

# Addendum 1

## RFP - Software for Flight Training Management Solution

Contract Number DSU20100117-SOFTFLI

## 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 the **answers are provided in red color font.**

1. Section Number: Appendix A, Paragraph Number: 4, Page Number: 34. Text of passage being questioned: Student Portal. Question: What information does the Student Profile need to display?

Answer:

- The student profile should have the ability to be customized within the application, with the ability to add/delete various tabs.
- Each tab within the student's profile should be able to be labeled or given a specific name. Examples of these tabs and what they include are below:
  - Tab: Pilot Info
    - First Name
    - Middle Initial
    - Last Name
    - Address 1
    - Address 2
    - City
    - State
    - Zip Code
    - Country
    - Citizenship
    - Email Address
    - Home Number
    - Work Number
    - Mobile Number
    - Mobile Carrier
    - DSU Aviation Program Flight Instructor
    - TSA Clearance Required
    - No Fly
    - Locked
    - Text Message Notify
    - Email Notify (originating from Delaware State University)
    - Email Reminders

- Email Notify
  - Synch with MS Outlook Calendar
  - Deleted
- Tab: Sign On
  - UserID
  - Password
  - Confirm Password
  - Force Password Reset
- Tab: Emergency Contact
  - Contact Name
  - Contact Relationship
  - Contact (preferred) Number
- Tab: FAA Licenses and Certificates
  - FAA Certificate Number
  - Certificate/Rating Type
    - Student
    - Private Pilot
    - Commercial
    - ATP
  - Solo Date
  - Private Pilot Date
  - Commercial Pilot Date
  - ATP Date
- FAA Ratings Date
  - SEL and the Date
  - MEL and the Date
  - Rotary Wing and the Date
  - Instrument and the Date
  - High Performance and the Date
  - Complex and the Date
  - Tailwheel and the Date
  - CFI and the Date; Date of Expiration
  - CFI-Instrument and the Date; Date of Expiration
  - CFI-Multiengine and the Date; Date of Expiration
- Tab: Important Dates
  - Date of Birth
  - Last FAA Medical Date
  - FAA Medical Class
    - 1<sup>st</sup> Class
    - 2<sup>nd</sup> Class
    - 3<sup>rd</sup> Class
    - Last Date of Flight Review
    - Last Date of CFI Annual Review (141-79)
- Tab: Identification
  - ID verified
  - Social Security Number
  - Passport Number
  - Passport Expiration Date
  - State-issued ID Number (along with name of the state)
  - Visa Number
  - Visa Expiration Date
- Tab: Gov't Clearances
  - TSA Clearance Required
  - SEVIS Clearance Required
- Tab: Defaults
  - Default Resources:
    - Aircraft (ability to add unlimited number of aircraft)
    - Instructor (ability to add unlimited number of instructors)

- Default Rates:
      - By Flight Lab Fee Rate
      - By Group Rate
      - By Individual Rate
      - Input of Group Rate
      - Input of Aircraft Rate
      - Aircraft Rate – 100LL Fuel Surcharge
      - Aircraft Rate – Jet A Fuel Surcharge
      - Aircraft Rate – Insurance Surcharge
      - Instructor Rate - Flight
      - Instructor Rate – Ground
      - Instructor Rate - Multi-Engine
  - Tab: Permissions (Admin ability to manage individual or group permissions within the entire application)
    - Accounting
      - Invoice
    - Curriculum
      - Delete Lessons
      - Edit Curriculum
      - Enroll / Drop Students
      - Grade Lessons
    - Dispatch
      - Dispatch
    - Maintenance
      - Aircraft Maintenance
    - Misc.
      - Dispatch Status
      - Flight Information File
      - Messaging
    - Pilot
      - Edit Pilot
      - View Pilot
    - Reports
      - Accounting
      - Curriculum
      - Dispatch
      - Maintenance
      - Misc.
    - Schedules
      - Add / Edit Schedules
      - Delete Schedules
  - Tab: Documents
    - (Ability to upload documents as required)

2. Section Number: Appendix A, Paragraph Number: 4, bullet point 2, Page Number: 34. Text of passage being questioned: Student Financial Profile with fund balance. Questions:

- a) Where will the data for the fund balance be pulled from assuming there is a standalone account  
**Answer:** When a student enrolls in a flight lab with a specified fee. This fee will be entered into the database indicating the student's account has a positive balance. As the student conducts flight / ground training with an instructor, the amount is deducted from the student's account. This way, the application automatically reconciles the accounting of student's charges against their positive balance.
- b) What other data will be needed to display in the student financial profile?  
**Answer:** This screen should include the following:

- Flight Order Number
- Date
- Type (Debit)
- Payment Method
- Description
- Debit Amount
- Credit Amount
- Balance
- Paid
- Reconciled
- User
- Ability to transfer unused funds from a previous flight lab

- c) Will the application be required to have functionality to managed funds in the account or simply view the balance?  
**Answer: Must have the functionality to manage funds in the account. Student should have the ability to view their current balance.**
- d) Is there a pre-existing API that we could interface with to retrieve this data?  
**Answer: No.**
- e) If so, would documentation for how to interface with said API be provided?

3. Section Number: Appendix A, Paragraph Number: 5, Page Number: 34, Text of passage being questioned: Instructor Portal. Questions:

- a) What information is needed within an instructor profile?  
**Answer: Same as listed above, in the student profile.**
- b) Please define, “Active students, Deactivated Students, Approved Students.”  
**Answer:**
- Active Students – Students that are active and conducting flight training regularly. Regularly is defined as flying more than once within a 3-week period.
  - Deactivated Students – Students that are in a grounded condition, still a part of the Aviation Program but are not currently flying due to some administrative reason.
  - Approved Students – Students that are authorized to begin conducting flight training, but have not begun flight training.
- c) Does an instructor need the ability to set up only their own flight schedule availability or do they need to be able to schedule other instructor’s availability?  
**Answer: The instructor should have the basic permissions ability to set up only their own flight schedule availability. When the instructor is administratively given a supervisory role (i.e., Chief Flight Instructor, Assistant Chief Flight Instructor, Lead Flight Instructor), they should be able to schedule another instructor’s availability.**

4. Section Number: Appendix A, Paragraph Number: 5, bullet point 5, Page Number: 34. Text of passage being questioned: Schedule, Reschedule Student Flight Sessions with Calendar integration. Questions:

a) Define Calendar integration

Answer: This application should have the ability to integrate with commonly used commercially procured calendar applications (Google Calendar, iCalendar, Outlook, etc.).

b) Does it require integration with a third party service (i.e., Google Calendar) or a user interface that resembles a calendar

Answer: Yes.

5. Section Number: Appendix A, Paragraph Number: 5, bullet point 7, Page Number: 34. Text of passage being questioned: Workflow for Student to approve session. Question: Please provide further clarification on what “workflow” would be

Answer: As the student matriculates through lessons in the flight training syllabus, they should be able to review each flight training and provide their initials to the instructor’s assessment of the overall lesson grade; an acknowledgement of it. This would be a digital initials or signature.

6. Section Number: Appendix A, Paragraph Number: 1, bullet point 3, Page Number: 35. Text of passage being questioned: Approvals. Question: Please provide further clarification on what an Approval refers to.

Answer: This is the same as permissions.

7. Section Number: Appendix A Paragraph Number: 2, bullet point 1, Page 2, Page Number: 35. Text of passage being questioned: Ability to create customer ad-hoc reports. Questions:

a) What options would be needed when building a custom report?

Answer: The following reports are what the application should be able to provide:

- Order Reports
  - Orders Summary
  - Order Summary by Account
  - Orders by Aircraft
  - Orders by Instructor
  - Orders by Student
  - Orders by Flight Lab
  - Orders by Specific Flight Lesson
  - Student Balance
  - Daily Activity
  - Revenue by Aircraft
  - Instructor Pay
  - Under / Over Billed Dispatches
  - Reconciliation
  - Archives
  - Snapshot for the Day
  - Snapshot for the Week
  - Snapshot for the Month
  - Snapshot for the Fall Semester (August – December)
  - Snapshot for the Spring Semester (January – May)
  - Snapshot for the Summer Session 1 (May – June)
  - Snapshot for the Summer Session 2 (June – August)

- Dispatch Reports
  - Aircraft
  - Instructor
  - Student
  - Flight Lab
    - Private Pilot Lab
    - Instrument Rating Lab
    - Commercial Pilot Lab 1
    - Commercial Pilot Lab 2
    - Commercial Pilot Lab 3
    - CFI-Airplane Rating Lab
    - CFI-Instrument Rating Lab
    - Multi-Engine Rating Lab
    - Intro to Aerobatics Lab
  - Unbilled Dispatches
- Maintenance Reports
  - Maintenance Due Dates
  - Forecast (25, 50, 100 hours)
  - Forecast (Annual Inspection, Transponder, ELT, etc.)
  - Forecast (Airworthiness Directives)
  - Squawks
  - Hours in Maintenance
- Other Reports
  - Custom Pilot
  - Custom Pilot Validations
  - Custom Flight Lab
    - Custom Lesson
    - Custom Time from Start to Completion
    - Custom Average Time from Start to Completion
    - Custom Repeat Lessons
  - Schedule by Pilot
  - Standby
  - Cancellation / Scheduled
  - Cancellation by Reason
    - Student Cancellation
      - Notes
    - Instructor Cancellation
      - Notes
    - Maintenance Cancellation
  - Locked Accounts
  - Override Read Only
  - Usage
  - Ability to notify various designated personnel if more than 3 consecutive repeat lessons

b) Will completed reports be required to be downloaded/printed?

Answer: Yes.

8. Section Number: Appendix A, Paragraph Number: 2, bullet point 2, Page Number: 35. Text of passage being questioned: Save pre-built reports and rerun. Question: Please provide further clarification on what will be specifically required in terms of the reports. It is unclear if this refers to uploading a pre-built report for future use from a document or if they will need to be able to re-use report templates that have been create within the application

Answer: The application must have the ability to accept an update of the student's profile.

9. Section Number: Appendix A, Paragraph Number: 3, bullet point 1, Page Number: 35. Text of passage being questioned: "Email/SMS Notifications". Question: When will notifications need to be sent?

**Answer: Email/SMS Notifications will be sent out notifying a student of their scheduled flight training or cancellations. The notification would include the scheduled time block, date, aircraft #, instructor, and details of the anticipated flight lesson.**

10. Section Number: Appendix A, Paragraph Number: 3, bullet point 2, Page Number: 35. Text of passage being questioned: Reminders. Questions:

a) What will the content and purpose be of these reminders?

**Answer: The application shall have the ability to send out reminders days or hours prior to the scheduled flight training. The content of the reminder would be a simple statement reminding the student of their date/time, instructor, aircraft and anticipated training lesson.**

b) Does "Reminders" refer to a notification that is viewable within the app itself?

**Answer: Yes.**

Note: Answers to questions listed in this table are provided at the end of table.

Question No.	Section No.	Paragraph No.	Page No.	Text of the Passage	Question
11.	Minimum Qualification	Bullet 1	4	Provide Delaware license(s) and/or certification(s) necessary to perform services as identified in the work scope.	Can we register our business if we win the contract or have the contractor registered before and have a license no? Can it be in the pending stage?
12.	Financial	Overall RFP	Overall RFP	Financial	Could you share the estimated budget for the project?
13.	One (1)	Three (3)	One (1)	Delaware State University (hereinafter referred to as DSU or University) is seeking Proposals from qualified firms to create and develop a cloud native web application to manage student records, track student flight hours,	Does the Agency require the Offeror to propose a COTS product or to develop a Flight Training System during the contract performance period

				maintain schedules and track student budgets.	
14.	Scope of Work: Other Considerations	Thirty-Five (35)	Three (3) Bullet 6	<ul style="list-style-type: none"> <li>• Offline mode</li> <li>• Responsive – Tablet</li> </ul>	Does “Other considerations” imply Optional Tasks?
15.	Appendix A Scope of Work	Thirty-Five (35)	Six (6)	Vendor resources will work out of their own facilities and client requirement workshops will be conducted online.	What is an estimated frequency of these workshops
16.	General Question	N/A	N/A	N/A	What timeframe are you looking at for the implementation of the software
17.	General Question	N/A	N/A	N/A	Do you require Operations and Maintenance after the system is deployed? How many users do we need to support?
18.	Appendix A Scope of Work	Thirty-Four (34)	1. Student Portal; Bullet 2	Student Financial Profile with fund balance	What is the Student Financial Profile and fund balance? What is the purpose of this profile? How is this profile used for flight training management?
19.	General Question	N/A	N/A	N/A	Is there any limit to students for each session?
20.	General Question	N/A	N/A	N/A	Is there any limit to Instructor on the Students for each session
21.	General Question	N/A	N/A	N/A	Are any outside (guest) instructors allowed in DSU Flight training?
22.	General	N/A	N/A	N/A	Do we need to capture

	Question				the Student Financial Details before the start of training/at the time of approval for training?
23.	General Question	N/A	N/A	N/A	Are they any pass/fail in the particular session? If they fail on the session, is there a need to re-train
24.	General Question	N/A	N/A	N/A	Are they any different training types?
25.	General Question	N/A	N/A	N/A	How many minimum /maximum training sessions are there on each training type?
26.	General Question	N/A	N/A	N/A	Is there any possibility to drop off in the middle of the sessions/training schedule and continue? after a few days
27.	General Question	N/A	N/A	N/A	Who prepares the training session -- Is it the Instructor or is there any other role?
28.	General Question	N/A	N/A	N/A	Are they any ratings on the completed sessions/training?
29.	Appendix A Scope of Work	Thirty-Five (35)	Eleven (11)	The DSU Aviation Program will be responsible for providing the environments with the required setup for eventual production deployment. The vendor will deploy the application on DSU AWS account or DSU servers.	Are there any specific technologies that DSU currently has?  Is DSU open to any technologies? If yes, then who is responsible for purchasing the software?
30.	Attachment 6 BID/ PRICING SHEET	Thirty-Three (33)	N/A	Annual cost of software services for three years separately, and the	<u>Migration</u> How much data would we need to migrate?

				cost for implementation services with a breakdown of the scope of implementation services and estimates for hours for process analysis/design, configuration, training, testing and evaluation, data migration, and management support.	Does the data migration include any documents? If yes, what are the type of documents, and where are they located?  <u>Training</u> How many people need to be trained?
31.	N/A	N/A	N/A	Changes to project scope, resources, and timeline impacting cost will require DSU Aviation Program approval through a Change Request. Change requests will be billed on a time and material basis.	Is DSU expecting Key personnel? Any specific number of resources during support?

**Answers to above question number 11 through 31 are listed below:**

11. Yes.

12. No.

13. The RFP will look at all proposals, including those that are developed or COTS.

14. Yes.

15. Initially, the expected estimated frequency will be weekly or as required.

16. Ideally implementation would be within the DSU Fiscal Year (NLT June 30, 2020).

17. The intent is that the application may be maintained and operated by DSU after system deployment. Please let us know what additional operational support options are available within the RFP.

18. The flight labs have associated fees for all seven of them. Each student is charged the flight lab fee when they enroll in the flight lab. Ideally, the Accounting Admin will enter the charged flight lab fee for

each enrolled student into the application. After that, each time the student conducts a flight training lesson with an instructor, the appropriate amount is deducted from their positive balance. The application will flag those students [to the attention of an administrator] who have either a negative balance, or insufficient funds to train during the next flight lesson.

19. No. However, each student must complete all six flight training labs in order to complete the bachelor's degree in Aviation. Each flight training lab is successive. The application must allow for continued growth to the overall DSU aviation program.

20. No.

21. Yes.

22. Yes.

23. Within each flight lab, there are what are called Stage Checks. Stage Checks are a way to monitor the progression throughout each stage of the specific flight lab. Stage Checks involve an oral and practical examination. Within each flight lab:

- Private Pilot Lab = 3 Stage Checks and the FAA check ride (final exam)
- Instrument Rating Lab = 3 Stage Checks and the FAA check ride (final exam)
- Commercial Pilot 1 Lab = 1 Stage Check
- Commercial Pilot 2 Lab = 1 Stage Check and the a "Pass/Fail" Lesson. This is the Upset Prevention and Recovery Training (UPRT). If they fail, they must retrain.
- Commercial Pilot 3 Lab = 1 Stage Check and the FAA check ride (final exam)
- CFI-Airplane Rating Lab = 2 Stage Checks and the FAA check ride (final exam)
- CFI-Instrument Rating Lab = 2 Stage Checks and the FAA check ride (final exam)
- Multi-Engine Rating Lab = 2 Stage Checks and the FAA check ride (final exam)

24. Yes, see the number and types of flight training labs in Question 23.

25. The number of flight training lessons in each flight lab are as follows:

- Private Pilot Lab = 25
- Instrument Rating Lab = 28
- Commercial Pilot 1 Lab = 14
- Commercial Pilot 2 Lab = 22 plus the a "Pass/Fail" UPRT Lesson. This involves four hours of academics and three one-hour flights per student.
- Commercial Pilot 3 Lab = 20
- CFI-Airplane Rating Lab = 17
- CFI-Instrument Rating Lab = 15
- Multi-Engine Rating Lab = 11

26. Yes. This could be the unanticipated result of inclement weather not conducive for flight training, or aircraft maintenance issues. Additionally, it could be because the student was administratively grounded from flight training for a period of time.

27. For each flight lab, the specific training lessons shall be pre-loaded into the application. The instructors train on each task within each lesson. Once each task in a lesson is completed to standard, then that lesson is completed. Instructors may choose to jump around with a specific Stage of the flight lab. However, all lessons within that Stage must be completed prior to the Stage Check. The application should be able to flag a student's flight training records [to the Chief Flight Instructor] who hasn't completed all training tasks within a lesson, all lessons within a Stage, all Stages within a flight lab.

28. All students receive an FAA certification upon the completion of each flight lab. The exception is the Commercial Pilot Lab 1, 2 and 3. This flight lab is divided into three labs (three semesters) due to the amount of flight training and cost. At the completion of the Commercial Pilot 3 Lab the student receives an FAA Certification.

29a. No.

29b. Yes, as it relates to this RFP; please include it in your proposal.

30. Currently there are roughly 150 participants in aviation flight training at DSU. The information migration would include all of those individual's data information and/or flight records. The data migration would include the scanning of documents into a .pdf format. Currently, all documents are hard-copy, located with each student's flight records folder. Training would need to occur for 15-20 personnel, including the administrator over the application.

31. DSU expects that key personnel would be primary in providing the weekly updates, and work with our side to mitigate or resolve implementation issues.

Question #	Section number	Paragraph number	Page number	Text of passage being questioned	Question
32.	Appendix A	SCOPE OF WORK	34	1. Student Portal Student Financial Profile with fund balance	How will the fund balance be maintained? Do we need a payment gateway as well for payment transactions? <i>//Yes.//</i>
33.	Appendix A	SCOPE OF WORK	34	2. Instructor Portal Schedule; Reschedule Student Flight Sessions with Calendar integration	Is calendar integration required within the web application or with the third-party calendars (like google, outlook calendars) or both? <i>//Yes.//</i>

34.	Appendix A	SCOPE OF WORK	34	2. Instructor Portal Create and Update Student Flight record during and on completion of session (offline mode with Sync Up)	Does this mean that a mobile/tablet native app is also required to prepare/capture data offline and finally the data (offline) will be uploaded to the main web application when internet is restored? <i>//Yes.//</i> Or any template will be used (for ex. Excel, csv, notepad) to capture/prepare data offline? <i>//Any template may be used, the data should have the capability to capture/prepare offline.//</i>
35.	Appendix A	SCOPE OF WORK	34	2. Instructor Portal Workflow for Student to approve session	Do you need graphical workflow representations as well? <i>//Yes.//</i>
36.	Appendix A	SCOPE OF WORK	35	6. Other Considerations Offline mode	Web application cannot be in offline mode. Please provide details for "offline mode". <i>//Offline mode capability or at least the ability for students and flight instructors to download a .pdf file of their flight records.//</i>

37. Is it correct to assume that the DSU is not seeking a COTS product? In other words, we can propose a customized/ purposely build solution for the DSU. *//DSU is willing to consider either a customized or COTS product. However, the COTS product must fully meet all our requirements.//*
38. Does the DSU have an approved budget for this effort? If yes, can it be disclosed?*//Yes. No, the budget will not be disclosed.//*
39. Can the DSU publish its existing computing environment (e.g., network/ data flow diagram, etc.) for us to get an understanding of potential touch points/integration

applications, etc.?*//Currently, we are using non-electronic (paper) documents to keep track of student's flight records.//*

40. What is the number of total users currently (Students and instructors)?*//Currently, the Aviation Program has 100 students conducting flight training, and 15 flight instructors.//*

Question #	Section number	Paragraph number	Page number	Text of passage being questioned	Question
41.	Appendix A, Scope of Work	2nd Paragraph	34	Requested software should be capability to track flight student enrollment, student flight records, training time, weekly training schedule, and student budget. This tool and capability would be administratively controlled and owned by the university.	How will students be enrolled in this system? <i>//Students would be enrolled in the system by their flight instructors or admin personnel; at the beginning of the semester. A student profile would be created for each student conducting flight training. This profile would exist regardless of what flight lab the student was enrolled.//</i> Does the same need to be inbuilt into this system or will it be in a different system? <i>//Yes.//</i> How does the system receive the Student Data? <i>//Student data is manually input into the system.//</i>
42.	Attachment 6, Bid Pricing Sheet	1st Point in the Table	33	Annual cost of software services for three years separately, and the cost for implementation services with a breakdown of the scope of	Is there any software being used currently, from where will data be available? <i>//Currently, we don't use any software. Everything is completed</i>

				implementation services and estimates for hours for process analysis/design, configuration, training, testing and evaluation, data migration, and management support.	<i>manually.</i> // Can the data from the current system be transferred or does it need to be entered manually? <i>//Entered manually.</i> // Is Data Migration a part of the scope? <i>//No.</i> //
43.	Appendix A, Scope of Work	10th Paragraph after Point 6	35	Integrations with other systems or single sign on (SSO) is not in scope. If during the discovery phase any additional integrations are identified, they will be treated as a change request.	Any integration required with 3rd party systems – specifically for payment gateway and so on? <i>//No integration required.</i> //
44.	Appendix A, Scope of Work	Point 1, Student Portal	34	Student Portal	Is Fees Management a part of this portal? <i>//Yes.</i> // How is payment from Students availing the training incorporated? <i>//A student enrolls in a flight lab which has an associated lab fee. As the student conducts flight training, the various rate charges should automatically be deducted from their overall lab fee. They application should flag those students to the attention of admin personnel when they reach a stipulated low \$\$\$ amount remaining of their initial flight lab fee. This billing</i>

					<i>reconciliation currently being completed manually.//</i>
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45.	Appendix A, Scope of Work	Point 1, Student Portal, 2nd Bullet	34	Student Financial Profile with fund balance	Can we get clarification on what is included in the Student Financial Profile with fund balance? <i>//Only the ability to administratively update their flight lab fee balance when a student is enrolled in a flight lab. Nothing more is needed in the student financial profile.//</i>
46.	Appendix A, Scope of Work	Point 6, Other Considerations, 1st Bullet	35	Offline Mode	What functionalities are expected to be covered in the Offline Mode? <i>//The ability to review their profile, all aspects of their student flight records, flight lab fee balance, ability to view lesson grades, a snapshot of their overall progression, and other documents in the application.</i>

47. Number of students yearly? *//Currently, there are over 100 students conducting flight training. Each year [the last 3-years] we've graduated 12-15, and enroll another 30-40 Freshman. We are growing our Aviation Program, with the objective to have 500 students conduction flight training.//*

48. Number of aircrafts? *// We currently have 22 airplanes.//*

49. Number of simulators? *//We currently have one simulator.//*

50. Number of instructors? *//We currently have 15 total flight instructors.//*

51. Number of locations or bases? *//One single location.//*
52. Budget for this project *//This is not disclosed.//*
53. Is there an incumbent for this project? *//No.//* If yes, who is the incumbent? *//N/A.//*
54. If there is an incumbent, what is the value of the contract annually and in total? *//N/A.//*
55. Do you need a copy of the source code *//Yes.//*
56. RFP in Appendix A, 2nd paragraph, Page 34: This tool and capability would be administratively controlled and owned by the University. Would it be possible to have a separate deployment in DSU's AWS so that they have this control and ownership to use the software? *//Question is not clear.*
57. Do you need a copy of the source code for the software? Or do you need only control and ownership of the executable? *//Control and ownership of the executable application is acceptable.//*