



4/30/2024

RFP Addendum 1
Request for Proposal Number: P24SM002
Student Communication Solution

Please note the following on the above referenced Request for Proposal.

1. Exhibit 1 – Proposal Format, number 7, Client References (refer to Section 6.4), is removed in its entirety and replaced with the following:

Exhibit 1 – Proposal Format, number 7, Client References (refer to Section 6.3)

2. Question: Can the submission be made electronically with PDF documents instead of printed and mailed?

University response: No, refer to Section 7.4.

3. Question: What is the total number of full-time students?

University response: [University Facts and Statistics](#)

4. Question: Is this solution for all campus locations?

University response: Yes.

5. Question: Is there a budget allocated for this project? If so, could you share the estimated budget?

University response: An estimated budget has not been determined at this time.

6. Question: Which communication platform is the University using today?

University response: A platform tool that was developed by the University.

7. Question: What are the University's challenges that have motivated an alternative?

University response: The current platform will no longer be supported by ITS.

8. Question: What are the University's current marketing automation platforms?

University response: Salesforce, Marketing Cloud, NAUGo (Mobile App).

9. Question: How many users will be using the solution?

University response: Estimated 1,300 faculty members. Refer to Section 1.2.1.

10. Question: Which Salesforce clouds are used and by which departments? How many users currently use Salesforce?

University response: The University uses Salesforce Sales Cloud, Salesforce Service Cloud, and Marketing Cloud. Primary divisions include Enrollment Management, Student Affairs and Academic Affairs. There are approximately seven hundred (700) users.

11. Question: Does the University have processes documented?

University response: Yes.

12. Question: Does the University currently have a change management strategy for the new solution?

University response: The change management strategy will be determined before execution.

13. Question: Does the University have staff and resources to define, train, deliver change management and support end users after implementation?

University response: Yes.

14. Question: Does the University track risk indicators?

University Response: Yes. The University tracks a variety of student engagement behaviors as well as academic performance. Alerts through this solution will add to the data collected.

15. Question: Is a student portal part of this scope?

University response: No

16. Question: What is the volume of data that will need to be migrated to the new solution?

University Response: None.

17. Question: Which systems will need to be integrated as part of the scope of this implementation apart from Maxient and TutorTrac for all the data points.

University response: Refer to Section 4.10.2.

18. Question: Is integration with all the systems listed under 4.10.2 in the scope of the implementation?

University response: Integrations with other systems may be determined later.