

## RFP# UCA-25-011 Education Abroad Program Management

### Questions and Responses

1. Can you clarify the staff & faculty count? **2 Staff and 14-20 faculty**
2. Can you estimate the student count or login as it sounds like you are looking for a portal experience for students?  
**115-150 students on faculty led summer trips 20-40 exchange students**
3. How many data objects would you be looking to integrate? **CRM needs to integrate with Banner**
4. What type of integration would you require? **(Real-time, batch, scheduled) real-time one way Banner to CRM**
5. Is this a unilateral integration or bi-directional between Salesforce, Banner, and SEVIS? **One way Banner to CRM SEVIS not involved in Education Abroad RFP**
6. Will UCA Central IT be involved in this project? **YES**
7. Regarding licensing and implementation, do you need one contract vehicle, or can you sign multiple agreements for this RFP? **Depends**
8. If you can share, what is the budget? **NO**
9. Does this need to be fixed bid or hourly? **Yearly cost and implementation fees. If hourly rates apply for customer support that needs to be presented in bid**
10. Does UCA have Banner Ethos installed? **Not Currently but would consider installing if that is the best option for integration.**
11. What frequency is required for the data sync to Banner? **Nightly**

12: Is the primary purpose of this RFP to find an integrated solution to inbound international student and scholar services, and is its secondary purpose to find a solution for outbound student program management? Please elaborate.

**There are two RFPs. One for each purpose, A Study Abroad provider could meet our needs by providing an alternative solution for website management and application portal software.**

13: What does it mean for this solution to be “integrated”? Does this mean only that the solution should be housed on a single platform? Or, does it imply a more complex integration of data across multiple platforms and functions? Or, does it refer to something else? Please elaborate.

ISSS solution will need to integrate with Banner and be able to push Banner stored data to SEVIS. Ed. Abroad CRM should also be able to pull data from Banner

14: What are the 5 main tasks you hope faculty and students perform on this platform that will consequently improve the efficiency of your office?

Please see RFP

15: How many programs are there in each category (exchange, study away, faculty-led)? What is the volume of students annually in each category and program and location? Please provide a table/matrix that details these numbers.

In 2023-24, 18 exchange students traveled to 11 different countries to complete a semester abroad. 115 students traveled with 14 faculty to 8 destinations in summer 2024. Study Away involves 2-6 students per year

16: What are some of these important digital documents that will need to be uploaded and accessible on the platform? Which ones are unique to the UCA office? Please provide a list.

List to include copy of passport, various PDF forms, photos, etc

17: For the purposes of UCA's record-keeping, what specific information needs to be communicated from the platform to Banner? And inversely, what specific information from Banner will need to be queried and drawn into the platform?

Demographic and Academic data in Banner needs to push to CRM for ISSS and for Study Abroad

18: Is the itinerary exploration function used by faculty meant to occur on the UCA Study Abroad Office Website, or within the desired platform itself? Is the primary purpose of this tool to help faculty quickly explore price and location at a high level to encourage participation? Please elaborate.

We are interested in the itinerary exploration function being done in the most labor efficient manner based on the CRM. If housed on a separate site that could work well depending on ease of getting things set up