

REQUEST FOR PROPOSAL #2019-011
Higher Education Housing Software Management Solution
RESPONSE ADDENDUM #01
December 6, 2018

QUESTIONS

1. Whether companies from Outside USA can apply for this? (like, from India or Canada)
ANSWER: Please refer to RFP language Section 1.3.2

2. Whether we need to come over there for meetings?
ANSWER: Please refer to RFP language Appendix D, Rider A

3. Can we perform the tasks (related to RFP) outside USA? (like, from India or Canada)
ANSWER: Please refer to RFP language Appendix D, Rider A

4. Can we submit the proposals via email?
ANSWER: Please refer to Section 1.3.8

5. Exhibit 1, Table 3. Does that have to be completed if there is nothing to be done that requires any customization? All of the functionality defined is easily delivered with Mercury, through the implementation process, which is already costed in Year 1.
ANSWER: That is correct no need to complete Table 3 if there is nothing proposed as part of your solution.

6. Appendix D – Contract for Services, are we to complete only the yellow highlighted section and then simply include in our response the other items that will be inserted into the contract, ie: our response to Rider A, A1 etc....which are the separate spreadsheets currently?
ANSWER: Appendix D is meant to show you the contract language. You should also review Section 1.2.1 to gain a better understanding of contract requirements. Providing a statement that you accept the terms and conditions as outlined is acceptable, if you intend to modify, please review to Section 1.2.1 and provide the extent of the modification in your response.

As far as Rider A and A1, Rider A1 will be filled in at the time the contract is created with the Respondent's submission of Appendix C. If you are proposing changes to Rider A please note them as well.

7. Solution provides ability to provide on-boarding staff training – could you elaborate on desired functionality here?
ANSWER: Having a subject matter expert on each campus that would be in charge of a "train the trainer" program, as mentioned, would be crucial to ensure that new staff can be trained in a timely and efficient manner. To have such subject matter expert, we would like to see the vendor provide training focused on this

8. Solution provides ability to attach documents/pictures to billing record – how do you envision this working? Would it be a maintenance item that is created and documents/images attached?

ANSWER: It would be helpful to have for documentation of facilities items being charged at the end of the semester or year - garbage left, holes in walls, broken furniture, etc. Especially as students and families follow up and charges, photo documentation is a substantial aid to that conversation.

Additionally, potential saving images of invoices/receipts for work completed by outside vendors (if applicable) for replacement or repair, having this information would assist in the same way if any follow up is needed with students and families.

9. Solution provides ability to create user groups – do you want to create workflow groups that have associated users?

ANSWER: What would be helpful is you provide what your solution has for options related to workflow and creation of user groups.

10. In general, for Section 4 – G2 spreadsheet, do you only want commentary on the functional item, if it's noted as 'partial'? If we mark it as a Yes, there is no reason to comment?

ANSWER: If you mark 'Yes' there is no need for explanation.