Student Success Tool Workgroup
Final RFP Content

Background Statement

Leading with a shared vision of racial, social, and economic justice, the college and system leaders of the Washington State Community and Technical College system have identified the value of a common student success platform that will facilitate a consistent and inclusive student experience across all institutions. This builds upon the recent adoption of a single, system-wide Enterprise Resource Planning (ERP) platform, powered by PeopleSoft, which manages student information, human resources information, and financial data.

The Washington State Community and Technical College system is comprised of 34 community and technical colleges. Colleges operate relatively independently, as a federated system under the general direction of the State Board for Community and Technical Colleges, and the direction of Boards of Trustees of 30 college districts. The system enrolls approximately 450,000 students annually with a mix of academic, vocational, and basic skills instructional programs, and is seeking a solution for all students, including robust accessibility for students with different needs or abilities.

The colleges are geographically dispersed throughout the state, varying in size, and serving from 4,500 to 35,000 students each. Given student mobility and online course options, students may enroll and attend courses at more than one college. (Additional information about Washington's Community and Technical Colleges can be found at http://www.sbctc.edu)

Statement of Purpose

The Washington State Board for Community and Technical Colleges (SBCTC) seeks a comprehensive Student Success Tool compatible with the PeopleSoft ERP. This tool will support the entire student lifecycle, enhancing engagement, persistence, retention, and completion rates across our diverse institutions. Key features should include communication through multiple means, campaign execution and effectiveness, degree planning, progress tracking, case management, and robust data access. It must allow local customizations while maintaining system-wide integrity and ensure compliance with FERPA and HIPAA standards. The tool should help its users provide timely, targeted, and equitable support that fosters student belonging and empowerment and facilitates seamless communication between faculty, staff, and students. Our goal is to use this tool to create an inclusive, supportive, and effective educational environment that enhances student success and future prospects.

Functional Requirements

I. ***Student Goal Planning & Progress:*** System functionality must support the autonomy of the student in planning and tracking educational and career goals. Degree planning is a critical component of the Guided Pathways framework, as it helps students map out a clear and structured path to completion. This ensures that students can make informed decisions about their educational journey. The college must also be able to monitor student progress to plan effective interventions and report on student outcomes.

II. ***Communication:*** The system allows users to effectively communicate with broad audiences, select groups, and individuals, via multiple modalities (text, email, etc.), that support student care teams with advising, enrollment, retention, and completion. Effective communication within the Guided Pathways framework ensures that students receive timely and relevant information, helping them stay informed and engaged. It also facilitates the coordination of support services, ensuring that students receive the guidance they need at each stage of their educational journey.

III. ***Case Management Tool:*** Advising within the Guided Pathways framework requires personalized guidance and support. The product should allow for holistic student support teams to provide a personalized experience by supporting multiple forms of scheduling activities, case notes, and early alerts. There should be an intuitive dashboard that will enable students and employees to see all information regarding their educational goals.

IV. ***Accessibility & Equity:*** All third-party software applications and web content purchased on behalf of the CTC system must comply with the Web Content Accessibility Guidelines (WCAG) 2.1AA technical standards. Suppliers should provide a complete Accessibility Compliance Report (ACR) using the VPAT template version 2.3 or higher for the specific product being evaluated (available at https://www.itic.org/policy/accessibility/vpat). The date of completion for the ACR/VPAT report should be within 12 months or less from the date of response to the RFP. Suppliers should complete the 1 Ed Tech Accessibility Rubric Specification 1.0, which serves as a companion document to the VPAT. Leading with racial equity, our colleges maximize student potential and transform lives within a culture of belonging that advances racial, social, and economic justice in service to our diverse communities. All suppliers are expected to align with this vision by ensuring their products and services support and promote equity, diversity, and inclusion.

V. ***Data & Analytics:*** The system will provide robust and secure data management and analytics capabilities that allow users to make data-informed decisions about promoting student success. Data and analytics within the Guided Pathways framework are essential for tracking student progress, informing decision-making, and enhancing equity by identifying and addressing gaps. These may include monitoring the progress of interventions, campaigns, and measuring effectiveness. They also support predictive modeling and improve teaching and learning by providing insights into student performance and engagement.

VI. ***Technology Integration***: The State Board of Community and Technical Colleges (SBCTC) administers and maintains a customized instance of PeopleSoft (ctcLink). This system must be able to send data to, and receive data from, this instance of PeopleSoft.

VII. ***Client Support:*** The proposed solution for Client Support services for the successful integration of a comprehensive two-way data integration into ctcLink must detail how the vendor will meet these requirements and support the sustainable operation of the integrated system.

VIII. ***Costs:*** The proposed solution should provide a detailed breakdown of all associated costs.

Definitions

Current definitions list is available [here](#).

Schedule

This RFP is being issued under the following Schedule. The Response deadlines are mandatory and non-negotiable. Failure to meet any of the required deadlines may result in disqualification from participation. Unless otherwise indicated, all required deadlines are 4:00 p.m. All times are local time, Olympia, WA.

EVENT DATE	TIME
RFP issued	September 30, 2024
Optional Letter of Intent Due	October 8, 2024
Vendor Pre-Proposal Teleconference	October 8, 2024
Demo Accounts Active Date	October 10, 2024
Response to Pre-Proposal Conference Questions Posted	October 10, 2024
Final Vendor questions, comments, and complaints due	October 21, 2024
Written responses to final Vendor questions, comments, and complaints	October 23, 2024
Vendor Responses and Client References due	October 29, 2024
Evaluation of Responses & Conclusion of Testing Vendor Solutions	October 30 - November 8, 2024
Optional Vendor Presentations & Demonstrations (TBD)	November 12-14, 2024
Notification of Apparent Successful Vendor	November 19, 2024
Vendor requests for debriefing due (Optional)	November 22, 2024
Optional Vendor debriefings	December 3-5, 2024
Contract Approval & Signature	TBD by March 2025

Evaluation

Weighting Rubric

Category	Weight Group A	Weight Group D	Weight Group C		Average Weight	Draft Final Weight		Clustered Weight
Student Goal Planning	13.5%	14%	11.5%		13%	13%		50%
Communication	12.5%	12.5%	11.5%		12.17%	12%		
Student Advising	13%	16%	11.5%		13.5%	13.5%		
Technology Integration	11%	12%	11.5%		11.5%	11.5%		
Accessibility & Equity	13.6%	12.5%	11.5%		12.53%	13%		24%
Data & Analytics	11.2%	8.25%	11.5%		10.32%	11%		
Client Support	11.2%	10.5%	15.5%		12.4%	12%		26%
Cost Rating	14%	14.25%	15.5%		14.58%	14%		
Total	100%	100%	100%		100%	100%		