

# Questions and Answers

## Student Success Plan - 1/22/2018 9:15:00 AM

Number: DOE18011-STU\_PLAN

### Questions and Answers:

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**Q: Preferred Technology**

Posted On: 1/30/2018 11:07:25 AM

Does the client have a preference in COTS or custom build? If a custom build is preferred, what is the preferred technology (.NET, Java, etc)?

**A:** Off the shelf would probably be the preferred method over custom build. SSO integration is required. The Department currently has an internal custom built SSO system that works with active directory for account management of all teacher/administrative applications. Our system handles application assignments and roles.

Answered On: 2/9/2018 1:24:21 PM

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**Q: Costs and Pricing Information**

Posted On: 2/5/2018 8:35:44 AM

Section number: N/A  
Paragraph number: N/A  
Page number: 4  
Text of passage being questioned: Annual Hardware Maintenance and Annual Software Maintenance.

Is this area where you would like for us to provide our pricing information for the solution? Or is there somewhere else you would like for it to go? How would you like pricing to be formatted?

**A:** Pricing for annual hardware maintenance and annual software maintenance costs should be listed individually and may be placed within the bid and on page 4 of the scope of services.

Answered On: 2/9/2018 1:28:19 PM

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**Q: Microsoft Word table and Cost Analysis**

Posted On: 2/5/2018 8:40:41 AM

Section number: Technical Considerations  
Paragraph number: 2  
Page number: 6  
Text of passage being questioned: The Vendor must comply with all the requirements... the contractor should complete pages as a Microsoft Word table and provide a cost analysis.

Can you explain more about what you are looking for here? A cost analysis does not seem applicable to technical considerations. As for the table, you just want a simple two column table for the question and then the answer?

**A:** The vendor must comply with all of the requirements listed. Cost Analysis may include any additional costs that may occur as a result of technology constraints or requirements.

Answered On: 2/9/2018 1:26:32 PM

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**Q: List of Districts and Enrollment Numbers**

Posted On: 2/5/2018 8:47:46 AM

Section number: 2  
Paragraph number: N/A  
Page number: 2  
Text of passage being questioned: Scope of Services

Is the Student Success Plan for every district in Delaware, or is it a centralized buying contract? If for all districts, we request a list of districts and enrollment numbers please.

**A:** Dept. Of Ed is purchasing for all Districts. An enrollment list with schools and districts is attached. Answered On: 2/9/2018 1:31:54 PM

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**Q: Date to Launch Platform** Posted On: 2/5/2018 8:52:33 AM

Section number: 2  
Paragraph number: N/A  
Page number: 2  
Text of passage being questioned: Schools and districts are required to establish a progress for the implementation of student success plans that include...

What is the desired launch date for the solution? Is it district by district?

**A:** June 1, 2018 Answered On: 2/9/2018 1:29:10 PM

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**Q: Helpdesk reporting** Posted On: 2/5/2018 8:56:05 AM

Section number: N/A  
Paragraph number: 1  
Page number: 9  
Text of passage being questioned: Helpdesk Reporting - Describe the type/format and frequency with which your helpdesk is able to provide reports.

What kind of reports would you to receive from the helpdesk?

**A:** Summary reports in problems, calls, etc. as well as time to closure of tickets. Answered On: 2/9/2018 1:28:55 PM

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**Q: Key Functionalities** Posted On: 2/5/2018 11:53:19 AM

Section # - II. Scope of Services  
Paragraph # - 2nd in the section  
Page # - 2  
Text of Passage - All key functionalities identified below.  
Question: Do you have to have all key functionalities requested to apply?

**A:** Yes all key functionalities listed below section are needed. Answered On: 2/9/2018 1:42:24 PM

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**Q: Course Schedules** Posted On: 2/5/2018 11:54:54 AM

Section # - II. Scope of Services

Paragraph # - 3rd

Page # - 3

Text of Passage -

Course Schedules

- Extracurricular activities, employment, internship experience, skills and abilities,
- awards, recognitions and volunteer experiences
- Resume builder
- Financial aid research
- Post-secondary education research
- Application tracker

Question: Can you please expand on requirements for application track and transcript request?

**A:** Software should allow administrative personnel to track or see what colleges students have applied to and if they have requested transcripts. Parchment is used for tracking transcripts. Answered On: 2/9/2018 1:44:40 PM

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**Q: Multiple Languages** Posted On: 2/5/2018 11:56:34 AM

Section # - II. Scope of Services

Paragraph # - 4th

Page # - 3

Text of Passage: Translation capabilities for multiple languages

Question: Can you define the primary languages you are seeking for translation?

**A:** Primary languages: Spanish, Creole, Arabic, Chinese and Vietnamese. Answered On: 2/9/2018 1:43:01 PM

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**Q: Mandatory Reports Data** Posted On: 2/5/2018 11:58:34 AM

Section # - II. Scope of Services

Paragraph # - 4 and 5

Page # - 5

Text of Passage -District Administrator - Can access data and create reports or run pre-defined reports regarding any and all students currently and/or formerly enrolled at that specific public school district. Can be notified via email and/or on-screen of sudden changes to associated students.

State Administrator - Can access data and create reports or run pre-defined reports regarding any and all public school

Question: What is the specific data at the district and state level you are looking to have definitely included in the reports?

**A:** Reports that would display usage and rates of completion for students by school and district in each of the categories of the software program. Answered On: 2/9/2018 1:43:37 PM

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**Q: List of Buildings per District** Posted On: 2/5/2018 12:03:51 PM

Section number: 2

Paragraph number: N/A

Page number: 2

Text of passage being questioned: Scope of Services

If buying is for all districts, may we please have a lists of buildings within each district?

<b>A:</b> Buying is for all districts. Please see attached Enrollment Data attachment by school and district for names of school buildings.	Answered On:	2/9/2018 1:43:58 PM
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<b>Q: SIS Data integration</b>	Posted On:	2/5/2018 1:53:50 PM
<p data-bbox="380 245 604 269">Question #1 - Page 7</p> <p data-bbox="380 305 1430 358">6. Integration with Delaware's e-School Plus: The system must integrate with the Delaware student information system.</p> <p data-bbox="380 391 1440 444">Question: It is believed that PowerSchool had purchased eSchool Plus. Are there plans to migrate to PowerSchool in the next year?</p>		
<b>A:</b> No plan to migrate. If DOE did migrate before the contract was over, the integration would need to be redone. The inter-operability standards that apply would take precedence over any custom integration in the future.	Answered On:	2/9/2018 1:45:20 PM
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<b>Q: SIS integration</b>	Posted On:	2/5/2018 1:54:49 PM
<p data-bbox="380 623 1514 704">Page 7 #11. SIS Integration: Identify the student information system(s) (SIS) with which your company has experience. Describe the depth of experience with each including references. Also, provide examples of how changes in the SIS application would be dealt with on the part of the contractor.</p> <p data-bbox="380 737 1472 790">Question: Is it to be understood that all districts use the same state-wide SIS? Furthermore, is the state planning on migrating all districts to a different system soon?</p>		
<b>A:</b> No plan to migrate and they all use the same SIS. If DOE migrates before the contract is over the integration would need to be redone. The interoperability standards that apply would take precedence over any custom integration in the future.	Answered On:	2/9/2018 1:45:39 PM
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<b>Q: Salesforce integration</b>	Posted On:	2/5/2018 1:55:22 PM
<p data-bbox="380 969 1472 1023">Page 9 - In an effort to work with higher education institutions in Delaware, it is also our intent that the vendor chosen have the ability to integrate with Salesforce in a secure and efficient manner.</p> <p data-bbox="380 1055 1503 1136">Question: Can there be further clarification on this? What sort of work/functionality is needed to work with higher education and Salesforce is needed? Does this mean that the state's intent is for the awarded vendor's Student Success Plan system be integrated with Salesforce?</p>		
<b>A:</b> The State's intent is to have the SSP system to be able to link with or integrate with Salesforce.	Answered On:	2/9/2018 1:46:02 PM
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<b>Q: Official up to date student enrolment numbers (per school/district)</b>	Posted On:	2/5/2018 1:56:11 PM
<p data-bbox="380 1294 1419 1347">Is there a more recent database with a list of each school and district with their respective student enrolment numbers? Where can this be found?</p>		
<b>A:</b> Enrollment data attached is effective as of February 1, 2018	Answered On:	2/9/2018 1:46:17 PM
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