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<td>1</td>
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<td>The RFI stated this will be a new SIS, is there a current SIS for adult education in place for the city? If yes, do you happen to know the current vendor information, such as the vendor name, contract value, or the contract document itself?</td>
<td>The Office of Adult Education (OAE) currently utilizes ASAP as a Student Information System. The City respectfully declines to answer the contract information.</td>
</tr>
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<td>2</td>
<td></td>
<td>Also, I understand this RFI is for informational purposes but is there a value or cost currently associated with this project as of yet?</td>
<td>Funding is available for this project; the amount is to be determined. The RFI responses will assist the City in better estimating the project’s final cost.</td>
</tr>
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<td>3</td>
<td></td>
<td>Finally, is there a specific timeline the city is hoping to follow for a potential solicitation release for this project?</td>
<td>No. The project timeline is to be determined.</td>
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<td>4</td>
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<td>Whether companies from Outside USA can apply for this? (like, from India or Canada)</td>
<td>Yes.</td>
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<td>5</td>
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<td>Whether we need to come over there for meetings?</td>
<td>No.</td>
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<td>6</td>
<td></td>
<td>Can we perform the tasks (related to RFP) outside USA? (like, from India or Canada)</td>
<td>This is not an RFP, therefore, there are no RFP related tasks to consider.</td>
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<td>7</td>
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<td>Can we submit the proposals via email?</td>
<td>Yes. Responses must be submitted via email. Please refer to Section VII &quot;Submission Guidelines/Requirements&quot; and Section IX &quot;How to Submit Responses&quot; for more information.</td>
</tr>
<tr>
<td>8</td>
<td>VI, page 4</td>
<td>Can the OAE provide details regarding the requirement to manage non-profit education partners? What data will need to be captured?</td>
<td>Data that needs to be captured will include: name and address of partner, class schedule, class types, location of classes, names and contact details of personnel, status of partnership (e.g. active).</td>
</tr>
<tr>
<td>9</td>
<td>VI, page 5</td>
<td>Is the OAE interested in the capability to deliver and score tests as part of the SIS?</td>
<td>Not necessarily. We are interested in entering a raw score, with the program having the capability of converting it to an education level, based on a range of scores.</td>
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<tr>
<td>10</td>
<td>VI, page 5</td>
<td>Can the OAE describe the extent of the census data the department would like to import into the system? Does it include all data for adults in the Philadelphia area or only for students of the myPLACE program? In what format will census data be available for import?</td>
<td>This is more of a desirable option than a requirement. We are anticipating a link to the available census data by zip code, so that we could compare numbers of learners by zip code as compared to poverty rates in the area, and other factors, but vendors are encouraged to provide other means to accomplish these tasks.</td>
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<tr>
<td>11</td>
<td>VII, page 7</td>
<td>Does the OAE have a hosting preference?</td>
<td>Per section VI “Anticipated Solution Requirements” of the RFI, the solution should be cloud-based.</td>
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<td>12</td>
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<td>Would the OAE share its budget for the acquisition of the SIS?</td>
<td>See Question 2.</td>
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<tr>
<td>13</td>
<td>VI. Anticipated Solution Requirements</td>
<td>Can you please provide more details regarding the following: 1. Reports for retention trends over time</td>
<td>The Student Information System should be able to capture student participation in education programs in order to provide Student Retention over time, meaning the students persisting to completion of their educational goals.</td>
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<tr>
<td>14</td>
<td>VI. Anticipated Solution Requirements</td>
<td>Can you please provide more details regarding the following: 2. Instructor information to include personal contact information, credentials/certifications, reviews, ratings, classes taught</td>
<td>We would like the ability to add/edit instructors. The following Instructor data will need to be captured: personal contact information, credentials/certifications, reviews, ratings, classes taught.</td>
</tr>
<tr>
<td>15</td>
<td>VI. Anticipated Solution Requirements</td>
<td>Can you please provide more details regarding the following: 3. Ability to manage the non-profit education partners. Are these the OAE sponsors?</td>
<td>See Question 8. In addition, non-profit education partners provide educational services and will be using the SIS to record and track learner participation and outcomes for their respective programs.</td>
</tr>
<tr>
<td>16</td>
<td>VI. Anticipated Solution Requirements</td>
<td>Can you please provide more details regarding the following: 4. Manage OAE KEYSPOT program information such as the number of people who visited a center.</td>
<td>The KEYSPOT program oversees free public computing labs and supports digital classes at funded locations. The URL is <a href="http://www.phillykeyspots.org">www.phillykeyspots.org</a>. We would like to be able to manage digital literacy classes and some user information in the Student Information System.</td>
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<tr>
<td>17</td>
<td>VI. Anticipated Solution Requirements</td>
<td>Could you please articulate the approximate number of users for each category mentioned (current state and desired future state if known): Administrators, Partners, Instructors, Volunteers, and Testing Centers.</td>
<td>Administrators: 120. Partners: 42. Instructors: 266. Volunteers: 522. Testing Centers: 5. We anticipate these numbers to at least double in the future.</td>
</tr>
<tr>
<td>18</td>
<td>VI. Anticipated Solution Requirements</td>
<td>Is there an estimated number of times per month a student may need to interact with the SIS?</td>
<td>Since we have never had this option available to students before, we are unsure how often students may choose to look at their personal account. If there is a standard number of times that students tend to interact, please use that number.</td>
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<tr>
<td>19</td>
<td>VI. Anticipated Solution Requirements</td>
<td>Could you kindly expand a little bit on the nature of the desired Canvas LMS integration: Integration with the Canvas Learning Management System for student access to their online classes</td>
<td>When Students are created in the Student Information System, their account information should be transmitted to the Canvas Learning Management System for account creation. This is a direct server integration. We do not upload or download data.</td>
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<tr>
<td>20</td>
<td>VI. Anticipated Solution Requirements</td>
<td>Is the ESRI integration with On-prem or cloud based version of ESRI?</td>
<td>The City has both versions.</td>
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<td>21</td>
<td>VI. Anticipated Solution Requirements</td>
<td>Are the prerequisite classes mentioned already contained in Canvas, or would they need to be created and managed within the SIS?</td>
<td>We expect all students to enroll or be enrolled into classes through the student information system. Not all enrollments connect with our LMS System. In the future we do expect enrollment into some classes, which would require the completion of some prerequisite classes. This would occur in the SIS.</td>
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<tr>
<td>22</td>
<td>VI. Anticipated Solution Requirements</td>
<td>Is there a historical data import of students credentials, instructor credentials, classes, class location, rosters, schedule etc. anticipated in this project, and if so please describe type, volume and complexity of data.</td>
<td>There are approximately 27,000 learner and practitioner accounts in our system. Approx. half are only name, address and phone number. The other half may include detailed demographic data, test scores, classes they are enrolled in with grades, and other related data.</td>
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<td>23</td>
<td>VI. Anticipated Solution Requirements</td>
<td>In addition to student registrations, will the system need to have a way to accept applications for non profit centers, instructors,</td>
<td>We do not anticipate using the SIS as an application system for any entities; just students. The need is for current partners to be able to input their classes and instructor information and not really on central administrative staff to enter all of the information.</td>
</tr>
<tr>
<td>24</td>
<td>VI. Anticipated Solution Requirements</td>
<td>Are there groups of classes that contribute to certificate or degree programs that would need to be managed? If so, how many and how complex?</td>
<td>Not currently, but we would like that capability.</td>
</tr>
<tr>
<td>25</td>
<td>VI. Anticipated Solution Requirements</td>
<td>Is there currently any integration services (i.e., Secure Auth) handling connection with ADFS?</td>
<td>There are no current integrations.</td>
</tr>
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<td>26</td>
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<td>What do you like about your current system/processes?</td>
<td>It is an adequate system for simply tracking learners with basic reporting.</td>
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<td>27</td>
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<td>What instruction methods do you offer? (e.g. on-campus, distance learning, webinars etc.)</td>
<td>Face to Face, Blended, Online.</td>
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<td>28</td>
<td></td>
<td>Recognizing that many of your students do not have internet access, what percent of registrations will be processed via front-end, online registration/payment solution envisioned as part of this project vs. phone/in-person?</td>
<td>Approximately 50%.</td>
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<td>29</td>
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<td>What is the total revenue for your programs?</td>
<td>Programs are not intended to generate revenue, and thus, no revenue is generated.</td>
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<td>30</td>
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<td>How much does the average class cost?</td>
<td>Programs are offered free of charge to eligible applicants.</td>
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<tr>
<td>21</td>
<td>VI. Anticipated Solution Requirements</td>
<td>Please clarify what is meant by “Ability to manage the non-profit education partners.” Is there more details that could be provided?</td>
<td>See Question 8.</td>
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