



Solicitation Amendment No. 1

To: Prospective Proposer/Offeror:	Date:
Prospective Proposers	January 15, 2021
Project Title:	Project No.:
Consulting Services for Student Enrollment and Engagement Management Plan Implementation	RFP 21-24
<p>Description of Solicitation Amendment: The Request for Proposals (Project RFP No. 21-24) is hereby amended as set forth below:</p> <p>1. Questions and answers have been released (below).</p> <p>Please visit our website at https://www.hccs.edu/about-hcc/procurement/</p> <p>Except as provided herein, all terms and conditions of the solicitation remain unchanged and in full force and effect.</p>	
Acknowledgement of Amendment No. by:	Date:
Company Name (Bidder/Offeror):	
Signed by:	
Name (Type or Print):	Title:

REQUEST FOR PROPOSAL

PROJECT NO. RFP 21-24

**CONSULTING SERVICES FOR
STUDENT ENROLLMENT AND ENGAGEMENT MANAGEMENT PLAN AND IMPLEMENTATION**

QUESTIONS AND ANSWERS No. 001

Date: January 15, 2021

To: Prospective Respondents

From: Procurement Operations Department, Houston Community College

Subject: Questions and Answers Responses

Q1. Are vendors required to be on a co-op? If so, are they required to be on a specific Coop Contract?

Response: No.

Q2. For the cost breakdown, should that be included in one Excel sheet or separate tabs per requirement?

Response: It can be one Excel Spreadsheet and a separate file.

Q3. Is there a reason why this phase was separated from the original CRM Implementation?

Response:

The current CRM contract is heavily focused on the implementation of a technology platform that align with capabilities needed to address enrollment, retention, and student success goals at HCC. Our implementation partner was selected as a result of having existing tools and demonstrated experience with the implementation of Microsoft Dynamics within higher education institutions. HCC understands that to be successful an intentional focus on project wraparound services is required. The wraparound services needed are documented in the scope of services section of the RFP. The College is looking for a partner to help create and deploy innovative process and organizational design solutions, and to design the right operational governance framework that will ensure use and adoption of the re-engineered processes and tools.

Q4. For the electronic submission of notarized documents, are there any requirements?

Response: Complete in its entirety and be notarized.

Q5. For the attachments, can they all be filled out electronically? Or will HCC require the originals of any?

Response: They can be electronically but notarized where needed. No original needed.

Q6. Just to clarify, a physical proposal is not required for submission - just an electronic version by Jan. 20, correct?

Response: Correct.

Q7. Does the electronic submission need to be a single document or divided into any separate attachments?

Response: One single document except for price, which should be a separate document (file).

Q8. Will HCC accept partial proposals for smaller components within Category 1? Would HCC accept a proposal from a bidder just to do work within one section of Category 1 such as Organizational Design / Optimization?

Response: No.

Q9. Is there any additional detail about what HCC is looking for on the Organizational Design / Optimization work? There is not much information about that specific component within the RFP and in our experience these studies can be structured in many different ways so we want to understand what HCC is seeking before submitting our proposal.

Response: Today, student services (i.e. advising, recruiting, enrollment, etc.) at HCC are provided at each of the seven colleges with a focus on the academic and workforce programs offered by the respective college. High-level strategy and governance occurs at the district level. This project involves the restructuring (or optimization) of student services to assess and/or improve business processes, streamline operations, improve efficiency of enrollment and advising services, and provide a consistent student experience across the institution.

Q10. Has HCC identified a budget for the entire RFP or a budget for individual sub-components within the RFP? We have found that if there is a specific budget we can generally adapt our scope to fit within this budget rather than significantly over- or under-scoping our response.

Response: There is not a pre-determined budget for this work and we are looking to the RFP responses to inform our budget request.

Q11. Does HCC has an estimate of how many transactions are plan to have per month? (Ex. cases, entries or records you would create?)

Response: The projections are currently not available. We are working on a 5-year outlook that will include a year over year forecast of data growth and a projection of how the underlying technology being used for data integration with our Student Information Services system will respond to such growth. For the purpose of this RFP, there is an expectation that the selected vendor will not focus on a set number of transactions that will be entered into the system, but

instead ensure consistency in the business processes associated with the transactions as evidenced in a written set up of Standard Operating Procedures associated with each functional unit.

Q12. Is HCC planning on having a contract with multiple suppliers or only one?

Response: Only one

Q13. Would HCC be willing to share any existing documentation and overall IP platform functionality to better understand what has been built to understand the overall general nature of the project?

Response: The Intellectual Property (IP) we have would require a lengthy discussion and some onboarding to be properly understood. Please refer to page 5 of the RFP to see the list of activities that are currently in progress and aligned with Release 1a.

When issued, "Questions & Answers" shall automatically become a part of the solicitation documents and shall supersede any previous specification(s) and/or provision(s) in conflict with the Questions & Answers. All revisions, responses, and answers incorporated into the Questions & Answers are collaboratively from both the Procurement Operations and the applicable HCC Department(s). It is the responsibility of the bidder/respondent to ensure that it has obtained all such letter(s). By submitting a bid on this project, bidders/respondents shall be deemed to have received all Questions & Answers and to have incorporated them into this solicitation and resulting proposal response.

Furthermore, it is the responsibility of each Contractor to obtain any previous Questions & Answers associated with this solicitation.

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