Questions with Answers for Request for Proposals (RFP) CSCU-2007
TRANSCRIPT EXCHANGE SERVICES

These clarifications constitute an addendum to the above referenced RFP and are made a part thereof

Q1: How many high school transcripts are expected to be issued to colleges/universities?
A1: In the calendar year of 2019 we received 21,660 high school transcripts

Q2: What is the mix between electronic and printed transcripts for high school (sending to college) and post-secondary institutions (sending)?
A2: We currently do not have a service that transmits electronic high school transcripts

Q3: Do you have or are you planning to use a centralized admissions application service? If so, which service?
A3: Yes, planning on using Ellucian’s CRM Recruit

Q4: What decision factors are most important in selecting a vendor?
A4: See RFP

Q5: Is the Banner system using Ellucian MEP (multi-entity processing)? Will the individual institutions be required to handle the implementation process?
A5: Ellucian’s MEP is not being used at the current time; discussion are in progress regarding the implementation of Ellucian MEP feature.

Q6: Today the student does not pay for the transcript, considering the state of Connecticut wants to continue that model, is there consideration or room for reducing the state expense by leveraging the student data for analysis or other purposes, anonymized or not?
A6: We want the flexibility to have students pay in the future
Q7: Can the data generated be stored for any other purpose than the Transcript order itself, and for how long does the order data need to be retained?

A7: data is only for transcript order. Data needs to be retained for at least 3 months

Q8: Can the student be asked/offered the option to create a separate online identity as result of this order for any other purpose than the transcript order they are affecting? And if yes, who will be the custodian of that data?

A8: Yes, and the vendor would need to maintain the data.

Q9: Which Accessibility guideline will be applicable for the statewide agreement; WCAG 2 A, WCAG 2 AA or WCAG 2 AAA? And how will the application of a guideline be assessed/monitored?

A9: The chosen vendor shall comply with WCAG2.0AA standards and guidelines and will be monitored by CSCU for compliance.

Q10: Can you please explain the role of Naviance in the transcript ordering process in the secondary schools and whether that is also up for change in a new solution?

A10: Our current vendor has a partnership with Naviance to retrieve High School transcripts.

Q11: What are the improvements or changes are desired to the current transcript ordering process?

A11: See RFP

Q12: What are the expectations for the delivery of a transcript in data and have standards been considered? And if so, which standards are expected?

A12: See RFP

Q13: What is the expected time for implementation per school and are resources at the schools available to effect the change?

A13: See RFP

Q14: Who will create and execute on a campaign to train administrators and inform students on how to order transcripts?

A14: We would like to use the Train the Trainer methodology.
Q15: Who is expected to provide the student support with ordering transcripts and the order status and delivery inquiries?

A15: Local institution.

Q16: Are there specific SLAs which must be met when providing technical support (or assisting students with ordering support)?

A16: Response within 24 hours.

Q17: Page Five (5) of the RFP has a statement indicating award resulting from this RFP must be willing to enter into a contract with CSCU under the terms and conditions appearing in Attachment I, without exception. Is there a process to indicate exceptions to any terms and conditions as needed. If so should this be included with the bid submission?

A17: Minor suggested edits to the terms and conditions will be allowed with your proposal. CSCU has the final control to agree to disagree to the suggested edits. Please keep in mind, if the suggested edits are not acceptable to CSCU and we cannot agree to the terms and conditions, your company will not be considered during the RFP review process.

Q18: Please Confirm Attachments A-H must be submitted with the RFP Bid response.

A18: Yes, please complete Attachments A through G

Q19: Does CSCU wish to receive additional information in the bid response for service outside of the standard scope, but beneficial to each institution?

A19: Yes

Q20: PROPOSAL SUBMISSION REQUIREMENTS, item e, requires bidders provide evidence of financial strength and stability. What forms of evidence are acceptable?

A20: As applicable, please provide your Fitch rating, Standard & Poor’s rating and Moody rating.