

## Q&A Addendum#3

### Bid #05132022 Student Engagement Platform

**This document provides question and answer information pertaining to the above captioned RFP and will be updated as necessary.**

**REMINDER:** It is the Respondent's responsibility to thoroughly read and examine the entire Bid document and any addenda to the Bid.

#### **Posted 5/24/2022**

Question 1. Do signatures need to be wet or does E-signature work?

**Answer 1. Acceptable signatures are ink or electronic.**

Question 2. Is it required that respondents complete the Doing Business with UA registration and the Doing Business with the State registration prior to submission? Or can we complete these steps should we be awarded the business?

**Answer 2. It is highly encouraged to register with the U of A now-as this can be a time consuming process and could potentially delay any contract negotiations, execution of contracts.**

Question 3. What core platforms is UA currently using for: a. SSO, b. SIS, c. Student Portal, d. LMS, e. Productivity Suite, f. Advertising Platform, g. Recruiting Platform, h. Student engagement platform?

**Answer 3. a. Azure AD is the preferred method for web SSO, but Shibboleth is also supported b. Our current system is UA Connect, which is Oracle (formally People Soft) product we will be moving to Workday Student in 2025 c. N/A d. Blackboard e. Office365 f. Starfish, g. Slate h. Engage (Campus Labs/Anthology/Blackboard).**

Question 4. Our platform is capable of serving as a pure student engagement platform, but can also be extended to serve as a comprehensive student engagement hub that would include traditional portal functionality as well. By that, we mean integrations with core applications such as your SIS, LMS, productivity suite and more. We intend to respond in a way that highlights our full value proposition, but desire to segment out pricing for the various options. Is there a way for us to provide a la carte pricing options for the full scope of our platform's capabilities without it negatively impacting our RFP score (as we know that pricing comprises 30 percent of the overall tally)?

**Answer 4. These options should be included in the various sections either as part of the base price or compatible at an additional price. We are looking at each bid to solidify if that product can satisfy our required standards as well as optional standards. Either of which could exist as part of the base price or as a la carte items. Items should not be included if they are in development or not yet available.**

Question 5. Does UA seek to improve enrollment rates for prospective students through this initiative?

Answer 5. No, this platform is designed to support their student experience upon arriving at the UA.

Question 6. Does UA seek to improve application rates for pre-applicant prospective students through this initiative?

Answer 6. No, this platform is designed to support their student experience upon arriving at the UA.

Question 7. Does UA seek a platform that can offer a native mobile app through this initiative, or is this focused solely on a browser-based application?

Answer 7. Native mobile app is preferred but not required.

Question 8. Do we need to register for anything via HOG BID in order to participate?

Answer 8. No

Question 9. For the legal terms, do we need to acknowledge intent to comply with each point in the RFP response, or is it merely assumed by our response that we intend to comply?

Answer 9. Acknowledge each individual point and how you intend to comply

Question 10. Should we submit our VPAT with the response, or later in the process (after responses have already been received)?

Answer 10. Submit your VPAT with the response is encouraged

Question 11. We are able to submit as a pdf, correct?

Answer 11. VPAT yes

Question 12. As a software as a service provider, our company utilizes a Master Services Agreement designed to afford protections for our customers specific to the technology and services we provide. In the event we are your vendor of choice, would UA be open to incorporating required UA legal terms found in the RFP into this MSA?

Answer 12. UA legal department will review and participate in preparing/execution of a MSA during contact negotiations.

Question 13. Where do we include pricing for the optional four-year renewal? There is nowhere on the official pricing sheet to input this information. Or, is that pricing something that will be delivered once the initial three-year contract has been executed?

Answer 13. Prospective bidders can add an additional/separate price sheet for the optional four-year renewal.

Question 14. Would a complementary pricing sheet (not in replacement of Appendix 1) be desirable for the evaluation committee?

Answer 14. Yes

Question 15. Do we need to complete our Supplier Identification Form (link provided in the signature sheet) prior to response submission?

Answer 15. It is highly encouraged to register with the U of A now-as this can be a time consuming process and could potentially delay any contract negotiations, execution of contracts.

Question 16. • Do we have to complete our illegal immigrant certification prior to submission, or can that be done prior to a contract execution?

Answer 16. We prefer completing the Illegal Immigrant Certification with bid submission.

Question 17. We have no conflicts of interest in this bid. How should we complete the Bidder Conflict of Interest Form?

Answer 17. The form includes a box on the left hand side under each "For Individuals" and " For an Entity(Business)" that should be checked: None of the above applies- signature on page 2 is required.

Question 18. Should the cover letter be pg. 1 of the RFP Document listed as the first link for this RFP on HogBid?

Answer 18. Respondents discretion.