1. What is the purpose of the Commissioner’s Plan document and how should vendors respond to this in their proposals?
   - The Commissioner's plan is a resource to outline expense thresholds for reimbursement and is included in the event the vendor asks for reimbursement of these type of expenses. If the vendor is not going to request reimbursement for expenses, then the Commissioner's plan does not need to be addressed in the proposal.

2. What is the vendor expected to provide regarding maintenance and repair of system functioning?
   - The vendor should provide a problem reporting and resolution process to address any usability or data security issues we may encounter during usage of their service and/or software.

3. What must the vendor be able to handle to meet the requirement that payments must be able to be accepted and remitted electronically?
   - This requirement refers to billing Normandale for services rendered. It is required that payment for services can be accepted by the vendor electronically and remitted electronically if needed.

4. What are the possible records that would need to be returned if the contract is terminated?
   - Any records related to Normandale's account with a vendor regarding the student evaluation process (including items generated by Normandale faculty or administrators, student data, reports, and internal communication) must be destroyed or returned upon termination of the contract. If a vendor wishes to maintain data collected at NCC for future research, this may be possible if the vendor is able to fully de-identify the data and otherwise meets all requirements associated with FERPA or if the data is only used in aggregate.
5. If the contract is terminated, what does the requirement that all collection efforts cease entail?
   - Following the termination of the contract and the discontinuation of use of the vendor’s products, Normandale expects the vendor to close the account and discontinue any data collection in progress.

6. What type of integration with the ISRS system you are seeking from the vendor’s system? What type of data do you want to be returned to the College/ISRS as part of this solution?
   - ISRS is the 20-year-old, statewide student record system used by Normandale. ISRS does not provide external facing APIs so data integration is through surrogate systems such as BrightSpace D2L or our local SQL cluster. The anticipated integration need is for an evaluation system to access to class rosters. This could be obtained through a BrightSpace D2L integration, through custom data feeds from Normandale’s database infrastructure, or through manual data entry by the survey administrators.

   The other possible data integration need would be for reporting. The service selected will be expected to have a survey reporting function built into the product. Optionally there may be a method to transfer survey results back to Normandale’s database infrastructure for further data analysis allowing the creation of additional local reports utilizing other data sources.

   Normandale uses Office 365 for email. Any external system wishing to send email messages appearing to originate from the “normandale.edu” domain must support the DMARC protocol otherwise messages will be treated as spam and not delivered.

   There is a multi-year project in progress to replace ISRS with Workday.

7. Can vendors submit a thumb drive containing the proposal instead of a compact disc?
   - Yes, a thumb drive would be acceptable instead of a compact disk.
8. Can vendors submit proposals in PDF format instead of Microsoft Word format?
   o Yes, proposals submitted in PDF format will be accepted.

9. Will a proposal be considered if the vendor provides an online-only product with no option for paper evaluation or support for paper evaluations?
   o Yes, proposals for online-only evaluation systems will be accepted and will receive full consideration.

10. Will electronic submissions and electronic signatures be accepted in lieu of paper submissions and ink signed proposals?
    o No, 8 paper copies must be provided along with a compact disc or thumb drive containing the proposal.

11. Will proposals be considered if the vendor cannot provide evidence of psychometric validity for their instruments?
    o No, some evidence for psychometric validity must be provided for proposals to be considered.

12. What evidence is expected to support the psychometric validity of the instrument?
    o We would accept any evidence that reflects validity as defined by The Standards for Educational and Psychological Testing. We would like to see as much validity evidence as possible, but some evidence is better than none. Related, we do not require all types of evidence for validity, but as much information as can be provided would be useful. Some examples of evidence that could be submitted include:
      • Validity evidence associated with test content, such as a design manual that provides information on all items developed for the evaluation instrument and the specific steps taken to maximize item quality, the process used to determine which items to include or how those items were revised between initial item drafting and the final product, information on the results of any tests done to assess expert opinions about individual item quality, information on the specific individuals involved in this process and their expertise, and a history of any revisions to the items since initial development was conducted.
• Validity related to response processes, which could include results of research conducted with students that recorded their thoughts spoken aloud while completing the measure.

• Validity evidence related to consequences which could include case studies or in-depth reports from previous clients who have used this instrument to improve outcomes at their institution (i.e., a few sentences in a testimonial would not be considered to have sufficient depth for this purpose).

• If you have a psychometrician or quantitative analysts on staff, and if you use a standard instrument, a highly desirable type of validity evidence would be related to the internal structure of the measure, which could include confirmatory or exploratory factor analyses on the measure. If you offer a bank of items, then we would appreciate validity evidence related to their relationships with other variables, for example, a correlation matrix of all items based on past data collected by your organization.

We would be happy to talk directly with a psychometrician, quantitative analyst, or otherwise knowledge member of your organization regarding the data your company has available and what would or would not be acceptable to demonstrate evidence of validity if needed.

13. Is the Equal Pay Certificate Application required to submit a response or and is required for companies outside of the state of Minnesota?
   o The certificate only needs to be obtained prior to contract execution. It is not necessary for a vendor to apply for the certificate prior to submitting the RFP, and if a vendor’s proposal is selected then they would be able to go through the steps to get the certificate at that time if needed.
   o Further questions related to the Equal Pay Certificate should be addressed to MDHR directly: https://mn.gov/mdhr/certificates/apply-renew/equal-pay-certificate/equalpay-faqs.jsp

14. Our company does not provide a standard instrument, but institutions can use our product to create their own instrument. Is this acceptable?
   o Yes, products that allow NCC to choose items from a bank of possible questions or customize an existing product will receive full consideration.
15. Specifically, which HLC accreditation requirements would you like the system to meet?
   - This system supports the college in the request, use, and decision making related to student feedback. As a primary method of student feedback, the instrument and system supports continuous improvement and data informed decision making. The college recently changed from an AQIP institution to the OPEN pathway.

16. Can you explain this request in more detail: The system can support attention checks within the evaluation?
   - One thing we are considering implementing is a warning regarding bias that would be shown to students prior to starting the evaluation, and an attention check would be a single item shown immediately after the warning and/or later in the survey that would assess the student’s understanding of/attention to the warning. For example, asking them a true/false or multiple-choice question about the warning. This is not a requirement though, and systems that cannot support attention checks will still be given full consideration.

17. Can you provide additional explanation of this requirement: Assessment of how the instrument and system are functioning as requested, including online access to summary and detail level reports relevant to the services provided.
   - The vendor must be able to provide a description of any dashboard or reports the system provides to show information such as link clicked-on and completion rates of the surveys in play. In addition, the vendor must have the ability to assess of the functionality of the system after purchase, provide service updates, and ensure that requested reporting features are accessible to users as needed.

18. Would you like us to respond directly to each item in Section III (p. 8)? This includes items listed in the following subsections:
   - Vendor will provide: 6 Items.
   - The Vendor will demonstrate the ability to provide: 19 Items.
   - The vendor will agree: 7 Items.
   Alternatively, can these items be demonstrated through responses to other requirements listed in Appendix A (p 24-26) and during a potential demonstration?
Each item should be addressed directly, and these responses should be as comprehensive as possible to ensure understanding. Repetition is not a concern, so it is recommended that you provide a direct discussion of how you meet each requirement even if you have addressed these issues elsewhere in the RFP.

19. Does each copy of the proposal need to be individually sealed in its own mailing envelop/package or can all the proposal copies be included in one sealed package?
   - All proposals should be mailed to the college in one package.

20. Has Normandale Community College seen any demonstrations for course evaluation systems from any Vendors prior to issuing this RFP? If yes, which vendor(s)?
   - No, we did not see any demonstrations of course evaluation systems from any vendors prior to issuing this RFP. Normandale has been using an internally created evaluation survey up to this point, and this is the first time we are considering using an external vendor for evaluations.

21. Have you had assistance from any vendor in developing the RFP requirements?
   - No, the RFP in its entirety was created by the members of the project team at Normandale. We have had no contact with vendors regarding the development of the RFP.

22. Our system does not provide any items or instruments. All items would be created by NCC and added to our system, and we provide no possible items to use as a basis for evaluation surveys. Is this disqualifying?
   - No, it is not disqualifying if a system does not come with any evaluation items/instruments – there are validated instruments and item banks that NCC could select and add to a system that otherwise best meets our needs. There will be a few rubric items where we will not be able to rate a system if there are no instrument/items, but that by itself would not put a vendor out of consideration.

23. Is it necessary to address both the questions on page 8 (Section III: Vendor Requirements) and the criteria provided in the rubric separately?
No, it is not necessary to address these separately. Vendors should address the items on page 8 directly, and the rubric will be used to evaluate the proposal as a whole. If you would like to address the rubric items as well that would be fine, but it’s not necessary as long as you’ve provided information elsewhere in the proposal that supports each of the criteria in the rubric.