Mississippi State University
RFP 23-102
Faculty Activity and Reporting Database
Questions and Answers

August 29, 2023

See below the questions asked and answered for RFP 23-102 and use this information to respond accordingly. We are also extending the response deadline to September 14, 2023, at 2:00 pm CST.

1. What is the current system or systems used for these processes today and what are the reasons you are looking to find a new solution?
    a. **Not applicable**

2. Is there any desired timeline to have a new solution implemented based on your academic calendar or a deadline to have the old system replaced.
    a. **Ideally, we would like to have the system implemented in Summer 2024 to pilot the process before Fall 2024.**

3. Can you advise the number of users of the system in the following areas:
    - Number of Administrators who will need access to all the data or to manage the system. **4.**
    - Number of Faculty that will be accessing the system to submit information or pull reports. **Approximately 1,700 but will vary by semester with FTE.**

4. Regarding the preparation for this RFP, can you advise:
    - The budget that has been approved for this project – **We do not provide this information.**
    - What systems have you looked at prior to issuing the RFP – **Not applicable**

5. Our response is a partnership between Salesforce for Product and Attain Partners for Implementation Services, and we each will need to contract with MSU individually. Does MSU have any issues with contracting with more than one party for this solution?
    a. **No**

6. Is it possible to send in our Technical and Pricing proposals electronically over email? We have found that to actually be a more reliable and certainly more sustainable model versus overnight shipment.
   a. **No at this time we cannot accept RFP responses electronically.**

7. Can you advise the degree to which you expect your IT team will be able to lead the integration effort to Banner, with support from our team?
   a. **At a minimum, IT will need to be involved with the SSO configuration and the data integration portion of the implementation. Without a timeline and IT resource and role estimate from the vendor we cannot give much more detail.**

8. Would MSU consider an extension to the due date for this RFP. Three weeks from issue and two weeks from receipt is a very tight turn-around to provide a response considering the internal reviews needed, end of summer vacations and the Labor Day Holiday.
   a. **Yes. The new deadline will be: September 14, 2023, at 2:00 p.m. CST**

9. The RFP states that "the system needs to improve accessibility of reporting of survey results" (page 2). Can you provide additional detail about how faculty currently access reports?
   a. **Faculty currently receive a pdf report via email for each section. There is no sign in utilized and administrators must initiate the emails each semester.**

10. We understand that improving report accessibility is a goal of this project. Are there any other aspects where MSU is looking for improved performance or functionality over its current course evaluation system?
    a. **Not Applicable.**

11. For pricing quotation purposes, please provide a count of FTE students to be served by the new system.
    a. **Our current official FTE is 21,504.**

12. Can you clarify what is meant by "module building function" (RFP page 4) and/or provide an example?
    a. **The module building function refers to the organization of units to help facilitate building roll-up reports. This will likely come from Banner and will be at the College and Department levels. OIRE needs the capacity to report all data at various levels of the university structure. The term module might have been misleading in this context.**

13. Approximately how many years of legacy course evaluation data is the University interested in migrating?
    a. **We would like to migrate 5 years' worth of legacy data**

14. Why is the existing web-based system being replaced? What are the challenges/pain points?
    a. **Not Applicable**

15. Please provide a link to a sample evaluation form that is representative of MSU requirements.
    a. **blank course survey.pdf (msstate.edu)**

16. How many course evaluation form variations will need to be created for go-live?
    a. **There are not any formal variations. All course surveys have the same 14 core questions and then faculty have the option to add up to 3 instructor optional questions from a predefined question bank maintained by administrators.**

17. What is the average number of questions in a course evaluation?
    a. **There are not any formal variations. All course surveys have the same 14 core questions and then faculty have the option to add up to 3 instructor optional questions from a predefined question bank maintained by administrators.**

18. How closely aligned are evaluation form variations?
    a. **There are not any formal variations. All course surveys have the same 14 core questions and then faculty have the option to add up to 3 instructor optional questions from a predefined question bank maintained by administrators.**

19. How many course evaluation submissions does MSU average (or aspire to) in a month/year?
    a. **Given our current average response rate, we would be looking at something in the range of 75,000 submissions a year. A realistic goal for improvement would put us at closer to 100,00-115,000.**

20. What is the preferred identity provider for SSO?
    a. **Shibboleth and CAS. Sign on will be based around university NetID.**

21. For the initial project, what existing systems must be integrated with the solution (e.g., Banner, Canvas).
    a. **Banner and Canvas.**

22. For each system, does the integration need to be near real time, or is a nightly batch solution an option?
    a. **Canvas would need to be near real time so that students can access their surveys needing completion and instructors can view their response rate. Banner can be a daily batch.**

23. If the process is a batch process, how many records are likely to be included in a typical data set (e.g., hundreds, thousands, etc.)
    a. **The answer to this is going to depend on what the set up looks like, but it could be as higher as a hundred thousand if each student course registration is a defined as a separate record.**

24. What is the average number of courses offered in a year?
    a. **Currently we have about 17,000 unique course IDs a year, but some of those are not evaluated (research hours, internships, etc.) and some do not have students enrolled in them.**

25. Can you provide more detail regarding information defined as "course enrollment data" (e.g., student name, student ID, course, etc.)?
    a. **Number of students enrolled and their NetIDs, CRNs (course ID number), Course name, Course instructor(s), Course Department, etc.**

26. What data will we need to pre-load, and what is the source system?
    a. **Course types, period types, Departments, course levels, etc. This will all come out of Banner.**

27. Describe the volume and types of records that will be migrated.
    a. **We would like to migrate 5 years' worth of records**

28. The bidder should explain in detail module building function and the flexibility and ease with which OIRE can design and build modules as needed." What do you mean by "module"?
    a. **The module building function refers to the organization of units to help facilitate building roll-up reports. This will likely come from Banner and will be at the College and Department levels. OIRE needs the capacity to report all data at various levels of the university structure. The term module might have been misleading in this context.**