MCCS SIS RPF Vendor Questions and Answers

January 14, 2022

Question 1: What are the top 3-5 reasons why you are seeking a new registration system?

    Answer to Question 1: Please reference Part 1, Sections 1, 2 and 3 of the RFP.

Question 2: How many system users (not counting instructors or students) will be needed?

    Answer to Question 2: Estimated 150 - 200

Question 3: Is there a need for an additional web registration URL(s) for other departments or programs?

    Answer to Question 3: No. Our preference is to have all departments utilize the same portal.

Question 4: Are any specific integrations needed for this project? If so. what specific data will need to be exchanged with each integration?

    Answer to Question 4: Detailed integration requirements are in the MCCS RFP Requirements Tracking workbook in the Technical Tab.

Question 5: Will legacy data need to be moved from the old system to the new one? If yes, how will we receive the legacy data?

    Answer to Question 5: Yes. This will be determined during implementation planning. Proposals the include data migration services/partners are welcome.

Question 6: What payment gateway do you use (be as specific as possible)?

    Answer to Question 6: There are several payment gateways currently in use. The desire is that these be combined into a single payment gateway.

Question 7: Is there an SSO requirement? If so, what is it?

    Answer to Question 7: Yes. See line 86 in the Technical tab of the MCCS – RFP Requirements Tracking workbook.

Question 8: Is there a desire to be able to send SMS texts along with emails to students through this system?

    Answer to Question 8: Yes. Please see the Mobile section of the Technical tab of the MCCS – RFP Requirements Tracking Workbook.

Question 9: Do you desire a sandbox testing site?

    Answer to Question 9: Yes

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Question 10: Requirement: Cyber-liability insurance shall be ten million ($10,000,000) per claim. Will MCCS accept a maximum of five million ($5,000,000) per claim for a certified, women-owned small business?

Answer to Question 10: We would consider a lower level of cyber security liability insurance combined with appropriate additional risk mitigations in contract or other means that will satisfy the purpose of the insurance.

Question 11: In the RFP Requirement Tracking spreadsheet, column C "Description – Traditional Student" and column D "Description – Non-Degree/Workforce Student (if different)" are drop down fields identical to the "Function Indicator" column. How shall we add a description / explanation to the spreadsheet based on the current settings?

Answer to Question 11: Please note that there has been a revision to the MCCS - RFP Requirements Tracking Excel workbook. In the previous version the columns titled, Description – Traditional Student in each of the worksheets within the workbook were incorrectly formatted with a drop-down list. The fields in this column should be free text fields similar to the fields in the column titled, Description – Non-Degree/Workforce Student. For your convenience I have attached a revised workbook that corrects the formatting for responses in the Description – Traditional Student column. This workbook can also be found on the MCCS Request for Proposal website: https://www.mccs.me.edu/request-for-proposals/.

If you have substantial work already recorded in the original workbook and would prefer to change the formatting of the Description – Traditional Student from a drop-down list format to a free text format in your existing workbook you can follow the instructions below:

To remove the drop-down menu, select the column and then click on the Data tab in the main menu ribbon. Then, select Data Tools and then the Data Validation option within the Data Tools. From there, select Data Validation. You may get a pop up warning that says that the "Selection contain some cells without Data Validation. Do you want to extend validation to these cells?" Click on Yes. In the Validation Criteria in the Allow: section select "Any Value". This should remove the list criteria from all cells in the column and you should be able to enter the appropriate text information.

Question 12: Regarding CRM, how many full users (able to configure the system, update settings/workflows, write reports, use live chat, own cases) do you anticipate will access the solution? Can you provide an answer for each institution?

Answer to Question 12: The number of full users is expected to be dependent on the functionality and design of the selected SIS solution. Estimated, non-binding full users: 7 to 15 people across the MCCS. Approximately 1- 2 full users per college.

Question 13: Regarding CRM, how many light users (create and update contacts, run/ view pre-written reports, manage communication and events) do you anticipate will access the solution? Can you provide an answer for each institution?

Answer to Question 13: The MCCS does not have firm numbers. The number of light users will depend on the functionality and design of the selected SIS solution. Estimated, non-binding light users: 15 to 30. Approximately 3 – 5 per college.

Question 14: Regarding CRM, do you expect to use the chat feature? If so, how many chat users do you anticipate will access the solution? Can you provide an answer for each institution?

Answer to Question 14: Yes. Number of CRM chat users will depend on the selected SIS solution. Estimated, non-binding number of CRM chat users: 15 to 30. Approximately 3 – 5 per college.

Question 15: Regarding Finance/HR/Payroll, how many full access users (able to configure the system, update settings/workflows, perform accounting and finance back office tasks (AP, AR, GL, process transactions, generate financials), write reports, approve and manage budgets, and other higher level functions) do you anticipate will access the solution? Can you provide an answer for each institution?

Answer to Question 15: Number of full access users able to configure the system, etc. will depend on the selected SIS solution. Estimated, non-binding full access users: 7 to 10 people across the MCCS. Approximately 1- 2 full users per college.

Question 16: Regarding Finance/HR/Payroll, how many limited access users (only able to view pay stubs/W-2s, view and select benefits, update personal information (address, demographic info), submit and approve timecards and expense reports, submit budget and purchasing requests) do you anticipate will access the solution? Can you provide an answer for each institution?

Answer to Question 16: Number of limited access users will depend on the selected SIS solution. Estimated, non-binding limited access users: 7 to 15 people across the MCCS. Approximately 1- 2 limited access users per college.

Question 17: Can you provide the totals for each of the following? Can you provide an answer for each institution?

- Number of Full-Time Faculty
- Number of Part-Time Faculty
- Number of Departmental Administrators/Managers
- Number of Regular FT Employees
- Number of Regular PT Employees
- Number of Student PT Employees
- Number of W2s (Annual)

Answer to Question 17: As of Fall 2021 survey across colleges:

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	FT Faculty (not including adjunct faculty)	PT and Adjunct Faculty	Total Employees (including all faculty and adjuncts)
Central Maine CC	53	124	251
Eastern Maine CC	60	39	161
Kennebec Valley CC	48	53	152
Northern Maine CC	37	9	98
Southern Maine CC	101	263	511
Washington County CC	22	19	76
York County CC	18	68	118

Question 18: What does "piloting programs" in question 4 refer to?

Answer to Question 18: Pilot programs are in reference to implementation initiatives that are conducted prior to a full implementation if the SIS platform.

Question 19: Has the Community College System identified any specific areas where shared services are planned? For example, do you envision potentially sharing enrollment management services? Do the member institutions share a common curriculum? Can students enroll at courses at a member institution without formally applying for admissions?

Answer to Question 19: At this time, elements of shared services, if any, are yet to be determined. There are no generally common curriculums. Relative to the ability for students to enroll in courses at a member institutions without being matriculated: Yes

Question 20: Are attachments subjected to the page limitations listed in 1.c.?

Answer to Question 20: Yes

Question 21: Per the requirements below listed in the RFP, how many years of data do these colleges have to migrate? This is a major factor if the vendor is responsible for doing the migration… number of years of migration x 7 colleges will require substantial time from ANY vendor and pricing will vary accordingly for this service. What is the size of the current

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database per school? How many students across all 7 schools roughly? If the colleges will migrate it themselves using bulk import templates we provide. that is no charge. Also, what SIS have these colleges been using that the data is currently housed in- I am seeing Jenzabar listed, this is for all 7 colleges?

ID TRA Sub# C: The awarded Bidder will conduct data migration and, with guidance from MCCS and College staff, data cleansing from the existing SIS platforms to proposed solution.

Answer to Question 21: Estimated number of years of data to migrate: Current SIS has been in place for approximately 10 years.

Answer to Question 21: Amounts are approximation and non-binding:

College	Gigabyte Size
YCCC	47 GB
SMCC	318 GB
CMCC	240 GB
WCCC	55 GB*
EMCC	107 GB
NMCC	57 GB
KVCC	60 GB
Sys Off	48 GB

Asterisk indicates estimate

Answer to Question 21: Number of students across all colleges: Per the RFP, Over the course of a typical academic year, in 2020 MCCS served more than 22,000 students in credit courses and another 7,000 students in non-credit offerings. In addition to the degree programs, the colleges also provide an extensive array of continuing education and Workforce Development training to individuals across the State.

Answer to Question 21: Current SIS: Jenzabar is used by all seven colleges and an additional instance is deployed at the Systems Office for a total of eight.
Each College has managed its own instance, with sometimes common and sometimes disparate customizations and integrations. The instances are not
utilizing a shared infrastructure and are deployed individually.