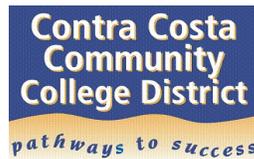


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Contra Costa Community College District Bid No. 4CD-95 Customer Relationship Management RFP

ADDENDUM NO. 1

Question and Answer:

1. How many applications does Contra Costa Community College District receive annually? Can you please break this number out by college and center as well?

Answer: The Contra Costa Community College District received approximately 44,000 applications in 2021-2022. These applications were distributed as follows among our colleges (we do not disaggregate application data down to the center level:

- Contra Costa College – 7,400
- Diablo Valley College – 24,600
- Los Medanos College – 12,000

2. Is it the intention of Contra Costa Community College District to use one CRM instance for all three colleges and the two research centers, or will you be desiring they be broken out into their own instances?

Answer: It is the intention of the District to use one CRM instance for all sites. The District has a relatively large population of students that take classes at more than one college during a given term, so we seek a solution that will support the necessary customization and permissions to accommodate this structure.

3. We have read and understood that if we sign this proposal, this can be our contract. If we have any exceptions to terms, where would you like those included in the proposal format? It looks like we could possibly insert these under Specific Requirements, #5, or as an Exhibit.

Answer: They should probably include any of their requirements/terms. It will ultimately be up to the district whether the terms work for what is needed.

4. On Page, 5 of 10, the section bolded **ATTORNEY FEES**, the verbiage cuts off at the end, simply ending in "such sum as t...". Can you please inform us of any missing verbiage?

Answer: **ATTORNEY FEES.** In the event a suit or action is instituted in connection with any controversy arising out of this contract, the prevailing party shall be entitled to receive, in

addition to its costs, such sum as the court may adjudge reasonable as to attorney's fees and costs.

5. What pain points is Contra Costa Community College District currently experiencing when it comes to communications, tracking, applications, forms, etc.? Are the pain points between each college and research center different? If so, please describe.

Answer: Please review the Proposal Requirements section. Additional information will be provided to vendors selected for the scripted demonstrations.

6. What are the top three items the District is looking to get out of a CRM?

Answer: Please review the Proposal Requirements section. Additional information will be provided to vendors selected for the scripted demonstrations.

7. Has the District already done demos with some CRM vendors? If so, which ones?

Answer: We have had brief discovery demos presented from Anthology and TargetX.

8. I just wanted to confirm there is no Scope of Work listed with this proposal. On Page 8 of 10, under Section 3.1, it lists "Grasp of scope of work to be performed". Under 3.2, Responses to Scope of Work is crossed out. Throughout the proposal, I did not identify a particular area labeled Scope of Work. We are just looking for a confirmation on this that we will be responding to the two items listed under minimum requirements and the additional nine questions under specific requirements.

Answer: There is no scope of work.

9. We are reviewing RFP 4CD-95 with the intention of submitting a response and noticed a reference in the PROPOSAL FORMAT section to 'Exhibit B, Submittal Check-Off List'. Exhibit B does not seem to be downloadable from the procurement site. Can you provide us with either the Exhibit (via email) or instructions on how we can access it?

Answer: There is no exhibit B checklist.

10. How many internal (CCCCD employees/administrators/faculty) users are anticipated to be using the solution.

Answer: This is unknown at this time.

11. There does not appear to be a specific ask for pricing. Is pricing required at this time? If so, can we present pricing in the format of our choice?

Answer: Pricing is not required or requested at this time. 4CD will request pricing after Step Three: scripted demonstrations from the vendors who are selected for demonstrations.

12. Confirming the STEP THREE under Evaluation Criteria will take place with vendor teams attending 'in-person'.

Answer: Yes, the expectation is for on-site, in person demonstrations with the evaluation committee.

13. Is there any potential for an extension to the September 29th deadline for proposals?

Answer: There is not an option for an extension in order to meet our overall timeline for the procurement, all proposals are due September 29th for evaluation.

14. What is the deadline for questions?

Answer: September 12th is the deadline for all questions to be submitted.

15. For Colleague, is file-based batch integration with your SIS acceptable?

Answer: Additional information will be provided to vendors selected for the scripted demonstrations.

16. For Canvas, is the LMS information that we would need to bring into the CRM in Colleague OR would you require another integration to Canvas directly?

Answer: Additional information will be provided to vendors selected for the scripted demonstrations.

17. For Starfish, is the information we would need to bring into the CRM in Colleague OR would you require another integration to Starfish directly?

Answer: Additional information will be provided to vendors selected for the scripted demonstrations.

18. Is CCCCDC requesting pricing? There was mention of a Contractor's Pricing Page but we could not find such a page in the RFP.

Answer: Pricing is not required or requested at this time. 4CD will request pricing after Step Three: scripted demonstrations from the vendors who are selected for demonstrations.

19. In the RFP, there was mention of Exhibit B. However, we could not find Exhibit B in the provided documents. Can you provide us with a copy?

Answer: There is no exhibit B checklist.

20. Can you provide an estimate on the total number of users you expect will use the system?

Answer: This is unknown at this time.

21. Can you let us know the number of Full Users (able to configure the system, update settings/workflows, create reports, own cases) that you anticipate will access the solution?

Answer: This is unknown at this time.

22. Can you let us know the number of Light Users (create and update contacts, run/ view pre-written reports, manage communication and events) that you anticipate will access the solution?

Answer: This is unknown at this time.

23. What is an estimate for the number of applications you expect to receive annually?

Answer: The Contra Costa Community College District received approximately 44,000 applications in 2021-2022.

24. The RFP's provided Non-Collusion Affidavit is for the state of California. To submit the affidavit, will you allow vendors to update the name of the state to reflect their own state?

Answer: Yes, this can be edited to reflect any state.

25. Is a scan of the ink signatures acceptable? COVID has led to social distancing and remote working, so will CCCCDC accept ink signed scans as a substitute for the ink signed originals?

Answer: The District will accept a hardcopy of digitally-signed documents. To be clear, this does not mean electronic submission of documents related to the bid will be accepted. These should be included in the physical copy sent/delivered to the district.

26. What is the total enrollment at Contra Costa Community College District (individual campuses and combined)?

Answer: Slightly over 28,000, currently, although we generally exceed 30,000.

27. Will Contra Costa Community College District be under one instance of CRM or will each campus have its own unique instance with integration between instances?

Answer: It is the intention of the District to use one CRM instance for all sites. The District has a relatively large population of students that take classes at more than one college during a given term, so we seek a solution that will support the necessary customization and permissions to accommodate this structure.

28. How many super users (CRM administrators, blast marketing email person, and event manager) and then how many everyday users will need access to the CRM?

Answer: This is unknown at this time.

29. Please advise if we have the final RFP document, it appears to be a draft with strikeouts on pages 3, 6, & 8

Answer: Yes this is the final RFP. Apologies for the confusion, we initially uploaded the incorrect version of the document.

30. RFP page 8, section 3.2 – is there another document with the “Questionnaire” that is referenced in this section that vendors are required to respond to?

Answer: no, there is no pre-bid deadline questionnaire.

31. RFP page 9 – Section III: Signature Page, reference to a “Pricing Schedule”, is this a separate document that vendors are required to submit?

Answer: Pricing is not required or requested at this time. 4CD will request pricing after Step Three: scripted demonstrations from the vendors who are selected for demonstrations.

32. RFP page 2 – Proposal Submission – we are requesting the District consider waiving the hardcopy and flash drive requirements and accept an electronic via email submission or secure link?

Answer: There are no exceptions to the hardcopy/flash drive requirement. This is a state public procurement policy.

33. Please provide the approximate number of users that will use the CRM solution.

Answer: This is unknown at this time.

34. Please provide the average annual expected volume (quantity) of email messages being sent for bulk email recruiting and engagement purposes to students?

Answer: This is unknown at this time.

35. How many concurrent chat agents (users) would be desired in total?

Answer: This is unknown at this time.

36. Please provide the average annual expected volume (quantity) of SMS text messages to be sent for recruiting and engagement purposes to students?

Answer: This is unknown at this time.

37. Does each school need their own instance of the CRM or is it ok for each school to share data?

Answer: It is the intention of the District to use one CRM instance for all sites. The District has a relatively large population of students that take classes at more than one college during a given term, so we seek a solution that will support the necessary customization and permissions to accommodate this structure.

38. How many total users will be using the new CRM system?

Answer: This is unknown at this time.

39. How many users will be system administrators?

Answer: This is unknown at this time.

40. Will some users only need limited functionality? If so, how many of these types of users will there be and what types of tasks will they need to accomplish? Some examples would be faculty members who strictly review applications for admission, student workers who strictly use the system to enter inquiries or make phone calls, etc.

Answer: This is unknown at this time.

41. How many users are involved in application review? Are there any users who will strictly be reviewing applications? If so, how many of this type of user will there be?

Answer: This is unknown at this time.

42. How many total applications does the college receive annually?

Answer: The Contra Costa Community College District received approximately 44,000 applications in 2021-2022.

43. Will the new system be used for email marketing campaigns? If so, how many marketing users will there be?

Answer: Yes, the system will be used for email marketing campaigns. The number of users is unknown at this time.

44. Will the new system be used to manage events and event registrations?

Answer: Yes the system will be used for event management and registrations.

45. Question: Do you wish to use an applicant portal where a student can submit materials, check application status, receive communication from the college, etc.?

Answer: This is unknown at this time.

46. Approximately how many unique email addresses (contacts) does the college include in email marketing campaigns annually? We are mainly looking for the total number of individual email addresses that will be receiving emails from the communication system throughout the year, not the total number of emails sent.

Answer: This is unknown at this time.

47. Do you want the selected vendor to perform integration with your SIS on behalf of the college?

Answer: No