

## Q&A Addendum - REVISED

### RFP No. 648907 RazorApp Mobile Application Platform

**This document provides question and answer information pertaining to the above captioned RFP.**

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

**Posted August 16, 2017**

**Question:** Can you tell me what is Razor App?

**Answer:** A mobile application platform for the campus community to use to filter information from University websites, provide information for campus events, and update parking & transit information in real time.

**Question:** Whether companies from Outside USA can apply for this? (like, from India or Canada)

**Answer:** All vendor proposals that meet the scope and requirements of the RFP will be considered. Non-US companies can submit RFP responses – however the minimal expectation is that all communications occur in written and spoken English.

**Question:** Whether we need to come over there for meetings?

**Answer:** If vendor presentations are required, these would be on campus meetings

**Question:** Can we perform the tasks (related to RFP) outside USA? (like, from India or Canada)

**Answer:** All vendor proposals that meet the scope and requirements of the RFP will be considered. Non-US companies can submit RFP responses – however the minimal expectation is that all communications occur in written and spoken English.

**Question:** Can we submit the proposals via email?

**Answer:** No.

**Question:** Regarding the University of Arkansas's overall mobile strategy:

Currently, there are three mobile apps in the Apple App Store for UAF; virtual tours, athletics, and orientation. Does this RFP attempt to find a vendor who can combine/replace all three of those needs in addition to the specifications listed in the RFP?

**Answer:** The other campus Apps for UAF; virtual tours, athletics, and orientation are very rarely used. The Razor App is a separate app that will pull information from campus group's existing web pages on uark.edu and filter that info through the App. The goal is that this will be the primary App for the U of A.

**Question:** Does the University of Arkansas currently have a mobile app that meets the specifications outlined in this RFP? If so, please provide the name and link to where it can be found.

**Answer:** The U of A does not currently have an app that meets the requirements of the RFP.

**Question:** What is the meaning of the letters (MR) and (RI) following the requirements in section 13?

**Answer:** **Informational (I)** – These sections provide important information about The University of Arkansas’s web content and web technology needs and this RFP. These sections only require that the respondent acknowledge that the section has been read and understood. Respondents should mark the section with ACKNOWLEDGED.

**Requests for Information (RI)** – These sections request information from the respondents. Information should be provided in the most concise manner possible. If necessary, more detailed information can be provided as Addenda to the respondent’s proposal. Proposals that do not provide sufficient information may be deemed unresponsive.

**Mandatory Requirements (MR)** – These sections provide mandatory requirements and are short statements that include the word “must” or “shall”. Responses to these sections must be provided as Compliant, Partially Compliant, or Non-Compliant. To be marked as Compliant, the respondent’s proposed solution must be fully compliant with the requirement. For requirements marked as Compliant, respondents may provide additional information as to how their solution complies. If a respondent only partially complies with a requirement currently but will be fully compliant at a later date, the section must be marked as Partially Compliant. For sections marked as Partially Compliant, respondents must describe how and when their solution will be fully compliant. If a respondent’s solution does not fully comply with a requirement and future compliance is not planned, the section must be marked as Non-Compliant.

**Question:** Does the university have a specific budget in mind for this project?

**Answer:** N/A

**Question:** Does the university have a preference if application is an out of the box solution or custom?

**Answer:** Out of the Box solutions are fine as long as they satisfy the App requirements.

**Question:** Is it required that university's developers have code level access to develop additional features?

**Answer:** U of A developers do not need code level access but we do need to have access for technical support from App developers and be able to update the App.