



LOUISIANA COMMUNITY & TECHNICAL COLLEGE SYSTEM

Electronic Degree Auditing and Advising System

BID Number: 40016-05222017

RESPONSES TO INQUIRIES

June 26, 2017

*Changing Lives,
Creating Futures*

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1. Whether companies from Outside USA can apply for this?
(like, from India or Canada)

Clarification: See RFP Section 2.6.2.2 Location. If a company is located outside of the United States, all software and all records must be housed and/or hosted from a location within the United States.

2. Whether we need to come over there for meetings?

Clarification: There may be the need for an on-site presence during implementation.

3. Can we perform the tasks (related to RFP) outside USA?
(like, from India or Canada)

Clarification: Please refer to RFP Section 2.6.2.2 Location. Some tasks may be performed outside of the United State, but all software and all records must be housed and/or hosted from a location within the United States. There may be the need for an on-site presence during implementation (see question #2).

4. Can we submit the proposals via email?

Clarification: No.

5. What is the current process/tools the institutions use for degree audit?

Clarification: Colleges use CAPP to conduct degree audit at graduation with some manual checks and balances.

6. Is there one shared instance of Banner or does each institution run a separate instance?

Clarification: There is one shared instance of BANNER using a MEP environment.

Regarding the catalogs for all of the LCTCS colleges:

7. Do all of the LCTCS colleges operate from a single curriculum catalog? That is, are the programs listed in each of the colleges' catalogs the same across all of the LCTCS colleges? Or are there unique programs at each of the colleges in LCTCS?

Clarification: While some colleges may have some of the same programs, the curriculum belongs to each college. There is no single curriculum catalog. There are unique programs at each of the LCTCS colleges.

8. What is the life cycle of each catalog: 2 years, 3 years, or 4 years?

Clarification: The catalog life is one year. However, not all programs change every year.

9. In the proposed project, how many previous catalogs back will need to be included to meet the goals of the project?

Clarification: We have used Banner since 2012. Ideally, we would like to go back to the 12-13 academic catalog. The number of students currently enrolled using these catalogs may dictate something newer.

Regarding the use of Banner at LCTCS:

10. Are all of the LCTCS colleges using the same version of Banner?

Clarification: Yes. All colleges use a single instance of Banner.

11. Have there been at least 4 integrations to the Banner API?

Clarification: We have a single integration using the Banner API.

12. Are there LCTCS IT staff members who are well-versed in integrations to the Banner API?

Clarification: No. We expect vendors to have Banner API knowledge.

13. Will LCTCS IT staff members with integration experience to the Banner API be dedicated resources on the proposed project?

Clarification: No. We expect vendors to have Banner API knowledge.

Regarding the existing Advisors' CRM system:

14. What is the existing Advisor CRM system:

Clarification: The LCTCS does not currently have a formal advising system.

15. Is that system integrated to Banner at the API?

Clarification: N/A

16. Will data in the existing Advisor CRM system need to be transitioned into the new system in this project?

Clarification: The LCTCS does not currently have a formal advising system.

17. Are LCTCS colleges' staff, faculty, and administrator email addresses stored in the CRM system or in a different system? If these email addresses are stored in a different system, what is that system?

Clarification: Staff email addresses are in Banner.

Regarding the on-line LoLA Student Registration system:

18. Will the new system integrate directly with the on-line LoLA Student Registration system or with the Banner API?

Clarification: Integration will be with the Banner API.

19. Is data from LoLA retained in that system or passed to a different system?

Clarification: All student data are stored within Banner.

20. Based on the description in the RFP, students log into LoLA to register for classes. Is this an exception to the "single sign-on" policy for the LCTCS colleges?

Clarification: Students must log into LoLA. Any LoLA integrated systems are expected to support single sign-on (SSO).

21. Is there an incumbent providing similar service to LCTCS? If yes, can you please name the incumbent and describe why you are proceeding with an RFP to procure services (are there different/new services you would like a new vendor to provide)?

Clarification: No. We use the existing degree audit within Banner, but no advising tool.

22. What strategic priorities/challenges is LCTCS looking to address through this RFP? Are there specific goals/outcomes LCTCS is looking to achieve? And in what time period?

Clarification: LCTCS has six goals as part of *Our Louisiana 2020*:
<https://www.lctcs.edu/assets/docs/OurLouisiana2020.pdf>

23. What are some challenges unique to LCTCS that you think proposing vendors should be aware of as they compose their responses?

Clarification: None

24. How many users do you estimate would use the selected solution, and who are the intended users for this solution? Students only? Advisors, staff, and administrators?

Clarification: Different aspects would be used by different people (administrations, advisors, students, etc.) depending on level and access.

25. Are there existing technology investments in student enrollment retention/intervention, and if so, how would LCTCS imagine a new solution to integrate with them?

Clarification: No.

26. Do you have a designated project team or assigned technical staff assigned for a new technology implementation coming out of this RFP process?

Clarification: Yes, there will be a designated team.

27. What other technologies does LCTCS use to manage the advising process and interact with students?

Clarification: LCTCS does not have a system-wide tool. Some colleges may use their own individual technologies.

28. What is the level of support – in implementation, launch and ongoing support – do you require and want out of a partner vendor?

Clarification: We will expect full support, the level of which will vary depending on the product.

29. Is it LCTCS's intent to contract with only one vendor or would LCTCS potential contract with multiple vendors to fulfill the scope of work?

Clarification: One contract. It can be with one vendor or with multiple vendors that submit together.

30. In Attachment B, i.e., can you clarify what is meant by degree audit worksheets?

Clarification: Degree audit worksheets are a place for students and advisors to be able to determine what a student has left to complete and to map their academic progress.

31. Can you clarify “make information and images available to LCTCS as mutually agreed,” on page 11 of the RFP, letter H., #4, under Security and Data Sharing?

Clarification: This refers to how packages of software and/or data relative to the implementation will be provided.

32. What version of Banner is LCTCS currently using?

Clarification:

Accounts Receivable: 8.5.2

Finance: 8.10.1

Financial Aid 8.29

General: 8.8.9

Human Resources: 8.13.1

Position Control: 8.13

Student: Banner 8.10.7