STATE OF NORTH CAROLINA	REQUEST FOR INFORMATION NO. 72-IRAB24005
University of North Carolina Wilmington ***Purchasing Services*** ***601 South College Road*** ***Wilmington, NC 28403***	Due Date: 2:00 PM ET, Wednesday, October 18, 2023
Refer ALL Inquiries to: Robert Bisanar (Preferred) E-Mail: bisanarr@uncw.edu Telephone No. (910) 962-4069	Issue Date: 08/29/23 Commodity: 432343 Data management and query software
	Using Agency Name: UNCW

RESPONSE INSTRUCTIONS: Electronically submit one Request for Information (RFI). Vendors are strongly encouraged to allow sufficient time to upload bids. It is the responsibility of the vendor to have the RFI uploaded before the specified time and date of opening. Critical updated information may be included in Addenda to this RFI. It is important that all Vendors responding on this RFI periodically check the State's eVP website for any Addenda that may be issued prior to the bid opening date. All Vendors shall be deemed to have read and understood all information in this RFI and all Addenda thereto.

For an RFI to be reviewed, your company (you) must be a North Carolina registered vendor in good standing. You must enter the vendor number assigned through eVP (Electronic Vendor Portal). If you do not have a vendor number, register at https://vendor.ncgov.com/vendor/login

NOTICE TO VENDOR

Request for Information (RFI) will be received at this office before 2:00 PM ET until October 18, 2023, on the day of opening and then opened.

QUESTIONS

Submit written questions to Robert Bisanar at bisanarr@uncw.edu until September 19, 2023. The Subject line of the email should notate "Questions for RFI 72-IRAB24005". Responses to questions received by this date will be posted as an Addendum by September 22, 2023.

EXECUTION

VENDOR NAME:	E-MAIL:	
STREET ADDRESS:	P.O. BOX:	ZIP:
CITY & STATE:	TELEPHONE NUMBER:	TOLL FREE TEL. NO:
TYPE OR PRINT NAME & TITLE OF PERSON SIGNING:	FAX NUMBER:	
AUTHORIZED SIGNATURE:	DATE:	

1.0 INTRODUCTION/PURPOSE

THIS IS A REQUEST FOR INFORMATION (RFI) ONLY. This RFI is issued solely for information and planning purposes – it does not constitute a Request for Proposal (RFP) or even a promise to issue an RFP in the future. This request for information does not commit the university to contract for any supply or service whatsoever. Further, UNCW is not at this time seeking proposals and will not accept unsolicited proposals. Responders are advised that UNCW will not pay for any information or administrative costs incurred in response to this RFI; all costs associated with responding to this RFI will be solely at the interested party's expense. Not responding to this RFI does not preclude participation in any (potential) future RFP, if any is even issued. It is the responsibility of the potential offers to monitor sites for additional information pertaining to future requirements.

This Request for Information (RFI) surveys vendors for an intended replacement of a suite of software tools (Planning and Enrollment Analysis System; PENS) developed in-house by the College of Health and Human Services (CHHS) at University of North Carolina Wilmington (UNCW). (DO NOT contact/query with CHHS regarding this RFI or any potential RFP that may follow.) These software tools support advising, communication, reporting, and enrollment analytics involved in managing CHHS academic programs offered in UNCW's Online, Accelerated Program (OAP) support structure. The UNCW OAP model offers six admissions and academic terms rather than the traditional three semesters per academic year.

UNCW is an Ellucian Banner student information system user. UNCW seeks a vendor supported software solution that contains all the functionality and workflow necessary to replace PENS.

2.0 BACKGROUND

CHHS is one of UNCW's five colleges. CHHS presently offers four degree programs in the OAP support structure including undergraduate degree conversion programs (associates to bachelors) in nursing (RN to BSN) and respiratory therapy. Two graduate programs, the Master of Healthcare Administration and Master of Science in Nursing (Nurse Educator concentration) are also offered. The CHHS developed the PENS software program to support several functions in the OAP support structure. These include the following:

A. Data Warehouse
    - Reporting features
    - Common reports

B. Enrollment management reporting
    - New admittance of applicants
    - Course level seat management

C. Communication management
    - Admittance and evaluation
    - Student/Advisor liaison
    - Automated Email management

D. Progression management
    - Program course scheduling
    - Course Completion

E. Advising triggers
    - Dashboard management

F. Data validation
    - Schedule verification

The two main operational groups who use PENS are the Student Success Advisors and the Academic Affairs Operations (AAOps) personnel. The Student Success Advisors advise students enrolled in CHHS's academic programs offered in the OAP delivery model. The Student Success Advisors facilitate the movement of each student from session to session through to graduation, building and managing each student's course schedule and all the necessary communication that comes with an advisor-to-student relationship. The AAOps team consists of the Coordinator who manages the procedures and processes and Specialists who manage the day- to-day operations and workflow of the degree programs offered by CHHS in the OAP delivery model. These two teams in essence provide a white glove service to the students allowing the student to focus on the class work and not navigating the course scheduling process or other ancillary academic processes.

3.0 SYSTEM REQUIREMENTS (Anticipated System Features sought)

Customer Relationship Management (CRM) Features

A. **Auto Email Generation** (templating)

   1. Send to bulk population
   2. Send to individual
   3. Send on event/data trigger to population or individual
   4. Send manually to population or single
   5. Capable of populating email with dynamic data pulled from system

B. Approvals processes and/or Approvals/Acknowledgement requests by email

C. Correspondence tracking (notes, emails, calls)
   1. Note entry, history view, and review per client (student)

D. **Workflow automation**. Capable of handling complex, large-sized workflow of steps for operations and advisor teams for interacting with first term students and continuing to graduation. First term students are onboarded and tracked through the first term, then enter a cyclical workflow where they will flow until program completion/graduation. See Section 4. Supplement Documentation workflow examples. Workflow tool requirements:

   1. The workflow designer must be user friendly and easy to work with
   2. Capable of having workflows within workflows
   3. Capable of having parallel workflows
   4. Workflow able to advance to next stage triggered by date, data element, action or manually
   5. User friendly view or dashboard of the whole workflow and every stage that highlights work to be completed in each stage

E. Client lifecycle tracking (i.e., workflow tracking a student from enrollment to graduation)

F. User/Case Manager Dashboard view per individual user role (advisor, AAOps, admins) of work to be completed, where are we in the workflow timeline and any desired metrics based on data captured

G. Search function to search Client (student) by name or ID

H. Client (student) profile and demographic data display, profile information update and status updates

I. Capable of creating dynamic Forms for data entry, capture and storing.
   1. Capable of adding extra data fields
   2. Able to pre-populate form fields
   3. Built in form field validation

J. Bulk reassign clients to different case manager (i.e., Reassign a caseload of students from one Advisor to another or to multiple advisors)

K. Single Sign On capable of using UNCW credentials, SAML2 compliant

L. Multiple system user roles available with customizable access restrictions on those roles

Course Scheduler Features

A. **Course Schedule Generator** performed by an advisor for a student. Automated course schedule generation per student that accounts for schedule patterns, program of study's pre-requisites, co-requisites, order of classes, term specific classes, course seat capping, substitutions, and waivers.

B. **Creation of Course schedule patterns.** For example: Full Time (2 courses per Part Term); Part Time (1 course per Part Term); Accelerated Part Term (alternating 2 and 1 courses); Accelerated Part Term (alternating 1 and 2 courses). This is used when auto generating course schedule.

C. **Creating program of study templates.** The structure of the course schedule based off pre-requisite, order of classes, courses offered only in specific terms, courses that cannot be paired in same term, selecting a starting term to begin, etc. This is used when auto generating course schedule.

D. **Even distribution of students across courses offered per term**. This is used when auto generating course schedule.

E. **Applying a seat capping to certain course and course section per term**. This is used when auto generating course schedule. This is so the generator knows to select another course available that has open seats if the course is an elective, it could select another available elective course. If the course scheduler runs into a required core course at its seat limit that the student needs, then it would select a possible different core course; or if nothing exists to put in that place, then it would be alerted/highlighted to the advisor that something must be done here to fill this "gap" in the program course of study.

F. **Substitute, waiver, transient course entry** prior to generating course schedule. This would be for the generator to account for those classes during generation of a program of study. Substitute, waiver, or transient course entry could be done either manually and/or in bulk import.

G. **Alerts/Notifications** are given to the Advisor on a generated schedule if there is a course unable to be fit into template or attention needed to be given to a particular part of a generated schedule. This is generally due to not being able to assign a course based off not meeting rules requirements.

H. **Editing of course schedule**. Advisor should be able to manually edit the course schedule OR be able to re-generate a new course schedule if need be. Once done editing the schedule manually, the rules would still be checked for validity. Should be able to generate an edited schedule while preserving the approved permeant schedule.

I. Schedule is temporary until approved by student. The schedule should remain in a temporary state until the student has confirmed that it is acceptable.

J. Capable of reporting from any data element from these created schedules across the whole student population.

Reporting Features

A. Robust, flexible, and customizable detailed reporting and analytics

B. Dynamic reports that can be saved and reused at any given time

C. Easily downloadable reports in Excel format if desired

D. Able to report from any data stored in system

E. Capable of real time or near real time dashboard display of a desired metric(s)

F. Saved reports can be scheduled to run and delivered by email or viewed in system

Importing Data Features

A. System should be able to import data using an API or structured data files.

Examples of data to be imported:
1. Student demographic data
2. Course completion or withdrawal
3. Course registered
4. Orientation requirement complete
5. Math Readiness requirement complete

Other Features (of interest)

A. System should support the mobile web (smartphones, tablets, and desktops)
B. Capable of integrating with Third Party systems (not a requirement but preferred) – Vendors should share which ones with which they may already integrate

4.0 SUPPLEMENTAL DOCUMENTATION

Report examples

Below are examples of reports used by both AAOps and Student Success Advisors. This is not an all-inclusive list of the reports necessary. The assumption is that any data that is stored in the system can be used and reported on using a dynamic reporting tool.

A. **Course Seating Report** - Maximum/Available seats per course including details group by term

B. **Capacity/Available Report** - Listing of courses for a maximum of 18 terms displaying maximum seats and seats available, grouped by course

C. **Course Head Count Report** - By session or span of sessions that selected as parameters

D. **Big Picture Report** – Provides a snapshot summary of each student that meets the search criteria: select by Advisor, Term and Status or all of each

E. **Enrollment Report –** provides the total students enrolled, the number registered, and the number advised. Also provides for the total new admit students enrolled, the number registered, and the number advised

F. **Session Analysis Report** – a listing of students per session displaying Advisor, First Contact Date, Student ID, Student Name, Admit Date and Evaluation Date

G. **Stage Age Report** – select parameters Advisors, Stages and Number of days in Stage or run all or some of each by default. Results show the duration of a student in a given stage and status at the time of transition to the following stage.

H. **Math Readiness Report** – displays which students do not have their math requirements for a given course of study

I. **SubWavier Report** – contains as listing per student that includes data items such as Student ID, Name, UNCW Subject and course number, College, Current Advisor, substitute subject and course number, status date and comments

J. **Out of Program Report** – similar to the above report, but the emphasis is on courses taken at other institutions

K. **Students without Schedules Report**- Listed by Student ID and Admit Term

L. **Students with Undetermined Status Report -** Grouped by assigned advisor

Current Workflows Examples

A. **Initial workflow** is for newly enrolled students through first course completion. They then advance to the Continuing workflow. *See diagram below*.

B. **Continuing workflow** is for students after their first course completion. This is a cyclical workflow from session to session until program graduation. *See diagram below*.

C. **Hold workflow** is for students who plan to start in a future session. This allows for some preparatory work to be performed by advisors on those students as well as for reporting purposes on seat capacity in future courses.

D. **Sub Waiver request** allows advisors to request a course substitution or waiver for a particular student.

E. **Transient study request** allows advisors to request a course transient study for a particular student.

F. **Course cap increase requests** are requested by advisors to the AAOps team. This is a request to increase the seat capacity limits set on courses.

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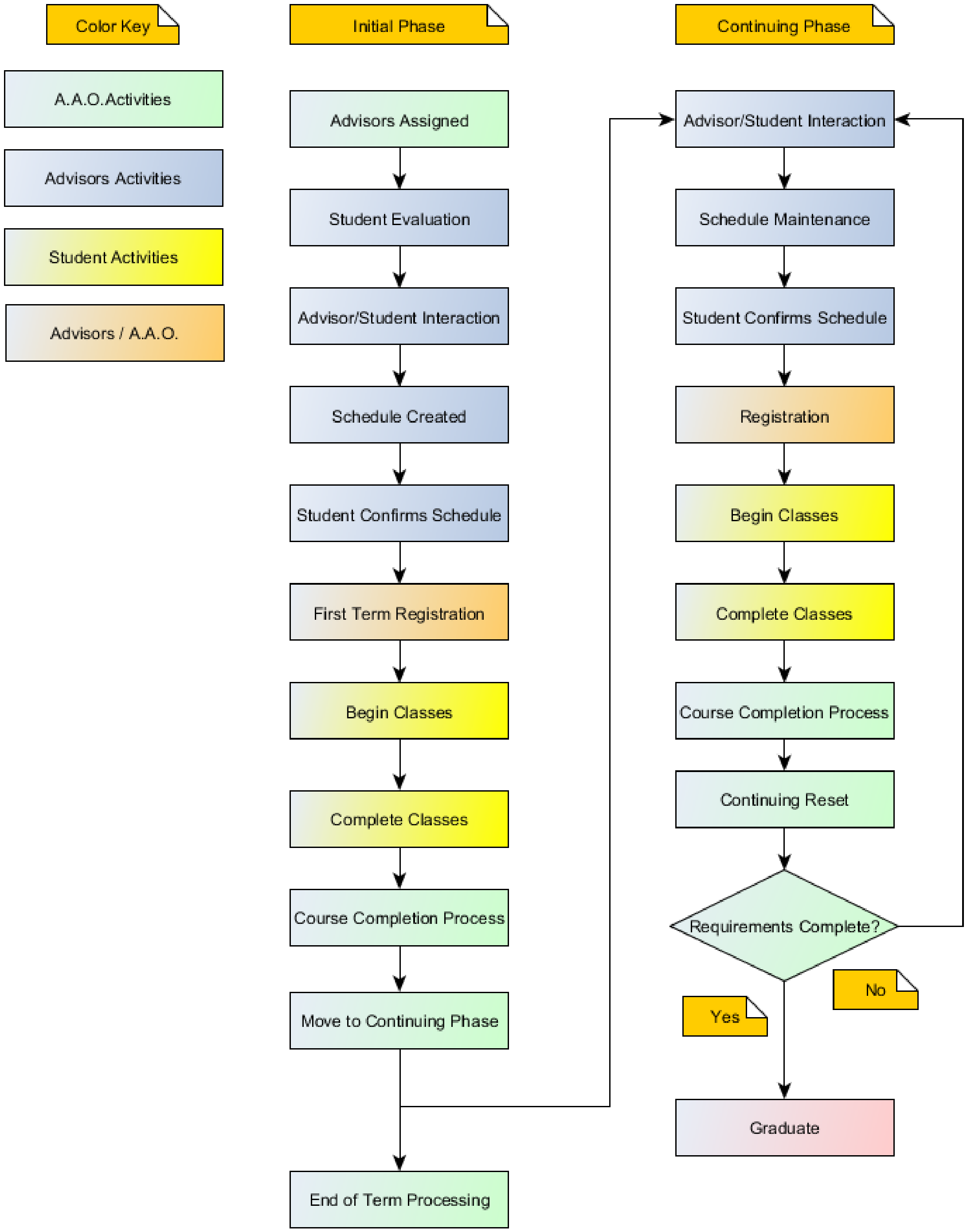
Initial Workflow to Continuing Workflow Diagram



5.0 RFI PROCEDURES

A. Schedule

Respondents will have a total of seven (7) weeks to prepare their submissions to this RFI. Responses must be received by the date, time and the location specified on the cover sheet of this RFI. Respondents will also be required to come to UNCW to present and discuss their submissions. If requested, respondents will be notified of the specific date and time at least two weeks in advance of their presentation.

B. Clarification Questions

Clarification questions will be accepted until September 19, 2023, as specified on the cover sheet of this RFI. All questions must be submitted in writing. An addendum containing any general clarification questions and their answers will be issued as an addendum to this RFI.

C. Response

The State recognizes that considerable effort will be required in preparing a response to this RFI. **However, please note this is a request for information only, and not a request for services**. The Vendor shall bear all costs for preparing this RFI.

1. Content and Format

The State expects concise, detailed, point-by-point responses to each of the RFI response items identified in minimally Sections 2.0, 3.0, AND 4.0 of this RFI. The State is not interested in brochures or “boilerplate” responses. Instead, responses should clearly define how the vendor’s proposed solution(s) would meet the State’s business requirements. Any issues or exceptions to the State’s requirements should also be identified and explained.

If applicable, the response should also include annotated network drawings showing where each of the pieces of equipment in the proposed solution would be located and how those devices would be interconnected.

As applicable, a comprehensive, detailed equipment list including hardware and software required for the proposed solution should be provided. All equipment identified in the response must be commercially available and in general distribution. While the State will require a pilot installation of any final solution adopted, the State is not interested in participating in any field trials of new equipment or software.

The response should define all services that would be required by the proposed solution. The response should also include:

a. The vendor’s understanding of the project and services by addressing the State’s business requirements.

b. An *estimated* total cost of ownership for the solution including continued compliance with emerging industry standards.

c. The proposed solution’s ability to expand and evolve to serve other State's sites either inside the Raleigh area or in other county locations and also meet all of the service and performance requirements identified in this RFI.

2. Multiple Responses

Multiple responses will be accepted from a single vendor provided that each response is comprehensive, meets all of the state's requirements, and is truly unique. Please place in separate envelopes and clearly mark responses as "Response #1, Response #2, etc.