

Procurement Office  
Harford Community College  
401 Thomas Run Road  
Bel Air Maryland 21015  
443.412.2307

## RFP 21P-008 CET REGISTRATION SOFTWARE SOLUTION

### ADDENDUM NO. 1

The following shall be incorporated into the captioned solicitation as though included in the original documents issued:

#### Questions/Answers

- Q1. Would the College please consider waiving the hardcopy shipment requirement and accept a digital copy of each the Technical and Pricing proposals via email or secure link by the submission deadline?
- A1. Yes, we will accept digital submissions via email to [rojohanson@harford.edu](mailto:rojohanson@harford.edu) with a copy to [bbertier@harford.edu](mailto:bbertier@harford.edu). Please clearly label the files as follows: **File #1:** Bidder firm name and Technical Proposal; **File #2:** Bidder firm name and Price Proposal.
- Q2. Have funds or a budget been encumbered for this project?
- A2. Yes, but precise amounts are not disclosed as we wish to see what is proposed.
- Q3. Which (if any) vendors has the Continuing Education and Training Department been working with or seen a demonstration prior to the release of the RFP?
- A3. No demonstrations or contact with vendors in the last 15 months. Finalist of this RFP process will be asked to provide product demonstrations
- Q4. Does the Continuing Education and Training Department currently use a CRM? If so, which one?
- A4. No
- Q5. Does the Continuing Education and Training Department currently use a survey tool? If so, which one?
- A5. HCC generally uses Microsoft Forms and Survey Monkey
- Q6. Regarding integration with Banner:
- a. Is a third-party tool for the integration acceptable or should integration be part of the vendor's own product line?
- b. Does Harford currently have an existing Banner integration with Astra Schedule?
- i. Does the College utilize Room Optimization with Ad Astra?
- c. Does your Banner solution integrate with the Transact payment plan technology?
- A6. a. It is preferred that the integration is part of the vendor's own product line, but a third-party tool for integration will be considered.

- b. Yes
    - i. No
  - c. Yes, we have now switched to Transact for our payment plans.
- Q7. Due to the pandemic is electronic response of the RFP acceptable.  
A7. See A1 above
- Q8. Due to the pandemic would a remote presentation be acceptable?  
A8. Yes, via Microsoft Teams; HCC will set up the meeting.
- Q9. What payment gateways does Harford Community College use?  
A9. Transact
- Q10. Does your Banner solution integrate with the Transact Payment Plan?  
A10. Yes, we have now switched to Transact for our payment plans.
- Q11: The pricing page asks for a corporate seal. Due to COVID restrictions, we don't have access to our corporate seal. Will a signature from an authorized representative of the company be acceptable?  
A11: Given the extenuating circumstances in play, yes this will be acceptable.
- Q12: Per the RFP, Harford wants to make a decision in August 2021 and be live in September 2021. We want to confirm what is mean by "live". Does that mean begin implementation? Fully implemented? Other?  
A12: The College would like to begin implementation in September and ideally be live by March 2022.
- Q13: Leading up the issuance of this RFP, which platforms has Harford seen demonstrated?  
A13: See A3 above
- Q14: What Payment Gateway are you currently using? (We noted in Question 22 that Harford is using Transact for payment plans, is that different than Payment Processor)?  
A14: Transact is used as the College's payment gateway
- Q15: With Banner integration in mind, is single sign on a requirement for integration?  
A15: Single sign on is required for users to begin login to the solution. CAS is our preferred single sign on solution but can also use ADFS.
- Q16: Has Ellucian Ethos been implemented?  
A16: Yes, Ethos is in production but currently does not have any products using it.
- Q17: What solutions are being used? "Describe how the Solution integrates with other third-party solutions such as reporting a curriculum management software".  
A17: CourseLeaf, Argos Reporting
- Q18: Third party billing - What percent of CE is based on Third Party Relationships? How do students register?  
A18: Approximately 1/3; most students register in person. The College would like them to register online using this CET course registration system.

- Q19: What are the expected number of enrollments to be processed by the solution annually?  
A19: The College currently has 21,000 enrollments annually and are hoping for that to grow.
- Q20: What is the expected number of course, programs, corporate training and youth programs to be managed by the solution? What is the expected revenue for those enrollments annually?  
A20: a. The College has over 3500 courses in the CET catalog.  
b. Propriety Information not available for release.
- Q21: What is the anticipated number of systems users, students and staff?  
A21: Staff ~50, Students: 6,000-7,00 unique users per year.
- Q22: What is the current solution in place? Would the incumbent solution be considered for renewal or is the intention to find a replacement because of current technology limitations?  
A22: Currently the College uses Banner Self Service Registration for CET and credit students. The new solution would be in addition to Banner Self Service Registration since that will still be used for credit students.
- Q23: What is the current LMS being used?  
A23: Blackboard
- Q24: Is there a Single Sign on (SSO) strategy in place that will be leveraged?  
A24: Yes, the College prefers CAS or can use ADFS.
- Q25: Are there other integrations anticipated (CRM, LMS, other)?  
A25: No CRM solutions on campus. Banner will continue to be the source of data for Blackboard, but we would interested in learning about any integrations with LMS.
- Q26: In order to decrease environmental impact and increase efficiency would Harford be open to electronic delivery? This will allow vendors to react to the clarifications more effectively as timelines are short caused by print and shipment of proposals.  
A26: See A1 above
- Q27: Are consortiums allowed to bid for this RFP?  
A27: There is no blanket prohibition to who may submit proposals for consideration. So yes.
- Q28: Can the university provide details about basic qualification criteria (company size, location, employees, certifications required, past experience, revenue, years in business, etc.) for eligible vendors.  
A28: Please provide the information you believe is responsive to this question. Basic criteria would be indicative of an organization that can provide satisfactory service to an academic institution of the same or similar size to Harford Community College. This is informative to provide the College some sort of understanding about your organization's capacity and not for specific scoring or rating criteria.
- Q29: The RFP does not quantify the number of faculty, students, parents, users and administrators who will be using the solution. This information is critical for creating solution architecture.  
A29: See A21 above

Q30: Who will build the integration with Astra Schedule, Ellucian ERP and other software mentioned in the RFP? If we are to build those integrations, will the university facilitate introductions, API access with software vendors they work with?

A31: The integration with Ellucian Banner should be done by the solution vendor and Ellucian with the help from the College's technical staff. Ideally, the integration to Banner will be done through Ellucian Ethos. The College can make the necessary introduction to Ellucian. Integration to Astra Schedule may only be necessary based on the solution proposed. Banner should continue to be the source of truth for most if not all College data.

Q32: Is a mobile app/browser interface required for users?

A32: The solution should be mobile friendly, course registration should not require a mobile app.

Q33: Please include the languages that need to be supported on the interface: English, German, Spanish, Portuguese, others?

A33: English would be required. It would be beneficial for students to register in Spanish.

Q34: Please list number of staff and administrators and breakout by role (coordinator through provost or senior leadership) who work under the umbrella of the department serviced by the new chosen software. For example: 10 coordinators, 15 program managers, 4 directors, 1 AVP, 1 provost etc. How many of the staff and administrators (if any) will opt out of a full software training and only need information on creating reports?

A34: It is estimated that the following staff will use the tool.

2 – Deans

1 – Assistant Dean

4– Directors

5 – Coordinators

7– Admins

3 – Registration Associates

1- Registrar

1- Registration Assistant

1- CIO

4 – IT Technicians

It is estimated that approximately 20 staff will need full training and 5-10 staff will need to be able to generate reports

Q35: Please detail in totality and by program, the number of registrations (individual seats sold, during your most recent fiscal year at the department/programs that will use the new chosen software. Some programs call this duplicated and unduplicated registrations.

A35: The prior fiscal year was an anomaly due to COVID. In a traditional year, there are approximately 21,000 unique enrollments annually from approximately 6000 students.

Q36: Please list all software programs (SIS, CMS, CRM, LMS, marketing software, Microsoft Office Suite, Scheduling software etc. including versions) you currently use at the institution. Example: Banner, etc. It is important all software programs used are listed because some software programs may compliment, compete or conflict with proposed software functionality. We need this information to provide an accurate recommendation, proposal and consultation on overall services.

A36: List of software HCC is using:

Ellucian Banner 8 and 9

Omni CMS  
Blackboard LMS  
No CRM  
Astra Schedule  
MS Office 2019  
Constant Contact

- Q37: List all software programs you would like integration with.
- For each requested integration, list the type of integration desired. For example: flat file, real time, web services, etc.
  - For each requested integration, list the data fields you would like to integrate. For example: Name, student ID, email address, enrollment data etc.

- A37:
  - Integration with Ellucian Banner using Ellucian Ethos making real time.
  - We cannot answer at this time since that would be determined as part of the project.

Q38: What are the top 5 operational procedures that you or your students are required to follow?  
Examples: refund policy, parking policy (for students), receipt policy, acknowledgement of students of certain policies, etc. doing business or operational procedures that you are required to follow?

A38: We do not understand what information this question is seeking.

Q39: List the classes or programs that require an application process. Provide examples of your application process. If none, state none.

A39: Non-credit does not have an official application process. Under our current system (SSB) new students complete an application when registering on line for the first time. The document is basic demographics to set up an account (name, address, email, phone and DOB). Some of the Work force programs do require pre-requisite testing before registering for a class. ABE/ESL requires assessment before registering.

Q40: Which courses, if any, are offered a dual credit?

A40: The College does not presently offer non-credit courses for dual credit with the public-school system. However, it does intend to offer non-credit courses for dual credit in the future.

Q41: List any "custom questions" or "custom" requirements that are part of the registration process for particular programs. Example: teacher education classes there may be customs regarding licensure and custom requirement on certifying contact hours.

A41: The programs listed below have requirements outside of the standard registration process:

Histologic  
Phlebotomy Tech  
Medical Administrative Assist  
Physical Therapy  
IV Therapy Basics  
CAN  
Nurse Refresher  
Paramedic  
LPN to RN  
EMT  
Floral Certification  
SHRM Certification

Dental Assistant  
Veterinary Assist  
Food Science Certification  
Heavy Equipment Operations  
Motorcycle Safety  
Driver Education  
Driver Improvement  
Travel and Tours

There may be other special requirements as courses are revised.

Q42: List all programs and provide links to the programs, within the department that will use the chosen software. CE, Workforce, Lifelong Learning etc.

A42: Adult Literacy; Workforce Development, Community Education (Leisure, Lifestyle, Kids Camps etc.)

**END ADDENDUM 1**

July 9, 2021