



July 28, 2017

ADDENDUM NO. ONE

TO ALL OFFERORS:

REFERENCE: Request for Proposal No: **RFP# MLO-972**
Dated: **June 29, 2017**
Commodity: **Disability Services Information Management System**
RFP Closing On: **August 8, 2017 at 2:00 p.m. (Eastern)**
~~**August 1, 2017 at 2:00 p.m. (Eastern)**~~

Please note the clarifications and/or changes made on this proposal program:

1. **The closing date and time has been extended to August 8, 2017 at 2:00 p.m.**
2. **QUESTION:** Will the supplier/vendor be required to travel to various cities other than JMU? If so, what is the frequency and will the supplier/vendor training infrastructure needs be provided at the site location (i.e. hardware, software, office space, connectivity, etc.?)

ANSWER: **The successful Offeror may be asked to come to James Madison University for meetings. This will be determined during negotiations and implementation.**
3. **QUESTION:** Can you provide a total dollar value for this RFP?

ANSWER: **The University will not be releasing a budget for this project.**
4. **QUESTION:** When do you anticipate awarding the contract for this RFP?

ANSWER: **The University anticipates an award will be made November 2017.**
5. **QUESTION:** Reference Page 1, Section II *Background*, paragraph 2 – “The Office of Disability Services (ODS) currently provides accommodation and support to 1,100 users. Is that an estimated number and does it include the noted registered students, assistant’s additional groups, applicants for accommodations, faculty parent’s clinics, etc.? Is the number 1,100 all-inclusive or is the University looking for a capability to scale?

ANSWER: **1,100 is the approximate number of registered students. As a growing university, JMU is looking for a capability to scale.**



6. QUESTION: Reference Page 1, Section II *Background* – Paragraph 2 states that ODS has been managing information through a “home grown system.” Can you tell us what operating system the system is currently using?

ANSWER: **The University is currently using a Microsoft Access database in a Windows environment.**

7. QUESTION: Reference Page 2, *Application Functionality*, Question #2 – In this context, what does JMU mean in regards to “alternate formats?” Will the system be required to accommodate these formats or will the system simply be tracking these requests with the notation of an alternate format for the exam (or other item)?

ANSWER: **The University wants to know what functions the proposed system provides with regard to alternate formats. The following questions clarify some of the functions that would be important for handling alternative formats and may be used in provided a response to this question:**

- **Does the system have capabilities in place to track the conversion of class materials into alternative formats?**
- **Can the system provide file exchange of large audio and video files?**
- **Does the system have the capability to archive alternatively formatted materials?**

8. QUESTION: Reference Page 2, *Application Functionality*, Question #16 – Is there a mobile device interface capability requirement?

ANSWER: **The University desires the ability to interface with mobile devices.**

9. QUESTION: Reference Page 3, *Reporting*, Question #3 – Can you identify ODS’s reporting requirements, processing, their frequency, format and all other deliverables required for this RFP?

ANSWER: **The University desires the ability to create queries in order to run reports on various types of data. As requested in the RFP, Offerors should provide a list of all reports available as part of the base product.**

10. QUESTION: Reference Page 3, *Services*, Question #2 – Will there be a requirement from the awarded firm to provide one-time or re-occurring training for ODS staff on the new system?

ANSWER: **The University requests the successful Offeror provide a one-time comprehensive training for ODS staff. This includes training materials for use in future internal trainings, preferably available online for easy access. Offerors should include training options and associated costs in their proposal.**



11. QUESTION: Is there sustainment or a term help desk requirement for the new system?

ANSWER: **The University desires help-desk type support for assistance with answering questions and troubleshooting technical difficulties on an on-going basis. Offerors should include on-going maintenance and support options and associated costs in their proposal.**

12. QUESTION: Has there been any research or an assessment done to determine what is the preferred time to transition from the old system to the new system?

ANSWER: **The University anticipates a deployment target of January 2018 (the beginning of spring semester).**

Signify receipt of this addendum by initialing “*Addendum #1*” on the signature page of your proposal.

Sincerely,

Matasha Owens, MPA, VCO, CUPO
Buyer Senior