

Business Services

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**Q&A Addendum #2**

**Customer Relationship Management System (CRM) for Study Abroad, Travel Registration, & SEVIS Reporting**

**RFP No. 07292025**

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

 **Posted 8/22/2025**

*Vendor Questions*

Please see answers in red.

1. Can you conﬁrm if UARK wants ﬁnal contenders to present formal presentations on-site or virtually the week of 9/8/2025? Thanks for clarifying as this will help our teams proactively prepare for potential travel.

From STAB: Finalist presentations will be conducted virtually the week of 9/8/2025.

1. Does the STAB office want to include embedded tools to manage and market study abroad-specific events such as Study Abroad 101, info sessions, pre-departure health and safety sessions, study abroad fairs, etc. in the Study Abroad platform? Or, do they prefer to continue using the existing broader university calendar of events to manage and market STAB specific events?

From STAB: It would be nice to have embedded event management tools in the platform, but this is not a requirement. We can continue to use the broader university calendar if needed.

1. Does the STAB Office want the option to include platform-managed events ***as application requirements*** (e.g. required advising appointments and required pre-departure sessions)?

From STAB: Having the option to include platform-managed events as application requirements would be great, but it is not a requirement.

1. Does the STAB Office want the ability to manage **Contact Lists** and **Interested Student Lists** using the new Study Abroad platform?

From STAB: Yes, this is stated in the RFP in Section 2.3 (Marketing and Recruitment Features), which specifies that the platform should support capturing leads and tracking prospective student interest in study abroad programming.

1. Does the STAB office want the new Study Abroad platform to provide options to design and send robust email campaigns and to create email journeys plus the ability to track campaign metrics?

From STAB: Yes, this is stated in the RFP in Section 2.3 (Marketing and Recruitment Features), which specifies that the platform should support robust email campaigns, automated email journeys, and the ability to track campaign metrics.

1. Please confirm if the new solution for Travel Registration will be used to manage both domestic and international travel or just international travel?

From STAB: The new solution for Travel Registration will be used to manage international travel only.

1. Please list all departments or offices that will be involved in the travel registration process and will need to use the new Travel Registration solution to process travel for faculty, staff, and students.

From STAB: Every department and office at the University of Arkansas uses travel registration.

1. Which department or office will be the primary administrator for the Travel Registration solution?

From STAB: The Office of Study Abroad is the primary administrator for the travel registration solution