

QUESTIONS AND ANSWERS #2

RFP 25-10

- Given the abbreviated timeline and the upcoming holiday, we respectfully request that the University consider extending the proposal deadline by two additional weeks. - .- **With regards to extending the deadline by two weeks, No we need the assistance as soon as possible and the deadline for the Legislature is coming soon.**
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- Would the University consider accepting electronic proposals?- **No must be sealed.**
- Would the University please confirm the site where addenda will be posted?- **Procurement website - <https://www.astate.edu/a/procurement/bids-results/>**
- Would the University please advise if it intends to make a single or multiple awards? – **Single**
- Please confirm the contract term for this engagement, as two different dates are mentioned in the RFP.- **January 1 2025**
- Please confirm the University's acceptance of an authorized corporate officer's digital signature on the required forms.- **Yes digital will be accepted**
- Is the University looking for a support consultant for each campus or Jonesboro only?- **Yes**
- Is the institution current on the most recent SFA Audit?
 - **I am not sure how to answer this question, as I do not know our status.**
- Are there any specific findings the technology support staff/contractor should be made aware of that would impact the scope of services?
 - **I am not sure how to answer this question, as I do not know our status.**
- What scholarship platform does the institution utilize (if any)?
 - **Banner and Blackbaud**
- Approximately how many students are processed for R2T4 each semester?
 - **Approximately 250-300.**
- Approximately how many students receive athletic aid per academic year?
 - **200**
- Would the contractor support both Undergraduate and Graduate students and Online financial aid?
 - **Yes**

- Is the staffing section on your website up to date? If not, please share an overview of your current office staff. How many openings do you have to date? In which roles?
 - Staffing page is up to date, except for two individuals switched positions (Olivine moved to Administrative Analyst and Kerry moved into ADHE role). Currently have 3 openings in this office.
- To what extent will the consultant be given access to program back end?
 - This question would be for IT.
- Will the consultant at least be able to view the programming even if all program changes must go through IT?
 - This question would be for IT.
- Will the consultant have direct access to the Ellucian Resource Center? Or will Ellucian tickets have to go through IT?
 - All tickets must go through IT.
- Does the paper copy of the RFP require wet signature or can we include a digital signature in our paper copy? - Digital signature is acceptable
- You reference a formal proposal packet. While we see templates for several items on the Submission Requirements Checklist, we do not see any templates/guidance for the "Information for evaluation" section. Can you confirm if we can leverage our existing proposal structure to deliver the requested information for this item? - You can use your existing structure to deliver this information.
- Prior to the CSS Profile how was IM data gathered and processed? What are ASU's goals when using IM and or are there any special circumstances of schools and programs, students, and their families they are trying to address?
 - We did not utilize IM data in awarding scholarships, we only implemented CSS last year, which did not go according to plan due to technical issues with its implementation. We will primarily be using CSS to award our new need/merit-based scholarship.
- For the Acknowledgement of Receipt page, does that need to be submitted prior to submitting the proposal? Can that be electronically submitted, or does it need to also be mailed? – Page can be submitted with proposal
- Could you please clarify the term for this proposal? **Section 6 states** “The required services are to commence January 1, 2025, and unless terminated sooner, shall continue in force for an initial period of five (5) years with the option to extend for two one year extensions...”, and **section 19 states** “The term of this contract will be for one (1) year, beginning July 1, 2024 and extending through June 30, 2024 with The University’s option to extend/renew the contract for six (6) additional years, each in one (1) year increments...”. – This will be a yearly contract beginning January 1, 2025 – December 31, 2025. A-State has the option to use this contract for seven (7) years before it must be rebid.