



Purchasing Department
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March 16th, 2017

RFP ADDENDUM #1

Reference – Request for Proposal:
Title:

GMU-1404-17
University Event & Registration
Systems – TouchNet Ready Partners
February 10th, 2017
George Mason University

Dated:
For Delivery To:

The following changes are hereby incorporated into the aforementioned RFP:

Please sign and include a copy of this addendum with your proposal/offer as the requirements below are hereafter made a part of the RFP requirements. Failure to sign and include this addendum may reflect in scoring of your proposal.

- 1. Notice to Offerors: Please note that if your solution/system is chosen by the RFP committee to move into the contract award stage our Architectural Standards Review Board (ASRB), which includes our accessibility and IT security reviews, must review your system/solution prior to contract award. If your system/solution is deemed to not meet our requirements, it may be rejected and contract award will not take place. It is imperative that you provide all of the information that the ASRB requires in a timely fashion. On average it can take our ASRB anywhere from 2 weeks to a month to review offerors solutions/systems so failure to provide the requested information will delay award of contract considerably and may result in non-award.**
- 2. The RFP Scope of work is amended in Section X, Paragraph B, Department Requirements to add and include a new department requirement item as follows:** Some departments would like the ability to have their system/solution integrate with their current calendar system (Outlook) and with our Room Management tool (25Live). They would like to be able to import or export calendar items into or out of the system from their calendar and room management tools.
- 3. The RFP Scope of work is amended in Section X, Paragraph B, Department Requirements to remove the 12th checkbox/item on page 7: Integration with Banner finance and the ability to automatically transfer data to Banner General Ledger accounts”:** Our E-Commerce Payment Platform, TouchNet, already provides this item and we do not need offerors to include this in their proposal.
- 4. Answers to Questions asked during the Optional Pre-Proposal Conference on 02/23/17:**
 - Question:** Does our solution need to be Commercial Off-the-shelf” (COTS) or customized?

Answer: Mason is looking for COTS software. We are open to seeing customizations to that software to meet all of our requirements but we do not accept our offerors to build a solution/system from scratch (i.e. we are not looking

for a completely customized solution/system).

- **Question:** We are concerned that our pricing structure may not match Mason's requirements in Section XI. Cost of Services. Is Mason willing to consider different pricing structures?

Answer: Mason believes that most vendors should be able to provide a fixed price for their "Commercial Off-the-shelf" (COTS) solution. If any additional customizations are required to meet either our General Requirements or Departmental Requirements we would like to see those broken out separately. If your solution/system model is not priced like this please either provide your price per user, and user/level tiers at which discounts are applied, or some type of fixed unit cost. We understand that different systems/solutions may be priced differently and are open to seeing different pricing structures. If you have questions about your pricing structure or need additional information in order to price our requirements please submit your questions no later than 4:00PM on March 09th, 2017. Answers to all questions will be posted on March 23rd, 2017.

- **Question:** Am I required to be a TouchNet Ready Partner? Will I have access to their IPS if I am not?

Answer: Yes, all offerors must either be TouchNet Ready Partners at time of award or be committed to becoming TouchNet Ready Partners before funding will be released. Failure to become a TouchNet Ready Partner will result in termination of the offerors contract. TouchNet will not allow non-TouchNet Ready Partners access to their IPS, which is why it is mandatory for our vendors to be Partners. No exceptions are allowable.

- **Question:** Can you provide George Mason University's (Mason) annual revenue?

Answer: No, we cannot provide this information. Each department has their own individual budget that varies department to department.

- **Question:** Does Mason have budget to pay for these services in this fiscal year? Does contract award equate to funding being released to the vendor?

Answer: Mason estimates that contract award will be in this fiscal year (FY16), May period, but it is unlikely that our departments will release funding in this fiscal year which ends on June 30th, 2017. Work start/period of performance will likely be sometime after June 30th, 2017. A contract award does not equate to funding being released. Funding is allocated upon release of a purchase order. Departments will use Mason's awarded contracts on an "as needed" basis.

- **Question:** Please provide clarification on page 5 of the RFP, General Requirements, item 5c. concerning what Mason means by "all-inclusive pricing an pay only for completed registrations"?

- **Answer:** What Mason means by this is creating a seamless customer experience for Mason's customers and being able to provide package pricing, discounted pricing for choosing multiple options, etc. The main idea behind this is to save customers from having to go and pick each item by item. An example of this is allowing customers to receive a discount if they choose a class package for

attending class five (5) days a week versus two (2) times a week. This item is not referring to offeror's pricing.

- **Question:** Please provide clarification on page 5 of the RFP, General Requirements, item 7b. Defining what Mason means by "Seasons."?

Answer: Seasons are the equivalent of semesters or periods/terms. Many of our departments operate under semester or specific time-periods. They would like the ability to track transactions during these specific periods.

- **Question:** Please provide clarification regarding on page 5 of the RFP, General Requirements, item 7c. defining what Mason means by "pertinent risk management questions"?

Answer: Some of our departments host events, classes, etc. where minors or people with certain health/medical/allergies may be attending. These departments need to be able to determine if someone has allergies, health issues that may limit participation, etc. We would like to be able to populate fields where the attendee can include things like allergies, Doctors name and contact information, health issues, and other information such as who can and cannot pick them up from activities.

- **Question:** Please provide clarification on page 5 of the RFP, General Requirements, item 8 Defining what Mason means by "Subscription Lists"?

Answer: Mason considers a Subscription List an additional reporting tool. A Subscription list can populate information about what our customers are doing; history, interests, etc.

- **Question:** Please provide clarification on page 6 of the RFP, Genreal Requirements, item 12 and define what Mason means by "passing some fees on to Mason's customers?"

Answer: Some of our current systems/solutions have certain fees, like registration and processing fees, and we would like the option to pass these fees on to our customers. If your solution/system has these types of fees please clearly identify them in your proposal and how your solution/system can pass these fees on to our customers. A good example of this is TicketMaster's processing fees.

- **Question:** Please provide clarification on page 6 of the RFP, General Requirements, item 13b. by providing additional details about "vendors being able to provide a usable product demo for accessibility testing purposes"?

Answer: This is an accessibility requirement. Our Accessibility department needs to be able to test customized fields and the offeror's solution to ensure that it meets all of our accessibility requirements. This demo will be required if the vendor is selected for award. The Accessibility department will need to review the demo and report their findings before contract award will be made. This will be part of our Architectural Standard Review (Pre-award) Process.

- **Question:** Does Mason have a preferred hosting strategy?

Answer: Mason would prefer a cloud hosting strategy but we are open to other hosting strategies. Please make sure to clearly identify your hosting strategy/strategies in your proposal.

- **Question:** Please provide clarification on page 6 of the RFP, Departmental Requirements, Item/Checkbox number 1 by defining what Mason means by “smart links”?

Answer: Mason would like the ability to send links to other customers or departments who do not have access to this solution/system so that they can check registration details in live time. An example of this is that our University Events department hosts events on behalf of other departments who do not have access to their registration and events system. The University Events department would like to be able to send a smart link to that department so that they can click on it, see their event details, such as registrant information, number of registrants, etc. in live time, and not have to sign in or access the system directly. If this is not available in your solution/system we are also accepting of some type of live report.

- **Question:** Please provide clarification on page 6 of the RFP, Departmental Requirements, Item/Checkbox number 2 by defining what Mason means by “RSVP for event logistics”?

Answer: Some departments need the capability to have customers/end users RSVP in advance of events/courses/classes etc. so that the department can determine how many people are attending and how big their venue/space needs to be, table set up, etc. to prepare for the event. The RSVP function is what is important to these departments and it needs to be robust and have the ability for one person to RSVP for multiple people or groups, ability to type in comments or click fields and drop down responses to respond to questions such as allergies/health issues, food choices (if there are multiple meal options), etc.

- **Question:** Please provide clarification on page 7 of the RFP, Departmental Requirements, the 7th checkbox/item on page 7 by defining what Mason means by “For Students Mason would like to be able to create a list of “tasks” that students need to complete as part of their registration process”?

Answer: We will provide an example for this scenario. Some departments hold events/training seminars/etc. that are being held internationally. The department would like to be able to have mandatory items embedded in the registration process like the person needing to have a current passport, visa, shots before travel, etc. In order to register they will need to complete this checklist and verify that they completed all of the items required, before the deadline, before registration is finalized/completed/allowed.

- **Question:** Please provide clarification on page 7 of the RFP, Departmental Requirements, the 10th checkbox/item on page 7 by defining what Mason means by “The Ability to Create Calendar of Daily Events”?

Answer: Some departments would like the ability to generate a calendar of daily events in the solution/system that they are using (for example: they can click on May 3rd, 2017 and see what events/courses/classes/etc. that are scheduled for that day, what times, etc.

5. If you wish to hand deliver your proposal please deliver to the address below:

- **Street Address: 4441 George Mason Blvd. 4th Floor, Suite 4200, Fairfax, VA 22030.** Let the receptionist know that you are delivering your offer for GMU-1388-17 and she will time stamp it for you. Only vendors who attended the mandatory pre-proposal conference will be allowed to submit offers.
- Campus Maps are available here:
<http://www.gmu.edu/resources/welcome/Directions-to-GMU.html>
 - The Building name on the map is Alan and Sally Merten Hall. You may park in the parking lot in front of the building (which is limited parking for 30 minutes free parking) or in the Rappahannock Parking deck which is paid parking located beside the Merten Hall building.
 - Please note that there is on-going construction at the campus which has certain roads blocked which may cause traffic to backup. Please make sure to deliver your proposal early as proposals delivered late, for any reason, will not be accepted.

Please sign and include this addendum with your proposal/offer.

In Compliance With this RFP And To All The Conditions Imposed Therein And Hereby Incorporated By Reference, The Undersigned Offers And Agrees To Furnish The Goods/Services required by this RFP at the prices indicated in the pricing schedule, and the undersigned hereby certifies that all information provided below and in any schedule hereto is true, correct, and complete.

Name and Address of Firm:

Date: _____

By: _____

Title: _____

Fed ID No: _____

Signature: _____

Email: _____

Phone: _____

Sincerely,
Katherine E. Sirotin
Senior Buyer, VCO
Purchasing Department
George Mason University