ADDENDUM #1

DATE: December 15, 2021

TO: Prospective Proposers

RE: Addendum #1
Selection of a Vendor to Provide a Student Success Management Software
Tyler Junior College
RFP No: J2120-22-03

NOTICE TO PROPOSERS:

This Addendum forms a part of the Notice to Bidders. **Acknowledge receipt of this Addendum in the Proposal/Quote.** Failure to do so may subject Proposer to disqualification.

QUESTION 1: Has TJC identified a budget for this initiative, and if so, is it possible to share?

ANSWER: TJC will review and consider all proposals; no specific budget amount is in place.

QUESTION 2: Is there a price above which proposals would not be accepted?

ANSWER: TJC will review and consider all proposals; no specific budget amount is in place.

QUESTION 3: Does TJC intend to use Federal Funds for the purposes of this contract?

ANSWER: Partially.

QUESTION 4: Can TJC please provide the decision timeline for this RFP.

ANSWER: Tentatively a formal award may be approved by the Board in January or February and implementation by the selected vendor completed by mid-May. This is subject to change by a few weeks or month.

QUESTION 5: Can you provide examples of the type of “Custom Forms” you want to house within the Student Success Management System.

ANSWER: We don’t have a repository identified yet. It depends on what the solution can offer. We may need additional forms, major changes, address changes, etc.
QUESTION 6: Are there any existing technology investments in student intervention? If yes, how would TJC imagine a new solution to integrate with them?

ANSWER: No.

QUESTION 7: What SIS, LMS, and related systems are installed at TJC?

ANSWER: Canvas and Banner.

QUESTION 8: What Degree Audit system does TJC utilize?

ANSWER: DegreeWorks.

QUESTION 9: What is the total enrollment of students anticipated to be using the solution?

ANSWER: 12,000.

QUESTION 10: What does TJC mean by “Salesforce Integration to include Promise Students”? Can TJC provide more background on “Promise” students.

ANSWER: The TJC Promise Program uses Salesforce to monitor and track the success of Promise students through high school and while in college. Integration would include sharing information between both software to identify Promise students and to ensure Promise students have applied for admissions, scholarships, FAFSA, and registered. Also there would need to be access to know what Promise students’ grades are so timely intervention can take place.

The TJC Promise Program is a six-year, comprehensive program that spans from 9th grade through the first two years of college. The TJC Promise encourages students within the TJC tax district to perform well academically in high school and college, while limiting the number of missed school days and promoting community service.

QUESTION 11: What are some challenges unique to TJC that you think proposing vendors should be aware of as they compose their responses?

ANSWER: We are looking for a robust implementation team because currently we do not have many IT resources available. This will be the first SIS implemented at the college.

QUESTION 12: How many users will be admins/power users who may need full system access and/or mass communication access?

ANSWER: 5 to 10 users.
QUESTION 13: How many users will be basic/end-users or faculty who do not need system configuration or mass communication access?

ANSWER: 300.

QUESTION 14: From Page 14, please provide more clarity regarding what is referenced by the following statements: “Functional and technical requirements provided herein also further define the intent of this solicitation -based writing, and drop-in writing appointments.”

ANSWER: This is for our tutoring department that takes walk-ins.

QUESTION 15: From Page 14, please provide more clarity regarding what is referenced by the following statements: “Student registration – online registration feature via mobile devices?” Registration for what? Is this for advising appointments or actual class registration?

ANSWER: Actual class registration and advisor appointments.

QUESTION 16: From Page 14, please provide more clarity regarding what is referenced by the following statements: "SF integration to include “Promise” students.” What are Promise students and how would they be included?

ANSWER: Reference Question 10. Promise students are students that sign up for a program in their 9th grade year of high school. If they meet Promise requirements, which consists of GPA, attendance, and community service all four years of high school, TJC ensures they do not have to pay for tuition and fees for two years if they attend TJC.

QUESTION 17: In the Scope of Work overview TJC states “...the platform must conform to the College’s specified application architecture requirements”. Can TJC please provide these requirements.

ANSWER: Integration with Banner and Ethos, student API, or flat file. SSO-ADFS.

QUESTION 18: Will TJC consider leveraging a secondary/platform integrated texting platform?

ANSWER: Yes.

QUESTION 19: Can TJC please provide more context as to how they see the Mongoose integration to function?

ANSWER: Mongoose is the current texting solution at the college that allows marketing to text students.
QUESTION 20: What custom forms is TJC looking to create/modify with this solution?

ANSWER: We don’t have a repository yet. It depends on what the solution can offer. We may need additional forms, major changes, address changes, etc.

QUESTION 21: Can TJC please provide more details as to the what-if Scenarios you would like to have available.

ANSWER: What if I take a certain class Semester A instead of Semester B; what if I change my major; what if I take X amount of hours this semester; what if I make a certain grade.

QUESTION 22: Can TJC please provide more detail as to how the Salesforce Integration would function.

ANSWER: Reference Question 10. The TJC Promise Program uses Salesforce to monitor and track the success of Promise students throughout high school and while in college. Integration would include sharing information between both software to identify Promise students and to ensure Promise students have applied for admissions, scholarships, FAFSA, and registered. Also there would need to be access to know what Promise students’ grades are so timely intervention can take place.

End