

Division of Private Occupational Schools
RFP Answers to Questions Submitted
for an
Information Management System

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I. Geographic Location of Vendor:

1. Whether companies from Outside USA can apply for this?

(like, from India or Canada)

Yes. However, DPOS prefers that the vendor's headquarters and operations are and continue to be located in the United States. The Division requests that each vendor specify in the proposal whether and which operations or tasks are performed outside the United States.

2. Whether we need to come over there for meetings?

Yes, if selected we will require the vendor to come to the Division. Similarly, members of the Division may wish to visit headquarters for a better understanding of the product, work flow capabilities and available resources. Information related to the cost of travel should be detailed in the DPOS Proposal Budget.

3. Can we perform the tasks (related to RFP) outside USA?

(like, from India or Canada)

Please see response to question 1 above. If tasks are performed outside the United States, we request that you identify where and how these tasks or operations are performed in the proposal as this information will be required in a disclosure form and will be covered in the interview process.

7. Names of countries that will be eligible to participate in this tender.

All countries are eligible. For additional information, please see the responses above in this section I.

8. Can any of the services be performed outside of the US?

Yes. For additional information, please see the responses above in this section I.

II. Submission Requirements:

1. Can we submit the proposals via email?

Yes. Please submit proposals via email to Richard Maestas at Richard.Maestas@dhe.state.co.us

2. List of Items, Schedule of Requirements, Scope of Work, Terms of Reference, Bill of Materials required.

Please review the RFP; all these topics are listed in the Table of Contents and detailed in the body of the RFP.

3. Soft Copy of the Tender Document through email.

The RFP is available on the DPOS website (<http://higherred.colorado.gov/DPOS>) and VSS system #2018000079 and proposals may be submitted via email to Richard.Maestas@dhe.state.co.us or mailed to:

Richard Maestas, Procurement Officer
1560 Broadway, Ste. 1600
Denver, CO 80202

4. Information about the Tendering Procedure and Guidelines

Please review the RFP; all topics are listed in the Table of Contents and detailed in the body of the RFP.

5. Any Extension of Bidding Deadline?

If the Division deems that an extension is necessary to extend a deadline, it will do so and will publish this information on the [VSS system](#) (#2018000079) and the [DPOS website](#).

6. Any Addendum or Pre Bid meeting Minutes?

This information is not available.

7. Please confirm that proposals can be submitted via email to only one person.

Proposals may be submitted via email to Richard.Maestas@dhe.state.co.us or delivered to Richard Maestas at 1560 Broadway, Suite 1600 Denver, CO 80202

III. Budget/Funding:

1. Estimated Budget for this Purchase

The estimated budget is not available at this time. Price is not the sole determining factor. Rather, the Division is seeking a best value award which optimizes quality, functionality, cost, and efficiency.

2. What is the budget for this project?

Please see the response directly above.

3. Where is the source of funding for this project and how much of the budget is allocated to each source (Long Bill, State funds, Federal Grants?)

DPOS is a cash funded Division of the Colorado Department of Higher Education pursuant to the Colorado Revised Statute, Section 23-64-122. Funds are appropriated each year in the Long Bill which designates our spending authority.

4. Is the available funding for this project capital funding or is it part of the operating expense?

The available funding is for the entirety of the project (capital, operating and all other expenses should be included in the proposal and detailed in the proposed budget). Funding has been allocated for the awarded contract and operating/maintenance costs.

5. How will DPOS reimburse the vendor for their costs associated with these items?

A payment schedule will be finalized after a bidder has been selected. If any vendor has specific requirements for structuring reimbursement, this should be detailed clearly in the proposal and may be considered as a factor in evaluating the proposal. DPOS will not reimburse for costs incurred outside of proposed budget bid detailed in the agreement or any amendment to the agreement.

6. What is the budget for Background Checks?

DPOS has not allotted a line item for background checks. All foreseeable costs should be included in the vendor proposal bids.

7. Is any aspect of this project funded with Federal Funds? If no federal funds, can any of the services be performed outside of Colorado? If no federal funds, can the hosting be provided outside of Colorado?

DPOS is not funded with federal funds. DPOS is a cash funded Division of the Colorado Department of Higher Education pursuant to the Colorado Revised Statute, Section 23-64-122. Funds are appropriated each year in the Long Bill which designates our spending authority. Questions related to whether the vendor's services can be performed and/or hosted outside of Colorado are answered in the affirmative and detailed in this document in part I Geographic Location of Vendor on page 2. Services and hosting the solution can be performed outside of Colorado but the Division strongly prefers that the vendor, services and hosting to be located in the US.

8. Is the budget for this project included in the approved 2017-2018 fiscal budget and has the funding been allocated to this project?

Yes, the budget for this project is included in the approved 2017-2018 budget.

9. Is there a budget for this RFP?

The estimated budget is not available at this time. Price is not the sole determining factor. Rather, the Division is seeking a best value award which optimizes quality, functionality, cost, and efficiency.

IV. Processes:

1. Board Meeting:

Are you all looking for the Board Agenda to be created/utilized in the system?

Creating and maintaining the board agenda is part of our workflow system therefore it would be ideal to incorporate creation and storage of this document in the system, however, an inability to manage this task is not in and of itself critical.

2. Surety Bond:

Where are the surety bond expiration dates currently held?

Surety bond expiry dates are logged by the school's Program Specialist on our current database with hard copy evidence scanned to the Laserfiche program database. Integrating and managing the bond verification and expiration information we currently hold and will continue to require of our schools is and will be a critical component or task of any information management system we acquire.

3. Will this data need to be migrated into the new system or will this be on a document for the Institution to complete?

As stated above, integrating and managing the bond verification and expiration information we currently hold and will continue to require of our schools is and will be a critical component or task of any information management system we acquire. In order to ensure that the bond or other surety instruments are valid, the Division may require that the entity issuing the bond/surety submits this information to the Division directly as opposed to receiving this information from the schools. Thus, the existing surety information and future information will need to be migrated into the new system. Bond/surety verification is required with initial, renewal, and change of ownership applications as part of the annual filings required of each school.

4. What additional information do you require on the report outside of Institution Name and Bond Expiration?

The following information is required of each surety instrument: surety number, amount secured, effective date, expiration date, school name and address, surety institution's name, and address. Additionally the surety instrument must name our Division as the beneficiary.

5. Data Transfer:

Can you elaborate on the data transfer automation CO is looking for?

The Division seeks a system that will provide data transfer automation for multiple purposes both within the Department/Division and potentially with other agencies, and/or the schools we regulate. In addition to the transfer of raw data, we are seeking a system with the ability to analyze and report data that can/may be shared other agencies and institutions when requested or necessary.

6. Courses/Programs:

What type of different information do you capture for a stand-alone course versus a program?

Please review the stand-alone course and program approval forms that have been uploaded in

conjunction with this document to assist with this question. They are titled as “STAND ALONE course approval form Attachment 1” and “PROGRAM approval form Attachment 2.”

7. Can stand alone course information be imbedded within a Program?

Generally a stand-alone course is separate from a Program. Some schools may choose to offer a (or many) program course(s) as a stand-alone course.

8. Illegal/Unauthorized schools:

What specifically are you looking to have in the system for Illegal/Unauthorized schools? Is this just a form/some type of documentation?

The Division has a process designed to monitor, track and bring into compliance all entities/schools that are operating without authorization. We are seeking to modernize the process with a system that will incorporate and organize information we currently have and assimilate new information with tracking and notification systems as well as data transfer options. When the Division learns that an entity is or may be operating illegally, the Division (electronically or via USPS) sends a letter and questionnaire designed to determine whether:

1. The entity is a schools that is currently operating illegally, either in Colorado or as an unregistered out-of-state school subject to our jurisdiction (in which case the school must either apply for certification & obtain approval or cease operating).The system must incorporate notifications which trigger the sequential steps in the processes in conjunction with the corresponding deadlines. Failure to timely seek and/or obtain approval will trigger the legal process.

2. The entity is eligible for and provides sufficient documentation that it qualifies for one or more of our exemptions. (In which case the system should designate a profile for the school, organize and track: the type of exemption (with documented evidence stored), date exemption is granted; trigger a notification signaling Division to require timely re-application for exemption.

In all instances, the Division would like to be able to track the schools in the database, including their basic contact info. The Division would also like to be able to track when the Program Coordinator (PC) contacts them or when they contact the PC. In most cases, the PC requests responses from them within a certain period of time so ideally, the Division would like to be able to track those due dates - the PC currently does this in a spreadsheet and with Outlook.

There is a different letter and questionnaire that the PC sends in each case. It is preferred that the questionnaire would be electronic - like the application process will likely be - so that the PC could direct them to the website to answer the questions and submit them - and their answers would feed into the database creating a profile for the school.

9. Site Visit:

Must the site visit form have scheduling functionality, or does the form alone suffice?

Scheduling functionality is desirable but not essential.

10. We have been providing Information Management Services and solutions for over 30 years. In an attempt to provide DPOS with the best response to the RFP, our team has reviewed the 82- page RFP extensively. During our review process we determined that some items in the RFP may be stated inconsistently or in such a way that they may be interpreted differently by DPOS and the vendors - and we believe this may cause a conflict in the way vendors focus their responses to the DPOS. We believe that by providing vendors with a more complete picture, DPOS will receive high quality proposals and responses from interested vendors. Below are approximately 60 questions, relating to above-mentioned items, to help us and other vendors better understand the scope of the project in order to provide DPOS with the best response to the RFP. Our questions are intended to benefit DPOS and those vendors who intend to respond to the RFP. They are by no means comprehensive and as other vendors may have similarly extensive list of questions, can only assume that other vendors will have similarly extensive lists and we wonder, if DPOS may consider extending the deadline for responses to allow for hosting a vendor conference.

DPOS does not expect to extend the deadline unless deemed necessary by the Division.

11. Did DPOS receive help from an outside consulting team or a vendor in preparing this RFP and/or with outlining the workflows?

No

12. If so, (a) was there a report from this consulting effort; (b) will DPOS be willing to share such report, and (c) is the outside consulting team or a vendor eligible to bid on this RFP?

N/A

13. Have DPOS conducted a formal needs assessment or discovery process for determining the system needs?

No

14. If DPOS has conducted a formal needs assessment or discovery process for determining the system needs, will DPOS be willing to share the report of that assessment with vendors prior to proposal submission date?

N/A

15. For the purpose of estimating the scope and cost of validation/verification effort, can DPOS provide an overview of the process that was used in creating the list of required features identified on pages 6-12?

First, the Division mapped out each of its work flow processes. Secondly, it identified processes or tasks that it deemed to be unnecessary or redundant. Next, the Division consulted various persons and resources within the Division to determine the required features identified. The Division has informally assessed what other State Regulatory Agencies that have implemented for their information management system.

16. With regard to process that was mentioned in question 13, will DPOS be willing to share a copy of the report or work product that was the basis of the list of features outlined in pages 6-12 of the RFP?

The Division's work product will not be released at this time.

17. Was the list of features outlined in pages 6-12, in part or in whole, recommended by, or mirror product features provided by a vendor?

The list of features outlined by the Division was neither recommended by nor does it mirror product features provided by a vendor. The process the Division used is detailed above in section IV. Processes, response 15.

18. If answer to [Q17] is yes, is the product/services provided by such vendor satisfy a significant portion of DPOS needs for this effort?

N/A

19. If answer to [Q17] is yes, is that vendor eligible to respond to this RFP?

N/A

20. How many users are anticipated for the DPOS system?

Each of the nine DPOS personnel will have full access to the system for workflow management and reporting purposes. The system should be able to provide more limited access to each of the entities the school regulates; currently DPOS regulates 360 schools, has new schools applying continuously, and will oversee illegal schools continuously. The Division may need to transfer data to and from other state and federal agencies.

The system must have the ability to handle many users at one time (estimating potentially 30-40 users or more at one time during busy periods of the year). Additionally, the system must have the ability to lock down confidential information that should only be accessed by Division members.

21. How many schools are anticipated?

Open schools range from 320 to 400; currently we have 360 open schools.

DPOS also maintains information on closed schools in conjunction with Colorado records retention policy. The Private Occupation School Act requires the Division to maintain student transcripts in perpetuity.

22. How many students are anticipated?

DPOS anticipates that students will access the information system for the following purposes:

1. Ideally the system will organize and store all student transcripts. In this case, students may send electronic requests for transcripts with proper identification and verification. DPOS receives an average of 1 transcript request made by a student or third party (with consent of the student) per day.

2. The Information system must incorporate our student complaint process in which student will electronically file their complaints and submit documentation related to the complaint. The system should establish and organize a profile for each student complaint identifying and tracking: the students name and contact information, the school, the nature of the complaint, and date complaint was filed which will trigger a business workflow process for managing the complaint.

3. Ideally the system will track data and provide analytical tools for school performance data that will enable students to gather more information to make more informed decisions about their educational options and potential outcomes.

23. Are you requiring automated notifications by phone and other means in order to “promote regular and timely use of the DPOS system”?

The database back end should have a reporting function and should have various notification capacities both visual and auditory. Please detail the options available with the information system and specify whether the features are included in the contract price or will be custom builds with additional budget requirements.

Employees of the Division currently use desktop PCs at work and utilize Microsoft Surfaces in the field thus, the new system must be compatible with these devices and will ideally be adaptable to other technology.

24. Please clarify: are you asking the vendor for a platform that you will program? What do you mean by “building our work processes”? Interface is a term that is usually associated with a portal or login. Please describe what you mean by “learning your interface”?

DPOS is seeking the best value available based on a combination of efficiency, technical factors (capability), cost and feasibility. The vendor should deliver or build the system and either host the solution or offer another option of where to host the solution. DPOS strongly prefers to have the solution hosted somewhere other than on DPOS servers. Building our work processes means that DPOS requires that the vendor has a clear understanding of our work processes and how to most efficiently integrate them into a robust information management system. This will require close communication with the vendor throughout the implementation of the new system and contemplates the ability to train with the vendor to fully understand the system before going live. DPOS will not program the solution but seeks the opportunity to understand and train on every aspect of the system before it is implemented for the public.

25. Does the DPOS currently have training materials for their existing system (including manual processes)? If so, will DPOS be willing to share those materials with the vendors prior to proposal submission?

An attachment has been uploaded with this document to assist with this question. The document is titled “Database Manual.”

26. Estimated number of Concurrent Workflow licenses required?

The Division expects 9 concurrent workflow licenses required.

27. Estimated Document volumes for the following in each; new student applications, student records, online payments, data collection?

-The Division does not process new student applications so this will not be required for our system. The ability to organize and store student records in the information system would be ideal but will depend on whether it is feasible to manage voluminous and ever increasing records as the Division is legally mandated to keep all records since 1981 in perpetuity. If the

Division determines that Student Records should not be stored within the new Information Management System, DPOS will still require that the system can process orders and record payment for transcripts that may be managed through our separate payment system.

-DPOS recently implemented online payments. From 1/1/2016 to 1/1/2017 DPOS processed 1,277 individual payments.

-Data collection as it is too vague of a term to quantify an estimation.

28. What type of data reporting is required in this RFP; including tracking employment stats, student data, applications, credentials, comparison processes and others?

Currently DPOS collects the following student data: student enrollment data (by program and by school), graduate data, limited placement or employment data, and student complaints.

DPOS requires a system that will collect all necessary data for each of our work flow processes which are detailed in the RFP. The ideal system will have the ability to apply analytics and adapt analytics to glean new information as needed. The following are examples of comparison processes DPOS desires:

- The ability to sort and compare schools & programs in multiple ways (by topic or profession;
- Years in operation;
- Geographic area;
- Price;
- Enrollment numbers;
- Graduation rates;
- Placement or employment outcome and other patterns as needed;
- The ability to sort applications into categories (i.e. incomplete applications; complete but pending approval applications; and approved applications) for workflow processes;
- Student enrollment data reporting each cohort of students;
- Board actions taken against a school reporting all disciplinary board meeting actions;
- Payment reports for fees submitted (applications, student assessment, transcript requests, late fees);
- Reports for late payments;
- Reports to sort Board Actions taken against a school that would list the nature of action; status of action and; number of actions by year
- Report to sort complaints submitted by the status of complaint; date of submission; school and the nature of the complaint

The Division may seek to incorporate information from other agencies such as:

Department of Education:

To report the amount of federal funds a school accesses annually, number of years accessing funds, federal composite score, default rates (trends of increase or decrease for all previous information), status or pending actions;

Accrediting Agencies: (years accredited, status, pending actions, outcomes for programs)
DPOS seeks a vendor that will be able to anticipate and provide other reporting processes as needed in the future.

29. What is most important to you in managing entire workflow processes?

See Review and Criteria section in the RFP for reference. Of significant importance are system characteristics, comprehensiveness, functionality, and ability to incorporate all or majority of workflow processes.

30. How many different workflows do you currently have and how many will you need for this RFP including approval routing?

The following preferences are a generalized description of the workflow processes that the Division requires however these preferences are not exhaustive. The Division seeks an online system that will queue the applications (or other workflow processes such as complaints, illegal school process) to the appropriate employee and forward to other necessary employees in the Division for action or other appropriate task (i.e. approval or denial). Ultimately, the system will distribute the application to the designated recipient (i.e. school, student, Division employee etc.). Lastly, the Division seeks the ability to use notifications to track and ensure submitted documents (complaints, approvals, etc.) are completed and redistributed through the workflow process in an orderly and timely manner.

For example, currently, when applications are received, they are distributed to the program specialist manually; we are seeking an automated system that queues the workflow through each step of the process as delineated in the RFP.

Please see Attachment 4 Exhibits of the RFP document that list detailed diagrams of DPOS workflow processes. Currently the Division does not have electronic workflows thus is seeking a robust information management system.

V. Payments and Payment Provider:

1. Online Payment:

What is the payment provider CO currently uses?

Colorado Interactive

2. Can payment be taken per each document/application?

Online payments are currently for student assessment fees (# of students per quarter) and transcript requests from students who have attended a now closed down school. All other payments accepted (for renewal, change of location/ownership, addition of programs etc.) are accepted via mailed check and hand processed. Once processed by DPOS, the check is given to the Finance Division of CDHE and ultimately deposited into our DPOS financial account. Our goal is to streamline our payment system in conjunction with our new information management system.

3. Who is the existing preferred payment provider?

Colorado Interactive

4. Can DPOS provide a list of the Division's preferred payment providers or a list of qualifications for a preferred payment provider?

DPOS currently uses Colorado Interactive as the preferred payment provider

5. What system does the DPOS currently use for payments?

DPOS uses a combination of the CORE system used by our Department and electronic payment processes we have incorporated through Colorado Interactive.

Checks that are mailed to DPOS are reported in the custom in house created database that are then sent to the Finance Division of the Colorado Department of Higher Education to be input to the CORE program so that they can be deposited with our Financial Institution.

Please see the response #2 above in this section V. Payments and Payment Provider for additional details.

6. Page 8 - Who is the Division's preferred payment provider?

Colorado Interactive

VI. Programming/Hosted Solution:

1. What is the existing application and programming interface?

ASP.NET application with a MSQL database. The current application uses our domain for authentication.

2. Does DPOS anticipate modifications, including a re-write of the existing code? If so, does DPOS expect this re-write or update to be performed by its own staff or the successful bidder?

Existing code will not need to be rewritten. The Division seeks a new system that can be accessed through a portal on the Colorado Department of Higher Education website for DPOS employees and schools to login. DPOS strongly prefers to NOT host the new solution and prefers that the solution be hosted on a separate server.

3. Does DPOS want to port the existing code to a hosted environment? If so, does DPOS expect this porting to be performed by its own staff or the successful bidder?

DPOS is envisioning a new application that operates on a more modern framework and language that does not use the existing code DPOS utilizes. Finding developers with asp.net skills to hire has been a challenge. We will gladly cooperate in transferring any existing logic or code that would be helpful to the new project.

4. Is DPOS satisfied with the existing application and programming interface?

No, the system DPOS has currently is too simplistic. DPOS seeks a modern workflow process to stay organized, efficient and paperless.

5. Can DPOS provide documentation relating to the existing APIs and how the Division is using them.

Colorado Interactive (CI) provides a guide on how to integrate the already existing open standard API's thus, the awarded vendor will receive this and other relevant documentation once a proposal is picked. CI is unable to release system intelligence without a formal contract in place.

6. Can you please specify if the existing API's that are mentioned are standard, documented vendor API's or if they are custom API's.

The awarded vendor must leverage existing open standard API's

7. Is the DPOS providing a programming environment? Alternately, has DPOS team expect or prefer that the vendor adhere to a specific platform or development framework? If so, what is the preferred platform or development framework?

We will not provide the programming environment and we do not have a preference for platform or framework. DPOS is seeking the best value which optimizes quality, comprehensiveness, cost, efficiency, and adaptability.

8. In the case of a hosted solution, is it DPOS's intention that DPOS staff will be responsible for integrating the vendor solution with some of the existing DPOS systems?

The Division prefers that the vendor solution be an independent solution hosted by the

vendor. The vendor must work with Colorado Interactive to integrate the already established payment portion of the system but DPOS prefers to NOT use the remaining portion of the current system. The portal to login will be located on the CDHE website and payments may be integrated with the current CDHE programming but DPOS does not expect any other overlap with the current systems.

9. The RFP also states that the DPOS is seeking a hosted solution. If the DPOS is seeking a hosted solution, then is the DPOS also seeking a perpetual license to the hosted solution? If that is the case then the term of the contract would likely be longer than 2 years with options to renew. Can you please clarify?

DPOS strongly prefers a third party hosted solution however, DPOS would be open to the review of an in-house hosted solution if there is a compelling reason to choose that option. The awarded contract will have language for renewal options beyond the length of the standard contract duration; the Division at its discretion shall have the option to extend the performance under the awarded contract beyond the initial term or for successive periods under the same terms specified in the contract. The Division will require intellectual property escrow whereby the contractor must deposit any software, documentation, and/or other related materials with a third-party software escrow agent for the term of the contract or any task orders, including any extensions. DPOS seeks to prevent any interruption with the solution in regards to any event that may cause dissolution to the contracted company or system. DPOS does not expect to obtain any intellectual property during the contract but, rather expects access to intellectual property in the event that the contracted company or system is dissolved for any reason. The contractor must further agree to the state/division's continuing rights under the intellectual property escrow terms.

10. Does the DPOS require the hosted system to be located in Colorado?

No but the Division will require the vendor to specify where the system is hosted.

11. The RFP states the DPOS wants a hosted solution, yet this paragraph states a requirement for software to be escrowed as if DPOS is actually looking for a custom solution to be hosted by the vendor. Can you clarify if it is DPOS's exclusive intent to acquire a custom software solution to be hosted by the vendor or alternately, if this paragraph only applies to the situation where such a solution is offered?

DPOS does not have an exclusive intent; the purpose of this RFP is to identify the best value award which optimizes quality, comprehensiveness, cost, efficiency, and adaptability. Please see above response #9 in this section VI. Programming/Hosted Solutions.

12. Is the current DPOS system a custom software solution? If so, can you identify the vendor who provided it and specify if that vendor is a possible bidder on this RFP?

The current DPOS system is an in house custom software coded by employees of the Colorado Department of Higher Education (CDHE), and CDHE is not a possible bidder for the RFP.

13. Is the current DPOS system hosted by a vendor? If so, can you identify the vendor who provided it and specify if that vendor is a possible bidder on this RFP?

DPOS' current in house custom database is coded by employees of the Department of Higher Education and hosted on CDHE servers. CDHE is not a possible bidder on the RFP.

14. How many schools does the DPOS regulate now and how many are anticipated in the future?

Currently, the Division has an average of 360 active schools. The number of schools varies from year to year depending on variable factors. Each year there is some attrition due to school closure. DPOS also maintains information on closed down schools (we have approximately 750 with anticipated 5-10 school closures per year). We anticipate the range between 300-400

15. How many users in the Division?

We estimate 8-9 in the Division. However, we also estimated 350 users from all occupational schools which should have access to parts of the system for purposes such as to be able to submit applications.

16. Are there different levels of security required within the user groups?

Yes. The Division will have full access to information therefore Division members should have security clearance to access all information. Other users such as schools will have limited access therefore will receive a different level of security.

17. What is the current database the DPOS uses?

DPOS currently uses an in-house Microsoft SQL Database created by employees of the Colorado Department of Higher Education (CDHE)

18. How does the DPOS currently track and analyze student data points?

Currently, minimal student data points are available to analyze. Data points are collected through quarterly assessment reports and fees that charge \$5 for the number of students in each quarter. \$5 per student is paid for using an online tool hosted on our website which generates a report on our database. Additionally, our annual assessments capture the following data points:

- Number of students enrolled per year
- Number of students graduated per year
- Limited placement data

19. Please explain - Does DPOS expect to maintain the hosted system?

The Division prefers to have the solution hosted by a third party. For further details please see response #9 of this section VI.

20. Does DPOS expect to host the system after the duration of the contract has expired?

The Division strongly prefers to have the solution hosted by a third party for the duration of the contract and expects the vendor to agree to renewal contract language to continue to host the system during renewal periods. For further details please see response #9 of this section VI.

21. Does DPOS expect the vendor to port the system to a DPOS hosted environment after the contract has expired?

The Division strongly prefers to have the solution hosted by a third party and does not expect the vendor to port the system to a DPOS hosted environment as the Division seeks a contract with renewal options. For further details please see response #9 of this section VI.

22. Is the intent of this RFP to purchase a license to a platform that DPOS would be able to modify? Is the intent of this RFP to enable DPOS to purchase a hosted solution that meets their needs?

The Division strongly prefers a hosted solution to be managed on the vendor's server however, the Division is open to reviewing other solutions if there is a compelling reason to host the solution in house. For further details please see response #9 of this section VI.

23. Can you clarify preference or rank order of preference for (a) to purchase a software product, (b) to buy a vendor-hosted solution, or (c) to acquire a platform on which to create its own solutions?

Without having the specific solutions/proposals to assess for determining which option is the best value award, B, A, C.

24. Do you currently have an ECM system? If so, what software and what version?

The current DPOS system is essentially a stand-alone, .NET application that uses a Microsoft SQL database. The current system communicates with Active Directory for authentication, but otherwise it is independent of other systems in use within the organization.

25. Do you current have SharePoint/O365 inhouse? If so, what versions and what are your future plans/initiatives?

Not currently. We are considering a transition to 365/E3 environment in the next year, though.

VII. Contract Language/Implementation:

1. Please clarify what is meant by “Contractor shall not enter into separate or individual contracts for the Goods and/or Services provided under this Contract with other State agencies during the term of this Contract without the express written consent of OIT.”

This is sample contract language and the awarded contract will be exclusively with the vendor and DPOS

2. How often and when does the DPOS require the security audit and penetration tests by OIS or its designee?

Typically, audits and tests must be completed annually by OIS. Contractor shall review, on a semi-annual basis, all OIS policies and procedures which OIS has promulgated pursuant to CRS §§ 24-37.5-401 through 406 and 8 CCR § 1501-5 and posted at <http://oit.state.co.us/ois>, to ensure compliance with the standards and guidelines published therein. Contractor shall cooperate, and shall cause its Subcontractors to cooperate, with the performance of security audit and penetration tests by OIS or its designee.

3. Do contractors and subcontractors need to maintain the professional liability insurance?

Yes, for the duration of the contract and all extensions.

4. Do contractors and subcontractors need to maintain cyber security liability insurance?

Yes, for the duration of the contract and all extensions.

5. Why is there a requirement for the system to store Taxpayer ID?

This is a sample contract that is more comprehensive than the contract terms that will be between DPOS and the awarded vendor. Taxpayer ID information is not applicable for the new system.

6. Why is there a requirement for the system to store HIPPA / medical data?

This is a sample contract that is more comprehensive than the contract terms that will be between DPOS and the awarded vendor. HIPPA/medical data information is not applicable for the new system.

7. Do you have a roadmap for implementation (anticipated start time, duration, go-live?)

Anticipated start time- January 2018

Duration- Ideally, the implementation and initial training would be no longer than 6 months

Go-Live- Summer or Early Fall of 2018

8. When do you anticipate the contract award?

Early 2018

9. When is the desired completion date for the system - when do you want it to be available?

The desired completion date is Summer or Early Fall of 2018 if possible.

10. We believe the scope of this project can quickly get out of hand without a well-thought out Roadmap. Will DPOS consider postponing this project until a vendor can provide a

detailed Roadmap for system design and implementation?

No

11. What do you mean by “insurance”? What do you mean by “dissolution of the system”?
What do you mean by “a major negative event occurs resulting.”

“Insurance” means coverage or protection.

More specifically:

“Insurance”- a practice or arrangement by which a company or government agency provides a guarantee of compensation for specified loss, damage, illness, or death in return for payment of a premium.

“Dissolution of the system”- the closing down or dismissal of an assembly, partnership, or official body of the vendor or the system

“Major negative events occurs resulting”- Any event that would render the system, company or operation of the system ineffective, neutralized, unusable or otherwise inaccessible to fulfill the terms and conditions of this contract.

12. Is DPOS looking to the vendor to promote the DPOS solution on their website and in the vendor’s marketing materials?

DPOS prefers the system to be accessible on the Colorado Department of Higher Education’s website as the Division is a part of CDHE. DPOS will consider the vendor’s marketing materials but it is not necessary or preferable to have the vendor’s marketing materials on the CDHE website.

13. How many key Colorado agency users will require training?

The 8-9 employees within DPOS will require training.

14. All of the questions listed above appear to indicate that DPOS will also require extensive Professional Services from the selected vendor (i.e. Strategic Planning, Life Cycle Management, etc.) Has the DPOS engaged with any vendors for these types of professional services in the past? If so, please tell us what the results were? Was DPOS satisfied with the vendor’s services?

No, the Division has not engaged with any vendors for these types of services.

15. Are there any listed requirements which will be implemented in a phased manner or will all be implemented upon initial go-live?

DPOS prefers that all will be implemented upon initial go-live. However, if there is a compelling reason to implement the system in a phased manner, DPOS will consider this option. DPOS expects a preview and test launch of the system before the go-live date.

16. In regard to Records Management for records retention, does Division already have a defined retention plan or will Discovery be required to define before implementation?

The Division operates in conjunction with the State Archive retention requirements. Generally, the Division is required to hold all required school documents (i.e. financial information and school approval documents) for 6 years. Student records must be kept

indefinitely either by hard copy or electronically.

17. Desired implementation timeline?

The Division seeks a new system by Summer or early Fall of 2018.

VIII. Miscellaneous:

1. Page 10 - 7. DPOS will only consider organizations that agree to provide payment integration with the Division's preferred payment provider and that agree to leverage existing APIs.

As this inquiry is unclear, there is no response.

2. Page 11 - c. Please note any discount from normal fees being provided as a result of DPOS being a government entity.

As this inquiry is unclear, there is no response.