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| **REQUEST FOR PROPOSAL 71-Q2024-07**  University of North Carolina at Pembroke Purchasing Department  Auxiliary Building  One University Drive  P.O. Box 1510  Pembroke, N.C. 28372-1510 | |
| Issue Date: 04/10//2024 | Due Date: 04/22/2024 |
| Purchasing Specialist: Kimberly Locklear | Description: University Scheduling Software |
| **ADDENDUM #1: This must be signed and returned with your response** | Responses to Questions- |

1. What is the timeline for the implementation of the new system?
2. By June 30, 2024
3. Are there any specific integration requirements with existing systems (e.g., student information systems, learning management systems)?
4. Visix ePaper, Ellucian Banner 9 and Degree Works, BraveConnect (vendor is Presence)
5. What are the key performance indicators (KPIs) or metrics that the university will use to measure the success of the new system?
6. Specifically, we are looking for the system to function for academic and non-academic reservations/spaces, using separate request and approval processes. Additionally, the system will give insight to academic offerings providing a data forecast to the create an effective and efficient schedule to fulfill student demand for timely progression.
7. At minimum, the project should deliver:

* Create event request forms for internal and external users.
* Allow users to view and/or browse for events and space availability.
* Allow users to request additional services for events (A/V, Catering, Room Configuration) Manage the inventory of resources to prevent overbooking.
* Quickly and easily locate existing reservations.
* Integrate with Banner 9 to send/receive section and registration data.
* Integrate with Single Sign On/MFA
* Provide on-site and remote system implementation services, support, and training, including data set up for classroom specifications, event space specifications, degree pathways, term dates, and other associated information for functionality.
* Set up optimizer rules.
* Provide access to standard reports to include classroom utilization, faculty load, section data, seat fill percentages, and statistics, etc.
* Provide ongoing technical and user support.

1. Is there a preference for an on-premises solution versus a cloud-based solution?
2. Cloud would be the preference if the vendor has adequate APIs to extract data needed for ad-hoc reporting.
3. What are the budget constraints for this project?
4. Viability will be determined by all metrics, not just cost.
5. How important is mobile accessibility for the new system?
6. Important, but could still be considered without
7. Are there any specific security requirements or certifications that the new system must meet?
8. Integrate with Microsoft Azure AD for Single Sign On/MFA. Vendors will be expected to supply a SOC2 report or equivalent documentation upon request.
9. Will training and support be provided for administrators and end-users during and after the implementation?
10. Yes, at minimum training to be provided to administrators during and after implementations. Assistance creating a user guide and FAQ will for end-users will be needed. Ongoing support will be needed after implementation, plus the possibility of including end-users when needed.
11. What are the requirements for data migration from the current EMS system to the new system?
12. Once set-up, academic classroom would be imported/exported once daily, at minimum, and on demand as needed. A greater frequency will be considered if possible.
13. Can you provide information on the expected volumes of academic room and event space requests the system will need to handle, as well as the number of users (both administrators and end-users) who will be using the system?
14. In Spring 2024, the university placed about 820 class sections into classrooms on campus. We have twenty buildings classified as Academic and twenty-five classifieds as Administrative and Support (there is some overlap within the two classifications). Each has varying numbers and types of spaces within the building.
15. What is the current tech stack of the EMS system being used for scheduling events and course sections in academic spaces? Additionally, are there any preferences or requirements for the tech stack of the new system? This information will help us understand any constraints or preferences regarding technology compatibility and integration.
16. Specifications were outlined within the RFP.
17. Should the system be provided on premise or cloud?
18. Please provide the best solution.

What are your expectations regarding the presentation or demo of the system? Do you expect the vendor to follow a specific scenario or provide specific information?

1. The vendor will provide an overview of their software and UNCP will provide specific details of what we would like to see from the academic and reservation view.

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Title: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Signature: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_