

IMPORTANT BID ADDENDUM

November 2, 2023

THIS BID ADDENDUM DOES NOT HAVE TO BE RETURNED:

BID Number: 50-2223035

ADDENDUM Number: 01

PURCHASER: Grant Braley

COMMODITY: Customer Relationship Management Solution IFB

USING AGENCY: ***DEPARTMENT - NCCCS***

OPENING DATE/TIME: November 15, 2023 @ 2:00:00 PM EST

INSTRUCTIONS:

1. The Bid Opening Date has been extended to **2:00 PM, November 15, 2023.**
2. Answers to Vendor Questions

Question #	Solicitation Section	Vendor Question	Response
1	Online Portal Section 5 Vendor Response, Subsection 5.1	Regarding "5.1 Vendor shall upload a Signed and Completed version of the solicitation document found in Section 3 of the Sourcing Event here. Vendor is advised to confirm that it has reviewed and provided all requested information as applicable." What is NCCCS expecting to be "completed" in this version? Just the Execution page? Or is there additional information that should also be filled out?	The Vendor is required to submit the entire solicitation document including all pertinent data, attachments, etc. to provide a valid response to the IFB.
2	1.0 Intent, Use, Duration and Scope	Is the objective of this solicitation to create a pre-approved list of vendors for campuses to purchase from? If yes, will subsequent RFPs be issued, or will institutions be able to purchase directly from vendors that are awarded this RFP? Will institutions be able to purchase the solution at any point during the duration of the contract?	Community Colleges within the System will be able to purchase this software at their discretion to the contract awardees.
3	5.0 Furnish and Deliver	Can vendors provide a supplemental pricing proposal outside of the pricing table to show more details on our pricing structure?	Responses must include the cost table at a minimum. Vendors may provide alternate pricing structures in addition to the cost table.
4	5.0 Furnish and Deliver	Given part of our pricing is based on student count, can vendors submit multiple pricing tables that illustrate different scenarios?	Responses must include the cost table at a minimum. Vendors may provide alternate pricing structures in addition to the cost table.
5	4.0 Business and Technical Specifications	Are you looking for/would you consider optional functionality that is outside of the scope in the RFP?	Additional functionality may be considered if it is advantageous to the NCCCS.
6	General Question	Can you please provide a scoring rubric?	The contract will be awarded per section 2.12 of the contract.

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7	General Question	Can NCCCS please provide the decision timeline for this RFP?	NCCCS will evaluate bids promptly.
8	Section 3.4	Would the NCCC System accept HECVAT to fulfill the VRAR requirement	VRAR is the requirement established by the State.
9	Section 2.11	Can you please provide the titles of the members of the proposal evaluation team?	The evaluation team has not been finalized.
10	5.0 Furnish and Deliver	As a company, we provide multiple CRM value add solutions such as predictive analytics and enrollment marketing services. Is there an appropriate place for us to present some of these solutions in this RFP, and would you like us to include preferred pricing?	Responses must include the cost table at a minimum. Vendors may provide alternate pricing structures in addition to the cost table.
11	Section 1	Will each individual institution be able to review responses from this RFP as a part of their buying process?	Community Colleges will select from the awardees established by the solicitation process.
12	5.0 Furnish and Deliver	Will NCCCS accept tiered pricing based on enrollment size?	The most competitive responses will complete the cost table pricing on the volume associated with the entire system, not institutionally itemized tiered pricing structures.
13	Section 1.0 Intent, Use, Duration and Scope, Page 3	Will there only be a select group of awarded vendors who respond to this RFP?	NCCCS reserves the right to provide multiple awards to this contract.
14	Section 2.3	Section 2.3 Offer Submittal, Page 4 - Will you accept electronic signatures for the signed offer?	Yes, electronic signatures are acceptable.
15	Section 5.0 Furnish and Deliver, Page 11	Cost will vary depending on institutional size, is this something we can present to you in an Excel spreadsheet vs. the pricing format laid out in the proposal?	Responses must include the cost table at a minimum. Vendors may provide alternate pricing structures in addition to the cost table.
16	General Question	How will each individual institution be funding its CRM solution?	Please refer to the Note in the PAYMENT TERMS section for details on Community College responsibility to payment.
17	Section 4.3 Application Lifecycle, Page 10	Does each institution currently have its own process for accepting applications, or is there a system-wide application that each college uses?	Each college has their own application.
18	General Question	How many institutions (estimate) show interest and are intending to purchase CRM software after this RFP award?	Please refer to section 1 for background on this solicitation.
19	General Question	How many institutions (estimate) show interest in starting a CRM implementation by the end of this year?	Please refer to section 1 for background on this solicitation.
20	General Question	How many of the 58 NCCC's already have a CRM?	Please refer to section 1 for background on this solicitation.

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21	General Question	How many of the 58 NCCC's are looking to replace a current CRM?	Please refer to section 1 for background on this solicitation.
22	General Question	What are the top three pain points that NC community colleges are experiencing in regard to Recruiting and Admissions that are leading to a wide need for CRM solutions?	Please refer to section 1 for background on this solicitation.
23	General Question	Are the NCCC's looking for or open to chatbot assistance with Recruiting and Admissions?	Refer to section 1 for background on this solicitation.
24	Section1	What will the process be after NCCCS makes the award which enables CC to select a solution?	Colleges will select a provider from the awarded vendors.
25	4.1,MS-Office	What are the applications in which the CRM is expected to integrate with as it pertains to MS- Office? Please provide the use-cases on how it is being leveraged now in your current platform, if any, and how you envision it to work.	Propose use-cases available with your solution.
26	4.1, Ellucian Colleague:	What is the use-case for Ellucian Colleague integration, Bi-Directional or Uni-directional, Data Fields, are the documents being passed from CRM to Colleague and vice versa, if yes then what is the size and type of the document? How often and in what formats do you currently use to complete this task?	Propose use-cases available with your solution.
27	4.1, Ellucian Banner:	Is Ellucian Banner On premise or on-cloud, also NCCCSO have Ethos available?	Cloud based Banner. Ellucian Ethos is a part of the architecture.
28	4.1, Ellucian Banner	What is the use-case for Ellucian Colleague integration, Bi-Directional or Uni-directional, Data Fields, are the documents being passed from CRM to Colleague and vice versa, if yes then what is the size and type of the document? How often and in what formats do you currently use to complete this task?	Propose use-cases available with your solution.
29	4.1, Ellucian Banner	Does NCCCSO have Banner Document Management module available?	No.
30	4.1, Ellucian	Go: Please provide the scope of integration? Use-Case, direction: Bidirectional or uni, flow of data etc.	Propose use-cases available with your solution.
31	4.1, Modern Campus Destiny One	What is the use-case for Modern Campus Destiny One integration, Bi-Directional or Uni-directional, Data Fields, are the documents being passed from CRM to Modern Campus and vice versa, if yes then what is the size and type of the document.	Propose use-cases available with your solution.

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32	4.1, Blackboard LMS	What is the use-case for Blackboard LMS integration, Bi-Directional or Uni-directional, Data Fields, are the documents being passed from CRM to Blackboard and vice versa, if yes then what is the size and type of the document.	Propose use-cases available with your solution.
33	4.1, Moodle LMS	What is the use-case for Moodle LMS integration, Bi-Directional or Uni-directional, Data Fields, are the documents being passed from CRM to Moodle and vice versa, if yes then what is the size and type of the document.	Propose use-cases available with your solution.
34	4.1, CFNC	What is the use-case for CFNC integration, Bi-Directional or Uni-directional, and the data fields required.	Propose use-cases available with your solution.
35	4.4, Event Management:	Schedule Online Information Sessions: What platform is currently being used to conduct these sessions (i.e., Zoom, Google Meet, Goto Webinar etc.)	Propose available options with your solution.
36	4.5, Reports and Analytics	Compile and analyze survey data- Please provide the name of the survey platform used by NCCCSO, or CRM is expected to create this process, if yes please provide the use-case and data fields for the same.	Propose available options with your solution.
37	Additional Question	Information is needed on the users who will be using/working in the solution. (i.e., the total number of users envisioned, teams, or departments they belong to (e.g., Admissions office, Recruitment office, etc.). Also please help us with a sample use case with a summary on how applicants move across these users/teams currently.	Each college will establish their own teams.
38	Additional Question	What are the lead sources for NCCC, E.g., Website Forms, social media (Instagram and Facebook), Google lead capture etc.?	Propose sources available with your solution.
39	Additional Question	Do you have any standard set of contact strategies with applicants that are defined currently for different programs/teams, kindly elaborate.	Each college may have different strategies. Please provide contact strategies supported with your solution.
40	Additional Question	Approximately how many unique email addresses (contacts) does the college include in email marketing campaigns annually?	Each college may have different strategies. Please provide contact strategies supported with your solution.
41	Additional Question	In a single year, how many enrollment cycles does NCCC complete.	There are four (4) sessions: Late Start, Fall, Spring, and Summer.
42	Additional Question	What is the expectation around data migration from existing systems to CRM? What will be the expected volume of data to be migrated across various systems, kindly help list them.	Propose available options with your solution.

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43	Additional Question	Can you confirm that each school will require their own instance or is there a requirement for all the colleges to part of a single instance? Will any of the schools be licensing an instance which will require multiple colleges to be on one instance?	Each college will manage their own instance.
44	Additional Question	Other than the integrations mentioned in the RFP is the CRM expected to integrate with any other 3rd party systems, if yes please list.	Utilize the integrations listed in the solicitation.
45	Additional Question	Please provide the number of users needed for each college.	The number of users is not currently able to be determined.
46	General Question	Please provide an estimate for number of staff at each member institution that would use the CRM	Each campus determines the number of staff involved.
47	General Question	Please provide an estimate for number of applications processed by each member institution.	Number of applications varies by Institution.
48	General Question	Is Live Chat in scope for this project?	Additional functionality may be considered if it is advantageous to the NCCCS.