



**Addendum No. #1**  
**RFP #1-5-22 SA Student Advising and Success Platform**  
**January 27, 2021**

Question #1 Due to COVID-19 and local mandates, our firm has continued to limit access to our local office (where printing and shipping typically occurs), and employees responsible for this RFP response work remotely for the time being. Additionally, employees have been instructed not to enter printing/delivery service buildings if at all possible. With this in mind:

- a. Are you willing to accept an electronic signature in lieu of a wet ink signature on all forms? **Answer: No, we require the original signature**
- b. Are you willing to accept an electronic proposal submission in lieu of hard copies? If not, will HCCC accept responses on a USB shipped to your location (no hard copy provided) to reduce the public locations respondents are required to visit in order to submit a response? **No New Jersey Community College contract law does not allow any provisions for electronic submission.**
- c. Are you willing to waive notary requirements for this RFP? **No**
  - If not, is e-notary acceptable? **No**
  - Is it acceptable for an authorized agent to sign on behalf of a company officer, accompanied by a letter of authority, to help streamline signature requirements? **Yes**

Question #2 What Degree Audit system does HCCC utilize? **Answer: Colleague Degree Audit**

Question #3 Has HCCC identified a budget for this initiative, and if so, is it possible to share? Is there a price above which proposals would not be accepted? **Answer: No**

Question #4 Can HCCC, please provide the decision timeline for this RFP? **Answer: 60 Days**

Question #5 Did HCCC evaluate solutions that could meet its requirements through vendor presentations leading up to the RFP release? If so, what types and names of solutions and vendors were evaluated? **Answer: The College will decide based on the RFP response and, if required, request vendor demonstration that is currently not an RFP requirement for submission or your RFP.**

Question #6 Can HCCC share who will be on the evaluation committee for this RFP? Who has the authority to sign the proposal, and how do they make decisions? **This is an internal process, and this information will not be shared until after the process has been completed and awarded. The information can be requested via the NJ OPRA act.**

Question #7 As a private company, our company requires an NDA before we can provide a copy of our audited financial statements; thus, would a D&B Report suffice for this requirement to assist HCCC in assessing our firm's financial health? **Answer: Please provide the financial statements per the proposal requirements.** If not, is HCCC willing to sign an NDA before the RFP submission deadline so that we may provide our audited financial information in a protected manner? **Answer: The College will not sign an NDA – As a public entity, the College is governed by NJ Community College Contract Law and will not sign an NDA before the RFP submission.**

Question #8 Our company is extremely cautious in sharing information that contains our security safe measures for data. Would HCCC accept this information via a secured box link? **Answer: All information as it pertains to the proposal must be**

submitted via sealed bid If not, is HCCC willing to sign an NDA prior to the RFP submission deadline so that we may provide this information in a protected manner **Answer: The College will not sign an NDA before the bid submission date.**

Question #9 What is the total enrollment of students anticipated to be using the solution? **Answer: 8,000**

Question #10 What other technologies does HCCC use to manage the advising process and interact with students? **Answer: Email, Mongoose Texting, Calendly Scheduling, Zoom and WebEx for video conferencing, WaitWhile for in-person queuing, Ellucian Colleague Self-Service.**

Question #11 Does HCCC use the Ellucian Colleague Student Planning module? If not, is there a student degree planning/degree audit tool in place? **Answer: Yes, we do.**

Question #12 Is there a desire to replace the calendly tool for scheduling appointments with advisors? **Answer: Yes, if the new platform includes student self-scheduling with video conferences (Zoom or WebEx).**

Question #13 It doesn't appear to be so, but can HCCC clarify if any of the requirements are meant to be used by students / be student-facing? **Answer: Students should interact with the platform to view progress, schedule meetings, and communicate with their Advisors.**

Question #14 With regard to the question around monitoring degree progress, is this student-facing or administrative / advising facing in scope? What level of granularity is desired for presenting progress, i.e., is the desire to show progress at the requirement level (exposing completed and remaining coursework, grades, requirements that have been met), or credential level (% to completion)? **Answer: Both students and administration are the audiences, and it should be granularly generated but clear to end users.**

Question #15 How do you define "case management" functions? **Answer: The Advisement office assigns advisement staff to cohorted groups of students. We would like for these staff members to be able to pull "big picture" information on their caseload as a whole (e.g., any pending flagged alerts for students, trends within any predictive analytics modules, and/or immediate action items) as well as drill into individual students to see a student's case history, course/progress data, and an overall status report.**

Question #16 Which faculty/staff roles or departments do you expect to utilize the student success solution for case management purposes? **Answer: Our advisement office would be the primary users/owners of the tool. Our institution, at present, utilizes a hybrid advising structure, so there is an identified need for faculty (both in a role as a faculty advisor and course instructor) to utilize and provide information via the solution. Possibilities for ancillary departments (e.g., financial aid, tutoring, holistic student services) to receive referrals and attend to cases would also be ideal.**

Question #17 Will HCCC continue to use other CRMs and email/texting platforms alongside the student success solution, and how do you see the various platforms working together? **Answer: The College uses other CRMs, e.g., Ellucian Recruit and Elevate Salesforce, and Mongoose as a texting platform. Ellucian Colleague is HCCC's system of record, and so critical data of record should be stored there.**

Question #18 Regarding vendor proposals, how many original/copies or flash drives should be sent to HCCC? **Answer: Please send one original and two hard copies of your proposal**

Question #19 How many applications do you receive per year? **Answer: We will not be using this platform for applications, so that data is not relevant.**

Question #20 How many users will be admins/power users who may need full system access and/or mass communication access? **Answer: 10**

Question #21 How many users will be basic/end users or faculty who do not need system configuration or mass communication access? **Answer: 40-60 depending on who needs an account**

Question #22 Do you have the Salesforce nonprofit success pack installed in your current Org? **Answer: No**

Question #23 It stated in the RFP that Salesforce Marketing Cloud is in use. Would you provide more detail of your use of this across your campuses? **Answer: HCCC is using SMC for mass emails to prospects and applicants.**

Question #24 Due to confidential and security-related information included in the HECVAT, can we share the document in a secure manner that is not subject to FOIA requests post the RFP process? Answer: No, the College needs to evaluate all requests, in the same manner, the security as part of our selection process.

Question #25 The cost proposal section seems to imply a 1.5 year(s) contract term for the engagement. Is Hudson County Community College willing to entertain a 3-5 years contract term? Answer: No, New Jersey's Community College Contract Law does not allow the College to have a contract for these services extending for more than 24 months.

Question #26 Please clarify if bidders are to submit proposals electronically via email to jrobersonjr@hccc.edu or if we are required to ship a hard copy of our proposal. We are trying to limit the exposure of our team members going into offices for printing and shipping, so would you prefer electronic submission via email, if possible. Answer: You are required to submit the proposals via hard copies. New Jersey Community College contract law does not allow any provisions for electronic submission.

Question #27 The checklist on page 16 references a Business Registration Form/Certificate; however, we do not see this form included in the RFP specifications. Is this form required? If so, please provide. Answer: all businesses wishing to do business with a public entity is required to complete an NJ Business Registration Certificate; Please follow the online instructions per the State of NJ website at: <https://www.state.nj.us/treasury/revenue/busregcert.shtml>

"Failure to acknowledge receipt of this Addendum may result in rejection of your proposal. Acknowledgment of receipt of the Addendum may be made by 1) faxing a copy of the signed Addendum to Jeff Roberson, Director of Contracts and Procurement at 201-360-4054 prior to the proposal due date, 2) emailing a copy of the signed Addendum to Jeff Roberson, Director of Contracts and Procurement at [jrobersonjr@hcc.edu](mailto:jrobersonjr@hcc.edu) prior to the proposal due date, 3) including the signed Addendum signature page with your proposal, or 4) including a statement in your proposal acknowledging receipt of the Addendum.

Company Name \_\_\_\_\_

Printed Name: \_\_\_\_\_

Title \_\_\_\_\_

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

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