

Addendum 1
RFP for Early Alert System
Student Success and Retention Software
Contract Number 19-10-23-18
Questions and Answers

The work/ clarification/ answers listed in this addenda shall be considered part of the Bid/ RFP document for the referenced project/ product/ services, etc.

Below are questions and answers regarding subject RFP. All questions are written in black color font and the **answers are provided in red color font.**

1. Question: Appendix A, Scope of Work, p. 34, "*Attendance and usage tracking*": Please clarify what your goals are around attendance and usage tracking. Does this infer student and/or staff usage? **Answer: Time and attendance tracking for students who schedule appointments and attend academic programs, workshops, and tutorials. The usage tracking is for students who attend one or more of the following interventions: all tutoring (to include supplemental instruction), Athletic Study Hall; academic programs and workshops; writing consultations; peer mentor advising; academic advisement; Freshman Forum events. We use this data to help correlate the number of times students attend the interventions with their success.**
2. Question: Appendix A, Scope of Work, p. 34, "*Compatibility with Banner 9/ Argos: blackboard and Campuslabs*": Please elaborate on your goals around compatibility with Campus Labs. **Answer: We are looking for a system that can retrieve student information from Banner 9 without us having to input all the data ourselves like we currently do with AppointmentPlus. Currently, Banner 9 puts all student information into our homegrown portal for us to access. We need an EA (Early Allert) system that allows Banner to upload student information into the system CampusLabs was mentioned because of its own Student Success (EA) system. However, we only use it for baseline platform (survey) and annual reporting.**
3. Text of passage being questioned: "Anticipated Contract Start - April 13, 2020" ... Section number: I. Purpose and Background > Schedule of Events Paragraph number: 2 Page number: 3
Question: If a decision to award is made in advance of the April 13 Anticipated Contract Start, would DSU be willing to start the implementation earlier in preparation for the Fall 2020 Semester?

Answer: Yes.

4. Text of passage being questioned: "An offer signed by an agent is to be accompanied by evidence of his/her authority unless such evidence has been previously furnished to the Purchasing Agency. The signer shall further certify that the signer is authorized to bind the principal Offeror. The proposer must submit all attachments duly filled in where necessary." Section number: PROPOSAL FORMAT AND CONTENT > Signed Authentication of Proposal and Attachments; Paragraph number: 1' Page number: 5-

QUESTION: Is a signer's title/position considered "evidence of his/her authority" (e.g., Controller, VP-level authority), or is the expectation that some other form of "evidence" be provided? If the latter, can you provide examples of acceptable forms of "evidence"?

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Answer: Yes. However, the signing person must have a written authority from their organization that he/ she is authorized to sign the contract/ agreement and bind the organization/ legal entity with the University as per the terms and conditions of the contract/agreement.

5. Can a company based in India with no personnel/ office in the USA respond to this RFP?

Answer: No.

6. Text of passage being questioned: "The awarded vendor(s) shall provide the name(s), telephone, or cell phone number(s) of those individuals who can be contacted twenty four (24) hours a day, seven (7) days a week where there is a critical need for commodities or services when the Governor of the State of Delaware declares a state of emergency under the Delaware Emergency Operations Plan or in the event of a local emergency or disaster where a state governmental entity requires the services of the vendor. Failure to provide this information could render the proposal as non-responsive." Section number: g. Vendor Emergency Response Point of Contact; Paragraph number: Page number: 19

QUESTION: Is it the expectation of DSU that vendors include this information at the time of award or in the RFP response? If the latter, where in the RFP response would you like this information presented?

Answer: Please provide this information in the RFP response.

7. Text of passage being questioned: "provide an App for student use (i.e. appointment scheduler with advisor/ tutors/ faculty; administrators)" Section number: Appendix A-Scope of Work; Paragraph number: 4; Page number: 33

QUESTION: If the solution is mobile responsive and embedded with DSU's existing technology (e.g., LMS) so that students interact with it as an extension of what they are already using, and they can schedule appointments from the convenience of their mobile devices, would this meet DSU's needs?

Answer: Yes, however, we would like to abandon using AppointmentPlus for appointments and use what the Offeror has in existence.

8. Text of passage being questioned: "Student profiles"

QUESTION: Can you provide examples of the type of information you expect to see in the Student Profile? Section number: Appendix A-Scope of Work; Paragraph number: 5; Page number: 33

Answer: Profile page includes: Student photo (i.e. ID#, DOB; gender; email; cell; residency); Admissions information (i.e. SAT scores, hsgpa); Address information (i.e. Student Housing; Mailing); Activities/Attributes (scholarship; cohort; athlete; band); Major; attempted and earned credits; advisor name; classification

9. Text of passage being questioned: "Compatibility with Banner 9/ Argos: blackboard and Campuslabs" Section number: Appendix A-Scope of Work; Paragraph number: 5; Page number: 33.

QUESTION: Can you provide examples of the type of information you expect to see from Campuslabs?

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Answer: We are looking for a system that can retrieve student information from Banner 9 without us having to input all the data ourselves like we currently do with AppointmentPlus. Currently, Banner 9 puts all student information into our homegrown portal for us to access. We need an EA system that allows Banner to upload student information into the system CampusLabs was mentioned because it has its own Student Success (EA) system. However, we only use it for baseline platform (survey) and annual reporting.

10. Text of passage being questioned: “The proposed system must be installed, completely tested and fully operational before fall 2020 semester starts.” Section number: Appendix A-Scope of Work; Paragraph number: 5; Page number: 33
QUESTION: Do you have a functional and technical implementation team identified with available bandwidth for this project, or would you be interested in an alternative integration option in which the selected vendor's IT team assists with the integration. If the latter, would you like to see pricing for this option?

Answer: *The latter and yes, please include pricing.*

11. Text of passage being questioned: “Certificate No.” Section number: Attachment 1 – Non-Collusion Statement; Paragraph number: 2; Page numbers: 27

QUESTION: Can you confirm if the “Certificate No.” on the Non-Collusion Form is the “Authentication” number listed on Hobsons’ Certification of Incorporation? If not, can you clarify what number this is and where it can be found?

Answer: *Yes.*

12. Text of passage being questioned: “Items listed in the following table in the evaluation criteria and scope of work.” Section number: PROPOSAL FORMAT AND CONTENT > Proposal Information and Criteria; Paragraph number: 3 (bulleted list); ge numbers: 5
QUESTION: By “following table,” are you referencing the evaluation criteria table that is included on page 14, including the “Weight/Scores If not, can you advise what table you are referencing?”

Answer: *The Weight scores table on 14.*

13. Section number: III. Format for Proposal/ Required Information; Paragraph number:

- 1st paragraph under section III. header
- 1st paragraph under subhead “Proposal Information and Criteria”

Page numbers: 4-5; Text of passage being questioned:

- III. Format for Proposal/ Required Information
 Unless specified in the scope of work, the following information shall be provided in

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each proposal in the order listed below. Failure to respond to any request for information within this proposal may result in rejection of the proposal at the sole discretion of the University.

A. Minimum Requirements

- 1) Provide Delaware license(s) and/or certification(s) necessary to perform services as identified in the scope of work.
- 2) Vendor shall provide responses to the Request for Proposal (RFP) scope of work and clearly identify capabilities as presented in the General Evaluation Requirements.
- 3) Complete all appropriate attachments, bid submission forms, etc. as identified within the RFP.
- 4) Proof of insurance and amount of insurance shall be furnished to the Delaware State University prior to the start of the contract period and shall be no less than as identified in the bid solicitation, insurance section.

Proposal Information and Criteria

The following specific items must be addressed in the proposal along with all attachments listed of this proposal. Vendors should read carefully and address completely in order listed to facilitate the University's review committee of the proposals.

Proposals shall be organized into the sections identified below. The content of each section is detailed in the following pages. It is strongly suggested that Offerors use the same numbers for the following content as are used in the RFP.

- Transmittal Letter
- Executive Summary and Proposal Overview
- Signed Authentication of the Proposal including attachments, bid submission form, etc.
- Items listed in the following table in the evaluation criteria and scope of work.

QUESTION: To ensure we structure our response in the proper order, can you confirm if the following organization is acceptable? If not, can you please advise how you would like it organized?

- *Transmittal Letter*
- *Executive Summary and Proposal Overview*
- *Signed Authentication of Proposal and Attachments*
 - o *Response/Bid Submission Form*
 - o *Attachment 1 | Non-Collusion Statement*
 - o *Attachment 2 | Exceptions Form*
 - o *Attachment 3 | Confidential Information Form*
 - o *Attachment 4 | Business References*
 - o *Attachment 5 | Subcontractor Information Form*
 - o *Attachment 6 | Bid Pricing Sheet*
- o *Minimum Requirements*
 - § *Delaware license(s) and/or certification(s)*
 - § *Response to RFP Scope of Work & General Evaluation Requirements*
 - § *Completed Attachments & Forms*
 - § *Proof of Insurance*

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- o *General Evaluation Requirements*
- *Items listed in the following table in the evaluation criteria and scope of work*
- o *Appendix A | Scope of Work*
- o *Response to General Evaluation Requirements*

Answer: This will be acceptable.

14. GENERAL QUESTION (*not tied to a specific excerpt in the RFP*): What other staff roles do you anticipate using the system besides advisors?

Answer: Anyone who deals with students should be able to access the system - Student Affairs, Academic Affairs to include not limited to: President, Provost, Associate Provost Academic Services; faculty, professional staff (student athlete advisors; Directors in Academic Support Services; VP Office Student Success; Disability services); enrollment management personnel (i.e. financial aid, student accounts; admissions etc.); personnel in Health services, Counseling Services; Housing).

15. GENERAL QUESTION (*not tied to a specific excerpt in the RFP*): Is it acceptable to the institution to include responses once and then refer to a previous response if the information is going to be duplicative to content we have already included?

Answer: Yes.

16. GENERAL QUESTION (*not tied to a specific excerpt in the RFP*): Do you have an approved budget for this project, and if so, can you share it?

Answer: Money for this project will come out of a pool. There are no separately assigned numbers particularly for this project only.

17. Question # 1)

- o Section Number: II. Scope of Work/Services; A. Minimum Requirements
- o Paragraph Number: II. Scope of Work/Services, paragraph I; A. Minimum Requirements, 2)
- o Page Number: 4
- o Text of passage being questioned: II. Scope of Work/Services – “The Vendor(s) shall provide all equipment, materials, software, and labor to supplement the University’s need for this contract as described herein in Appendix A”; A. Minimum Requirements – “2) Vendor shall provide responses to the Request for Proposal (RFP) scope of work and clearly identify capabilities as presented in the General Evaluation Requirements.”
- o Vendor Question: Are there any additional functionality/capability questions vendors should address to fulfill DSU’s needs in response to B. General

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Evaluation Requirements, beyond responding to the Scope of Work/Services (as detailed on page 4 and described in Appendix A on page 33).

Answer: Yes, quite a bit, but we have to stick with the most urgent need – Early Alert System.

18. Question #2)

- Section Number: Appendix A, Scope of Work
- Paragraph Number: 3 and 4
- Page Number: 33
- Text of passage being questioned: *“As a result, we wait for midterm grade reports to alert the Advising Team on how students are doing and refer mainly to the following: IDP portal; Banner web; Grades First (Athletics); Appointment Plus; Blackboard Retention; Google products (i.e. google text);” and “We need a single portal that will consolidate distinct software systems and function as a full-scale Early Alert system/ platform. This system would add a most needed function in the current IDP system”*
- Vendor Question: *Can DSU provide more detail on their IDP system? How do they envision the selected vendor solution both integrating with and functioning alongside the IDP system?*

Answer: We can only answer at this juncture that the IDP system is compatible with Banner 9 system in which all student information is uploaded from there.

19. Question

- Section Number: Appendix A, Scope of Work
- Paragraph Number: All
- Page Number: 33
- Text of passage being questioned: *Entirety of Appendix A, Scope of Work*
- Vendor Question: *What strategic challenges is DSU looking to address through this RFP? Are there specific goals DSU is looking to achieve? And in what time period?*

Answer: The most urgent request is an Early alert or early warning system through which student can respond to messages, schedule appointments and access or have access to student success resources so they can persist in college level courses within a semester.

20. Question

- Section Number: Appendix A, Scope of Work
- Paragraph Number: All
- Page Number: 33
- Text of passage being questioned: *Entirety of Appendix A, Scope of Work*
- Vendor Question: *What are some challenges unique to DSU that you think proposing vendors should be aware of as they compose their responses?*

Answer: We are currently trying to increase bandwidth capability and speed.

21. Question

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- Section Number: Appendix A, Scope of Work
- Paragraph Number: All
- Page Number: 33
- Text of passage being questioned: Entirety of Appendix A, Scope of Work
- *Vendor Question: Describe how DSU measures success. What specific metrics is DSU looking to impact with this partnership?*

Answer: Goal 2: Student Success with the DSU Strategic Plan to raise retention and graduation rates. Goal 6: Institutional and Operational Effectiveness that addresses being able to contact students more efficiently and effectively.

22. Question

- Section Number: I. Purpose and Background
- Paragraph Number: 7
- Page Number: 2
- Text of passage being questioned: "Our current enrollment stands at over 4,800, 93% of whom are undergraduate students."
- *Vendor Question: What is the total enrollment of students anticipated to be using the solution?*

Answer: Approximately 5000 students.

23. Question

- Section Number: Attachment 6, Bid and Pricing Sheet
- Paragraph Number: Whole attachment
- Page Number: 32
- Text of passage being questioned: Entirety of Attachment 6, Bid and Pricing Sheet
- *Vendor Question: Does DSU have a maximum dollar amount or budget cap for this project, beyond which proposals will not be considered?*

- **Answer: Budget information is not available at this point.**

24. Do you have any budget limitations?

Answer: This is not a relevant question. However, vendors should be competitive in their quality and variety of services including but not limited to pricing.

25. Who are the incumbents?

Answer: Anyone who deals with students should be able to access the system - Student Affairs, Academic Affairs to include not limited to: President, Provost, Associate Provost Academic Services; faculty, professional staff (student athlete advisors; Directors in Academic Support Services; VP Office Student Success; Disability services); enrollment management personnel (i.e. financial aid, student accounts; admissions etc.); personnel in Health services, Counseling

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Services; Housing).

26. We request you to clarify if we need to have an Early Alert System - Student Success and Retention Software Solution commercial off-the-shelf (COTS) software with us or can we develop the Early Alert System - Student Success and Retention Software Solution from the scratch?

Answer: You need to have a solution that is compatible with our SIS systems. We already have one from "scratch."

27. Can we provide similar software applications for references other than Student Success and Retention Software.

Answer: No.

28. Historical budget spent on this RFP and the project budget.

Answer: Budget information is not available.

29. Can we provide international references?

Answer: No.

30. Question : Section I, Paragraph 1, Page 2 - Clarification question regarding end users

1. Can we have clarification regarding the end users and access to their desired solution?
1. Can DSU provide a breakdown of the different roles requiring access (e.g. Student Success Coordinator, Faculty Advisor, Professional Advisor, Student Success Leadership, Student Success Support Staff, Admissions Officer, Tutor, Financial Aid, Mental Health Counselor, IT/System Administrators, Marketing Users, etc.)?

Answer: Anyone who deals with students should be able to access the system - Student Affairs, Academic Affairs to include not limited to: President, Provost, Associate Provost Academic Services; faculty, professional staff (student athlete advisors; Directors in Academic Support Services; VP Office Student Success; Disability services); enrollment management personnel (i.e. financial aid, student accounts; admissions etc.); personnel in Health services, Counseling Services; Housing).

31. Of the user groups provided above, how many total end users does DSU anticipate needing access to the solution?

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1. Can DSU expand on the expected interaction the different roles are expected to have with chosen solution? Specifically;
 1. Will each of these user roles need the ability to view student/applicant support cases, as part of a holistic view of the student, their needs, preferences, and interests?

Answer: Yes.

2. Will each of these user roles need the ability to view the student/applicant's progress through the admissions funnel, from prospective applicant to applicant, to decision status, to enrollee, to paid and registered, to having officially shown up for the first day of class?

Answer: Yes.

32. Section I, Paragraph 1, Page 2 - Clarification question regarding number of students
What student populations do you anticipate using the solution (grad, grad, non-degree, etc.)?

Answer: Yes, it can be all students including non-degree seeking.

33. Section V, Paragraph 1, Page 13 - Executive team clarification
Who is the executive sponsor for this project?

Answer: Academic Services Department.

34. Section D - Entire section, Page 15 - Budget clarification question
Has there been a budget allocated? If so, can DSU share the budget?

Answer: Budget information is not available at this point.

35. Appendix A, Paragraph 4 and Paragraph 5 Page 33 - Text messaging with advisor clarification. RFP text = *(PLEASE NOTE: converse with advisor (email, text messaging) and PLEASE NOTE: Messaging (including Text)*

For text messaging - is DSU interested in two-way text messaging, including inbound text messages from students, which are then auto-routed to the support staff most well-positioned to offer assistance?

Answer: Yes.

36. Appendix A, Page 33 - Entire scope of work (more specifically paragraph 4 and paragraph 5)
Is there interest in adding a chat feature to the DSU website to help students get answers to their common questions instantly, thus reducing the amount of time students spend looking for simple answers?

Answer: Yes.

37. Appendix A, Paragraph 4, Page 33 - Mobile App for student question clarification. RFP text = *PLEASE*

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NOTE: provide an App for student use (i.e. appointment scheduler with advisor/ tutors/ faculty; administrators)

Noting that the presence of a mobile app greatly increases student adoption (and usage), do you plan on deploying a mobile app that is seamlessly tied to the other aspects of the proposed solution?

Answer: Yes, on appropriate "student view" options of the solution.

38. Regarding question #13 on Multi-Vendor Solutions (Joint Ventures), our solution is built upon the Salesforce platform and clients contract with both us and Salesforce. This scenario would not be a subcontracting situation and has been deployed by many other universities. Could you provide clarification on this item?

Answer: There should be one legal entity principally responsible for the contract. However, the other entity will be considered sub-contractor.

39. Can you please provide the titles of the members of the proposal evaluation team?

Answer: This information is not available at this time.

40. How many users will utilize the solution across which departments? Please breakdown by 1) admin/power users who may need full system access and/or mass communication access and 2) basic/end users who do not need system configuration or mass communication access.

Answer: Anyone who deals with students should be able to access the system - Student Affairs, Academic Affairs to include not limited to: President, Provost, Associate Provost Academic Services; faculty, professional staff (student athlete advisors; Directors in Academic Support Services; VP Office Student Success; Disability services); enrollment management personnel (i.e. financial aid, student accounts; admissions etc.); personnel in Health services, Counseling Services; Housing).

41. What University staff have been/will be assigned to the project for implementation?

Answer: Mainly the Division of Academic Affairs staff.

42. Would you be interested in learning about admissions-related solutions as well (Online Application, Event Management, etc.)?

Answer: No.

43. What solution (or solutions) are you currently using for admissions? The reason we ask is for us to better understand the student (and data) journey at DSU.

Answer. This information is not available at this time.

44. Is a response required to Appendix B, and if so, what should be included?

Answer:

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Answer. By signing the bid submission form you agree to those terms and conditions of Appendix B.

45. Can the institution explain how the engagement, early alert and student retention/success software will be used with Campuslabs?

Answer: We are looking for a system that can retrieve student information from Banner 9 without our having to input all the data ourselves like we currently do with AppointmentPlus. Currently, Banner 9 puts all student information into our homegrown portal for us to access. We need an EA system that allows Banner to upload student information into the system. CampusLabs was mentioned because it has its own Student Success (EA) system. However, we only use it for baseline platform (survey) and annual reporting.

- Section: Appendix A
- Paragraph 5
- Page 33
- Early Alert system should also be able to perform appointment Scheduling; Meeting Scheduling tool (include Zoom meeting); Student profiles; Reporting and Data Analytics; Attendance and usage tracking; Survey Tools; Dashboard; tracking; Messaging (including Text); retention for Predictive Modeling; Compatibility with Banner 9/ Argos: blackboard and Campuslabs. The proposed system must be installed, completely tested and fully operational before fall 2020 semester starts.

46. How does the institution use Campuslabs?

Answer: We are looking for a system that can retrieve student information from Banner 9 without our having to input all the data ourselves like we currently do with AppointmentPlus. Currently, Banner 9 puts all student information into our homegrown portal for us to access. We need an EA system that allows Banner to upload student information into the system. CampusLabs was mentioned because its own Student Success (EA) system. However, we only use it for baseline platform (survey) and annual reporting.

- Section: Appendix A
- Paragraph 5
- Page 33
- Early Alert system should also be able to perform appointment Scheduling; Meeting Scheduling tool (include Zoom meeting); Student profiles; Reporting and Data Analytics; Attendance and usage tracking; Survey Tools; Dashboard; tracking; Messaging (including Text); retention for Predictive Modeling; Compatibility with Banner 9/ Argos: blackboard and Campuslabs. The

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proposed system must be installed, completely tested and fully operational before fall 2020 semester starts.

47. Who makes up the Student Advising Team at the institution and what advising model does the institution utilize? (For example: split advising model with staff supporting first year students then transitioning to faculty member advising after first year?)

Answer: Centralized advising model.

- Section: Appendix A
- Paragraph 3
- Page 33
- The current Early Alert System for the entire University is homegrown and has been for over a decade. Right now, it is still functioning. However, it requires constant maintenance that renders it more difficult to use. It is not compatible always with Banner 9 (which is an ellucian product) and works intermittently. As a result, we wait for midterm grade reports to alert the Advising Team on how students are doing and refer mainly to the following: IDP portal; Banner web; Grades First (Athletics); Appointment Plus; Blackboard Retention; Google products (i.e. google text);

48. Is ADA and WCAG 2.0 AA compliance accessibility standards being considered in this decision making process?

- Section: Appendix A
- Paragraph 1
- Page 33
- University is seeking proposals from qualified vendors to provide a single portal that will consolidate distinct software systems and function as a full-scale Early Alert system/ platform.

Answer: Yes.

49. Additional Questions and answers

Section No	Paragraph No	Page No	Text of passage being questioned	Question	Response

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Appendix A	5	33	<p>Early Alert system should also be able to perform appointment Scheduling; Meeting Scheduling tool (include Zoom meeting); Student profiles; Reporting and Data Analytics; Attendance and usage tracking; Survey Tools; Dashboard; tracking; Messaging (including Text); retention for Predictive Modeling; Compatibility with Banner 9/ Argos: blackboard and Campus labs. The proposed system must be installed, completely tested and fully operational before fall 2020 semester starts.</p>	<p>The vendor understands that the new solution will integrate with Banner 9/ Argos, blackboard and Campus labs. What are the other various tools that the proposed solution would be required to integrate with?</p>	<p>Answer: None at this time.</p>
Appendix A	4	33	<p>We need a single portal that will consolidate distinct software systems and function as a full-scale Early Alert system/ platform. This system would add a most needed function in the current IDP system; provide an App for student use (i.e. appointment scheduler with advisor/ tutors/ faculty; administrators): converse with advisor (email, text messaging):</p>	<p>Could you state the number of users that will be using the newly deployed solution?</p>	<p>Answer: Approximately 5000 students.</p>

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			connect with educational platforms (i.e. Blackboard): show financial aid/ scholarship awards and student accounts; possibility of skype or zoom meetings with tutors/ staff/ faculty/ advisors etc.; compatible with Banner; Data Analytics and Predictive models Swipe system; ability to alert students but also congratulate them for doing well.	
Appendix A	3	34	The current Early Alert System for the entire University is homegrown and has been for over a decade. Right now, it is still functioning. However, it requires constant maintenance that renders it more difficult to use. It is not compatible always with Banner 9 (which is an ellucian product) and works intermittently. As a result, we wait for midterm grade reports to alert the Advising Team on how students are doing and refer mainly to the following: IDP portal; Banner web;	The vendor understands that DSU is currently using a homegrown product to address Early Alerts. What products are currently being used for Analytics?
				Answer: The homegrown system we are currently using only gives us a report on how many students were alerted by college and course.

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			<p>Grades First (Athletics); Appointment Plus; Blackboard Retention; Google products (i.e. google text);</p>		
Appendix A	4	33	<p>We need a single portal that will consolidate distinct software systems and function as a full-scale Early Alert system/ platform. This system would add a most needed function in the current IDP system; provide an App for student use (i.e. appointment scheduler with advisor/ tutors/ faculty; administrators): converse with advisor (email, text messaging): connect with educational platforms (i.e. Blackboard): show financial aid/ scholarship awards and student accounts; possibility of skype or zoom meetings with tutors/ staff/ faculty/ advisors etc.; compatible with Banner; Data Analytics and Predictive models Swipe system; ability to alert students but also</p>	<p>What all reports and analytics' insights DSU looking in the new system? Could you state the reporting models that are already deployed. What all models are expected to be deployed by the new system?</p>	<p>Answer: Visualize retention patterns and trend analysis. Track interventions real-time. Appointment analytics; student reports, statistics reporting; advisor summary reports; sms reports etc.</p>

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			congratulate them for doing well.		
Appendix A	4	33	We need a single portal that will consolidate distinct software systems and function as a full-scale Early Alert system/ platform. This system would add a most needed function in the current IDP system; provide an App for student use (i.e. appointment scheduler with advisor/ tutors/ faculty; administrators): converse with advisor (email, text messaging): connect with educational platforms (i.e. Blackboard): show financial aid/ scholarship awards and student accounts; possibility of skype or zoom meetings with tutors/ staff/ faculty/ advisors etc.; compatible with Banner; Data Analytics and Predictive models Swipe	Please specify if a web based responsive application could be used to function as a full-scale Early Alert system app. Is there a specific need for a native mobile app?	Answer: The native mobile app would be more secure in the event students choose to disclose private information using the app.

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			system; ability to alert students but also congratulate them for doing well.		
Appendix A	4	33	We need a single portal that will consolidate distinct software systems and function as a full-scale Early Alert system/ platform. This system would add a most needed function in the current IDP system; provide an App for student use (i.e. appointment scheduler with advisor/ tutors/ faculty; administrators): converse with advisor (email, text messaging): connect with educational platforms (i.e. Blackboard): show financial aid/ scholarship awards and student accounts; possibility of skype or zoom meetings with tutors/ staff/ faculty/ advisors etc.; compatible with Banner; Data Analytics and Predictive models Swipe	Could you state whether real time Chat functionality is required or messaging notifications is required?	Answer: Real time chat would be “icing on the cake” however, messaging notification is required.

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			system; ability to alert students but also congratulate them for doing well.		
Appendix A		33	We need a single portal that will consolidate distinct software systems and function as a full-scale Early Alert system/ platform. This system would add a most needed function in the current IDP system; provide an App for student use (i.e. appointment scheduler with advisor/ tutors/ faculty; administrators): converse with advisor (email, text messaging): connect with educational platforms (i.e. Blackboard): show financial aid/ scholarship awards and student accounts; possibility of skype or zoom meetings with tutors/ staff/ faculty/ advisors etc.; compatible with Banner;	Please clarify if the new system needs deep integration with Zoom Meeting and Skype ,i.e., schedule meetings within the platform or only provide information about the scheduled meetings	Answer: All of the above. We would like to schedule meetings within the platform if possible .

Addendum 1
RFP for Early Alert System
Student Success and Retention Software
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			Data Analytics and Predictive models Swipe system; ability to alert students but also congratulate them for doing well.		
Appendix A	5	33	Early Alert system should also be able to perform appointment Scheduling; Meeting Scheduling tool (include Zoom meeting); Student profiles; Reporting and Data Analytics; Attendance and usage tracking; Survey Tools; Dashboard; tracking; Messaging (including Text); retention for Predictive Modeling; Compatibility with Banner 9/ Argos: blackboard and Campus labs.	Attendance tracking typically happens in Banner. What is expected from the new system in this area?	Answer: We currently do not use the attendance tracking on Banner. I am not sure why. This is why we are asking for a tracking system as a part of your design.
General	N/A	N/A	N/A	Is there any data migration required from the homegrown current system to the new system?	Answer: No.
General	N/A	N/A	N/A	What is the level of support – in implementation, launch – could the partner	Answer: We can coordinate but cannot provide any personnel support by DSU.

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				vendor expect from DSU?	
General	N/A	N/A	N/A	What are some challenges unique to DSU that you think proposing vendors should be aware of as they compose their responses?	<i>Answer: The most urgent request is an Early alert or early warning system through which student can respond to messages, schedule appointments and access or have access to student success resources so they can persist in college level courses within a semester.</i>
General	N/A	N/A	N/A	Describe how DSU measures success. What metrics is DSU looking to impact with this partnership?	<i>Answer: Goal 2: Student Success with the DSU Strategic Plan to raise retention and graduation rates. Goal 6: Institutional and Operational Effectiveness that addresses being able to contact students more efficiently and effectively.</i>
General	N/A	N/A	N/A	Has funding been identified? If so, what is the budget for this project? What is the budget for implementation?	<i>Answer: Budget information is not available at this point.</i>
General	N/A	N/A	N/A	What type of Single Sign On protocol(s) are used?	<i>Answer: Banner</i>
General	N/A	N/A	N/A	Are there plans to move to a new SIS in the next 2-3 years?	<i>Answer: No.</i>