

# Solicitation Amendment No. 001

<b>To: Prospective Bidder/Offeror:</b>	<b>Date:</b>
To: Prospective Proposers	February 13, 2012
<b>Project Title:</b>	<b>Project No.:</b>
Debt Management Software	# 12-23
<b>Description of Solicitation Amendment:</b>	
The Request for Proposals for Debt Management Software (Project # 12-23) is hereby amended as set forth below:	
<b>I. Preparation of Proposal:</b> Change wording to read:	
<b>a. Technical Proposal:</b> Proposer shall submit Technical Proposal responding to all Questions set forth in the Proposer Questionnaire, Section 3.0 attached hereto as Attachment No. 3.	
<b>b. Price Proposal:</b> Proposer shall submit a Price Proposal respondent to all requirements set forth in the Proposer Questionnaire, Section 4.0 attached hereto as Attachment No. 3.	
<b>II. Proposer Questionnaire:</b>	
The Proposer Questionnaire (Attachment No. 3) contained in the solicitation document is hereby deleted in its entirety and is being replaced by the revised Proposer Questionnaire dated February 13, 2012, attached hereto and made a part hereof.	
<b>III. Informational Letter #1:</b> The Informational Letter #1 (Q&A) for RFQ 11-23 Debt Management Software is hereby made part of this Solicitation and is posted on HCC website: <a href="http://www.hccs.edu">www.hccs.edu</a> .	
Except as provided herein, all terms and conditions of the solicitation remain unchanged and in full force and effect.	
<b>Acknowledgement of Amendment No. by:</b>	<b>Date:</b>
<b>Company Name (Bidder/Offerer):</b>	
<b>Signed by:</b>	
<b>Name (Type or Print):</b>	<b>Title:</b>

## **ATTACHMENT NO. 3**

### **Proposer Questionnaire**

Revised: February 13, 2012

**HCC Project No. : 12-23**

#### **1.0 Company Profile:**

1.1 Provide details as to the following:

- Firm or Entity Name
- Years in Business
- Form of Business under which Proposer operates (i.e., corporation, partnership, sole proprietor)
- Key Contacts: List the names(s), telephone number, email addresses of the representative(s) who are to be contacted regarding your proposal
- Ownership: List the names of all officers and persons of organizations have a ten percent (10%) or greater ownership interest in the company. Indicate which persons are in day-to-day management of the company. Also, indicate if the business is a subsidiary of another entity or conglomerate.
- Sales Volume: Provide net sales data for the past three (3) years
- Describe your company's specific knowledge, experience and expertise in providing Debt Management Software.
- Is your company currently for sale or involved in any transaction to expand or to become acquired by another business entity? If yes, please explain the impact both in organizational and directional terms.
- Provide any details of all past or pending litigation or claims filed against your company that would affect your company's performance under an Agreement with HCC.
- Is your company currently in default on any loan agreement or financing agreement with any bank, financial institution, or other entity. If yes, specify date(s), details, circumstances, and prospects for resolution.

1.2 Firm's Financial Status: Provide evidence of the firm's financial stability including but not limited to, any one or more of the following: the firm's audited financial statements for the last two (2) years; the firm's unaudited financial statements for the last two (2) years.

#### **2.0 Customer References:**

2.1 Your response must include a listing of at least three (3) customers for which you have provided Debt Management Software of the type and kind required by this RFP. Your customer reference list shall include the company name; contact person including telephone #; scope of services, annual sales volume (\$), and the period of time for which work was performed.

2.2 Provide a reference list of all customers for whom you have performed work during the past three (3) years. The List to include company name, contact person, telephone #, and email address (if known).

#### **3.0 Technical Proposal:**

Your Technical Proposal should clearly define (i) your Company's total capabilities, (ii) your qualifications to perform the work, (iii) your ability to perform the services outlined in Attachment No. 2, (iv) your understanding of HCC, and (v) what differentiates you from your competitors. At a minimum, your Technical Proposal shall include the following:

3.1 Cover letter: The cover letter shall not to exceed 2 pages in length, summarizing key points in the proposal.

3.2 Qualifications and Experience of Personnel:

- (a) Provide a project-staffing plan including resumes for all proposed "key" staff members who will be assigned to this account and defining their role in supporting the HCC account;

(b) Provide your criteria for hiring including screening, criminal background checks, or any other means of verification of employee information, or explain other means for ensuring the integrity and suitability of the Proposer's employees.

3.3 Implementation Plan: Provide a detailed *Start-up Implementation Schedule* identifying key tasks and milestones commencing date of contract award through implementation. Your response should clearly define both your and HCC's responsibilities and resources required during the implementation phase

3.4 Training: Describe your training and development program of both full time and part-time personnel (i.e., students or temporary/contracted workers) as it relates to customer service, policies and procedures, quality control, and general business operations.

3.5 Quality: Please identify the key metrics you propose to use to measure your performance in delivering services to HCC. Your response should indicate the frequency of the measurement, how it will be used to continually improve performance, and how this information will be shared with HCC. Your response should include how do you measure and monitor production quality, ensure delivery/turnaround times are being met, and how problems are tracked, escalated (if required) both internally and with the customer.

3.6 Customer Satisfaction: How do you measure and monitor customer satisfaction; describe the method used, frequency, and how results are reported

3.7 Capabilities and Capacity:

(a) Proposer shall clearly define its in-house capability and capacity to perform the work identified in Attachment No. 2. Your response must describe the various technologies, tools, methods, and technical expertise that you will provide to HCC and/or that will be used in the delivery of the services and how that will be of benefit in the delivery of services to HCC.

3.8 Communication Plan: Please provide a sample communication plan of how, if your company is selected for contract award, you will introduce your company to the faculty, HCC staff, and students and advise them of your service offering; how to access/place orders; rate structure; etc. upon commencement of the contract and thereafter, on an ongoing basis.

3.9 Student Intern Participation: This section shall include a clear statement of the firm's commitment and plan to utilize HCC student in an internship capacity.

3.10 Small Business Participation: This section shall include a clear statement of the firm's commitment and plan to meet the small business goal specified in this solicitation, if any.

3.11 Miscellaneous:

(a) Please identify any challenges and/or difficulties you anticipate in providing services to HCC and how you plan to manage them; what assistance will you require from HCC.

(b) Please describe any special benefits or advantages in selecting your company.

(c) Please identify how many years committed support your company will provide.

(d) Please identify what is included in your maintenance costs (fixes, patches, upgrades, new versions).

(e) Please describe the process you use to interface with PeopleSoft.

(f) Please provide information on the current versions and future versions in development.

(g) Please include information on interface requirements, sample project schedule, and required data fields for interface.

**4.0 Price Proposal:**

Proposer shall complete and submit Schedule 1, the Price Proposal Summary for Debt Management Software. Proposer may submit, for HCC's consideration, any other products and services it offers.