Model) is comprised of a collection of interrelated technical specifications and guidelines designed to meet interoperability requirements for e-learning content.

15. 3.1.1.3. Can you define "connection professional (picture)" please?

Response: In addition to including an advisor picture, we may want to include personalized images for other staff involved in the onboarding process.

16. For the scope of this RFP, is integration with existing career portal needed, or do we need to develop a career service portal?

Response: At a minimum, integration with Career Coach will be needed, though we may also need a career service portal.

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